REPORT

on the results of the work of the external expert commission on the assessment of compliance with the standards of institutional accreditation NSEI "Kazakhstan University of Innovative and Telecommunication Systems" in the period from May 25 to May 26 , 2023

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Commission

Addressed to the
Accreditation Council
IAAR

REPORT

on the results of the work of the external expert commission on the assessment
of compliance with the standards of institutional accreditation
NSEI "Kazakhstan University of Innovative and Telecommunication Systems"
in the period from May 25 to May 26 , 2023

Uralsk, 2023

(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

AIS	Automated information system
EEC	External Expert Commission
SAC	State Attestation Commission
GEP	Group of educational programs
UNT	Unified national testing
WKR	West Kazakhstan region
IC	Individual curriculum
KazUIiTS	Kazakhstan University of Innovative and Telecommunication Systems
CT	Comprehensive testing
CED	Catalog of elective disciplines
MSHE RK	Ministry of Science and Higher Education of the Republic of Kazakhstan
IAAR	Independent Accreditation and Rating Agency
RW	Research work
NQF	National Qualifications framework
SRW	Student's research work
RC	Research Center
NUO	Non-state educational institution
EP	Educational program
PD	Profile disciplines
TS	Teaching staff
WC	Working curriculum
RF	Russian Federation
IWS	Independent work of the student
IWST	Independent work of a student with a teacher
Media	Mass media
LLP	Limited Liability Partnership
SC	Standard curriculum
EMC	Educational and Methodological Council
EMCD	Educational and methodological complex of the discipline
EMCS	Educational and methodical complex of specialties

(II) INTRODUCTION

In accordance with the order of the Independent Accreditation and Rating Agency No. 99-23-OD dated 03/27/2023, from May 25 to May 26, 2023, an external expert commission assessed the compliance of the university's activities with the requirements of the standards of institutional accreditation of higher and (or) postgraduate education of the NAAR (No. 57-20-OD of June 16, 2020, sixth edition).

The report of the external expert commission (EAC) contains an assessment of the submitted educational programs by the criteria of the NAAR standards, recommendations of the EAC for further improvement of educational programs and parameters of the profile of educational programs.

The composition of the EEC:

Chairman of the EEC – Tatarinova Lola Furkatovna, Candidate of Law, University of International Business (Almaty, Republic of Kazakhstan);

IAAR Foreign Expert – Viktoriia Ivannikova, Assistant Professor in Aviation Management Business School, Dublin City University, (Dublin, Ireland);

IAAR expert – Aldungarova Aliya Kairatovna, PhD, Associate Professor of East Kazakhstan University by D.Serikbayev (Ust-Kamenogorsk, Republic of Kazakhstan);

Employer – Dzhagiparova Gulmira Zeynulovna, Head of the commercial unit, KT Cloud lab (Almaty, Republic of Kazakhstan);

IAAR student – Omarova Adel Zhanatovna, member of the Alliance of Students of Kazakhstan, Kazakh Agrotechnical University named after S.Seifullin (Astana, Republic of Kazakhstan).

IAAR Coordinator – Dinara 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 THE EDUCATIONAL ORGANIZATION

The non-state educational institution "Kazakhstan University of Innovative and Telecommunication Systems" has been carrying out educational activities as an independent higher educational institution since September 2015 on the basis of the state license No. KZ33LAA00005815 issued on September 29, 2015 by the CCSES 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 Technology 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 development of the University 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 the industrial, innovative and sustainable development of the region and the country, contributing to the formation of an intellectual nation.

The vision of the University is the educational activity of the university aimed at the 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 12th place in the overall rating of educational programs conducted by the Independent Accreditation and Rating Agency (IAAR), in particular, the

following places were occupied:

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

In the rating of educational programs of universities in 2021, according to the assessment of the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken", the top 10 EP included:

- 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.

The structure of the university. According to the university's website, the university structure 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 Jurisprudence, the Department of Rukhani Zhangyru.

Membership in communities, associations. The university is a member of professional associations and associations: Associations of higher educational institutions of the Republic of Kazakhstan. The president of the university A.S.Aitimov is the vice-president of the NIA RK. A number of university teaching staff are members of various professional associations (PA "Zhanaru", the Association of Businesswomen of the Republic of Kazakhstan, the Union of Mediators of the Republic of Kazakhstan, the Union of Polygraph Examiners of the Republic of Kazakhstan, etc.).

Infrastructure and classroom fund. The university has 7 multi-storey academic buildings on the right of ownership; a student dormitory for 100 seats; office apartments designed for 30 teachers; 3 gyms; an outdoor sports ground; 2 libraries with reading rooms for 250 seats and an electronic library; classrooms for 5 thousand seats; specialized subject rooms; computer, language, multimedia, interactive classrooms; canteens and buffets; 14 laboratories equipped with the necessary technical training facilities, including a forensic testing ground, a new generation HI-TECH laboratory, a fiber-optic communication line training and laboratory complex, etc.

Library resources. The total fund of the library is 205941 copies, including: educational literature – 181940 copies, scientific – 617 copies. The fund of electronic documents is 2115 units of storage.

Students, staff. The total number of students is 3,500 people.

Currently, the total number of teaching staff is 254 people, 126 of them are settled (49.6%): doctors of Sciences – 19 people, PhD doctors – 20, candidates of Sciences - 87, masters - 89, which meets the qualification requirements of the Ministry of Internal Affairs of the Republic of Kazakhstan. The average age of full-time teaching staff is 43 years, women - 51%. men - 49%. The number of teachers conducting training sessions in two languages (Russian and Kazakh) is 64%.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

In accordance with Order No. 45-18-OD of 03.05.2018 of the Independent Accreditation and Rating Agency, from May 17 to May 19, 2018, an external expert commission assessed the compliance of the Kazakhstan University of Innovative and Telecommunication Systems with IAAR institutional accreditation standards, issued a certificate of institutional accreditation with a validity period of 5 years.

Recommendations of the previous EEC to the university and their implementation within the framework of the previous accreditation program (50): <u>it is worth noting that there are recommendations both fully implemented and partially implemented and not implemented at all. The average percentage of implementation of recommendations is 52% of the total implementation</u>.

Recommendations made by the university - 100 %:
1. To concretize the Strategic Development Plan of the University in the context of target indicators and within time intervals.
2. To update the SWOT analysis of the University in the context of the Five social initiatives of the President of the Republic of Kazakhstan.
3. Consider the possibility of harmonizing the strategic plan.
4. Develop a system for evaluating the activities of the teaching staff.
Recommendations implemented at the proper level - from 100% to 75%:
1. Define a unified approach to the formation of the graduate model and ensure the revision of models for all educational programs.
2. Create a data bank on enterprises, institutions and organizations interested in university graduates (in Kazakhstan, abroad).
3. Work to improve the reporting system and the distribution of book resources for educational programs in the context of disciplines.

Recommendations not fully implemented - from 75% to 50%:
1. 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.
2. Systematically assess risks and develop ways to reduce them.
3. Improve the management of activities through processes, risk assessment and identification of ways to reduce them.
4. To assess the risks of the implementation of scientific projects.
5. Analyze and improve the system of implementation of the developed corrective and preventive actions, determine the effectiveness of changes.
6. Post information on the university's website reflecting the planning processes and the results of evaluating its effectiveness.
7. Plan and organize the professional development of the management staff of the EP on educational management programs.
8. Continue systematic work to involve employers in the development of educational programs.
9. To ensure the harmonization of the content of educational programs with the programs of leading foreign and Kazakh universities.
10. Start developing joint educational programs and involve research organizations in the educational process.
11. Take measures for the further development of multilingual training of students and full provision of the educational process with educational and methodological literature in the state and English languages.
12. Jointly with employers to develop a list of professions in demand on the regional labor market and on this basis to determine the main directions of training trajectories.

13. Conduct systematic research in the field of studying and implementing innovative methods of teaching academic disciplines.

14. To expand the possibilities of external and internal mobility for students at the university.

15. To activate the work of the Alumni Association and take measures to enhance the role of the Association in the development and management of educational programs.

16. To continue work on the active involvement of practitioners-employers of the region in lectures and practical classes.

17. To carry out joint activities with employers in order to employ graduates of the university.

18. Provide a systematic approach to monitoring and evaluating the competence of teachers.

19. Continue work on academic mobility of teaching staff and attracting foreign and domestic teachers to conduct joint research in the implementation of educational programs.

20. Supplement the presentation of objective information about teaching staff, including personal pages of teaching staff on the University's website.

21. Ensure regular professional development of university teachers.

22. To increase the effectiveness of incentive measures to attract teaching staff to scientific research, patent developments and publications in leading scientific journals with a high impact factor.

23. To introduce the results of scientific research into the educational process and production.

24. Continue work on joint implementation of scientific programs with foreign scientists and universities.

25. Continue to support the participation of students in research and international competitions.

26. Observe the transparency of budget allocation and its effectiveness.

27. Provide a structured approach to the formation of the university's website.

The recommendations not implemented are below 50%:

1. Provide for the possibility of internships of teaching staff of technical specialties at the enterprises of the region.

2. To carry out systematic work to increase the proportion of young teachers' settling down.

3. To use various forms of financing of research activities, including from the funds of fundamental, economic agreements, international research grants.

4. To ensure the formalization of the procedure for monitoring the implementation of scientific projects and to evaluate the projects being implemented.

5. To work on the coordination of the development strategy and financial flow management.

6. Ensure that an external independent audit is conducted.

7. Continue work on the acquisition and development of modern high-tech educational and laboratory equipment for educational programs.

8. To ensure the integration of the educational portal with the ESUVO and EGOV.

9. Consider the creation of a fiber-optic network between the university buildings.

10. Provision of multimedia equipment for all in-line lecture halls.

11. To carry out systematic work on updating the learning environment, taking into account the specifics of educational programs.

12. Continue working to ensure conditions for inclusive education at the university.

13. To ensure more active use of modern information and communication technologies for the system of information collection, analysis and management.

14. Provide for the possibility of analyzing information in order to identify and predict risks.

15. Systematically publish information about the activities of the university and the implementation of educational programs in accordance with the declared languages.

16. To provide a more structured approach to the formation of the website: development of the website regulations; placement of information on various types and results of activities (educational, educational, scientific and other work); placement of the teaching staff catalog; placement of complete information about the educational programs being implemented, forms of

education and learning conditions; posting information about the expected learning outcomes for all educational programs assigned to qualifications for each program, about teaching, training, evaluation procedures, information about passing scores and educational opportunities provided to students; posting information about graduate employment opportunities; posting information about interaction with scientific/consulting organizations and educational organizations; posting information about the results external evaluations of the university.

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program of the visit of the expert commission on institutional accreditation of NSEI KazUITS in the period from May 25 to May 26, 2023.

In order to coordinate the work of the EEC, an introductory meeting was held on 05/24/2023, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

In order to obtain objective information about the quality of the implementation of educational programs and the entire infrastructure of the university, clarification of the content of self-assessment reports was held with the Rector, vice-rectors in areas of activity, heads of structural divisions, heads of departments, heads of EP, members of academic committees, teachers, students, graduates. A total of 186 representatives took part in the meetings (Table 1).

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

Category of participants	number
Rector	1
Vice-rectors in the areas of activity	3
Heads of structural divisions	11
Heads of departments, heads of EP, members of the Academic Committee	29
Teachers	41
Students	71
Graduates	20
Employers, representatives from practice bases	11
Total	**186**

During the tour, the members of the EEC got acquainted with the state of the material and technical base of the university, the classrooms for lectures, practical and laboratory work, the places of operation of support services for the educational, scientific, social and educational process were viewed.

At the meeting of the EEC IAAR with the target groups of the university, the mechanisms for implementing the university's policy were clarified and the specification of individual data presented in the university self-assessment report was carried out. At the time of accreditation, the attendance of classes did not take place, since the educational process was completed.

The experts of the EEC reviewed the practice bases of the Training and Production Center of the NP JSC "Zhangir Khan WKATU", the Police Department of the West Kazakhstan region, and also asked questions to the heads of organizations: the Department of Ecology for the West Kazakhstan Region, the Administrator of the Courts for the West Kazakhstan region, LLP "TORUS.KZ ", JSC "Ural signaling and Communication Distance", Branch of RSE WKO "GosGradKadastr", etc.

In accordance with the accreditation procedure, an online survey was conducted of 6 teachers, 48 students.

In order to confirm the information provided in the Self-assessment Report, external experts requested and analyzed the working documentation of the university. 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 activities of the Kazakhstan University of Innovative and Telecommunication Systems, developed by the EEC based on the results of the examination, were presented at a meeting with the management on 28.05.2022.

(VI) COMPLIANCE WITH INSTITUTIONAL ACCREDITATION STANDARDS

6.1. The standard "Strategic development and quality assurance"

- ✓ *The university should demonstrate the development of a unique mission, vision and strategy based on the analysis of external and internal factors with the broad involvement of a variety of stakeholders*
- ✓ *The university must demonstrate the orientation of the mission, vision and strategy to meet the needs of the state, society, sectors of the real economy, potential employers, students and other interested persons*
- ✓ *The university must demonstrate transparency in the processes of formation, monitoring and regular review of the mission, vision, strategy and quality assurance policy*
- ✓ *The university must have a published quality assurance policy, mission, vision and strategy*
- ✓ *The university develops documents on individual areas of activity and processes (plans, programs, regulations, etc.), specifying the quality assurance policy*
- ✓ *The quality assurance policy should reflect the relationship between scientific research, teaching and learning*
- ✓ *The university must demonstrate the development of a culture of quality assurance*

The evidentiary part

KazUITS carries out educational activities in accordance with the Constitution of the Republic of Kazakhstan; the Law of the Republic of Kazakhstan "On Education"; the Law of the Republic of Kazakhstan "On Science"; the Law of the Republic of Kazakhstan "On Languages"; the Law of the Republic of Kazakhstan "On Youth Policy" and other regulatory legal acts of the Ministry of Science and Higher Education of the Republic of Kazakhstan.

The educational activity of the university is regulated by the Charter of the University, the Academic Policy of the university, the Development Strategy of the Kazakhstan University of Innovative and Telecommunication Systems for 2022-2025 (the documents are posted on the university's website).

One of the key directions of the Strategic Development Plan of the University for 2022-2025 is the implementation of the following goals:
- providing sectors of the economy with competitive personnel;
- increasing the contribution of science to the sustainable development of the economy;
- improvement of spiritual and moral, patriotic and labor education.

The mission of the university is to train highly qualified specialists who are competitive in an ever-changing labor market.

The strategic goal of the university is the positioning and development of a higher educational institution that implements popular educational programs to solve personnel and socio–economic problems of the Republic of Kazakhstan.

The mission, strategic goals and objectives of the university are formulated on the basis of material and financial resources, human and intellectual potential, assessment of the possibilities of their implementation, as well as taking into account the analysis of external market situations. The staff and student activists of the university took a direct part in this, who made their recommendations and developed proposals with discussion at the meeting of the Academic Council. The mission, tasks and goals were approved by the decision of the Academic Council and are reflected in the intra-university documents (posted on the website).

The university has a presidential form of government. Separate management functions on educational, methodical, educational, scientific issues are delegated to the rector.

Operational issues reflecting different areas of the university's current activities are considered at monthly meetings of the Rector's office, which includes heads of structural divisions of the university.

Medium- and short-term tasks are outlined in the annual and monthly work plans of the university. The results of the planned activities are discussed monthly at the Academic Council (protocols are available).

An appropriate material and technical base has been created to provide high-quality educational services. At the same time, funds are allocated annually to expand and modernize the material and technical base in order to implement the mission, goals and objectives of the university.

Evaluation of the effectiveness of the mission, goals and objectives of the university is carried out on the basis of monitoring the main performance indicators and deadlines for the implementation of planned activities. During each academic semester, the analysis of the implementation of the main performance indicators of structural units is carried out on the basis of their work plan and instructional and regulatory documents of the Ministry of Internal Affairs of the Republic of Kazakhstan. At the end of the academic year, the final analysis of the planned work and activities is summed up.

The teachers of the departments use the opportunities to study foreign experience of personnel training through internships, advanced training courses, seminars in leading Kazakh and foreign universities, as well as listen to lectures by invited foreign scientists and specialists.

The information support of students and teachers is based mainly on the information resources of the library. The library fund is systematically updated with the main educational and scientific literature, as well as additional information sources. Laws, regulatory legal acts, resolutions of the Government of the Republic of Kazakhstan, reference and bibliographic publications, encyclopedias, atlases, dictionaries, reference books in Kazakh, Russian and English, periodicals (magazines and newspapers) are used as additional literature.

The financial policy of the university is aimed at building an effective financial management system that achieves the strategic goals of the university. All processes of an economic nature, accounting and control processes are formed in accordance with the internal requirements of the financial policy and the policy of the Ministry of Internal Affairs of the Republic of Kazakhstan to the universities of Kazakhstan. The financial policy corresponds to the strategic development of the university and contributes to the achievement of the following objectives: regular monitoring of financial stability; improvement of the employee remuneration system, including the system of financial incentives; maintaining the trend of growth of the main income received from all types of paid educational services.

The university pays special attention to the issue of satisfaction of the needs of students, teaching staff and staff. The financial and economic condition of the university allows you to conduct full and effective educational activities at the appropriate level. Analyzing the sources of financing of the university, it should be noted a stable stable income of the university, which allows you to annually strengthen the material base and maintain a stable average salary of teaching staff and employees.

Consideration of problematic issues is submitted to meetings of collegial bodies operating at the university. The means of obtaining information and feedback are opinion polls, questionnaires

of students, teachers, parents and employers, evaluation of teachers' work, student performance, periodic reviews of curricula, and the study of graduates' activities. On the part of the university administration, all the necessary conditions have been created for the performance of the functional duties of teaching staff, teaching support and service personnel. Teachers and staff are rewarded with cash prizes, certificates and diplomas for their conscientious attitude to work, active participation in public life. An annual competition is held for the title of "Best University teacher", "Best curator of the Year", "Best Student of the Year", "Best Freshman". Holders of these titles are awarded with valuable prizes and diplomas.

Operational planning of costs for material resources is carried out annually by forming the university budget. At the same time, applications from structural divisions are taken into account.

Educational programs are developed taking into account the proposals of employers, based on the requirements of the legislation of the Republic of Kazakhstan in the field of education and undergo external expertise.

Analytical part

EEC experts observe the process of reviewing the mission, vision, strategy and quality assurance policy. The placement of strategic documents in open access on the university's website, the rector's speech to interested parties in order to familiarize themselves with the strategic objectives of the university, the approval of strategic documents for the development of the university by the Board of Directors consisting of external stakeholders, the communication of the mission and vision of the university to students confirm the transparency of the formation of documents.

The implementation of strategic directions at the university is based on the principle of cascading goals. Along with the formation of target indicators for each direction of the university's development, there is a mechanism for distributing tasks from the rector to the vice-rectors, then to the heads of structural divisions and heads of departments, and finally to the professorial teaching staff of the university. However, in the planning documents for the activities of structural units and teaching staff, the planning of target and time indicators harmonized with the Development Strategy are not observed.

In addition, the EEC notes the need to implement a mechanism for developing, adjusting and revising plans for the development of educational programs, since at the time of accreditation, the study of these documents did not confirm the existence of harmonization of the development plans of the OP with the development strategy of the university: there are no measures reflecting the implementation of the strategic directions of the university, target indicators, time intervals, etc. are not observed.

The university demonstrated the orientation of the mission, vision and development strategy of the university to meet the needs of the state, society, sectors of the real economy, potential employers, students and other interested persons.

The EEC experts note the existence of a process of monitoring and analyzing the implementation of the strategic objectives of the university, the protocol on discussing the results of the implementation of Plans with external and internal stakeholders is presented. The university has a model of an internal quality assurance system for all university processes (educational, methodological, research, administrative and financial, etc.). The internal regulatory documentation of the university is regulated through the university process administration system in order to improve the quality of services provided and optimize business processes.

Strengths/best practices according to the "Strategic Development and Quality Assurance" standard:
Not identified.

Recommendations of the EEC on the standard "Strategic development and quality assurance":

1. The university management should ensure the planning and implementation of the activities of all structural units and teaching staff in accordance with the current directions of the University Development Strategy. The deadline is annually.

2. The responsible structural unit should develop and implement a mechanism for designing, approving, correcting and revising plans for the development of KazUITS educational programs (with target and time indicators) in a documented procedure or in a separate GNI and ensure its implementation. The deadline is 01.09.2023 .

Conclusions of the VEC on criteria according to the standard "Strategic development and quality assurance": 7 criteria have been disclosed, of which all 7 criteria have a satisfactory position.

6.2 The standard "Management and Management"

- ✓ *The University carries out management processes, including planning and allocation of resources in accordance with the strategy*
- ✓ *The university must demonstrate the successful functioning and improvement of the internal quality assurance system*
- ✓ *The university must demonstrate a risk management analysis*
- ✓ *The university must demonstrate the analysis of the effectiveness of changes*
- ✓ *The university must demonstrate the analysis of the identified inconsistencies, the implementation of the developed corrective and preventive actions*
- ✓ *The university must demonstrate the provision of educational process management through the management of educational programs, including the evaluation of their effectiveness*
- ✓ *The University demonstrates the development of annual activity plans, including teaching staff, based on the Strategy*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility*
- ✓ *The university must provide evidence of the transparency of the university's management system*
- ✓ *The university should ensure the participation of students and teaching staff in the work of collegial management bodies*
- ✓ *The university must demonstrate evidence of openness and accessibility of managers and administration for students, teaching staff, parents and other interested persons*
- ✓ *The university must demonstrate innovation management, including the analysis and implementation of innovative proposals*
- ✓ *The university should strive to participate in international, national and regional professional alliances, associations, etc.*
- ✓ *The university should provide training for the university management, structural units and educational programs on educational management programs*
- ✓ *The university should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure*

The evidentiary part
The university has a management system focused on the implementation of the university's strategy, its mission, goals and objectives in accordance with the legislation of the Republic of Kazakhstan in the field of science and education. There are the necessary constituent and permitting documents for the implementation of its activities.

The management policy of the university is based on the creation of the organizational structure of the educational institution, ensuring the unity of relationships between the units implementing educational, scientific, methodological, educational and economic activities.

The President of the University, on the basis of the Charter, ensures coordination and management of strategic and operational tasks of the university's development. In his activities, the President of the University relies on collegial governing bodies: the Academic Council, the Board of Trustees.

The President of the university reports to the Vice-President, rector, three vice-rectors: vice-rector for Educational and Methodological work, Vice-rector for Social and Educational work, Vice-rector for Scientific Work and International Relations. Under the vice-rectors, there are specialized departments that are working bodies for the implementation of policies in all strategic areas of the university's activities.

The following links of the university management system are departments, centers and 5 graduate departments. The functions and tasks of these units are defined in the regulations and job responsibilities.

Employees and the best students who are members of the Academic Council, working groups and commissions are involved in the management of the educational activities of the university. They take part in the development of honor codes for teachers and students, the use of measures for moral and material encouragement of the best employees and students, taking measures to stimulate the creative activity of young teachers, holding annual competitions for the titles of "Best University Teacher", "Best Curator of the Year", "Best Student of the Year", "Best Freshman".

The university takes measures to streamline the flow of information by regulating its transmission in the following directions: top-down (setting tasks, instructing); bottom-up (reports on the results of inspections, reports on the performance of tasks and personal opinions of employees, etc.); horizontally (exchange of opinions, coordination of actions).

During the reporting period, the university information management model was supplemented with new functions: collection, processing and analysis of a large flow of information, especially of a marketing nature, from external sources for the preparation of analytical and advertising materials, rapid response to changes in the situation on the educational services market in the region. These functions are assigned to the career guidance department.

The management system and organizational structure of the university is reflected in internal regulatory legal acts. There are: The Charter of the university, the organizational structure and functional responsibilities of the administrative and managerial staff, teachers and staff approved by the rector of the university. The functional responsibilities of the heads of structural divisions cover all competencies.

Monitoring of the activities of structural units is carried out in accordance with the plan, by order of the rector of the university in the form of ongoing inspections. The objects of internal checks are the readiness and content of educational and methodological complexes of disciplines; examination materials; admission to exams, defense of master's theses; attendance of classes by students; the state of office work at departments, etc.

The university's management is based on the following basic principles of management and corporate governance.

The procedure for the replacement of teaching staff is carried out on the basis of the rules of competitive replacement of positions of teaching staff and researchers of higher educational institutions. When forming the full-time number of teaching staff and employees, basic education, work experience, and the availability of supporting documents on professional development are taken into account. Basic education and relevant qualifications of the university teaching staff meet the requirements.

Advanced training of teaching staff is carried out according to the annual work plans of departments and individual work plans of teachers. The university's personnel policy is aimed at training and retraining its own personnel. Teachers – graduates of the university work in the staff of the teaching staff.

The university's policy on resolving conflicts of interests and relationships provides for targeted actions to prevent conflict situations in educational and production units. The practice of conflict resolution in the university staff provides, if necessary, for expanding the circle of persons involved in the review procedures at the expense of other categories of employees. For the resolution of labor disputes, there is a conciliation commission for the consideration of complaints and applications.

It should be noted that the team has done some work to create an atmosphere of intolerance to the facts of extortion. According to the approved comprehensive action plan for the prevention of corruption offenses, curatorial hours, round tables, debates on the topic: "Anti-corruption propaganda and education" are held.

In order to improve the collection, processing, storage and efficient use of the flow of documents, elements of electronic document management are being introduced at the university. In addition, various means of automation of the accounting system, performance accounting systems, communication systems (e-mail, intra-university local information network, electronic library, etc.) are used.

The analysis of the qualitative composition of teachers showed that there is a decrease in the proportion of doctors of sciences and an aging of personnel with academic degrees and titles. This circumstance became the basis for the development of measures to eliminate them. Teachers were identified who were able to complete the preparation of doctoral dissertations in 3 years, conditions were created to accelerate their work, publication of scientific articles in scientific publications of the university. For three years, teachers Tapakova V.B., Artykova Zh. they have completed their doctoral dissertation and are preparing to defend for the degree of Doctor of PhD, the head of the Department of "Technical Disciplines" Analieva A.U. defended her PhD thesis and received the degree of Candidate of Technical Sciences (Penza, Russia). At the same time, the number of young teachers who have completed their master's degree has increased.

The University is a member of the Association of Higher Educational Institutions of the Republic of Kazakhstan. The president of the university A.S.Aitimov is the vice-president of the NIA RK. A number of university teaching staff are members of various professional associations (PA "Zhanaru", the Association of Businesswomen of the Republic of Kazakhstan, the Union of Mediators of the Republic of Kazakhstan, the Union of Polygraph Examiners of the Republic of Kazakhstan, etc.).

Analytical part

In university management, risk management is given attention at the level of top management. However, the EEC experts note that at the level of heads of structural divisions and heads of educational programs, risk assessment and determination of ways to reduce them *are not disclosed* as a separate strategic block in the processes of documentary and strategic planning. This category of managers *does not provide in the planning documents* a detailed assessment of internal and external risks, their possible consequences and mechanisms, and risk management measures. In the Self-Report, there are examples of detected shortcomings from the analysis of the conducted questionnaire of students, but such examples are isolated, *there is no cascading mechanism* for forecasting, preventing and eliminating risks in general, starting with the development strategy of the university, ending with the development strategy of educational programs.

The university has introduced a mechanism for evaluating the opinions of various target groups, participants in the educational and other processes of the university, for satisfaction with the quality of implementation of these processes. The analysis of the revealed inconsistencies based on the results of social surveys and the results of the questionnaire is being conducted. *However, the experts have not been shown* ways to reduce certain inconsistencies, the implementation of corrective and preventive actions *has not been presented*. According to the results of the interview, the target groups *did not confirm the fact of awareness* of the results of the elimination of deficiencies identified by the results of interviews and surveys.

The university demonstrated the functioning of the internal quality assurance system. The desire to improve the internal quality assurance system is manifested through the periodic passage of external quality assurance assessment procedures, including in the framework of accreditation processes, both institutional and specialized. For example, KazUITS underwent the procedure of institutional accreditation in 2018 at the IAAR Agency. According to the requirements of the IAAR, the university has passed two stages of post-accreditation monitoring. *However, the EEC experts note the lack of* purposeful actions on the part of the university management to 100% implement all the recommendations of the previous EEC (see section IV "Description of the previous accreditation procedure"). The average percentage of implementation of the recommendations of the EEC 2018 is 52%, respectively, *success in terms of improving the internal quality assurance system is not fully manifested*, *there is no desire of the university*, when preparing for the next external evaluation procedures, to take into account the progress made since the previous procedure.

In order to implement the Strategic Development Plan of the university, work plans of all structural divisions of the university and teaching staff are developed and implemented annually. Annual monitoring of its implementation is carried out, the results of which are reported at collegial meetings and are issued in the form of final reports. *However, the EEC notes* that in the process of interviews with target groups (heads of structural divisions, heads of EP, teaching staff), when studying the documented procedures of the university, *there is no existing* mechanism for periodic monitoring of the implementation of activity plans, for their *assessment of effectiveness and efficiency*, including in the implementation of educational programs and their plans development.

The university provides training for the management of the university, structural divisions and educational programs in educational management programs, however, at the time of accreditation, a number of EP managers *did not have certificates* for the course of management in education.

Strengths/best practices according to the "Management and Management" standard:
Not identified.

Recommendations of the EEC on the standard "Management and management":
1. According to the results of 2019-2023, the management of the university, the heads of structural divisions and the management of the EP, it is necessary to analyze and systematize the impact of risks on the implementation of all processes of the university, including the implementation of the EP and their development plans. Based on the analysis carried out, in the activity plans of all structural divisions of the university, including in the development plans of all EP KazUITS, reflect the section on risk prevention and overcoming, indicating the names of risks, possible consequences in case of failure and (or) timely response measures, as well as a description of risk management mechanisms and measures, and start implementing them. The term is from the beginning of the 2023-2024 academic year.

2. The responsible structural unit for conducting sociological surveys, survey procedures, after analyzing the identified inconsistencies based on the results of the survey and surveys, develop plans for corrective and preventive actions, and implement them with reporting. The deadline is annually.

3. The university management should ensure maximum implementation of the recommendations received from the results of external quality assessment procedures, including accreditation procedures, and take into account their results when preparing for the following assessment procedures. The deadline is annually.

4. The management of the university, the management of structural units should provide periodic monitoring (at least 1 time per semester) and evaluation of the effectiveness and efficiency in the implementation of activity plans, including the implementation of the EP and their development plans. The deadline is annually.

5. The university management should provide 100% coverage of professional development of heads of educational programs and heads of structural divisions under the program "Management in Education" from professional experts. The deadline is 2023.

Conclusions of the EEC according to the criteria of the standard "Management and Management": 15 criteria have been disclosed, of which 12 criteria are satisfactory, 3 criteria require improvement.

6.3. The standard "Information Management and Reporting"

✓ The university should ensure the functioning of the information collection, analysis and management system based on the use of modern information and communication technologies and software.

✓ The university must demonstrate the use of processed, adequate information for effective management of educational programs, improvement of the internal quality assurance system.

✓ The university should have a system of regular reporting at all levels of the organizational structure, including an assessment of the effectiveness and efficiency of the activities of departments, EP, research and their interaction.

✓ The university should establish the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, senior management, and the implementation of scientific projects.

✓ The university must demonstrate the definition of the procedure and ensuring the protection of information, including the identification of responsible persons for the accuracy and timeliness of the analysis of information and the provision of data.

✓ An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.

✓ The university must demonstrate the existence of a mechanism for communication with students, employees and other interested parties, including the existence of conflict resolution mechanisms.

✓ The university should provide a measurement of the degree of satisfaction of the needs of teaching staff, staff and students and demonstrate evidence of the elimination of the detected deficiencies.

✓ 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 should take into account:
key performance indicators;
dynamics of the contingent of students in the context of forms and types;
academic performance, student achievements and expulsion;
satisfaction of students with the implementation of the EP and the quality of education at the university;
availability of educational resources and support systems for students;
employment and career growth of graduates.

✓ Students, teaching staff and other internal stakeholders must document their consent to the processing of personal data.

✓ The university should facilitate the provision of all necessary information in the relevant fields of sciences.

The evidentiary part
The University ensures the functioning of the information collection, analysis and management system based on the use of modern information and communication technologies and software. Information about the full-time staff of all courses and the main characteristics of the contingent of students is stored in a specialized database of the university admissions committee.

Experts have found that in order to form a single bank of information data and various reports, the automated information system "PLATONUS" operates at the university.

The results of the analysis of the achievements of the goals of the programs and ways to improve the effectiveness of educational programs are reflected in the minutes of the meetings of departments, annual reports of departments and the university. The results of the control of training sessions are discussed at meetings of the Academic Council of the University.

Experts have found that KazUITS has a system for collecting and analyzing the results of activities with the participation of students, employees and employers. To involve students in the management of the university, there is a Student Council.

The necessary information is collected by submitting memos, interviewing, conducting questionnaires, information data of software resources, monitoring, analyzing documentation, interviewing, etc.

During the interviews with focus groups, experts confirmed that an anonymous questionnaire of students is being conducted "Teacher through the eyes of students" in order to improve the quality of education, identify offenses and protect the rights of students. Access to the questionnaire is carried out on the "Student Questionnaire" page on the university's website. The site also has a blog "Complaints and Suggestions", where students can leave their complaints and suggestions.

The survey process is carried out using software, where students anonymously give an independent objective assessment of the university's activities.

The EEC experts note that the university also conducts questionnaires and surveys in order to monitor employers' satisfaction with the level of training of students and the results of their internship.

During the meetings with the focus groups, the members of the EEC confirmed that the collection and analysis of information was carried out 2 times during the academic year.

The results of the survey of students and graduates are taken into account when summarizing the implementation of individual plans by teachers at the end of the academic year, evaluating the activities of the teacher for the academic year, when concluding contracts. The university determines the volume and structure of periodically updated information and responsible persons for accuracy and timeliness in accordance with its strategy.

Based on the results of monitoring, measures are being developed to improve educational programs and an assessment of the education quality assurance system is being carried out.

The management of the university pays great attention to the availability of a communication mechanism with students, employees and other persons interested in the activities of the university. The Rector and vice-rectors of the university regularly meet with students and teaching staff to exchange views on educational, scientific and extracurricular activities. To advise students, the university's website contains Call Center contacts for WhatsApp calls and messages, as well as e-mail for written requests.

KazUITS has modern means of information protection. In order to prevent hacker attacks on the Internet resources of the university, periodic monitoring of the state of the services responsible for the operability of the service is carried out, restrictions are imposed on user access to the resource and to the network operating system.

The university demonstrated the existence of a documentary consent of the staff and faculty of the university for the processing of personal data.

Information materials are reflected in various reports of the university. Evaluation and formation of reports is carried out for each type of educational activity: educational, scientific and educational.

Members of the EEC NAAR note that there is a resource on the university's website – an "Online library" that allows access to educational, scientific and theoretical materials.

KazUITS has established and documented mechanisms for resolving conflicts with employees and other stakeholders. To resolve conflict situations and labor disputes, conciliation commissions are created from among the heads of structural divisions.

The information and feedback system is aimed at students and employees and includes information stands at departments, the functioning of the official website of the university.

Analytical part

During meetings with target groups, in accordance with the program of the visit, having familiarized with the educational infrastructure of the university, material and technical resources, methodological materials and intra-university documents, the EEC notes that KazUITS uses appropriate information systems, information and communication technologies and software tools in order to adequately manage information.

In order to further improve the quality of the university's work, the university management uses various methods of collecting and analyzing information: questionnaires, conversations, open classes, the results of intermediate and final controls. The university demonstrated that students, staff and teaching staff of the university are involved in the processes of collecting, processing and analyzing information.

The information collected and analyzed by the university takes into account: information about the contingent of students; the level of academic performance and achievements of students; satisfaction of students with the implementation of educational programs; availability of educational resources and student support services; employment of graduates; the main indicators of the university; personal data on personnel; information on material and technical resources; information on research activities, international cooperation and other areas.

But at the same time, there is no mechanism for monitoring the effectiveness and efficiency of the changes made based on the results of the information collected. _The members of the EEC also found that the teaching staff does not have_ an understanding of what criteria for evaluating the effectiveness of the changes made to the university's activities were used, including in the context of the EP.

In order to further develop the university, the EEC IAAR also recommends improving the university's website, reflecting all the changes made to the main documents based on the results of the analysis of the collected data on its activities, and doing this in the three declared languages. Not all information is available in the state and English languages, in most cases the information is presented only in Russian.

According to the results of the survey of students, it was found that:
- responsiveness to feedback from teachers on the educational process "fully satisfied" – 85.4%; "partially satisfied" - 12.5%; "partially not satisfied– - 2.1%;
- information support and explanation before entering the university of the rules of admission and the strategy of the educational program "fully satisfied" – 77.1%; "partially satisfied" - 18.8%; "partially not satisfied" - 4.2%;
- informing the requirements in order to successfully complete this educational program "fully satisfied" – 83.3%; "partially satisfied" - 14.6%; "partially not satisfied– - 2.1%;
- the level of accessibility and responsiveness of management is "fully satisfied" – 87.5%; "partially satisfied" - 12.5%.
According to the results of the survey of the teaching staff, it was found that:
- the perception of the management and administration of the university critics in their address is rated "very good" – 83.3%, "relatively bad" – 16.7%;
- the openness and loyalty of the leadership to students and teachers are rated "very good" – 83.3%, "good" – 16.7%.

Having held meetings, conversations and interviews with vice-rectors, heads of departments, heads and employees of structural divisions, students, teaching staff, representatives of employers' organizations and graduates, as well as conducting a survey of students and teaching staff, having familiarized in detail with information and methodological resources, as well as the necessary documents, notes the following:

Strengths/best practices according to the Information Management and Reporting standard
Not identified.

EEC Recommendations on the Information Management and Reporting Standard:

1. The university management should clearly define the criteria for evaluating the effectiveness and efficiency of the university's activities and familiarize the teaching staff with them by the beginning of the 2023/24 academic year. The deadline is 01.09.2023 .

2. The university management should develop a mechanism for monitoring the effectiveness and efficiency of the changes made to its activities by the beginning of the 2023/24 academic year. The deadline is 01.09.2023 .

3. The University management should make an addition to the Academic Policy by adding paragraph 5.9 "Monitoring the implementation of educational programs" by the beginning of the 2023/24 academic year. The deadline is 01.09.2023 .

According to the criteria of the Information Management and Reporting standard, 17 criteria have been disclosed, of which 15 have a satisfactory position, 2 require improvement.

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

✓ *The university must demonstrate the existence of a documented procedure for the development and approval of an educational program at the institutional level.*
✓ *The university must demonstrate the compliance of the developed EP with the established goals, including the expected learning outcomes.*
✓ *The university must demonstrate the availability of developed models of the graduate of the EP, describing the learning outcomes and personal qualities.*
✓ *The university must demonstrate the conduct of external examinations of the EP.*
✓ *The qualifications obtained upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NSQ, QF-EHEA.*
✓ *The university should determine the influence of disciplines and professional practices on the formation of learning outcomes.*
✓ *An important factor is the possibility of preparing students for professional certification.*
✓ *The university must provide evidence of the participation of students, teaching staff and other stakeholders in the development of EP, ensuring their quality.*
✓ *The university must ensure that the content of academic disciplines and learning outcomes correspond to the level of education (bachelor's degree, master's degree, doctoral degree).*
✓ *The structure of the EP should provide for various types of activities corresponding to the results of training.*
✓ *An important factor is the presence of joint EP with foreign educational organizations.*

The evidentiary part

Experts have found that the development and approval of educational programs in KazUITS are carried out in accordance with the requirements of the legislation of the Republic of Kazakhstan in the field of education, as well as internal regulatory documents: the University Development Strategy for 2022-2025; Regulations on the Educational and Methodological Council; the procedure for the development and approval of educational programs; general requirements for the design of the educational and methodological complex of the specialty (EMCS) and the educational and methodological complex of the discipline (EMCD).

At the university, an academic committee is engaged in the development of educational programs, which includes faculty of the department, representatives of employers and students.

The members of the commission note that the development of educational programs at the university is carried out in three stages. At the first (preparatory) stage, an academic committee is created at the departments from among the most experienced highly qualified teachers, employers, students and other interested persons and initial data is being prepared for the design of the program. At the second (main) stage, an educational program is developed and its quality is

assessed. At the final stage, educational programs are discussed and approved at a meeting of the Academic Council.

The objectives of the educational program are formulated based on the needs of employers and are consistent with the mission of the university. The developed educational programs are based on the modular competence-based principle of building the educational process.

According to the results of interviews with focus groups by experts of the EEC NAAR, it was confirmed that teachers, potential employers, practitioners, heads of practice bases and students take part in the development of educational programs. The departments hold various events aimed at developing interaction with employers: round tables, scientific-methodological and scientific-practical seminars.

Employers' participation in the formation of the EP and amendments to the existing EP is carried out in the field of: making proposals for the development of new practice-oriented elective disciplines; changing the content of training courses, transferring part of classes directly to production; recommendations for methodological guidelines, courses of lectures in order to demonstrate innovation in teaching methods and organization of the educational process; development of practical oriented theses and their execution by students at the request of employers; participation of employers–practitioners in the teaching of individual courses and disciplines.

When developing educational programs in the abbreviated form of education, the principle of continuity of educational programs is implemented. The working curricula of students studying on the basis of technical and vocational education take into account the disciplines studied at the previous level of education.

The members of the EEC IAAR note that the curricula are drawn up according to the principle of a structural and logical scheme, in which the logical sequence of the study of disciplines is strictly taken into account.

Experts have found that the development of the graduate model is based on the following principles: providing high-quality training of qualified competitive specialists based on a combination of advanced innovative technologies with scientific and practical activities; meeting the needs of employers in highly qualified specialists; competence in understanding modern development trends; possession of a culture of thinking, the ability to write and speak (in a foreign language) correctly express your thoughts; ability to analyze and evaluate global and regional processes and problems.

The educational programs contain components aimed at the formation of students' personal development, creative abilities and professional competence. For example, the disciplines "crisis management" and "organizational behavior" have been introduced in economic educational programs.

The experts of the EEC IAAR found that the examination of the content and quality of educational programs takes place in several stages: discussion at a meeting of the department, consideration at a meeting of the Educational and Methodological Council. External examination of educational programs is carried out by a third-party organization (an employer organization, a scientific or educational organization of the relevant profile).

Educational programs are systematically reviewed and improved, taking into account modern professional requirements, the needs of the labor market and the proposals of employers.

In order to consolidate the theoretical knowledge gained in the learning process, to acquire practical skills and competencies, as well as to master best practices, various types of professional practices for students are organized at the university.

Advisors provide important advisory assistance to students in choosing their individual educational trajectory. The members of the EEC IAAR note that when forming the educational trajectory, the logical sequence of mastering academic disciplines is taken into account, taking into account prerequisites and post-prerequisites.

Catalogs of elective disciplines in various specialties are updated annually and those disciplines that meet the current state of the labor market are selected, as well as taking into account

the opinion of employers. In order to prepare students for professional certification, special courses are included in some EP.

When implementing the EP, the University cooperates and exchanges experience with other educational organizations, in particular with the Moscow International Academy.

Analytical part

During the meetings with focus groups and the analysis of documents, the EEC made sure that the academic committee, which includes the faculty of the department, representatives of employers and students, is engaged in the development of the EP at the university. In the process of developing educational programs, a strategic role is assigned to teaching staff. The departments have methodological sections that, at the end of the academic year, compile, update and make adjustments to working curricula. The curricula strictly take into account the logical sequence of studying disciplines.

Educational programs are developed taking into account the proposals of employers, based on the requirements of the legislation of the Republic of Kazakhstan in the field of education, followed by external expertise. *However, the members of the EEC note* that the requirements for the reviewers of the EP and the content of the reviews are not reflected in the normative documents of the university.

During the meetings with the heads of the EP, teaching staff, it was announced that one of the forms of joint cooperation with employers in the development, management and implementation of educational programs is the conduct of classes by practitioners. The bases of practical training are the leading institutions and enterprises of Western Kazakhstan.

The experts made sure that the university has developed a graduate competence model in accordance with the National Qualifications Framework, and according to some of them, students have the opportunity to undergo professional certification.

Having held meetings, conversations and interviews with vice-rectors, heads of departments, heads and employees of structural divisions, students, teaching staff, representatives of employers' organizations and graduates, as well as conducting a survey of students and teaching staff, having familiarized in detail with information and methodological resources, as well as the necessary documents, notes the following: The university has developed a two-degree educational program with the Moscow International Academy on EP 7M04133 "Economics", *however,* this program has not yet been implemented. The members of the EEC IAAR recommend that the university management pay more attention to the development and implementation of joint educational programs with foreign educational organizations, concluding cooperation agreements not only with universities of the near and far abroad.

The EEC experts found that the university does not provide for the possibility of multilingual education, which also requires further development.

According to the results of the survey of the teaching staff, it was found that:

- compliance with the content and quality of the implementation of the educational program with the expectations of the labor market and employers are rated "very good" – 83.3%, "good" – 16.7%;

- compliance of the content of the educational program with scientific and professional interests and needs is rated "very good" – 83.3%, "good" – 16.7%;

- the attention paid by the management of the educational institution to the content of the educational program is rated "very good" – 83.3%, "good" – 16.7%;

- support of the university and its management in the development of new educational programs/academic disciplines /teaching methods is rated "very good" – 66.7%, "good" – 33.3%;

- the focus of educational programs / training programs on the formation of students' skills and abilities to analyze the situation and make forecasts for very good" estimate – 83.3%, for "good" – 16.7%.

According to the results of the survey of students, it was found that:

- the quality of the educational program as a whole is "fully satisfied" -85.4%, "partially satisfied" – 12.5%, "partially dissatisfied" - 2.1%.

Strengths/best practices according to the standard "Development and approval of an educational program":
Not identified.

Recommendations of the EEC according to the standard "Development and approval of the educational program":
1**.** The university management should introduce the teaching of certain disciplines in English, in order to ensure international attractiveness, participation in international competitions, development of double-degree educational programs with EU countries by the beginning of the 2024/25 academic year. The deadline is 01.09.2024 .

2. The management of the university to begin the implementation of a joint educational program with the Moscow International Academy on EP 7M04133 "Economics" from 01.09.2023.

3. The university management should conclude cooperation agreements with leading universities not only near but also far abroad in order to harmonize the content and development of joint educational programs, conduct joint research, organize scientific internships for students, teachers and university staff by the beginning of the 2024/25 academic year. The deadline is 01.09.2024 .

According to the criteria of the standard "Development and approval of the educational program", 11 criteria have been disclosed, of which all 11 have a satisfactory position.

6.5. The standard "Continuous monitoring and periodic evaluation of educational programs"
✓   The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP.
✓   The university should ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social request of society;
✓   Monitoring and periodic evaluation of the EP should consider:
✓   the content of programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught;
✓   changes in the needs of society and the professional environment;
✓   workload, academic performance and graduation of students;
✓   effectiveness of student assessment procedures;
✓   expectations, needs and satisfaction of students with training in the EP;
✓   the educational environment and support services, and their compliance with the goals of the EP.
✓   The university must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.
✓   All interested parties should be informed of any planned or undertaken actions regarding the EP. All changes made to the EP must be published.
✓   Support services should ensure that the needs of various groups of students are identified and met.

The evidentiary part
The university has an internal quality assurance system, which includes constant monitoring and periodic evaluation of educational programs.

Experts have found that the assessment of the quality of the implementation of the EP is carried out within the framework of the general system of monitoring the quality of education, which consists in assessing the management of the EP; the implementation of the EP; the results of the students of the EP.

The members of the EEC found that the evaluation mechanisms at the departments are control visits to classes; sociological surveys of participants in the educational process, feedback from external managers of practices, conclusions of the chairmen of state attestation commissions, reviewers of theses, as well as analysis of performance indicators, residual knowledge.

Students' satisfaction with the implementation of the EP and the quality of education at the university is assessed by a questionnaire "Student satisfaction with the quality of education" posted on the university's website.

The departments of the university systematically monitor the attendance of students to classes; the performance of training tasks and independent work; the delivery of training tasks for the current, boundary and final control; the implementation of the individual plan of the student by students.

During the interviews with teaching staff and employers, the experts of the EEC confirmed that one of the directions of the academic activity of the university is the updating of modular educational programs in the context of strengthening the practical significance of acquired knowledge and skills.

Experts note that the university has formed a system of knowledge quality control, which includes not only final, but also current control. Criteria and methods for assessing students' knowledge, providing for the procedure for conducting current, intermediate and final knowledge control, final certification, the current methodology for assessing students' academic performance for rating grades in disciplines, are presented in the guidebook. To assess knowledge and professional competencies, Rules have been developed for conducting ongoing monitoring of academic performance, intermediate and final certification of students.

To consider the complaints of students regarding the assessment of their knowledge during the examination sessions and final attestation, the Rector's order creates appeal commissions.

The University has defined the procedure for monitoring, analyzing and revising the EP. The basis for such procedures may be: the introduction of new professional standards; proposals of employers formed based on the results of questionnaires or joint activities with graduate departments; recommendations of the chairmen of the SAC, etc.

During the interview with the teaching experts of the Higher School of Economics, it was confirmed that they can make suggestions for improving the work of the university - by participating in the work of student self-government, by writing to the rector's blog, in the address boxes, by calling the helpline or by contacting the department management directly.

University teachers use various forms and methods of teaching, assessment and adjustment of forms of teaching and pedagogical methods are regularly carried out.

Professional development of teaching staff is carried out regularly on the basis of Kazakh and foreign institutions of additional education.

Analytical part

The University defines and consistently applies procedures for monitoring, periodic evaluation and revision of educational programs in order to ensure that they achieve their goals and meet the needs of students, employers and other stakeholders. The university ensures the participation of students, employers and other stakeholders in the assessment and revision of the EP.

To assess the satisfaction of the EP among students at the university, a questionnaire is conducted. *However, the EEC commission noted* the absence of a description of criteria for evaluating the effectiveness of EP in the Academic Policy of the university. There is no approved mechanism for monitoring the effectiveness of EP.

The management of the EP distributes information about all aspects of the development, formation, approval and implementation of the plan for teaching staff, students and employers through electronic document management, as well as at meetings of the EMC, the academic Council (members of the council are employers and students), in departments at meetings of departments (employers and students are present). For students, information is provided by curators and advisors. *However, the EEC Commission notes* the absence of a mechanism for informing all interested parties about any planned or undertaken actions regarding educational programs on the university's website. The information provided on the official website of the university regarding the implemented educational programs and plans for their development, as well as the graduate model, does not reflect information about the changes that have been made to the structure and content of the EP based on the results of their annual revision.

To assess the quality of educational services at the university, constant monitoring and evaluation of educational programs is carried out through internal and external audits, as well as through an external assessment of students' academic achievements. *However,* monitoring of the effectiveness of student assessment procedures is not carried out properly. *In addition,* experts note the lack of information on the monitoring of the applied methods of teaching specialized disciplines.

According to the results of the survey of the teaching staff, it was found that:
- compliance of students' knowledge obtained at the university with the realities of the requirements of the modern labor market is rated "very good" – 66.7%, "good" – 33.3%;
- compliance of the educational program in terms of content and quality of implementation, labor market expectations and employers are rated "very good" – 83.3%, "good" – 16.7%.

According to the results of the survey of students, it was found that:
- 72.9% of students gave the answer "completely satisfied" to the question: "Is the material proposed by the teacher relevant and reflects the latest achievements of science and practice?";
- 85.4% of students are "completely satisfied" with the objectivity of the assessment of knowledge, skills and other educational achievements;
- 75% of students gave the answer "completely satisfied" to the question: "Are the evaluation criteria used by the teacher clear and accessible?";
- 81.3% of students "completely satisfied" with the teaching methods in general;
- 83.3% of students "completely satisfied" with the quality of teaching and the quality of examination materials in general.

Having held meetings, conversations and interviews with vice-rectors, heads of departments, heads and employees of structural divisions, students, teaching staff, representatives of employers' organizations and graduates, as well as conducting a survey of students and teaching staff, having familiarized in detail with information and methodological resources, as well as the necessary documents, notes the following:

Strengths/best practice according to the standard "Continuous monitoring and periodic evaluation of educational programs"
Not revealed.

Recommendations of the EEC according to the standard "Continuous monitoring and periodic evaluation of educational programs":
1. The management of the University's EP on the university's website should annually post detailed information related to changes in the structure and/or content of the EP, graduate model, etc., to inform stakeholders about the decisions taken regarding the consideration of their proposals. The deadline is within 10 days after the relevant changes are made.
2. The university management should develop criteria for evaluating the effectiveness of educational programs, followed by the approval of a mechanism for monitoring the effectiveness of the EP by the beginning of the 2023/24 academic year. The deadline is 01.09.2023.
3. In order to improve the quality of teaching, the management of the EP annually monitor the

applied methods of teaching specialized disciplines from the beginning of the 2023/24 academic year.

4. The management of the educational programs of the university, in the development plans of the EP, include measures to improve the qualifications of teaching staff in the field of using modern methods of assessing students' achievements, in addition to testing, and begin their implementation starting from 01.01.2024.

5. The university management should develop criteria and monitor the effectiveness of student assessment procedures from the beginning of the 2023/24 academic year.

According to the criteria of the standard "Continuous monitoring and periodic evaluation of educational programs", 11 criteria have been disclosed, of which 9 have a satisfactory position, 2 require improvement.

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

✓ The university should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths

✓ The university should ensure the use of various forms and methods of teaching and learning

✓ The university must demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes

✓ An important factor is the availability of own research in the field of teaching methods of academic disciplines

✓ The university must demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher

✓ The university must demonstrate the existence of a procedure for responding to student complaints

✓ The university must ensure consistency, transparency and objectivity of the mechanism for evaluating learning outcomes, including appeal

✓ The university must ensure that the procedures for evaluating the learning outcomes of students correspond to the planned learning outcomes and the goals of the program. Evaluation criteria and methods should be published in advance

✓ The university should determine the mechanisms for ensuring the development of learning outcomes by each graduate and ensure the completeness of their formation

✓ Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area

The evidentiary part

The university administration provides equal opportunities for students, regardless of the language of instruction, to form an individual educational program. For the organization of educational activities, students are provided with a reference guide in two languages. The university has an advisory service, which is designed to assist in the development of the educational program.

The needs of students in the formation of educational programs can be met when choosing elective courses. Additional adjustments occur during the organization and conduct of professional practices.

University teachers, before the start of the next academic year, make a presentation of their discipline, briefly describing their course. The presentation of the course of the mandatory component is carried out in order to give the student the right to choose a teacher for this course. The presentation of elective courses (elective courses) is carried out in order to provide the student with a choice of a teacher and a learning trajectory.

There is a library structured according to the language of instruction, levels of instruction and providing educational, research, methodological and creative activities of students, an electronic

catalog has been formed. The university has implemented the project "Electronic Library" (https://kazuits-ok.kz/bibl/index.php). There is also a program "KABIS", international journals and publications of articles, where students can get acquainted with the electronic fund of the library and the electronic database of newspaper and magazine articles.

In order to obtain objective information about the satisfaction of students and employers with the passage of professional practices, the management conducts monitoring, which is carried out by means of a questionnaire: "Student-trainee KAZUITS through the eyes of the head of the practice from the enterprise", "The quality of practice through the eyes of a student-trainee". The site has a blog of the President of NSEI KazUITS, Vice-rector for Educational Work, Vice-rector for Research and International Relations. And there is also a blog "Complaints and suggestions", where students can leave their complaints and suggestions.

Based on the proposals of employers, managers of production practices, trainees, changes are being implemented in the composition of the EP and internship programs.

The management of the University ensures the harmonious development of students, taking into account their intellectual development and individual characteristics. The purpose of working with gifted students is to create conditions for their optimal development.

The university has created the necessary conditions for independent work with students. Tasks for independent work of students are defined in syllabuses. The complexity of independent work of students is determined depending on the amount of credits allocated for the study of the discipline according to the curriculum. For self-completion of tasks, including graduation papers, there are computer classes in which calculation, training and testing computer programs are installed. According to the Regulations on Gifted Students, work with students is carried out according to individual plans for the current academic year. The work can be organized both individually and in groups. (Appendix 22)

The research work of students at KAZUITS is carried out at the departments of the university within the framework of student scientific circles.

For students and undergraduates of KazUITS, all conditions have been created for conducting SRW and RW.

Subject teachers, specialists of the educational department, as well as the leaders of the circles directly provide support to gifted students. Work with capable students is carried out in the form of circles, subject weeks, contests, sports contests, participation in holidays, individual and group classes.

According to the academic calendar and the schedule of the educational process approved by the Academic Council of the university, the level of knowledge of students is checked. The current control of academic performance is systematically carried out in classroom and extracurricular classes during the academic period, boundary control – at the end of it.

Students of KAZUITS take part in the management of the university through the educational department of the university, representing and protecting the interests of students before the university administration: make proposals for encouraging students for active scientific, educational and social activities; take part in solving social and housing problems of students, etc.

Analytical part

The university has developed an algorithm of actions when filing an appeal by a student. A student who does not agree with the result of the final control can file an appeal. During the interviewing of students, the EEC found confirmation regarding the operability of the system for filing complaints and appeals from students.

KazUITS implements the principles of student-centered learning, however, as part of an interview conducted with teaching staff and heads of structural divisions and heads of departments, experts noted that not everyone has a full understanding of student-centered learning.

Separately, experts note, based on interviewing students, that the teaching methods used are reduced to a simple transmission of information from the teacher to the students, without the use of a wide range of interactive teaching methods. As part of the accreditation procedure, the experts

were familiarized with the submitted certificates for advanced training of teaching staff in the study of modern teaching methods. However, the application of the acquired skills in teaching was not confirmed by the survey of students. Moreover, not all teachers have such certificates, and therefore experts note the need for advanced training courses on modern methods of teaching academic disciplines with 100% coverage of all teaching staff.

The AIS program "PLATONUS" allows you to automate statistical data and quickly obtain data.

At the same time, based on the analysis of the submitted documents and information voiced by the participants of the interviewing of various focus groups, the members of the VEC note that the test form of evaluating the results of students prevails at the university, which does not always make it possible to objectively assess the level of mastering the learning outcomes. In addition, despite the presence of some representatives of the teaching staff of their own methodological developments, they are not being introduced into the educational process at the proper level. This conclusion is confirmed by the result of interviews with both students and the teaching staff themselves, who voiced that in the educational process there is a predominant use of teaching methods such as simple broadcasting of information, sometimes accompanied by a slide show without any innovation.

We emphasize that when passing the institutional accreditation procedure in accordance with Order No. 45-18-OD of 03.05.2018 of the Independent Accreditation and Rating Agency from May 17 to May 19, 2018, an external expert commission has already given a recommendation to conduct systematic research in the field of studying and implementing innovative teaching methods of academic disciplines. However, according to the report of the 2nd stage of the PAM dated February 03, 2023, this recommendation has been implemented only by 50%.

Also, during the interviewing of KazUITS students, the members of the EEC determined that the consistency, transparency and objectivity of the mechanism for evaluating the results of training of the EP is not always ensured. Students are not informed in advance of all evaluation criteria and methods, which is confirmed by the lack of publication of such in advance. In syllabuses there are no criteria by which an assessment of a task is carried out. At the same time, the experts were provided with several certificates confirming the passage of advanced training courses on mastering modern methods of evaluating learning outcomes. But the competencies received by the teaching staff in the field of evaluating learning outcomes are not implemented and are not implemented in the educational process.

The results of the survey of students indicate satisfaction with the relationship with the dean's office (school, faculty, department), the level of accessibility of the dean's office (school, faculty, department), the level of accessibility and responsiveness of the leadership (university, school, faculty, department). However, there were also answers indicating dissatisfaction of students in some areas. *So, to the questions are students satisfied with the availability of academic counseling; the availability of counseling on personal problems; the relationship between a student and a teacher; the financial and administrative services of the educational institution; the availability of health services – 2.1% answered "partially dissatisfied"; the quality of teaching as a whole "partially dissatisfied" 4.2% of respondents.*

As for the fact that the course program was clearly presented and the course content was well structured, 8.3% "partially agree" with this statement, 2.1% "disagree".

It should be noted that when assessing the satisfaction with the teaching staff's proficiency in a professional language, 2.1% of respondents answered as "completely disagree".

Strengths/best practice according to the standard "Student-centered learning, teaching performance assessment"
Not identified.

Recommendations of the EEC on the standard "Student-centered learning, teaching assessment of academic performance":

1. To develop and approve the Plans of the departments for methodological work, which will determine the activities for conducting teaching staff research in the field of teaching methods, with this reflected in publications of an educational and methodological nature, and with their mandatory introduction into the educational process. Term: annually.

2. Add the item (section) to the syllabus form of disciplines: "Methodological recommendations for the implementation of IWS and IWST. Term: 01.09.2023

3. Develop an action plan on the part of the management of the EP and the structural unit, whose functionality is related to educational and methodological work, to monitor the use of various teaching methods and evaluation of learning outcomes. Term: annually.

4. To organize advanced training courses for teaching staff who implement all EP KazUITS to master modern methods of evaluating learning outcomes. Make a long-term plan that fixes the regularity of professional development in this area. Term: annually.

5. Enter a description of the evaluation criteria in the syllabus form, with mandatory clarification of the requirements for completing tasks, according to the Order of the Minister of Education and Science of the Republic of Kazakhstan "On approval of the criteria for assessing students' knowledge" dated January 21, 2016 No. 52. Term: 01.09.2023

Conclusions of the EEC according to the criteria of the standard "Student-centered learning, teaching assessment of academic performance": 10 criteria were revealed, of which 0 strong positions, 8 satisfactory and 2 positions suggest improvement.

6.7 The "Students" Standard

✓ *The university must demonstrate the policy of forming a contingent of students from admission to graduation and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published*

✓ *The university should provide for special adaptation and support programs for newly enrolled and foreign students*

✓ *The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education*

✓ *The university should cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications*

✓ *The university should provide an opportunity for external and internal mobility of students, as well as assist them in obtaining external grants for training*

✓ *The university should make the maximum amount of effort to provide students with internship places, promote the employment of graduates, and maintain communication with them*

✓ *The university must provide graduates with documents confirming the qualifications obtained, including the achieved learning outcomes, as well as the context, content and status of the education received and certificates of its completion.*

✓ *The university must demonstrate the existence of a mechanism for monitoring the employment and professional activity of graduates*

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

✓ *An important factor is the presence of an active alumni association/association*

✓ *An important factor is the availability of a support mechanism for gifted students*

The evidentiary part

At the beginning of each academic year, an action plan for the organization of career guidance work for the current academic year is approved. In order to implement a systematic policy of

forming a contingent of students, the University conducts a set of measures that ensure the image of the University in the region and the Republic as a whole. The current management system is reflected in the strategic development plan of the University and is based on constant monitoring in order to improve the quality of the educational process.

The information necessary for future applicants is presented in the "Applicants" section on the KazUITS website

Career guidance work of the University and the schedule of field meetings with students of schools and colleges of the city and other regions, develops advertising products, coordinates the activities of faculties to work with potential applicants and employers. The advertising products have clearly developed criteria that are accessible to applicants, transparent, with a description of the learning conditions, the opportunities that the EP provides, as well as future employment opportunities.

The issues of contingent formation and admission results are considered at the meetings of the departments, the Rector's Office and the Academic Council. Career guidance work in NSEI KazUITS is carried out on the basis of approved plans of career guidance work of the University and the department.

Applications of full-time students for transfer and restoration are considered during the summer and winter holidays. During the restoration and transfer of students, the difference in the disciplines of the working curricula studied by them during previous academic periods is determined. The transfer of students from course to course is carried out according to the results of the academic year (intermediate attestations), taking into account the results of the summer semester and the accumulated transfer score (GPA - Grade Point Average). A prerequisite for the transfer of students from course to course is their achievement of a transferable academic achievement score (GPA) not lower than the transferable score established at the university and the absence of academic debt.

When organizing internal and external mobility, a big difference is revealed in the curricula of the NSEI KAZUITS and the host party. In this regard, academic support is provided to students who have left under the academic mobility program.

Academic mobility in KAZUITS is determined primarily by the existence of agreements on mutually beneficial cooperation with many foreign universities and universities of the Republic of Kazakhstan, countries of the near and far abroad in the field of science and education.

Monitoring of the contingent of students of KAZUITS in the context of educational programs, courses, forms of study, language departments and terms of study is carried out through the monthly report "Movement of the contingent of students", as well as in the daily report of the ESUVO and NED.

At the university, the issues of adaptation and support for foreign students are regulated by the "Program for the adaptation of foreign students to the conditions and requirements of the educational process at the Kazakhstan University of Innovative and Telecommunication Systems", where the process of adaptation of foreign students is considered as a multifactorial process of entry, development and formation of the personality of a foreign student into the educational space of the university. The purpose of the program is to promote the entry, development and formation of the personality of a foreign student in the educational space of KAZUITS.

Admission of foreign citizens to study at the university on a paid basis is carried out in the form of an interview conducted by the admissions committee of KAZUITS.

Also, preventive actions are taken with students to clarify the rules of internal regulations and advance along the educational individual trajectory during the academic period.

Departments submit reports on monitoring students' academic performance and achievements when evaluating educational results, completing and defending theses and projects.

Collecting information about academic achievements of the training office registrar. Monitoring is carried out based on the results of students' academic achievements and the results of current, intermediate and final control.

Information about the academic achievements of students is considered at the meetings of the department, the EMC of the university. Based on the results of the discussion of the monitoring results at the department, decisions are made depending on the nature of the issues and problems that arise in the process of mastering the EP.

The content of educational programs has been developed taking into account modern achievements of science and technology and the requirements of employers. The catalog of elective disciplines and working curricula are updated annually.

The assessment of academic achievements and the level of training of students and undergraduates is provided through the use of a point-rating system. Ensuring the required quality of training of specialists is carried out with the use of modern educational technologies.

Scientific publications of students are increasing from year to year. The results of students' research work are presented and published in the materials of annual scientific conferences, scientific publications, in periodicals of the journal "News of Engineering Science and Education of Western Kazakhstan". Achievements of research works of students are confirmed by diplomas, diplomas of the university management.

One of the most important indicators of SRW is the number of student publications. Students are published both in joint collections with teachers and in separate student collections. The results of students' research activities are reflected in the annual research reports, discussed at meetings of the Academic Council of the University.

Organizations whose statutory activities correspond to the profile of training specialists and the requirements of the educational program, having qualified personnel for the management of professional practice and material and technical base are determined as the basis for conducting professional practice of students. By the beginning of the academic year, an agreement on conducting professional practice is concluded with the organization defined as the base of professional practice.

The main criterion for the completion of bachelor's degree programs is the development of at least 240 academic credits for the entire period of study, including all types of student's educational activities. A student who has successfully passed the final certification and confirmed the development of an educational program of higher or postgraduate education, by the decision of the attestation commission, is awarded a bachelor's or master's degree in the corresponding educational program and is issued a diploma of his own sample and an academic transcript. The number and QR codes of education documents of their own sample are generated in a special service provided by the Ministry of Education and Science of the Republic of Kazakhstan.

NSEI KazUITS maintains an active relationship in research work with other higher educational institutions, in particular, cooperation is underway in terms of experience exchange and joint holding of international scientific and practical conferences with the International Academy of Business and Management (Moscow), Orenburg State Agrarian University, Samara Aerospace University, Samara State University of Economics.

The University has an institute of legal Studies, where students provide free legal advice, participate in dispute resolution, when concluding mediation agreements.

The University provides employment for graduates in accordance with Article 47 of the Law of the Republic of Kazakhstan "On Education", the Rules for sending a specialist to work, approved by the RK GD No. 390 dated March 30, 2012. NSEI KazUITS has a Graduate Employment and Professional Practice Center, whose employees carry out consulting activities in career decision-making and job search during their studies at the university or after graduation. Feedback from graduates is maintained through negotiations, correspondence and e-mail.

The close connection of practice and theory, the formation of professional competencies, coordinated taking into account the national qualifications framework, will make it possible to form a graduate in demand by the labor market, who is aware of the need for training, understands the goals and objectives of obtaining knowledge. Today, the practice of creating Academic Committees at the university is also relevant, the purpose of which is to include employers in the planning of educational programs and the quality control of training in supervised educational areas. An

effective form of interaction with employers is also the creation of branches of departments at enterprises.

Every year letters of gratitude are sent to the founder and rector of the university from the heads of various organizations, such as the Administration of Courts in the West Kazakhstan region and Atyrau region, Police Departments in West Kazakhstan, Atyrau, Mangystau regions, the Department of Justice, etc., where they express deep gratitude and sincere appreciation for the work of training highly qualified personnel.

Analytical part

The experts of the EEC IAAR note that the university has a transparent policy of forming a contingent of students, approved procedures regulating the life cycle of students. The contingent has a stable growth rate.

The University provides assistance to graduates in finding employment on the basis of direct contacts with the heads of enterprises, organizations and institutions. The active cooperation of KazUITS and employers was confirmed by the results of the meeting with the databases of practices, employers and the analysis of the presented statistics on the employment of graduates.

However, within the framework of the interview, the support of communication with university graduates through any events was not confirmed. Also, information about the activities of the alumni association has not been confirmed. The absence of its activities can also be confirmed by the fact that interested persons will not be able to obtain information about the functioning of the Alumni Association using the official KazUITS website, since the university's website does not contain any information about the Alumni Association.

This indicates the insufficient popularization of the Association's activities and its involvement in the current processes of KazUITS.

We emphasize that when passing the institutional accreditation procedure in accordance with Order No. 45-18-OD of 03.05.2018 of the Independent Accreditation and Rating Agency from May 17 to May 19, 2018, an external expert commission has already given a recommendation to activate the work of the Alumni Association and take measures to enhance the role of the Association in the development and management of educational programs. However, according to the report of the 2nd stage of the PAM dated February 03, 2023, this recommendation has been implemented only by 50%.

When conducting interviews with various focus groups at KAZUITS, the work on the implementation and recognition of the results of non-formal education that was received outside the university, for example, recognition of training received within the framework of courses with Coursera, was not confirmed. And the credit transfer carried out is implemented only within the framework of academic mobility, that is, formal training in educational institutions.

Separately, experts note the active work of KazUITS to stimulate students to self-education and development. This is confirmed by the bright student life, participation in various competitions and Olympiads. EEC experts noted the participation and prizes of KAZUITS students in CCR, in robotics competitions, etc. Work with capable students is carried out in the form of circles, subject weeks, contests, sports contests, participation in holidays, individual and group classes. Gifted students and prize-winning students receive a discount for training, which is one of the incentives.

Strengths/best practice according to the "Learners" standard

- KazUITS confirmed the existence of an effective mechanism to stimulate students to self-education and development outside the main program (extracurricular activities).

Recommendations of the EEC on the "Students" standard:

1. To popularize the activities and events held by the Association of University Graduates through social networks, the university's website and the media. Annually develop and approve a detailed action plan of the Alumni Association, including their participation in the development and updating of the EP and their development plans. Term: 01.12.2023

2. To develop a provision according to which work will be carried out on a systematic basis on the implementation of informal training and recognition of loans received within the framework of informal training (lectures with representatives of specialized companies on current industry topics, Coursera, etc.). Deadline: 01.09.2024

Conclusions of the EEC according to the criteria of the "Students" standard: 11 criteria have been disclosed, of which 1 criterion has a strong position, 9 criteria have satisfactory positions and 1 criterion suggests improvement.

6.8 The standard "Teaching staff"
✓ *The university should have an objective and transparent personnel policy, including hiring, professional growth and development of personnel, ensuring the professional competence of the entire staff*

✓ *The university must have clear, transparent and objective criteria for hiring employees, appointment, promotion, dismissal and follow them in its activities*

✓ *The university must demonstrate the compliance of the personnel potential of the teaching staff with the development strategy of the university and the specifics of the EP*

✓ *The university should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning*

✓ *The university should determine the contribution of the teaching staff to the implementation of the university development strategy and other strategic documents*

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

✓ *The university should involve practitioners of relevant industries in teaching*

✓ *The university should demonstrate motivation for the professional and personal development of teachers, including encouraging both contributions to the integration of scientific activity and education, and the use of innovative teaching methods.*

✓ *An important factor is the active use of information and communication technologies by teaching staff in the educational process (for example, on-line training, e-portfolio, MOOCs, etc.)*

✓ *The university should demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers*

✓ *The university can show the involvement of teaching staff in the life of society (the role of teaching staff in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.)*

The evidentiary part
Effective personnel management and the mobilization of the team for long-term development are reflected in the documents - the Charter of KazUITS, the University Development Strategy for 2022-2025, the Regulations on Personnel Policy, the Academic Policy of the university.

The personnel policy is aimed at ensuring the quality of training of future specialists. The main priorities are a clear and transparent recruitment procedure, a democratic approach to management, the creation of an open and creative academic environment, stimulating personal growth of staff.

The recruitment of teaching staff and the replacement of vacant positions are carried out on a competitive basis, in accordance with the established requirements of the Labor Code of the Republic of Kazakhstan, the Rules of competitive replacement of positions of teaching staff and researchers of higher educational institutions, Standard qualification characteristics of positions of teaching staff and persons equated to them, the Academic Policy of the university.

Currently, the total number of teaching staff is 254 people, 126 of them are settled (49.6%): doctors of Sciences – 19 people, PhD doctors – 20, candidates of Sciences - 87, masters - 89, which meets the qualification requirements of the Ministry of Internal Affairs of the Republic of

Kazakhstan. The average age of full-time teaching staff is 43 years, women - 51%. men - 49%. The number of teachers conducting training sessions in two languages (Russian and Kazakh) is 64%.

The university has 3 full members of the Academy of Natural and Pedagogical Sciences of the Republic of Kazakhstan - Aitimov A.S., Bayakhov A.N., Duskazieva Zh.N.; 3 academicians of the National Engineering Academy of the Republic of Kazakhstan - Aitimov A.S., Ibraev A.T., Medieva G.A.; 2 members of the correspondent of the National Engineering Academy of the Republic of Kazakhstan - Bayakhov A.N., Kairlieva G.E.; 2 akkademic advisers of the National Engineering Academy of the Republic of Kazakhstan - Officers S.O., Aitimov D.A.; foreign member of the Academy of the Russian Academy of Sciences - Duskazieva Zh.N.; academician, corresponding member, Professor of the Academy of Youth Tourism and Local History - Akkaliev K.I.; 1 candidate for Master of Sports - Temirgaliyev A.A.

In addition, the founding President of the university became the winner of the project "100 new faces of Kazakhstan" on the basis of a popular vote in 2017.

The President of the university is constantly engaged in attracting young teachers to work, creating conditions for their professional growth. There is a positive trend in the increase in the number of teachers with a Master of Science degree. For example, in the 2017-2018 academic year, 85 masters worked at the university, in the 2022-2023 academic year – 89 masters.

Compliance with the qualification requirements of the university is confirmed by the results of the interview and certificates of completion of the relevant training, diplomas, certificates and other documents of the established sample issued by authorized organizations.

The competition for filling vacant positions of the teaching staff and information about vacant positions is announced through the mass media, as well as posted on the university's website. The announcement of the competition is submitted on the basis of the personnel requirements plan before the start of the academic year, as well as as necessary in case of vacancies.

The decision of the competition commission on the election of a person according to the competition is the basis for concluding an employment contract for the positions of the teaching staff of the university. Participants of the competition and candidates in the part concerning them can get acquainted with the competition documents and decisions of the commission. Participants and candidates of the competition have the right to appeal the decision of the commission in accordance with the procedure established by the legislation of the Republic of Kazakhstan.

In order to effectively implement their processes, involve staff in the implementation of policies and strategies, the university management develops and implements staff motivation plans, including: ensuring working conditions in accordance with their position; moral encouragement and bonuses for staff; social development of the university; compliance with professional ethical standards; informs the workforce about prospects for the development of the university and its financial condition; organizes work aimed at fulfilling the rules of internal labor regulations, labor and production discipline, involving the team in the system of advanced training and personnel training.

In addition, during the reporting period, at the expense of the university, she studied for a doctorate and received a PhD degree from senior lecturer of the Department of Economics and Management A.A. Kamieva, in 2021 received a PhD degree from Vice-Rector for Science D.S. Zhamangarin, in 2021 graduated from the graduate school of the Saratov State Academy senior lecturer of the Department of Jurisprudence M. Cherkesov.A., in 2020 graduated from the postgraduate course of Samara State University of Economics, Head of the Department of Economics and Management M.A. Mekin, qualified as a research teacher, in 2022 she graduated from the graduate school of Saratov State Agrarian University named after N.I.Vavilov, senior lecturer of the Department of Ecology and Railways Nurgalieva B.M., in 2022 she graduated from the doctoral program of the Eurasian National University named after L.N.Gumilyov, senior lecturer of the Department of Jurisprudence Tapakova V.B., in 2022 she graduated from the doctoral program of the West-Kakhakhstan agrarian and Technical University named after Zhangir Khan, Head of the Department of "GTD" Taudaeva A.A., on the basis of Penza State University,

defended her PhD thesis on 16.02.2023 for the degree of Candidate of Technical Sciences, Head of the Department of "Technical Disciplines" Analieva A.U.

4 teachers are studying in doctoral studies, 1 teacher is studying in postgraduate studies at Russian universities.

Separately, it is worth pointing out the facts of professional growth, which are confirmed by the activities of the vice-rector for SER - Zakir Ulykbekovich Khamzin, as well as the professional and career growth of the director of the Information Technology Center - Sergey Olegovich Officerov, who passed his professional path within the walls of KAZUITS.

The university pays special attention to the professional development of young specialists. Each young teacher is assigned a mentor from among experienced teachers to provide them with methodological assistance in organizing training sessions.

In order to evaluate the activities of teaching staff on educational, methodological, research, educational and social activities, the university has developed a regulation on an internal rating system for evaluating the activities of teaching staff. The regulation on the rating system was developed, approved and supplemented at the meeting of the Academic Council at the beginning of the academic year 2022-2023 academic year Protocol No. 02 of 28.09.2022.

The evaluation parameter is the questionnaire "Determining the degree of satisfaction of teachers with the conditions and results of work", which is carried out in each academic period.

Teachers actively participate in various regional and republican competitions. For example, during the reporting period, 2 teachers participated in the competition "The Best University teacher" held by the Ministry of Education and Science of the Republic of Kazakhstan, of which 1 teacher became the owner of this state grant. The winners in the regional competition of scientific works were 2 teachers (K.B.Kairzhanov). In the regional competition of scientific projects, 2 teachers took 2nd place (G.E. Ramazanova, G.U. Kazkenova).

The University carries out systematic work aimed at finding, attracting, retaining and improving the professional level of its employees, ensuring the development and implementation of a professional development plan.

The heads of departments present motivated conclusions for each member of the department, in which an assessment of the activity is given. Additional payments to the official salary for the results of the rating can be assigned exclusively for the performance of key performance indicators of the teaching staff, in the absence of administrative penalties for the rating subjects.

Key performance indicators of these departments are used to evaluate the activities of departments. Based on the results of the evaluation of the activity, a decision is made on encouragement (punishment), promotion, extension of the employment contract. The results of the rating of teaching staff and departments are summed up annually: at the departments - until June 10, at the university level - until June 29.

The teaching staff of the university participates in the implementation of strategic plans and projects of the university.

Analytical part

The university implements the principle of a democratic approach to personnel management. The necessary favorable conditions for professional activity and creativity are created for teaching staff and employees. The experts of the EEC separately note that the Management of KazUITS provides housing to the teaching staff for a symbolic payment, which depends on the size of the living space.

It should be noted that the university has an excellent potential of the teaching staff, good competitive results of scientific research, academic achievements of the university staff in order to make themselves known in the market of educational services both in the Republic of Kazakhstan and abroad, as lecturers. In addition, the heads of each EP need purposeful work to attract teachers from universities of the Republic of Kazakhstan and foreign universities to read courses, exchange experience, conduct joint research, etc., which was clearly and specifically announced during interviews with students and graduates.

Teaching staff of KazUITS take an active part in competitions, in particular "The best teacher of the university". Moreover, the teaching staff assist in various actions, in particular, the members of the EEC witnessed that the action "People's Lawyer" was held on the basis of KazUITS.

KazUITS implements the principles of student-centered learning, however, as part of an interview conducted with teaching staff and heads of structural divisions and heads of departments, experts noted that not everyone has a full understanding of student-centered learning. In this regard, the experts of the EEC note the need for explanatory work and meetings on student-centered learning, with the specified categories of employees of KAZUITS.

Within the framework of the institutional accreditation procedure, the existence of mechanisms for providing career growth and professional development of teaching staff, in particular young ones, has been confirmed.

At the same time, experts note that teaching staff implementing KazUITS educational programs have everything necessary for the development and application of mass open online courses (MOOC), which will attract more applicants and other interested persons to take courses, prepare for the delivery of prerequisites and possible certificates.

The survey of teaching staff showed (Appendix 3) the presence of dissatisfaction in some processes implemented at the university, which suggest the need for an extended anonymous questionnaire on these issues and making specific decisions in case of confirmation of the presence of problematic issues. Thus, 16.7% of respondents answered the question of how the management and administration of the university perceive criticism in their address, "relatively poorly".

As for the question of how often master classes are held in the framework of your course with the participation of practitioners, 3.4% of respondents answered "never".

At the same time, when asked about the recognition of the achievements and achievements of the teaching staff by the administration, about the support of your suggestions and comments and about the activities of the university administration, 100% of respondents showed complete satisfaction.

Strengths/best practice according to the "Teaching Staff" standard:
- KazUITS has all the necessary mechanisms and opportunities for career growth and professional development of teaching staff, including young ones. The university provides assistance in obtaining academic degrees both in the Republic of Kazakhstan and in the Russian Federation, which affects the increase in the level of professionalism of the faculty of KazUITS.
- KazUITS teaching staff take an active part in the life of both the city of Uralsk and the entire region, in particular through participation in various competitions and promotions.

Recommendations of the EEC according to the "Teaching Staff" standard:
1. To organize a seminar on student-centered learning for all teaching staff and employees of the structural divisions of KazUITS, to explain the concept and principles of student-centered learning. Term: 01.12.2023
2. The university management needs to conduct an extended anonymous survey of teaching staff on the problematic points identified in the survey during the EEC procedure, based on the results of the survey, develop a plan of corrective and preventive measures and begin its implementation with the publication of a report on the work done for interested persons. The deadline is until 01.10.2023.
3. The management of KazUITS is recommended to develop and approve a mechanism for motivating and stimulating teaching staff on the use of MOOC. In this regard, it is necessary to hold a training seminar for teaching staff on the development and application of MOOC courses in the educational process. Term: 01.09.2024

According to the criteria of the "Teaching Staff" standard, 11 criteria were revealed, of which 2 strong positions, 8 satisfactory and 1 position suggesting improvement.

6.9 The standard "Research work"

✓ The university must demonstrate compliance with the priorities of research work with the national policy in the field of education, science and innovative development

✓ The university must ensure that the research activities of the mission and strategy of the university

✓ The university should plan and monitor the effectiveness of research

✓ The university must demonstrate the existence of processes for attracting students to research activities

✓ The university should demonstrate assistance in presenting the scientific positions of researchers, teaching staff and students at various scientific sites, including the publication of scientific results

✓ The university should promote the implementation of the results of scientific research, including consulting and commercialization

✓ The university should promote the recognition of the results of research work, including the registration of scientific projects in authorized bodies, registration of patents and copyright certificates

✓ An important factor is conducting joint scientific research with foreign universities

✓ The university should strive to diversify the sources of funding for research activities

✓ The university should provide mechanisms for motivating the research activities of students, teaching staff and other internal stakeholders

The evidentiary part

One of the most important activities of the university is the organization of research work in accordance with the legislation of the Republic of Kazakhstan in the field of education and science. Research work is carried out in accordance with the Regulation "On research activities in KAZUITS", approved by the Rector's order of 28.08.2022, which establishes general requirements for the organization, conduct and appropriate planning of research activities

Research work is carried out in accordance with the annual research plan. The organization and conduct of research activities is carried out in the structural divisions of the university by the teaching staff and researchers with the involvement of students. The main scientific activity is carried out at the departments. The teaching staff performs research, as a mandatory component of its activities, during the main working hours in accordance with an individual work plan. The general coordination of research activities is carried out by the Vice-rector for Scientific and International Work, the direct coordination is carried out by the head of the science Department.

The priority direction of the University's research is integration into regional issues and the formation of popular scientific results introduced into production.

The general topic of research at the university is the topic "Socio-economic and political development of the West Kazakhstan region". The remaining topics of the departments are implemented based on the general research topic. The space theme is one of the main scientific activities of scientists and students of the NSEI "KazUITS".

Research work is carried out in the following areas:

1) On the topic "Introduction of innovative technologies for the production of high-quality, environmentally friendly beef with rational use of pastures in the conditions of Western Kazakhstan" under the scientific guidance of Professor Sadykov R.S.

2) On the topics "Aerodynamic wind power plant for remote objects", "Methods for determining the use of kinetic wind energy and rated power in a wind power plant" "Power Engineering and mechanical engineering" under the scientific guidance of Professor Umbetov B.H.

3) On the topic "Information and telecommunication technologies" under the scientific guidance of Associate Professor Zhamangarin D.S.

4) On the topic "The science of quality of life" under the scientific supervision of Professor G.E. Kairlieva.

5) On the topic "Construction, repair, reconstruction of engineering networks for various purposes from a multifunctional pipe section" under the scientific supervision of Professor V.V. Shishkin.

6) On the topics "Machining center for finishing spherical surfaces", "Electric drive for small vehicles" "Development and creation of electric vehicles using alternative energy sources" under the scientific guidance of Academician A.S. Aitimov.

7) On the topic "Modern view of corruption and methods of combating its occurrence" under the scientific guidance of Professor A.N. Bayakhov.

Table 2 Information on scientific papers registered in the NTI Research Center

№	Subject, type of research, registration number	Head of Research	Terms of execution – the actual term of execution	Volume and source of funding	The result of the work (final, intermediate, expected)	A document confirming the intellectual property right to the result
1	2	3	4	5	6	7
1	Mobile intelligent road sign. № 51290	Zhamangarin D.S.	2019-2023	1 200 000	Interim and final reports	Patent "Mobile intelligent road sign" under application No. 2020/0247.2
2	Development of an anti-crisis IT program for the application of proactive measures by industrial enterprises of Kazakhstan State registration number 0119RKI0331 JSC NCGNTE	Baymakhambetova G.I.	28.12.2019-27.12.2022	900,000 tenge Own funds	Interim (Annual) report on scientific activity	Contract for the performance of research work on the topic From 23.12.2019

On the basis of the university there are 2 research institutes (Research Institute "Trans" and PG "Ekozherzhoba"), representing scientific schools in the field of technical, environmental studies, strategic studies of educational problems.

Teaching staff of the university are involved as experts of scientific projects. For example, the Committee of the State Inspection of the Agro-Industrial Complex of the Ministry of Agriculture of the Republic of Kazakhstan attracted Professor Bayakhov A.N. as an expert to the state commission for the evaluation of breeding achievements in the field of animal husbandry. Through the Assembly of the People of Kazakhstan of the West Kazakhstan region, G.E.Kairlieva carries out expert activities on socio-economic projects on a regular basis. Kairlieva G.E. participated in the work of the attestation commission of civil servants of the Department of the Agency for Civil Service Affairs and Anti-Corruption in the West Kazakhstan Region. A.N.Bayakhov was a member of the state commission for attestation of employees of the Department of Justice of the West Kazakhstan region, and also participated as an expert at the first congress of the Assembly of Peoples of Eurasia (Moscow, Russia).

The composition of RW performers is formed at the project initiation stage and grows at the stages of planning and execution of work. All performers have certain roles and are responsible for

the fulfillment of their tasks. Students and undergraduates of KAZUITS are included in the number of performers of research conducted by departments and scientific departments of the University. The research of students is conducted in scientific circles "Young economist", "Young financier", "The best civil servant".

The University is forming its own policy and system of financing and support of scientific activities. Members of the Faculty have the right to receive grants from the university on a competitive basis for conducting scientific research, including for the preparation/completion of projects of a scientific application for submission for more significant external funding. The amount of funding for the research of the University includes the services of a third-party organization "Trans Research Institute", as well as LLP "Scientific and Educational Company".

Analytical part

The university demonstrated compliance of the priorities of research work with the national policy in the field of education, science and innovative development, while ensuring compliance of research activities with the mission and strategy of the university. The management of the university carries out planning and monitoring of the effectiveness of research, ensuring the functioning of the processes of attracting students to research activities. Teaching staff and students are presented as KazUITS researchers at various scientific venues, including the publication of scientific results in the proceedings of various conferences, forums, and other events. EEC experts note the existence of joint scientific research with foreign universities (in particular the Russian Federation) and the diversification of sources of funding for research activities.

Also, within the framework of the ongoing institutional accreditation procedure, the members of the VEC found confirmation that articles and textbooks are published on the tics of scientific research, which are used in the educational process. Moreover, experts note that systematic work is being carried out at KazUITS to create favorable conditions for the scientific work of teaching staff and students. This follows from the fact that material, technical and information resources are being improved. The university has interactive classrooms, an editorial and publishing center with equipment, server stations, laboratories, computer equipment.

Strengths/best practice according to the standard "Research work":
Not identified.

Recommendations of the EEC on the standard "Research work":
According to this standard are not available.

Conclusions of the EEC according to the criteria of the standard "Research work": 10 criteria have been disclosed, of which all 10 have a satisfactory position.

6.10 The standard "Finance"

✓ The university should form development scenarios consistent with the development strategy, taking into account the risk assessment

✓ The university must demonstrate operational and strategic planning of its budget

✓ The university must demonstrate the existence of a formalized financial management policy, including financial statements

✓ The university must demonstrate the existence of an internal audit system

✓ The university must demonstrate the conduct of an external independent audit

✓ The university should have a mechanism for assessing the sufficiency of financial support for various types of university activities, including university development strategies, EP development, research projects

The evidentiary part

The financial policy of the University is aimed at implementing the development strategy, the mission of the university, goals and objectives. Financial planning at the university is carried out both in the long term, ensuring the achievement of strategic goals, and in the short term, planning current activities.

The financial security of the university makes it possible to fully finance all existing educational programs. To do this, the university has sufficient amounts of its own funds.

The University meets the criterion of financial stability, as it ensures such a state of financial resources, their distribution and use, which ensures uninterrupted operation, guarantees permanent solvency within the limits of the permissible level of entrepreneurial risk.

Table 3 - Results of financial and economic activity for 2020-2022, thousand tenge

Name of indicators	2020	2021.	2022.
Income from the sale of products works (services)	1473203,0	1501783,0	1608553,0
Cost of sales of products works (services)	1361663,0	1320014,0	1395984,0
Gross income	111540,0	181769,0	212569,0
Expenses of the period, total:	88248,0	144551,0	167641,0
including: general administrative expenses	17540,0	67900,0	71930,0
Sales expenses	21766,0	70940,0	91960,0
Income from core business	23232,0	37218,0	44928,0
Income from ordinary activities after taxation.	23242,0	37218,0	44928,0
Net income (loss)	**23292,0**	**37218,0**	**44928,0**

The table reflects the information that the financial and economic activity of KazUITS is stable.

Table 4 - Key performance indicators of the University for 2020-2022

Indicators		Unit of measurement	2020	2021	2022	2022 in % by 2020	2022 г. in % by 2021
1 Balance sheet indicators							
1.1	Balance sheet currency	thousand tenge	1541090,0	1793562,0	1818382,0	118,0	101,4
1.2	Non-current assets	thousand tenge	988500,0	1543768,0	1531540,0	155,0	99,2
1.3	Stocks	thousand tenge	10745,0	23540,0	27591,0	256,7	117,2
2. Money movement indicators							
2.1	Payments to the budget	thousand tenge	58920,0	70448,0	77161,0	131,0	109,5
2.2	Capital investments	thousand tenge	1361663,0	1320014,0	1395984,0	102,5	105,7
2.3	Operating costs	thousand tenge	109198,0	347560,0	495988,0	454,2	142,7
3. Financial condition indicators							
3.1	Financial stability	thousand tenge	0,92	0,87	0,86	93,4	98,8
3.2	Liquidity	thousand tenge	1,08	1,13	1,15	106,5	101,7
3.3	Turnover of obligations	days	26,1	28,0	28,0	107,2	100

The balance sheet currency shows the formation of assets. The dynamics of this indicator characterizes the general trends in the activities of KazUIiTS. In 2020, the balance sheet currency increased by 252464 thousand tenge, in 2021 by 24820.0 thousand tenge, which shows an increase in business activity. Non–current assets are the book value of intangible assets, fixed assets and

investments. In 2021, compared to 2020, it increased by 555268.0 thousand tenge, in 2022, compared to 2021, it decreased by 12228.0 thousand tenge.

Inventories – summarizes information about the availability of inventories intended for use in production or performance of work. In 2021, reserves amounted to 23540.0 thousand tenge, in 2022 – 27591.0 thousand tenge.

Financial stability characterizes the share of equity in the total sources of formation of assets of a legal entity, in 2022 the indicator is 0.86. The liquidity ratio allows you to determine to what extent inventory, accounts receivable and money cover liabilities without taking into account the amounts of income and expenses of future periods. The optimal value is at least 2, in the period under review, this indicator is 1.15.

It follows that inventories, accounts receivable and money cover liabilities without taking into account the amounts of income and expenses of future periods.

The elements of the analysis and assessment of the financial situation of a state-owned enterprise are also the coefficient of profitability, profitability, which characterizes the efficiency of the state-owned enterprise.

The profitability of core business in 2020 was 8.19%, in 2021 – 13.7%, in 2022 – 15.2%. This means that the university receives 0.819 tenge of income for 1 tenge of expenses in 2020, 0.14 tenge of income in 2021, and 0.15 tenge of income in 2022.

The average monthly salary in KAZUITS for 2020 is 95431 tenge, 2021 – 121529 tenge, 2022 – 123250 tenge, 2023 – 125431 tenge. Consequently, the university has increased the efficiency of its activities.

A noticeable increase is observed in the acquisition of educational and methodical literature, laboratory equipment and office equipment, which indicates an increase in the material and technical base of the university.

The amount for the purchase of the book fund, educational, methodical and scientific literature of the university is (thousand tenge):

2020 – 13014.5;
2021 – 12663.2;
2022 – 17898.3;
2023 – 3964.1.

Purchase of office equipment, educational equipment, technical and visual learning tools (thousand tenge):

2020 – 17451.8;
2021 – 30722.2;
2022 – 50797.0;
2023 – 7727.4.

Social assistance is provided to veterans, pensioners, students, and employees.

Employees are awarded bonuses based on the results of their work. Financial assistance is provided to orphans and disabled students. There are discounts for training up to 70%.

The amount of funds allocated for advanced training of teaching staff in 2020 – 2105.1 thousand tenge, 2021 – 3405.0 thousand tenge, 2022 – 3945.0 thousand tenge.

The amount of funds allocated for the organization of leisure and recreation of teaching staff and students for 2020 – 1840.0 thousand tenge, 2021 – 2100.4 thousand tenge, 2022 – 3080.0 thousand tenge.

According to the regulations on the procedure for awarding scholarships, paying compensation and providing social assistance to students at the expense of extra-budgetary funds, by the decision of the Academic Council, the university can train a student.

Based on these facts, it can be argued that the Kazakhstan University of Innovative and Telecommunication Systems fully fulfills its statutory tasks.

Analytical part
The University meets the criterion of financial stability, as it ensures the state of financial

resources, their distribution and use, which creates uninterrupted activity, guarantees permanent solvency within the limits of the permissible level of entrepreneurial risk. In particular, such a condition of financial stability is fulfilled as the presence of assets that meet the tasks of its long-term development in terms of composition and volume, and reliable sources of their formation and have a sufficient margin of safety.

Analyzing the cash flow reports of KazUITS for the period 2020-2023, we can conclude that the financial flows in the organization are systematized and put in the right direction. This is evidenced by several signs, such as:

1. Cash at the end of the period is constantly increasing, which indicates an increase in funds to cover liabilities and strengthen financial stability.

2. The dynamics of the growth of cash receipts outstrips the dynamics of the growth of disposals.

3. The net amount of cash from operating activities is displayed in positive values.

Strengths/best practice according to the "Finance" standard:
Not identified.

Recommendations of the EEC on the "Finance" standard:
According to this standard are not available.

According to the criteria of the "Finance" standard, 6 criteria have been disclosed, of which all 6 positions are satisfactory.

6.11 The standard "Educational resources and Student Support systems"

✓ The university must ensure that educational resources, including material and technical, and infrastructure correspond to the strategic goals of the university

✓ The university must demonstrate the availability of support procedures for various groups of students, including information and counseling

✓ The university must demonstrate the compliance of information resources with strategic goals:

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

✓ library resources, including a fund 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, dissertations on plagiarism

✓ access to educational Internet resources

✓ functioning of WI-FI on its territory

✓ The university should strive to create conditions for educational, scientific and other activities. Appropriate infrastructure development should be carried out based on the results of monitoring the satisfaction of students, teachers, employees and other stakeholders with the infrastructure

✓ The university should strive to ensure that the educational equipment and software used for the development of EP are similar to those used in the relevant industries

✓ The university must ensure that the infrastructure meets the security requirements

✓ The university should take into account the needs of different groups of students (adults, working, foreign students, as well as students with disabilities)

✓ The university creates conditions for the student's advancement along an individual educational trajectory

The evidentiary part

Systematic work is being carried out at the university to create favorable conditions for the quality provision of educational services, social support for students, and the necessary conditions for personal development and upbringing. Material, technical and information resources are being improved. All conditions have been created for the high-quality organization of the educational process, various student support services are functioning.

KazUITS has: 7 multi-storey academic buildings on the right of ownership; a student dormitory for 100 seats; office apartments designed for 30 teachers; 3 gyms; an outdoor sports ground; 2 libraries with reading rooms for 250 seats and an electronic library; classrooms for 5 thousand seats; specialized subject rooms; computer, language, multimedia, interactive classes; canteens and buffets; 14 laboratories equipped with the necessary technical training facilities, including a forensic testing ground, a new-generation HI-TECH laboratory, a fiber-optic communication line training and laboratory complex, etc. The laboratory premises comply with the requirements established by the legislation of the Republic of Kazakhstan, and are also equipped with software products.

In the current academic year, there are no students with disabilities in the contingent of the university. However, the university creates conditions for teaching people with special needs: 2 elevators are installed, there are 5 ramps, a call button, on the ground floor there are specially equipped classrooms for lectures and laboratory practical classes and a restroom. In addition, there is an electronic version of the library fund, an Internet connection for working with electronic catalogs and full-text library resources, domestic and foreign databases.

The buildings are equipped with Wi-Fi zones that provide wireless Internet access at a speed of 100 MB/s.

All classrooms meet the requirements of sanitary standards, fire safety and fully provide the educational process.

Automated training systems contain virtual laboratory work, simulation simulators and simulation programs. Virtual laboratory work includes the necessary sets of teaching materials, testing programs that provide access to work, as well as virtual laboratory equipment. Laboratories and classrooms are equipped with: laboratory equipment, information stands and posters, projectors. There are tape recorders, voice recorders, multipliers, multimedia tools and materials on electronic media. For conferences and cultural events, the university has modern sound equipment. The classrooms in the areas have the necessary equipment for educational, scientific and creative work. The language rooms are equipped with audio, video equipment and multimedia equipment with training programs. There is a reading information room with Internet access.

At the university, the number of computers is 250 units, of which 30 laptops, 20 monoblocks, 180 computers are used in the educational process, which is 72% of the total number of computer equipment.

The sources of financing of the university are income from the provision of paid educational services.

Academic and social support services for students are functioning. The academic support service for students includes a registrar Office, department advisors, specialists of the Practice and Employment department, a library, and curators.

Special attention is paid to the creation of social conditions for students. The university provides social guarantees when paying for tuition for orphans, disabled people, students from the category of low-income and socially vulnerable segments of the population.

For the effective solution of the entire complex of tasks of educational work, the student self-government body functions, which includes: the student administration, the student head office, and there are also sports sections. The founder and rector of the university regularly hold meetings with students, thanks to which students have the opportunity to make proposals to improve the conditions of the educational process.

The university has opened a museum of military glory for the purpose of civic patriotic education of students. The exhibits of this museum are collected by students and teaching staff. To

develop the creative abilities of students, the university has a student palace "Dostyk", on the basis of which there are clubs and clubs in various areas: the team "KVN "KazUIiTS", "Choreography", "Vocal", "Folk Instruments", the student theater "Miniature" attract active student youth and contribute to their professional and personal development development.

A distinctive feature of educational work at the university is social partnership with various organizations in the region. Within the framework of social partnership and joint work with the Amanat party, the youth wing of Zhastar Rukhy, university-wide events are held in various areas: "Formation of skills to make decisions independently and competently", "Formation of a sense of patriotism, citizenship, internationalism, high morality and morality", "Stimulation to a healthy lifestyle", "Formation of a value attitude to the chosen specialty", etc.

The university has a unified corporate network that unites all structural divisions of the main academic building. There is a Web site http://kazuits.edu.kz , KABIS library information program, and also functions AIS "PLATONUS". An unlimited high-speed data transmission channel has been created between structural divisions for prompt and efficient access to internal and external information resources.

The acquisition of an optimal book fund that meets the requirements of the educational process is a priority task of the library of the Kazakhstan University of Innovative and Telecommunication Systems.

According to the results of the reporting year, the total fund of the library is 205941 copies, including:

- educational literature – 181940 copies,
- scientific – 617 copies.

The fund of electronic documents is 2115 storage units.

Every year, the university enters into contracts for library and bibliographic services for students of KAZUITS with large libraries of the city and libraries of other regions such as, RSUL named after J.Moldagaliev, Regional library for children and youth named after H.Yesenzhanov, West Kazakhstan branch of JSC "Republican Scientific and Technical Library", L.N. Gumilyov Eurasian National University, Al-Farabi Library of NP JSC "Kazakh National University named after L.N. Gumilyov. Al-Farabi", Scientific Library of the Kazakh National Agrarian Research University, West Kazakhstan Agrarian and Technical University, Caspian University of Technology and Engineering named after Sh.Yesenov, West Kazakhstan University named after Makhambet Utemisov, West Kazakhstan University of Innovation and Technology.

Contracts are concluded annually for the passage of professional practices with enterprises, organizations, institutions of the region. The number of contracts varies based on the number of trainees, 243 contracts have been concluded to date.

Interaction with enterprises on the employment of graduates is carried out, job fairs, presentations, meetings with employers are held, long-term cooperation programs with law enforcement agencies and educational institutions are being developed. Specialists of the Department of Practice and employment conduct consultations for students on issues related to the organization of practice, provides information about internship opportunities and getting a job, report at department meetings.

Analytical part

The university has created conditions for meeting the social, personal and everyday needs of students through the functioning of structural units that assist students in the educational process and solving social issues.

There is a steady improvement in material, technical, library and information resources for the implementation of the EP. The educational and laboratory base and the classroom fund correspond to the implemented educational programs, sanitary and epidemiological standards and safety requirements. The availability of information, reference and methodological materials necessary for the develment of educational programs of the university is ensured for students. In general, the infrastructure corresponds to the specifics of the university's implemented EP.

During interviews with target groups, the need for targeted work on the introduction of the KazUITS journal into the CCES MES RK database was noted.

Strengths/best practice according to the standard "Educational resources and student support systems":
Not identified.

Recommendations of the EEC on the standard "Educational resources and student support systems":
1. By the beginning of the 2023-2024 academic year, the responsible structural unit needs to develop a roadmap for the organization and systematic implementation of the entry of the university's journal into the database of the CCES MES RK.

Conclusions of the EEC according to the criteria of the standard "Educational resources and student support systems": 12 criteria were disclosed, of which all 12 with satisfactory positions.

6.12. The standard "Informing the public"
✓ The information published by the university should be accurate, objective, relevant and should reflect all areas of the university's activities;
✓ The management of the university should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested persons.
✓ Public awareness should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.
✓ The university must publish audited financial statements on its own web resource;
✓ The university must demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of the EP.
✓ An important factor is the availability of adequate and objective information about the teaching staff, in the context of personalities.
✓ An important factor is informing the public about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.
✓ The university should publish information and links to external resources based on the results of external evaluation procedures.

The evidentiary part
Experts have found that the university management uses a variety of ways to disseminate information – this is the university's website (www.kazuits.edu.kz), social networks, mass media, briefings held by management, open days, meetings with graduates.

The university informs interested persons about the following aspects of its activities: mission, goals and objectives; quality assurance policy; implemented educational programs; achievements of graduates and students; national and international cooperation; results of activities; achievements and plans for its development.

Public relations functions are performed by structural divisions of the university, as well as vice-rectors, rector and admissions committee.

During the meetings with focus groups, it was announced that the main sources of information dissemination among interested parties are social networks.

The members of the EEC note that the university also works with traditional channels of mass communication - the press, television, radio. In addition, television advertisements of the "running line" type are placed on regional television, advertisements in regional newspapers, publications in the media of republican and regional significance are carried out, booklets are distributed in educational institutions of various levels. To inform the public, applicants, etc., a video clip has

been specially developed about the activities of the university and student life, a package of presentations about the activities of KazUITS has been created.

The official website of the university has been developed in accordance with international requirements, using visual means. The relevant sections of the site contain information about the events held regarding educational, educational and scientific activities, graduates of the university. The members of the commission also note that the rector's blog and the electronic library are posted on the KazUITS website. In order to maintain the proper quality of the portal content, a responsible person has been appointed.

The experts of the EEC IAAR found that the audited financial statements of the university are not available on the official website of KazUITS.

Analytical part
In general, when analyzing the standard "Informing the Public", the EEC IAAR confirms the availability of information resources: a website, a magazine, as well as social networks where the university provides information about the services provided and areas of activity.

The members of the EEC made sure that the site provides an opportunity to visit the rector's blog, write a complaint, and get advice on issues of interest. The university's website provides information about the rules of admission of applicants, educational programs, terms and form of study, contact information, but not all areas of the university's activities are reflected properly.

The Commission of the EEC IAAR found that there are no audited financial statements on the KazUITS website, including in the context of the EP, the following sections are insufficiently covered: the international activities of the university, its interaction with employers and corporate partners, as well as changes made to the structure and/or content of the EP. The university management needs to supplement the website with the missing information in the three declared languages (Kazakh, English, Russian). The experts of the EEC note that at the moment the information is presented only in Kazakh and Russian.

The survey of teaching staff conducted during the visit of the EEC IAAR showed that 83.3% of teaching staff rate the level of feedback with management as "very good" and 16.7% – as "good".

The survey of students conducted during the visit of the EEC IAAR showed that 81.3% of respondents were completely satisfied with the fullness of the university's website in general and faculties in particular.

Having held meetings, conversations and interviews with vice-rectors, heads of departments, heads and employees of structural divisions, students, teaching staff, representatives of employers' organizations and graduates, as well as conducting a survey of students and teaching staff, having familiarized in detail with information and methodological resources, as well as the necessary documents, notes the following:

Strengths/best practices according to the "Informing the Public" standard:
Not identified.

Recommendations of the EEC on the "Informing the Public" standard:
1. The management of the university to publish on its website the audited financial statements, including in the context of the EP. The deadline is 01.07.2023;
2. By the beginning of the 2023/24 academic year, the university management should supplement the information on the university's website about its international activities, academic mobility programs, interaction with employers and corporate partners, changes made to the structure and/or content of the EP, scientific and creative projects, employment opportunities, etc. The deadline is 01.09.2023.;
3. The university management should ensure the publication of information on the university's website in the three declared languages (Russian/Kazakh/English) by the beginning of the 2023/24 academic year. The deadline is 01.09.2023.
4. See recommendation No. 1 of the standard "Continuous monitoring and periodic evaluation

of educational programs".

According to the criteria of the "Informing the Public" standard, 8 criteria have been disclosed, of which 7 have a satisfactory position, 1 suggests improvements.

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

The standard "Strategic development and quality assurance"
Not identified.

The standard "Management and Management"
Not identified.

The standard "Information Management and Reporting"
Not identified.

Standard "Development and approval of the educational program"
Not identified.

The standard "Continuous monitoring and periodic evaluation of educational programs"
Not identified.

The standard "Student-centered learning, teaching assessment of academic performance"
Not identified.

The standard "Students"
- KazUITS confirmed the existence of an effective mechanism to stimulate students to self-education and development outside the main program (extracurricular activities).

The standard "Teaching staff"
- KazUITS has all the necessary mechanisms and opportunities for career growth and professional development of teaching staff, including young ones. The university provides assistance in obtaining academic degrees both in the Republic of Kazakhstan and in the Russian Federation, which affects the increase in the level of professionalism of the faculty of KazUITS.
- KazUITS teaching staff take an active part in the life of both the city of Uralsk and the entire region, in particular through participation in various competitions and promotions.

Standard "Research work"
Not identified.

The "Finance" standard
Not identified.

The standard "Educational resources and student Support systems"
Not identified.

The standard "Informing the public"
Not identified.

(VIII) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

The standard "Strategic Development and Quality Assurance"
Recommendations of the EEC on the standard "Strategic development and quality assurance":

1. The university management should ensure the planning and implementation of the activities of all structural units and teaching staff in accordance with the current directions of the University Development Strategy. The deadline is annually.

2. The responsible structural unit should develop and implement a mechanism for designing, approving, correcting and revising plans for the development of KazUITS educational programs (with target and time indicators) in a documented procedure or in a separate IRR and ensure its implementation. The deadline is 01.09.2023 .

The standard "Management and management"
Recommendations of the EEC on the standard "Management and management":

1. According to the results of 2019-2023, the management of the university, the heads of structural divisions and the management of the EP, it is necessary to analyze and systematize the impact of risks on the implementation of all processes of the university, including the implementation of the EP and their development plans. Based on the analysis carried out, in the activity plans of all structural divisions of the university, including in the development plans of all EP KazUITS, reflect the section on risk prevention and overcoming, indicating the names of risks, possible consequences in case of non-acceptance and (or) timely response measures, as well as a description of risk management mechanisms and measures, and start implementing them. The term is from the beginning of the 2023-2024 academic year.

2. The responsible structural unit for conducting sociological surveys, survey procedures, after analyzing the identified inconsistencies based on the results of the survey and surveys, develop plans for corrective and preventive actions, and implement them with reporting. The deadline is annually.

3. The university management should ensure maximum implementation of the recommendations received from the results of external quality assessment procedures, including accreditation procedures, and take into account their results when preparing for the following assessment procedures. The deadline is annually.

4. To provide the management of the university, the management of structural divisions with periodic monitoring (at least 1 time per semester) and evaluation of the effectiveness and efficiency in the implementation of activity plans, including the implementation of EP and their development plans. The deadline is annually.

5. The university management should provide 100% coverage of professional development of heads of educational programs and heads of structural divisions under the program "Management in Education" from professional experts. The deadline is 2023.

The standard "Information Management and Reporting"
EEC Recommendations on the Information Management and Reporting Standard:

1. The university management should clearly define the criteria for evaluating the effectiveness and efficiency of the university's activities and familiarize the teaching staff with them by the beginning of the 2023/24 academic year. The deadline is 01.09.2023 .

2. The university management should develop a mechanism for monitoring the effectiveness and efficiency of the changes made to its activities by the beginning of the 2023/24 academic year. The deadline is 01.09.2023 .

3. The University management should make an addition to the Academic Policy by adding paragraph 5.9 "Monitoring the implementation of educational programs" by the beginning of the 2023/24 academic year. The deadline is 01.09.2023 .

The standard "Development and approval of the educational program"

Recommendations of the EEC according to the standard "Development and approval of the educational program":

1. The university management should introduce the teaching of certain disciplines in English, in order to ensure international attractiveness, participation in international competitions, and the development of double-degree educational programs with EU countries by the beginning of the 2024/25 academic year. The deadline is 01.09.2024 .

2. The management of the university to begin the implementation of a joint educational program with the Moscow International Academy on EP 7M04133 "Economics" from 01.09.2023.

3. The university management should conclude cooperation agreements with leading universities not only near but also far abroad in order to harmonize the content and development of joint educational programs, conduct joint research, organize scientific internships for students, teachers and university staff by the beginning of the 2024/25 academic year. The deadline is 01.09.2024 .

The standard "Continuous monitoring and periodic evaluation of educational programs"

Recommendations of the EEC on the standard "Continuous monitoring and periodic evaluation of educational programs":

1. The management of the EP of the University on the website of the university must annually post detailed information related to changes in the structure and/or content of the EP, graduate model, etc., to inform stakeholders about the decisions taken regarding the consideration of their proposals. The deadline is within 10 days after the relevant changes are made.

2. The university management should develop criteria for evaluating the effectiveness of educational programs, followed by the approval of a mechanism for monitoring the effectiveness of the EP by the beginning of the 2023/24 academic year. The deadline is 01.09.2023.

3. In order to improve the quality of teaching, the management of the EP annually monitor the methods used for teaching specialized disciplines from the beginning of the 2023/24 academic year.

4. To the management of the educational programs of the university, in the development plans of the EP to include measures to improve the qualifications of teaching staff in the field of application of modern methods of assessing the achievements of students, in addition to testing, and to begin their implementation starting from 01.01.2024.

5. The university management should develop criteria and monitor the effectiveness of student assessment procedures from the beginning of the 2023/24 academic year.

The standard "Student-centered learning, teaching assessment of academic performance"

Recommendations of the EEC on the standard "Student-centered learning, teaching assessment of academic performance":

1. To develop and approve the Plans of the departments for methodological work, which will determine the activities for conducting teaching staff research in the field of teaching methods, with this reflected in publications of an educational and methodological nature, and with their mandatory introduction into the educational process. Term: annually.

2. Add the item (section) to the syllabus form of disciplines: "Methodological recommendations for the implementation of IWS and IWST. Term: 01.09.2023

3. Develop an action plan on the part of the management of the EP and the structural unit, whose functionality is related to educational and methodological work, to monitor the use of various teaching methods and evaluation of learning outcomes. Term: annually.

4. To organize advanced training courses for teaching staff who implement all EP KazUITS to master modern methods of evaluating learning outcomes. Make a long-term plan that fixes the regularity of professional development in this area. Term: annually.

5. Enter a description of the evaluation criteria in the syllabus form, with mandatory clarification of the requirements for completing tasks, according to the Order of the Minister of

Education and Science of the Republic of Kazakhstan "On approval of the criteria for assessing students' knowledge" dated January 21, 2016 No. 52. Term: 01.09.2023

__The standard "Students"__
__Recommendations of the EEC on the "Students" standard:__
1. To popularize the activities and events held by the Association of University Graduates through social networks, the university's website and the media. Annually develop and approve a detailed action plan of the Alumni Association, including their participation in the development and updating of the EP and their development plans. Term: 01.12.2023
2. To develop a provision according to which work will be carried out on a systematic basis on the implementation of informal training and recognition of loans received within the framework of informal training (lectures with representatives of specialized companies on current industry topics, Coursera, etc.). Deadline: 01.09.2024

__The standard "Teaching staff"__
__Recommendations of the EEC according to the "Teaching Staff" standard:__
1. To organize a seminar on student-centered learning for all teaching staff and employees of the structural divisions of KazUITS, to explain the concept and principles of student-centered learning. Term: 01.12.2023
2. The university management needs to conduct an extended anonymous survey of teaching staff on the problematic points identified in the survey during the EEC procedure, based on the results of the survey, develop a plan of corrective and preventive measures and begin its implementation with the publication of a report on the work done for interested persons. The deadline is until 01.10.2023.
3. The management of KazUITS is recommended to develop and approve a mechanism for motivating and stimulating teaching staff on the use of MOOC. In this regard, it is necessary to hold a training seminar for teaching staff on the development and application of MOOC courses in the educational process. Term: 01.09.2024

__The standard "Research work"__
__Recommendations of the EEC on the standard "Research work":__
According to this standard are not available.

__The standard "Finance"__
__Recommendations of the EEC on the standard "Finance":__
According to this standard are not available.

__The standard "Educational resources and student support systems"__
__Recommendations of the EEC on the standard "Educational resources and student support systems":__
1. By the beginning of the 2023-2024 academic year, the responsible structural unit needs to develop a roadmap for the organization and systematic implementation of the entry of the university's journal into the database of the CCES MES RK.

__The standard "Informing the public"__
__Recommendations of the EEC on the "Informing the Public" standard:__
1. The management of the university to publish on its website the audited financial statements, including in the context of the EP. The deadline is 01.07.2023.;
2. By the beginning of the 2023/24 academic year, the university management should supplement the information on the university's website about its international activities, academic mobility programs, interaction with employers and corporate partners, changes made to the structure and/or content of the EP, scientific and creative projects, employment opportunities, etc.

The deadline is 01.09.2023;

  3. The university management should ensure the publication of information on the university's website in three declared languages (Russian/Kazakh/English) by the beginning of the 2023/24 academic year. The deadline is 01.09.2023.

  4. See recommendation No. 1 of the standard "Continuous monitoring and periodic evaluation of educational programs".

(IX) OVERVIEW RECOMMENDATIONS FOR THE DEVELOPMENT OF THE ORGANIZATION OF EDUCATION

  Taking into account the global nature of the university's mission and its strategic goals, as well as the accumulated experience in training qualified personnel, it is advisable, in addition to the values of the university, to formulate its traditions – those that have been maintained and developed for decades since the establishment of the university and those that reflect its new and modern history.

(X) RECOMMENDATIONS TO THE ACCREDITATION COUNCIL

  The members of the EEC came to the unanimous opinion that according to the results of the institutional accreditation of the NSEI "Kazakhstan University of Innovative and Telecommunication Systems", it is recommended for accreditation for a period of 5 years.

Appendix 1. Evaluation table "INSTITUTIONAL PROFILE PARAMETERS"

№ order	№ order	Evaluation criteria	The position of the organization of education			
			Strong	Satisfactory	Suggests improvement	Unsatisfied
The standard "Strategic Development and Quality Assurance"						
1	1.	The university should demonstrate the development of a unique mission, vision and strategy based on the analysis of external and internal factors with the broad involvement of various stakeholders		+		
2	2.	The university should demonstrate the orientation of the mission, vision and strategy to meet the needs of the state, society, sectors of the real economy, potential employers, students and other interested persons		+		
3	3.	The university must demonstrate transparency in the processes of formation, monitoring and regular review of the mission, vision, strategy and quality assurance policy		+		
4	4.	The university must have a published quality assurance policy, mission, vision and strategy		+		
5	5.	The university develops documents on individual areas of activity and processes (plans, programs, regulations, etc.), specifying the quality assurance policy		+		
6	6.	The quality assurance policy should reflect the relationship between research, teaching and learning		+		
7	7.	The university should demonstrate the development of a culture of quality assurance		+		

			0	7	0	
Total according to the standard			**0**	**7**	**0**	
Standard "Management and Management"						
8	1.	The University carries out management processes, including planning and allocation of resources in accordance with the strategy		+		
9	2.	The university must demonstrate the successful functioning and improvement of the internal quality assurance system			+	
10	3.	The university must demonstrate a risk management analysis			+	
11	4.	The university must demonstrate an analysis of the effectiveness of changes		+		
12	5.	The university must demonstrate the analysis of the identified inconsistencies, the implementation of the developed corrective and preventive actions			+	
13	6.	The university must demonstrate the provision of educational process management through the management of educational programs, including evaluation of their effectiveness		+		
14	7.	The University demonstrates the development of annual activity plans, including teaching staff, based on the Strategy		+		
15	8.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
16	9.	The university must provide evidence of the transparency of the university's management system		+		
17	10.	The university should ensure the participation of students and teaching staff in the work of collegial management bodies		+		
18	11.	The university must demonstrate evidence of openness and accessibility of managers and administration for students, teaching staff, parents and other interested persons		+		
19	12.	The university must demonstrate innovation management, including the analysis and implementation of innovative proposals		+		
20	13.	The university should strive to participate in international, national and regional professional alliances, associations, etc.		+		
21	14.	The university should provide training for the university management, structural units and educational programs on educational management programs		+		
22	15.	The university should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure		+		
Total according to the standard			**0**	**12**	**3**	
The standard **"Information Management and Reporting"**						
23	1.	The university should ensure the functioning of the information collection, analysis and management system based on the use of modern information and communication technologies and software		+		
24	2.	The university must demonstrate the use of processed, adequate information for effective management of educational programs, improvement of the internal quality assurance system		+		
25	3.	The university should have a system of regular reporting at all levels of the organizational structure, including an assessment of the effectiveness and efficiency of the activities of departments, OP, research and their interaction		+		

26	4.	The university should establish the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, senior management, and the implementation of scientific projects		+		
27	5.	The university must demonstrate the definition of the procedure and ensuring the protection of information, including the identification of responsible persons for the reliability and timeliness of the analysis of information and the provision of data		+		
28	6.	An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them			+	
29	7.	The university must demonstrate the existence of a communication mechanism with students, employees and other interested parties, including the existence of conflict resolution mechanisms		+		
30	8.	The university must ensure that the degree of satisfaction with the needs of teaching staff, staff and students is measured and demonstrate evidence of the elimination of the detected shortcomings			+	
31	9.	The university should evaluate the effectiveness and efficiency of its activities, including in the context of EP		+		
		The information collected and analyzed by the university should take into account:				
32	10	key performance indicators		+		
33	11	the dynamics of the contingent of students in the context of forms and types		+		
34	12	of academic performance, student achievements and deduction		+		
35	13	student satisfaction with the implementation of the OP and the quality of education at the university		+		
36	14	availability of educational resources and support systems for students		+		
37	15	employment and career growth of graduates		+		
38	16	Students, teaching staff and other internal stakeholders must document their consent to the processing of personal data		+		
39	17	The university should facilitate the provision of all necessary information in the relevant fields of sciences		+		
Total according to the standard			**0**	**15**	**2**	
The standard **"Development and approval of educational programs"**						
40	1	The university must demonstrate the existence of a documented procedure for the development and approval of an educational program at the institutional level		+		
41	2	The university must demonstrate the compliance of the developed EP with the established goals, including the expected learning outcomes		+		
42	3	The university must demonstrate the existence of a developed model of an EP graduate describing the learning outcomes and personal qualities		+		
43	4	The university must demonstrate the conduct of external examinations of the EP		+		

44	5	The qualification assigned upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NSQ, QF-EHEA		+		
45	6	The university should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
46	7	An important factor is the possibility of preparing students for professional certification		+		
47	8	The university must provide evidence of the participation of students, teaching staff and other stakeholders in the development of EP, ensuring their quality		+		
48	9	The university must ensure that the content of academic disciplines and learning outcomes correspond to the level of education (bachelor's degree, master's degree, doctoral degree)		+		
49	10	The structure of the OP should provide for various types of activities corresponding to the results of training		+		
50	11	An important factor is the presence of joint EP with foreign educational organizations		+		
		Total according to the standard	**0**	**11**	**0**	
		The standard **"Continuous monitoring and periodic monitoring of educational programs"**				
51	1	The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP		+		
52	2	The university should ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social request of society		+		
		Monitoring and periodic evaluation of the EP to consider:				
53	3	the content of programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught		+		
54	4	changes in the needs of society and the professional environment		+		
55	5	the workload, academic performance and graduation of students		+		
56	6	the effectiveness of procedures for assessing students			+	
57	7	' expectations, needs and satisfaction of students with training in EP		+		
58	8	educational environment and support services, their compliance with the goals of the EP		+		
59	9	The university must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP		+		
60	10	All interested parties should be informed of any planned or undertaken actions regarding the EP. All changes made to the EP must be published			+	
61	11	Support services should ensure that the needs of different groups of students are identified and met		+		
Total according to the standard			**0**	**9**	**2**	
The standard **"Student-centered learning, teaching and assessment of academic performance"**						

62	1	The university should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths		+		
63	2	The university should ensure the use of various forms and methods of teaching and learning			+	
64	3	The university must demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes			+	
65	4	An important factor is the availability of own research in the field of teaching methods of academic disciplines		+		
66	5	The university must demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher		+		
67	6	The university must demonstrate the existence of a procedure for responding to students' complaints		+		
68	7	The university must ensure consistency, transparency and objectivity of the mechanism for evaluating learning outcomes, including appeal		+		
69	8	The university must ensure that the procedures for evaluating the learning outcomes of students correspond to the planned learning outcomes and the goals of the program. Evaluation criteria and methods should be published in advance		+		
70	9	The university should determine the mechanisms for ensuring the development of learning outcomes by each graduate and ensure the completeness of their formation		+		
71	10	Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area		+		
Total according to the standard			**0**	**8**	**2**	
The standard "Students"						
72	1.	The university must demonstrate the policy of forming a contingent of students from admission to graduation and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published		+		
73	2.	The university should provide for special adaptation and support programs for newly enrolled and foreign students		+		
74	3.	The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
75	4.	The university should cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications		+		
76	5.	The university should provide an opportunity for external and internal mobility of students, as well as assist them in obtaining external grants for training		+		

77	6.	The university should make the maximum amount of effort to provide students with internship places, promote the employment of graduates, and maintain communication with them		+		
78	7	The university must provide graduates with documents confirming the received qualifications, including the achieved learning outcomes, as well as the context, content and status of the received education and certificates of its completion		+		
79	8	The university must demonstrate the existence of a mechanism for monitoring the employment and professional activity of graduates		+		
80	9	The university should actively encourage students to self-education and development outside the main program (extracurricular activities)	+			
81	10	An important factor is the presence of an active association / association of graduates			+	
82	11	An important factor is the availability of a support mechanism for gifted students		+		
Total according to the standard			**1**	**9**	**1**	
The standard **"Teaching staff"**						
83	1.	The university should have an objective and transparent personnel policy, including hiring, professional growth and staff development, ensuring the professional competence of the entire staff		+		
84	2.	The university should have clear, transparent and objective criteria for hiring employees, appointment, promotion, dismissal and follow them in its activities		+		
85	3.	The university must demonstrate the compliance of the personnel potential of the teaching staff with the development strategy of the university and the specifics of the EP		+		
86	4.	The university should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning			+	
87	5.	The university should determine the contribution of teaching staff to the implementation of the university development strategy and other strategic documents		+		
88	6.	The university should provide opportunities for career growth and professional development of teaching staff, including young	+			
89	7.	The university should involve practitioners of relevant industries in teaching		+		
90	8.	The university should demonstrate motivation for the professional and personal development of teachers, including encouraging both contributions to the integration of scientific activity and education, and the use of innovative teaching methods.		+		
91	9.	An important factor is the active use of teaching staff of information and communication technologies in the educational process (for example, on-line training, e-portfolio, MOOS, etc.)		+		

92	10.	, the university should demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers		+		
93	11.	The university can show the involvement of teaching staff in the life of society (the role of teaching staff in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.)	+			
Total according to the standard			**2**	**8**	**1**	
The standard **"Research work"**						
94	1.	The university must demonstrate that the priorities of research work correspond to the national policy in the field of education, science and innovative development		+		
95	2.	The university must ensure that the research activities of the mission and strategy of the university		+		
96	3.	The university should plan and monitor the effectiveness of research		+		
97	4.	The university must demonstrate the existence of processes for attracting students to research activities		+		
98	5.	The university should demonstrate assistance in presenting the scientific positions of researchers, teaching staff and students at various scientific sites, including the publication of scientific results		+		
99	6.	The university should promote the implementation of the results of scientific research, including consulting and commercialization		+		
100	7.	The university should promote the recognition of the results of research work, including registration of scientific projects with authorized bodies, registration of patents and copyright certificates		+		
101	8.	An important factor is conducting joint research with foreign universities		+		
102	9.	The university should strive to diversify the sources of funding for research activities		+		
103	10.	The university should provide mechanisms for motivating the research activities of students, teaching staff and other internal stakeholders		+		
Total according to the standard			**0**	**10**	**0**	
The standard **"Finance"**						
104	1.	The university should form development scenarios consistent with the development strategy, taking into account the risk assessment		+		
105	2.	The university must demonstrate operational and strategic planning of its budget		+		
106	3.	The university must demonstrate the existence of a formalized financial management policy including financial statements		+		
107	4.	The university must demonstrate the existence of an internal audit system		+		
108	5.	The university must demonstrate the conduct of an external independent audit		+		

109	6.	The university should have a mechanism for assessing the sufficiency of financial support for various types of university activities, including university development strategies, EP development, and research projects.		+		
Total according to the standard			**0**	**6**	**0**	
The standard **"Educational resources and student support systems"**						
110	1.	The university must ensure that educational resources, including material and technical, and infrastructure correspond to the strategic goals of the university		+		
111	2.	The university must demonstrate the availability of support procedures for various groups of students, including information and counseling		+		
		The university must demonstrate the compliance of information resources with strategic goals:				
112	3	technological support of students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs)		+		
113	4	library resources, including the fund of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases		+		
114	5	examination of research results, graduation papers, dissertations on plagiarism		+		
115	6	access to educational Internet resources		+		
116	7	functioning of WI-FI on its territory		+		
117	8	The university should strive to create conditions for educational, scientific and other activities. Appropriate infrastructure development should be carried out based on the results of monitoring the satisfaction of students, teachers, employees and other stakeholders with the infrastructure		+		
118	9	The university should strive to ensure that the educational equipment and software used to master the OP are similar to those used in the relevant industries		+		
119	10	The university must ensure that the infrastructure meets the security requirements		+		
120	11	The university should take into account the needs of various groups of students (adults, working, foreign students, as well as students with disabilities)		+		
121	12	The university creates conditions for the advancement of students along an individual educational trajectory		+		
Total according to the standard			**0**	**12**	**0**	
The standard **"Informing the public"**						
122	1.	The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities		+		
123	2.	The management of the university should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested persons		+		

124	3.	Public awareness should include support and explanation of the national development programs of the country and the system of higher and postgraduate education		+		
125	4.	The university must publish audited financial statements on its own web resource		+		
126	5.	The university must demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of the OP			+	
127	6.	An important factor is the availability of adequate and objective information about the teaching staff, in the context of personalities		+		
128	7.	An important factor is informing the public about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations		+		
129	8.	The university must publish information and links to external resources based on the results of external evaluation procedures		+		
Total according to the standard			**0**	**7**	1	
IN TOTAL:			**3**	**114**	**12**	

AGREED BY
Rector
"___" _____ 2023 G.

АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ

IAAR

НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

APPROVED BY
General Director of PO "Independent Agency of Accreditation and Rating"
_____ Zhumagulova A.B.
"____" _____ 2023.

PROGRAM
VISIT OF THE EXTERNAL EXPERT COMMISSION
INDEPENDENT ACCREDITATION AND RATING AGENCY (UAA)
TO KAZAKHSTAN UNIVERSITY OF INNOVATIVE AND TELECOMMUNICATION SYSTEMS

STAGE 2 INSTITUTIONAL ACCREDITATION
Date of the visit: May 25-26, 2023, the time is indicated in Uralsk

date and time	EEC work with target groups	Position and Surname, First name, Patronymic of target group participants	Contact form
		May 24, 2023	
15.00-16.00	Preliminary meeting of the EEC	*External IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
		May 24, 2023	
On schedule during the day	Arrival of members of the External Expert Commission		
		May 25, 2023	
08.30-09.00	Transfer from the hotel to the University	*External IAAR experts, coordinator of the university - project manager for accreditation of organizations of technical and vocational education IAAR Bekenova Dinara Kairbekovna*	Hotel-University

09.00-09.15	Distribution of responsibility of experts, solution of organizational issues	*External IAAR experts*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.15–09.45	Interview with the rector	*Rector of Bayakhov University Alibi Naukhanovich Doctor of Agricultural Sciences, Professor, Corresponding Member of NIA RK*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.45-10.00	Technical break		
10.00-10.40	Meeting with vice-rectors	*Aimaganbetova Anara Mukhambetkalievna - vice-rector for EMC;* *Duskazieva Zhanar Nurlybaevna - Vice-Rector for RW and IR, Candidate of Cultural Studies;* *Khamzin Zakir Ulykbekovich - Vice-Rector for SEW, M.E.Sc.*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
10.40-10.50	Technical break		
10.50-11.30	Meeting with the heads of structural divisions of the NGO	*Kurakbaeva Tatyana Sergeevna* -Head of the Department for Academic Affairs, M.Ec.Sc.; *Kurmasheva Layla Zhubandykovna* -office-registrar, M.E.Sc; *Amanbaev Nartau Zholdauovich - Specialist of the Department of Science, M.Ec.Sci.;* *Ofitserov Sergey Olegovich - director of the information technology center.* *Lauberts Kira Yurievna - Head of Practice and Employment Department;* *Dzhumakaeva Gulzhan Tulegenovna - head of the library Gusmanova Guldana Alibekovna - head of the department of career guidance, M.Ec.Sc.;* *Tastemirov Asylbek Gumarovich - chief accountant;* *Otarova Zhanat Sagynbaevna - deputy head. Bukh., M.Ec.Sc;* *Spandiyarov Zamir Kameshovich - Head of the Department of Educational Work, M.L.Sci.;* *Ayazbayeva Gulzhan Serikovna - editor of the newspaper KAZIITU;* *Baymukanov Zhastalap Lukpanovich - head of the economic department;* *Amrullina Aisulu Sembeevna - head of personnel department.*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

11.30-11.45	Technical break			
11.45-12.30	Interviews with heads of departments and heads of educational programs	*Taudaeva Ainur Amangalievna - head of department "General technical disciplines", senior lecturer, M.T.Sc.* *Ryskaliyev Muratbay Zhanaydarovich - Head of the EP "Construction" PhD* *Zharylgapov Sabit Muratovich - Head of the EP "Production of Building Materials and Structures" PhD* *Tyulepbergenova Olga Borisovna - Head of the EP "Land Management", M.T.Sc.* *Tuleugalieva Zhansaya Sakenovna-teacher, M.T.Sc.* *Montaev Sarsenbek Aliakparovich - Doctor of Technical Sciences, Professor* *Analieva Azhar Urazbaevna - head of department "Technical disciplines", Cand.T.Sc* *Izteleuova Gulzada Syrymovna - deputy head of the department "Technical disciplines", M.T.Sc., Head of the EP "Computer Engineering and Software", Senior Lecturer* *Urazova Gulnaz Erbolatovna – M.T.Sc., Head of the EP "Automation and Control", Senior Lecturer* *Dzhumakhmetova Liliya Kereevna - head of the educational program "Information systems", Senior lecturer* *Aksenova Dina Kuanaevna - Head of the EP "Information Systems" M.T.Sc., Senior lecturer* *Kubiyeva Gulzhanat Oralbekkyzy - M.T.Sc. Head of the EP "Radio Engineering, Electronics and Telecommunications", Lecturer* *Tazhigaliev Syrym Nurbolatovich - Head of the EP "Electric Power Industry" from the organization* *Akhmetzhanova Almira Asylbekovna - head of the EP "Electric Power", teacher* *Baltaev Timur Askhatovich - head of the EP "Transport, transport equipment and technologies" from the organization* *Abilgaziev Damir Kurmangazievich - senior lecturer, head of the educational program "Transport, transport equipment and technologies"* *Sadykov Rashid Sagievich - head of the department "Ecology and Belarusian Railways", Cand.Agr.Sc* *Nurgaliyeva Balseker Muratovna - Deputy Head of the Department, Ph.D.* *Moldaganapov Ulan Yerikovich - head of the EP from the organization.*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588	

		Akhmetzhan Dinara Kamilievna - senior lecturer, head of the EP.	
		Muratova Elmira Muratkyzy – Head of department "Jurisprudence", M.L.Sc.	
		Amanbayeva Alfiya Maksutovna - Deputy Head of the Department, M.L.Sc	
		Cherkesov Magomed Alimovich - Senior Lecturer, Head of Educational Program "Jurisprudence, M.L.Sc.	
		Rakhmetov Talgat Khasanovich - candidate of legal sciences, professor	
		Dzhumabaev Aidynbek Baltabekovich – M.L.Sc., Senior Lecturer	
		Mekin Madeniet Adilovich - Head of department "Economics and Management", M.Ec.Sc.	
		Kvade Ekaterina Anatolyevna - Head of the EP "Assessment", M.Ec.Sc.	
		Kairlieva Zhanar Kairovna - Head of the Management School, M.Ec.Sc.	
		Makhambetova Asel Makhambetovna - Head of the EP "Finance", M.Ec.Sc.	
		Baygalieva Arailym Salauatovna - Head of the EP "Public Service and Local Government", M.Ec.Sc.	
		Kazhgalieva Samal Orynbasarovna - Head of the EP "Accounting and Audit", M.Ec.Sc.	
		Isagaliev Saken Talgatovich - Head of the EP "Economics", M.Ec.Sc.	
		Kadralieva Gulnur Malikovna - Head of the EP "Economics", M.Ec.Sc.	
12.30-13.00	EEC work	*External IAAR experts*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
13.00-14.00	*Dinner*		
14.00-14.15	Technical break		
14.15-15.00	Interview with teaching staff EP	*Application No. 1*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
15.00-15.15	Technical break		
15.00-16.00	Questioning of teaching staff (in parallel)	*Application No. 2* *All teachers of assessed EPs*	The link is sent to the e-mail of the teacher personally

15.15-16.00	Interviews with EP students	*Application No. 3*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
16.00-17.00	Questionnaire of students (in parallel)	*Application No. 4* *All*students of assessed EPs	The link is sent to the e-mail of the student personally
16.15-17.00	Interviews with graduates of the EP	*Application No. 5*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
17.00-18.00	Visual inspection of the OE	*According to the route* *Application No. 6*	
18.00-19.00	Work of the EEC discussion of the results of the first day	*External IAAR experts*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
19.00-20.00	Dinner	*External IAAR experts*	Hotel
*Day 2:May 26, 2023*		
08.30-09.00 *Uralsk time*	Transfer from hotel touniversity	*External IAAR experts, coordinator of the university - project manager for accreditation of organizations of technical and vocational education IAAR Bekenova Dinara Kairbekovna*	Hotel-University
09.00-09.15	EEC work	*External IAAR experts*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.15-10.50	Visiting the practice	*According to itinerary*	

	bases of the EP	*Application No. 7*	
10.50-11.30	Meeting with stakeholders (employers and representatives of practice bases)	*Application No. 8*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
11.30-11.40	Technical break		
11.40-13.00	Working with EP documents (documents must be uploaded to the cloud by clusters in advance)		room number 209
13.00-14.00	**Dinner**		
14.00-14.15	Technical break		
14.15-15.15	Visiting the practice bases of the EP	*According to itinerary* *Application No. 9*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
15.00-17.00	EEC work, discussion of the results of the second day and profile parameters (recording is ongoing)	*External IAAR experts*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
17.00-17.15	Technical break		
17.00-17.45	The work of the EEC development and discussion of recommendations (recording)	*External IAAR experts*	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

17.45-18.15	Final meeting of the EEC with the leadership of the university		room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
18.30-19.30	Dinner	*External IAAR experts*	Hotel
19.30	Departure of experts		

Annex 3. RESULTS OF THE TEACHING STAFF QUESTIONNAIRE

Questionnaire of teaching staff

Total number of profiles: 6

2. Position,%

Professor	
Associate Professor/Associate Professor	
Senior Lecturer	50
Teacher	33.3
Head of Department	16.7
Other	

3. Academic degree, academic title

Honored Worker	
D.Sc	
Candidate of Sciencies	
master	100
PhD	
Professor	
Associate Professor/Associate Professor	
No	
Other	

4. Work experience in this university

Less than 1 year	
1 year - 5 years	50
Over 5 years	50
Other	

No.	Questions	Very good	Good	Relatively bad	Badly	Very bad	Didn't answer
1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	83.3	16.7				
2	How do you assess the opportunities provided by the university for the professional development of teaching staff	83.3	16.7				
3	How do you assess the opportunities provided by the university for the career growth	83.3	16.7				

	of teaching staff						
4	How do you assess the degree of academic freedom of teaching staff	83.3	16.7				
	To what extent can teachers use their own						
5	• Learning Strategies	83.3	16.7				
6	• Teaching Methods	83.3	16.7				
7	• Educational innovation	83.3	16.7				
8	How do you assess the work on the organization of medical care and disease prevention at the university?	83.3	16.7				
9	What attention is paid by the management of the educational institution to the content of the educational program?	83.3	16.7				
10	How do you assess the sufficiency and availability of the necessary scientific and educational literature in the library?	83.3	16.7				
11	Assess the level of conditions created that take into account the needs of different groups of students?	100					
	Rate about openness and availability of guidance						
12	• Students	83.3	16.7				
13	• teachers	83.3	16.7				
14	Assess the involvement of teaching staff in the process of making managerial and strategic decisions	83.3	16.7				
15	How is the innovation activity of teaching staff encouraged?	83.3	16.7				
16	Assess the level of feedback from teaching staff with management	83.3	16.7				
17	What is the level of stimulation and involvement of young professionals in the educational process?	83.3	16.7				
18	Assess the Opportunities Created for professional and personal growth for each teacher and employee	83.3	16.7				
19	Assess the adequacy of recognition university management potential and abilities of teachers	83.3	16.7				
	How the work is delivered						
20	• For academic mobility	83.3	16.7				
21	• To improve the qualifications of teaching staff	83.3	16.7				
	Evaluate the support of the						

	university and its management						
22	• Research initiatives of teaching staff	83.3	16.7				
23	• Development of new educational programs/academic disciplines / teaching methods	66.7	33.3				
	Assess the level of ability of teaching staff to combine teaching						
24	• with scientific research	66.7	33.3				
25	• with practical activities	66.7	33.3				
26	Assess how the knowledge of students obtained at the university corresponds to the realities of the requirements of the modern labor market	66.7	33.3				
27	How does the leadership and administration of the university perceive criticism?	83.3		16.7			
28	Assess how your workload meets your expectations and capabilities?	66.7	33.3				
29	Assess the focus of educational programs / training programs on the formation of students' skills and abilities to analyze the situation and make forecasts?	83.3	16.7				
30	Assess how the educational program in terms of content and quality of implementation meets the expectations of the labor market and employers	83.3	16.7				

Why do you work at this university?

Materialdyk base myktyraq

The university allows me to fulfill myself

Equipment of the technical base, operating branches of the department

32. How often are master classes andclasseswith the participation of practitioners?

Often	often	Someti mes	very rarely	never
50	50			3.4

33. How often invitees participate in the learning processfrom the sideteachers (domestic and foreign)?

Often	often	Someti mes	very rarely	never
50	50			

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

Questions	Often	Sometimes	Never	No answer

Lack of classrooms			100	
Unbalanced study load by semesters		16.7	83.3	
Inaccessibility necessary literature in library		16.7	83.3	
Overcrowding of study groups (too many students in the group)		16.7	83.3	
Inconvenient schedule			100	
Inappropriate conditions for classes in classrooms		16.7	83.3	
No internet access/poor internet		16.7	83.3	
Students' lack of interest in learning		33.3	66.7	
Untimely receipt of information about events			100	
Lack of technical means learning in classrooms			100	
Other problems	None Yeshkanday masele bulgan emes No problem			

35. There are many different sides and aspects in the life of the university, which in one way or another affect every teacher and employee. Rate how satisfied you are:

Questions	Completely satisfied (1)	Partially satisfied (2)	Not satisfied (3)	Difficult to answer (4)
The attitude of the university management towards you	100			
Relationships with direct management	100			
Relationships with colleagues in the department	100			
The degree of participation in managerial decision-making	100			
Relations with students	83.3	16.7		
Recognition of your successes and achievements by the administration	100			
Support for your suggestions and comments	100			
University administration activities	100			
Terms of pay	66.7	33.3		
Working conditions, list and quality of services provided at	100			

the university				
Occupational health and safety	100			
Management of changes in the activities of the university	100			
By providing social package: rest, sanatorium treatment, etc.	83.3	16.7		
Organization and quality of food at the university	83.3	16.7		
Organization and quality of medical care	83.3	16.7		

Annex 4. RESULTS OF STUDENT QUESTIONNAIRE

Questionnaire for students

Total number of profiles: 48

Floor:

Male	41.7
Female	58.3

Rate how satisfied you are:

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	I'm at a loss answer
1. Relations with the dean's office(school, faculty, department)	85.4	14.6			
2. The level of accessibility of the dean's office(schools, faculties, departments)	89.6	10.4			
3. Management accessibility and responsiveness(university, school, faculty, department)	87.5	12.5			
4. Availability of academic counseling	75	22.9	2.1		
5. Support with educational materials in the learning process	77.1	22.9			
6. Availability of personal counseling	79.2	18.8	2.1		
7. Relationship between student and teacher	83.3	14.6	2.1		
8. The activities of the financial and administrative services of the educational institution	66.7	31.3	2.1		
9. Availability of health services	77.1	18.8	2.1		2.1
10. qualitymedical care at the university	77.1	20.8			2.1
11. The level of availability of library resources	83.3	14.6			2.1
12. The quality of services provided in libraries and reading rooms	83.3	14.6			2.1
13. Existing educational resources of the university	77.1	22.9			
14. Availability of computer classes	77.1	20.8	2.1		
15. Availability and quality of Internet resources	81.3	18.8			
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	81.3	16.7	2.1		
17. Study rooms, auditoriums for large groups	77.1	22.9			
18. Lounges for students (if available)	66.7	22.9	2.1		8.3
19. Clarity of disciplinary procedures	83.3	14.6			2.1

20. The quality of the educational program as a whole	85.4	12.5	2.1		
21. The quality of study programs in the EP	81.3	18.8			
22. Teaching methods in general	81.3	18.8			
23. Quick response to feedback from teachers on the educational process	85.4	12.5	2.1		
24. Overall quality of teaching	83.3	12.5	4.2		
25. Academic load / requirements for the student	83.3	14.6	2.1		
26. The requirements of the teaching staff for the student	85.4	12.5	2.1		
27. Information support and clarification before entering the university of the rules for admission and the strategy of the educational program (specialty)	77.1	18.8	4.2		
28. Informing the requirements in order to successfully complete this educational program (specialty)	83.3	14.6	2.1		
29.The quality of examination materials (tests and examination questions, etc.)	83.3	14.6	2.1		
30. Objectivity in assessing knowledge, skills and other educational achievements	85.4	14.6			
31. Available computer classes	83.3	16.7			
32. Available scientific laboratories	70.8	18.8	2.1		8.3
33. Objectivity and fairness of teachers	83.3	16.7			
34. Informing students about courses, educational programs and the academic degree received	83.3	14.6	2.1		
35. Providing students with a hostel	79.2	12.5		2.1	6.3

How much do you agree with:

Statement	Full consent	Agree	Partially agree	Disagree	Complete disagreement	Didn't answer
36. The course program was clearly presented	77.1	14.6	8.3			
37. Course content is well structured	79.2	10.4	8.3	2.1		
38. Key terms adequately explained	70.8	22.9	6.3			
39. The material offered by the teacher is relevant and reflects the latest achievements of science and practice	72.9	25		2.1		
40. The teacher uses effective teaching methods	70.8	22.9	6.3			
41. The teacher owns the material being taught	66.7	31.3	2.1			
42. The lecturer's presentation is clear	77.1	16.7	6.3			
43. The teacher presents the material in an interesting way	77.1	16.7	6.3			
44. Objectivity in assessing knowledge, skills and other educational achievements	72.9	22.9	4.2			

45. The timeliness of assessing the educational achievements of students	68.8	27.1	4.2			
46. The teacher satisfies your requirements and expectations of professional and personal development	68.8	22.9	8.3			
47. The teacher stimulates the activity of students	70.8	22.9	6.3			
48. The teacher stimulates the creative thinking of students	72.9	18.8	8.3			
49. Appearance and manners of the teacher are adequate	75	20.8	4.2			
50. The teacher has a positive attitude towards students	75	20.8	4.2			
51. The system for assessing educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	72.9	22.9	4.2			
52. Evaluation criteria used by the teacher are clear and accessible	75	20.8	2.1	2.1		
53. The teacher objectively evaluates the achievements of students	72.9	18.8	8.3			
54. The teacher speaks a professional language	70.8	25	2.1		2.1	
55. The organization of education provides sufficient opportunities for sports and other leisure activities.	75	25				
56. Facilities and equipment for students are safe, comfortable and modern	77.1	18.8	4.2			
57. The library is well equipped and has sufficientfundscientific, educational and methodical literature	72.9	18.8	8.3			
58. Equal opportunities for mastering the EP and personal development are provided to all students	64.6	31.3	4.2			

Other concerns regarding the quality of teaching:

No
Bari zhaksy! Ote keremet!!
No
Answered in the first poll, I will not write again
Everything suits me
no, everything is fine, i like the university
Corridor demalatyn oryndardyn boluyn talap etkim keledi!
No, everything is fine
Others no
best
No problem