



«АККРЕДИТЕУ 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 evaluation commission  
for compliance with specialized accreditation standards  
educational programs

6B06113-Information systems,  
6B06114-Computer equipment and software,  
7M06130-Information systems

Kazakhstan University of Innovative and Telecommunication Systems

Date of EEC visit: from "22 to" 24 " May 2023 years

**INDEPENDENT ACCREDITATION AND RATING AGENCY**  
**External Expert Commission**

*Addressed to  
To the Accreditation Center  
to the IAAR Council*



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*Date of EEC visit: from "22 to" 24 " May 2023 years*

**Uralsk**

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**(I) LIST OF SYMBOLS AND ABBREVIATIONS**

RK	Republic of Kazakhstan
MSHERK	Ministry of Science and Higher Education of the Republic of Kazakhstan
AC	Accreditation Council
UG	Undergraduate
MD	Master's degree
PhD	Doctorate
HEI	Higher education institution
EEC	External Expert Commission
SOSE	State obligatory standard of education
SPDE	State Program for the Development of Education
IAAR	Independent agency of accreditation and rating
CS MSE RK	Committee of Science of the Ministry of Science and Education of the Republic of Kazakhstan
MEP	Modular educational program
RW	Research work
IKAQAE	Independent Kazakhstan Agency for Quality Assurance in Education
RWS	Research work of students
EP	Educational program
OR	Office of the Registrar
RLA	Regulatory legal acts
NQF	National Qualifications Framework
NQS	National Qualifications System
TS	Teaching staff
ECTAS	European Credit Transfer and Accumulation System
ESG	Standards and Guidelines for Quality Assurance in the European Higher Education Area
QF-EHEA	Framework for Qualifications in the European Higher Education Area

## **(II) Introduction**

In accordance with Order No. 98-23-OD of 27.03.2023 of the General Director of the Independent Accreditation and Rating Agency<sup>3</sup>, an external expert commission evaluated the quality of educational programs 6B06113 – Information Systems, 6B06114 – Computer Equipment and Software, 7M06130 – Information Systems for compliance with the Standards of specialized accreditation of educational programs. programs of higher and (or) postgraduate education (Approved and put into effect by Order No. 57-20-OD of the General Director of the Independent Accreditation and Rating Agency dated June 16, 2020).

The report of the External Expert Commission (EEC) contains the results of the evaluation of educational programs 6B06113-Information Systems, 6B06114-Computer Engineering and Software, 7M06130-Information Systems according to the IAAR criteria, recommendations of the ECC for further improvement of the educational program and the conclusion of the external expert commission (Appendix 1. Parameters of the specialized profile).

### **The composition of the EEC:**

**EEC Chairman** -Aliya Kairatovna Aldungarova, PhD, Associate Professor, D. Serikabayev East Kazakhstan Technical University (Ust-Kamenogorsk, Republic of Kazakhstan);

**IAAR Foreign Expert IAAR**-Fartunova Maria Atanasova, Associate Professor, Doctor of Science, St. Ioan Rilski University of Mining and Geology (Sofia, Bulgaria);

**IAAR expert**-Serik Zhumazhanov, Candidate of Technical Sciences, S. Seifullin Kazakh Agrotechnological University (Astana, Republic of Kazakhstan);

**IAAR expert**-Sheripidin Khamraev, Candidate of Technical Sciences, Associate Professor, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan);

**IAAR expert IAAR** -Aigul Zhumagaliyevna Zeynullina, Candidate of Economic Sciences, Associate Professor, Shakarim University (Semey, Republic of Kazakhstan);

**IAAR expert IAAR** -Aliya Kuanyshevna Tusayeva, Candidate of Economic Sciences, Associate Professor, Head of the Department of Business Administration, Turan University (Almaty, Republic of Kazakhstan);

**IAAR expert IAAR** - Danila V. Tatarinov, PhD in Law, Al-Farabi Kazakh National University (Almaty, Republic of Kazakhstan);

**Employer**-Berik Sarsimbekov, International Mediation Center (Astana, Republic of Kazakhstan);

**IAAR student**-Tynymbayeva Aruzhan Muratkyzy, 2nd-year Master's degree student in Translation Studies, L. N. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan);

**IAAR student** -Seilbekov Zhandos, 4th year student of the EP "Computer Engineering and Software", Humanitarian and Technical Academy (Kokshetau, Republic of Kazakhstan);

**IAAR student**-Sisenova Tolganay, 1st year Master's student of EP "Management", Turan University (Almaty, Republic of Kazakhstan);

**IAAR student** -Asylzhan Akhmetova, 2nd year Master's student, L. N. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan);

**IAAR student** -Zhakenova Rabiga, 2nd year Master's student, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan);

**IAAR Coordinator** - Dinara Kairbekovna Bekenova, Head of the project on accreditation of technical and vocational education organizations of the Independent Agency for Accreditation and Rating (Astana, Republic of Kazakhstan).

### **(III) REPRESENTATION OF AN EDUCATIONAL ORGANIZATION**

Non-governmental educational institution "Kazakhstan University of Innovative and Telecommunication Systems" carries out educational activities as an independent higher educational institution since September 2015 on the basis of state license No. KZ33LAA00005815, issued on September 29, 2015 by the CCES of the Ministry of Education and Science of the Republic of Kazakhstan.

In general, the university has a 20-year history of educational activity and was one of the first private universities in the western region: a branch of the Kazakhstan Institute of Information Technologies and Management (Almaty) (1998); Institute of Innovative and Telecommunication Systems (2005); West Kazakhstan Engineering and Humanities University (2008) formed by associations of 5 private universities in Uralsk.

The choice of strategic directions for the University's development until 2025 is determined by its mission, vision and development priorities outlined in the Strategic Development Plan of the Kazakhstan University of Innovative and Telecommunication Systems for 2022-2025..

*The mission of the University* is to train competitive personnel in order to ensure industrial, innovative and sustainable development of the region and the country, contributing to the formation of an intelligent nation.

*The vision of the University* consists in the educational activities of the university aimed at close integration of education, science and production, ensuring high quality of educational and professional training of graduates, as well as the development of the national innovation system.

University rating, accreditation. In 2020, Kazakhstan University of Innovative and Telecommunication Systems took the 12th place in the overall rating of educational programs conducted by the Independent Accreditation and Rating Agency (IAAR), in particular, the following places were taken:

- 1st place - State Enterprise "Economy";
- 2nd place - State Enterprise "Law", "Information technologies";

In the rating of educational programs of higher education institutions in 2021, according to the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken", the top 10 EP includes:

- EP " Production of building materials, products and structures "(bachelor's degree) – 5th place out of 7;
- EP " Cadastre "(bachelor's degree) – 4th place out of 8;
- EP " Assessment "(Bachelor's degree) – 2nd place out of 2.

University structure. According to the website of the university, the structure of the university includes: 6 departments: the Department of Technical Disciplines, the Department of General Technical Disciplines, the Department of Economics and Management, the Department of "Ecology and Life Safety", the Department of Law, the Department of Rukhani zhangyru (<https://kazuits.edu.kz/ru/1036>).

#### Brief description of the accredited EP 2 clusters.

Educational programs of the 2nd cluster pass the procedure of specialized accreditation.

Training of specialists of EP 2 cluster of the Kazakhstan University of Innovative and Telecommunication Systems (hereinafter referred to as KazUITS) is carried out in accordance with License No. KZ33LAA00005815, the State mandatory standard of Higher and Postgraduate Education, approved by the Decree of the Government of the Republic of Kazakhstan dated August 23, 2012 No. 1080 with amendments and additions for the reporting period.

Preparation of bachelors of educational programs of the 2nd cluster is carried out by the Department of "Technical Disciplines" on credit technology. Training of personnel in the accredited EP 2 cluster is carried out at the level of 6NQF-bachelor's degree in full-time education. Duration of training: 4 years. Classes are conducted in the state and Russian



languages, at the level of 7NQF – master's degree in full-time education. Duration of training: 2 years. Classes are held in the state and Russian languages.

#### **(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE**

The result of the previous accreditation is the decision of the meeting of the Accreditation Council of the Independent Accreditation and Rating Agency (IAAR) dated September 28, 2021, according to which the NSEI "Kazakhstan University of Innovative and Telecommunication Systems" was recognized as having passed specialized accreditation in 6B06113 – Information Systems, 6B06114 – Computer Engineering and Software, 7M06130 – Information Systems - for 5 years.

A total of 25 recommendations were made for the EEC cluster.

##### ***Completed in full:***

- systematize the format of strategic planning at the university, providing for the possibility of cascading strategic performance indicators in the context of directions, structural units, employees and teaching staff.
- update the Strategic Development Plan in the context of the Digital Kazakhstan Program.
- ensure systematic integration of the results of the project "Virtual University educational environment: smart teaching staff workplaces (on the example of KAZUITS) into university management.
- create a plan to involve well-known scientists, public and political figures, and practitioners in the implementation of the EP.
- continue training programs for the management of educational institutions, including heads of departments and heads of educational institutions, in education management.
- systematize the work on information analysis and develop a mechanism for identifying and predicting risks in the implementation and development of EP.
- continue to work on involving students and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.
- add information about teaching staff on the university's website.
- conduct work on opening a two-degree education.
- conduct work to prepare students for professional certification, including as software users.
- continue cooperation with domestic and foreign universities that implement similar educational programs and improve the processes of measuring and analyzing the results of the implementation of the EP.
- diversify the forms of control of students in order to provide a mechanism for an objective assessment of learning outcomes.
- attract university graduates and increase their role in decision-making on accredited educational programs.
- consider opportunities for a variety of forms for the exchange and expression of opinions of students through online communication.
- systematize the work on ensuring the motivation of teaching staff to use innovative methods and information and communication technologies in the educational process.
- complete the implementation of the Platonus AIS and fill it with educational and methodological documentation in the context of EP disciplines, including structured information (presentation materials, video materials, lecture notes, scientific papers of teaching staff, current educational literature, etc.
- complete the presentation of objective information about teaching staff.
- continue the activities of the scientific, scientific and methodological seminar on the use of IT in the educational process.

***Partially completed:***

- systematize the assessment of educational program development risks and develop a mechanism for reducing them, including such factors as the development and improvement of educational programs, risk management, monitoring, and fact-based decision-making.
  - ensure the regularity of documentary confirmation of the processing of personal data of teaching staff.
  - update the content of AIS "Platonus" with educational and methodical documentation in the context of EP disciplines, including structured information (presentation materials, video materials, lecture notes, scientific papers of teaching staff, current educational literature, etc).
  - ensure the participation of students in the process of forming CED and EP.
  - analyze the content of CEDS and provide for the possibility of expanding the educational trajectories of students.
- continue the development of scientific research and dissemination of their own research in the field of teaching methods of academic disciplines of the EP.
- update information about the University's activities on the university's website, including the results of external evaluation procedures for educational programs.

**(V) DESCRIPTION OF THE EC SESSION**

The work of the EEC was carried out on the basis of the approved Program of the visit of the expert commission on specialized accreditation of educational programs to the NSEI "KazUITS" in the period from May 22 to May 24, 2023.

In order to coordinate the work of the EEC, an orientation meeting was held on 21.05.2023, during which powers were distributed among the commission members, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, we met with the Rector, vice-rectors in the areas of activity, heads of structural divisions, heads of departments, heads of educational institutions, members of academic committees, teachers, students, graduates. A total of 159 representatives participated in the meetings (Table 1).

Table 1-Information about employees and trainees who participated in meetings with the IAAR HEC:

<b>Category of participants</b>	<b>number</b>
of Rectors	1
Vice-rectors in the areas of activity	3
Heads of structural divisions	13
Heads of departments, heads of EP, members of the academic Committee	20
Teachers	31
Students	41
Graduates	31
Employers, representatives from practice bases	19
<b>Total</b>	<b>159</b>

During the excursion, members of the EEC got acquainted with the state of the university's material and technical base, viewed classrooms for lectures, practical and laboratory work on the profile of accredited EP 2 clusters, places of functioning of support services for the educational, scientific, social and educational process.

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



self-assessment report were specified.

At the time of accreditation, classes were not attended, as the training process was completed.

EEC experts reviewed the practice bases of IT Group Kazakhstan LLP, KSI "Employment Center of Uralsk", Uralsk City Court, and also asked questions to the heads of organizations: Department of Ecology for the West Kazakhstan Region, Association of Environmental Organizations of the West Kazakhstan Region, National Center for Expertise and Certification, HAGL "KazStandart", Specialized Fire Department of Uralsk, Police Department WKR, Administrator of WKR Courts, Department of the WKR Penal System, Office of the Prosecutor's Office for WKR, LLP "TORUS.KZ", JSC "Jusan Mobile", JSC "Ural distance of signaling and communication", LLP "StroyGazProm", LLP "NBA telekom", LLP "IT Group Kazakhstan", LLP "Uralsk Transformer Plant".

In accordance with the accreditation procedure, an online survey was conducted for 19 teachers and 57 students.

In order to confirm the information provided in the Self-assessment Report, external experts requested and analyzed the university's working documentation. Along with this, the experts studied the Internet positioning of the university through the official website of the university (<http://kazuits.edu.kz/>).

Within the framework of the planned program, recommendations for improving the accredited educational programs of the Kazakhstan University of Innovative and Telecommunication Systems, developed by the EEC based on the results of the expert examination, were presented at a meeting with the management on 24.05.2022.

## **(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS**

### **6.1. Educational Program Management Standard**

✓ *The university should demonstrate the development of the goal and strategy for the development of the EP based on the analysis of external and internal factors with a wide involvement of various stakeholders.*

✓ *A quality assurance policy should reflect the relationship between research, teaching, and learning.*

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

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

✓ *The EP management ensures transparency in the development of the EP development plan based on an analysis of its functioning, the actual positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other interested parties.*

✓ *The EP management demonstrates the functioning of mechanisms for forming and regularly reviewing the EP development plan and monitoring its implementation, evaluating the achievement of training goals, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP.*

✓ *The EP management should involve representatives of groups of stakeholders, including employers, trainees and teaching staff, in the formation of the EP development plan.*

✓ *The EP management should demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the development strategy of the educational organization.*

✓ *The university must demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of job responsibilities of personnel, and the division of 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, as well as involves all stakeholders in this process.*
- ✓ *The EP management should 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 should manage risks.*
- ✓ *The EP management should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *The university must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The EP management should demonstrate its openness and accessibility to students, teaching staff, employers, and other interested parties.*
- ✓ *The EP management confirms the completion of training in educational management programs.*
- ✓ *The EP management should strive to ensure that progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

### **Proof part**

Plans for the development of accredited educational programs were developed in accordance with the Strategic Development Plan for 2022-2025 of the Kazakhstan University of Innovative and Telecommunication Systems, with the participation of employers-educational organizations, graduates and students.

The mission is to train competitive personnel in order to ensure industrial, innovative and sustainable development of the region and the country, contributing to the formation of an intelligent nation.

The vision of the university is connected with the close integration of education, science and production, ensuring high quality of educational and professional training of graduates, as well as the development of higher and postgraduate education.

The EP development Plan defines the strategy and tactics of improvement based on the systematic, purposeful and effective implementation of the planned EP goals.

All stakeholders have the opportunity to influence the content of the EP development plan, for example, positive dynamics in this direction is observed through conclusions in the form of feedback from the following employers: IT Group Kazakhstan LLP, LLP "TORUS.KZ", Studio LLP Web-Design.kz", Kama-Center LLP

The university has documented procedures for the areas of activity, published on the website <https://kazuits.edu.kz/ru/dokumenty>.

The EP management ensures transparency of the management system, which is reflected in the minutes of the department meeting, is presented on the website and in the report, and also uses the following communication channels: adviser hours, curatorial hours, information stands, the "Platonus" system, social networks.

During the reporting period, all managers of accredited educational programs completed advanced training in the management in education program.

Assessment of the quality of the EP is carried out on the basis of the analysis of curricula, sample disciplines, TMCD, questionnaires of students and teaching staff, mutual visits to teaching staff classes, discussion and analysis of the results of student academic performance, passing all types of internships, the quality of final papers and complex exams, which is discussed at the meetings of the department and reflected in the minutes.

A plan has been developed and implemented to involve well-known scientists, public and political figures, and practitioners in the implementation of the EP for the period 2022-2025.

Directors of "IT Group Kazakhstan" LLP Dudnichenkov M. M., "IT Group Kazakhstan" LLP TORUS.KZ Zhusipkali N. A. together with leading specialists and teachers of the Department of Technical Disciplines took an active part in the discussion, improvement and approval of the educational program 6B06113 "Information systems", 6B06114 "Computer engineering and Software", 7M06130 "Information systems". The joint cooperation was aimed at ensuring that graduates of this educational program can easily adapt to work in a wide variety of fields in the training area 6B06 Information and Communication Technologies, 7M06 Information and Communication Technologies.

The university operates a system of information and feedback, which includes: university website <https://kazuits.edu.kz/>, an electronic library <https://kazuits.edu.kz/ru/4562/elektronnaya-biblioteka>, educational portal and e-learning portal <https://k-subject.nnsoft.kz/>, the newspaper "KazIITU", social media accounts: official Instagram account "@kazuits", "@kaziitu.life", Facebook – "Kazuits University" (<https://web.facebook.com>), in Contact (<https://vk.com/kazuits>).

The EP guidelines demonstrate evidence of openness and accessibility for students, teaching staff, employers, and other stakeholders. Information on the EP is available on the official website of the university in the public domain.

### ***Analytical part***

Analysis of the submitted information and supporting documents for this standard allows us to draw the following conclusions.

The University demonstrates the management of educational programs in the context of the implementation of strategic documents. The management of the EP demonstrates the consistency of the EP/WIP with national development priorities and the development strategy of the educational organization. The University provides a Quality Assurance Policy that generally reflects the interaction between the business community, the scientific community, teaching staff and students.

Employers and students are involved in the development and implementation of EE development plans. The variable part of educational programs was supplemented as a result of recommendations from stakeholders. The university uses the automated information system of electronic document management "PLATONUS" for planning, managing, monitoring and analyzing the quality management system, managing documented information, and conducting internal audit in accordance with the university's quality management system, which regulates these processes by internal regulatory documents.

The university management demonstrated openness in communicating with students, which is also confirmed by the survey results.

### ***At the same time, the EEC notes the following.***

The study of documentation and the results of focus group interviews showed that the management of the University pays insufficient attention to the correlation of the development plan of the University with the strategic development plan of the university as a whole. The university does not conduct a sufficiently in-depth analysis of the external environment and internal capabilities, and also weakly involves various stakeholders in the process of developing a development plan for the EP with specific numerical indicators. This can lead to a lack of consideration of significant factors, which weakens the university's position in the higher education market and makes it difficult to achieve the desired results.

The distribution of those responsible for business processes within the framework of the implementation of the EP, the differentiation of the functions of collegial bodies is unclear, which was confirmed during the interviewing of heads of structural divisions.

Lack of an effective risk management mechanism in the EP's management. The university does not have a proper methodology and mechanisms for identifying, assessing and managing risks in educational programs. This can lead to unpredictable consequences, such as poor quality

of education, financial losses, and loss of reputation.

There are no effective mechanisms for managing innovations within the framework of the EP, including the analysis and implementation of innovative proposals.

***Strengths/Best practices:***

Absent.

***EEC recommendations:***

– Review the plan for the development of educational programs, for each EP separately, in accordance with its specifics and take into account the problems identified with the participation of all stakeholders, as well as strategic indicators for the development of the university (deadline: 09.2023);

– Assess the risks associated with the implementation of educational programs, determine the possibilities of their management and develop ways to prevent negative consequences, including the formation of human resources and the number of students (deadline: 09.2023);

– Develop a mechanism for implementing and managing innovative ideas within the educational program (deadline: 01.2025);

– Assign responsible persons for each business process within the framework of the educational program, as well as distribute the official duties of the staff, so that each employee has clearly defined tasks and responsibility for the implementation of the EP (term: 09.202.2023g).

***EEC's conclusions based on the following criteria: strong-0, satisfactory-14, suggest improvements-3.***

**6.2. Information Management and Reporting Standard**

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

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

✓ *The EP management demonstrates the existence 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 should determine the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, and top management.*

✓ *The university must demonstrate a mechanism for ensuring information security, including identifying those responsible 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 them.*

✓ *The EP management should demonstrate the existence of mechanisms for communication with students, employees, and other stakeholders, including conflict resolution.*

✓ *The university should measure the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of addressing the identified shortcomings.*

✓ *The university should evaluate the effectiveness and efficiency of its activities in the context of EP.*



- ✓ *Information collected and analyzed by the university within the framework of the EP should take into account:*
- key performance indicators;*
  - dynamics of the number of students in the context of forms and types;*
  - the level of academic performance, student achievements, and deductions.*
  - satisfaction of students with the implementation of the EP and the quality of education at the university;*
  - availability of educational resources and support systems for students;*
  - employment and career development of graduates.*
- ✓ *Students, teaching staff and staff must document their consent to the processing of personal data.*
- ✓ *The management of the EP should help to provide the necessary information in the relevant fields of science.*

### **Proof part**

Use of a system for collecting, analyzing and managing information based on modern information and communication technologies and software tools:

The university has a well-developed IT infrastructure, including the equipment and software necessary for collecting, analyzing and managing information.

The university uses modern information and communication technologies (ICT) and software tools to collect, store, process and transmit information within the university.

Availability of special management systems that automate the collection, analysis and management of information, such as the electronic document management system, the curriculum and schedule management system, the student documentation accounting system, and others.

Based on the analysis of expenditure data, the EP management takes measures to improve the educational program, makes adjustments to the curriculum, optimizes classes, consumes teaching efficiently, and provides access to the necessary resources.

The university creates a collection system that requires collecting and analyzing information about the activities of all structural divisions and departments related to the educational system.

The university has developed and implemented regulations or other documents that determine the frequency of evaluation of the management of the EP, the activities of collegial bodies and structural divisions.

This document identifies the forms and methods of assessment that record questionnaires, surveys, statistical data analysis, performance indicators, and other approaches.

The University has established policies and procedures for choosing information protection, including confidentiality and data security. In order to prevent hacker attacks on the University's Internet resources, the state of services responsible for the service's performance is periodically monitored, and restrictions are imposed on user access to the resource and to the network OS (*Regulations on the Information Technology Center*).

The university conducts surveys, questionnaires, or other forms of information collection among students, employees, and teaching staff to collect information about admission and assessment of the population's performance.

The university conducts consultations, seminars or other events aimed at involving students, employees and teaching staff in decision-making based on analysis.

The university establishes and maintains a system of interaction with students, employees and other stakeholders, which can manifest itself in holding regular meetings, including, opening up dialogues and showing communication.

The university conducts systematic surveys and studies to determine the degree of satisfaction of students, teaching staff and staff within the framework of the EP. KazUITS has adopted an open door policy.. Department of Academic Affairs of they Russian Academy of

Science surveys to collect students' wishes and suggestions; the Rector of the Russian Academy of Sciences meets with students in the classroom.

The satisfaction of students with the implementation of the EP and the quality of education at the university is assessed by questioning "Students' satisfaction with the quality of education" ([https://docs.google.com/forms/d/1WELNAw1k8mBBt8Py2\\_x89YQgkVoQ86mM-hehvtE4q1c/viewform?edit\\_requested=true](https://docs.google.com/forms/d/1WELNAw1k8mBBt8Py2_x89YQgkVoQ86mM-hehvtE4q1c/viewform?edit_requested=true)).

The criterion for the effectiveness of the implementation of the EP is the successful completion of practical training by students and their further career development. The employment of graduates is monitored by the responsible persons for employment. In recent years, the employment of graduates is 6B06113 "Information systems" - 88.89%, 6B06114 "Computer engineering and Software"-73.33%, ([https://atameken.kz/ru/university\\_ratings?year=2021&ut](https://atameken.kz/ru/university_ratings?year=2021&ut)).

The procedure for processing personal data of students, employees and teaching staff is implemented by the Regulation on the protection of personal data of employees of the Kazakhstan University of Innovative and Telecommunication Systems.

This regulation regulates public relations in the field of personal data, as well as defines the purpose, principles and legal basis of activities related to the collection, processing and protection of personal data, and is designed to:

- regulation of the procedure for performing operations with personal data of employees of the enterprise;
- ensuring the requirements of the Law of the Republic of Kazakhstan dated May 21, 2013 No. 94-V "On personal data and their protection" and other legal acts regulating the use of personal data;
- establishing the rights and obligations of employees of the Kazakhstan University of Innovative and Telecommunication Systems in terms of working with personal data;
- establishing mechanisms of liability of employees of the enterprise for violation of local norms, as well as provisions of the legislation regulating the use of personal data.

Also, the heads of educational programs, the dean's office and structural divisions carry out current internal control of activities.

#### ***Analytical part***

The EEC notes that the university has an information and reporting management system, which is characterized by traditional indicators and processes for universities.

The EEC notes that the university meets with representatives of key stakeholders, conducts regular surveys of students and employers, and takes appropriate measures to eliminate shortcomings based on the results of their survey / interviewing. Thus, the management of accredited educational institutions is working to ensure transparency of information in the process of auditing the quality of education and their results.

Confirmed information about the availability of special information resources of the EP (website, stand, etc.), through which information is distributed.

The EEC confirms that students, employees and teaching staff of the university are promptly informed about changes related to a force majeure situation. During the meetings, the participants demonstrated a sufficient level of information about the processes taking place within the framework of the university's activities and educational programs.

A survey of students conducted during the visit to the EEC IAAR showed satisfaction with informing students about courses, educational programs, and academic degrees.

*However, in order to improve the management of information and reporting, management needs to pay attention to the following issues.*

Insufficient systematic use of processed, adequate information to improve the internal quality assurance system by the EP management. The university should pay sufficient attention to the analysis and application of the processed information to make decisions and improve the quality of the educational program. This will help you take timely corrective actions for



improvements and stay competitive in the educational services market.

Lack of assessment of the effectiveness and efficiency of activities in the context of EP. This can lead to insufficient monitoring of the achievement of goals, lack of feedback, and the inability to make adjustments to improve the quality of education.

In both cases, a lack of consistency and a lack of focus on the use of information and performance assessment can lead to stagnation and the inability of the university to adapt to the changing requirements and needs of students and the labor market.

***Strengths/Best practices:***

Absent.

***EEC recommendations:***

- In order to improve the internal quality assurance system, the management of educational programs needs to collect and analyze up-to-date information about the activities of the EP and take appropriate corrective actions (Deadline 01.2024);
- Limits the frequency, forms, and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, as well as top management. Develop a system of indicators and evaluation criteria (Due on 01.2024);
- Establish a system for evaluating the effectiveness and efficiency of activities in the context of educational programs. Identify key performance indicators and criteria for evaluating the achievement of goals. (Due on 01.2024).

***EEC's conclusions based on the following criteria: strong-0, satisfactory-13, suggest improvements-4.***

**6.3. Standard "Development and approval of the educational program"**

- ✓ *The university must demonstrate the existence of a documented procedure for developing the EP and its approval at the institutional level.*
- ✓ *The university must demonstrate that the developed EP meets the established goals and planned learning outcomes.*
- ✓ *The EP management should determine the impact of disciplines and professional practices on the formation of learning outcomes.*
- ✓ *The university demonstrates the existence of a graduate model of the EP, which describes the results of training and personal qualities.*
- ✓ *The qualification awarded upon completion of the EP should be clearly defined, explained and correspond to a certain level of NSC, QF-EHEA.*
- ✓ *The management of the EP should 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 of each graduate.*
- ✓ *The EP management should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies).*
- ✓ *The EP management must demonstrate that external reviews of the EP are conducted.*
- ✓ *The EP management should provide evidence of the involvement of students, teaching staff, and other stakeholders in the development and quality assurance of the EP.*
- ✓ *The EP management should 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 existence of a joint and / or two-degree EP with foreign universities.*

***Proof part***

The University Curriculum vitae are developed on the basis of the National Qualifications Framework, Professional Standards, and is aligned with the Dublin Descriptors and the European Qualifications Framework.

The procedure for developing educational programs in the areas of training implemented at the university is specified in the internal regulatory document of KazUIITS in accordance with the "Regulations on the procedure for forming, developing and approving educational programs implemented by KazUIITS" (<https://kazuits.edu.kz/ru/4562/uchebno-metodicheskaya-rabota/dokumenty-po-umr>).

The development of accredited training programs begins with the construction of a graduate model, which is formulated in such a way that it is possible to consistently determine the competencies of a specialist. The graduate model is developed individually for each level of study, and various positions, businesses, work functions, and learning outcomes are offered (Dublin Descriptors). Graduates' questions are discussed with employers and considered at the meetings of the EP. Samples of the model of graduates of accredited educational institutions are posted on the university's website.

The results of training for each EP are formed both at the level of the entire EP, and at the level of individual modules or academic discipline.

When developing the EP, a special place is given to all types of practices that form the results of training and the required professional competencies of students.

Cooperation of the department with practice bases contributes to the formation of learning outcomes. The EP includes the following types of practices: educational, industrial, and pre-graduate. The objects of professional activity of graduates are organizations, enterprises of the construction complex, industrial and social spheres, divisions of the management system of state-owned enterprises, joint-stock companies and private firms.

The Department of "Technical Disciplines" has contracts with practice bases that provide for free completion of all types of practical training: IT Group Kazakhstan LLP, LLP "TORUS.KZ", Studio LLP Web-design.kz Kama Kazakhstan Trading House LLP, Algorithm Technopark LLP, Unmanned Technology of Kazakhstan LLP, Ural College of Information Technologies State Enterprise, Postman PR LLP, More Chagan Secondary General Education State University complex, "Engineer Project Service" LLP, State Institution "Department of Informatization, Public Services and Archives of the West Kazakhstan Region", "Nids" LLP, "Kama-Center" LLP, SUC "Regional Philharmonic named after G. Kurmangaliyev", "Geosmart" LLP, JSC "MREC" Beineusky Distribution Zone.

In order to increase the effectiveness of the professional competence of future specialists, the content of the EP was agreed with the following employers: director of "IT Group Kazakhstan" LLP M. Dudnichenkov and others.

To obtain objective information about the quality of training, a questionnaire is conducted. An expert survey of employers is conducted on an ongoing basis.

The results of the survey "Employers' satisfaction with the quality of graduate training" among employers for 2020-2022 show that graduates have sufficient knowledge and skills to solve professional problems, 6% note an insufficient level of practical skills; 85.1% of students note a good and excellent level of theoretical training, 5% are not satisfied with the level of obtaining practical and professional skills.

The uniqueness and relevance of accredited CS is determined by their focus on the regional labor market.

### ***Analytical part***

Analysis of the submitted information and supporting documents for this standard allows us to draw the following conclusions.

The university documents the procedures for developing the EP and their approval. This is evidenced by the fact that the EP is reviewed and discussed at meetings of collegial bodies, reviewed by external experts.

The EP management determines the impact of disciplines and professional practices on the formation of learning outcomes. This fact confirms that learning outcomes are formed both at the level of the entire EP, and at the level of individual modules or academic discipline and during all types of internships.

The university demonstrates the existence of a graduate model of accredited educational institutions. The graduate model is discussed at meetings with employers, as well as at a meeting of the academic committee.

The University trains students for professional certification, but the management of accredited educational *institutions has not demonstrated* a list of disciplines, the content of which is aimed at preparing students for professional certification.

*Members of the EEC note* that the management of accredited universities did not fully disclose the criterion of harmonization of the content of the EEC with leading domestic and foreign universities.

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

- the level of accessibility and responsiveness of the university management: fully and partially satisfied-94.7%;
- availability for academic counseling: fully or partially satisfied-94.7%;
- explanation of the rules and strategy of the educational program before admission: fully and partially satisfied-94.8%.

#### ***Strengths/best practices***

Absent.

#### ***EEC recommendations:***

- Determine the list of disciplines, the content of which is aimed at preparing students for professional certification in related branches of science (term 09.2023);
- The EP management should consider the possibility of developing joint educational programs or individual EP modules with domestic and foreign universities (deadline 01.2024).

***EEC's conclusions based on the following criteria: strong-0, satisfactory-10, suggest improvements-2.***

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

✓ *The university should ensure that the structure and content of the EP are reviewed, taking into account changes in the labor market, the requirements of employers and the social demand of society.*

✓ *The university must demonstrate that there is a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuously improve the EP.*

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

✓ *content of the program in the context of the latest achievements in science and technology in a particular discipline;*

✓ *changes in the needs of society and the professional environment;*

✓ *students' workload, academic performance, and graduation;*

✓ *effectiveness of student assessment procedures;*

✓ *the needs and degree of satisfaction of students;*

✓ *compliance of the educational environment and support services with the goals of the EP.*

✓ *The EP management should publish information about changes to the EP, inform interested parties about any planned or undertaken actions within the framework of the EP.*

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

### ***Proof part***

Monitoring and periodic evaluation of university programs include various activities: expertise at the level of the department, university; analysis of labor market trends, requirements for graduates from employers; survey of stakeholders, etc.

The procedure for monitoring and periodic evaluation of the University's EP is carried out on the basis of internal regulatory documents:

- Regulations of the Department for Monitoring the Quality of Education;
- Regulations on the procedures for forecasting, identifying and managing risks in the implementation of EP, etc.

The content of academic programs is constantly reviewed in the light of the latest scientific achievements to ensure that the subjects taught are up-to-date.

Analysis, revision and amendment of the curriculum of the EP disciplines, practice programs, intermediate control and certification were carried out at the meetings of the department in accordance with the requirements of:

- standard curriculum of a compulsory discipline;
- professional orientation of elective subjects in the cycle of basic and specialized disciplines;
- compliance with the relationship of the elective discipline in the cycle of basic and specialized subjects studied with the disciplines of other cycles;
- lack of repetition in the content of the discipline;
- to the content of IWST and SIW.
- to the content of materials of intermediate control, final certification, diagnostic tools for assessing knowledge.

One type of control is a questionnaire: "Students' satisfaction with educational results", "Teacher through the eyes of students", etc. sociological surveys are conducted. Along with monitoring the quality of teaching, monitoring of current and final control of students' knowledge is carried out.

In the AIS "PLATONUS", students have free access to their virtual office, where they can view the academic calendar, individual curriculum, electronic journal, transcript, GPA, TMCD scores and correspond with teachers on any questions that arise in it.

Monitoring of students' current academic performance, which provides for evaluating students' academic performance in seminars, colloquiums, independent work under the guidance of a teacher, self-training, exams and practical training, is carried out through a rating system.

Assessment of the achievement of learning goals and results, compliance with the needs of students and employers is carried out by evaluating the results of current, intermediate and final certification, evaluating the results of practice and the work of the certification commission, evaluating the results of a survey of all interested parties, conclusions based on the results of the analysis of the report on the work of the department, etc.

Assessment mechanisms at the department are control visits to classes (sociological surveys of participants in the educational process, feedback from external practice managers), as well as analysis of academic performance indicators. Monitoring includes tracking: students' attendance at classes; students' performance of tasks and independent work; students' delivery of tasks on current, milestone and final control; students' implementation of the individual plan of the student.

### ***Analytical part***



The University has defined mechanisms for monitoring and periodic evaluation of educational programs to ensure the achievement of goals and meet the needs of students and society.

Monitoring and evaluation mechanisms are aimed at continuous improvement of the EP and include the collection and analysis of data on the quality of education, student performance, student satisfaction and other stakeholders.

Monitoring and evaluation include collecting data on the learning process and outcome, the effectiveness of teaching methods and tools, resource utilization, student satisfaction, and other quality indicators.

The management of the educational program has not demonstrated a systematic approach to monitoring and periodic assessment of the quality of education, and the main indicators for assessing the quality of education have not been identified.

The University and the management of the educational program have defined a mechanism for informing all interested parties about planned or undertaken actions in relation to the EP.

The university has an official website. However, the EEC members note that the EP management should develop, implement and continue to keep up-to-date the procedure for informing stakeholders about changes accredited by the EP, including determining the most effective mechanisms for informing.

A survey of students conducted during the visit to the EEC IAAR showed that students rate the overall quality of educational programs as fully satisfied 75.4% and partially satisfied-15.8%. Informing the requirements for successfully completing this educational program: "fully satisfied" - 78.9%, "partially satisfied" - 15.8%. Objective assessment of knowledge, skills and other academic achievements: "fully satisfied" - 77.2%, "partially satisfied" - 17.5%.

***Strengths/Best practices:***

missing items

***EEC recommendations:***

– It is necessary to define clear criteria and indicators for assessing the achievement of the objectives of the EP, the effectiveness of training and meeting the needs of students and employers (Deadline 12.2023)..

–

***EEC's conclusions based on the following criteria: strong-0, satisfactory-10, suggest improvements-0.***

**6.5. Standard "Student-centered learning, teaching and assessment of academic performance"**

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

✓ *The management of the EP should ensure that teaching is 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 should determine the mechanisms for distributing the academic load of students between theory and practice in the framework of the EP, ensuring the development of the content and achievement of the goals of the EP by each graduate.*

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

- ✓ *The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and goals of the EP.*
- ✓ *The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes of the EP, publication of evaluation criteria and methods in advance.*
- ✓ *Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.*
- ✓ *The EP management should demonstrate the existence of a feedback system for using various teaching methods and evaluating learning outcomes.*
- ✓ *The EP leadership should demonstrate support for students ' autonomy, while providing guidance and assistance from the teacher.*
- ✓ *The EP management should demonstrate that there is a procedure in place to respond to student complaints.*

### ***Proof part***

To ensure the transparency of teaching and evaluation, we have developed a Regulation on the development of TMC and syllabuses, a regulation of the Department of education quality, etc. The procedure for evaluating student learning outcomes is given in the rules for conducting current control in KazUIITS (<https://kazuits.edu.kz/ru/4562/uchebno-metodicheskaya-rabota/dokumenty-po-umr>).

The University is working to create working conditions for inclusive education. One of the priority tasks is to ensure equal access of students to various educational programs that are equal to receiving an education. The following conditions have been created: there are ramps at the entrance to the university building, and double-sided special markings are pasted on the self-adhesive film.

Professional development of teachers and the use of the latest technologies in the classroom indicates that the faculty of the department is constantly in search of new forms and methods of teaching.

There is a system of scientific and methodological seminars that are aimed at developing proposals and exchanging experience on improving the effectiveness of implementing innovative teaching methods.

Based on the analysis of feedback results, the EP makes a decision to step up work in the field of training methods or change and revise methods, and evaluate training results. Provides support for the student's sense of autonomy, providing appropriate guidance and assistance from the teachers of the EP. Teachers of the EP supervise students throughout the entire period of study.

Students ' progress along the educational path is tracked through the Platonus AIS modules. In order to monitor learning outcomes, department heads can view academic and academic records of students.

Transfer of students from one course to another is carried out based on the results of the summer examination session, taking into account the results of the summer semester. The basis for transferring a student from a course to the next course based on the results of the academic year is the implementation of an individual curriculum and the absence of financial arrears in tuition fees.

Students of accredited educational institutions are informed in a timely manner about the criteria and procedures used for evaluating learning outcomes, about exams and other types of assessment of academic performance. In the "Platonus" program, students can view information about the teacher, educational and methodological documentation, class schedules, and so on.

In order to implement the university's strategy aimed at improving the quality of training specialists, the university has introduced an Academic Policy, which also prescribes the code of academic integrity.



Work is underway to improve the skills of teachers and staff, which is reflected in the qualitative growth of teaching staff, the transition from one position to another. Professional development is carried out in accordance with the annual work plans of the university, individual work plans of teachers.

The EP management uses the information system for determining borrowing "Anti-plagiarism" in the educational process in order to implement the principles of academic integrity in the university. The service is designed for checking students' written works to detect borrowings in educational and scientific works.

An important factor is the involvement of students and teaching staff in the processes of collecting and analyzing information, so internal monitoring of satisfaction with the quality of university work is carried out. To obtain reliable information, various consumer groups (students, employers, teaching staff) are surveyed.

In order to obtain information about the state of the educational process and the quality of teaching activities of teachers, a questionnaire "Teacher through the eyes of students" is conducted.

All students participate in the survey. Access to the questionnaire is provided from the student's page on the official website of the university <http://kazuits.edu.kz> via the feedback block. The site has a feedback block with the president of the National Research University of Kazakhstan, the vice-rector for Educational Work, the Vice-rector for Science and International Relations, as well as a "Complaints and suggestions" block. The survey is conducted by filling out electronic questionnaires anonymously and is not controlled by teachers.

### ***Analytical part***

The Commission notes that the university implements an approach to creating conditions for students, which contributes to the effective promotion of students along the chosen path. Also, that students build an individual educational trajectory using the disciplines of both the main educational program and the additional one.

The EEC notes that as a prompt response to student complaints, the management ensures that students interact with advisors, curators, and immediately respond to student complaints that are resolved positively in their favor.

The EEC confirms that the university operates the Platonus AIS, which not only automates the educational process, but also aims to improve the internal quality assurance system as a whole. For each student and teaching staff, a personal account is provided in the system.

In the course of conducting interviews with students, it was found out that the EP management uses the information system for determining borrowing "Anti-plagiarism" in the educational process in order to implement the principles of academic integrity at the institute.

*Not demonstrated enough* The system of feedback on the use of various teaching methods and assessment of learning outcomes is not sufficiently demonstrated. *Not represented* Specific facts and examples of the use of teaching methods, including innovative and author's ones, are not presented.

Student surveys are conducted to identify effective teaching methods and the degree of student satisfaction.

A survey of students conducted during the visit to the EEC IAAR showed that they were fully satisfied with:

- the speed of response to feedback from teachers regarding the educational process – 86%;
- quality of teaching – 78.9%;
- objectivity and fairness of examinations and attestations – 77.2 %
- the quality of services provided in libraries and reading rooms – 84.2 %;
- support of educational materials in the learning process – 73.7 %.

### ***Strengths/Best practices:***

Absent.

***EEC recommendations:***

- Develop criteria for evaluating the results of using their own teaching methods and provide for forms of motivation for teaching staff (Deadline 09.2023);
- To develop a feedback mechanism for the use of various teaching methods and assessment of learning outcomes (Deadline 09.2023)..

***EEC's conclusions based on the following criteria: strong-0, satisfactory-9, suggest improvements-1.***

**6.6. Standard "Students"**

- ✓ *The university must demonstrate the policy of forming a contingent of students and ensure transparency and publication of procedures regulating the life cycle of students (from admission to completion).*
- ✓ *The EP management should provide for special adaptation and support programs for newly enrolled and foreign students.*
- ✓ *The university must demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.*
- ✓ *The university should 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-educate and develop outside of the main program (extracurricular activities).*
- ✓ *An important factor is the availability of a support mechanism for 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 to ensure comparable recognition of qualifications.*
- ✓ *The university should provide students with places of practice, demonstrate the procedure for promoting employment of graduates, and maintain communication with them.*
- ✓ *The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes.*
- ✓ *The management of the EP should demonstrate that graduates of the program have the skills that are in demand in the labor market and that these skills are really relevant.*
- ✓ *The EP management should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*
- ✓ *An important factor is the existence of a functioning alumni association.*

***Proof part***

One of the strategic goals of the university is to ensure the formation of a contingent of students from among the most prepared and able applicants to continue their studies. The procedure for admission of applicants to the university is established on the basis of Order No. 600 of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 "On Approval of Standard Admission Rules for Training in Educational Organizations implementing educational programs of higher and Postgraduate education" (with amendments and additions) and is regulated by the internal regulatory document Rules for Admission to

In order to strengthen career guidance, reach a new level of public relations, interact with interested bodies and institutions, quickly study and predict the need for specialists in the educational services market, and further improve the University's image, the Department for

Innovation and Employment was created.

On the university's website, in the "Entrant" section, all materials are posted that reflect the rules and procedure for admission, the characteristics of the offered EP, the content of entrance tests, the course of admission, the value of the passing score, etc.

According to the rules of transfer, reinstatement, and granting academic leave to students studying at KazUITS, transfer or reinstatement is made during the summer and winter holidays, provided that the first academic period is fully completed. At the same time, the student can be transferred to any form of education, to any university.

For the adaptation of students (including foreign citizens), internal regulatory documents have been developed and approved: Regulations on the adaptation of foreign students to the conditions and requirements of the educational process in KazUITS, which provides information about the university, guidelines, rules for organizing the educational process on credit technology of training, etc., a program for the adaptation of foreign students. Adaptation and support of applicants and students includes the work of an adviser, curator, and staff of deans' offices, whose duties are given in the job descriptions. After the formation of the contingent, in the academic calendar for the first years, the first week is allocated for training and informing newly enrolled students about the rules of credit technology.

KazUITS regulates the academic mobility of students with the following regulatory documents: The Regulation on academic mobility of KazUITS, the Regulation on the assessment of students' knowledge, the Rules for organizing the educational process on credit technology of training of KazUITS, which are posted on the KazUITS website (<http://kazuits.edu.kz>).

For the development of academic mobility, a Regulation on the procedure for transferring ECTS-type credits to KazUITS was developed and approved.

As part of the academic mobility program in 2021-22, 10 teachers from the International University of Nature, Society and Man (Dubna, Russia), the International Market Institute (Samara, Russia), the S. P. Korolev Samara Aerospace University (Samara, Russia), and the Russian Academy of National Economy and Public Administration were invited to give lectures to university students. Russian Presidential Administration (Samara, Russia), Samara State Technical University, Saratov State University named after N. G. Chernyshevsky (Saratov, Russia), Almet'yevsk State Petroleum Institute (Almet'yevsk, Tatarstan). In addition, 2 professors were invited to give lectures from the Al-Farabi Kazakh National University (Almaty).

The quality of practice bases for the implementation of practice meets the requirements, contracts have been concluded with organizations, enterprises and LLP. For EP 6B06113 "Information Systems", EP 6B06114 "Computer Engineering and Software" and EP Master's degree 7M06130 "Information Systems": TD "Kama Kazakhstan" LLP, SUC "Regional Philharmonic named after G. Kurmangaliyev", KSU "More-Chagan secondary General education Complex", LLP "TORUS.KZ", "Geosmart" LLP, "Engineer project service" LLP, "IT Group Kazakhstan" LLP, "Kama Center" LLP, "Studio" LLP "Web-design.kz", JSC "MREC" Beineusky Distribution Zone, LLP "Postman Pr", LLP "Nids", State Institution "Department of Informatization, public services and Archives of the West Kazakhstan Region", SUC "Ural College of Information Technologies".

Satisfaction monitoring of students, managers of enterprises and internships is carried out through questionnaires and surveys, final conferences. The results of surveys of students of the EP showed that they highly assess their basic professional knowledge and theoretical readiness. 94% of respondents rated their theoretical knowledge at 4 points on a 5-point scale. But at the same time, students are not completely confident in their practical skills: only 63% rated them at 4 points.

Information on employment is provided on the website page (<http://kazuits.edu.kz>). Here you can also find information on employment by EP for the last 3 years (<http://kazuits.edu.kz/ru/123636/struktura/otdel-innovatsii-i-trudoustrojstva/trudoustrojstvo>). Photos and videos of famous graduates are posted on the Alumni tab of the site (<http://kazuits.edu.kz/ru/1036/kafedra-obshchetekhnicheskikh-distiplin/vypuskniki>). It also



provides information about the university's practice databases, which provide students with employment opportunities if they successfully complete the internship.

### ***Analytical part***

During the analysis of the submitted documents and based on the results of the visit to the university, meetings with students, graduates and employers, the commission came to the conclusion that the university has a policy of forming a contingent of students from admission to graduation.

Students express full satisfaction with the availability of academic counseling (77.2%); the availability of health services (71.9%); the availability of library resources (82.5%); existing educational resources (80.7%); the overall quality of educational programs (75.4%); and the objectivity and fairness of teachers (80.7%).

At the same time, the Higher Economic Commission notes that the public association "Alumni Association" functions formally. Members of the Alumni Association do not actively participate in the development of educational programs, the development plan of the University, or the social life of the university.

### ***Strengths/best practices***

Absent.

### ***EEC recommendations:***

- Update in specific indicative indicators the range of partner universities and the number of students traveling within the framework of internal and external academic mobility in the EP (Constantly);
- Develop a plan for updating and developing the current official Alumni Association. Provide a platform for communication and interaction between graduates, current students and university management, which promotes the exchange of knowledge, experience and professional connections (due during the 2023/24 academic year).

***EEC's conclusions based on the following criteria: strong-0, satisfactory-11, suggest improvements-1.***

### **6.7. Standard "Teaching staff"**

✓ *The university should have an objective and transparent policy in the context of EP, including hiring (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff.*

✓ *The university must demonstrate that the quality of teaching staff meets the established qualification requirements, the university's strategy, and the goals of the EP.*

✓ *The EP management should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching.*

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

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

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

✓ *The university must demonstrate the wide use of teaching staff of information and communication technologies and software tools in the educational process (for example, on-line training, e-portfolio, MOHSs, etc.).*

✓ *The university must demonstrate its 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 in the university, and 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 the country.*

### ***Proof part***

The personnel policy implements the main provisions in the field of hiring highly qualified personnel in all structural divisions of the Kazakhstan University of Innovative and Telecommunication Systems. The personnel policy is reflected in the Charter of KazUITS, the Strategic Development Plan of KazUITS for 2022-2025. The regulations on personnel Policy define the main goals, objectives and mechanisms for developing the University's human resources potential in the near future, and establish rules for the selection, training and development of personnel.

At the Department of Technical Disciplines there are: 3 doctors of Sciences; 20 candidates; 7 PhD doctors and 24 masters. Doctors and Candidates of Sciences, PhD in accredited bachelor's degrees: Doctor of Pedagogical Sciences, Professor Kaidarova A. D., Doctor of Technical Sciences, Associate Professor Kibalnikov S. V., Candidate of Technical Sciences, Associate Professor Umbetov B. Kh., Associate Professor Galimzhanova M. A., Candidate of Technical Sciences Bekenova A. B., Associate Professor, Candidate of Technical Sciences Bykov A. P., Candidate of Technical Sciences Malikov M. T., PhD doctors Nugumanov A. K., PhD doctors Bapiev I. M., PhD doctors Sholpanbayev B. B., PhD doctors Zhamangarin D. S., senior lecturer Dzhumakhmetova L. K., senior lecturer Izteleuova G. S., senior lecturer Aksenova D. K., senior teacher Aliev A.M., teacher Kuneev M. S., senior teacher Koronovsky A. A., senior teacher Laikhov E. E., senior teacher Aidnaliev B. S., senior teacher Khamzin Z. U., senior teacher Suinshkalieva N. N., teacher Garifolla M. G., teacher Kurmasheva L. Zh., teacher Kadyrbek S. K. Thus, he demonstrated that the quality of teaching staff meets the established qualification requirements, the university's strategy, and the goals of the EP.

Information resources of the University are available to students and teachers both on the internal network of KazUITS and on the Internet, in particular, users are given access to the following information resources of the university:

- An educational portal that provides an opportunity for prompt and effective access of various levels of users to information for educational purposes;
- The "Anti-plagiarism KazUITS" system, in which final qualification papers and master's theses are necessarily checked for uniqueness;
- KazUITS webinar system, which allows you to conduct online lectures in the webinar format.
- A system for placing scientific articles of KazUITS faculty and scientists on the site in free access.



Model of the student-oriented organization of the educational process on training

IDE implements a student-oriented (student-centered) model of organization of the educational process, which creates the necessary conditions for personal self-realization of students.

For full-fledged professional development and realization of creative needs of each category of employees at the university, appropriate conditions are created:

- rating system of remuneration and financial incentives based on its results;
- free access to the university's library collection and information resources;
- providing an opportunity to improve their skills at the expense of the university in accordance with the decision of the rector's office;
- creating conditions for using computer and office equipment, technical training tools, and other equipment in your work;
- promotion of participation in Kazakhstan and international competitions of scientific papers and competitions for individual grants;
- publication of methodological developments of employees;
- awarding certificates and commendations of the top management of the university, city and region for achievements in the field of academic and scientific activities, public work and many years of conscientious work.

To maintain labor discipline and high motivation of teaching staff and university employees, a system of incentives is provided: differentiated remuneration, bonuses, certificates and letters of thanks from the management, badges, and corporate awards.

In order to improve the quality of education and develop academic mobility of teaching staff, agreements (memoranda) were signed with Dubna State University, Moscow, Almet'yevsk State Petroleum Institute, Penza State University, and Saint Petersburg National Research University of Information Technologies, Mechanics and Optics.

The EP management ensures the completeness and adequacy of the indicative work plans of teaching staff for all types of activities, monitoring the effectiveness and efficiency of indicative plans, and demonstrates evidence of teachers' fulfillment of all types of planned workload. The workload of the teaching staff of the EP includes educational, educational and methodological, scientific, organizational and methodological work, and professional competence development. Educational and methodical complexes have been developed for all disciplines.



The university pays special attention to the development of corporate culture and corporate spirit. In this regard, an important place is occupied by the participation of teaching staff in all socially significant events held in the university, city and region.

***Analytical part***

The University has demonstrated an objective and transparent personnel policy. Hiring processes that include invitees in accordance with their professional competencies lead to planned learning outcomes.

The EP management demonstrated that the quality of its staff meets the established qualification requirements of the university's strategy and development. Teachers have the necessary qualifications and experience related to accredited educational programs, which guarantees a high level of quality of training.

The University provides opportunities for professional development of teaching staff, including young teachers. The availability of support and training, mentoring and mentoring that ensure professional development and the development of their professional development programs. The management of the university provides for the provision of living space for young talented teachers, as well as invited lecturers.

The University attracts to teaching specialists who have practical work experience corresponding to educational programs. This requires the relevance and practical orientation of education, as well as the development of professional skills of doctoral students.

Teaching staff rated the content of the educational program as excellent (78.9%); the opportunities provided by the university for the professional development of teaching staff (68.4%); the possibility of using their own teaching methods (89.5%); the use of various educational innovations (78.9%); the openness and accessibility of the management to teachers (78.9%); the work of the university management to improve the quality of teaching teaching staff qualifications (52.6%).

During the visit, the EEC experts on this standard found that the department *has a low level* of academic mobility results, which may lead to a lack of access to the resources of third-party higher education institutions.

In this regard, the EP management *needs to increase* the level of academic mobility of teaching staff, in particular, to provide alternative models for organizing outgoing internal academic mobility of teaching staff.

In addition, the EEC *notes the weak involvement* of the university's teaching staff in the development of a quality assurance culture and low activity in the use of ICT in the educational process, such as: online training, electronic portfolios, mass open online courses (MOOC), etc.

***Strengths:***

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

**EEC recommendations:**

- Introduce alternative models for organizing internal and external academic mobility of teaching staff into the practice of organizing the educational process in the EP (term 01.2024);
- Ensure that each teacher is involved in the development of a culture of quality and academic integrity, evaluating and recognizing their contribution to achieving the goals of the educational program (Continuously);
- Ensure the availability and application of ICTs in the educational process, such as online learning, e-portfolios, mass open online courses (MOOC) and other modern technologies,

as well as train teachers in the use of ICTs and support them in the development and application of innovative ICT-based techniques (Continuously).

*EEC's conclusions based on the following criteria: strong-1, satisfactory-9, suggest improvements-0.*

**6.8. Standard "Educational resources and student Support Systems"**

✓ *The university must ensure that the infrastructure and educational resources, including material and technical resources, meet the goals of the educational program.*

✓ *The EP management must demonstrate that classrooms, laboratories, and other facilities equipped with modern equipment are sufficient to meet the EP's goals.*

✓ *The university must demonstrate that the information resources meet the needs of the university and the implemented educational programs, including in the following areas:*

*technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);*

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

*examination of research results, graduation papers, and dissertations for plagiarism;*

*access to online educational resources;*

*operation of WI-FI on its territory.*

✓ *The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of research work of teaching staff, employees, and students.*

✓ *The university should strive to ensure that the educational equipment and software used for mastering educational programs are similar to those used in the relevant sectors of the economy.*

✓ *The EP management should demonstrate that there are procedures in place to support various groups of students, including informing and advising them.*

✓ *The EP management should show that there are conditions for the student's progress along the individual educational path.*

✓ *The university should 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 the security requirements.*

**Proof part**

The material and technical base of the university consists of 3 educational and laboratory buildings, a library, a sports complex, food outlets, and a medical office.

In the structure of the library there is a subscription for issuing educational literature for long-term use; a subscription for fiction; 1 reading rooms; an electronic library. The reading room is equipped with library equipment, furniture, scanners and computers, connected to the Internet.

There are: 7 educational multi-storey buildings on the right of ownership; a student dormitory for 100 places with favorable living conditions; office comfortable apartments designed for 30 teachers; 2 libraries with reading rooms for 250 seats and an electronic library; spacious bright auditoriums for 5 thousand seats; specialized subject rooms; computer, language, multimedia interactive classrooms; canteens and buffets; on the basis of the department there are 8 laboratories equipped with modern necessary technical training facilities, including a new-generation HI-TECH laboratory, a unique educational and laboratory complex of a fiber-optic communication line, etc. Laboratory premises meet the requirements established by the legislation of the Republic of Kazakhstan, and are also equipped with software products. The

laboratory base that meets modern requirements allows students and undergraduates to conduct research, practical and laboratory work.

There are sports halls that are used for holding sports sections in various sports, physical education classes, mass sports and health events:

1. Sports hall for game sports -124.4 m<sup>2</sup>
2. Wrestling hall – 153.9 m<sup>2</sup>
3. Sports hall for table tennis<sup>-83.3 m<sup>2</sup></sup>
4. Gym -124.4 m<sup>2</sup>
5. Mini football field – 760 m<sup>2</sup>

Support for students of EP 6B06114 "Computer Engineering and Software", 6B06113 "Information Systems" and master's degree program EP 7M06130 "Information Systems" in the implementation of their educational, personal and career needs is provided by such KazUITS services as a registrar office (PR), a scientific library, a number of scientific and information centers.

In addition, KazUITS has canteens and buffets, a medical center, a sports hall, and interest clubs, including a student scientific society.

Detailed information about them is available on the website <http://kazuits.kz>.

The university strives to create conditions for implementing the EP and conducting research based on the results of monitoring the satisfaction of students, teachers, employees and other stakeholders with the quality of educational resources and the student support system. Teachers rated the support of the university and its management for research initiatives, encouragement of innovative activities of teaching staff as very good 52.6%, as good-47.4%, the level of ability of teaching staff to combine teaching with scientific research as very good-57.9%, good-42.1%.

All buildings of the university have an internal water supply and sewerage system, electricity supply, heating, ventilation and air conditioning, telephony, and are connected to the city's communication networks. Artificial lighting of classrooms, laboratories, and classrooms complies with current regulations.

The proportion of respondents who answered in the affirmative to the question "Are you satisfied with the material and technical condition, the quality of food in the canteen and the conditions in the student dormitory" in the 2022-2023 academic year was more than 91%.

### **Analytical part**

The University has infrastructure and educational resources, including material and technical resources, that meet the goals of educational programs. There is a sufficient classroom fund, laboratories equipped with equipment that ensures the achievement of the goals of the EP.

The Higher School of Economics confirms the availability of student support systems, including support through the university's website. During meetings with students and teaching staff, it was revealed that, unfortunately, most *do not have the financial resources* to complete training, internships, and advanced training at leading universities in the world, so it is advisable to involve students and teaching staff more widely in the best online courses.

As a result of a visual inspection of the facilities of the material base, the members of the EEC were convinced that the university has the necessary educational and material assets to ensure the educational process and conduct scientific research of accredited educational programs. Buildings and structures of the University comply with the current sanitary standards and fire safety requirements.

The quality of the material base, including IT infrastructure, library stock, and the degree of satisfaction with teachers' support for innovation activities on the part of the management indicate that conditions have been created for conducting scientific research, integrating science and education, but *they are not sufficient* to achieve the goals set. In addition, the EP management needs to conduct an audit of the software used in the educational process in order to bring it in line with the software used in IT companies or in the relevant sectors of the economy.

**Strengths:**

Missing items

**EEC recommendations:**

- To integrate science and education, it is necessary to develop programs for the development of educational and scientific laboratories, as well as create conditions for the development of research teams. At the same time, an important factor is the involvement of students and undergraduates in research activities related to the profile of the educational program(01.2024);
- The management of the university and the EP should develop a plan for updating and modernizing educational equipment and software for the EP, reflecting the latest achievements in the field of IT and labor market requirements (term: 2023/24 academic year).

**EEC's conclusions based on the following criteria: strong-0, satisfactory-13, suggest improvements-0.**

**6.9. "Informing the Public" Standard**

- ✓ *The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program.*
- ✓ *Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education.*
- ✓ *University management should use a variety of ways to disseminate information (including mass 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 to be assigned;*
  - ✓ *information about the system for evaluating students ' academic achievements;*
  - ✓ *information about academic mobility programs and other forms of cooperation with partner universities and employers;*
  - ✓ *information about opportunities for developing students ' personal and professional competencies and employment;*
  - ✓ *data that reflects the EP's positioning in the educational services market (at the regional, national, and international levels).*
  - ✓ *An important factor is the publication on open resources of reliable information about teaching staff, in the context of personnel.*
  - ✓ *The university must publish on its own web resource the audited financial statements on the OP.*
  - ✓ *The university should post information and links to external resources based on the results of external assessment procedures.*

**Proof part**

The University has created a website [www.kazuits.kz](http://www.kazuits.kz)., the newspaper "Kazakhstan University of Innovative and Telecommunication Systems" and the scientific journal "News of Engineering science and Education of Western Kazakhstan".

Since the newspaper was founded (December 2010, Certificate No. 11305 - G), 148 issues have been published, and the newspaper is published twice a month. The main thematic focus of the publication is informational and educational, scientific and methodological, as well as educational programs, science news, innovations, patriotic and educational work, and students '



creativity.: poems and short stories, articles by teachers and employees of the university on educational topics.

The scientific journal "Engineering Science and Education News of Western Kazakhstan" has been published since 2013, with a frequency of 4 issues per year. Certificate of registration of the periodical No. 12160 – Zh.

On the pages of local printed publications, including "Zhayyk uni", "Priuralie", "Oral oniri", as well as in the running lines of local television " TDK-42", " AQJAYIQ " and the TV channel Astana kz, KazakhTV, Kazakhstan and Khabar 24, information about the admission of applicants in the specialties of the EP cluster is published ([www.kazuits.kz](http://www.kazuits.kz) - they write about us-mass media about us).

The main goal is to create a unified information field of the university and provide reliable, timely and up-to-date information about the activities of the university, about events and events in the NSEI "KazUITS", about current issues and problems in the life of students.

Information about the university's mission, goals, objectives, and quality assurance policy is available to the public on the university's website, printed documents, and special stands at the university.

One of the forms of monitoring students 'and teachers' learning outcomes, as well as the effectiveness of the teaching methods used, is sociological surveys of students and teachers of the university, which are regularly conducted within the framework of the project "Students' and teachers 'opinion on the effectiveness of the educational process at the Kazakhstan University of Innovative and Telecommunication Technologies". systems".

The following data show how students in 2022 evaluated the effectiveness of their independent work.

A total of 86% of respondents called independent work effective (in 2019 – 78%, in 2020 – 85%, in 2021 – 85%, in 2022 – 82%), as inefficient-11% (in 2019-19%, in 2020-12%, in 2021-12%, in 2022-11%). 3% of respondents found it difficult to give it a definite assessment.

The interviewed university teachers evaluated such a form of educational process as independent work of students in the following way.

– A total of 89% of teachers surveyed called independent work effective (in 2019 – 70%, in 2020 – 79%, in 2021 – 80%, in 2022-82%), ineffective-10% (in 2019-22%, in 2020-15%, in 2021 – 13%, in 2022-17%). 1% of respondents found it difficult to give it a definite assessment.

Partners undertake to comply with the university's policy in their activities. Currently, the department has concluded practice contracts with leading organizations and government agencies of the West Kazakhstan region. Among the partners who actively support and comply with the university's policy are: IT Group Kazakhstan LLP, Geosmart LLP, Postman Pr LLP, Beineu Distribution Zone MREC JSC, Caspian Modern Higher College, Regional Philharmonic named after G. Kurmangaliyev State Enterprise, Kama - Kazakhstan LLP.

The university and educational programs of the accredited cluster take part in national rankings and their results are highlighted on the university's website.

### ***Analytical part***

The EEC notes that in the field of information dissemination policy, the university demonstrates a policy of transparency, openness, involvement of applicants, employers, participants in the educational process and all interested parties in informing the public, constant development and adaptability to the changing realities of society.

The EEC notes the university's openness and willingness to provide objective information to external stakeholders.

At the same time, experts *note the need* to supplement the objective information provided on the site about changes in the educational program, implementation of plans for the development of educational programs, discussion and revision of the strategy, planned goals of the educational program and learning outcomes, compliance of the educational program with professional standards, as well as information about teaching staff, courses taught, publications,

and their scientific interests.

In addition, the EEC recommends publishing audited financial statements on the official website, if possible in the context of the EP.

***Strengths/best practices***

***Recommendations:***

- More widely and on a large scale present information on the university's website about prospects, current activities, achievements, including academic mobility programs, form and use various informational occasions for daily updating of information (Constantly);

- Ensure that the audited financial statements are accessible on the university's web resource and understandable to the general public, including students, parents and interested parties (deadline 01.2023).

***EEC's conclusions based on the following criteria: strong-0, satisfactory-10, suggest improvements-2.***

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

***Standard "Educational Program Management"***

Missing items.

***Standard "Information Management and Reporting"***

Missing items.

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

Missing items.

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

Missing items.

***Standard "Student-centered learning, teaching and assessment of academic performance"***

Missing items.

***Standard "Students"***

Missing items.

***Standard "Teaching staff"***

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

***Standard "Educational resources and student Support systems"***

Missing items.

***Standard "Public Awareness"***

Missing items.



## **(VIII) OVERVIEW RECOMMENDATIONS FOR IMPROVING QUALITY**

### **According to the standard "Educational program management"**

- Review the plan for the development of educational programs, for each EP separately, in accordance with its specifics and take into account the problems identified with the participation of all stakeholders, as well as strategic indicators for the development of the university (deadline: 09.2023);
- Assess the risks associated with the implementation of educational programs, determine the possibilities of their management and develop ways to prevent negative consequences, including the formation of human resources and the number of students (deadline: 09.2023);
- Develop a mechanism for implementing and managing innovative ideas within the educational program (deadline: 01.2025);
- Identify those responsible for each business process within the framework of the educational program, as well as distribute the official duties of the staff so that each employee has clearly defined tasks and responsibilities for the implementation of the EP (deadline: 09.2023).

### **According to the standard "Information Management and Reporting"**

- In order to improve the internal quality assurance system, the management of educational programs needs to collect and analyze up-to-date information about the activities of the EP and take appropriate corrective actions (Deadline 01.2024);
- Determine the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, as well as top management. Develop a system of indicators and evaluation criteria (Deadline 01.2024);
- Establish a system for evaluating the effectiveness and efficiency of activities in the context of educational programs. Define key performance indicators and criteria for evaluating the achievement of goals (Deadline 01.2024).

### **According to the standard "Development and approval of the educational program"**

- Determine the list of disciplines, the content of which is aimed at preparing students for professional certification in related branches of science(Term 09.2023).;
- The EP management should consider the possibility of developing joint educational programs or individual EP modules with domestic and foreign universities(Deadline 01.2024).

### **According to the standard "Continuous monitoring and periodic evaluation of educational programs"**

- It is necessary to define clear criteria and indicators for assessing the achievement of the objectives of the EP, the effectiveness of training and meeting the needs of students and employers(Deadline 12.2023)..

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

- Develop criteria for evaluating the results of using their own teaching methods and provide for forms of motivation for teaching staff(Deadline 09.2023);
- EP management to develop a feedback mechanism on the use of various teaching methods and assessment of learning outcomes(Deadline 09.2023)..

### **According to the standard "Students"**

- Update in specific indicative indicators the range of higher education institutions and the number of students traveling within the framework of internal and external academic

mobility in the EP (Constantly);

- Develop a plan for updating and developing the current official Alumni Association. Provide a platform for communication and interaction between graduates, current students and university management, which promotes the exchange of knowledge, experience and professional connections (due during the 2023/24 academic year).

**According to the standard "Teaching staff"**

- Introduce alternative models for organizing internal and external academic mobility of teaching staff into the practice of organizing the educational process under the EP(Term 01.20243);

- Ensure that each teacher is involved in the development of a culture of quality and academic integrity, evaluating and recognizing their contribution to achieving the goals of the educational program. (Permanently).

- Ensure the availability and application of ICTs in the educational process, such as online learning, e-portfolios, mass open online courses (MOOC) and other modern technologies, as well as train teachers in the use of ICTs and support them in the development and application of innovative ICT-based techniques.(Constantly).

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

- To integrate science and education, it is necessary to develop programs for the development of educational and scientific laboratories, as well as create conditions for the development of research teams. At the same time, an important factor is the involvement of students and undergraduates in research activities related to the profile of the educational program (01.2024);

- The management of the university and the EP should develop a plan for updating and modernizing educational equipment and software tools for the EP, reflecting the latest achievements in the field of IT and the requirements of the labor market (term: 2023/24 academic year).

**According to the standard "Informing the Public"**

- More widely and on a large scale present information on the university's website about prospects, current activities, achievements, including academic mobility programs, create and use various informational occasions for daily updating of information (Constantly);

- Ensure that the audited financial statements are accessible on the university's web resource and understandable to the general public, including students, parents and interested parties (Deadline 09.2023)..

**(IX) OVERVIEW RECOMMENDATIONS FOR THE DEVELOPMENT OF AN EDUCATIONAL ORGANIZATION**

**(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL**

The external expert commission made a unanimous decision to recommend to the Accreditation Council educational programs 6B06113-Information Systems, 6B06114-Computer Engineering and Software, 7M06130-Information Systems of the Kazakhstan University of Innovative and Telecommunication Systems to be accredited for a period of 5 years.

Appendix 1. Evaluation table "Specialized profile parameters"

**Conclusion of the external expert commission on the results of the quality assessment of educational programs 6B06113-Information Systems, 6B06114-Computer equipment and software, 7M06130-Information systems**

n\n	№ Evaluation	criteria	Position of the educational organization			
			Strong	Satisfactory	Implies improvement	Unsatisfactory
<b>Standard "Educational program management" 1 The»</b>						
1	1.	university should demonstrate the development of a goal and strategy for the development of the educational system based on the analysis of external and internal factors with a wide involvement of various stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between scientific and technical aspects of the educational process. research, teaching and training		+		
3	3.	The university demonstrates the development of a culture of quality		+		
4	4.	Commitment to quality assurance should apply to any activities performed by contractors and partners (outsourcing), including the implementation of joint/two-degree education and academic mobility		+		
5	5.	The management of the EP ensures transparency in the development of the development plan of the EP based on an analysis of its functioning real positioning of the university and orientation of its activities to meet the needs of the state, employers, stakeholders and students		+		
6	6.	The management of the University demonstrates the functioning of mechanisms for forming and regularly reviewing the		+		

		development plan of the University and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement				
7	7.	The EP management should involve representatives of stakeholder groups, including employers, trainees and teaching staff, in the development of the EP development plan		+		
8	8.	The EP management should demonstrate the individuality and uniqueness of the plan development of the EP, its consistency with national development priorities and the development strategy of the educational organization		+		
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of job responsibilities of personnel, the division of functions of collegial bodies			+	
10	10.	The EP management ensures coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involving all stakeholders in this process		+		
11	11.	The EP management should ensure transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and appropriate decision		- +		
12	12.	The EP management should carry out risk management			+	
13	13.	The EP management should ensure the participation of representatives of interested parties (employers, teaching staff students) as part of the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program		+		
14	14.	The university must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals			+	
15	15.	The The EP management must demonstrate its openness and accessibility to students of teaching staff, employers and other interested parties individuals		+		
16	16.	EP Management confirms completion of training in educational management programs		+		
17	17.	The EP management should strive to ensure		+		



		that progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure				
<b>Total according to the standard</b>			-	<b>14</b>	<b>3</b>	
<b>Standard "Information management and reporting"</b>						
18	1.	The university should ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software tools		+		
19	2.	The EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system			+	
20	3.	The EP management demonstrates the availability of a reporting system		+		
21	4.	The university should determine the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, and senior management+			+	
22	5.	The university should demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The management of the EP should demonstrate the existence of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university should measure the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP and demonstrate evidence of addressing the identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of its activities, including in the context of the EP			+	
		The information collected and analyzed by the university within the framework of the EP should take into account:				
27	10.	key performance indicators			+	
28	11.	dynamics of the number of students in the context of forms and types		+		
29	12.	level of academic performance, student		+		

		achievements and deductions				
30	13.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career development of graduates		+		
33	16.	Students, employees and teaching staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should help to provide all the necessary information in the relevant fields of science		+		
<b>Total for the standard</b>			-	<b>13</b>	<b>4</b>	
<b>Standard "Development and approval of the educational program"</b>						
35	1.	The university must demonstrate the existence of a documented procedure for the development of the educational program and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed educational program with the established goals and planned learning outcomes		+		
37	3.	The management of the educational program must determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university can demonstrate the existence of a graduate model of the EP describing learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the EP should be clearly defined, explained and correspond to a certain level of NSQ, QF-EHEA		+		
40	6.	The EP management should demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), ensure that the EP and its modules (in terms of content and structure) meet the goals set with a focus on achieving the planned learning outcomes		+		
41	7.	The EP management should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies)		+		
42	8.	The EP management should demonstrate external expertise of the EP		+		

43	9.	The EP management should provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality		+		
44	10.	The EP management should demonstrate the positioning of the EP in the educational market, (regional/national / international), its uniqueness		+		
45	11.	An important factor is the possibility of training students and other stakeholders in the development of the EP, ensuring their quality + 44 The EP management should demonstrate the positioning of the EP in the educational market, (regional / national / international), its uniqueness + 45 students are ready for professional certification			+	
46	12.	An important factor is the presence of a two-degree EP and / or joint EP with foreign universities			+	
<b>Total according to the standard</b>			-	<b>10</b>	<b>2</b>	
<b>Standard "Continuous monitoring and periodic evaluation of educational programs"</b>						
47	1.	The university should ensure that the content and structure of the EP are reviewed, taking into account changes in the labor market, employers ' requirements, and the social demand of society		+		
48	2.	The university should demonstrate that there is a documented procedure for monitoring and periodically evaluating the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP		+		
		Monitoring and periodic evaluation of the EP should consider				
49	3.	the content of programs in the context of the latest achievements in science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	the workload, academic performance and graduation of students		+		
52	6.	the effectiveness of student assessment procedures		+		
53	7.	the needs and degree of satisfaction of students		+		
54	8.	the compliance of the educational environment and the activities of support services with the goals of the EP		+		

55	9.	All interested parties should be informed of any planned or undertaken actions regarding the EP. All changes made to the EP should be published		+		
56	10.	Support services should identify the needs of different groups of students and their level of satisfaction with the organization of training, teaching, assessment, and development of the EP as a whole		+		
<b>Total for the standard</b>			-	<b>10</b>	-	
<b>Standard "Student-centered learning, teaching and assessment of academic performance"</b>						
57	1.	The EP leadership should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths		+		
58	2.	The EP leadership should ensure that teaching is based on modern achievements of world science and practice in the field of training, use various modern teaching methods and assessment of learning outcomes that ensure the achievement of the EP goals, including competencies skills of performing scientific work at the required level		+		
59	3.	The EP management should determine the mechanisms for distributing the academic load of students between theory and practice within the EP, ensuring the development of the content and achievement of the goals of the EP by each graduate		+		
60	4.	An important factor is the availability of their own research in the field of teaching methods of EP disciplines			+	
61	5.	The university should ensure compliance with the procedures for evaluating learning outcomes According to the planned results and objectives of the EP		+		
62	6.	, the university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes of the EP. Criteria and methods for evaluating learning outcomes should be published in advance		+		
63	7.	Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area		+		
64	8.	The EP management should demonstrate a feedback system for using various teaching methods and evaluating learning outcomes		+		
65	9.	The EP management should demonstrate support for student autonomy while guiding and evaluating students ' learning outcomes.		+		



		teacher's assistance				
66	10.	The EP management should demonstrate that there is a procedure in place to respond to student complaints		+		
<b>Total for the standard</b>			-	<b>9</b>	<b>1</b>	
<b>Standard "Students"</b>						
67	1.	The university should demonstrate the policy of forming a contingent of students and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) should be defined, approved, and published		+		
68	2.	The EP management should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university must demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The university must provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for training		+		
71	5.	The university should actively encourage students to self-educate and develop outside of the main program (extracurricular activities)		+		
72	6.	An important factor is the availability of a mechanism for supporting gifted students		+		
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the " European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers " ENIC/NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university should provide students with places of practice, demonstrate the procedure for promoting employment of graduates, maintaining communication with them		+		
75	9.	The university should demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes		+		
76	10.	The EP management should demonstrate that graduates of the program have skills that are in demand in the labor market and that these		+		

		skills are really in demand in the labor market				
77	11.	The EP management should demonstrate that there is a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the presence of a functioning alumni association/association			+	
<b>Total according to the standard</b>			-	<b>11</b>	<b>1</b>	
<b>Standard "Teaching staff"</b>						
79	1.	The university must have an objective and transparent policy in the context of the EP, including hiring (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate that the quality of the teaching staff meets the established qualification requirements, the university's strategy, the goals of the EP		+		
81	3.	The EP management should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers	+			
83	5.	The university should attract specialists from relevant industries with professional competencies corresponding to requirements of the EP		+		
84	6.	The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of information and communication technologies and software tools in the educational process (for example, on-line training, e-portfolio, IEP)		+		
86	8.	The university should demonstrate the focus of its activities on developing academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The university should demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity in the university, determine the contribution of teaching staff, including invited students, to achieving the goals of the EP		+		

88	10.	An important factor is the involvement of teaching staff in development of the economy, education, science and culture of the region and the country		+		
<b>Total according to standard</b>			<b>1</b>	<b>9</b>	<b>-</b>	
<b>Standard "Educational resources and student support systems"</b>						
89	1.	The university must ensure that educational resources, including material and technical resources, and infrastructure meet the goals		+		
90	2	The University management should demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals				
		of the University The university should demonstrate the compliance of information resources with the needs of the university and the implemented educational programs, including in the following areas:		+		
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, and data analysis programs)		+		
92	4.	library resources, including the collection of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of research results, graduation papers, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on its territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of research work of teaching staff, employees, and students		+		
97	9.	The university should strive to ensure that the educational equipment and software used for mastering educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The EP management should demonstrate that there are procedures in place to support various groups of students, including informing and advising		+		
99	11.	The EP management should show that there are conditions for the student's progress along the individual educational path		+		

100	12.	The university should take into account the needs of various 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 the security requirements		+		
<b>Total for the standard</b>			-	<b>13</b>	-	
<b>Standard "Informing the public"</b>						
102	1.	The information published by the university must be accurate, objective, up-to-date and reflect all areas of the university's activities within the framework		+		
103	2	Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	University management should use a variety of information dissemination methods (including mass media, web resources, information networks, etc.) to inform the general public and interested persons		+		
		Information published by the university about the educational program should be objective and up-to-date and include				
105	4.	the purpose and planned results of the EP, the assigned qualification		+		
106	5.	information about the system for evaluating students' academic achievements		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers				+
108	7.	information on opportunities for developing students' personal and professional competencies and employment		+		
109	8.	data reflecting the positioning of the EP in the educational services market (at the regional, national, and international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personnel		+		
111	10.	The university must publish on its own web resource the audited financial statements for the EP				+
112	11.	The university should post information and links to external resources based on the results of external assessment procedures		+		
113	12.	An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social		+		



	partners, and educational organizations				
<b>Total according to the standard</b>		-	<b>10</b>	<b>2</b>	
<b>TOTAL</b>		<b>1</b>	<b>99</b>	<b>13</b>	



**Appendix 2. PROGRAM OF A VISIT TO AN EDUCATIONAL ORGANIZATION**  
**ПРОГРАММА**

**PROGRAM OF THE VISIT OF THE EXTERNAL EXPERT COMMISSION  
 INDEPENDENT ACCREDITATION AND RATING AGENCY (IAAR)  
 B Kazakhstan University of Innovative and Telecommunication Systems  
 (SPECIALIZED ACCREDITATION)**

**Date of the visit: May 21<sup>23</sup>, 2023**

**Date of arrival of experts: May 21, 2023**

*The program was developed taking into account the time of Uralsk*

<b>Date and time</b>	<b>EEC work with target groups</b>	<b>Position and Surname, First Name, Patronymic of target group participants</b>	<b>Contact form</b>
<b>May 21</b>			
<b>15.00-16.00</b>	EEC Preliminary meeting IAAR	<i>External Experts</i>	Connect to Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>May 21, 2023</b>			
<i>According to the schedule during the day</i>	Arrival of members of the External Expert Commission		
20.00	Dinner	<i>IAAR External experts</i>	
<b>Day 1: May 22, 2023</b>			
<b>08.30-09.00</b>	Transfer from the hotel to the University	<i>IAAR External experts, κUniversity coordinator-head of the project for accreditation of organizations of technical and professional education of the IAAR Bekenova Dinara Kairbekovna</i>	
<b>09.00-09.15</b>	Distribution of responsibilities	<i>External IAAR experts</i>	Connect to the Zoom Conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>09.15-09.45</b>	Interview with the Rector	<i>Rector of the University Bayakhov Alibi Naukhanovich Doctor of Agricultural Sciences, Professor, corresponding member</i>	of the National Research Academy of the Republic of Kazakhstan and auditoria No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>

			Conference ID: 681 303 2588
<b>09.45-10.00</b>	Technical break		
<b>10.00-10.40</b>	Interview with vice-rectors	<p><i>Aimaganbetova Anara Mukhambetkaliyevna-Vice-rector for EMW, PhD;</i>  <i>Duskazieva Zhanar Nurlybayevna - Vice-rector for SW and MS, PhD in Cultural Studies;</i>  <i>Khamzin Zakir Ulykbekovich-Vice-rector for SEW,M.T.S</i></p>	<p>anduditoria No. 209  Connect to the Zoom conference  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588</p>
<b>10.40-10.50</b>	Technical break		
<b>10.50-11.30</b>	Interview with the heads of structural divisions of the Public Organization	<p><i>Kurakbaeva Tatyana Sergeevna- Head of the Department for Academic Affairs, M. E. S.;</i>  <i>Kurmasheva Lailya Zhubandykovna-office registrar, M. T. N.;</i>  <i>Amanbayev Nartau Zholdauovich-specialist of the Department of Science, M. E. N.;</i>  <i>Ofitserov Sergey Olegovich-Director of the Center for Information Technologies, M. T. N.;</i>  <i>Lauberts Kira Yuryevna-Head of the Department of Practice and Employment;</i>  <i>Dzhumakayeva Gulzhan Tulegenovna-head of the library</i>  <i>Guldana Gusmanova-Head of the Department of Career Guidance,M. E. N.;</i>  <i>Tastemirov Asylbek Gumarovich-chief accountant;</i>  <i>Otarova Zhanat Sagynbayevna-Deputy Chief Accountant, M. E. N.;</i>  <i>Ispandiyarov Zamir Kameshovich-head of the Department of Educational Work, M. Y. N.;</i>  <i>Ayazbaeva Gulzhan Serikovna-editor of the newspaper KAZIITU;</i>  <i>Baimukanov Zhastalap</i></p>	<p>anduditoriya No. 209  Connect to the Zoom conference  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588</p>

		<i>Lukpanovich-head of the economic department; Amrullina Aisulu Sembeevna - head of the Department frames.</i>	
<b>11.30-11.45</b>	Exchange of opinions of members of the external expert commission		anduditoriya No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>11.45-12.30</b>	Interview with heads of departments and heads of OP	<i>Analiev Azhar Urazbaevna-Head of the Department of " Technical DisciplinesIzteleuova Gulzada Syrymovna-Deputy Head of the Department of "Technical Disciplines", MD Head of the EP "Computer Engineering and Software" Urazova Gulnaz Yerbolatovna - M. Sc. Head of EP "Automation and Management" Dzhumakhmetova Lilia Kereyevna M. sc. Head of EP "Information Systems" Aksenova Dina Kuanaevna M. sc. Head of EP "Information Systems Magistracy" Kubieva Gulzhanat Oralbekkyzy-M. sc. Head of EP "Radio Engineering, Electronics and Telecommunications" Sadykov Rashid Sagievich - Head of the Department of Information Technologies of the Republic of Kazakhstan. Department of "Ecology and Belarusian Railways", Candidate of Agricultural Sciences Nurgaliev Balseker Muratovna-Deputy Head of the Department, Master of Technical Sciences Moldaganapov Ulan Erikovich - head of the EP</i>	auditoriya No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588



		<p>from the organization.  Muratova Elmira  Muratkyzy-Head of the  Department of  "Jurisprudence", Master of  Law  Amanbayeva Alfiya  Maksutovna-Deputy head  of the Department of  Master of Law  Cherkesov Magomed  Alimovich-senior lecturer,  head of the EP  "Jurisprudence" Master of  Law</p> <p>Rakhmetov Talgat  Khasanovich-Candidate of  Law, Professor  Dzhumabaev Aydynbek  Baltabekovich- Master of  Law, senior lecturer  Mekin Madeniyet Adilovich  Head of the Department  "Economics and  Management", M.E. S  . Makhambetova Assel  Makhambetovna head of  the EP "Finance", M.E.C.  Baigaliyeva Araylym  Salauatovna head of the EP  "Public Service and Local  Administration", M.E.C  Kazhgalieva Samal  Orynbasarovna Head of the  EP "Accounting and  Audit", M.E.C  Isagaliev Saken  Talgatovich head of the EP  "Economics", ME.C.  . Kadralieva Gulnur  Malikovna head of the EP  "Economics Master's  degree", ME.C</p>	
<b>12.30-13.00</b>	Work	of the EEC External experts IAAR	<p>anduditoriya # 209  Connect to  the Zoom conference  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588</p>
<b>13.00-14.00</b>	<b>Lunch</b>		
<b>14.00-14.15</b>	Exchange of views		anduditoriya No. 209

	of members of the external expert commission		Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>14.15-15.00</b>	Interview with Teaching staff EP	<b>Appendix 1</b> <i>Cluster 1</i> <i>Cluster 2</i> <i>Cluster 3</i> <i>Cluster 4</i> <i>Cluster 5</i>	anduditoriya No. 209 Connect to the Zoom conference  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>15.00-15.15</b>	Technical break		
<b>15.00-16.00</b>	Survey of teaching staff (in parallel)	<b>Appendix 2</b>	The link is sent to the teacher's e-mail address personally
<b>15.15-16.00</b>	Interview with students EP	<b>Appendix 3</b> <i>Cluster 1</i> <i>Cluster 2</i> <i>Cluster 3</i> <i>Cluster 4</i> <i>Cluster 5</i>	auditoriya No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>16.00-17.00</b>	Student survey (in parallel)	<b>Appendix 4</b>	The link is sent to the student's e-mail in person
<b>16.15-18.00</b>	Visual inspection of the EP and the material and technical and educational - laboratory base	<i>Itinerary</i> <b>Appendix 5</b>	
<b>18.00-19.00</b>	Work of the EEC discussion of the results of the first day	<i>External IAAR experts</i>	anduditoriya No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>19.00-20.00</b>	Dinner		
<b>Day 2: May 23, 2023</b>			
<b>08. 30-09. 00</b>	Transfer from the hotel to the University	<i>IAAR external experts,</i> <i>κUniversity coordinator-head of the project for accreditation of technical and professional education organizations of the IAAR</i> <i>Bekenova Dinara</i> <i>Kairbekovna</i>	
<b>09.00-09.15</b>	Work		of the EEC anduditoriya No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>

			<a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>09.15-10.50</b>	Selective visit to the EP practice bases	<i>IAAR external experts according to the itinerary</i> <b>Appendix 6</b>	
<b>10.50-11.30</b>	Meeting with stakeholders (representatives of practice bases and employers)	<b>Appendix 7</b>	auditoriya No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>11.30-11.40</b>	Technical break		
<b>11.40-13.00</b>	Working with documents (documents must be uploaded to the cloud in advance)		aududi # 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>13.00-14.00</b>	<b>Lunch</b>		
<b>14.00-14.15</b>	Technical break		
<b>14.15-15.00</b>	Interview with graduates of EP	<b>Appendix 8</b>	auditoriya No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>15.00-17.00</b>	Selective visit to the EP practice bases	<i>IAAR external experts according to the itinerary</i> <b>Appendix 9</b>	
<b>17.00-17.15</b>	Technical break		
<b>17.00-18.00</b>	Work of the EEC, discussion of the results of the second day and profile parameters (recording is underway)		aududitoriya No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>18.30-19.30</b>	Dinner		
<b>Day 3: May 24, 2023</b>			
<b>08.30-09.00</b>	Transfer from the hotel to the University	<i>IAAR external experts, κUniversity Coordinator-Project Manager for accreditation of technical and vocational education organizations of the IAAR Bekenova Dinara Kairbekovna</i>	
<b>09.00-</b>	10.00 Work of the	<i>IAAR external experts</i>	aududitoriya No. 209

	EEC development and discussion of recommendations <i>(recorded)</i>		Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>10.00-10.20</b>	Technical break		
<b>10.20-12.30</b>	Work of the EEC discussion, decision-making by voting (recorded)	<i>IAAR external experts</i>	anduditoriya No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>12: 30-13: 00</b>	Final meeting of the Higher School of Economics with the university management		aud # 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>13.00-14.00</b>	Lunch		
<b>14.00-15.00</b>	Work of the EEC, Discussion of the results of the quality assessment	<i>External experts IAAR</i>	anduditoriya No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>15.00-15.15</b>	Technical break		
<b>15.15-18.00</b>	Work of the EEC, Discussion of the results of the quality assessment	<i>External IAAR experts</i>	anduditoria No. 209 Connect to the Zoom conference <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588



**Appendix 3. RESULTS OF THE TEACHING STAFF SURVEY****1. Total number of questionnaires: 19****2. Position, %**

Professor	
Associate Professor / Associate Professor	5,3
Senior lecturer	73,7
Lecturer	15,8
Head of Department Department	5,3
Other	

**3. Academic degree, academic title**

Honored Worker	
Doctor of Science	
Candidate of Science	
Master	's Degree 84.2
PhD	5.3
Professor	
Associate Professor / Associate Professor	5.3
None	10.5
Other	

**4. Work experience at this university**

Less than 1 year	
1 year – 5 years	36.8
Over 5 years	63.2
Other	

№	Questions	Very good	Good	Relatively bad	Bad	Very bad	Not answered
1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	78.9	21.1				
2	How do you assess the opportunities provided by the University for the professional development of teaching	staff 68.4	31.6				
3	How do you assess the opportunities provided by the	57.9	42.1				

	University for the career growth of teaching staff						
4	How do you assess the degree of academic freedom of teaching	staff 68.4	31.6				
	<b>To what extent teachers can use their own</b>						
5	• Learning strategies	68.4	31.6				
6	• Teaching methods	89.5	10.5				
7	• Educational innovations	78.9	21.1				
8	How do you assess the work on the organization of medical care and disease prevention at the university?	63,2	36,8				
9	What attention is paid by the management of the educational institution to the content of the educational program?	89.5	10.5				
10	How do you assess the adequacy and availability of the necessary scientific and educational literature in the library?	89.5	10.5				
11	Evaluate the level of created conditions that take into account the needs of different groups of students?	63.2	36.8				
	<b>Rate the openness and accessibility of the manual</b>						
12	• to students	78.9	21.1				
13	• teachers	78.9	21.1				
14	Evaluate the involvement of teaching staff in the process of making managerial and strategic decisions	31.6	68.4				
15	How is the innovative activity of teaching staff encouraged?	52,6	47,4				
16	Evaluate the level of feedback between the teaching staff and the management	84,2	15,8				
17	What is the level of incentive and involvement of young professionals in the educational process?	73.7	26.3				
18	Evaluate the created opportunities for professional and personal growth for each teacher and employee	63.2	36.8				
19	Evaluate the adequacy of the university's management's recognition of the potential and abilities of teachers	52.6	47.4				

	<b>How the work</b>						
<b>is set 20</b>	• On academic mobility	57.9	42.1				
<b>21</b>	• On improving the skills of teaching staff	52.6	47.4				
	<b>Evaluate the support of the university and its management</b>						
<b>22</b>	• Research initiatives of teaching staff	63.2	36.8				
<b>23</b>	• Development of new educational programs/disciplines / teaching methods	68,4	31,6				
	<b>Assess the level of teaching staff's ability to combine teaching</b>						
<b>24</b>	• with scientific research	57,9	42,1				
<b>25</b>	• with practical activities	73,7	26,3				
<b>26</b>	Assess how students ' knowledge obtained at the university corresponds to the realities of the modern labor market requirements	68,4	31,6				
<b>27</b>	How the university management and administration your address?	31,6	68,4				
<b>28</b>	Evaluate to what extent your training load meets your expectations and capabilities?	68,4	26,3	5,3			
<b>29</b>	Do you assess the focus of educational programs/training programs on developing students ' skills and abilities to analyze the situation and make forecasts?	63.2	36.8				
<b>30</b>	Evaluate whether the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation	63.2	36.8				

### **Why do you work at this particular university?**

democratic approach, favorable moral climate in the team, excellent material and technical base, stability and confidence in work  
the base is good, all the necessary conditions are created for students and teachers  
Due to the fact that it is a center of education that meets modern requirements among higher educational institutions in the region  
It is covered with materials  
University mission and values, corporate culture is high

Stability in everything

I like working with a team

A university with high prospects that can respond to the demands of the market in our country  
Hello! I was offered a job at this university in 2021. In the beginning, the work itself seemed difficult, I did not plan to work as a teacher myself. But what kept me at our university was my wonderful team! But six months later, I heard that the university provides good opportunities for young scientists, such as housing. I began to treat my work with love, responsibility and really-this responsibility to work, gave its fruits in the form of a one-room apartment. I also loved teaching.

I live nearby

All conditions have been created to engage in scientific work.

I have a great opportunity to improve my education level

Working hours are convenient, located near my home. I really like the training base.

During the implementation of the project, the university laboratories are well closed and assistance is provided. Because I graduated from a technical university, the material base is good

I graduated from a technical university, and the material base here is good

There are many opportunities for career advancement and participation in research work

Freedom for scientific research

**32. How often are master classes and activities conducted with the participation of practitioners in your course?**

very often	often	sometimes	very rarely	never
15.8	78.9	5.3		

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

very often	often	sometimes	very rarely	never
15.8	57.9	26.3		

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

Questions	Often	Sometimes	Never	answered
Lack of classrooms		5,3	94,7	
Unbalanced academic load by semester		10,5	89,5	
Unavailability of necessary literature in the library		15,8	84,2	
Overcrowded study groups (too many students in the group)		26,3	73,7	
Inconvenient schedule		15,8	84,2	
Inappropriate classroom conditions			100	
Lack of Internet access/weak Internet		5,3	94,7	
Lack of access to the Internet students ' interest in learning		31,6	68,4	
Late receipt of information about events		5,3	94,7	



Lack of technical training tools in classrooms		21,1	78,9	
Other problems	no everything is fine There are no problems With the educational process there are no problems, at least I personally did not encounter. It is very good There is no problem No problems so far no way If state aid is provided during the retraining of scientists			

**35. In the life of a university, there are many different aspects and aspects that affect each teacher and employee in one way or another. Rate how satisfied you are with:**

Questions	Fully satisfied (1)	Partially satisfied (2)	Not satisfied (3)	I can't answer (4)
Attitude of the university management towards you	94.7			5.3
Relations with direct management	100			
Relations with colleagues at the department	89.5	5.3	5.3	
Degree of participation in managerial decisions	78.9	21.1		
Relations with students	100			
Recognition of your success and achievements by the administration	89.5	10.5		
Support for your suggestions and comments	84.2	15.8		
Activities of the university administration	89.5	10.5		
Terms of remuneration	52.6	42.1		5.3
Working conditions, list and quality of services provided at the university	84.2	15.8		
Occupational health and safety	84.2	15.8		
Management of changes in the university	activities 89.5	10.5		

Provision of a social package: recreation, sanatorium treatment, etc	. 68.4	31.6		
Organization and quality of nutrition at the university	84.2	10.5		5.3
Organization and quality of medical care	78.9	21.1		



**Appendix 4. RESULTS OF THE STUDENT SURVEY****Total number of questionnaires: 57****Gender:**

Male	47.4
Female	52.6

**Rate how satisfied you are with:**

Questions	Fully satisfied	Partially satisfied	Partially	dissatisfied Not satisfied	I can't answer
1. Relations with the dean's office (school, faculty, department)	77.2	19.3	3.5		
2. Level of accessibility of the dean's office (school, faculty, department)	77,2	19,3	1,8		1,8
3. availability and responsiveness of management (University, school, faculty, Department)	80,7	14	3,5		1,8
4. Availability of academic advising	for 77.2	17,5	3,5		1,8
5. Support training materials in the process of learning	73,7	21,1	3,5		1,8
6. Availability of counseling on personal problems	and 68.4	22,8	3,5		5,3
7. Relationship between a student and teacher	of 87.7	8,8	1,8		1,8
8. Activities financial and administrative services of the educational institution	64,9	28,1	3,5		3,5
9. Accessibility of health services	71,9	21,1	1,8		5,3
10. Quality of care at the University	of 68.4	24,6	1,8		5,3
11. availability of library resources	82,5	10,5	1,8		5,3
12. Quality of services in libraries and reading rooms	84,2	8,8	1,8		5,3
13. Existing educational resources of the University	of 80.7	15,8	1,8		1,8
14. Availability of computer classes	80,7	15,8	1,8		1,8
15. Availability and quality of Internet resources	77,2	15,8	3,5	1,8	1,8
16. Content and information content of the web site of educational institutions in General and of the faculties (schools) in particular	75,4	21,1	1,8		1,8
17. classrooms, with classrooms for large groups	of 82.5	12,3	3,5		1,8
18. Lounges for students (if any)	59,6	19,3	3,5	1,8	15,8
19. Clear procedures for disciplinary action	73,7	17,5	1,8		7
20. The quality of the educational program as a whole	77.2	17.5	1.8		3.5
21. The quality of educational programs in the EP	75.4	15.8	3.5		5.3
22. The methods of teaching as a whole	71.9	21.1	5.3		1.8
23. The speed of responding to feedback from	86	10.5	1.8		1.8

teachers on the educational process					
24. The quality of teaching as a whole	78.9	15.8	1.8		3.5
25. The academic load / requirements for the student	84.2	12.3	1.8		1.8
26. Requirements Teaching staff to the student	71,9	22,8	1,8		3,5
27. Information support and explanation before entering the university of the rules of admission and the strategy of the educational program (specialty)	82,5	12,3	3,5		1,8
28. Informing the requirements in order to successfully complete this educational program (specialty)	78,9	15,8	3,5		1,8
29. The quality of exam materials (tests and exam questions, etc.)	82,5	10,5	5,3		1,8
30. Objective assessment of knowledge, skills and other academic achievements	77,2	17,5	3,5		1,8
31. Available computer classes	78,9	17,5	1,8		1,8
32. Available scientific laboratories	64,9	28,1	1,8		5,3
33. Objectivity and fairness of teachers	80.7	14	3,5		1,8
34. Informing students about courses, educational programs and academic degrees	78,9	15,8	3,5		1,8
35. Providing students with a hostel	63,2	21,1	3,5	3,5	8,8

**Rate how much you agree with:**

Statement	Full consent	I Agree	Partially agree	disagree	Complete disagreement	did Not answer
36. syllabus has been clearly presented	56,1	of 28.1	15.8 per			
37. the course Content is well structured	59,6	28,1	12,3			
38. Key terms explained enough	61,4	22,8	15,8			
39. Proposed teacher material is relevant and reflects the latest achievements of science and practice	61,4	28,1	8,8	1,8		
40. Teacher uses effective teaching methods	57,9	24,6	17,5			
41. Teacher owns the taught material	66,7	22,8	10,5			
42. Statement teacher clear	63,2	29,8	7			
43. , the Instructor presents the material in an interesting manner	56,1	31,6	10,5	1,8		
44. Objectivity of knowledge evaluation skills and other educational achievements	61,4	29,8	8,8			
45. Timeliness of evaluation of educational achievements of students	of 54.4	33.3 per	12,3			
46. Teacher satisfies Your requirements and expectations of professional and personal development	of 63.2	26.3 per	10,5			
47. Teacher stimulates the activity of	57,9	29,8	12,3			

students						
48. Teacher stimulates creative thinking of students	of 59.6	24.6 per	15,8			
49. the appearance and manners of the teacher adequate	63,2	28,1	8,8			
50. Teacher showing a positive attitude to the students	and 64.9	24,6	10,5			
51. System of evaluation of educational achievements (seminars, tests questionnaires, etc.) reflects the content of the course	61,4	26,3	12,3			
52. Evaluation criteria used by the teacher, clear and accessible	59,6	31,6	8,8			
53. Teacher objectively assesses the achievements of the students	57,9	29,8	12,3			
54. Teacher owns professional language	61,4	26,3	12,3			
55. educational Organization provides sufficient opportunity for sports and other leisure	50,9	38,6	10,5			
56. facility and equipment for students are safe, comfortable and modern	59,6	28,1	10,5	1,8		
57. Library is well equipped and has a sufficient Foundation for scientific, educational and methodical literature	61,4	28,1	10,5			
58. Equal opportunities for the development of EP and personal development provided to all students	66,7	24,6	8,8			

**Other concerns about the quality of teaching:**

No

No

Not available

University everything is fine to arrange 🖱

Everything is fine, very cool!!

I would like them to put lounge chairs in the corridors. If there is a boiler for drinking water. There are no other problems

I would like to have a place to rest for students, I would like to have sofas for lectures

I don't mind

All universities, of course, teach at the right level, but I would completely change this system of education, where they do not teach life, but only try to prove to you that you will be poorly evaluated by society if you fail your studies. Students are not given the opportunity to simultaneously study and work in a job with a normal salary in order to provide themselves with food and tuition fees. I don't blame the university for this, I blame the ministry, where the opinion of the students themselves is not received at all

It is very good

No