# REPORT

on the results of the work of the external expert commission on valuation for compliance with the requirements of the standards for specialized accreditation of educational programs
6B06150 – Computer Science and Software,
6B06149 – Information Systems,
6B06352 – Information Security Systems,
7M06150 – Computing and Software,
7M06149 – Information Systems
Kyzylorda University named after Korkyt Ata
from November 19 to November 21, 2024

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**Kyzylorda University named after Korkyt Ata**
**from November 19 to November 21, 2024**

**Kyzylorda**                                            **November 21, 2024**

# CONTENT

# (I)  LIST OF NOTATIONS AND ABBREVIATIONS

| | | |
|---|---|---|
| AIS | − | Automatic Information System |
| CSS | − | Computer Science and Software |
| ERC | − | External Review Committee |
| SCSE | − | State compulsory standard of education |
| ECTS | − | European Credit Transfer System |
| ICT | − | Information and communication technologies |
| IT | − | Information Technology |
| IS | − | Information system |
| KazNEL | − | Kazakh National Electronic Library |
| CED | − | Catalogue of Elective Disciplines |
| KU | − | Kyzylorda University |
| MOOCs | − | Massive Open Online Course |
| MEP | − | Modular educational program |
| NJSC | − | Non-profit joint-stock company |
| RW | − | Research work |
| SRW | − | Student's research work |
| RWMS | − | Research work of a master's student |
| EP | − | Educational program |
| RK | − | The Republic of Kazakhstan |
| RIEL | − | Republican Interuniversity Electronic Library |
| WC | − | Working curriculum |
| ISS | − | Information security systems |
| IWS | − | Independent work of students |
| IWST | − | Independent work of students with a teacher |
| EMC | − | Educational and methodological complex |
| EMCD | − | Educational and methodological complex of the discipline |

# (II)  **INTRODUCTION**

In accordance with the order 153-24-OD dated September 23, 2024 of the General Director of the Non-Profit Institution "Independent Agency for Accreditation and Rating", from November 19 to November 21, 2024, an external expert commission assessed the quality of educational programs 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems". System" for compliance with the Standards for Specialized Accreditation of the Educational Program of Higher and (or) Postgraduate Education (Approved and put into effect by the order of the General Director of the Independent Agency for Accreditation and Rating dated June 16, 2020 No 57-20-OD).

The report of the External Expert Commission (EEC) contains the results of the evaluation of educational programs in accordance with the IAAR criteria, the recommendations of the EEC for further improvement of the educational program, the conclusion of the external expert commission (Appendices 1.1, 1.2 Parameters of the Specialized Profile), the results of an anonymous survey of teachers and students of the evaluated educational programs.

**Composition of the EEC:**
*Chairman of the EEC* – Turtkaraeva Gulnara Bayanovna, member of the Expert Council on Higher Education of the IAAR, Candidate of Pedagogical Sciences, Associate Professor, Kokshetau University named after Shokan Ualikhanov (Kokshetau);
*Foreign expert of IAAR* – Gostin Alexey Mikhailovich, Candidate of Technical Sciences, Associate Professor, Director of the Center for New Information Technologies, Ryazan State Radio Engineering University named after V.F. Utkin (RSREU);
*IAAR Expert* – Ismailova Aisulu Abzhapparovna, PhD, Associate Professor of S. Seifullin Kazakh Agrotechnical Research University (Astana
*IAAR Expert* – Mirzhakypova Sedep Toktamuratovna, Doctor of Economics, Professor, International University of Engineering and Technology (Almaty);
*IAAR Expert, employer* – Temirlan Khaleluly Madiyev, Head of the Investment Projects Support Department of the Chamber of Entrepreneurs of Almaty (Almaty);
*IAAR expert, student* – Nuraldinova Marzhan Arhatkyzy, 1st year student of EP 7M04115 "Economics and Management", Shakarim University of Semey (Semey);
*IAAR expert, student* – Utegenova Dilnaz Baurzhanovna, 3rd year student of EP 6B06103 "Computer Engineering and Software", NJSC "Aktobe Regional University named after K. Zhubanov" (Aktobe);
*IAAR EEC Coordinator* – Dinara Kairbekovna Bekenova, IAAR Project Manager (Astana).

## (III)  INTRODUCTION OF THE EDUCATIONAL ORGANIZATION

Non-profit Joint Stock Company "Kyzylorda University named after Korkyt Ata" (here in after referred to as KU named after Korkyt Ata) was formed on the basis of Kyzylorda Humanitarian University named after Korkyt Ata and Kyzylorda Polytechnic Institute named after I. Zhakhaev (Decree of the Government of the Republic of Kazakhstan No 256 dated March 24, 1998). Currently, the University is the leading multidisciplinary higher educational institution of the Kyzylorda region.

The mission of the university: To generate new knowledge and reveal the intellectual potential of the region.

Vision: Kyzylorda University named after Korkyt Ata is a strong regional university that has an impact on the socio-economic development of the region and the formation of high-quality human capital.

In 2022, the university successfully passed the international institutional accreditation procedure of the Independent Agency for Accreditation and Rating (IAAR) for a period of 5 years (until December 2027). 110 EPs have certificates of specialized accreditation of the IAAR.

The university is in the TOP-1201-1400 best universities in the world according to the QS Word University Ranking-2024.

According to the results of the National Ranking of Demand for Universities, conducted by the IAAR, the university is in the TOP-10 of the best universities in the Republic of Kazakhstan, taking 7th place.

Educational activities of Korkyt Ata KU are carried out in accordance with the state license No KZ 67LAA00018492 dated 07/28/2020, issued by the Committee for Quality Assurance in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan.

Training is carried out on the basis of 6 institutes in 84 educational programs for bachelor's degrees, 44 for master's degrees, and 13 for doctoral programs (PhD).

Korkyt Ata University is a member of the European Association of Higher Education Institutions (2005), the Eurasia-Pacific Network of Universities (2005), the Magna Charta Universitata (2005), the Eurasian Association of Universities (2011), the Association of Asian Universities (2017), the Association of Economic Universities of Southeast Europe and the Black Sea Region (2019), the Consortium of Agricultural Universities for the Development of Central Asia and the South Caucasus (2020).

The material and technical base of the university includes 10 academic buildings, 5 dormitories, the Palace of Students, 7 student canteens, the sports and recreation complex "Seyhun", a military training ground, a library with 6 reading rooms.

The contingent of students is 10512 people, of which: bachelor's degree - 9888 students, master's degree - 548 undergraduates, PhD doctoral studies - 76 doctoral students.

The educational process is carried out by 514 full-time teachers, including 22 doctors of sciences, 47 PhD doctors, 186 candidates of sciences.

To publish the results of scientific research, the university publishes 8 scientific journals: Chemistry and Chemical Technology Journal; Biological Sciences Journal; Philological Sciences Journal; Actual problems of teaching mathematics, physics, computer science; Technical Sciences and Technologies; Bulletin of Kyzylorda University named after Korkyt Ata. Series "Agricultural Sciences"; Bulletin of Kyzylorda University named after Korkyt Ata. Series "Pedagogical Sciences"; Bulletin of Kyzylorda University named after Korkyt Ata. Economic Sciences Series.

Educational programs 6B06149 "Information Systems", 6B06150 "Computer Science and Software", 6B06352 "Information Security Systems", 7M06150 "Computing and Software",

7M06149 "Information Systems" are implemented on the basis of the graduating education program of Computer Science of the Institute of Engineering and Technology.

The educational process for all accredited EPs is conducted in full-time, in accordance with the State Educational Standards (Order of the Ministry of Education and Science of the Republic of Kazakhstan dated July 20, 2022 No2, as of 08/27/2024 No419).

With the support of Seoul National University, the Institute of Artificial Intelligence and Informatics was opened on the basis of the Kyzylorda University named after Korkyt Ata. Together with the Voskhod University of MAI (Baikonur), the graduating department of "Computer Science", a double-diploma educational program is being implemented on EP 6B06155 "Computer Science and Software".

As part of the development of dual education, the institute maintains close ties with regional manufacturing enterprises: the Kyzylorda Regional Directorate of Telecommunications of Kazakhstelecom JSC, PetroKazakhstan JSC, Transtelecom JSC, the Information Technology Department under the Akimat of the Kyzylorda region, the Grandmaster Programming School, the Kyzylorda Production Branch of Qazaqgaz Aimaq JSC and others.

Information on the contingent of accredited EPs is presented in Table 2.

Qualitative and quantitative composition of the teaching staff of the EP: The total number of teaching staff providing educational programs is currently 23 people. Full-time teachers working under an employment contract and hired on a competitive basis - 19 people or 83% of the total number of teachers providing EP in the specialty. The share of teachers conducting classes in the state language is 100%.  The number of teachers with academic degrees is 11 people, which is 47.8% of the total number of teaching staff, PhD doctors - 6 (26%), candidates of sciences - 3 (13%).

Teaching staff and students of EP 6B06149 - "Information Systems", EP 6B06150 "Computer Science and Software", EP 6B06352 "Information Security Systems", EP 7M06150 "Computing and Software", EP 7M06149 "Information Systems" conduct research work on the basis of the IT park - "Center for Information Technologies" of the Akim of the Kyzylorda region. Since 2022, the teaching staff of the department under the leadership of N.B. Konyrbayev has been working on a grant project:  IRN NoAP14869851 "Research and development of machine learning methods for robotic systems" https://korkyt.edu.kz/ru/staticpages/260 (project budget - 62 million tenge).

Based on the results of the research work of the teaching staff on the EP "Information Systems", scientific articles were published in the international journals "Engineering Proceedings", "Mathematics" 2024, 12(5), 706:

1) Diveev, A.; Sofronova, E.; Konyrbaev, N.; Bexeitova, A. Stabilization of Movement along an Optimal Trajectory and Its Solution. Eng. Proc. 2023, 33, 12. https://doi.org/10.3390/engproc2023033012 Academic Editors: Ivan Zelinka, Arutun Avetisyan and Alexander Ilin Published: 8 June 2023 https://www.scopus.com/authid/detail.uri?authorId=57188929526;

2) Diveev, A., Sofronova, E., Konyrbaev, N.A Stabilisation System Synthesis for Motion along a Preset Trajectory and Its Solution by Symbolic Regression 2024, 12(5), 706. https://www.scopus.com/authid/detail.uri?authorId=57188929526.

## (IV)  DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

In accordance with Order No 141-21-OD dated 08.10.2021 of the Independent Agency for Accreditation and Rating, from November 16 to 18, 2021. An external expert commission assessed the compliance of educational programs 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems" of Korkyt Ata KU with the IAAR specialized accreditation standards (approved and put into effect by Order No57-20-OD dated June 16, 2020).

At the meeting of the IAAR Accreditation Council on December 23, 2021 it was decided on international specialized accreditation of educational programs 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software" and 7M06149 "Information Systems" for a period of 3 years.

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

The work of the EEC was carried out on the basis of the Visit Program agreed with the Rector of Kyzylorda University named after Korkyt Ata and approved by the IAAR Director General on 5.11.2024 using a hybrid model for specialized accreditation of educational programs 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems".

In order to coordinate the work of the EEC, a preliminary meeting of the EEC members was held on November 18, 2024, during which the powers were distributed among the members of the commission, the schedule of the visit was clarified, and an agreement was reached on the choice of examination methods.

In order to obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings were held with the rector, vice-rectors of the university in areas of activity, heads of structural divisions, heads of educational programs, heads of departments, representatives of teaching staff, students, graduates (for educational programs with graduates), employers. In total, 111 representatives of the university. During the visit of the EEC, an online survey of teaching staff and university students was also conducted. 28 representatives of teaching staff and 90 students took part in the survey.

Information about employees and students who took part in on-line and off-line meetings with the EEC IAAR

| Category of participants | Quantity |
|---|---|
| Rector | 1 |
| Vice-Rectors | 4 |
| Heads of structural divisions | 26 |
| Deans | 2 |
| Heads of EPs, heads of departments | 2 |
| Teachers | 16 |
| Students, undergraduates, doctoral students | 36 |

| Graduates | 13 |
|---|---|
| Employers and representatives of the practice base | 11 |
| **Altogether** | 111 |

During the visual inspection, the EEC members got acquainted with the state of the material and technical base, visited the Students' Palace, the scientific library in the OPENSPACE format, the Seyhun Sports and Recreation Complex, Dormitory No5, educational laboratories and computer classes of the Institute of Engineering and Technology (academic building No5): Lecture hall, "Computer Software and Programming", Information systems, Cybersecurity, "Robotics and 3D modeling", "Computer technology and software", "Information technologies", «IT Alem», «3D printing», «Computer science», «Information security», «Artificial intelligence».

In order to confirm the information presented in the Self-Assessment Report, external experts requested and analyzed the working documentation of the university. In particular, the Development Program of the Korkyt Ata University for 2023-2029, the Policy of the Korkyt Ata University in the field of quality assurance, plans for the development of educational programs, a catalog of elective disciplines, syllabuses, etc https://korkyt.edu.kz.

EEC members attended classes on accredited educational programs:

According to EP 6B06352 "Information Security Systems":

- Practical lesson on the discipline: "Python тілінде бағдарламалау", topic: " Кластар және обьектіге бағытталған бағдарламалау", course 3, group SIB-22-1, senior lecturer, PhD Aitimov M.Zh. (324, building 5);

- Practical lesson on the discipline: "Математикалық криптография ", topic: " RSA шифрлеу жүйесі туралы негізгі теорема. RSA алгоритмінің жұмысы", course 3, group SIB-22-3, Professor, Ph.D. Dzhanmuldaev B.D. (317, building 5);

- laboratory work on the discipline: "Таратылған жүйелер және блокчейн технологиялар", topic: "Транзакциялар тарихын қадағалау", course 4, group SIB-21-1 (subgroup 2), associate professor, Ph.D. (technical sciences Dauitbaeva A.O. (307, building 5);

- lecture on the discipline: " Ақпараттық коммуникациялық технологиялар ", topic: "Смарт технологиялар. Заттар интернеті. Үлкен деректер. Блокчейн технологиялар. Жасанды интеллект. АКТ-дағы жасыл технологиялар ", course 2, group SIB-23-1,3,5 Master of Technical Sciences Bekseitova A.B. (326, building 5);

The events planned within the framework of the visit of the EEC IAAR contributed to the familiarization of experts with the practice bases of EPs 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems":

- Branch of the State Corporation "Government for Citizens" in the Kyzylorda region;

- Municipal State Institution "Center for Information Technologies" of the Kyzylorda Region Akim's Office;

- Kyzylorda Regional Directorate of Telecommunications - branch of Kazakhtelecom JSC;

- Kyzylorda branch of Bank Center Credit JSC;

- Kyzylorda IT Park.

All conditions were created for the work of the EEC, access to the necessary information resources was organized. On the part of the staff of the Korkyt Ata KU, the presence of all persons specified in the program of the visit was ensured, in compliance with the established time interval.

As part of the planned program, recommendations for improving the accredited educational programs of the Korkyt Ata KU, developed by the EEC based on the results of the examination, were presented at a meeting with the management on 11/21/2024.

# (VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

## *6.1. Standard "Management of the Educational Program"*

- *The university must demonstrate the development of the goal and strategy for the development of the program based on the analysis of external and internal factors with the wide involvement of various stakeholders*
- *Quality assurance policies should reflect the link between research, teaching and learning*
- *The university demonstrates the development of a culture of quality assurance*
- *Commitment to quality assurance should apply to any activities carried out by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility*
- *The management of the EP ensures the transparency of the development plan of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students*
- *The management of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP*
- *The management of the SE should involve representatives of stakeholder groups, including employers, students and faculty, in the formation of the EP development plan*
- *The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization*
- *The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of staff responsibilities, and the delineation of functions of collegial bodies*
- *The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involves all stakeholders in this process*
- *The management of the SE must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions*
- *The management of the SE should manage risks*
- *The management of the programme should ensure the participation of representatives of interested parties (employers, faculty, students) in the collegial management bodies of the educational programme, as well as their representativeness in decision-making on the management of the educational programme*
- *The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals*
- *The management of the programme must demonstrate its openness and accessibility to teaching staff, employers and other stakeholders*
- *The management of the EP confirms the completion of training in education management programs*
- *The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure*

### *Evidence*

EEC experts note that the development and implementation of educational programs of the cluster - 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems" of Korkyt Ata KU is carried out in accordance with its mission, strategy and quality policy.

The Development Program of NJSC Kyzylorda University named after Korkyt Ata for 2023-2029, approved by the Board of Directors on September 1, 2023, protocol No5, defines the strategic directions of the university's activities: innovative support of educational activities and internationalization, development of science and international cooperation, digitalization and modernization of infrastructure.

The mission of the university is to generate new knowledge and unlock the intellectual potential of the region.

One of the priority tasks in the University Development Plan is the formation of an effective academic ecosystem integrated into the national and regional context. To solve this

problem, the Institute of Artificial Intelligence and Informatics was created at the university as part of a strategic partnership with Seoul National University.

EEC members note that quality assurance policies reflect the link between research and teaching, taking into account the national and intra-university context. The university's quality assurance policy is published on the website of the https://korkyt.edu.kz/page/166 University. The results of scientific research are used in the educational process and are reflected in the content of the EP.

When determining the priority area of the university's activities, the Academic Council is guided by the content of the Strategy "Kazakhstan-2050: a new political course of the established state" of December 14, 2012, the National Development Plan of the Republic of Kazakhstan until 2025, the Concept for the Development of Higher Education and Science in the Republic of Kazakhstan for 2023-2029 and other regulatory legal acts in the field of science and higher education, which is reflected in the University Development Plan.

Plans for the development of educational programs are based on the analysis of their functioning, positioning and correspond to the national priorities for the development of the country and education. The development plans of the programme are aligned with the development plan of the university, developed in accordance with the Regulation on the procedure for developing a plan for the development of the programme and monitoring its implementation (approved by the rector of the university on 15.08.2023), taking into account the Dublin descriptors and the needs of stakeholders.

The assessment of the effectiveness and efficiency of the SE activities is based on the analysis of reports, information, materials obtained as a result of internal and external audits.

Experts note that the main goal of accredited EPs is to meet the needs of the regional economy in professional personnel.

Based on the results of the meetings of the EEC, it can be concluded that the leadership of the Civic Chamber determines internal and external stakeholders, taking into account their interests and needs. The results of the analysis of stakeholders are taken into account in the minutes and discussed in the academic committee in the process of improvement and development accredited by the EP.

An analysis of the real positioning of bachelor's and master's degree programs, conducted by experts from the EEC and the Department of Computer Science, showed the demand for EP graduates, as evidenced by the high percentage of employment.

Proposals for changes in the content of educational programs are made by all interested parties at a meeting of the graduating department, at a meeting of the academic quality committee, and make a collegial decision. The revision and adjustment of the EP at the university are carried out in compliance with the principles of student-centered education, transparency and taking into account the needs of consumers of educational services.

### *Analytical part*

During the visit of the EEC, the experts note that the content of educational programmes and the decisions made by the leadership of the programme are in line with the strategic documents. The activities of the accredited programmes are generally in line with the strategy, mission, vision and values of the university students, employers and faculty. The developed plans for the development of the SE are consistent with the goals, objectives and mission of the SE, as well as the management structure of the SE.

Based on the results of post-accreditation monitoring, the University developed a Regulation on Risk Management (https://www.calameo.com/read/ 007081390098b94ee54a3), and an Action Plan for Risk Prevention was developed for each SE. However, experts note that this work is often carried out on a formal basis, there are no analytical indicators in the description of the risk model, risk

classification, SWOT analysis, etc. etc., which indicates the need to train the management of the EP in risk management.

During the visit and conversations, the EEC members revealed that the management of the EP holds regular meetings with students, teaching staff and employers to identify their needs in order to improve the accredited EPs, which is a positive side of the EP. A questionnaire is conducted, the results of which are considered by the Academic Committee for Quality, if necessary, corrective actions are taken in relation to accredited EPs.

At the same time, when analyzing the documents, the commission did not find documentary evidence of the participation of employers, teaching staff and students in the process of forming and implementing the development plan for the EP, which was confirmed during interviews during the planned interviews.

The Center for Youth Entrepreneurship "Business Start" (https://korkyt.edu.kz/ru/page/126) was created at the Korkyt Ata University. As part of the development and popularization of entrepreneurship, the university held a seminar "Startup Bolashak", organized the projects "Menin armanym", "Zhas project", "Hack Day" and "Smart city Kyzylorda", held programs and events: the regional festival of innovative projects "Smart city Hackathon", "Pecha Kucha Night Kyzylorda", "Startup road show», «Enactus Kazakhstan road show», «Startup Talapker in cubation», «Innofest», «SLL workshop», «SocInn startup», «No Code Day», «Open Speech Kyzylorda».

Currently, the Center for Youth Entrepreneurship "Business Start" is actively working. Innovative proposals are introduced into the educational process. For example, students of accredited EPs study the module "Formation of Environmental Knowledge and Entrepreneurial Skills", taking into account the requirements of employers and the needs of the Kyzylorda region, as well as the wishes of students, interested parties, and representatives of business communities.

According to the results of the survey of teaching staff, 17 (60.7%) respondents rated the involvement of teaching staff in the process of making managerial and strategic decisions as "very good", 11 (39.3%) consider it "good".

### Strengths/Best Practices

- The management of the programme organises regular meetings with students, teaching staff and employers to identify their needs in order to improve the accredited programme programmes.

### Recommendations for EP 6B06150 - Computer Science and Software, 6B06149 - Information Systems, 6B06352 - Information Security Systems, 7M06150 – Computing and Software, 7M06149 - Information Systems:

- The management of the EP should increase the representativeness of employers, teaching staff and students in the process of forming and implementing the EP development plan. Deadline: 01.09.2025
- The university administration should conduct training for the management of the EP in the field of risk management. Deadline: 01.09.2025

### Conclusions of the EEC on the following criteria:

*According to the standard "Management of the educational program"* according to EP 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems", *17 criteria are disclosed, of which 1 has a strong position, 14 - a satisfactory position, 2 - suggest improvement.*

## 6.2. Information Management and Reporting Standard

- *The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software*
- *EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system*
- *The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance*
- *The university must determine the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, and senior management*
- *The university must demonstrate a mechanism for ensuring information security, including the identification of persons responsible for the reliability and timeliness of information analysis and data provision*
- *The university demonstrates the involvement of students, employees and faculty in the processes of collecting and analyzing information, as well as making decisions based on them*
- *The management of the EP must demonstrate the existence of mechanisms for communication with students, employees and other stakeholders, including conflict resolution*
- *The university must ensure that the degree of satisfaction of the needs of faculty, staff and students within the framework of the EP is measured and demonstrate evidence of the elimination of the identified shortcomings*
- *A university should assess the effectiveness and efficiency of activities, including in the context of EP*
- *The information collected and analyzed by the university within the framework of the program should take into account:*
- *Key Performance Indicators*
- *dynamics of the contingent of students in the context of forms and types*
- *Academic Achievement, Student Achievement, and Expulsion*
- *Students' satisfaction with the implementation of the EP and the quality of education at the university*
- *Availability of educational resources and support systems for students*
- *Employment and career development of graduates*
- *Students, staff and teaching staff must document their consent to the processing of personal data*
- *The leadership of the EP should contribute to the provision of all the necessary information in the relevant fields of science*

### Evidence

Korkyt Ata University has a corporate network, the system of the information and educational portal "E-UNIVER", to which all departments, services and educational units are connected. EEC experts conducted a detailed analysis of the website of the University of www.korkyt.edu.kz and the educational portal "E-UNIVER" to study the capabilities of the information collection and analysis system.

The "E-UNIVER" system includes such sections as: rector's assignments, rating (KPI), expertise, RUE, EP, diploma work, advanced training, MOOC, dormitory, individual plan, archive.

University staff, students and other visitors can receive various types of public services in electronic format, from accepting documents and enrolling in the university to study under accredited EPs, ending with the issuance of various types of certificates for students and university staff.

Also, in order to conduct high-quality training sessions in the Platonus information system, the following were purchased: Licensed module "Tasks" and "Online Proctoring System". An electronic schedule of classes has been drawn up, which is posted on the university website. For convenience, a single registration of users on the Active Directory server has been introduced. Corporate mail @korkyt.kz is used for interaction between the participants of the EP.

In order to improve information security, the interaction of the EP participants is carried out through the VMWare virtualization server.

To implement the processes of information interaction at the university, the salemoffice.kz electronic document management system is used, which made it possible to improve the internal business processes of the university.

Records management at the university is carried out in accordance with the approved Instructions for Records Management (https://ru.calameo.com/read/ 00708139009f64b00d2cb) and the nomenclature of cases (https://ru.calameo.com/read/ 0070813903c7d42d1d1b1), the safety and archiving of documents is ensured. Prompt familiarization of executors with information is carried out in electronic form through targeted mailing in the electronic document management system in the local mesh.

Experts note that the university has a system of regular reporting that reflects all levels of the structure and includes an assessment of the effectiveness and efficiency of the activities of structural divisions. Annual reports of the department on the results of activities are periodically considered at meetings of the Computer Science EP, at the Academic Committee for Quality.

The frequency, forms and methods of assessing the functioning of the EP, the activities of collegial bodies and EPs are determined by the Regulation on the Development and Approval of Educational Programs at the Korkyt Ata University (https://www.calameo.com/read/ 0074313086ec174255a06), the Regulation on the Assessment of the Quality of the Implementation of the EP of the University https://www.calameo.com/read/0070813904808f4fd4401.

All bodies and structural divisions, including the graduating department, are involved in the assessment process. The frequency of performance evaluations depends on the specific processes being implemented. The decision based on the results of the reports is made at the level of the university, institute and programme, depending on the level of the reports and the information received.

For example, according to the results of the sociological survey "Students' satisfaction with social and living conditions" in dormitories, the working hours of the reading room and computer classes were extended, new cabinets were purchased, and prices for first and second courses in university buffets were reduced.

In accordance with the Regulation on Information Security, the university defines users of information systems, models of potential violators, means and measures of information protection, as well as information security requirements (approved by the decision of the Board of Directors of NJSC KU named after Korkyt Ata dated 05/31/2021, protocol No5).

The Digital Transformation Department is responsible for organizing and ensuring the effective functioning of the information security system. The safety of information is ensured by an unambiguous distribution of roles and functions in the information systems used, the availability of anti-virus programs, system administration of servers, a backup system on servers, restriction of access of individuals to the premises with servers, technical equipment of premises with servers to ensure the safety of work.

Experts note that the university has organized information support for scientific research of teaching staff and students. The Department for the Coordination of Scientific Research provides information and methodological support for the activities of scientific departments, departments, Dissertation Councils at the university; provides information support to scientists and faculty of the university regarding the activities of international databases of full-text resources, publishing houses and companies.

*Analytical part*

EEC members note that the collection and analysis of information is carried out through the comprehensive involvement of students, employees and teaching staff in this process. At the same time, the object of monitoring is determined; collection of primary data used for monitoring; processing, analysis and interpretation of data obtained during monitoring; preparation of information and analytical materials on the results of monitoring; dissemination of monitoring results among participants in the educational process.

As a result of the analysis, the experts were convinced that the involvement of students, employees, and teaching staff in the processes of collecting and analyzing information is carried out through an online questionnaire. The results of the questionnaire are reported at staff meetings, meetings of the Academic Council, sent to departments and structural subdivisions, where they are discussed and appropriate measures are taken.

In the course of the analysis of the documents and capabilities of the IS, the EEC experts confirmed that the information collected and analyzed by the university within the framework of the EP fully takes into account key performance indicators, the dynamics of the contingent of students in the context of forms and types, the level of academic performance, student achievements and expulsion, students' satisfaction with the implementation of the EP and the quality of education at the university, the availability of educational resources and support systems for students. Employment and career development of graduates

At the same time, experts note that outdated information is also published on the official website, for example, the goals of EP 7M06150 – Computing and Software, 7M06149 - Information systems specified in the passports of the SE do not coincide with the goals specified in the documents published by the EP. No changes have been made to the regulatory documents on the website in connection with the adoption of the new structure of the university, in particular, with the creation of the Institute of Artificial Intelligence.

Also, during the visit, the EEC members did not reveal the process of informing students, teaching staff and employers about the shortcomings identified as a result of the survey, as well as about ways to eliminate them. This information is not published on the university website.

The survey showed that 20 (71.4%) teachers rated the level of feedback from teaching staff with the management as "very good", 8 (28.6%) teachers considered "good", as well as 80 (88.9%) students were completely satisfied with the information support and explanation of the admission rules and strategy of the educational program before entering the university, 7 (7.8%) were partially satisfied, 1 (1.1%) were partially dissatisfied, 1 (1.1%) were not satisfied, and 1 (1.1%) found it difficult to answer.

***Strengths/Best Practices***
Within the framework of this standard, no strengths were identified.

***Recommendations for EP 6B06150 – Computer Science and Software, 6B06149 - Information Systems, 6B06352 - Information Security Systems, 7M06150 – Computing and Software, 7M06149 - Information Systems:***

- By 01.03.2025, the university administration shall ensure the updating of internal regulatory documentation in accordance with the approved structure of the university and publish it on the university website.

- Ensure that students, teaching staff and employers are informed about the shortcomings identified as a result of the survey, as well as about ways to eliminate them.

***Conclusions of the EEC on the following criteria:***

***According to the standard "Information Management and Reporting"*** according to EP 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems", ***17 criteria are disclosed, of which 0 have a strong position, 17 - a satisfactory position, 0 - suggest improvement.***

### 6.3. Standard "Development and Approval of the Educational Program"

- *The university must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level*
- *The university must demonstrate the compliance of the developed EP with the established goals and planned*

*learning outcomes*

- *The management of the EP should determine the impact of disciplines and professional practices on the formation of learning outcomes*
- *A university can demonstrate the presence of a model of a graduate of the EP, describing the results of learning and personal qualities*
- *Qualifications awarded at the end of the EP must be clearly defined, explained and correspond to a specific level of NQS, QF-EHEA*
- *The management of the programme must demonstrate the modular structure of the programme based on the European Credit Transfer and Accumulation System (ECTS), ensure that the programme and its modules (in terms of content and structure) are in line with the objectives set with a focus on achieving the planned learning outcomes*
- *The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of education (bachelor's, master's, doctoral studies)*
- *The management of the SE must demonstrate the conduct of external reviews of the SE*
- *The management of the educational program must provide evidence of the participation of students, faculty and other stakeholders in the development of the educational program, ensuring their quality*
- *The leadership of the EP must demonstrate the positioning of the EP in the educational market (regional/national/international), its uniqueness*
- *An important factor is the ability to prepare students for professional certification*
- *An important factor is the presence of a double-degree EP and/or joint EPs with foreign universities*

### *Evidence*

Accredited EPs are developed on the basis of the "Regulations on the Development and Approval of EPs" from the Academic Policy of CU named after Korkyt Ata (approved by the decision of the Academic Council of the university dated May 31, 2011 Minutes No10, amendments and additions Minutes No5 dated December 15, 2020, amendments and additions Minutes No5 dated October 29, 2021). EP 6B06149 – "Information Systems", 6B06150 – "Computer Science and Software", 6B06152 – "Information Security Systems", 7M06149 – "Information Systems", 7M06150 – "Computing and Software" are developed in accordance with the provisions of regulatory legal acts in the field of higher and postgraduate education, the National Qualification Framework, Industry Qualification Framework, professional standards, employers' orders, agreed with Dublin Descriptors and the European Qualifications Framework, as well as the University's Academic Policy.

Experts note that educational programs are in line with the mission of the University and meet the needs of employers.

The Faculty and the Academic Committee on Quality of the Institute of Engineering and Technology, which includes representatives of employers and students, take part in the development of accredited EPs. The issues of the need to adjust the existing disciplines of the EP at the suggestion of employers, faculty, the abolition of elective disciplines that have lost their relevance or the introduction of new ones are discussed at the meetings of the EP "Computer Science" and the Academic Committee for Quality.

The assessment of the quality of the educational program is carried out on the basis of the Regulation on the Assessment of the Quality of the Implementation of the University's Educational Programs, approved by the decision of the University Board, Minutes No8 dated September 22, 2022.

Educational programs are approved by the Chairman of the Board-Rector on the basis of a positive decision of the Academic Council of the University. The EP passport is posted on the university website.

The goals of the EP determine strategic priorities in the formation of a graduate model that meets the social order of society and the requirements of employers, as well as aimed at meeting the needs of the individual in professional development and personal growth. The goals of the EP correspond to the expected learning outcomes, which are reflected in the EP passport.

EP meets the set goals, reflecting the content of learning and its results, on the basis of which the educational process is organized, the ways and methods of learning and teaching and the criteria for assessing learning outcomes are determined; curricula (individual curricula of students), syllabuses (working curricula) for the disciplines of the teacher and for the student are developed.

The catalogue of elective disciplines is discussed and agreed with employers, heads of EPs, leading scientists of EPs, then approved at meetings of the NMS EP "Computer Science" (Minutes No7a of 02/28/2024), the Academic Committee for Quality of the Institute of Engineering and Technology.

The graduating department, responsible for the compilation and improvement of the EP, annually studies the analysis of changes in the labor market, employers' recommendations (EP Reviews), the wishes of students and makes the necessary changes to the goals and results of EP training, further updating them in the EP Register.

According to the results of 2023, the updated EP "Computer Science" in the register showed the following coefficients of RO achievability: 6B06149 – "Information Systems" – 80.64%, 6B06150 – "Computer Science and Software" – 77.18%, 6B03152 – "Information Security Systems" – 77.61%, 7M06149 – "Information Systems" – 84.17%, 7M06150 – "Computing and Software" – 81.93%.

The types of practice and the procedure for internship are included in the Academic Policy of https://www.calameo.com/read/0074313086ec174255a06 (Table 1). Internship programs are developed by the department taking into account the profile of the internship, the nature of the enterprise, the organization and the object of practice, the criteria for assessing the effectiveness of practices are determined.

Table 1 - Types of internships for accredited EPs

| Curriculum | Type of practice (duration) |
|---|---|
| Bachelor | |
| 1st year | Educational practice (2 week) |
| 2nd year | Internship (3 weeks) |
| 3rd year | Internship (5 weeks) |
| 4th year | Industrial or pre-graduation practice (15 weeks) |
| Master | |
| 1st year | Pedagogical practice (3 week) |
| 2nd year | Research Internship (12 weeks) |

For all types of internships at the Department of Computer Science, there are internship programs that are developed in accordance with the rules of practices. At the end of the internship, students submit reports.

The practice bases for accredited EPs are: Kyzylorda Regional Directorate of Telecommunications of Kazakhtelecom JSC, Transtelecom JSC, Information Technology Department under the Akimat of Kyzylorda region, Grandmaster Programming School, Kyzylorda Production Branch of Qazaqgaz Aimaq JSC, regional branch of Damu Development Fund JSC in Kyzylorda region, and other organizations.

Competence models of EP graduates include descriptors for bachelor's and master's degrees. The model of a graduate of KU named after Korkyt Ata is a comprehensive image of the result of studying at the university at all levels of education and is recommended for use in the development of EPs. https://www.calameo.com/read/00708139019f3f0cfc084.

Developed/updated EP in accordance with the "Regulations for the development and approval of EP", prescribed in the Academic Policy of the university, approved by the decision

of the Academic Council of the university dated May 31, 2011 protocol No10, amendments and additions protocol No5 dated December 15, 2020, amendments and additions protocol No5 dated October 29, 2021).    undergoing external examination. External expertise is carried out by representatives of associations, employers, strategic partners, representatives of business structures, representatives of other universities, educational organizations in the region.

Experts note that the university has signed an agreement with Seoul National University on the training of personnel under the double degree program in the "AI architect" and "Data management" programs. These programs will be implemented from 2025 within the framework of accredited programs.

At present, under the double degree program with the Voskhod branch of the Moscow Aviation Institute (Russia, Baikonur), the program "Computer Engineering and Software" has been developed and is being implemented.

*Analytical part*
An analysis of the EEC documents showed that each accredited bachelor's degree programme has two trajectories and one additional programme – Minor (15 credits) https://korkyt.edu.kz/files/documentsD/minorRUS.pdf.

Accredited EPs are formed on a modular basis. Learning outcomes are formulated for the program as a whole, for each module and for a separate discipline. EP 6B06149 – "Information Systems", 6B06150 – "Computer Science and Software", 6B06152 – "Information Security Systems" consists of 8 modules, and GUPs 7M06149 – "Information Systems", 7M06150 – "Computing and Software" – 3 modules.

Experts note the annual renewal of the QED.

EEC members note that all accredited EPs undergo an external examination, which is documented. During the examination of the EP, the demand for the EP in the labor market, the achievement of the goal and fulfillment of the tasks of the EP, the completeness and logic of building the EP, the achievement of learning outcomes by students and their compliance with the requirements of professional standards are assessed. Based on the results of the external examination, written expert opinions with appropriate recommendations are issued.

At the same time, the expert opinion is often drawn up by the same employer and is formed according to the same standard template. The expert opinion does not contain an analysis of the shortcomings of the EP and recommendations for their elimination.

EEC members note that despite good prospects for the possibility of training certified specialists in the field of IT in terms of the availability of equipment and the available reserve, the graduating department is not actively working in this direction. An example of such solutions is the opening of the Cisco Academy, other equipment that requires certified maintenance. To solve this problem, it is necessary to develop a comprehensive plan of measures. The need for certified IT professionals is currently very high.

Experts also note that the master's programs accredited by the EP will be implemented jointly with Seoul National University on the basis of the Institute of Artificial Intelligence, which imposes certain restrictions, making them more narrowly focused in scientific terms on the study of artificial intelligence methods. This requires a revision of the goals and objectives of the EP, the addition of new scientific and pedagogical competencies, the change in the content of existing disciplines and the addition of new ones. This will make it possible to attract a larger number of undergraduates to the university, including from abroad, to organize joint research in this area through international cooperation.

According to the results of the survey of teaching staff, the majority of respondents assessed the compliance of students' knowledge obtained at this university with the realities of the requirements of the modern labor market at the level of "very good" 17 (60.7%) and "good" 11 (39.3%), the focus of educational/training programs on the formation of students' skills to analyze

situations and make forecasts, which graduates should undoubtedly have today, 16 (57.1%) teachers rated it as "very good" and "good" - 12 (42.9%).

***Strengths/Best Practices***

Within the framework of this standard, no strengths were identified.

***Recommendations of the EEC:***

- The management of the SE to ensure the involvement of qualified experts in the profile of the SE in the conduct of external reviews to analyze changes in the SE with an indication of shortcomings and a plan for their elimination from 01.01.2025.
- The management of the EP should plan and carry out activities to prepare students for professional certification. Deadline: 01.09.2025

***Additional recommendations for EP 7M06150 Computing and Software, 7M06149 Information Systems:***

- The leadership of the university and the program should adjust the scientific orientation of the master's program for training personnel in the field of artificial intelligence, add the necessary competencies of scientific and pedagogical orientation to the content of the program. Deadline: 01.09.2025
- The leadership of the EP should add the necessary disciplines of scientific and pedagogical orientation, adjust the content of disciplines to achieve the goals and planned learning outcomes of the EP. Deadline: 01.09.2025

***Conclusions of the EEC on the following criteria:***
***According to the standard "Development and approval of the educational program":***

**-** 12 criteria were disclosed for EP 6B06150 "Computer Engineering and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems *", of which 0 have a strong position, 12 - a satisfactory position, 0 - suggest improvement;*

- for EP 7M06150 "Computing and Software", 7M06149 "Information Systems", *12 criteria were disclosed, of which 0 have a strong position, 10 - a satisfactory position, 2 - suggest improvement.*

*6.4. Standard "Continuous Monitoring and Periodic Evaluation of the Educational Program"*

- *The university must ensure the revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.*
- *The university must demonstrate the existence of a documented monitoring and periodic evaluation procedure to achieve the goal of the EP and the continuous improvement of the EP.*
- *Monitoring and periodic evaluation of EPs should consider:*
- *the content of the program in the context of the latest achievements of science and technology in a particular discipline;*
- *changes in the needs of society and the professional environment;*
- *workload, academic performance and graduation of students;*
- *the effectiveness of student assessment procedures;*
- *the needs and satisfaction of students;*
- *compliance of the educational environment and the activities of support services with the goals of the educational program.*
- *The management of the EP should publish information about changes to the EP, inform interested parties about any planned or taken actions within the framework of the EP.*
- *Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of learning, teaching, assessment, and the development of EP as a whole.*

***Evidence***

The management of the educational program monitors it to ensure quality. Monitoring and periodic evaluation of accredited EPs are aimed at achieving the goals of the EP, the full formation of the planned learning outcomes. KU named after Korkyt Ata has defined its own requirements for the format of monitoring and periodic evaluation.

Taking into account the opinions and suggestions of employers, students, as well as scientific research of the teaching staff, new elective courses are regularly introduced into educational programs. In addition, starting from the academic year 2023-2024, due to the possibility of mastering open courses of the Coursera Academy with the support of the Ministry of Science and Higher Education of the Republic of Kazakhstan, a number of courses related to the direction of the EP have been included in the curriculum. In particular, for EP 6B06149 – "Information Systems", the following courses were included: "Project Management: Fundamentals of Success", "Access to Web Data Using Python", "Entrepreneurship II: Preparing to Start a Business". For EP 6B06150 – "Computer Science and Software" the following courses are included: "Databases and SQL for Data Processing and Analysis", "Programming for Everyone (Getting Started with Python)", "Active Computer Security". For EP 6B06352 – "Information Security Systems", the following courses are included: "Active Computer Security", "Use of Databases Using Python", "Detection and Reduction of Cyber Threats and Attacks".

To ensure the quality of educational programs (EP), the university monitors and evaluates them. Monitoring and periodic evaluation of EP are aimed at achieving the goals of the program and the achievement of all planned learning outcomes. The university determines the requirements for the format of monitoring and periodic evaluation, as specified in the rules for assessing the quality of the implementation of the university's educational programs.

Analysis of the procedures for monitoring and periodic evaluation of the EP includes: curricula, a catalog of elective disciplines, individual plans of students, internal regulatory documents governing the implementation of educational programs, their monitoring and evaluation; minutes of meetings of departments; surveys and interviews with students, faculty and stakeholders; the results of monitoring the work of support services.

Korkyt Ata KU applies a systematic approach to monitoring and evaluating the implementation of educational programs, which includes the analysis of the content of courses, their adjustment, as well as complexity and interconnectedness, continuity and consistency. On the basis of these positions, the activities of the Academic Council are formed, which annually at the end of the academic year makes adjustments to the working curricula, updates them and considers them, gives recommendations for the adjustment of educational and methodological complexes (EMC), etc.

The university uses the following forms and types of monitoring and evaluation of educational programs:

1. Monitoring of EP through student surveys.

2. The effectiveness of the EP implementation is assessed through monitoring, internal and external evaluation. Internal control is carried out by teachers of the departments. External control over the effectiveness of educational services is carried out by the Academic Quality Committee, alumni and stakeholders.

3. The teaching staff systematically analyzes the general level and quality of students' knowledge in disciplines, which allows them to assess the degree of mastery of educational material and constantly monitor the quality of education. Control of students' educational achievements in the disciplines studied is carried out on the basis of a point-rating system.

4. A commission consisting of leading teachers shall check the content and quality of educational and methodological complexes (EMC).

On the basis of the double-diploma project of the Computer Science programme, an agreement was signed on the linking of the Computer Science and Software programme with the Informatics and Computer Engineering programme of the Voskhod branch of the Moscow

Aviation Institute of the Russian Federation, located in the city of Baikonur. As a result, OP 6B06155 – "Computer Science and Software" was developed.

### *Analytical part*

As a result of the visit, the EEC concluded that the university has a documented and published procedure for monitoring and periodic evaluation to achieve the goal of EP and continuous improvement of EP.

Experts confirm that the monitoring and periodic evaluation of accredited EPs considers: the content of the programme in the context of the latest achievements in science and technology in specific disciplines, changes in the needs of society and the professional environment, the workload, academic performance and graduation of students, the effectiveness of student assessment procedures, the needs and satisfaction of students, the compliance of the educational environment and the activities of support services with the goals of the EP.

In the course of the analysis of the documentation by the EEC experts, it was revealed that the catalog of elective disciplines is annually revised and updated at meetings of the Academic Committee on Quality based on the proposals and opinions of employers. Also, new disciplines were introduced into the working curricula based on the subjects of IT specialties included in the Atlas of New Professions. For example, disciplines such as "Ethical Hacking and Penetration Testing", "Distributed Systems and Blockchain Technologies", "Cybersecurity and Law" were added to the educational program 6B06152 – "Information Security Systems", approved for the 2023-2024 academic year. The educational program 6B06149 – "Information Systems" included the subjects "Blockchain Technology", "Talent Management System", "Internet of Things (IoT) Technologies". For EP 6B06150 – "Computer Science and Software", the disciplines "UX/UI Development", "Computer Game Development", "AR/VR/MR Technologies" were included.

The working curriculum for the 2024-2025 academic year on EP 6B06152 – "Information Security Systems" included the subjects "Cloud Security", "Protection of AR/VR Applications", "Malware Protection and Incident Detection". EP 6B06149 – "Information Systems" was developed on the basis of the EP of KAIST University (Korea Advanced Institute of Science and Technology), compiled according to the QS by Subject ranking for various industries and specialties. For the program 6B06150 – "Computer Science and Software", new disciplines were introduced, such as "Introduction to Artificial Intelligence" and "Functional and Logical Programming". Changes have also been made related to the consolidation of items and the adjustment of the number of credits.

However, experts note that these changes to the EP are not announced separately, are not published either on the website or on social networks, they are available directly as part of the updated published EP.

Based on the results of the survey of teaching staff, it was established that:
- for 13 (46.4%) teaching staff, the teaching load is "very good", 13 (46.4%) - "good" and "relatively poor" - 2 (7.1%) meet their expectations and capabilities;

According to the results of the survey of students, it was established that:
- 68 (75.6%) students are completely satisfied, 13 (14.4%) are satisfied, 8 (8.9%) are partially satisfied, 1 (1.1%) are dissatisfied with the relevance of the materials proposed by the teacher and the fact that they reflect the latest achievements of science and practice.

### *Strengths/Best Practices*
Within the framework of this standard, no strengths were identified.

*Recommendations for EP 6B06150 - Computer Science and Software, 6B06149 - Information Systems, 6B06352 - Information Security Systems, 7M06150 – Computing and Software, 7M06149 - Information Systems:*

- The management of the programme should regularly publish all changes made to the programme on the university's website from 01.01.2025.

*Conclusions of the EEC on the following criteria:*

*According to the standard "Continuous Monitoring and Periodic Evaluation of the Educational Program"* according to EP 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems", *10 criteria are disclosed, of which 0 have a strong position, 9 - a satisfactory position, 1 - suggest improvement.*

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

- *The management of the EP should ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths.*
- *The EP management should ensure teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies and skills for performing scientific work at the required level.*
- *The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the mastery of the content and achievement of the goals of the EP by each graduate.*
- *An important factor is the availability of our own research in the field of methods of teaching EP disciplines.*
- *The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP.*
- *The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the results of educational programs, the publication of criteria and methods of assessment in advance.*
- *Assessors must be proficient in modern methods of assessing learning outcomes and regularly improve their qualifications in this area.*
- *The management of the EP should demonstrate the existence of a feedback system on the use of various teaching methods and assessment of learning outcomes.*
- *The EP leadership must demonstrate support for the autonomy of learners while providing guidance and assistance from the teacher.*
- *The management of the program must demonstrate the existence of a procedure for responding to students' complaints.*

### *Evidence*

The management of the EP provides equal opportunities for students, regardless of the language of instruction, to form an individual EP aimed at the formation of professional competence. Academic disciplines are provided with EMC, methodological instructions for SROs, PSROs, laboratory work in Kazakh, Russian and English.

For the successful development of EP 6B06149 – Information Systems, 6B06150, 7M06150 – "Computing and Software", 6B06152 – "Information Security Systems", teaching staff use innovative teaching methods in the educational process in the form of business and role-playing games, simulation trainings, discussions, brainstorming methods, situational tasks, slide show design. Teachers successfully practice conducting presentations of training courses using interactive whiteboards, multimedia projectors, and the use of video equipment in the classroom.

In the course of mastering the educational program, bachelor's and master's students independently determine their individual learning trajectory.

The following educational trajectories and minor programs have been developed for accredited EPs:

EP 6B06149, 7M06149 – "Information Systems":

1 training trajectory: Administration of Information Systems.

2 training trajectory: Design and maintenance of information systems.

Minor Program: Business Analytics and Planning.

EP 6B06150, 7M06150 – "Computing and Software":

1 learning path: Software design.

2 Learning Path: Computer Systems and Networks.

Minor program: Engineering of Electronic Devices.

EP 6B06352 – "Information Security Systems":

1 Learning Path: Security of Computer Systems and Networks.

2 training trajectory: Cryptographic protection of information.

Minor program: Application of neural network technologies in the field of security.

Systematic monitoring of the quality of students' knowledge is carried out in accordance with the current "Rules for Conducting Current Monitoring of Academic Performance, Intermediate and Final Certification of Students of Kyzylorda University named after Korkyt Ata", Academic Policy (approved by the decision of the Academic Council of the university dated May 31, 2011 protocol No10, amendments and additions protocol No5 dated December 15, 2020, amendments and additions protocol No5 dated October 29, 2021).

Students of educational programs can familiarize themselves with the catalog of elective disciplines and choose disciplines on the website of the Korkyt Ata University (https://korkyt.edu.kz/ru/staticpages/392).

One of the innovative teaching methods is the involvement of students in research work. Foreign students studying within the framework of the EP are also involved in research (Bakytnur Tannu, Bolatbek Kizat, etc.).

Research related to the development of methods of teaching academic disciplines includes conducting a questionnaire, studying the experience of leading universities, studying methodological and scientific literature on teaching methods, attending courses of pedagogical excellence at the Korkyt Ata University, "Summer School", "Winter School", where teaching staff received new knowledge on teaching methods. This enables teaching staff to develop their own and adapt existing innovative teaching methods.

The use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies, skills for performing scientific work at the required level, is demonstrated on various platforms, such as ZOOM, platonus.korkyt.kz, googleclassroom.com, etc assistance to students.

EP teachers use: lectures-visualizations in the form of presentations with the inclusion of drawings, schemes, plans, videos on the disciplines "Organization and Architecture of Computer Systems", "Robotics Systems", "Databases", "Information Security Technologies", "Programming Technology", "Computer Graphics", etc. (https://www.youtube.com/playlist?list=PLfXoZkO4Ffn6uktHCBhUKwvA09oJl6ZIf).

In the disciplines "Modeling of Information Systems", "Computer Networks", a lecture-dialogue is used with the presentation of the content through questions with a mandatory answer by students directly during the lecture; lecture-press conference - in the format of the teacher's answer to students' questions.

The criteria for evaluating the materials provided are spelled out in the requirements that are prepared by the head of the RWS for semester exams. In case of disputes, an appeal commission is created from among the teaching staff and the university administration, whose powers include considering disputes and making decisions.

The indicators of the effectiveness of the application of the above teaching methods are the results of current academic performance, the final state certification of students and the degree of their satisfaction with the quality of education.

The mechanism for ensuring the development of EP by students is defined in the Rules for Conducting Current Monitoring of Academic Performance, Intermediate and Final Certification of Students at NJSC "Kyzylorda University named after Korkyt Ata".

The registrar's office is responsible for educational monitoring.

Based on the results of intermediate and final control, analytical materials are presented, which use tabular and graphic forms that are convenient for decision-making at various levels of management of the educational process. All results are discussed at the meetings of the Civic Chamber. Based on the results of its implementation, an action plan is drawn up to improve the process of teaching disciplines and eliminate the identified shortcomings. Information about academic performance is available to students thanks to the AIS "Platonus".

The system of control and assessment of students' knowledge complies with generally accepted principles and criteria of assessment, is objective and transparent.

Assessment is based on academic honesty (Code of Academic Honesty from the Academic Policy, approved by the decision of the Academic Council of the University of May 31, 2011, Minutes No10, amendments and additions to Minutes No5 of December 15, 2020, amendments and additions to Minutes No5 of October 29, 2021).

The university has an official procedure for appealing the results of the exam. The Appeal Commission consists of at least three people (the chairman and two members separately) from among the teachers of the relevant profile for each specialty submitted to the examination session.

To improve the teaching methodology for teaching staff, the university annually holds Summer and Winter Schools.

### Analytical part

EEC experts confirm that in the process of introducing modern teaching and learning methods at the EP, scientific, methodological and educational materials, textbooks, educational and methodological complexes for disciplines, multimedia educational complexes are being developed, which imply flexibility, adaptability, variability of studying and mastering the discipline, which is reflected in the annexes to the report. To organize independent work and improve the individual training of students, electronic reading rooms function.

The presented data indicate that students of accredited EPs achieve the planned learning outcomes.

At the same time, as a result of conversations with teaching staff and graduates, the experts revealed insufficient preparation of students for joint project work, weak communication skills of some students, which are necessary, in particular, when performing research work and research work.

During the attendance of classes by members of the EEC, it was found that teachers most often use interactive whiteboards and presentations in the classroom. The method of presenting materials remains mainly traditional. Project joint and research work of students during internships and research is rarely organized, not all teachers are proficient in modern methods of teaching specialized disciplines, most teaching staff do not have advanced training in modern methods of assessing learning outcomes.

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

- 62 (68.9%) students are completely satisfied with the objectivity of assessing knowledge, skills and other educational achievements;

- 70 (77.8%) students are completely satisfied with the clarity of the assessment criteria and used by the teacher, as well as the objectivity of the teacher's assessment of their achievements.

### Strengths/Best Practices

Within the framework of this standard, no strengths were identified.

*Recommendations for EP 6B06150 - Computer Science and Software, 6B06149 - Information Systems, 6B06352 - Information Security Systems, 7M06150 – Computing and Software, 7M06149 - Information Systems:*

- In order to achieve the goals of the EP, the management of the EP should implement project activities in teaching and a range of modern teaching methods, including when performing SRWS and SRM from 01.09.2025.
- The management of the programme will be able to organise a conference on the methodology of teaching core disciplines on a regular basis together with partner universities from 01.09.2025.
- The management of the EP to take measures to improve the qualifications of teaching staff using modern methods of assessing learning outcomes from 01.01.2025.

*Conclusions of the EEC on the following criteria:*

*According to the standard "Student-centered learning, teaching and assessment of academic performance"* according to EP 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems", *10 criteria are disclosed, of which 0 have a strong position, 7 - a satisfactory position, 3 - suggest improvement.*

### 6.6. Standard "Students"

- *The university must demonstrate the policy of forming the contingent of students and ensure the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be determined, approved, and published.*
- *The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students.*
- *The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and non-formal education.*
- *The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for study.*
- *The university should actively encourage students to self-education and development outside the main program (extracurricular activities).*
- *An important factor is the availability of a mechanism to support gifted students.*
- *The HEI must demonstrate cooperation with other educational institutions and national centres of the "European Network of National Information Centres for Academic Recognition and Mobility/National Academic Recognition Information Centres" ENIC/NARIC in order to ensure comparable recognition of qualifications.*
- *The university must provide students with internships, demonstrate the procedure for promoting the employment of graduates, and maintaining contact with them.*
- *The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the results achieved.*
- *The management of the programme must demonstrate that graduates of the programme have skills that are in demand in the labour market and that these skills are indeed in demand in the labour market.*
- *The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*
- *An important factor is the presence of a valid association/alumni union.*

*Evidence*

Admission of students is carried out in accordance with the Rules for the admission of students to educational programs of higher and (or) postgraduate education at NJSC "Kyzylorda University named after Korkyt Ata", approved by the Decision of the Board of Directors, Minutes No3 dated April 22, 2021, as amended on June 17, 2022, Minutes No7.

Information about the rules and conditions of admission to the university, the list of required documents, the list of educational programs, regulatory documents, announcements and other information related to admission are posted on the official website of the university in the "Applicant" section https://korkyt.edu.kz/ru/staticpages/132 information stands of the admission committee, as well as in the newspapers "Syr boyy", "Kyzylorda News", "Syr tulegi"; commercials were shown on TV channels "Kyzylorda-Kazakhstan", "Kogam-TV".

In order to increase the number of foreign students, an online essay competition was organized among foreign applicants of Kazakh nationality on the topic "Men tandagan mamandyk", and 10 winning students were awarded "Bilim grants" of the university.https://korkyt.edu.kz/article/148

The university has introduced into the educational process the Program of adaptation of first-year students to the university environment https://www.calameo.com/read/007081390336d792d2580 and foreign students https://www.calameo.com/read/007081390336d792d2580. For the adaptation of students enrolled in the 1st year, an orientation week is held, where the director of the institute, the head of the EP and advisers conduct an introductory lesson, at which they are introduced to teachers, a guidebook, with the rules of credit technology, internal regulations, living in a dormitory, the code of academic honesty and other internal regulatory documents.

In order to provide social support to students, the university has developed the Regulation "On the Procedure for Determining the Types of Internal Grants and Benefits for Undergraduate Tuition Fees", approved by the decision of the Board of Directors, Minutes No7 dated 06/17/2022, last amended on 08/31/2022, Minutes No8)

An analysis of the contingent of students shows that over the past 5 years, both the total contingent of students has been increasing (in the 2024-2025 academic year, an increase of 1.7 times compared to the 2020-2021 academic year) and the contingent of students on the basis of a state educational grant (in the 2045-2025 academic year, an increase of 2.9 times compared to the 2020-2021 academic year). Information on the contingent of accredited EPs is presented in Table 2.

Table 2 – Contingent of students in the context of accredited EPs as of 01.09.2024

| Academic Year | Form of study | Total students | Students on a grant | | Students on a paid basis | | Number of Expelled Students |
|---|---|---|---|---|---|---|---|
| | | | Rus | Kaz | Rus | Kaz | |
| **6B06149-IS** | | | | | | | |
| 2021-2022 | Full-time | 113 | 20 | 18 | 32 | 43 | - |
| 2022-2023 | Full-time | 167 | 32 | 41 | 34 | 60 | 4 |
| 2023-2024 | Full-time | 151 | 44 | 28 | 23 | 56 | 3 |
| 2024-2025 | Full-time | 165 | 56 | 32 | 32 | 45 | 6 |
| **6B06150-VTPO** | | | | | | | |
| 2021-2022 | Full-time | 90 | 13 | 23 | 43 | 11 | - |
| 2022-2023 | Full-time | 87 | 11 | 21 | 30 | 25 | 2 |
| 2023-2024 | Full-time | 87 | 22 | 27 | 19 | 19 | - |
| 2024-2025 | Full-time | 85 | 2 | 45 | 15 | 23 | - |
| **6V06152(6V06352)-SIB** | | | | | | | |
| 2021-2022 | Full-time | 82 | 3 | - | 30 | 49 | - |
| 2022-2023 | Full-time | 115 | 28 | 25 | 13 | 49 | 1 |
| 2023-2024 | Full-time | 179 | 42 | 58 | 17 | 62 | 1 |
| 2024-2025 | Full-time | 209 | 52 | 100 | 9 | 48 | 1 |
| **7M06150-VTPO** | | | | | | | |
| 2021-2022 | Full-time | 10 | | 8 | | 2 | |
| 2022-2023 | Full-time | 13 | | 10 | | 3 | |
| 2023-2024 | Full-time | 10 | | 7 | | 3 | |

| 2024-2025 | Full-time | 6 | | 4 | | 2 | |
|---|---|---|---|---|---|---|---|
| **7M06149 – IS** | | | | | | | |
| 2021-2022 | Full-time | 16 | | 15 | | 1 | - |
| 2022-2023 | Full-time | 10 | | 10 | | - | 1 |
| 2023-2024 | Full-time | 3 | | 2 | | 1 | - |
| 2024-2025 | Full-time | 7 | | 4 | | 3 | 1 |

Recognition of learning outcomes acquired in other Kazakhstani or foreign educational institutions is carried out in accordance with the approved Rules for the transfer and reinstatement of students to Kyzylorda University named after Korkyt Ata, as well as the Rules for the recognition of results and transfer of credits of formal and informal education, which are contained in the Academic Policy of the University.

The program of internal academic mobility is carried out on the basis of cooperation agreements with more than 40 domestic higher educational institutions on the basis of the Regulation on the Organization of Academic Mobility https://www.calameo.com/read/007081390336d792d2580. To date, more than 170 agreements and memorandums have been signed in the field of international cooperation https://korkyt.edu.kz/ru/partners, https://korkyt.edu.kz/ru/page/35. External academic mobility is carried out through Erasmus+, MEVLANA exchange programs, international scholarship programs.

To provide research for students, student circles "Programmer", "Robotic Systems", "3D Technologies and 3D Printing" are organized on the basis of the EP, the purpose of which is to teach students modern educational technologies for design, programming and automatic control of robotic devices, the study of new information technologies and programming languages, 3D technologies preparation of students for participation in the Olympiad programming https://www.instagram.com/p/C5Dk_1MtF5a/?img_index=1.

In the period from 2021 to 2024, students of accredited EPs published 55 scientific articles, 5 participated in research projects, participated in grant programs and competitions, 15 FPPs, Erasmus, Tempus, DAAD, Bolashak, etc., and participated in international conferences 43.

The university provides a regulation on the support of gifted students (https://www.calameo.com/read/00708139055efef23ac73). Also, for the purpose of social support of students, the university has developed the Regulation "On the procedure for determining the types of internal grants and benefits for tuition fees for undergraduate https://ru.calameo.com/read/007081390a764cc174d75 . Among students accredited by EPs in the 2023-2024 academic year, 14 students received a tuition fee discount of up to 50%.

Students of accredited EPs are involved in work on a research project on the topic: "Research and development of machine learning methods for robotic systems" (grant funding from the Science Department of the Ministry of Health and Higher Education of the Republic of Kazakhstan), supervisor PhD Dr. Konyrbayev N.B.

The university has 24 youth organizations https://korkyt.edu.kz/ru/staticpages/250, 13 sports sections, and English language courses.

https://korkyt.edu.kz/ru/page/127 In order to provide comprehensive support to graduates after graduation, as well as to promote their advancement in professional activities, this department has launched a program approved by the Member of the Board-Vice-Rector for Social and Educational Work on 09/11/2023.

EEC members note generally good employment rates for graduates accredited by the EP (Table 3), which indicates that they are in high demand in the region.

Table 3 - Information on the employment of graduates accredited by the EP

| № | % of employment |
|---|---|

| | Name of the subdivision | 2020-2021 academic year | 2021-2022 academic year | 2022-2023 academic year | 2023-2024 academic year |
|---|---|---|---|---|---|
| 1 | 6B06149-IS | 72% | 72% | 74% | 70% |
| 2 | 6B06150-VTPO | 73% | 73% | 83% | 70% |
| 3 | 6B06149-SIB | 70% | 90% | 69% | 75% |
| 4 | 7M06149-IS | | 100 | 100 | - |
| 5 | 7M06150-VTPO | | 100 | 100 | 100 |

Since 2009, the Alumni Association has been operating at the university. The mission and goals of the Alumni Association https://korkyt.edu.kz/ru/page/176, the report on the work done for the 2023-2024 academic year can be found on the website of the university (section Alumni Association).

*Analytical part*

The EEC notes that the university ensures compliance in terms of recognition of learning outcomes acquired in other Kazakhstani or foreign educational institutions with constant career guidance work to form a contingent; creating conditions of the educational environment for students to achieve the required professional level; representatives of students in the collegial management bodies of the University, methods of feedback and informing students, and the cultural and social life of students. The university does not discriminate against people with disabilities and creates positive conditions.

In the course of the focus group interviews, it turned out that there are not many people who want to continue their studies in the master's program in EP 7M06150 – Computing and Software, 7M06149 - Information Systems among graduates of the bachelor's level, despite the active career guidance work of the teaching staff of the EP. To date, there are no undergraduates in EP 7M06150 – Computing and Software in the 1st year, 6 are studying in the 2nd year, 7 undergraduates are studying in EP 7M06149 - Information Systems, including 3 in the 2nd year. The university management needs to consider attracting master's degree applicants from other regions of the Republic of Kazakhstan and neighboring countries, in connection with the opening of the Higher School of Artificial Intelligence and Informatics together with Seoul National University.

At the same time, the external commission notes that the external and internal academic mobility of undergraduates under the accredited EP 7M06150 – Computing and Software, 7M06149 - Information Systems is low, only a few go to the cities of Kazakhstan and abroad to study in a number of disciplines, specializations and semester training under the academic mobility program.

During the visit, the EEC members visited the practice bases and made sure that all conditions for professional internships were created for accredited EPs 6B06150 - Computer Science and Software, 6B06149 - Information Systems, 6B06352 - Information Security Systems, including internship programs and methodological recommendations.

However, the EEC notes that for undergraduates of the scientific and pedagogical direction of EP 7M06150 – Computing and Software, 7M06149 - Information Systems, due attention is not paid to the organization of research practice of undergraduates: the program of research practice and methodological recommendations for them do not reflect the scientific and pedagogical orientation. The management of the EP for familiarization with the latest technological achievements of domestic and foreign science, modern methods of scientific research, processing and interpretation of experimental data, it is advisable to send undergraduates to a scientific enterprise, since only a few are involved in the project of the department and can undergo research practice within the walls of the university.

The results of the survey showed that students are completely satisfied with the level of accessibility of the dean's office (school, faculty, department) 78 (86.7%), partially satisfied 12 (13.3%), and 73 (81.1%) respondents are also completely satisfied with the objectivity of the assessment of knowledge, skills and other educational achievements.

***Strengths/Best Practices***
Within the framework of this standard, no strengths were identified.

***Recommendations for EP 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems":***
There are none.

***Recommendations for EP 7M06150 Computing and Software, 7M06149 Information Systems:***
- The management of the university and the programme should organize systematic work to attract master's applicants from other regions of the Republic of Kazakhstan and neighboring countries from 01.01.2025.
- The leadership of the Bachelor's Programme shall start implementing the external and internal academic mobility of Master's students in accordance with the concluded memorandums from 01.09.2025.
- The management of the EP should provide for the possibility of providing places for internships for undergraduates in research practice at enterprises and organizations of a scientific direction and provide educational and methodological materials for practice until 01.09.2025.
- The university administration and the programme should consider the possibility of conducting scientific research by undergraduates together with partner universities from 01.09.2025.

***Conclusions of the EEC on the following criteria:***
***According to the "Students" standard:***
- 12 criteria were disclosed for EP 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", ***of which 0 has a strong position, 12 - a satisfactory position, 0 - suggest improvement.***
- 12 criteria were disclosed for EP 7M06150 "Computing and Software", 7M06149 "Information Systems ", ***of which 0 has a strong position, 11 - a satisfactory position, 1 - suggests improvement.***

### 6.7. Standard "Teaching Staff"

- *The university should have an objective and transparent personnel policy in the context of the EP, including hiring (including invited faculty), professional growth and development of personnel, ensuring the professional competence of the entire staff*
- *The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the educational program*
- *The leadership of the EP must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching*
- *The university should provide opportunities for career growth and professional development of faculty, including young teachers*
- *The university must attract specialists in the relevant fields with professional competencies that meet the requirements of the EP*
- *The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff*
- *The university must demonstrate the widespread use of information and communication technologies and software in the educational process (for example, on-line learning, e-portfolio, MOOCs, etc.)*

- *The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers*
- *The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic honesty at the university, determine the contribution of faculty, including those invited, to the achievement of the goals of the EP*
- *An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country*

*Evidence*

The personnel policy of NJSC KU named after Korkyt Ata determines the university's policy in the field of human resource management and is aimed at the formation of high-quality faculty and staff, their training, social support in order to implement educational programs in the context of the university's mission and is reflected in the University Development Program for 2023-2029. https://korkyt.edu.kz/ru/staticpages/312.

The requirements for the activities of the employees of the Korkyt Ata KU, their rights and obligations are determined by job descriptions developed on the basis of the Regulation on the structural unit and job descriptions of the university employees. https://www.calameo.com/books/0070813904002a647012e.

The selection and placement of scientific and pedagogical personnel is carried out on the basis of the decision of the competition commission, the approved Rules for the competitive replacement of positions of the teaching staff and researchers, which determine the procedure and conditions for competitive selection (approved by the decision of the Board of Directors of NJSC "Korkyt Ata KU", minutes No2 dated 03.03.2021 with amendments and additions dated 31.08.2022, minutes No8).

The analysis of the quantitative and qualitative composition of the teaching staff shows that the percentage of degrees of the teaching staff of the accredited EPs meets the approved qualification requirements (Table 4).

Table 4 – Staffing of teaching staff of accredited EPs as of 01.09.2024

| Title | Quantity | | | | |
|---|---|---|---|---|---|
| | EP 6B06149 - IS | EP 6B06150 - VTPO | EP 6B06352 - SIB | EP 7M06149 - IS | EP 7M06150 -VTPO |
| **Total teaching staff in the state,** *including*: | | | | | |
| Doctors | 1 | 1 | 1 | 2 | 2 |
| Candidates of Sciences | 9 | 11 | 10 | 4 | 6 |
| PhD | 5 | 5 | 5 | 7 | 5 |
| Masters | 17 | 15 | 11 | 1 | 2 |
| Degree level, % | 39% | 46% | 47% | 93% | 93% |
| *including:* | | | | | |
| Professors, people (%): | 1(3%) | 1(3%) | 1(3%) | 20% | 20% |
| Associate Professors, people (%): | | | | 20% | 26% |
| Associate Professors, people (%): | 1(3%) | 1(3%) | 1(3%) | 6% | 6% |
| Acting Associate Professors, people (%): | | | | | |
| Senior teachers, people (%): | 17(47%) | 15(43%) | 13(38%) | - | - |

| Teachers, people (%): | 5(14%) | 3(9%) | 3(8%) | | |
|---|---|---|---|---|---|
| Part-timers, people (%) | | | | | |
| *Average age of teaching staff at the department, years* | *40,5* | *45* | *43* | *40* | *40* |

Percentage of academic degrees of the teaching staff of the accredited cluster (taking into account the teaching staff of general education disciplines): EP 6B06149–IS – 39%; EP 6B06150 – VTPO – 47%; EP 6B06352–SIB - 47%; EP 7M06149–IS – 93%; EP 7M06150–VTPO – 93%

In the 2022-2023 academic year, the following practitioners were involved in the educational process of accredited EPs:

Zhanar Ibrayeva – Head of the IT Park and Startups Department of the Information Technology Center of the Kyzylorda Region Akim's Office

Myrzatay Ali Altynbayuly is the chief digital officer of the Kyzylorda University named after Korkyt Ata.

In the 2023-2024 academic year:

Myrzatai Ali Altynbayuly is the Chief Digital Officer of the Digital Transformation Department of the Kyzylorda University named after Korkyt Ata.

Ibadulla Sabit Ibadullauly - Senior Lecturer, PhD, Head of the Information Technology Department of the Kyzylorda Region Akim's Office.

Almenova Akmaral Baizhanovna - Senior Lecturer, PhD, Head of the Information Security Department of the Kyzylorda Region Akim's Office.

Since 2020, the University has had a Center for Advanced Training and Additional Education, on the basis of which courses, seminars and trainings on the disciplines taught and additional competencies of EP teachers are held. https://korkyt.edu.kz/ru/page/103

The management of the university and accredited EPs pay attention to the professional development of young teachers: they send them to advanced training courses, form requests for targeted doctoral studies, so in January 2023, teacher Zh.T. Abildaeva entered the doctoral program of KazNTU named after K. Satpayev; in January 2024, senior lecturer R.S. Myrzaev entered the doctoral program of the Korkyt Ata University in EP 8D01510 - "Training of Mathematics Teachers"; Senior Lecturer M.E. Ashimova completed her doctoral studies in EP 8D06150 - "Computer Engineering and Software", teacher A.A. Myrzatay completed training in EP 8D07200 - "Automation and Control" of ENU named after L.N. Gumilyov and are currently preparing for defense.

The university has a regional TOEFL Testing Center in agreement with the company "Educational Testing Service (ETS) Global Preferred Associate Network" in order to test international exams in English as a foreign language TOEFL ITPTest / TOEFL Junior Standard Test / TOEFL primaryTest / TOEIC Bridge™ / TOEIC® Listening & Reading Test / TOEIC ® Speaking & Writing Test / WiDaF Test.

In order to motivate the professional development of teaching staff, the university provides a number of supports, such as payment of incentives at the end of the calendar year to teaching staff who have published scientific articles in publications included in the Scopus database, Web of Science, https://www.calameo.com/read/00708139004a50faaa108 https://www.calameo.com/read/0070813903ccfdba25d4a. The dynamics of the publication activity of the teaching staff of accredited EPs is shown in Table 5.

Table 5 - Scientific publications of the teaching staff of the departments accredited by the EP for 2021-2024

| 6B06149 – IS | **Publishing** | **2021** | **2022** | **2023** | **2024** |
|---|---|---|---|---|---|

| 6B06150-VTPO 6B06352 –SIB 7M06149 – IS 7M06150-VTP | Publishing: | | | | |
|---|---|---|---|---|---|
| | - WoS, Scopus | 6 | 6 | 10 | 13 |
| | - RSCI | 2 | 2 | 1 | |
| | - CCSON | 3 | 2 | 11 | 15 |
| | - University journals and other publications of the Republic of Kazakhstan | 16 | 32 | 42 | 12 |
| | Patents, AS | | | | |
| | Textbooks, manuals | 2 | 1 | | 3 |
| | Monographs | 1 | 1 | | 1 |

Foreign and domestic teachers are involved in the educational process, for example, in the 1st academic period of the 2022-2023 academic year, online lectures for undergraduates in the discipline "Modern Methods of Management Theory" are conducted by a researcher at the Federal Research Center "Informatics and Control" of the Russian Academy of Sciences, Candidate of Technical Sciences Sofronova E.A. and Esenbayev Zh., Doctor of PhD, senior lecturer of Astana IT University conducts classes in the discipline "Programming in the Python environment". Also, in the 2nd semester of the current academic year, it is planned to invite Kazaryan D.E., Senior Analyst of Initi LLC (Moscow), Master in Automation and Control, to conduct online lectures "Theory of Neural Networks" for undergraduates.

The procedure for attracting foreign teachers and reimbursement of expenses at their invitation is set out in the Regulation on Attracting Foreign Specialists and the Procedure for Reimbursement of Expenses for Invitation to NJSC "KU named after Korkyt Ata" (approved by the decision of the Board of Directors dated 03.03.2021, Minutes No1)

*Analytical part*

EEC members confirm that the university's personnel policy is implemented in accordance with the development strategy and is aimed at meeting the university's needs for professional labor resources. All procedures of the university's personnel policy are transparent and accessible, strictly documented and meet the requirements of the current regulatory legal acts.

During the interview, the teaching staff confirmed that the university has created opportunities for career growth and professional development, and active targeted actions are being taken to attract and develop young teachers.

Every year, practitioners, as well as foreign and domestic teachers from other specialized universities are involved in the educational process of accredited EPs. For these purposes, the heads of the subdivisions distribute hours in the staffing table. However, the EEC notes that the involvement of the department's teaching staff in the implementation of internal and external academic mobility is not fully reflected in the self-report and was not confirmed during the visit of the EEC. During the reporting period, only the senior lecturer of the Computer Science program Turlugulova N.A. gave online lectures for students of the Almaty University of Energy and Telecommunications named after G. Daukeev, in the discipline "3D technology" in the second semester of the 2022-2023 academic year. The leadership of the OP needs to intensify work in this direction.

EEC members note that the development of academic mobility of faculty, including internships at specialized universities, will significantly improve the quality of educational services provided, increase the intellectual potential of faculty, develop cooperation between partner universities, and will also provide an opportunity for young scientists and teachers to continue their education and gain scientific experience abroad.

The material and technical base of accredited EPs has improved in the post-accreditation period, all classrooms are equipped with interactive whiteboards, and during their attendance at

classes, EEC members made sure that teaching staff actively use information and communication technologies and software in the educational process. However, the leadership of the EP needs to step up its work on the development of its own massive open online courses (MOOCs) in the core disciplines of accredited EPs, as well as to use such courses in the educational process.

During the visit, it was established that the teaching staff of the accredited EPs closely cooperates with the Departments of Regional and City Education, participates in the public life of the city and the region, including the development of science in the region, the formation of the cultural environment.

According to the results of the survey, 25 (89.3%) rated the opportunities provided by the University for the professional development of teaching staff as "very good", 3 (10.7%) as "good", and 22 (78.6%) and 6 (21.4%) respondents rated the opportunities provided by the University for career growth of teaching staff as "very good", and 6 (21.4%) respondents rated the opportunities provided by the University as "very good".

### Strengths/Best Practices
Within the framework of this standard, no strengths were identified.

### Recommendations for EP 6B06150 - Computer Science and Software, 6B06149 - Information Systems, 6B06352 - Information Security Systems, 7M06150 – Computing and Software, 7M06149 - Information Systems:
• The management of the EP to ensure internal and external outgoing academic mobility of the faculty in accordance with the EP Development Plan from 01.09.2025.

• The management of the university and the programme should ensure that teaching staff and heads of programme programmes undergo internships in other educational institutions that implement similar programmes from 01.09.2025.

### Conclusions of the EEC on the following criteria:
**According to the standard "Teaching Staff"** according to EP 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems", *10 criteria are disclosed, of which 1 has a strong position, 8 - a satisfactory position, 1 - suggests improvement.*

### 6.8. Standard "Educational Resources and Student Support Systems"

• *The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the goals of the educational program*
• *The management of the EP must demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the OP*
• *The university must demonstrate the compliance of information resources with the needs of the university and the EP being implemented, including in the following areas:*
• *technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)*
• *library resources, including the fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases*
• *examination of the results of research work, graduation works, dissertations for plagiarism*
• *access to educational Internet resources*
• *Functioning of WI-FI on its territory*
• *The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, employees and students*
• *The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy*
• *The EP management must demonstrate that there are procedures in place to support different groups of learners, including information and counselling*
• *The management of the EP must show the availability of conditions for the student's advancement along*

*an individual educational trajectory*
- *The university should take into account the needs of various groups of students (adults, workers, foreign students, as well as students with special educational needs)*
- *The university must ensure that the infrastructure meets safety requirements*

*Evidence*

In the training of specialists for accredited EPs, the facilities of the Institute of Engineering and Technology are used. Both equipped laboratories and general-purpose classrooms are used in the educational process. Students of accredited EP have access to the use of the following facilities:

- Seyhun Sports and Recreation Complex, including: a sports hall for team sports (futsal, volleyball, handball) with a size of 968 m2; a swimming pool with a size of 275 m2, a gym with appropriate inventory and equipment; two saunas equipped with modern heaters; a recreation area with billiards and table tennis https://korkyt.edu.kz/matbase/5, https://korkyt.edu.kz/matbase/10
- Students' Palace for 460 seats with a total area of 1900.3 m2 https://korkyt.edu.kz/ru/matbase/4.

For meals for students, there are 7 canteens for 770 seats with a total area of 3247.7 m2 https://korkyt.edu.kz/matbase/6.

The university has a medical center with a total area of 109 m2, equipped with the necessary medical equipment and medicines. The center is served by the medical staff of polyclinic No1 in Kyzylorda according to the concluded contract. https://korkyt.edu.kz/ru/page/194.

Full-time students live in a student dormitory. The dormitory has: a recreation room, a reading room, a shower room, a laundry room, an assembly hall, a computer class, access to the Wi-Fi https://korkyt.edu.kz/ru/matbase/3 network.

The Department of Computer Science has 10 classrooms: 1 lecture hall, 8 laboratories and a special office.

Each student during the entire period of study is provided with individual unlimited access to the following information educational resources:

- Official website of https://korkyt.edu.kz/ University;
- Automated information system for managing the educational process "Platonus" https://platonus.korkyt.kz/;
- Electronic Scientific Library https://library.korkyt.kz/MegaPro/Web;
- electronic portal "E-UNIVER" https://e-univer.korkyt.kz/;
- official social media accounts;
- "Salemoffice – Sirius AIS" is used for documentation support;
- The https://www.mooc-korkyt.kz/ website is used for online training of students in educational programs.

The university cooperates with the Seoul National University of Science and Technology (SEOULTECH), South Korea within the framework of the Lutic program, have an agreement on the development of the information technology industry in Kazakhstan. The LUPIC program until 2030 includes several important initiatives, one of them is that in the 2023-2024 academic year, the Computer Science EP made an JEP with the Seoul National University of Science and Technology (SEOULTECH) of South Korea, as well as the opening of a school of artificial intelligence and a business incubator on the basis of the Kyzylorda University named after Korkyt Ata with the involvement of the teaching staff of the EP "Computer Science" and "Informatics".

In order to provide technological support to students and teaching staff, licensed modules "Tasks" and "Online Proctoring System" were purchased for the Platonus information system.

To date, online courses (MOOC) have been developed in the disciplines "Tools for Software Development" (authors Tulegenova E.N., Dautbaeva A.O.), "Fundamentals of Information Security" (authors Bekseitova A.B., Kabdoldina N.O.), "Computer Networks" (author Myrzatay A.A.) https://www.mooc-korkyt.kz/softwareandsecurity; https://www.mooc-korkyt.kz/kabdoldina; https://www.mooc-korkyt.kz/registrasiyatvor.

The electronic schedule of classes is posted on the website of the University of https://korkyt.edu.kz/staticpages/119. In order to timely answer the questions of students, parents and staff, a "Call Center" has been created and operates: +7-7242-55 88 77.

To ensure the security of the University's information systems, the server system of the University's information infrastructure was transferred to the latest output operating system Windows Server and Linux Ubuntu. For the convenience of working with users of application and server services, a single registration of users on the Active Directory server was introduced. With the help of ExchangeServer 2016 mail server http://korkyt.kz/ corporate mail, university employees can take advantage of the internal corporate network and access to the external environment.

The library consists of 4 subscribers and 4 electronic reading rooms with more than 70 computers connected to the Internet and OpenSpace - an effective open workspace for employees and students of the university.

As of September 1, 2024, the total fund of the scientific library is 1955330 copies. Of these: textbooks and teaching aids - 599171; scientific literature – 171482; fiction – 42620; brochures – 106564; electronic publications – 2145; periodicals – 81830; regulatory and technical documentation – 951890.

The book supply of the Computer Science program is 83,860 copies, including: educational literature - a total of 58,702 copies, of which 46,081 are in the Kazakh language, 12,310 in Russian; in English - 311; scientific literature in total 25,158 copies, of which 16,700 are in the Kazakh language, 8,204 in Russian; in English – 254.

*Analytical part*

As a result of the visual inspection of the facilities of the material base by the EEC members, it should be noted that the university has the necessary educational and material assets to ensure the educational process of the accredited EPs.

The university buildings comply with current sanitary standards and fire safety requirements. Classroom and laboratory facilities, classrooms and other premises, sports facilities comply with the established norms and rules.

With the support of the Seoul National University of Science and Technology, the School of Artificial Intelligence and a business incubator have been operating since 2023 on the basis of the Institute of Engineering and Technology, which are equipped with modern equipment and office equipment.

The EEC notes that the university has sufficient information, telecommunication and library resources. In the laboratories of Cryptographic Systems, Network Security, Wireless Local Networks Wi-Fi, Robotics, Laboratory of Installation and Configuration of Cable Networks, laboratory and practical classes are held in the disciplines of accredited EPs. Educational and laboratory classrooms are equipped with modern equipment (IT technologies) and meet the goals and objectives of training specialists. Computer labs are equipped with computers with built-in licensed operating programs and antivirus programs. The university has a computer park. In the educational process, the Educational and Laboratory Complexes of Devices "Construction and Application of Local Wireless Wi-Fi Networks", "Installation and Adjustment of Cable Networks", "Cryptographic Systems", "Network Security" are used.

During the interview, the students confirmed that there is free access to Wifi in the buildings and dormitories, to date, the Internet speed has been increased from 500 Mbps to 600

Mbps. All methodological and reference material is available to students in electronic form in the AIS "Platonus", and they also get acquainted with the news of the university through the official website of the www.korkyt.edu.kz and pages in social networks.

The survey showed that 78 (86.7%) students are fully satisfied with the existing educational resources of the university, 11 (12.2%) are partially satisfied and 1 (1.1%) are partially dissatisfied, and 74 (82.2%) students are completely satisfied with the availability and quality of Internet resources.

The sufficiency and availability of the necessary scientific and educational literature in the library were rated as "very good" by 21 (75%) and "good" by 7 (25%) teaching staff of the EP.

### Strengths/Best Practices

The university has modern equipment and technical equipment necessary for the implementation of accredited EPs on the basis of the Institute of Artificial Intelligence and Informatics, opened in cooperation with Seoul National University.

### Recommendations for EP 6B06150 - Computer Science and Software, 6B06149 - Information Systems, 6B06352 - Information Security Systems, 7M06150 – Computing and Software, 7M06149 - Information Systems:

- Not available

### Conclusions of the EEC on the following criteria:

**According to the standard "Educational Resources and Student Support Systems"** according to EP 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems", 13 criteria are disclosed*, of which 1 has a strong position, 12 - a satisfactory position, 0 - assumes improvement.*

### 6.9. The "Public Information" Standard

- *The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the framework of the educational program*
- *Public awareness should include support and explanation of the country's national development programmes and the system of higher and postgraduate education*
- *The university administration should use a variety of methods of information dissemination (including the media, web resources, information networks, etc.) to inform the general public and interested parties*
- *The information published by the university about the educational program must be objective and up-to-date and include:*
  - *the purpose and planned results of the EP, the qualification awarded*
  - *information and the system for assessing the educational achievements of students*
  - *information on academic mobility programs and other forms of cooperation with partner universities, employers*
  - *information on opportunities for the development of personal and professional competencies of students and employment*
  - *data reflecting the positioning of the program in the market of educational services (at the regional, national, international levels)*
  - *An important factor is the publication of reliable information about the teaching staff on open resources, in the context of personalities*
  - *A university must publish audited financial statements on its own web resource*
  - *The university should post information and links to external resources based on the results of the external evaluation procedures*
  - *An important factor is the placement of information on cooperation and interaction with partners, including with scientific/consulting organizations, business partners, social partners and educational organizations*

### Evidence

The university administration develops, plans and implements activities to inform the public about the activities of the university. This is done through the official website of the university www.korkyt.edu.kz, media, pages in social networks such as twitter.com/QorqytAta_edu (twitter); QorqytAta_pressa (telegram); korkytata_university (instagram); qorqyt_students (Tik-tok); QorqytAta (facebook).

A number of conditions have been created for students and teachers to publish the results of scientific research. Since 1999, the university has been publishing the scientific journal Bulletin in the series "Agricultural Sciences", "Natural, Technical Sciences", "Education and Humanitarian-Social Sciences". Since 2023, the University Bulletin has been published separately in eight areas: Bulletin of Agricultural Sciences, Philological sciences journal, Topical Issues of Teaching Mathematics, Physics and Informatics, series "Pedagogy and Psychology", Technical Sciences and Technologies, Biological sciences, Chemistry and chemical technology https://vestnik.korkyt.kz/elementor-360/.

Library users are provided with access to the databases of domestic electronic libraries "AlemBook" (https://alemlibrary.kz/), RUEB (http://rmebrk.kz) Republican Interuniversity Electronic Library, KazNEB (http://kazneb.kz) of the Kazakh National Electric Library, to the use of world resources of scientific databases Web of Science (ClarivateAnalytics) https://clarivate.com/webofsciencegroup/solutions/webof-science/ , the information base of Elsevier https://www.elsevier.com/solutions/, Scopus - https://www.scopus.com/search/, free use of the resources of the Polpred.com Media Review Foundation https://polpred.com/ and the scientific electronic library https://elibrary.ru/defaultx.asp.

The Council of Young Scientists functions for young scientists https://korkyt.edu.kz/staticpages/268.

Information support and coverage of socially significant events, the organizers and participants of which are students and university employees, is carried out by the Media Center. The media center, through the advertising agency "ADA", entered into agreements with the republican newspapers "Egemen Kazakhstan", "Kazpravda" and the regional newspapers "Syr boyy", "Kyzylordinskiye vesti". Partnerships have also been established with the regional TV channels "Qyzylorda" and "KogamTV", the Republican newspaper "Bilimdi El - Educated Country".

For timely informing the public about the events held at the university, links have been established with 7 district websites ("Tolkyn", "Kazaly", "Karmakshy tany", "Zhalagash zharshysy", "Tirshilik tynysy", "Osken onir", "Zhanakorgan tynysy") and 6 regional newspapers ("syr boyy", "Kyzylorda news", "Akmeshit zhastary", "Akmeshit Nedelya", "Akmeshit Akshamy", "Halyk") and 2 information portals ("Kyzylordanyus", "Syr media").

The audited financial statements of the university are posted on the website of the university https://korkyt.edu.kz/ru/page/133

The results of external evaluation procedures are published in open sources: Kyzylorda University named after Korkyt Ata entered the most authoritative world ranking of universities QSWUR https://korkyt.edu.kz/ru/article/782; Results of the Independent Ranking of the Demand for Universities of the Republic of Kazakhstan - 2024 https://korkyt.edu.kz/ru/article/1324; Information on accreditation and post-accreditation monitoring - https://korkyt.edu.kz/ru/page/152

Assessment transparency is carried out using the Platonus electronic journal. The university has created an information learning environment "Platonus", which includes technological support for students.

### *Analytical part*
The university carries out its activities on the basis of the principles of transparency, openness, involvement and awareness of all stakeholders in its activities, initiative, constant

development and adaptation to changing conditions in the modern world. Information about the activities of the university and the implementation of the program is fully presented on the https://korkyt.edu.kz/ website.

Analysis of the information presented on the university's website showed that the University publishes information about its activities, the rules for admitting applicants, educational programs, terms and form of study, contact and other useful information for applicants and students. However, the EEC notes that the accredited EPs posted on the university's website do not contain information about the system for assessing the educational achievements of students. The assessment system is designed to establish the degree of achievement of learning goals, to identify the level of development of students, as well as to justify the choice of an individual educational trajectory for each student.

The university and the leadership of the EP actively use social networks twitter, telegram, instagram; facebook, but there is no link to the Telegram channel on the university's website. To date, Telegram channels have received a massive influx of audience and have actually become the main means of obtaining operational information in some countries.

During the interviews of focus groups, the following facts were confirmed: to study the satisfaction of interested persons with the quality of the information received and its completeness, the university uses various methods and tools, such as questionnaires and surveys, social media monitoring, that is, the analysis of reviews, comments and reactions in social networks to the university's publications, as well as web analytics tools are used to assess activity on the official website University.

EEC members note that objective and up-to-date information on teaching, learning, assessment procedures, information on passing scores and learning opportunities provided to students is given in the Academic Policy of the university, and the university is also working to ensure the availability of information about the mission, objectives of the university, and the quality assurance policy for the public.

The survey showed that 78 (86.7%) are completely satisfied with the content and information content of the website of educational organizations in general and faculties (schools) in particular; partially satisfied – 10 (11.1%); 2 (2.2%) students are partially dissatisfied, as well as 77 (85.6%) students are completely satisfied with informing students about courses, educational programs and academic degrees.

*Strengths/Best Practices*
Within the framework of this standard, no strengths were identified.
*Recommendations for EP 6B06150 - Computer Science and Software, 6B06149 - Information Systems, 6B06352 - Information Security Systems, 7M06150 – Computing and Software, 7M06149 - Information Systems:*
- The management of the EP should include information about the system for assessing educational achievements in the content of the EP. Deadline: 01.09.2025
- The university administration should place a link to the university's Telegram channel on the university's website. Deadline: 01.01.2025

*Conclusions of the EEC on the following criteria:*
*According to the standard "Public Information"* according to EP 6B06150 "Computer Science and Software", 6B06149 "Information Systems", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems", *12 criteria were disclosed, of which 0 have a strong position, 11 have a satisfactory position, and 1 are for improvement.*

## (VII) <u>OVERVIEW OF STRENGTHS/BEST PRACTICES FOR EACH STANDARD</u>

*Standard "Management of the Educational Program"*
*Strengths/Best Practices*
The management of the programme organizes regular meetings with students, teaching staff and employers to identify their needs in order to improve the accredited programme programmes.

*Information Management and Reporting Standard*
*Strengths/Best Practices*
Within the framework of this standard, no strengths were identified.

*Standard "Development and Approval of the Educational Program"*
*Strengths/Best Practices*
Within the framework of this standard, no strengths were identified.

*Standard "Continuous Monitoring and Periodic Evaluation of the Educational Program"*
*Strengths/Best Practices*
Within the framework of this standard, no strengths were identified.

*Standard "Student-Centered Learning, Teaching and Assessment"*
*Strengths/Best Practices*
Within the framework of this standard, no strengths were identified.

*Standard "Students"*
*Strengths/Best Practices*
Within the framework of this standard, no strengths were identified.

*Standard "Teaching Staff"*
*Strengths/Best Practices*
Within the framework of this standard, no strengths were identified.

*Standard "Educational Resources and Student Support Systems"*
*Strengths/Best Practices*
The university has the most modern equipment and technical equipment necessary for the implementation of accredited programs on the basis of the Institute of Artificial Intelligence and Informatics, opened in cooperation with Seoul National University.

*Public Awareness Standard*
*Strengths/Best Practices*
Within the framework of this standard, no strengths were identified.

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

*Standard "Management of the Educational Program"*

*EEC Recommendations for EP 6B06149 "Information Systems", 6B06150 "Computer Science and Software", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems":*

- The management of the EP should increase the representativeness of employers, teaching staff and students in the process of forming and implementing the EP development plan. Deadline: 01.09.2025

- The university administration should conduct training for the management of the EP in the field of risk management. Deadline: 01.09.2025

*Information Management and Reporting Standard*

*EEC Recommendations for EP 6B06149 "Information Systems", 6B06150 "Computer Science and Software", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems":*

- By 01.03.2025, the university administration shall ensure the updating of internal regulatory documentation in accordance with the approved structure of the university and publish it on the university website.

- Ensure that students, teaching staff and employers are informed about the shortcomings identified as a result of the survey, as well as about ways to eliminate them.

*Standard "Development and Approval of the Educational Program"*

*EEC Recommendations for EP 6B06149 "Information Systems", 6B06150 "Computer Science and Software", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems":*

- The management of the SE to ensure the involvement of qualified experts in the profile of the SE in the conduct of external reviews to analyze changes in the SE with an indication of shortcomings and a plan for their elimination from 01.01.2025.

- The management of the EP should plan and carry out activities to prepare students for professional certification. Deadline: 01.09.2025

*Additional recommendations for EP 7M06150 Computing and Software, 7M06149 Information Systems:*

- The leadership of the university and the program should adjust the scientific orientation of the master's program for training personnel in the field of artificial intelligence, add the necessary competencies of scientific and pedagogical orientation to the content of the program. Deadline: 01.09.2025

- The leadership of the EP should add the necessary disciplines of scientific and pedagogical orientation, adjust the content of disciplines to achieve the goals and planned learning outcomes of the EP. Deadline: 01.09.2025

*Standard "Continuous Monitoring and Periodic Evaluation of the Educational Program"*

*EEC Recommendations for EP 6B06149 "Information Systems", 6B06150 "Computer Science and Software", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems":*

The management of the programme should regularly publish all changes made to the programme on the university's website from 01.01.2025.

*Standard "Student-Centered Learning, Teaching and Assessment"*

*EEC Recommendations for EP 6B06149 "Information Systems", 6B06150 "Computer Science and Software", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems":*

• In order to achieve the goals of the EP, the management of the EP should implement project activities in teaching and a range of modern teaching methods, including when performing RWS and RWM from 01.09.2025.

• The management of the programme will be able to organise a conference on the methodology of teaching core disciplines on a regular basis together with partner universities from 01.09.2025.

• The management of the EP to take measures to improve the qualifications of teaching staff using modern methods of assessing learning outcomes from 01.01.2025.

*Standard "Students"*

*EEC Recommendations for EP 7M06150 Computing and Software, 7M06149 Information Systems:*

• The management of the university and the programme should organize systematic work to attract master's applicants from other regions of the Republic of Kazakhstan and neighboring countries from 01.01.2025.

• The leadership of the Bachelor's Programme shall start implementing the external and internal academic mobility of Master's students in accordance with the concluded memorandums from 01.09.2025.

• The management of the EP should provide for the possibility of providing places for internships for undergraduates in research practice at enterprises and organizations of a scientific direction and provide educational and methodological materials for practice until 01.09.2025.

• The university administration and the programme should consider the possibility of conducting scientific research by undergraduates together with partner universities from 01.09.2025.

*Standard "Teaching Staff"*

*EEC Recommendations for EP 6B06149 "Information Systems", 6B06150 "Computer Science and Software", 6B06352 "Information Security Systems", 7M06150 "Computer Engineering and Software", 7M06149 "Information Systems":*

• The management of the EP to ensure internal and external outgoing academic mobility of the faculty in accordance with the EP Development Plan from 01.09.2025.

• The management of the university and the programme should ensure that teaching staff and heads of programme programmes undergo internships in other educational institutions that implement similar programmes from 01.09.2025.

*Standard "Educational Resources and Student Support Systems"*

*EEC Recommendations for EP 6B06149 "Information Systems", 6B06150 "Computer Science and Software", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems":*

There are none.

*Public Awareness Standard*

*EEC Recommendations for EP 6B06149 "Information Systems", 6B06150 "Computer Science and Software", 6B06352 "Information Security Systems", 7M06150 "Computing and Software", 7M06149 "Information Systems":*

- The management of the EP should include information about the system for assessing educational achievements in the content of the EP. Deadline: 01.09.2025
- The university administration should place a link to the university's Telegram channel on the university's website. Deadline: 01.01.2025

## (IX)  <u>RECOMMENDATION TO THE ACCREDITATION COUNCIL</u>

Members of the external expert commission came to a unanimous opinion that educational programs 6B06150 – Computer Engineering and Software, 6B06149 – Information Systems, 6B06352 – Information Security Systems, 7M06150 – Computing and Software, 7M06149 – Information Systems implemented by Kyzylorda University named after Korkyt Ata NJSC can be accredited for a period of 5 years.

**Appendix 1.1. Evaluation Table "PARAMETERS OF THE SPECIALIZED PROFILE"**
**of educational programs 6B06150 Computer Science and Software, 6B06149 Information**
**Systems, 6B06352 Information Security Systems**

**Conclusion of the external expert commission on quality assessment**

| № p\n | № p\n | Evaluation criteria | Position of the educational organization | | | |
|---|---|---|---|---|---|---|
| | | | Strong | Satisfying | Involves the improvement of | Unsatisfactory |
| **1. Standard "Management of the Educational Program"** | | | | | | |
| 1 | 1. | The university must demonstrate the development of the goal and strategy for the development of the program based on the analysis of external and internal factors with the wide involvement of various stakeholders | | + | | |
| 2 | 2. | Quality assurance policies should reflect the link between research, teaching and learning | | + | | |
| 3 | 3. | The university demonstrates the development of a culture of quality assurance | | + | | |
| 4 | 4. | Commitment to quality assurance should apply to any activities carried out by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility | | + | | |
| 5 | 5. | The management of the EP ensures the transparency of the development plan of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students | | + | | |
| 6 | 6. | The management of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP | | + | | |
| 7 | 7. | The management of the EP should involve representatives of stakeholder groups, including employers, students and faculty, in the formation of the EP development plan | | | + | |
| 8 | 8. | The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization | | + | | |
| 9 | 9. | The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of staff responsibilities, and the delineation of functions of collegial bodies | | + | | |
| 10 | 10. | The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involves all stakeholders in this process | | + | | |
| 11 | 11. | The management of the EP must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions | | + | | |
| 12 | 12. | The management of the EP should manage risks | | | + | |
| 13 | 13. | The management of the programme should ensure the participation of | | + | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | representatives of interested parties (employers, faculty, students) in the collegial management bodies of the educational programme, as well as their representativeness in decision-making on the management of the educational programme | | | | |
| 14 | 14. | The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals | | + | | |
| 15 | 15. | The management of the programme must demonstrate its openness and accessibility to teaching staff, employers and other stakeholders | + | | | |
| 16 | 16. | The management of the EP confirms the completion of training in education management programs | | + | | |
| 17 | 17. | The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure | | + | | |
| | | **Total according to the standard** | **1** | **14** | **2** | **0** |
| **2. Information Management and Reporting Standard** | | | | | | |
| 18 | 1. | The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software | | + | | |
| 19 | 2. | EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system | | + | | |
| 20 | 3. | The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance | | + | | |
| 21 | 4. | The university must determine the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, and senior management | | + | | |
| 22 | 5. | The university must demonstrate a mechanism for ensuring information security, including the identification of persons responsible for the reliability and timeliness of information analysis and data provision | | + | | |
| 23 | 6. | The university demonstrates the involvement of students, employees and faculty in the processes of collecting and analyzing information, as well as making decisions based on them | | + | | |
| 24 | 7. | The management of the EP must demonstrate the existence of mechanisms for communication with students, employees and other stakeholders, including conflict resolution | | + | | |
| 25 | 8. | The university must ensure that the degree of satisfaction of the needs of faculty, staff and students within the framework of the EP is measured and demonstrate evidence of the elimination of the identified shortcomings | | + | | |
| 26 | 9. | A university should assess the effectiveness and efficiency of activities, including in the context of EP | | + | | |
| | | The information collected and analyzed by the university within the framework of the program should take into account: | | | | |
| 27 | 10. | Key Performance Indicators | | + | | |
| 28 | 11. | dynamics of the contingent of students in the context of forms and types | | + | | |
| 29 | 12. | Academic Achievement, Student Achievement, and Expulsion | | + | | |
| 30 | 13. | students' satisfaction with the implementation of the EP and the quality of education at the university | | + | | |
| 31 | 14. | Availability of educational resources and support systems for students | | + | | |
| 32 | 15. | Employment and career development of graduates | | + | | |
| 33 | 16. | Students, staff and teaching staff must document their consent to the processing of personal data | | + | | |
| 34 | 17. | The leadership of the EP should contribute to the provision of all the necessary information in the relevant fields of science | | + | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | **Total according to the standard** | **0** | **17** | **0** | **0** |
| **3. Standard "Development and Approval of the Educational Program"** |
| 35 | 1. | The university must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level | | + | | |
| 36 | 2. | The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes | | + | | |
| 37 | 3. | The management of the EP should determine the impact of disciplines and professional practices on the formation of learning outcomes | | + | | |
| 38 | 4. | A university can demonstrate the presence of a model of a graduate of the EP, describing the results of learning and personal qualities | | + | | |
| 39 | 5. | Qualifications awarded at the end of the EP must be clearly defined, explained and correspond to a specific level of NQS, QF-EHEA | | + | | |
| 40 | 6. | The management of the programme must demonstrate the modular structure of the programme based on the European Credit Transfer and Accumulation System (ECTS), ensure that the programme and its modules (in terms of content and structure) are in line with the objectives set with a focus on achieving the planned learning outcomes | | + | | |
| 41 | 7. | The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of education (bachelor's, master's, doctoral studies) | | + | | |
| 42 | 8. | The management of the SE must demonstrate the conduct of external reviews of the SE | | + | | |
| 43 | 9. | The management of the educational program must provide evidence of the participation of students, faculty and other stakeholders in the development of the educational program, ensuring their quality | | + | | |
| 44 | 10. | The leadership of the EP must demonstrate the positioning of the EP in the educational market (regional/national/international), its uniqueness | | + | | |
| 45 | 11. | An important factor is the ability to prepare students for professional certification | | + | | |
| 46 | 12. | An important factor is the presence of a double-degree EP and/or joint EPs with foreign universities | | + | | |
| | | **Total according to the standard** | **0** | **12** | **0** | **0** |
| **4. Standard "Continuous Monitoring and Periodic Evaluation of the Educational Program"** |
| 47 | 1. | The university must 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 demand of society | | + | | |
| 48 | 2. | The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP | | + | | |
| | | Monitoring and periodic evaluation of EPs should consider | | | | |
| 49 | 3. | the content of the programs in the context of the latest achievements of science and technology in a particular discipline | | + | | |
| 50 | 4. | changes in the needs of society and the professional environment | | + | | |
| 51 | 5. | workload, academic performance and graduation of students | | + | | |
| 52 | 6. | Effectiveness of Student Assessment Procedures | | + | | |
| 53 | 7. | needs and satisfaction of students | | + | | |
| 54 | 8. | compliance of the educational environment and the activities of support services with the goals of the EP | | + | | |

Unofficial Translation

| № | № | Criterion | | | | |
|---|---|---|---|---|---|---|
| 55 | 9. | All stakeholders should be informed of any actions planned or taken in relation to the EP. All changes made to the EP must be published | | | + | |
| 56 | 10. | Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of learning, teaching, assessment, and the development of EP in general | | + | | |
| | | **Total according to the standard** | **0** | **9** | **1** | **0** |
| **5. Standard "Student-centered learning, teaching and assessment"** | | | | | | |
| 57 | 1. | The management of the EP should ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths | | + | | |
| 58 | 2. | The EP management should ensure teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies and skills for performing scientific work at the required level | | + | + | |
| 59 | 3. | The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the mastery of the content and achievement of the goals of the EP by each graduate | | + | | |
| 60 | 4. | An important factor is the availability of our own research in the field of methods of teaching EP disciplines | | | + | |
| 61 | 5. | The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP | | + | | |
| 62 | 6. | The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP. Criteria and methods for assessing learning outcomes should be published in advance | | + | | |
| 63 | 7. | Assessors must be proficient in modern methods of assessing learning outcomes and regularly improve their qualifications in this area | | | + | |
| 64 | 8. | The management of the EP must demonstrate the existence of a feedback system on the use of various teaching methods and assessment of learning outcomes | | + | | |
| 65 | 9. | The EP leadership should demonstrate support for the autonomy of learners while providing guidance and assistance from the teacher | | + | | |
| 66 | 10. | The management of the EP must demonstrate the existence of a procedure for responding to students' complaints | | + | | |
| | | **Total according to the standard** | **0** | **7** | **3** | **0** |
| **6. Standard "Students"** | | | | | | |
| 67 | 1. | The university must demonstrate the policy of forming the contingent of students and ensure the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be determined, approved, and published | | + | | |
| 68 | 2. | The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students | | + | | |
| 69 | 3. | The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and informal education | | + | | |
| 70 | 4. | The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training | | + | | |
| 71 | 5. | The university should actively encourage students to self-education and development outside the main program (extracurricular activities) | | + | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 72 | 6. | An important factor is the availability of a mechanism to support gifted students | | + | | |
| 73 | 7. | The HEI must demonstrate cooperation with other educational institutions and national centres of the "European Network of National Information Centres for Academic Recognition and Mobility/National Academic Recognition Information Centres" ENIC/NARIC in order to ensure comparable recognition of qualifications | | + | | |
| 74 | 8. | The university must provide students with internship places, demonstrate the procedure for promoting the employment of graduates, and maintaining contact with them | | + | | |
| 75 | 9. | The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the results achieved | | + | | |
| 76 | 10. | The leadership of the program must demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are actually in demand in the labor market | | + | | |
| 77 | 11. | The management of the program must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates | | + | | |
| 78 | 12. | An important factor is the presence of a valid association/alumni union | | + | | |
| | | **Total according to the standard** | **0** | **12** | **0** | **0** |
| **7. Standard "Teaching staff"** | | | | | | |
| 79 | 1. | The university should have an objective and transparent personnel policy in the context of the EP, including hiring (including invited faculty), professional growth and development of personnel, ensuring the professional competence of the entire staff | | + | | |
| 80 | 2. | The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the educational program | | + | | |
| 81 | 3. | The leadership of the EP must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching | | + | | |
| 82 | 4. | The university should provide opportunities for career growth and professional development of faculty, including young teachers | | + | | |
| 83 | 5. | The university must attract specialists in the relevant fields with professional competencies that meet the requirements of the EP | | + | | |
| 84 | 6. | The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff | | + | | |
| 85 | 7. | The university must demonstrate the widespread use of information and communication technologies and software in the educational process (for example, on-line learning, e-portfolio, MOOCs, etc.) | | + | | |
| 86 | 8. | The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers | | + | | |
| 87 | 9. | The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic honesty at the university, determine the contribution of faculty, including those invited, to the achievement of the goals of the EP | | + | | |
| 88 | 10. | An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country | | + | | |
| | | **Total according to the standard** | **0** | **10** | **0** | **0** |
| **8. Standard "Educational Resources and Student Support Systems"** | | | | | | |
| 89 | 1. | The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the goals of the educational program | + | | | |

| 90 | 2. | The management of the EP must demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the OP | | + | | |
|---|---|---|---|---|---|---|
| | | The university must demonstrate the compliance of information resources with the needs of the university and the EP being implemented, including in the following areas: | | | | |
| 91 | 3. | technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs) | | + | | |
| 92 | 4. | library resources, including the fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases | | + | | |
| 93 | 5. | examination of the results of research work, graduation works, dissertations for plagiarism | | + | | |
| 94 | 6. | access to educational Internet resources | | + | | |
| 95 | 7. | Functioning of WI-FI on its territory | | + | | |
| 96 | 8. | The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, employees and students | | + | | |
| 97 | 9. | The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy | | + | | |
| 98 | 10. | The EP management must demonstrate that there are procedures in place to support different groups of learners, including information and counselling | | + | | |
| 99 | 11. | The management of the EP must show the availability of conditions for the student's advancement along an individual educational trajectory | | + | | |
| 100 | 12. | The university should take into account the needs of various groups of students (adults, workers, foreign students, as well as students with special educational needs) | | + | | |
| 101 | 13. | The university must ensure that the infrastructure meets safety requirements | | + | | |
| | | **Total according to the standard** | **1** | **12** | **0** | **0** |

**9. The "Public Information" Standard**

| 102 | 1. | The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the framework of the educational program | | + | | |
|---|---|---|---|---|---|---|
| 103 | 2. | Public awareness should include support and explanation of the country's national development programmes and the system of higher and postgraduate education | | + | | |
| 104 | 3. | The university administration should use a variety of methods of information dissemination (including the media, web resources, information networks, etc.) to inform the general public and interested parties | | + | | |
| | | The information published by the university about the educational program must be objective and up-to-date and include: | | | | |
| 105 | 4. | the purpose and planned results of the EP, the qualification awarded | | + | | |
| 106 | 5. | information on the system for assessing the educational achievements of students | | | + | |
| 107 | 6. | information on academic mobility programs and other forms of cooperation with partner universities, employers | | + | | |
| 108 | 7. | information on opportunities for the development of personal and professional competencies of students and employment | | + | | |
| 109 | 8. | data reflecting the positioning of the program in the market of educational services (at the regional, national, international levels) | | + | | |

| 110 | 9. | An important factor is the publication of reliable information about the teaching staff on open resources, in the context of personalities | | + | | |
| 111 | 10. | A university must publish audited financial statements on its own web resource | | + | | |
| 112 | 11. | The university should post information and links to external resources based on the results of the external evaluation procedures | | + | | |
| 113 | 12. | An important factor is the placement of information on cooperation and interaction with partners, including with scientific/consulting organizations, business partners, social partners and educational organizations | | + | | |
| | | **Total according to the standard** | **0** | **11** | **1** | **0** |
| | | **ALTOGETHER** | **2** | **104** | **7** | **0** |

**Appendix 1.2. Evaluation Table "PARAMETERS OF THE SPECIALIZED PROFILE"**
**of educational programs 7M06150 Computing and Software, 7M06149 Information**
**Systems**

**Conclusion of the external expert commission on quality assessment**

| № p\n | № p\n | Evaluation criteria | Position of the educational organization | | | |
|---|---|---|---|---|---|---|
| | | | Strong | Satisfying | Involves the improvement of | Unsatisfactory |
| | | **1. Standard "Management of the Educational Program"** | | | | |
| 1 | 1. | The university must demonstrate the development of the goal and strategy for the development of the program based on the analysis of external and internal factors with the wide involvement of various stakeholders | | + | | |
| 2 | 2. | Quality assurance policies should reflect the link between research, teaching and learning | | + | | |
| 3 | 3. | The university demonstrates the development of a culture of quality assurance | | + | | |
| 4 | 4. | Commitment to quality assurance should apply to any activities carried out by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility | | + | | |
| 5 | 5. | The management of the EP ensures the transparency of the development plan of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students | | + | | |
| 6 | 6. | The management of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP | | + | | |
| 7 | 7. | The management of the EP should involve representatives of stakeholder groups, including employers, students and faculty, in the formation of the EP development plan | | | + | |
| 8 | 8. | The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization | | + | | |
| 9 | 9. | The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of staff responsibilities, and the delineation of functions of collegial bodies | | + | | |
| 10 | 10. | The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involves all stakeholders in this process | | + | | |
| 11 | 11. | The management of the EP must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions | | + | | |
| 12 | 12. | The management of the EP should manage risks | | | + | |
| 13 | 13. | The management of the programme should ensure the participation of | | + | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | representatives of interested parties (employers, faculty, students) in the collegial management bodies of the educational programme, as well as their representativeness in decision-making on the management of the educational programme | | | | |
| 14 | 14. | The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals | | + | | |
| 15 | 15. | The management of the programme must demonstrate its openness and accessibility to teaching staff, employers and other stakeholders | + | | | |
| 16 | 16. | The management of the EP confirms the completion of training in education management programs | | + | | |
| 17 | 17. | The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure | | + | | |
| | | **Total according to the standard** | **1** | **14** | **2** | **0** |
| **2. Information Management and Reporting Standard** | | | | | | |
| 18 | 1. | The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software | | + | | |
| 19 | 2. | EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system | | + | | |
| 20 | 3. | The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance | | + | | |
| 21 | 4. | The university must determine the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, and senior management | | + | | |
| 22 | 5. | The university must demonstrate a mechanism for ensuring information security, including the identification of persons responsible for the reliability and timeliness of information analysis and data provision | | + | | |
| 23 | 6. | The university demonstrates the involvement of students, employees and faculty in the processes of collecting and analyzing information, as well as making decisions based on them | | + | | |
| 24 | 7. | The management of the EP must demonstrate the existence of mechanisms for communication with students, employees and other stakeholders, including conflict resolution | | + | | |
| 25 | 8. | The university must ensure that the degree of satisfaction of the needs of faculty, staff and students within the framework of the EP is measured and demonstrate evidence of the elimination of the identified shortcomings | | + | | |
| 26 | 9. | A university should assess the effectiveness and efficiency of activities, including in the context of EP | | + | | |
| | | The information collected and analyzed by the university within the framework of the program should take into account: | | | | |
| 27 | 10. | Key Performance Indicators | | + | | |
| 28 | 11. | dynamics of the contingent of students in the context of forms and types | | + | | |
| 29 | 12. | Academic Achievement, Student Achievement, and Expulsion | | + | | |
| 30 | 13. | students' satisfaction with the implementation of the EP and the quality of education at the university | | + | | |
| 31 | 14. | Availability of educational resources and support systems for students | | + | | |
| 32 | 15. | Employment and career development of graduates | | + | | |
| 33 | 16. | Students, staff and teaching staff must document their consent to the processing of personal data | | + | | |
| 34 | 17. | The leadership of the EP should contribute to the provision of all the necessary information in the relevant fields of science | | + | | |

| | | | 0 | 17 | 0 | 0 |
|---|---|---|---|---|---|---|
| | | **Total according to the standard** | 0 | 17 | 0 | 0 |
| | | **3. Standard "Development and Approval of the Educational Program"** | | | | |
| 35 | 1. | The university must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level | | + | | |
| 36 | 2. | The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes | | | + | |
| 37 | 3. | The management of the EP should determine the impact of disciplines and professional practices on the formation of learning outcomes | | + | | |
| 38 | 4. | A university can demonstrate the presence of a model of a graduate of the EP, describing the results of learning and personal qualities | | + | | |
| 39 | 5. | Qualifications awarded at the end of the EP must be clearly defined, explained and correspond to a specific level of NQS, QF-EHEA | | + | | |
| 40 | 6. | The management of the programme must demonstrate the modular structure of the programme based on the European Credit Transfer and Accumulation System (ECTS), ensure that the programme and its modules (in terms of content and structure) are in line with the objectives set with a focus on achieving the planned learning outcomes | | + | | |
| 41 | 7. | The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of education (bachelor's, master's, doctoral studies) | | | + | |
| 42 | 8. | The management of the SE must demonstrate the conduct of external reviews of the SE | | + | | |
| 43 | 9. | The management of the educational program must provide evidence of the participation of students, faculty and other stakeholders in the development of the educational program, ensuring their quality | | + | | |
| 44 | 10. | The leadership of the EP must demonstrate the positioning of the EP in the educational market (regional/national/international), its uniqueness | | + | | |
| 45 | 11. | An important factor is the ability to prepare students for professional certification | | + | | |
| 46 | 12. | An important factor is the presence of a double-degree EP and/or joint EPs with foreign universities | | + | | |
| | | **Total according to the standard** | 0 | 10 | 2 | 0 |
| | | **4. Standard "Continuous Monitoring and Periodic Evaluation of the Educational Program"** | | | | |
| 47 | 1. | The university must 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 demand of society | | + | | |
| 48 | 2. | The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP | | + | | |
| | | Monitoring and periodic evaluation of OPs should consider | | | | |
| 49 | 3. | the content of the programs in the context of the latest achievements of science and technology in a particular discipline | | + | | |
| 50 | 4. | changes in the needs of society and the professional environment | | + | | |
| 51 | 5. | workload, academic performance and graduation of students | | + | | |
| 52 | 6. | Effectiveness of Student Assessment Procedures | | + | | |
| 53 | 7. | needs and satisfaction of students | | + | | |
| 54 | 8. | compliance of the educational environment and the activities of support services with the goals of the EP | | + | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 55 | 9. | All stakeholders should be informed of any actions planned or taken in relation to the EP. All changes made to the EP must be published | | | + | |
| 56 | 10. | Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of learning, teaching, assessment, and the development of EP in general | | + | | |
| | | **Total according to the standard** | **0** | **9** | **1** | **0** |
| **5. Standard "Student-centered learning, teaching and assessment"** | | | | | | |
| 57 | 1. | The management of the EP should ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths | | + | | |
| 58 | 2. | The EP management should ensure teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies and skills for performing scientific work at the required level | | | + | |
| 59 | 3. | The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the mastery of the content and achievement of the goals of the EP by each graduate | | + | | |
| 60 | 4. | An important factor is the availability of our own research in the field of methods of teaching EP disciplines | | | + | |
| 61 | 5. | The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP | | + | | |
| 62 | 6. | The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP. Criteria and methods for assessing learning outcomes should be published in advance | | + | | |
| 63 | 7. | Assessors must be proficient in modern methods of assessing learning outcomes and regularly improve their qualifications in this area | | | + | |
| 64 | 8. | The management of the EP must demonstrate the existence of a feedback system on the use of various teaching methods and assessment of learning outcomes | | + | | |
| 65 | 9. | The EP leadership should demonstrate support for the autonomy of learners while providing guidance and assistance from the teacher | | + | | |
| 66 | 10. | The management of the EP must demonstrate the existence of a procedure for responding to students' complaints | | + | | |
| | | **Total according to the standard** | **0** | **7** | **3** | **0** |
| **6. Standard "Students"** | | | | | | |
| 67 | 1. | The university must demonstrate the policy of forming the contingent of students and ensure the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be determined, approved, and published | | + | | |
| 68 | 2. | The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students | | + | | |
| 69 | 3. | The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and informal education | | + | | |
| 70 | 4. | The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training | | | + | |
| 71 | 5. | The university should actively encourage students to self-education and development outside the main program (extracurricular activities) | | + | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 72 | 6. | An important factor is the availability of a mechanism to support gifted students | | + | | |
| 73 | 7. | The HEI must demonstrate cooperation with other educational institutions and national centres of the "European Network of National Information Centres for Academic Recognition and Mobility/National Academic Recognition Information Centres" ENIC/NARIC in order to ensure comparable recognition of qualifications | | + | | |
| 74 | 8. | The university must provide students with internship places, demonstrate the procedure for promoting the employment of graduates, and maintaining contact with them | | + | | |
| 75 | 9. | The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the results achieved | | + | | |
| 76 | 10. | The leadership of the program must demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are actually in demand in the labor market | | + | | |
| 77 | 11. | The management of the program must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates | | + | | |
| 78 | 12. | An important factor is the presence of a valid association/alumni union | | + | | |
| | | **Total according to the standard** | **0** | **11** | **1** | **0** |
| **7. Standard "Teaching staff"** | | | | | | |
| 79 | 1. | The university should have an objective and transparent personnel policy in the context of the EP, including hiring (including invited faculty), professional growth and development of personnel, ensuring the professional competence of the entire staff | | + | | |
| 80 | 2. | The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the educational program | | + | | |
| 81 | 3. | The leadership of the EP must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching | | + | | |
| 82 | 4. | The university should provide opportunities for career growth and professional development of faculty, including young teachers | | + | | |
| 83 | 5. | The university must attract specialists in the relevant fields with professional competencies that meet the requirements of the EP | | + | | |
| 84 | 6. | The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff | | + | | |
| 85 | 7. | The university must demonstrate the widespread use of information and communication technologies and software in the educational process (for example, on-line learning, e-portfolio, MOOCs, etc.) | | + | | |
| 86 | 8. | The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers | | + | | |
| 87 | 9. | The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic honesty at the university, determine the contribution of faculty, including those invited, to the achievement of the goals of the EP | | + | | |
| 88 | 10. | An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country | | + | | |
| | | **Total according to the standard** | **0** | **10** | **0** | **0** |
| **8. Standard "Educational Resources and Student Support Systems"** | | | | | | |
| 89 | 1. | The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the goals of the educational program | + | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 90 | 2. | The management of the EP must demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the OP | | + | | |
| | | The university must demonstrate the compliance of information resources with the needs of the university and the EP being implemented, including in the following areas: | | | | |
| 91 | 3. | technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs) | | + | | |
| 92 | 4. | library resources, including the fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases | | + | | |
| 93 | 5. | examination of the results of research work, graduation works, dissertations for plagiarism | | + | | |
| 94 | 6. | access to educational Internet resources | | + | | |
| 95 | 7. | Functioning of WI-FI on its territory | | + | | |
| 96 | 8. | The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, employees and students | | + | | |
| 97 | 9. | The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy | | + | | |
| 98 | 10. | The EP management must demonstrate that there are procedures in place to support different groups of learners, including information and counselling | | + | | |
| 99 | 11. | The management of the EP must show the availability of conditions for the student's advancement along an individual educational trajectory | | + | | |
| 100 | 12. | The university should take into account the needs of various groups of students (adults, workers, foreign students, as well as students with special educational needs) | | + | | |
| 101 | 13. | The university must ensure that the infrastructure meets safety requirements | | + | | |
| | | **Total according to the standard** | **1** | **12** | **0** | **0** |
| **9. The "Public Information" Standard** | | | | | | |
| 102 | 1. | The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the framework of the educational program | | + | | |
| 103 | 2. | Public awareness should include support and explanation of the country's national development programmes and the system of higher and postgraduate education | | + | | |
| 104 | 3. | The university administration should use a variety of methods of information dissemination (including the media, web resources, information networks, etc.) to inform the general public and interested parties | | + | | |
| | | The information published by the university about the educational program must be objective and up-to-date and include: | | | | |
| 105 | 4. | the purpose and planned results of the EP, the qualification awarded | | + | | |
| 106 | 5. | information on the system for assessing the educational achievements of students | | | + | |
| 107 | 6. | information on academic mobility programs and other forms of cooperation with partner universities, employers | | + | | |
| 108 | 7. | information on opportunities for the development of personal and professional competencies of students and employment | | + | | |
| 109 | 8. | data reflecting the positioning of the program in the market of educational services (at the regional, national, international levels) | | + | | |

| 110 | 9. | An important factor is the publication of reliable information about the teaching staff on open resources, in the context of personalities | | + | | |
|---|---|---|---|---|---|---|
| 111 | 10. | A university must publish audited financial statements on its own web resource | | + | | |
| 112 | 11. | The university should post information and links to external resources based on the results of the external evaluation procedures | | + | | |
| 113 | 12. | An important factor is the placement of information on cooperation and interaction with partners, including with scientific/consulting organizations, business partners, social partners and educational organizations | | + | | |
| | | **Total according to the standard** | **0** | **11** | **1** | **0** |
| | | **ALTOGETHER** | **2** | **101** | **10** | **0** |

**Appendix 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL ORGANIZATION**

**AGREED**
**Chairman of the Board-Rector**
**NJSC Korkyt ata Kyzylorda university**
_____ **Karimova B. S.**
**"___" _____ 2024**

**APPROVED**
**General Director of the Independent Agency for Accreditation and Rating**
_____ **Zhumagulova A.B.**
**"___" _____ 2024**

**PROGRAM**
**VISIT OF THE EXTERNAL EXPERT COMMISSION**
**INDEPENDENT AGENCY FOR ACCREDITATION AND RATING (IAAR)**
**AT NJSC "KYZYLORDA UNIVERSITY NAMED AFTER KORKYT ATA"**
**(international program accreditation)**

**Date of the visit: November 19-21, 2024**

| | |
|---|---|
| **Cluster 1 (accreditation)** | 7M04141 - Management<br>8D04140 -Economics |
| **Cluster 2 (accreditation)** | 6B06150 - Computer Science and Software,<br>6B06149 – Information Systems,<br>6B06352 - Information Security Systems,<br>7M06150 – Computing and Software,<br>7M06149 - Information Systems |

| Date and time | EEC work with target groups | Position and Surname, Name, Patronymic of the participants target groups | Contact Form |
|---|---|---|---|
| | | **November 18, 2024** | |
| **15.00-16.00** *(time to be specified)* | Preliminary meeting of the EEC *(discussion of key issues and the program of the visit)* | *IAAR External Experts* | Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| *On track during the day* | Arrival of members of the External Expert Commission | | |
| **18.00** | Supper | *IAAR External Experts* | |
| | | **Day 1: November 19, 2024** | |
| **09.00-09.30** | Distribution of responsibility of experts, solution of organizational issues | *IAAR External Experts* | Room No202 Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **09.30-10.00** | Meeting with the Chairman of the Board-Rector | Chairman of the Board - Rector - *Karimova Beibitkul Sarsemkhanovna* | Boardroom Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **10.00-10.15** | Technical break | | |
| **10.15-11.00** | Meeting with members of the Board-Vice-Rectors | Vice-Rector for Academic Affairs – *Dana Abdrasheva* Vice-Rector for Scientific Work and International Relations – *Buribayeva Mainura Abiltayevna* Vice-Rector for Social and Educational Work – *Bazartay Zhandos Nurtaevich* Vice-Rector for Strategic Development and IT - *Tomanov Makhmut Muratovich* | Boardroom Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **11.00-11.10** | Technical break | | |
| **11.10-11.50** | Meeting with the heads of structural divisions of the EO | Director of the Department of Academic Affairs – *Doszhanov Bayanali Amantayevich* Director of the Department of Science – *Saktaganova Nargul Amanovna* | Boardroom Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |

| | | Director of the Department of Economics and Finance – *Urazbayev Nurlan Zhetkergenovich*<br>Director of Strategy and IT Department - *Nurmukhametov Nurbakhyt Nurbopaevich*<br>Director of the Department for Economic Work – *Utegenov Galymzhan Kasymovich*<br>Chief Digital Officer – *Myrzatai Ali Altynbayuly*<br>Head of the Department of Strategic Planning and Quality Assurance – *Zhaksylykova Zhanna Tynyshtykbaevna*<br>Head of the Department for Coordination of Educational Programs and Planning of the Educational Process – *Bukharbayeva Akmaral Zhetybaevna*<br>Head of the Department for the Organization of the Educational Process and Dispatching Service – *Zharylgapova Dina Muratovna*<br>Head of the Registrar's Office – *Abzhaev Marat Malikovich*<br>Head of the Digital Transformation Department – *Bakhytzhan Tursekeyev*<br>Head of the Department for Servicing Students and Teaching Staff – *Nurmaganbetov Nurlan Sharipovich*<br>Head of the Department of Legal Support and Public Procurement – *Ilyasova Samal Myrzamuratovna*<br>Head of Human Resources Department – *Zholaeva Madina Bekmoldoevna*<br>Head of the Center for Advanced Training and Additional Education – *Abtikalykov Nurkhan Boranbekovich*<br>Head of the Commercialization Department – *Nurzhan Yedilbayev*<br>Head of the International Relations Department – *Almakhanova Gulnaziya Aitbaevna*<br>Director of the Scientific Library – *Satbayeva Gulmira Alibayevna*<br>Head of the Editorial and Publishing Department – *Abuova Nabat Auelbekovna*<br>Head of the Department of Social and Educational Work – *Bimuratkyzy Zhanar* | |

| | | Head of the Recruiting and Career Department – *Askat Samatuly Myrzabay* Head of BIC – *Zhanarys Altynbekovich Tubekbayev* Head of the Department of Economics and Planning – *Shyngysbayev Askar Shyngysbayevich* Chief Accountant – *Rabatova Nurzhamal Kulakhmetovna* Head of the Department of Documentation Support and Archive – *Temirbolatova Ainur Akhmatovna* Head of the group for information and analytical work – *Makhambetova Maria Alievna* | |
|---|---|---|---|
| **11.50-12.00** | Exchange of views of members of the external Expert Commission | | Room No202 Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **12.00-12.40** | Meeting with Directors of Accredited Educational Programs | Director of the Institute of Economics and Law – *Duzelbayeva Gulshat Berikbaevna* Director of the Institute of Engineering and Technology - *Abzhalelov Bakhytbek Baidosovich* | Boardroom |
| **12.40-13.00** | EEC Work | IAAR External Experts | |
| **13.00-14.00** | *Dinner* | | |
| **14.00-14.15** | EEC Work | | |
| **14.15-15.00** | Meeting with heads of departments and heads of educational programs | Head of the EP "Economics and Management" - *Kushenova Maira Shaimagambetovna* Head of the Computer Science Bachelor's Programme - *Nurbek Konyrbayev* | Boardroom Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **15.00-15.10** | Technical break | | Auditorium No Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **15.10–16.00** | Meeting with the teaching staff of the EP | *Annex 1* *Cluster 1 (room No408, session hall Zoom 1)* *Cluster 2 (Meeting Room, Zoom 2 Breakout Room)* | Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |

| | | | |
|---|---|---|---|
| **16.00-17.00** | Survey of teaching staff (in parallel) | *Annex 2* | The link is sent to the teacher's e-mail personally |
| **16.00-16.10** | Exchange of views of members of the external Expert Commission | | Room No202 Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **16.10-17.00** | Meeting with students of the programme | *Annex 3* *Cluster 1 (room No408, session hall Zoom 1)* *Cluster 2 (Meeting Room, Zoom 2 Breakout Room)* | Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **17.00-18.00** | Questioning of students (in parallel) | *Annex 4* | The link is sent to the student's e-mail personally |
| **17.00-17.50** | Visual inspection of the EP and the material, technical, educational and laboratory base, *only facilities for accredited EPs* | *Annex 5* | *From* |
| **17.50-18.00** | EEC Work: Discussion of the Results of the First Day | *IAAR External Experts* | Room No202 Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **18.00-19.00** | Supper | *IAAR External Experts* | |
| *Day 2: November 20, 2024* | | |
| **09.00-09.30** | EEC Work | *IAAR External Experts* | Room No202 Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 |

| | | | Conference ID: 464 173 2969 |
|---|---|---|---|
| **09.30-11.30** | Selective visits to the bases of EP practices | *IAAR external experts according to the itinerary* **Annex 6** | |
| **11.30-13.00** | Work with the documents of the departments *(documents must be uploaded to the cloud by clusters in advance, if necessary, the heads of departments will be invited to the online Zoom room)* and attending teaching staff classes according to the schedule | **Annex 7** Head of the EP "Economics and Management" - *Kushenova Maira Shaimagambetovna* Head of the Computer Science Bachelor's Programme - *Nurbek Konyrbayev* | Room No202 |
| **13.00-14.00** | **Dinner** | | |
| **14.00–14.20** | Exchange of views of members of the external Expert Commission | *IAAR External Experts* | Room No202 |
| **14.20-15.10** | Meeting with stakeholders (representatives of practice bases and employers) (hybrid) | **Annex 8** | Boardroom Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **15.10-15.30** | Technical break | | |
| **15.30-16.10** | Meeting with EP alumni (hybrid) | **Annex 9** | Boardroom Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **16.10-16.30** | Technical break | *IAAR External Experts* | |
| **16.30-19.00** | EEC work, discussion | *IAAR External Experts* | Room No202 |

| | | | |
|---|---|---|---|
| | of the results of the second day and profile parameters *(recording is underway)* | | |
| **19.00-20.00** | Supper | *IAAR External Experts* | |
| *Day 3: November 21, 2024* | | | |
| **09.00-11.30** | Work of the EEC, development and discussion of recommendations | *IAAR External Experts* | Room No202 Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **11.30-11.40** | Technical break | | |
| **11.40-12.30** | EEC work: development and discussion of recommendations *(recorded)* | *IAAR External Experts* | Room No202 Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **12:30-13:00** | EEC Work | *IAAR External Experts* | |
| **13.00-14.00** | Dinner | | |
| **14.00-16.00** | EEC work: discussion, decision-making by voting (recorded) | *IAAR External Experts* | Room No202 Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **16.00-16.30** | Work of the EEC, Discussion of the results of the quality assessment | *IAAR External Experts* | |
| **16.30–17.00** | Final meeting of the EEC with the leadership of the university | | Boardroom Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 |
| **18.00-19.00** | Supper | *IAAR External Experts* | |

***Reduce***
*IAAR – Independent Agency for Accreditation and Rating*
*EEC – IAAR External Expert Commission*
*EO – Educational Organization*
*EP – Educational Program*
*Teaching staff*

## Appendix 3. RESULTS OF THE SURVEY OF TEACHING STAFF

**Results of an anonymous survey of the teaching staff**

**1. Total number of questionnaires: 28**

**2. Position, %**

| | |
|---|---|
| Professor | 2 (7,1%) |
| Associate Professor/Associate Professor | 6 (21,4%) |
| Senior Lecturer | 15 (53,6%) |
| Teacher | 5 (17,9%) |

**3. Academic degree, academic title**

| | |
|---|---|
| Phd | 18 (64,3%) |
| Master | 7 (25%) |
| PhD | 1 (3,6%) |
| Professor | 0 (0%) |
| Associate Professor/Associate Professor | 1 (3,6%) |
| No | 2 (7,1%) |

**4. Work experience at this university**

| | |
|---|---|
| Less than 1 year | 2 (7,1%) |
| 1 year – 5 years | 4 (14,3) |
| Over 5 years | 22 (78,6%) |

| № | Questions | Very good | Ok | Relatively bad | Not good | Very bad | Did not respond |
|---|---|---|---|---|---|---|---|
| 1 | To what extent does the content of the educational program meet your scientific and professional interests and needs? | 25 (89,3%) | 3 (10,7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 2 | How do you assess the opportunities provided by the University for the professional development of teaching staff? | 25 (89,3%) | 3 (10,7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 3 | How do you assess the opportunities provided by the University for the career growth of teaching staff? | 22 (78,6%) | 6 (21,4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 4 | How do you assess the degree of academic freedom of the faculty? | 21 (75%) | 7 (25%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| | **To what extent teachers can use their own** | | | | | | |
| 5 | Learning Strategies | 22 (78,6%) | 6 (21,4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 6 | teaching methods | 20 (71,4%) | 8 (28,6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 7 | Educational Innovation | 21 (75%) | 6 (21,4%) | 1 (3,6%) | 0 (0%) | 0 (0 %) | 0 (0%) |
| 8 | How do you assess the work on the organization of medical care and disease prevention at the university? | 17 (60,7%) | 10(35,7%) | 1 (3,6%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 9 | What attention does the management of the educational | 20 (71,4%) | 8 (28,6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | institution pay to the content of the educational program? | | | | | | |
| 10 | How do you assess the sufficiency and availability of the necessary scientific and educational literature in the library? | 21 (75%) | 7 (25%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 11 | Assess the level of conditions created that take into account the needs of different groups of students? | 19 (67,9%) | 9 (32,1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| | **Evaluate the openness and accessibility of the guide** | | | | | | |
| 12 | Students | 20 (71,4%) | 8 (28,6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 13 | Teachers | 21 (75%) | 7 (25%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 14 | Assess the involvement of faculty in the process of making managerial and strategic decisions | 17 (60,7%) | 11(39,3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 15 | How are the innovative activities of faculty members encouraged? | 19 (67,9%) | 9 (32,1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 16 | Assess the level of feedback from the faculty to the management | 20 (71,4%) | 8 (28,6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 17 | What is the level of stimulation and involvement of young professionals in the educational process? | 20 (71,4%) | 8 (28,6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 18 | Evaluate the professional and personal growth opportunities created for each faculty member and staff | 19 (67,9%) | 9 (32,1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 19 | Assess the adequacy of the recognition by the university management of the potential and abilities of teachers | 18 (64,3%) | 10(35,7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| | **How the work is set up** | | | | | | |
| 20 | Academic Mobility | 15 (53,6%) | 12(42,9%) | 1 (3,6%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 21 | For advanced training of teaching staff | 16 (57,1%) | 12(42,9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| | **Evaluate the support of the university and its management** | | | | | | |
| 22 | Research Initiatives of the Faculty | 20 (71,4%) | 8 (28,6%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 23 | Development of new educational programs/academic disciplines/teaching methods | 19 (67,9%) | 9 (32,1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| | **Assess the level of faculty's ability to combine teaching** | | | | | | |
| 24 | with scientific research | 18 (64,3%) | 10(35,7%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 25 | with practical activities | 16 (57,1%) | 12(42,9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 26 | Assess how the knowledge of students received at the university corresponds to the realities of the requirements of the modern labor market | 17 (60,7%) | 11(39,3%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 27 | How do the management and administration of the university perceive criticism addressed to them? | 13 (46,4%) | 14 (50%) | 1 (3,6%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 28 | Assess how your study load meets your expectations and capabilities? | 13 (46,4%) | 13(46,4%) | 2 (7,1%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 29 | Assess the focus of educational programs/curricula on the formation of students' skills and abilities to analyze the situation and make forecasts? | 16 (57,1%) | 12(42,9%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |

| 30 | Assess how the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation | 15 (53,6%) | 13(46,4%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
|----|----|----|----|----|----|----|----|

## 31. Why do you work at this university?

The only regional university

I like

There are great opportunities

I like

I like it. I want to make my alma mater one of the most recognizable universities in the republic and in the world

The best regional University

I live in this region

Education for students

The leadership has a good support and opportunity for young scientists

It is very good for me to work at the University where I graduated. Training the necessary specialists in the labor market of the region and contributing to the development of the region

Raising the knowledge of your own city

Because I liked the University where I studied

There is no other choice in the city, and this university has about 30 years of experience

As a resident of this region, I wanted to contribute to the development of students of this university

High education

I like it. Contribution to the development of the region

I studied at this university

This is my native university, I was born and raised in the city of Kyzylorda

Rating

They are satisfied with the working conditions

I have been working since 1994

The university provides opportunities to realize your professional competencies, provides social support, and is one of the top regional universities. Favorable atmosphere, friendly team.

The management of the university is constantly improving activities aimed at solving strategic directions.

I don't like it very much

## 32. How often do you have workshops and practitioners as part of your course?

| very often | often | sometimes | very rare | never |
|----|----|----|----|----|
| 9 (32,1%) | 15 (53,6%) | 4 (14,3%) | 0 (0%) | 0 (0%) |

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

| very often | often | sometimes | very rare | never |
|----|----|----|----|----|
| 7 (25%) | 18 (64,3%) | 3 (10,7%) | 0 (0%) | 0 (0%) |

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

| Questions | Often | Sometimes | Never | No response |
|---|---|---|---|---|
| Lack of classrooms | 0 (0%) | 4 (14,3%) | 24 (85,7%) | 0 (0%) |
| Imbalance of the teaching load by semesters | 0 (0%) | 5 (17,9%) | 23 (82,1%) | 0 (0%) |
| Unavailability of the necessary literature in the library | 1 (3,6%) | 8 (28,6%) | 19 (67,9%) | 0 (0%) |
| Overcrowding of study groups (too many students in a class) | 0 (0%) | 10 (35,7%) | 18 (64,3%) | 0 (0%) |
| Inconvenient schedule | 0 (0%) | 4 (14,3%) | 24 (85,7%) | 0 (0%) |
| Inappropriate classroom conditions | 0 (0%) | 3 (10,7%) | 25 (89,3%) | 0 (0%) |
| No Internet access/weak internet | 0 (0%) | 3 (10,7%) | 25 (89,3%) | 0 (0%) |
| Students' lack of interest in learning | 0 (0%) | 6 (21,4%) | 22 (78,6%) | 0 (0%) |
| Late receipt of information about events | 0 (0%) | 7 (25%) | 21 (75%) | 0 (0%) |
| Lack of technical means of training in classrooms | 0 (0%) | 7 (25%) | 21 (75%) | 0 (0%) |
| Other issues | There are no problems. | | | |

**35. There are many different aspects and aspects in the life of a university, which in one way or another affect each teacher and staff. Rate how satisfied you are:**

| Questions | Highly satisfied (1) | Partially satisfied (2) | Not satisfied (3) | Difficult to answer (4) |
|---|---|---|---|---|
| The attitude of the university administration to you | 26 (92,9%) | 2 (7,1%) | 0 (0%) | 0 (0%) |
| Relations with direct management | 25 (89,3%) | 3 (10,7%) | 0 (0%) | 0 (0%) |
| Relations with colleagues at the department | 28 (100%) | 0 (0%) | 0 (0%) | 0 (0%) |
| The degree of participation in managerial decision-making | 23 (82,1%) | 5 (17,9%) | 0 (0%) | 0 (0%) |
| Relations with students | 28 (100%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Recognition of your successes and achievements by the administration | 25 (89,3%) | 3 (10,7%) | 0 (0%) | 0 (0%) |
| Support for your suggestions and comments | 26 (92,9%) | 2 (7,1%) | 0 (0%) | 0 (0%) |
| Activities of the university administration | 25 (89,3%) | 3 (10,7%) | 0 (0%) | 0 (0%) |
| Terms of remuneration | 26 (92,9%) | 2 (7,1%) | 0 (0%) | 0 (0%) |
| Working conditions, list and quality of services provided at the university | 27 (96,4%) | 1 (3,6%) | 0 (0%) | 0 (0%) |
| Occupational health and safety | 28 (100%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Management of changes in the activities of the university | 28 (100%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Provision of a social package: recreation, | 22 (78,6%) | 6 (21,4%) | 0 (0%) | 0 (0%) |

| sanatorium treatment, etc. | | | | |
|---|---|---|---|---|
| Organization and quality of food at the university | 21 (75%) | 7 (25%) | 0 (0%) | 0 (0%) |
| Organization and quality of medical care | 21 (75%) | 7 (25%) | 0 (0%) | 0 (0%) |

## Annex 4. RESULTS OF THE STUDENT SURVEY

### Results of an anonymous survey of students

**Total number of questionnaires: 90 people**

**Educational program (specialty):**

| | |
|---|---|
| 6B06150 Computer Science and software | 13 (14,4%) |
| 6B06149 Information System | 25 (27,8%) |
| 6B06352 Systems Information Security | 42 (46,7%) |
| 7M06149 Information System | 4 (4,4%) |
| 7M06150 Computing and software | 2 (2,2%) |
| 7M04141 Management | 1 (1,1%) |
| 8D04140 Economics | 3(3,3%) |

**Floor:**

| | |
|---|---|
| Male | 62 (68,9%) |
| Female | 28 (31,1%) |

**Rate how satisfied you are:**

| Questions | Completely satisfied | Partially satisfied | Partially dissatisfied | Not satisfied | Difficult answer |
|---|---|---|---|---|---|
| 1. Relations with the dean's office (school, faculty, department) | 77 (85,6%) | 11 (12,2%) | 2 (2,2%) | 0 (0%) | 0 (0%) |
| 2. The level of accessibility of the dean's office (school, faculty, department) | 78 (86,7%) | 12 (13,3%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 3. The level of accessibility and responsiveness of the management (university, school, faculty, department) | 76 (84,4%) | 11 (12,2%) | 2 (2,2%) | 1 (1,1%) | 0 (0%) |
| 4. Availability of academic counseling | 75 (83,3%) | 13 (14,4%) | 2 (2,2%) | 0 (0%) | 0 (0%) |
| 5. Support with educational materials in the learning process | 74 (84,2%) | 15 (16,7%) | 1 (1,1%) | 0 (0%) | 0 (0%) |
| 6. Availability of counseling on personal problems | 73 (81,1%) | 13 (14,4%) | 1 (1,1%) | 1 (1,1%) | 2 (2,2%) |

| | | | | | |
|---|---|---|---|---|---|
| 7. Student-teacher relationship | 70 (77,8%) | 16 (17,8%) | 4 (4,4%) | 0 (0%) | 0 (0%) |
| 8. The activities of the financial and administrative services of the educational institution | 78 (86,7%) | 10 (11,1%) | 1 (1,1%) | 1 (1,1%) | 0 (0%) |
| 9. Access to health services | 68 (75,6%) | 14 (15,6%) | 4 (4,4%) | 2 (2,2%) | 2 (2,2%) |
| 10. Quality of medical care at the university | 57 (63,3%) | 17 (18,9%) | 9 (10%) | 3 (3,3%) | 4 (4,4%) |
| 11. The level of accessibility of library resources | 81 (90%) | 8 (8,9%) | 0 (0%) | 0 (0%) | 1 (1,1%) |
| 12. Quality of services provided in libraries and reading rooms | 77 (85,6%) | 11 (12,2%) | 0 (0%) | 1 (1,1%) | 1 (1,1%) |
| 13. Existing educational resources of the university | 78 (86,7%) | 11 (12,2%) | 1 (1,1%) | 0 (0%) | 0 (0%) |
| 14. Accessibility of computer labs | 71 (78,9%) | 16 (17,8%) | 2 (2,2%) | 1 (1,1%) | 0 (0%) |
| 15. Accessibility and quality of Internet resources | 74 (82,2%) | 13 (14,4%) | 3 (3,3%) | 0 (0%) | 0 (0%) |
| 16. The content and information content of the website of educational organizations in general and faculties (schools) in particular | 78 (86,7%) | 10 (11,1%) | 2 (2,2%) | 0 (0%) | 0 (0%) |
| 17. Classrooms, classrooms for large groups | 79 (87,8%) | 8 (8,9%) | 2 (2,2%) | 1 (1,1%) | 0 (0%) |
| 18. Student lounges (if any) | 70 (77,8%) | 13 (14,4%) | 4 (4,4%) | 3 (3,3%) | 0 (0%) |
| 19. Clarity of procedures for taking disciplinary measures | 71 (78,9%) | 15 (16,7%) | 3 (3,3%) | 0 (0%) | 1 (1,1%) |
| 20. The quality of the educational program as a whole | 77 (85,6%) | 10 (11,1%) | 3 (3,3%) | 0 (0%) | 0 (0%) |
| 21. Quality of Curricula in EPs | 73 (81,1%) | 12 (13,3%) | 4 (4,4%) | 0 (0%) | 1 (1,1%) |
| 22. Teaching methods in general | 71 (78,9%) | 17 (18,9%) | 2 (2,2%) | 0 (0%) | 0 (0%) |
| 23. Quick response to feedback from teachers on the educational process | 73 (81,1%) | 16 (17,8%) | 1 (1,1%) | 0 (0%) | 0 (0%) |
| 24. Overall quality of teaching | 77 (85,6%) | 9 (10%) | 4 (4,4%) | 0 (0%) | 0 (0%) |
| 25. Academic Load/Student Requirements | 75 (83,3%) | 13 (14,4%) | 2 (2,2%) | 0 (0%) | 0 (0%) |
| 26. Faculty requirements for students | 74 (82,2%) | 15 (16,7%) | 1 (1,1%) | 0 (0%) | 0 (0%) |
| 27. Information support and explanation of the admission rules and strategy of the educational program (specialty) before entering the university | 80 (88,9%) | 7 (7,8%) | 1 (1,1%) | 1 (1,1%) | 1 (1,1%) |
| 28. Informing the requirements in order to successfully complete this educational program (specialty) | 78 (86,7%) | 10 (11,1%) | 1 (1,1%) | 1 (1,1%) | 0 (0%) |
| 29. Quality of exam materials (tests and exam questions, etc.) | 73 (81,1%) | 15 (16,7%) | 1 (1,1%) | 1 (1,1%) | 0 (0%) |

| | Complete consent | I agree | Partially agree | I disagree | Full disagreement | Did not respond |
|---|---|---|---|---|---|---|
| 30. Objectivity of assessment of knowledge, skills and other educational achievements | 73 (81,1%) | 15 (16,7%) | 1 (1,1%) | 1 (1,1%) | 0 (0%) | |
| 31. Existing computer labs | 74 (82,2%) | 13 (14,4%) | 3 (3,3%) | 0 (0%) | 0 (0%) | |
| 32. Existing scientific laboratories | 73 (81,1%) | 14 (15,6%) | 1 (1,1%) | 0 (0%) | 2 (2,2%) | |
| 33. Objectivity and fairness of teachers | 76 (84,4%) | 11 (12,2%) | 1 (1,1%) | 1 (1,1%) | 1 (1,1%) | |
| 34. Informing students about courses, educational programs and academic degrees | 77 (85,6%) | 11 (12,2%) | 2 (2,2%) | 0 (0%) | 0 (0%) | |
| 35. Providing students with a dormitory | 70 (77,8%) | 13 (14,4%) | 2 (2,2%) | 0 (0%) | 5 (5,6%) | |

**Assess how much you agree:**

| Assertion | Complete consent | I agree | Partially agree | I disagree | Full disagreement | Did not respond |
|---|---|---|---|---|---|---|
| 36. The course program was clearly presented | 69 (76,7%) | 15 (16,7) | 6 (6,7%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 37. The course content is well structured | 68 (75,6%) | 16 (17,8%) | 6 (6,7%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 38. The key terms are sufficiently explained | 66 (73,3%) | 19 (21,1%) | 5 (5,6%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 39. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice | 68 (75,6%) | 13 (14,4%) | 8 (8,9%) | 1 (1,1%) | 0 (0%) | 0 (0%) |
| 40. The teacher uses effective teaching methods | 68 (75,6%) | 13 (14,4%) | 8 (8,9%) | 1 (1,1%) | 0 (0%) | 0 (0%) |
| 41. The teacher knows the material taught | 65 (72,2%) | 18 (20%) | 7 (7,8%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 42. The teacher's presentation is clear | 68 (75,6%) | 15 (16,7%) | 7 (7,8%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 43. The teacher presents the material in an interesting way | 65 (72,2%) | 18 (20%) | 7 (7,8%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 44. Objectivity of assessment of knowledge, skills and other educational achievements | 62 (68,9%) | 21 (23,3%) | 6 (6,7%) | 1 (1,1%) | 0 (0%) | 0 (0%) |
| 45. Timeliness of assessment of students' educational achievements | 63 (70%) | 21 (23,3%) | 6 (6,7%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 46. The teacher meets your requirements and expectations for professional and personal development | 66 (73,3%) | 17 (18,9%) | 7 (7,8%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 47. The teacher stimulates the activity of students | 68 (75,6%) | 17 (18,9%) | 5 (5,6%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 48. The teacher stimulates students' creative thinking | 69 (76,7%) | 13 (14,4%) | 8 (8,9%) | 0 (0%) | 0 (0%) | 0 (0%) |

| | | | | | |
|---|---|---|---|---|---|
| 49. The appearance and manners of the teacher are adequate | 70 (77,8%) | 14 (15,6%) | 6 (6,7%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 50. The teacher shows a positive attitude towards students | 72 (80%) | 11 (12,2%) | 6 (6,7%) | 1 (1,1%) | 0 (0%) | 0 (0%) |
| 51. The system of assessment of educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course | 70 (77,8%) | 13 (14,4%) | 7 (7,8%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 52. The evaluation criteria used by the teacher are clear and accessible | 70 (77,8%) | 14 (15,6%) | 6 (6,7%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 53. The teacher objectively evaluates the students' achievements | 70 (77,8%) | 12 (13,3%) | 8 (8,9%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 54. The teacher speaks the professional language | 67 (74,4%) | 17 (18,9%) | 6 (6,7%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 55. The organization of education provides sufficient opportunities for sports and other leisure activities | 67 (74,4%) | 17 (18,9%) | 6 (6,7%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 56. Facilities and equipment for students are safe, comfortable and modern | 73 (81,1%) | 12 (13,3%) | 5 (5,6%) | 0 (0%) | 0 (0%) | 0 (0%) |
| 57. The library is well equipped and has a sufficient fund of scientific, educational and methodological literature | 70 (77,8%) | 14 (15,6%) | 5 (5,6%) | 1 (1,1%) | 0 (0%) | 0 (0%) |
| 58. Equal opportunities for the development of EP and personal development are provided to all students | 71 (78,9%) | 13 (14,4%) | 6 (6,7%) | 0 (0%) | 0 (0%) | 0 (0%) |

**Other problems regarding the quality of teaching:**

No problem

All in a high degree

There is no such problem.

All the conditions created for students make it easier to learn, make it high-quality and comfortable

Korkyt University is one of the very best educational institutions

It is necessary to correct the lesson system

There are problems with the network. And there are problems with toilets.

The quality of training is high. I am grateful to our university.

There are no problems that arise. I am satisfied with the quality of training, the system is clear

The quality is very good

Too many classes and lessons. The education system is too overloaded. We need more free time for the independent development of each student, taking into account the credit system of studying at our university.

Hello! I would like to share my impressions of university, in particular about the fifth building. In general, everything is fine here, but there are a few points that I would like to improve. First, the use of computers causes some difficulties. We are not allowed to use them to their full potential, and the computers themselves are not as stable as we would like. Secondly, communication with the dean's office, or rather with the director, leaves much to be desired. If you submit an application addressed to the director, it is read and answered by the secretary, although the appeal was sent directly to the director. Otherwise, I'm fine with everything, and other aspects of the organization are quite satisfactory.