



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

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

8D04140 -Economics  
7M04141 – Management

of the Non-profit JSC Kyzylorda University named after Korkyt Ata  
in the period from November 19 to November 21, 2024

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

***Addressed to the IAAR Accreditation Council***



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**Kyzylorda city  
on November 21, 2024**

## **LIST OF DESIGNATIONS AND ABBREVIATIONS**

Korkyt Ata KU – Korkyt Ata Kyzylorda University  
IAAR – Independent Agency for accreditation and Rating  
EEC – external expert commission  
EP – educational program  
AC – Academic Council  
AS – academic staff  
AIS– automated information system  
EMCD– educational and methodical complex of the discipline  
ECTS– European Credit Transfer and Accumulation System  
SMSE – The State mandatory standard of education  
SRW– scientific research work  
NCE– National Chamber of Entrepreneurs  
GPA-Grade point average  
MOOC– massive open online course  
NED – National Educational Database



## **INTRODUCTION**

In accordance with Order No. 153-24-OD dated 09/23/2024 of the Independent Agency for Accreditation and Rating, from November 19 to November 21, 2024, an external expert commission assessed the compliance of educational programs 8D04140 -Economics, 7M04141 – Management of Korkyt Ata Kyzylorda University with IAAR specialized accreditation standards (dated June 16, 2020, No. 57-20-OD, edition sixth) in a hybrid format.

The report of the External Expert Commission (EEC) contains an assessment of the submitted educational programs according to the IAAR criteria, recommendations of the EEC for further improvement of educational programs and parameters of the educational program profile.

Composition of the EEC:

*Chairman EEC* – Turtkarayeva Gulnara Bayanovna, Member of the IAAR Expert Council on Higher Education, candidate of pedagogical Sciences, associate professor, Kokshetau University named after Shokan Ualikhanov (Kokshetau); *Offline participation*

Foreign expert of YAAAR – 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) *Online participation*

*The IAAR Expert* – Ismailova Aisulu Abzhapparova, Doctor of PhD, Associate Professor of the Kazakh Agrotechnical Research University named after S. Seifullin (Astana); *Offline participation*

*The IAAR Expert* – Mirzhakypova Sedep Toktamuratovna, Doctor of Economics, Professor, International University of Engineering and Technology (Almaty); *Offline participation*

*The IAAR Expert, employer* – Madiyev Temirlan Khalelovich, The leading expert of the Investment project support department of the Chamber of Entrepreneurs of Almaty (Almaty); *Online participation*

*The IAAR Expert, student* – Nuraldinova Marzhan Arhatovna, 1st year student of the Educational program 7M04115 "Economics and Management", Non-profit JSC "Shakarim Semey University" (Semey); *Online participation*

*The IAAR Expert, student* – Utegenova Dilnaz Baurzhanovna, 3rd year student of the Educational program 6B06103 "Computer engineering and software», Non-profit JSC Aktobe Regional University named after K.Zhubanov (Aktobe); *Online participation.*

Coordinator of the IAAR External Expert Commission – Bekenova Dinara Kairbekovna, IAAR Project Manager (Astana).

## **REPRESENTATION OF AN EDUCATIONAL ORGANIZATION**

The non-profit Joint-stock Company Kyzylorda University named after Korkyt Ata (hereinafter - KU named after Korkyt Ata) was formed on the basis of the Kyzylorda Humanitarian University named after Korkyt Ata and the Kyzylorda Polytechnic Institute named after I. Zhakhaev (Resolution of the Government of the Republic of Kazakhstan No. 256 dated March 24, 1998).

The history of the university begins in 1937, when the Kyzylorda Pedagogical Institute was opened on the basis of the Far Eastern Korean Pedagogical Institute.

Based on the Resolution of the Government of the Republic of Kazakhstan dated October 11, 2019 No. 752 "On certain issues of higher education institutions of the Ministry of Education and Science of the Republic of Kazakhstan", By Order of the Chairman of the State Property and Privatization Committee of the Ministry of Finance of the Republic of Kazakhstan No. 315 dated May 25, 2020 "On the establishment of the non-profit Joint Stock Company "Kyzylorda University named after Korkyt Ata" dated July 01, 2020, the Republican State Enterprise on the right of

economic management "Kyzylorda State University named after Korkyt Ata" was reorganized into the Non-profit Joint Stock Company "Kyzylorda University named after Korkyt Ata".

The University's mission is to generate new knowledge and intellectual potential in the region.

Vision: Korkyt Ata University is a strong regional university that influences 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 educational programs have certificates of specialized accreditation of the IAAR.

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

According to the results of the National University Demand Rating conducted by the Independent Agency for Accreditation and Rating (IAAR), the university is among the TOP 10 best universities in the Republic of Kazakhstan, ranking 7th.

The educational activities of Korkyt Ata University in bachelor's, Master's and PhD doctoral programs are carried out on the basis of a license (no. KZ 67LAA00018492) issued by the Committee for Quality Assurance in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan on 07.28.2020.

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

Currently, the number of students is 10,512, of which: 9,888 students in bachelor's degree, 548 undergraduates in Master's degree, 76 doctoral students in PhD. The educational process is carried out by 514 full-time teachers, including 22 Doctors of sciences, 47 PhD doctors, and 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 the Korkyt Ata Kyzylorda University. Series "Agricultural Sciences"; Bulletin of the Korkyt Ata Kyzylorda University. Series "Pedagogical Sciences"; Bulletin of the Korkyt Ata Kyzylorda University. The series "Economic Sciences".

## **DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE**

Within the framework of specialized accreditation 8D04140 – Economics, 7M04141 – Management, based on the prepared Corrective Action Plan, these comments were eliminated and the recommendations of the IAAR expert group on external assessment (audit) were implemented.

Analysis and degree of implementation of the recommendations of the External Expert Commission in the context of educational programs:

**1.1 Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *To systematize the process of monitoring the implementation of implemented innovations in educational programs and strengthen the work on innovation management based on the modern implementation of a complex of technological, pedagogical, organizational, marketing and other types of innovations within the educational program.*

A research component is included in all disciplines of the educational program. The module "Science, innovation and educational work" is separately structured.

Based on the recommendations and suggestions of employers, elective disciplines were introduced.: "Economics and innovation management"; "Forecasting science and new technologies".

In order to improve teaching methods, enhance the pedagogical skills of teachers and their continuous professional development, the winter school Lesson study was opened. Kazbekova L.A. completed the course "Digital transformation of education".

**for the Educational program 7M04141 - "Management":** *In the 2021-2022 academic year, ensure a unified approach to the formation of plans for the development of the educational program in terms of the structure, the procedure for determining indicators and deadlines for their implementation, the mechanism for attracting stakeholders, the procedure for coordination and approval, as well as determining the frequency of their revision.*

The main directions of the development plans for accredited educational programs have been developed in accordance with the Development Program of the Non-profit JSC Korkyt Ata Kyzylorda University for 2023-2029.

The Department ensures that stakeholders are informed and the content of the main strategic documents and plans for the development of educational programs is transparent, conducts public discussions with representatives of all stakeholders, and discusses them at collegial bodies.

**1.2. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *To practice the training of university managers and accredited educational programs in educational management programs.*

The heads of educational programs, Candidate of Economics, Associate Professor L.A.Kazbekova and Candidate of Economics, senior lecturer A.M.Shilmanova, completed advanced training courses in the program "Management in Education".

**for the Educational program 7M04141 - "Management":** *By the beginning of the 2022-2023 academic year, review the plans for the development of the educational program and align it with the University's Development Strategy.*

The development plan of accredited educational programs has been revised according to the University's Development Program.

**1.3. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *The department's management should continue systematic work on defining and shaping the individuality and uniqueness of educational programs in accordance with national priorities for the development of the country's economy and in connection with Kazakhstan's transition to the digital economy.*

Accredited educational programs have been developed and updated taking into account the benchmarking of educational programs for the harmonization of modules with educational programs of foreign and Kazakhstani partner universities.

**for the Educational program 7M04141 - "Management":** *Annually monitor the implementation of educational program development plans to meet target indicators, assess the achievement of learning goals, and meet the needs of stakeholders, on the basis of which decisions are made aimed at continuous improvement of educational programs.*

The implementation of the target indicators of the Educational Program Development Plan is monitored annually, as well as the effectiveness of educational programs is assessed. Based on the results, the department develops a Plan of corrective and preventive actions.

**1.4. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *In order to reduce possible risks in the management of educational programs, continue to study the ongoing changes in the internal and external environment, identify risk factors and form a list of indicators based on it that are subject to the risks of the university's educational activities. Specify the risk passport of educational programs.*

**for the Educational program 7M04141 - "Management":** *In the 2022-2023 academic year, review the risk passport for ongoing educational programs, develop a plan of specific measures to reduce the impact of risks; systematically analyze the risk management of educational programs.*

Every year, the department develops a risk passport and a Risk Prevention Action Plan, and its implementation is monitored.

**1.5. Recommendation of the External Expert Commission for the Educational program 7M04141 - "Management":** *At the end of the 2021-2022 academic year, analyze the development, implementation, and use of innovations in the implementation of educational programs and develop an innovation management mechanism.*

All disciplines of the educational program include a research component. In order to implement innovative proposals of the educational program "Economics and Management", there is experience in introducing Lesson Study into the educational process. Lesson Study is considered as a special form of research in action directly in the classroom, aimed at both improving the quality of students' knowledge through the joint work of teachers, and improving the level of pedagogical skills of teachers, further developing research skills of both students and university teachers, and analyzing the results obtained.

The Department of Economics and Management also conducts massive open online courses (MOOC) on the official platform of the university. For students of accredited educational programs, courses are conducted on the following disciplines: "Gylymy-zertteu adisteri", "Methods of scientific research work", etc. (<https://www.mooc-korkyt.kz/course>)

**2.1. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *The department management should strengthen the reporting system at all levels of the organizational structure, including the assessment of the effectiveness and efficiency of the activities of departments, scientific research and their interactions.*

Every year (2 times a year - in January and June) the educational program considers the issue of activities for 1 academic period, for the year. Also, every year at the meetings of the educational program "Economics and Management" a report on scientific research work is heard. Based on the results of consideration of these issues, their effectiveness and efficiency are assessed, further activities, responsible persons and deadlines for implementation are determined.

**for the Educational program 7M04141 - "Management":** *In the 2022-2023 academic year, conduct an assessment of the effectiveness and efficiency of the educational programs being implemented.*

An annual assessment of the effectiveness of the university's educational program is conducted, the results of which are reviewed at the Academic Committee on Quality and meetings of the Academic Council. Based on this assessment, an Action Plan has been prepared to eliminate the identified violations and deficiencies and further improve the quality of the educational program.

**2.2. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *To improve the graduate model, taking into account the wishes of stakeholders.*

*In 2021, the document "Graduate Competence Model" was adjusted and agreed with the Director of Consulting Center ABN LLP and approved by the Director of the Institute (08.30.2021).*

**2.3. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *To strengthen the profile of the program, it is necessary to analyze trends in a particular specialty in terms of domestic and international characteristics and performance criteria..*

In 2023, the educational program was updated to take into account the benchmarking of the educational program for the harmonization of modules with the educational programs of foreign and Kazakhstani partner universities.

**2.4. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *To continue work on the implementation of the system of key performance indicators at all levels of the university's organizational structure.*

In order to strengthen the interest of teachers in improving their professional qualifications, mastering advanced pedagogical experience, and a creative approach to teaching, a rating was conducted annually among teaching staff.

The results of the rating assessment of the Teaching staff are reviewed by the Academic Council.

([https://www.korkyt.kz/index.php?option=com\\_k2&view=item&layout=item&id=865&Itemid=919&lang=ru](https://www.korkyt.kz/index.php?option=com_k2&view=item&layout=item&id=865&Itemid=919&lang=ru)).

The teaching staff of the department are awarded and encouraged for their achievements in professional activity.

**2.5. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *The management of the educational program should develop joint programs with foreign educational organizations.*

Based on the experience of educational programs, it is planned to open a joint educational program with Bournemouth University (UK). Work in this direction continues continuously.

**3.1. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *The management of the Institute will strengthen its work in the field of training students for professional certification in the field of occupational safety, as professional standards are released and certification centers are opened in the region. Due to the fact that doctoral students have higher education and work experience, obtaining international professional qualifications becomes necessary. Certificates such as CIMA, ACCA, CFA, and CIA are well-established brands that have established themselves worldwide and demonstrate the highest level of professionalism to the employer.*

There is an opportunity to take ACCA and CIMA certification courses remotely at the Institute of Professional Accountants and Auditors "Higher School of Economics" at the DipIFR course (DipIFR Diploma in International Financial Reporting), which is part of ACCA and corresponds to the English-language program block. The recommendation is being implemented.

**for the Educational program 7M04141 - "Management":** *By the end of the 2021-2022 academic year, analyze the compliance of the content of the educational program 7M04141- "Management" with the requirements of professional standards; if necessary, make appropriate adjustments.*

In 2023, the educational program was updated to take into account the benchmarking of the educational program for the harmonization of modules with educational programs of foreign and Kazakhstani partner universities.

**3.2. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *To update the content of educational programs in the light of the latest achievements of economics and practice, as well as changes in the labor market and social demands of society: the development of static and dynamic economic theory, empirical justifications for economic growth; economic models and their application to the analysis of fluctuations in the economy and economic policy; effective waste management; people's behavior in relation to savings and the creation of national pension programs; transaction costs and property rights for institutional structures and functioning of the economy; economic theory of incentives and asymmetric information, etc.*

In order to provide the educational program with relevant content, the catalog of elective subjects is reviewed and supplemented annually.

**for the Educational program 7M04141 - "Management":** *By the end of the 2021-2022 academic year, according to the educational program 7M04141- "Management", determine the list of disciplines, the content of which is aimed at preparing students for professional certification; by the beginning of the 2022-2023 academic year, make appropriate adjustments to the content of educational programs and academic disciplines.*

According to the educational program 7M04141-"Management", the list of disciplines whose content is aimed at preparing students for professional certification includes: "Strategic enterprise controlling", "Business and Scientific communications", "Project Management".

**3.3. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *The management of the educational program should strengthen its work on the development and implementation of joint educational programs with foreign educational organizations.*

The educational program plans to develop a Joint Educational Program "Economics" (doctoral studies) with Bournemouth University (Great Britain).

**for the Educational program 7M04141 - "Management":** *To develop annually and in a timely manner a complete package of educational and methodological documentation for all educational programs, regardless of the number of students.*

All educational programs are fully provided with educational and methodological documentation, such as: Working curriculum, Catalog of elective disciplines, syllabuses.

For all disciplines of educational programs, educational and methodological complexes (EMCD) have been developed on electronic and paper media, which provide everything necessary for studying the course; educational and methodological materials in Kazakh and Russian are posted on the Platonus platform. Also, all educational and methodological materials, electronic lecture courses, electronic textbooks are available in the library, where students have free access to educational and methodological materials (<http://library.korkyt.kz:84/MegaPro/Web>)

**4.1. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *The management of educational programs should systematize the revision of the content and structure of educational programs with the informal participation of the teaching staff, students and employers; improve the forms of cooperation with employers.*

The content of educational programs is revised annually taking into account the opinions of employers and students. Thus, based on the results of 2021, the educational program 8D04140 - Economics was updated in the register of educational programs of the Republic of Kazakhstan with an indicator of 91.67% achievability of Learning Outcomes.

**4.2. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *To step up work on updating educational programs, with timely publication of all changes made on the University website, taking into account the University's specialization and involving all interested parties.*

The educational program is updated annually, changes are published on the University website.

**for the Educational program 7M04141 - "Management":** *Monitor and evaluate the quality of educational programs annually; publish the results of monitoring, as well as planned or taken actions in relation to educational programs, on the university website.*

An annual assessment of the effectiveness of the university's educational programs is carried out, the results of which are considered by the Academic Committee on Quality, meetings of the Academic Council. Based on this assessment, an Action Plan is prepared to eliminate the identified violations and deficiencies, and further improve the quality of educational programs. The results are published on the university's website.

**4.3. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *Develop and implement mechanisms for monitoring the personal development of students in the process of mastering the program; determining the need to change the content of curricula and educational programs, as well as commercializing the results of innovative activities.*

The personal growth and development of a doctoral student in the process of mastering educational programs is monitored in the process of fulfilling an individual curriculum, controlled by scientific consultants, the postgraduate education department. The doctoral student's

certification report is heard at meetings of educational programs in the presence of vice-rectors, heads of educational and scientific departments.

**5.1. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *Ensure the implementation of our own research in the field of teaching methods of academic disciplines of educational programs.*

**for the Educational program 7M04141 - "Management":** *By the end of the 2021-2022 academic year, prepare a plan for the development and implementation of the teaching staff's own research in the field of teaching methods in academic disciplines into the educational process.*

In order to ensure that the teaching staff of educational programs conduct their own research in the field of teaching methods of academic disciplines, in March 2022, teachers completed the courses "Methodology of Teaching Economic Disciplines", "Methodology of Conducting a Class Using Innovative Technologies: from Presentation to Video Lesson" at the Scientific and Methodological Center "ZIAT" (Nur-Sultan).

**5.2. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *Develop and implement a plan to improve the qualifications of teaching staff of educational programs in the field of modern methods of assessing learning outcomes.*

**for the Educational program 7M04141 - "Management":** *Conduct annual monitoring of the use of various teaching methods and assessment of learning outcomes*

The LessonStudy winter school held the courses "Digital transformations in education" (08/17/2020-08/19/2020); Innovative and digital opportunities in higher education (01/08/2021-01/18/2021). The teachers of the department participated in online training seminars (lektorium.tv, www.intuit.ru, KazAST Cisco Webex, atu.kz, Coursera) and acquired skills in working in the Google Classroom, Obs studio, Zoom platforms.

Every year the department conducts monitoring of the use of various teaching methods and assessment of learning outcomes..

**5.3. Recommendation of the External Expert Commission for the Educational program 7M04141 - "Management":** *In the 2022-2023 academic year, conduct training for those involved in assessing learning outcomes in modern assessment methods.*

In order to improve their qualifications and teaching skills, teachers of educational programs regularly take online courses "Intuit" and "Coursera".

Teacher Talapbaeva G.E. took the course "Interactive teaching methods at the training center of the LLP "Corporation for Professional Training of Specialists".

**6.1. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *Develop a range of affordable internal and external academic mobility offers for doctoral students of the EP.*

Memoranda and cooperation agreements with leading partner universities provide an opportunity for students to participate in external and internal academic mobility.

It is envisaged to expand opportunities for academic mobility.

**for the Educational program 7M04141 - "Management":** *By the beginning of the admissions campaign for the 2022-2023 academic year, develop a marketing plan for promoting the educational program in order to increase the number of students, including on the basis of agreements on the provision of paid educational services.*

In order to increase the number of students studying in the accredited EP, the Department of Economics and Management conducts active career guidance work among graduates of the bachelor's degree in economics.

For all interested parties, information is provided on the university website for admission to the accredited EP (<https://korkyt.edu.kz/staticpages/207>).

The Instagram channel talapker\_korkyt and the Facebook page " Kyzylorda University after Korkyt Ata" are active in social networks.

**6.2. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *Due to the small number of students, conduct a marketing study and, based on its results, career guidance work in neighboring regions, develop a range of proposals for obtaining external grants for training in the EP, including at the request of employers.*

As a result of career guidance work, the contingent for the accredited program is 3 people.

**for the Educational program 7M04141 - "Management":** *In 2023, develop an action plan for academic mobility of students of the EP.*

The University has concluded agreements with Kazakhstani universities and foreign educational organizations, as well as research and other organizations in foreign countries, such as: USA, China, Russian Federation, Turkey, Korea, Russia, Poland.

**6.3. Recommendation of the External Expert Commission for the Educational program 7M04141 - "Management":** *By the beginning of the 2022-2023 academic year, determine a list of potential internship bases; annually conclude agreements with enterprises whose activities correspond to the areas of training.*

The practice bases for the Educational program 7M04141-"Management" are: National Chamber of Entrepreneurs "Atameken" of the Kyzylorda region; JSC Oil Company "Kor", LLP "DPS Kyzylorda" and others..

**7.1. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *To open up prospects for fruitful educational and scientific cooperation, activate the teaching staff in internal and external academic mobility programs, as well as attract the best foreign and domestic teachers.*

Every year, the EP draws up a Plan for Academic Mobility of the Faculty. According to the program for attracting foreign scientists:

Professor D.M.Khadzhinikolov from 09.09.2020 to 04.10.2020 conducted a course "Modern Trends in Innovative Activities of an Enterprise" in the amount of 72 hours;

Professor of the South-Eastern University named after Neofit Rilsky, PhD E.V.Stavrova in the 2021-2022 academic year gave lectures for all economic specialties.

**for the Educational program 7M04141 - "Management":** *By the beginning of the 2022-2023 academic year, ensure the design, implementation and documentation of the change in the role of the teacher in connection with the transition to student-centered learning*

Based on the Rules for competitive replacement of positions of teaching staff and research workers of higher educational institutions, the staff of teaching staff of accredited educational programs is staffed in accordance with the legislation of the Republic of Kazakhstan (<https://www.calameo.com/read/007081390addae12cc85c>).

With the transition to student-centered learning, the management of the educational program strives to change the role of teachers, which is aimed at achieving specific, clearly defined goals and acquiring certain competencies, in addition, teaching is implemented in accordance with the needs of students, and it is also mandatory to introduce active and interactive forms and methods of teaching into the educational process, which allow activating the educational process. The implementation of accredited educational programs is ensured by teaching staff who are systematically engaged in scientific and / or scientific and methodological activities.

**7.2. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *In order to create a comfortable environment and a favorable social climate in the team, expand the range and quality of services provided in the field of medical care and public catering.*

The educational building has a canteen for 30 people, a varied menu is offered at affordable prices; a medical center (the agreement for the provision of medical care is concluded with DostarMedLine LLP).

**for the Educational program 7M04141 - "Management":** *In the 2022-2023 academic year, consider the possibility of expanding the system of social support for teaching staff.*

In the 2022-2023 academic year, the following provisions were introduced to motivate and encourage teachers to engage in active research: on remuneration, material incentives and social support for university employees; on stimulating the publication activity of the faculty, research staff and students.

Social assistance to the faculty is provided when special circumstances arise in the form of financial assistance. The university trade union provides financial assistance: for spa treatment with a 30% discount; for children's vacations in summer camps -50%. The procedure for providing financial assistance is regulated by the University Collective Agreement (<https://www.calameo.com/read/0070813901751c48b8aad>). When providing annual leave, employees are paid financial assistance in the amount of their salary, which is guaranteed to them along with other payments. According to the "Rules for stimulating publication activity of the faculty, research staff and students of the Non-profit JSC "KorkytAta Kyzylorda University" in international peer-reviewed publications (<https://www.calameo.com/read/00708139004a50faaa108>), teachers of the EP Abdimomynova A.Sh., Duzelbaeva G.B. received monetary rewards.

**7.3. Recommendation of the External Expert Commission for the Educational program 7M04141 - "Management":** *From the 2022-2023 academic year, intensify the use of teaching staff of information and communication technologies, new and innovative forms and methods of presenting educational material, reflected in syllabuses.*

In order to improve the IT competence of the teaching staff of accredited educational programs, the use of innovative methods and forms of training, the university systematically organizes courses to improve computer literacy and IT competence of teachers. Since 2021, the teaching staff of the EP have been actively developing video lectures and posting them on the EP's YouTube channel.

The EP conducts massive open online courses (MOOC) in open access on the university platform. (<https://www.mooc-korkyt.kz/course>).

**8.1. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *Identify specific measures to broadly take into account the needs of various groups studying in the context of the educational program (adults, working people, foreign students, as well as students with disabilities).*

Students and teaching staff have free Internet access in all academic buildings and dormitories, and over the wireless Internet without restrictions. The University provides financial support to students who demonstrate special educational achievements, as well as socially vulnerable students. Social support mechanisms have been established for these categories of students, including tuition fees.

**for the Educational program 7M04141 - "Management":** *By the end of the 2021-2022 academic year, monitor the needs of teaching staff and students in educational and scientific literature; annually replenish the fund with new and relevant publications*

Every year, the EP, together with the scientific library, monitors the needs of teaching staff and students in educational and scientific literature, as a result of which the library fund is replenished with new publications..

**8.2. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *Provide systematic technological support for students and teaching staff in accordance with the needs of educational programs (for example, online training, modeling, databases, data analysis programs); constructive solution to the issue of purchasing the claimed equipment.*

In order to provide technological support for students and teaching staff, the Internet speed has been increased. According to the agreement between the university and the supplier, the Internet connection speed with the Unified Internet Access Gateway channel (local area network)

is 600 MB/sec; the Internet connection speed without the Unified Internet Access Gateway channel (WiFi point) is 800 Mb/sec..

The university is seeing an increase in its annual expenditure on purchasing computers, maintaining the university's electronic library and unified information system, and updating the university's website.

**for the Educational program 7M04141 - "Management":** *At the beginning of the 2022-2023 academic year, develop a plan for technical equipment of classrooms and ensuring widespread access to the Internet and begin implementing it.*

According to the agreement between the university and the supplier, the Internet connection speed with the Unified Internet Access Gateway channel (local area network) is 600 MB/sec; the Internet connection speed without the Unified Internet Access Gateway channel (WiFi point) is 800 Mb/sec..

**8.3. Recommendation of the External Expert Commission for the Educational program 7M04141 - "Management":** *In the 2022-2023 academic year, develop a mechanism for the implementation of inclusive education, including appropriate regulatory, planning and reporting documentation, the necessary infrastructure, responsible persons, etc.*

In the 2022-2023 academic year, the university has opened a Center for Inclusive Education. (<https://korkyt.edu.kz/files/news%20doc/%D0%9F%D1%80%D0%B0%D0%B2%D0%B8%D0%BB%D0%B0%20%D1%86%D0%B5%D0%BD%D1%82%D1%80%D0%B0%20%D0%B8%D0%BD%D0%BA%D0%BB%D1%8E%D0%B7%D0%B8%D0%B2%D0%BD%D0%BE%D0%B3%D0%BE%20%D0%BE%D0%B1%D1%80%D0%B0%D0%B7%D0%BE%D0%B2%D0%B0%D0%BD%D0%B8%D1%8F.pdf>).

**9.1. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *Regularly and promptly post up-to-date information on financial reporting by EP on the university website.*

Information about audited financial statements (<https://korkyt.edu.kz/page/133>).

**for the Educational program 7M04141 - "Management":** *By the end of the 2021-2022 academic year, post EP 7M04141-"Management" on the university website, similar to other EPs in the List of Master's Degree Educational Programs.*

Information about EP 7M04141-"Management" is posted on the official website of the university (<https://korkyt.edu.kz/staticpages/207>).

**9.2. Recommendation of the External Expert Commission for the Educational program 7M04141 - "Management":** *By the beginning of the admissions campaign for the 2022-2023 academic year, provide complete and objective information on the implemented educational programs on the university website.*

Information about the accredited educational program on the official website of the university <https://korkyt.edu.kz/staticpages/207>

**9.3. Recommendation of the External Expert Commission for the Educational program 7M04141 - "Management":** *By the end of the 2021-2022 academic year, ensure the correct transition to the sections "Rukhani Zhangyru", "Anticorruption" on the university website, as well as provide for the possibility of supporting and explaining other relevant national development programs for the country and the system of higher and postgraduate education.*

The university website contains the documents "Anti-Corruption Policy of Korkyt Ata University" (<https://www.calameo.com/read/007081390d021779920a4>) and "Regulations on the Anti-Corruption Compliance Service of Korkyt Ata University" (<https://www.calameo.com/read/00708139056beee114f17>).

**9.4. Recommendation of the External Expert Commission for the Educational program 7M04141 - "Management":** *In the 2022-2023 academic year, ensure that information is presented on the university's official website in three languages.*

All information on the university's official website is presented in three languages.

**10.1. Recommendation of the External Expert Commission for the Educational Program 8D04140 – Economics:** *The management of the educational Program should ensure that teaching within the framework of the program is based on modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods; conducting practice-oriented classes, workshops in the workplace. The methodological basis should be the achievements of world economic thought in the field of studying the patterns and driving forces of socio-economic and scientific and technological progress, the experience of predictive research abroad, and the movement towards man-made civilization. Most of the new methods should be based on econometric models, concepts, and techniques.*

Leading specialists of enterprises and institutions of the Kyzylorda region are involved in the educational process.

### **DESCRIPTION OF THE VEC SESSION**

The work of the External Expert Commission was carried out on the basis of the approved Program of the visit of the expert commission on specialized accreditation of educational programs of the Korkyt Ata Kyzylorda University in the period from November 19 to November 21, 2024.

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

To obtain objective information about the quality of educational programs and the entire university infrastructure, and to clarify the content of self-assessment reports, meetings were held with the rector, vice-rectors of the university in areas of activity, heads of structural divisions, acting Director of the Institute of Economics and Law, head of the Department of Economics and Management, teachers, students, graduates, and employers. A total of 111 university representatives took part in the meetings (Table 1).

Table 1 – Information about employees and students who participated in meetings with EEC  
IAAR:

<b>Category of participants</b>	<b>Quantity</b>
Rector	1
Vice-Rector's corps	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
<b>Total</b>	<b>111</b>

During the visual inspection, the EEC members got acquainted with the state of the material and technical base, visited the main building, the Students' Palace, the Openspace scientific Library, the Seyhun Sports and Recreation Complex, and dormitory No. 5.

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

The members of the EEC visited the practice base of accredited programs: the Municipal State Institution "Department of Economics and Finance of the Kyzylorda region", the General Partnership "Abzal and K".

In accordance with the accreditation procedure, a survey was conducted of 12 teachers, 4 students, including doctoral students and undergraduates.

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

As part of the planned program, recommendations for improving accredited educational programs of the Korkyt Ata Kyzylorda University, developed by the EEC based on the results of the examination, were presented at a meeting with the leadership on 21.11.2024.

## COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

### 6.1. The standard "Educational Program Management"

- *The university must demonstrate the development of a goal and strategy for the development of the educational program based on an analysis of external and internal factors with the broad involvement of a variety of stakeholders.*
- *The quality assurance policy should reflect the relationship between scientific research, teaching and learning.*
- *The university demonstrates the development of a culture of quality assurance.*
- *Commitment to quality assurance should apply to any activity carried out by contractors and partners (outsourcing), including in the implementation of joint/double-degree education and academic mobility.*
- *The management of the Educational Programme ensures transparency in the development of an educational development plan based on an analysis of its functioning, the actual positioning of the university and the orientation of its activities to meet the needs of the state, employers, stakeholders and students.*
- *The management of the Educational Programme demonstrates the functioning of mechanisms for the formation and regular review of the educational development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of educational institutions.*
- *The management of the EP should involve representatives of groups of stakeholders, including employers, students and teaching staff in the formation of a development plan for the EP.*
- *The management of the educational programme should demonstrate the individuality and uniqueness of the educational development plan, its consistency with national development priorities and the development strategy of the educational organization.*
- *The university should demonstrate a clear definition of those responsible for business processes within the framework of the management system, the distribution of staff duties, and the differentiation of functions of collegial bodies.*
- *The management of the EP ensures coordination of the activities of all persons involved in the development and management of the OP and its continuous implementation, as well as involves all stakeholders in this process.*
- *The management of the EP should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and appropriate decision-making.*
- *The management of the EP should carry out risk management.*
- *The management of the educational programme should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- *The university must demonstrate innovation management within the framework of the educational program, including the analysis and implementation of innovative proposals.*
- *The management of the educational programme should demonstrate its openness and accessibility to students of teaching staff, employers and other interested persons.*
- *The management of the EP confirms the completion of training in educational 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 when preparing for the next procedure.*

### *The evidentiary part*

The educational strategy of Korkyt Ata KU is implemented in accordance with the Joint, Sustainable Development Strategy of Non-profit JSC " Korkyt Ata Kyzylorda University" until 2030, as well as the Development Program of Non-profit JSC " Korkyt Ata Kyzylorda University" for 2023-2029 (<https://korkyt.edu.kz/ru/page/63> ), (approved at the meeting of the Board of Directors on September 1, 2023, Minutes No. 5, with amendments and additions dated December 21, 2023, Protocol No. 8.)

The University manages educational programs through the systematization and formalization of current procedures within the framework of the internal quality assurance system.

This system includes a Quality Assurance Policy (<https://korkyt.edu.kz/ru/page/166>), (Decision of the Board of the NAO "Kyzylorda University named after Korkyt Ata", Protocol No. 9 dated 10/30/2023), Standards of internal quality assurance of the Non-profit JSC "Kyzylorda University named after Korkyt Ata" (<https://www.calameo.com/read/007081390692d87f74eda>) and a description of the processes in a series of internal documents of the university (Register of Internal documents, <https://korkyt.edu.kz/ru/page/69>).

The quality policy of Korkyt Ata University is aligned with the strategic directions of the university's development, reflecting the relationship between scientific research, teaching and learning. Internal quality assurance standards reflect common approaches, key principles, and basic mechanisms for quality assurance and the development of a culture of continuous quality improvement.

Documents related to policy and quality assurance are publicly available on the university's website, which ensures accessibility and openness not only for staff and students, but also for employers and other interested parties. This information is also distributed to all educational and service departments through an internal communication system.

The University's mission is to generate new knowledge and intellectual potential in the region. Vision: Korkyt Ata University is a strong regional university that influences the socio-economic development of the region and the formation of high-quality human capital.

Based on this, the Development Program of the Non-profit JSC "Kyzylorda University named after Korkyt Ata" for 2023-2029 was developed (approved at the meeting of the Board of Directors on September 1, 2023, Protocol No. 5, with amendments and additions dated December 21, 2023, Protocol No. 8) (<https://korkyt.edu.kz/ru/page/63> ), which defines the strategic directions of the University's activities:

1. Innovative provision of educational activities and internationalization.
2. Development of science and international cooperation.
3. Digitalization and modernization of infrastructure.

The university has developed a set of documented procedures for the main components of the educational process, which is fully posted on the university's official website (<https://korkyt.edu.kz/ru/page/69>).

To manage educational programs in the context of a quality assurance culture, documents are used that regulate key processes. In particular, this is "Academic Policy" (<https://www.calameo.com/read/007081390fc0a3d954e77>). (approved by the decision of the Academic Council, Protocol No. 2 dated 08/29/2016).

Collective agreement of the Non-profit JSC "Kyzylorda University named after Korkyt Ata" (<https://www.calameo.com/read/0070813909096440adff9>) regulates social and labor relations at the university. Regulations on the Psychological Support Center (<https://www.calameo.com/read/0074313083aa3e0440b72>) provides comprehensive socio-psychological support to the subjects of the educational process; promotes the preservation of psychological health and the creation of a favorable socio-psychological climate at the university.

The University has also developed a Code of Corporate Ethics for the Non-profit JSC Korkyt Ata Kyzylorda University (<https://www.calameo.com/read/007081390c10517a4095e>), the main purpose of which is to ensure that employees comply with accepted standards and norms of business ethics in order to achieve the strategic development goals of the Korkyt Ata Kyzylorda University, strengthen the corporate culture and image of the university.

Anti-Corruption Policy of Non-profit JSC "Korkyt Ata Kyzylorda University" (approved by the decision of the Board of Directors, Protocol No. 8 dated 08/31/2022) (<https://www.calameo.com/read/007081390d021779920a4>) is implemented through the formation of intolerance to corruption and the Regulation on the Anti-Corruption Compliance Service (approved by the decision of the Board of Directors, No. 6 dated 05/03/2022) (<https://www.calameo.com/read/00708139056beee114f17>) determines the status, powers and organization of the anti-corruption compliance service for quality assurance and the development of a culture of continuous quality improvement. The university has also developed a Policy on protection against harassment in the NAO "Kyzylorda University named after Korkyt Ata" (<https://www.calameo.com/read/007081390ab9a7fd0f445>), (approved by Order No. 66-a dated 02/05/2024).

Collegiate forms of management are prohibited at the University: Academic Council (<https://www.calameo.com/read/007081390a2f7950c0292>), the Scientific and Technical Council, and the Ethics Commission, which are more or less involved in planning, monitoring, and improving the university's educational system.

The Academic Council of the University for 2021-2024 includes: the rector, the vice-rector's office, the directors of institutes, heads of structural divisions, heads of departments, representatives of teaching staff.

The university institutes have Academic Quality Committees, whose activities are aimed at improving the effectiveness and efficiency of the educational process and are outlined in the Academic Policy (p. 25).

Accredited EP are registered in the Register of EP of the National Center for Higher Education Development, and EP have been reviewed by external participants, in particular, the register of experts and publishers.

The development plans of OP 8D04140 – Economics, 7M04141 - "Management" for 2023-2027 were reviewed at the meeting of the Department of Economics and Management (Protocol No. 5 dated 05.01.2023), approved by the Academic Quality Council of the Institute of Economics and Law (Protocol No. 5 dated 05.01.2023).

The Internal Audit Service operates, the mission of which is to provide the necessary assistance to the Board of Directors and the Management Board in fulfilling their responsibilities to achieve the strategic goals of the University

(<https://www.calameo.com/read/007081390f8e0b16678ba>). (approved by the decision of the Board of Directors of the Non-Profit JSC "Kyzylorda University named after Korkyt Ata", Protocol 4 dated 12/24/2020).

During the interview, visual inspection and analysis of documents, the EEC made sure that those responsible for business processes were appointed, within which the implementation of the EP is regulated, the official duties of the staff were distributed, and the functions of collegial bodies were delimited. At the beginning of each academic year, those responsible for the main business processes for the development and implementation of the OP are appointed, which is fixed by the minutes of the department meeting.

The University has developed a Regulation on Risk Management (<https://www.calameo.com/read/007081390098b94ee54a3>), (adopted and put into effect by the Rector's order on 01/22/2021, No. 33-a), which defines the principles and approaches to the organization of the risk management system in the university's activities. The development plans

for the implemented EPs identify possible risks: a decrease in the contingent, a lack of scientific and pedagogical staff, moral and physical deterioration of existing equipment, etc.

The management of the university and the educational institution demonstrates its openness and accessibility to students, teaching staff, employers and other interested parties. Contact information is available on the university's website: University administration (<https://korkyt.edu.kz/ru/page/65>), Institute of Economics and Law (<https://korkyt.edu.kz/ru/institutions/6>), Department of Economics and Management (<https://korkyt.edu.kz/ru/departments/1>). Information about making collegial decisions is communicated to interested parties and employers through the website of Korkyt Ata University, the newspapers "Syr tulegi", "Syr Boyy" and "Kyzylorda News", during meetings of the rector with students, interviews with management in the media, television, and social networks.

### *The analytical part*

EEC IAAR, having held meetings, conversations and interviews with the rector, vice-rectors, heads of structural divisions, students, faculty, heads of EP, representatives of practice, as well as conducting online questionnaires of faculty and students, virtual familiarization with the educational infrastructure of the university, material, technical and information-methodological resources and with the necessary documents, notes the following:

The EEC confirms that the university has a quality policy that reflects the link between scientific research, teaching and learning. The University's policy, as well as the main directions of the university's development, are published, available and posted on the university's website. Measures to develop a culture of quality in the educational, research and educational process have been reflected in the University's Development Program and included in the work plans of the structural units.

The EEC notes that the university demonstrates the management of educational programs in the context of the implementation of strategic documents. He also notes the focus of the mission and vision on meeting the needs of the state, society, sectors of the real economy, and potential stakeholders.

The EEC emphasizes that during interviews with focus groups, as well as based on the results of the survey, it was revealed that the management of the EP actively demonstrates readiness for open and accessible interaction with students and teachers. This is reflected in regular open discussions, consultations, and meetings that are held to discuss current and future initiatives and changes in the EP.

The risks described in the development plans of the EP are often not related to specific EP, do not take into account the specifics of the EP. According to the identified risks, no measures have been proposed to eliminate them or reduce their impact. Obviously, in the context of accredited ops, it is necessary to carry out systematic work on forecasting and analyzing risks. The quality of this work can be ensured by training the management of the EP in advanced training programs in the field of risk management.

Within the framework of the online learning program, the university carries out certain work to form and develop new levels of faculty competence. However, in the course of organizing interviews with teaching staff and staff, we have achieved a lack of sufficient formation of innovative components. It is important to pay attention to innovation management, including in the educational process. We consider the need to develop a plan to improve the innovation management mechanism, which provides for the introduction of various types of academic and extracurricular activities to form competencies that allow for flexible and dynamic response to innovative processes, products and services in the professional field.

During the survey, the question "How is the educational administration paying attention to the content of the educational program?" - 72% of the teaching staff (9 people) answered "very well", 28% (3 people) - "Good."

The question "How does the innovation activity of the CPS improve?" - 67.9% (8 people) the answer is "very good", 32% (4 people) - "Good."

### **Strengths/best practices for EP 8D04140 – Economics and OP 7M04141 – Management:**

- The management of the EP has demonstrated readiness for open and accessible interaction, both for students and teachers.

### ***Recommendations for EP 8D04140 – Economics, 7M04141 – Management:***

- Before the beginning of the 2025-2026 academic year, the university management should ensure that the heads of the EP and other persons involved in the management of the EP receive risk management training. By May 2025, conduct a detailed risk analysis in the context of the EP, specify measures to reduce the impact of risks, specifying measurable performance indicators, responsible persons and deadlines for implementation.

-The Department should develop an action plan for the introduction of new innovative teaching and assessment methods, including its own, into the educational process, as well as provide feedback on the effectiveness of their use. The deadline is February 2025.

### ***The EEC's conclusions on criteria:***

**According to the Educational Program Management standard, 17 criteria are disclosed, of which 1 is strong, 14 is satisfactory, and -2 is expected to improve.**

### **6.2. The Information Management and Reporting Standard**

- *The university should ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software.*
- *The 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 reflecting the activities of all structural divisions and departments within the EP, including an assessment of their effectiveness.*
- *The university should determine the frequency, forms and methods of evaluating the management of the educational institution, the activities of collegial bodies and structural divisions, and top management.*
- *The university must demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision.*
- *The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*
- *The management of the educational institution should demonstrate the availability of communication mechanisms with students, employees and other stakeholders, including conflict resolution.*
- *The university should ensure the measurement of the degree of satisfaction of the needs of teaching staff, staff and students within the framework of the educational program and demonstrate evidence of the elimination of the identified deficiencies.*
- *The university should evaluate the effectiveness and efficiency of its activities, including in the context of EP. The information collected and analyzed by the university within the framework of the EP should take into account:*
  - *Key performance indicators;*
  - *dynamics of the student body in terms of forms and types;*
  - *Academic performance, student achievements, and expulsion;*
  - *satisfaction of students with the implementation of the EP and the quality of education at the university;*
  - *Availability of educational resources and support systems for students;*
  - *Employment and career development of graduates.*
  - *Students, staff, and teaching staff must document their consent to the processing of personal data.*

- *The management of the EP should help to provide all necessary information in the relevant fields of sciences.*

### ***The evidentiary part***

Information management and reporting are based on the collection, analysis and application of relevant information. The management of the EP ensures this process using modern information and communication technologies and software solutions. The volume and structure of the information is determined, which is regularly updated, and responsible persons are appointed to verify its accuracy, timeliness, completeness and safety.

The official website of the University(<http://korkyt.edu.kz> /)Developed for operational awareness of interested parties in various aspects of the university's activities, improving the effectiveness of interaction with the target audience, as well as ensuring effective communication between structural units, obtaining service-specific information from employees and students.

On the website, university staff, students and other visitors can receive the following types of public services in electronic format:

- acceptance of documents and enrollment in higher education institutions for study in educational programs of higher and postgraduate education;
- provision of dormitories for students in higher education institutions;
- acceptance of documents for participation in the competition for positions of teaching staff and researchers of higher educational institutions;
- issuance of duplicate documents on higher and postgraduate education;
- acceptance of documents for participation in the competition for study abroad, including within the framework of academic mobility;
- issuing various kinds of certificates for students and university staff.

In order to provide high-quality training sessions in the Platonus information system, the following were purchased: The Licensed module "Assignments" and the "Online Proctoring System". An electronic schedule of classes has been compiled, which is posted on the university's website.

To ensure the security of the University's information systems, the server system of the University's information infrastructure was transferred to the latest Windows Server and LinuxUbuntu operating systems. For the convenience of working with users of application and server services, a single user registration has been introduced on the ActiveDirectory server. ExchangeServer 2016 using the @korkyt.kz mail server by corporate mail, university staff can use the internal corporate network and access to the external environment. A new virtual VMware server has been created and information security through this server has been enhanced. The University Library provides access to electronic information resources through the library's website (<https://korkyt-nb.kz> /).

The work of AIS Platonus is organized and supervised by the Department for Student and Teaching staff Services. This system is for every student and employee to create a personal study.

There are integrations with the UHEP and NED computers, as well as integration with the Verigram online proctoring system.

To organize online conferences, meetings or other meetings via the Internet, the university uses the IS "ZOOM meetings", a video conferencing system. The university uses this system on a monthly basis based on a subscription to the ZOOM platform.

In 2022, the IP "Electronic Document Management System - salemoffice.kz ". This system is deployed on the server of the service provider in Astana, allows you to receive and send letters from Government agencies and the Ministry of Economic Development of the Republic of Kazakhstan, as well as private companies integrated into the EDEA system. The acquisition of an electronic document management system has reduced and improved the internal business processes of the university.

The university uses the "Personnel" information system developed by the staff of the software department, which contains thirty parameters (personal data, data on education, work, benefits, vacations, incentives, awards, penalties, position held, the rate performed, the number of the employment order, the duration of the employment contract, the category of the position, additional payments and allowances, the form of the employment contract for teaching staff and university staff, an additional agreement to the employment contract). All of the above personnel data is entered into the database of this program. All types of personnel reports are compiled on the basis of automated personnel management systems in Excel, WORD.

Office management at the university is carried out in accordance with the approved Office Management Instructions (<https://ru.calameo.com/read/00708139009f64b00d2cb>) and the nomenclature of cases (<https://ru.calameo.com/read/0070813903c7d42d1d1b1>), the preservation and archiving of documents is ensured. The information is promptly provided to the performers in electronic form through a mailing list in the electronic document management system on the local network.

The University implements a regular reporting system that reflects all levels of the structure and includes an assessment of the effectiveness and efficiency of the structural units. The department's annual performance reports are periodically reviewed at department meetings and by the Academic Quality Committee. At the meeting of the Academic Quality Committee, which operates at each institute, reports on the implementation of the main activities for the development of the educational process are considered.

For several years now, the university has been practicing submitting annual reports of departments and institutes to a commission specially created by order of the Chairman of the Board, the Rector, which includes the heads of the university's structural divisions.

The frequency, forms and methods of assessing the functioning of the EP, the activities of collegiate bodies and the department are determined by the Regulations on the Development and approval of educational programs at Korkyt Ata University (<https://www.calameo.com/read/0074313086ec174255a06> P. 24), the Regulation on the assessment of the quality of the implementation of the University's EP (<https://www.calameo.com/read/0070813904808f4fd4401>).

All bodies and structural units, including the department, are involved in the assessment process.

The properties and characteristics of the information collected are determined in the following order: analysis of areas of activity (annual reports of heads of departments, directors of institutes), results of intermediate, final, state attestation; sociological surveys; testing (checking basic knowledge) of students; analysis of employer feedback on students and graduates; analysis of the activities of teaching staff, heads of departments and directors of institutes (rating of teaching staff, KPIs of department heads and institute directors), etc.

In accordance with the Regulations on Information Security (approved by Protocol No. 5 of the Board of Directors of the Non-Profit JSC "Kyzylorda University named after Korkyt Ata" dated 05/31/2021), users of information systems, models of potential violators, information protection tools and measures, as well as information security requirements have been identified at the university (<https://www.calameo.com/read/00708139052c0f309e3ea>).

The responsible structural unit is the Digital Transformation Department.

To assess the effectiveness of the EP's activities, stakeholders annually participate in a survey on satisfaction with the quality of educational services. The results of the survey are reviewed at meetings of the EP and Academic Quality Councils of institutes, where decisions are made on corrective measures. The Department of Strategic Planning and Quality Assurance is responsible for conducting the surveys. ([https://docs.google.com/forms/d/e/1FAIpQLScUX76\\_-qkIie7mI3pfSHV7b7E780B0ZHEyZn14GfQ0L2u3MQ/viewform?vc=0&c=0&w=1&flr=0](https://docs.google.com/forms/d/e/1FAIpQLScUX76_-qkIie7mI3pfSHV7b7E780B0ZHEyZn14GfQ0L2u3MQ/viewform?vc=0&c=0&w=1&flr=0)).

The management's conflict of interest resolution policy is to implement preventive measures and includes: familiarizing teaching staff, staff and students with the provisions of internal regulatory documentation, requirements for the organization of the educational process, the main areas of work of structural units, internal regulations, etc.; creating a corporate culture based on equality of rights and responsibilities of employees, teachers and students respecting their personal dignity. In order to prevent conflict situations at the university, the Academic Policy has been approved and put into effect (paragraph 22. Internal order for students of the Non-Profit JSC "Kyzylorda University" named after Korkyt Ata")(<https://www.calameo.com/read/007081390fc0a3d954e77>) and the Rules of the Labor Regulations of the Korkyt Ata Kyzylorda University (approved by the decision of the Academic Council, Protocol No. 3 dated 12/28/2021), (<https://www.calameo.com/read/007081390ed7b0629203b>), which provide for the regulation of relations between the organization of labor and the educational process. The academic integrity policy is regulated by the Code of Corporate Ethics of the Non-Profit JSC Korkyt Ata Kyzylorda University (<https://www.calameo.com/read/007081390c10517a4095e>) defines the procedures for preventing and resolving corporate conflicts at the university.

Systematic and organized work is underway to prevent and eliminate conflicting situations in internal corporate relations, in which both the university administration and the rector's office, institutes, and student staff participate.

All interested persons have the opportunity to make an appointment with the rector and vice-rectors according to the approved schedule of appointments. There is a possibility to return to work with questions from the rector and the head of the department in the work mode without a preliminary record. In addition, anyone can contact the rector personally through his blog on the university's website (<https://korkyt.edu.kz/ru/page/195>).

The University collects, processes and protects personal data in accordance with the legislation of the Republic of Kazakhstan "On Personal Data and their protection". Students document their consent to the processing of personal data when applying for admission to the first year

### ***The analytical part***

The Commission notes that the university operates a multi-level information and reporting management system. Information management includes all management of traditional flows and digital information flows. All the university's developed documents are distributed across all structural divisions through electronic document management.

The management of accredited EPs ensures that work is carried out to assess the degree of satisfaction of students, employees, and teachers through a survey. The EEC notes that the information collected within the framework of the university's activities, including through statistical processing of information and reporting, allows for the formation of analytical reports.

Analysis of internal regulatory documentation, in particular Academic Policy (<https://www.calameo.com/read/007081390fc0a3d954e77>), demonstrated that the university does not define criteria for effectiveness and efficiency in the context of

The Commission found that in the process of evaluating the implementation of the EP, the management carried out some work to assess the achievement of learning objectives and meeting the needs of key stakeholders, but the results of the assessment were not communicated to stakeholders.

Input of the online questionnaire at the level of feedback from the leadership 71.4% of the staff (8 people) rated "very good", 28.6% (4 people) "Good."

60.7% of teaching staff (7 people) are fully satisfied with their participation in managerial decision-making, and 31.3% (5 people) are partially satisfied.

To the question "How does the management and administration of the university perceive criticism of their address?"- 46% of teaching staff (5 people) answered "very well", 50.0% (6 people) - "well", 4% (1 person) "relatively bad."

***Strong sides/Best Practices: EP 8D04140 – Economics, 7M04141 – Management are missing.***

***Recommendations for EP 8D04140 – Economics, 7M04141 – Management:***

- By 09/01/2025, the management of the EP should take measures to develop and apply criteria for the effectiveness and efficiency of the EP.
- The management of the EP should inform stakeholders on an ongoing basis about the results of the assessment of the implementation of accredited EPs using various tools.

***Conclusion to the criteria:***

**According to the Information Management and Reporting standard, 17 criteria have been disclosed, of which 0 are strong, 17 are satisfactory, and 0 suggest improvements.**

***6.3. The standard "Development and approval of the educational program"***

- *The university must demonstrate the existence of a documented procedure for the development of an educational program and its approval at the institutional level.*
- *The university must demonstrate the compliance of the developed educational program with the established goals and planned learning outcomes.*
- *The management of the educational institution should determine the impact of disciplines and professional practices on the formation of learning outcomes.*
- *The university can demonstrate the availability of a graduate's model of learning outcomes and personal qualities.*
- *Qualifications awarded upon completion of the EP should be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA.*
- *The management of the EP should demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), ensure that the EP and its modules (in terms of content and structure) meet the goals set with a focus on achieving the planned learning outcomes.*
- *The management of the educational institution should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral studies).*
- *The management of the EP should demonstrate the conduct of external expertise of the OP.*
- *The management of the EP should provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality.*
- *The management of the EP should demonstrate the positioning of the EP in the educational market (regional/ national / international), its uniqueness.*
- *An important factor is the possibility of preparing students for professional certification.*
- *An important factor is the availability of a double-degree EP and/or joint EP with foreign universities.*

***The evidentiary part***

The development and approval of educational programs at the university is carried out in accordance with the provisions of regulatory legal acts in the field of higher and postgraduate education. The University's development program, as well as internal regulatory documents. The development and approval of the curriculum is regulated by the relevant regulation, which is part of the structure of Academic Policy (clause 6, Development and approval of educational programs).

The University is developing learning outcome matrices, which are presented in the structure of the EP.

The objectives of the EP are consistent with the university's mission and the National Qualification System. When developing the curriculum, the degree of complexity of the student's workload is taken into account for all types of educational activities provided for in the curriculum,

and credits are clearly defined. The content of academic disciplines and the learning outcomes of accredited students correspond to the level of education.

Accredited EPs are developed by working groups, which include teaching staff, employers, and students. The composition of the working groups is indicated on the title page and flyleaf of the educational programs. Elective subjects are regularly included in the EP, according to the recommendations of employers. (<https://korkyt.edu.kz/files/obuchenie/%D0%BC%D0%B0%D0%B3%D0%B8%D1%81%D1%82%D1%80%D0%B0%D1%82%D1%83%D1%80%D0%B0/7%D0%9C04141-%20%D0%9C%D0%B5%D0%BD%D0%B5%D0%B4%D0%B6%D0%BC%D0%B5%D0%BD%D1%82.pdf>),

The lists of implemented EPs are posted on the university's website (<https://korkyt.edu.kz/ru/page/83> ), including information about accredited EP 8D04140 – Economics (<https://korkyt.edu.kz/ru/staticpages/185>), 7M04141 - Management (<https://korkyt.edu.kz/ru/staticpages/207>).

The EPs undergo an internal and external examination procedure. External expertise is carried out by representatives of Associations, educational organizations in the region, representatives of other universities, employers, strategic partners, and representatives of business structures.

The University has created conditions for internships: programs have been developed, internship agreements have been concluded, etc., in accordance with the Rules of Organization, conducting professional practice and defining the organization as a practice base ([https://korkyt.edu.kz/files/documentsD/Pravila\\_praktiki.pdf](https://korkyt.edu.kz/files/documentsD/Pravila_praktiki.pdf) ). There are memoranda of cooperation with the Abzal and K Mining Company, the Municipal Government Agency "Management of Economy and Finance of the Kyzylorda region", the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken" for the Kyzylorda region, the Municipal Government Agency "Management of Entrepreneurship and Industry of the Kyzylorda region", JSC "Turgai-Petroleum". All information necessary for students to complete their professional practice is available on the university's website (<https://korkyt.edu.kz/files/Students/practicSpisok.pdf> ).

In order to improve the quality of training qualified specialists, strengthen the practical orientation of the educational process, conduct joint scientific research and introduce research results into production, branches of departments are being established at enterprises (Branch of the University's educational Programs in Production, paragraph 8 of the Academic Policy of the Korkyt Ata Kyzylorda University (<https://www.calameo.com/read/007081390fc0a3d954e77> ). The Department of Economics and Management has agreements on the organization of a branch of the department in production with the Municipal State Institution "Department of Economics and Finance of the Kyzylorda region", the Department of the Agency of the Republic of Kazakhstan for Civil Service Affairs in the Kyzylorda region, Munai LLP. Those. Service. Orda", Angarspetsstroy LLP.

### ***The analytical part***

During the visit, experts analyzed educational programs, educational and methodological support for their implementation. The documentation has been developed in accordance with the university guidelines and regulatory requirements of the Republic of Kazakhstan.

The University demonstrated its participation in the working groups on the development of teaching staff, students and employers. The composition of the working group is indicated in the structure of each EP.

The content of the EPS and the sequence of their implementation comply with regulatory requirements and the demands of the labor market. The learning outcomes in each discipline and professional practices correspond to the learning outcomes of the educational program as a whole.

The management of the EP justifies the individuality and uniqueness of accredited EPs by their focus on training specialists in relevant industries. For example, "the uniqueness of EP 8D04140- Economics lies in the fact that it was developed taking into account the request of employers and the analysis of the demand for personnel with certain professional competencies, focused primarily on providing personnel to the Kyzylorda region and Kazakhstan as a whole." "The uniqueness of EP 7M04141 – Management is as follows: the program includes an in-depth study of management theory, research methodology and pedagogical technologies; the program focuses on research and the introduction of new approaches in the field of management, which contributes to the development of management as a science."

In determining competence, the management of the EP needs to focus on certain skills, learning methods, or specific aspects of content, such as the development of academic courses and modules that reflect current trends and new technologies; the introduction of innovative teaching methods and pedagogical approaches; collaboration with industry and partnerships with organizations; international cooperation and exchange programs; support for student initiatives and scientific projects.

The EEC notes the need to provide training opportunities for students for professional certification. Despite the fact that the university has developed Regulations on the development and implementation of joint and integrated educational programs, there are a large number of cooperation agreements with foreign universities, there is some experience in academic mobility, and work on the development and implementation of joint/double-degree educational programs with universities in the near and far abroad is carried out at an insufficient level.

A survey of teaching staff conducted during the IAAR EEC visit demonstrated that the content of the educational program "very well" meets the scientific and professional interests and needs of 89.0% (10 people) of respondents, "well" -11.0% (2 people).

53.6% (7 people) "very well" assess the compliance of educational programs with the 46.4% (5 persons) rate the content and quality of implementation of labor market expectations and employers as "good".

Support for the university and its management in the development of new educational programs

67.9% of teaching staff (8 students) rated "very good", 32.1% (4 students) "Good."

***Strong sides/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

***Recommendations for EP 8D04140 – Economics, 7M04141 – Management:***

- The development plans of the EP include measures to prepare students for professional certification, including analyzing the content of the EP and updating them (September 2025).
- The management of accredited ops should take measures to develop joint/double-degree educational programs with universities near and far abroad (September 2025).

***Conclusions of the EEC according to the criteria:***

**The standard "Development and approval of the Educational Program" disclosed 12 criteria, of which strong – 0, satisfactory – 11, suggest improvements - 1.**

**6.4. The standard "Continuous monitoring and periodic evaluation of educational programs"**

- *The university should ensure a review of the content and structure of the educational program, taking into account changes in the labor market, employers' requirements and the social demand of society.*

• *The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP.*

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

• *the content of the programs in the context of the latest achievements of science and technology in a particular discipline;*

• *Changing needs of society and professional environment;*

• *workload, academic performance and graduation of students;*

• *Effectiveness of student assessment procedures;*

• *Students' needs and satisfaction levels;*

• *compliance of the educational environment and the activities of support services with the objectives of the EP.*

• *All stakeholders should be informed of any planned or undertaken actions regarding the EP. All changes made to the EP must be published.*

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

### ***The evidentiary part***

The procedure for monitoring and periodic assessment of EP at the university is carried out on the basis of the "Standards of internal quality assurance of the NLC "Korkyt Ata Kyzylorda University", approved on 10/30/2023 (Protocol No. 9), "Rules for certification of teaching staff and researchers of the NLC "Korkyt Ata Kyzylorda University" (Order No. 62-a dated 02/10/2021G.) (<https://korkyt.edu.kz/ru/page/69>).

Monitoring and periodic evaluation of accredited educational institutions include monitoring compliance with the procedure, rules and deadlines of all types and forms of educational and methodological support for the educational process by the heads of the educational institutions accredited by the Educational Institution in conjunction with the Department for Coordination of Educational Programs and Planning of the Educational Process of the Korkyt Ata University; analysis of the training performed by the working curriculum to ensure compliance with professional competencies defined by state mandatory education standards; analysis of the quality of the implementation of the modular competence approach, taking into account prerequisites and post-requirements in order to ensure logical consistency and targeted development of relevant competencies, the use of a systematic approach in the overall planning, the preparation of work curricula, the examination of work plans and curricula; monitoring the activities of curators-advisors: their introductory work with students, by choice дисциплин, (<https://korkyt.edu.kz/files/obuchenie/%D0%BC%D0%B0%D0%B3%D0%B8%D1%81%D1%82%D1%80%D0%B0%D1%82%D1%83%D1%80%D0%B0%7%D0%9C04141-%20%D0%9C%D0%B5%D0%BD%D0%B5%D0%B4%D0%B6%D0%BC%D0%B5%D0%BD%D1%82.pdf>) ; assessment of the coincidence of expected learning outcomes (competencies based on the Dublin descriptors reflected in the EMCD).

Practitioners are actively involved in the educational process (N.Shintasov, head of the Department of Public Service of the Kyzylorda region, etc.), Taking into account the scientific research of the teaching staff, elective courses have been introduced for EP 8D04140 - Economics: "Integrated analysis of the economic system"; for 7M04141 - Management: "Digital Business Transformation", "Logistics Management", "Modern strategic analysis", "Public Procurement Management".

All types of practice are organized and conducted in accordance with the State Educational Standard of the Republic of Kazakhstan. Industrial practice in the EP is carried out to form professional skills; to develop the ability to monitor, evaluate the learning process and results.

Individual assignments are developed by the heads of the practice from the department in advance of the start of the internship and are communicated to the students. To ensure the quality of educational programs at the university, they are monitored and evaluated. The University

defines the requirements for the format of monitoring and periodic evaluation contained in the Regulations on the Assessment of the Quality of the University's Educational Programs (<https://ru.calameo.com/read/0070813904808f4fd4401>).

In April-May 2024, an internal audit was conducted, according to the results of which an assessment of the effectiveness of the accredited EP was carried out according to certain criteria. The evaluation results were reviewed at a meeting of the Academic Quality Committee of the Institute of Economics and Law (Minutes No. 9 dated 04/25/2024), the Academic Council of the University (Minutes No. 18 dated 04/27/2024).

The analysis of the procedures for monitoring and periodic evaluation of the educational program is based on: analysis of curricula, the catalog of the university component and elective disciplines, individual plans of students, internal regulatory documents regulating the implementation of educational programs, their monitoring and evaluation; minutes of meetings of the educational program; interviews and questionnaires of students, teaching staff and stakeholders; the results of observations of the activities of support services.

All regulatory documents are completed in the EMCD EP ("Rules for the formation of an educational and methodological complex of a specialty", standards and EMCD ("Rules for the formation of an educational and methodological complex of disciplines") (<https://www.calameo.com/read/007081390fc0a3d954e77>).

Separately, as an assessment of the EP and teaching methods of the course, determining pedagogical skills in teaching disciplines, we can note the regularly conducted anonymous questionnaire of students "Teacher through the eyes of students." The results of the survey make it possible to assess students' satisfaction with the training program and the completeness of the realization of students' expectations. Based on the results of the survey, university teachers and the administration draw certain conclusions and take certain measures aimed at improving the quality of education. ([https://docs.google.com/document/d/1yAOmPLSH6a2xvas5\\_x11yW06pDhMwXuc/edit?usp=sharing&ouid=113806554059393671966&rtpof=true&sd=true](https://docs.google.com/document/d/1yAOmPLSH6a2xvas5_x11yW06pDhMwXuc/edit?usp=sharing&ouid=113806554059393671966&rtpof=true&sd=true)).

As a result of the assessment of the EP, in connection with the requirements of employers, the competencies of a graduate of an accredited EP have been revised and supplemented, such as organizing the educational process according to the updated educational content, being able to apply learning strategies in the context of the updated content, knowing the technologies of Lesson study, Action research. Based on the recommendations and suggestions of employers, the catalog of the university component and elective subjects of the educational program is reviewed and updated annually at the meetings of the Academic Quality Committee, on the basis of which changes are introduced into the curricula and in general the educational program. (<https://korkyt.edu.kz/ru/departments/1>).

The relevance of information in the content of the subjects taught in the EP is carried out as a result of periodic review and analysis of teaching staff and employers of discipline programs. EP 7M04141 – Management the content of the discipline "Project Management", in the lecture on "Project risk management" includes the question of the use of simulation models in calculating project risk (Application of the simulation method in calculating project risk);

According to EP 8D04141 – Economics, the topic "Methods of quantitative and qualitative research" is included in the content of the discipline "Methods of scientific research", in the lecture on the topic "Goals, content and components of scientific research".

Information about the changes in the OP is provided by informing interested parties about the actions and posted on the university's website. (<https://korkyt.edu.kz/ru/departments/1>).

### *The analytical part*

During the analysis of the self-assessment report, website materials, and interviews with university staff, it was noted that the university has adopted a number of regulations and a monitoring and evaluation process. All activities of the accredited EP are consistent with the strategy, mission, vision and values of the university. Information about changes in the EP is provided at all levels of government, at meetings of academic councils, educational and methodological councils, and the Academic Council of the university.

In monitoring and evaluating the implementation of educational programs at Korkyt Ata University, a systematic approach is used, which assumes the complexity and consistency of the analysis and correction of course content, their continuity and consistency. The management of the EP carries out a review of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers in the social request of society through consideration at a meeting of the Academic Committee on Quality. The management of the educational program guarantees the representativeness of the stakeholders involved in the formation and revision of the development plan through a collegial discussion of the draft curriculum, including students.

Based on the monitoring results, decisions are made on the prospects for the development of educational programs and the expansion of the university's contingent formation activities.

The EP management is focused on ensuring transparency of the EP management system, brings all information and management decisions to students and stakeholders. For this purpose, the management of the Educational institution uses all communication channels: advisory hours, information stands, the university website, the university's educational portal, and the Facebook social network.

The EEC considers it necessary to carry out a number of measures to improve the effectiveness of student assessment procedures: revision and improvement of the assessment system to ensure its transparency, fairness and objectivity; introduction of various forms of assessment to fully assess student achievements; training and advanced training of teaching staff in modern assessment methods and the use of assessment criteria; inclusion of feedback from students on assessment procedures for their continuous improvement; regular audit and self-assessment of assessment procedures to identify weaknesses and opportunities for improvement. Such measures will help to improve the quality of the assessment process at the university, make it more effective and contribute to a more accurate reflection of the level of knowledge and skills of students.

***Strong sides/best practices according to EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

***Recommendations for EP 8D04140 – Economics, 7M04141 – Management:***

- The management of the Educational institution regularly reviews the results of quality monitoring at meetings of collegial bodies at various levels and publishes information on the university's website.

***Conclusions of the EEC according to the criteria:***

**The post-standard "Continuous monitoring and periodic evaluation of educational programs" reveals 10 criteria, of which 0 are strong, 9 are satisfactory, and 1 is expected to improve.**

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

● *The management of the educational institution should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.*

- *The management of the educational institution 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 educational institution, including competencies and skills to perform scientific work at the required level.*
- *The management of the EP should determine the mechanisms for distributing the educational load of students between theory and practice within the framework of the EP, ensuring that each graduate learns the content and achieves the goals of the EP.*
- *An important factor is the availability of in-house research in the field of teaching methods of EP disciplines.*
- *The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and objectives of the educational program.*
- *The university should ensure consistency, transparency and objectivity of the learning outcomes assessment mechanism. Criteria and methods for evaluating learning outcomes should be published in advance.*
- *Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly upgrade their skills in this area.*
- *The management of the educational institution should demonstrate the existence of a feedback system on the use of various teaching methods and assessment of learning outcomes.*
- *The management of the educational institution should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.*
- *The management of the educational institution should demonstrate the existence of a procedure for responding to student complaints.*

### ***The evidentiary part***

At Korkyt Ata KU, student-centered learning is manifested in the development of educational programs taking into account the needs, abilities and interests of different groups of students. The training in accredited EP is conducted in Kazakh and Russian languages.

By implementing the principle of student-centered learning, the university ensures: respect and attention to different groups of students and their needs, providing a flexible learning trajectory; using various forms of teaching; flexible use of various pedagogical methods; strengthening mutual respect between teachers and students; and necessary procedures for responding to student complaints.

Respect and attention to different groups of students and their needs is shown in the form of providing information on the official website of the educational organization in three languages: Kazakh, English and Russian, which allows to ensure the same conditions for learning and other activities. (<https://korkyt.edu.kz/ru/page/69>).

According to the educational programs 8D04140 – Economics, 7M04141 – Management, the Institute implements a student-centered approach to teaching in accordance with the "Korkyt Ata University Student Honor Code" (<https://www.calameo.com/read/00708139042b691c335c5>), the Internal order for students of the NLC "Korkyt Ata Kyzylorda University" (paragraph 22 of the Academic Policy of the University named after Korkyt Ata), (<https://www.calameo.com/read/007081390fc0a3d954e77>).

For a more complete realization of the individual needs of university students, they are given the freedom to independently choose disciplines from the catalog of the university component and elective disciplines and teachers, which determines the trajectory of their studies.

In agreement with the student, an individual curriculum (IC) is formed at the university, which determines his individual educational trajectory. The IC is formed for each academic year on the basis of the WC and in accordance with the catalog of the university component and elective disciplines, in which the student chooses the disciplines independently. From the academic year 2023-2024, the WC is available electronically in AIS Platonus.

According to the academic calendar, students choose elective subjects for the next academic year, guided by the standard curriculum, the work curriculum, the catalog of the university component and elective subjects, the recommendations of the advisor-curator, as well as on the basis of presentations by teachers of their disciplines. Undergraduates and doctoral students of the

first courses determine an individual learning trajectory in the period from August 28 to August 31, guided by the help and recommendations of the advisor-tutor.

The Department of Economics and Management annually updates the educational and methodological support of the EP. So, in the period from 2020 to 2024, the teachers of the department published 12 textbooks on the subjects taught in Kazakh, Russian and English, for example, Bekhozhayeva A.K. Human resource management Textbook, Kyzylorda: publishing house Akmeshit Baspa uyi, 2021-148b.; Berikbolova U.D. HR management in the civil service. Textbook, Kyzylorda: publishing house of Akmeshit Baspa uyi, 2021-115b.; Mukhanova A.E. Innovative and investment activities of the enterprise. Textbook, IP "SkySystems", 2023. - Karagandy, 196.

The mechanism for ensuring that students master the EP is defined in the Rules for conducting ongoing academic performance monitoring, intermediate and final attestation of students (<https://www.calameo.com/read/0074313086ec174255a06>).

The registrar's office is responsible for educational monitoring, which organizes current exams and monitors their conduct, records the movement of the student body, conducts intermediate and final control of all exams, compiles summary semester statements, analyzes academic performance of sessions, final assessments, control sections of students' knowledge, determines the average passing grade (GPA). An analysis of the results of the final certification of graduates of EP 7M04141 – Management shows an average score of 90%.

Due to the increasing role of independent classroom and extracurricular work of students, teachers of the department are introducing independent work with students performing mini-research projects that shape them to independently solve professional problems.

The organization of the system of control and assessment of students' knowledge is carried out by the Registrar's Office on the basis of the rector's order on the assignment of disciplines to the EP, which establishes the forms and types of discipline control.

At the beginning of the academic period, university students are provided with syllabuses of disciplines, which specify criteria and methods for evaluating academic achievements. Academic achievements (knowledge, skills, and competencies) in all types of academic assignments and assignments are assessed using a point-based knowledge assessment system.

The University has developed and approved a learning outcomes assessment mechanism based on the principles of transparency, objectivity and impartiality. The syllabus for each discipline prescribes evaluation criteria for each form of control. Assessment tools are specific and measurable (<https://www.calameo.com/read/007081390fc0a3d954e77>).

Traditional assessment methods include: interview, colloquium, test paper, report. Activity-based control methods are divided into simulation (non-game: written work, analysis of specific situations, discussion of developed options, solving individual problems, situational solutions, case solving, discussions, design, as well as game: brainstorming, business games, role-playing games, training, debate, debate), non-simulation active methods (round table, heuristic conversation, Olympiad, conference, forum).

Activity-based methods are most consistent with personality-oriented and competence-based approaches, as they assume that students are active subjects of learning, that they learn through the interaction of all students in a team. However, traditional control methods can also play a positive role.

A student who does not agree with the assessment of the final control has the right to file an appeal no later than the day following the day of the exam.

In order to comply with the requirements for the exam and intermediate control, resolve disputes, and protect the rights of persons taking the relevant exams, an appeals commission is established by order of the Rector of the university, which consists of an odd number of people, including the chairman of the appeals commission.

Students are allowed to take the examination session on the basis of an order from the director of the Institute, which is drawn up taking into account the students' passing of all types of current and boundary control. The final assessment of the discipline includes assessments of the admission rating and final control. The system of control and assessment of students' knowledge complies with generally accepted principles and criteria of assessment, is objective and transparent. The assessment is based on academic integrity (Regulations on the use of the "ANTIPLAGIAT" system for checking doctoral and master's theses/projects, monographs, scientific articles and theses/projects <https://www.calameo.com/read/0070813908b960ca9c581>).

The Korkyt Ata University has documented a procedure for responding to student complaints in accordance with the Rules for Reviewing Complaints from students at the Korkyt Ata Kyzylorda University (<https://www.calameo.com/read/00708139022cd27a6946e>). The university has developed and developed an advising system, a curatorial procedure described in the Regulations on the adviser-curator of the NLC Korkyt Ata Kyzylorda University (<https://www.calameo.com/read/0070813901be46644dac5>).

### ***The analytical part***

Assessment of student-centered learning and the objectivity of knowledge assessment processes is based on: analysis of curricula, catalog of university components and elective subjects, schedules, internal regulatory documents regulating the implementation of educational programs; analysis of teaching methods and organization of independent work of students; analysis of applied methods and technologies for evaluating learning outcomes; interviewing and questioning students, teaching staff, employers and stakeholders.

The management of the Educational institution ensures the availability and effectiveness of a mechanism for collective response to complaints in the form of organizing the activities of the public commission and the appeals commission during the academic year, transparency of evaluation criteria and tools. The university has established a rapid response to complaints and suggestions from students, teaching staff and staff. There is a feedback from the head of the university, which is implemented in the form of the rector's blog (<https://korkyt.edu.kz/ru/page/195>).

In order to regulate the processes related to receiving, processing, reviewing, resolving and feedback on a complaint received from a student, and to organize the interaction of all parties involved in resolving the complaint, the university has Rules for Reviewing Student Complaints (<https://www.calameo.com/read/00708139022cd27a6946e>).

In order to form students' professional competencies during their studies at the university, educational technologies and active teaching methods are used (information, information and communication, interactive, associogram, Bloom's taxonomy, project, portfolio, role-playing games, business games, trainings, discussion seminars, problem conferences, debates, round tables, case analysis (case-study), problem lectures, lecture-consultation, lecture-conference, lecture-debate, etc.).

At the same time, the EEC experts emphasize the lack of their own research in the field of teaching methods of EP disciplines. Due to the fact that the mission of the university is to generate new knowledge and unlock the intellectual potential of the region, it is advisable to mobilize the cognitive, research, praxeological, and other resources of subjects of educational interaction to achieve their goals, taking into account the needs of consumers of educational services and employers in the region.

The Commission notes that there is a lack of criteria in the teaching staff motivation system that encourage the development of their own research in the field of teaching methods.

The Higher School of Economics notes the expediency of holding methodological seminars to discuss the objectivity of mechanisms for evaluating learning outcomes, including in the

educational development plan activities aimed at improving the skills of teaching staff in the field of applying modern methods of assessing students' academic achievements.

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

***Recommendations for EP 8D04140 – Economics, 7M04141 – Management:***

-By August 2025, the university management should include criteria in the teaching staff motivation system that encourage the development of its own research in the field of teaching methods.

- By the beginning of the 2025-2026 academic year, the management of the Educational Institution should include in the program Development Plans measures to improve the skills of teaching staff in the field of applying modern methods for assessing student achievements.

***Conclusions of the EEC according to the criteria:***

**According to the standard "Student-centered learning, teaching and assessment of academic performance", 10 criteria are disclosed, of which 0 are strong, 9 are satisfactory, and 1 is expected to improve.**

***6.6. The "Students" standard***

- *The university must demonstrate the policy of forming a student body and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, and published.*
- *The management of the educational institution should provide for special adaptation and support programs for newly enrolled and international students.*
- *The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.*
- *The university should provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for training.*
- *The university should actively encourage students to self-education and development outside the main curriculum (extracurricular activities).*
- *An important factor is the availability of a support mechanism for gifted students.*
- *The university should demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/ National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications.*
- *The university should provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, and maintain contact with them.*
- *The university must demonstrate the procedure for issuing documents to graduates confirming their qualifications, including the achieved learning outcomes.*
- *The management of the EP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really in demand in the labor market.*
- *The management of the educational institution should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*
- *An important factor is the presence of an active alumni association/association.*

***The evidentiary part***

According to the rules of educational programs of higher and (or) postgraduate education (<https://ru.calameo.com/read/00708139026a88c8db2a8>).

Information about the rules and conditions of admission to the university, changes in necessary documents, changes in educational programs, standard documents, registration and other information, which are presented on the official website of the University in the "applicant" section (<https://korkyt.edu.kz/ru/staticpages/132> information stands of the priemnoy).

Commission, as well as newspapers "Syr Boli", "Kyzylorda West", "Syr graduate"; advertising videos on TV channels "Kyzylorda-Kazakhstan", "Kogam-TV".

The university's website contains regulatory documents on the organization and educational and methodological support of the educational process, transfer from course to course, from other universities, on the procedure for transferring credits acquired at other universities, deductions, etc. (<https://www.calameo.com/read/0074313086ec174255a06>).

Over the past three years, 2 undergraduates have enrolled in 7M04141-Management in the 2023-2023 academic year, 1 undergraduate in 2023-2024; 1 doctoral student in EP 8D04140–Economics in 2023-2024, 1 doctoral student passed the competition, and 2 doctoral students in the 2024-2025 academic year.

Students have authentication data to log in to the Platonus portal. After logging into the Platonus portal, students have the right to choose elective subjects, thereby forming an individual student plan.

The 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 Rehabilitation of students, as well as the Rules for the Recognition of Results and the transfer of credits for Formal and Non-formal Education. These documents are contained in the Academic Policy of the University (<https://www.calameo.com/read/0074313086ec174255a06>).

The internal academic mobility program is implemented on the basis of cooperation agreements with more than 40 domestic higher education institutions on the basis of the Regulations on the Organization of Academic Mobility (<https://www.calameo.com/read/0074313086ec174255a06>). To date, partnerships have been established with universities, educational and cultural centers, leading research centers, foundations and public organizations from far and near abroad, and more than 170 agreements and memoranda in the field of international cooperation have been signed (<https://korkyt.edu.kz/ru/partners>).

External academic mobility is provided through Erasmus+, MEVLANA, and international scholarship programs (<https://korkyt.edu.kz/ru/page/35>).

English language courses are organized at the university to support mobility. Since October 2020, the university has been operating a regional TOEFL Testing Center in coordination with the Educational Testing Service (ETS) Global Preferred Associate Network. The Center provides an opportunity for everyone to officially confirm their English language level for admission to foreign universities, to participate in international OP in English by passing the TOEFL international testing format (<https://korkyt.edu.kz/ru/article/87>).

Master's student EP 7M04141 – Management of the Men-22-1m group Nurtaza Altynai Kazhymuratkyzy studied under the external academic mobility program at the University of Lodz (Poland) from February 20, 2023 to June 2, 2023 and mastered the following courses – Entrepreneurship Development (6 credits), Fundamentals of Auditing and Financial Reporting (6 credits), Management Games (6 credits), New Marketing – from the digital revolution and artificial intelligence to value marketing (6 credits), Business Ethics (6 credits).

In the period 04/22/2024 to 05/06/2024 undergraduates of the Men-22-1m group A.K.Nurtaza and D.K. Doskali completed an online research internship at Atyrau University named after H.Dosmukhamedov.

As part of the EP, technical support is provided to students of educational programs for non-formal education. Students of educational programs are registered on the domestic platform of the international Coursera platform (<https://www.coursera.org>). Since the beginning of the 2024-2025 academic year, Zh.B.Smagulova, a doctoral student of the EK-24-1d group, has mastered 13 courses offered by the Coursera platform (<https://coursera.org/share/1e78507b30fb607f369555365bce7dda>, <https://coursera.org/verify/WF14JW5G79NY>, <https://coursera.org/verify/87OCBPBJFOYV>),

doctoral student of the EK-23-2d group E.T.Mendikul (<https://coursera.org/verify/WNC9L0BGS616>).

Currently, two doctoral students in the 1st year and one in the 2nd year are studying under EP 8D04140 – Economics. Edilbaev N.B. Topic "Assessment of the effectiveness of water resources use in ensuring the safety of the agricultural sector (based on the materials of the Kyzylorda region)", scientific consultants Associate Professor of the Department of Economics and Management of the Korkyt Ata University, Candidate of Economics Nurmukhametov N.N. and Professor of the Department of Economics of the National Research University Tashkent Institute of Engineers irrigation and agricultural mechanization", Doctor of Economics Umarov S.R. Smagulova Zh.B. topic: "Assessment of the impact of digital technologies on the sustainable development of agricultural enterprises (based on the materials of rice farms in the Kyzylorda region)", scientific consultants Professor of the L. N. Gumilyov ENU, Doctor of Economics Shalbolova U.Zh. and Head of the Department of Mathematical Methods of Economic Analysis of Lomonosov Moscow State University, Director of the Central Economic Mathematical Institute of the Russian Academy of Sciences, Corresponding Member of the Russian Academy of Sciences, Professor, Doctor of Economics Bakhtizin A.R.

Mendikul E. Topic: "Innovative development of the economic potential of rice farms in the region (based on the materials of the Kyzylorda region)", scientific consultants: head of the Department for Coordination of educational programs and planning of the educational process of the Korkyt Ata University, Candidate of Economics Bukharbayeva A.Zh. and Director of the branch center for retraining and advanced training of teachers of the Tashkent State University of Economics, Doctor of Economics, Professor N.G. Karimov.

Over the past 5 years, two doctoral students have successfully defended their dissertations for the degree of Doctor of Philosophy (PhD) at Korkyt Ata University in EP 8D04140 – Economics: On December 4, 2020, in the DC in the direction of 8D041 – Business and management (specialty 6D050600 "Economics") at the University named after Korkyt Ata Bukharbayev A.Zh. On December 24, 2021, in the DC in the direction of 8D041–Business and Management (specialty 6D050600-Economics) at the University named after Korkyt Ata Razakov A.A.

Students who have completed their studies in the educational program are awarded the appropriate degree and a diploma with an appendix (transcript) is issued, as well as the European Diploma Supplement. Since 2021, the university has been issuing its own diploma. The University has developed a Regulation "On the form and requirements for completing educational documents of its own sample" (<https://ru.calameo.com/read/007081390312d7466b2c8>).

Graduates of accredited EP have skills that are in demand in the labor market. This is evidenced by the data of a sociological survey among employers in the Kyzylorda region on the topic: "Employers' personnel preferences and requirements for the level of training of young professionals" (<https://docs.google.com/forms/d/1NsD9PWPVvSLGIO3xFXnHzDvGeULesFMPf4UT2NOI1Z4/edit>).

The employment data of graduates of accredited educational institutions also indicate that their skills meet the requirements of the labor market. The employment rate of graduates for 2020-2024 according to EP 8D04140-Economics and 7M04141-Management is 100%. Recruitment and Career Management oversees employment issues (<https://korkyt.edu.kz/ru/page/127>).

A graduate of EP 8D04140-Economics, Bukharbayeva A.Zh. is the head of the Department for the coordination of educational programs and planning of the educational process at Korkyt Ata State University, Kabakova G.E. and Razakova A.A. teach at the departments of the Institute of Economics and Law.

The University has developed an action plan to enhance the activities of graduates, to attract specialists in the social sphere, economics and management to the ranks of the Alumni

Association, and contacts between graduates and students have been expanded in order to develop dual education.

In 2020, the university established an "ENDOWMENT" fund, which aims to raise funds in the form of contributions and gifts from University graduates and various companies in the Republic of Kazakhstan. These funds are used to assist in the education of students, strengthen the material and technical base, and support scientific projects of students and staff (<https://korkyt.edu.kz/ru/page/129> ).

### ***The analytical part***

In the process of analyzing the submitted documents and the results of the visit to the university, the members of the EEC came to the conclusion that the process of admission to study at the university is clearly regulated, consistent and detailed on the university's website.

During the work of the IAAR EEC at the Non-profit Joint-stock company Korkyt Ata Kyzylorda University, it was confirmed that the university has pre-defined, published and consistently applied rules governing all periods of the student "life cycle", i.e. admission, academic performance and recognition of results. This is also confirmed by the existence of a procedure for recognizing learning outcomes, which in turn follows from the existing academic freedom, which is reflected in the involvement of students in international project activities.

The policy of forming a contingent at the university is regulated and reflected in the relevant regulatory documents, as well as in the University's Development Strategy. The principles of creating an educational environment for students to achieve the required professional level, methods of feedback and informing students are presented. The University systematically evaluates communication with employers.

The EEC notes that the university ensures compliance of its actions with the Lisbon Recognition Convention; cooperates with the National Center for Higher Education Development. Recognition of learning outcomes acquired in other Kazakh or foreign educational institutions is carried out in accordance with the approved Rules for the transfer and reinstatement of students at Korkyt Ata KU, as well as the Rules for the recognition of results and credit transfer of formal and informal learning at Korkyt Ata KU. These documents are contained in the University's Academic Policy. The Commission found that despite the documentary support for the recognition of formal and informal learning outcomes, this type of activity is implemented in isolated cases.

Interviews with the management of the Educational institution and students showed the need to strengthen international academic cooperation in terms of academic mobility of university students.

It is worth noting that in the process of interviewing students, the members of the EEC found evidence of widespread support for students, both in scientific and creative activities. The students noted that the teaching staff and the university management can combine both the provision of some autonomy for students, as well as universal support and counseling for students.

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

### ***Recommendations for EP 8D04140 – "Economics" and OP 7M04141 – "Management":***

- The EP management should regularly conduct explanatory work among stakeholders about informal and formal education.

- The management of the educational program should develop a plan for the development of internal and external academic mobility of students of the accredited educational programs. (September 2025).

***The EEC's conclusions on criteria:***

**According to the "Students" standard, 12 criteria are disclosed, of which 0 are strong, 12 are satisfactory, and 0 suggest improvements.**

***6.7. The "Teaching Staff" Standard***

- *The university should have an objective and transparent HR policy in the context of the EP, including hiring (including invited teaching staff), professional growth and staff development, ensuring the professional competence of the entire staff.*
- *The university must demonstrate that the quality of the teaching staff meets the established qualification requirements, the university's strategy, and the goals of the educational program.*
- *The management of Educational Programs should demonstrate the changing role of the teacher in connection with the transition to student-centered learning and teaching.*
- *The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.*
- *The university should involve specialists from relevant industries with professional competencies that meet the requirements of the educational standard.*
- *The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff.*
- *The university should demonstrate the widespread use of information and communication technologies and software tools by teaching staff in the educational process (for example, on-line learning, e-portfolio, MOOCs, etc.).*
- *The university should demonstrate the focus of its activities 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 integrity at the university, and determine the contribution of teaching staff, including invited ones, to achieving the goals of the educational program.*
- *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.*

***The evidentiary part***

The University's HR policy defines the policy in the field of human resource management and is published on the University's website. (<https://www.calameo.com/read/0070813906cfed3deb12e>). The selection and placement of scientific and pedagogical staff is carried out on the basis of the decision of the competition commission, the Rules of competitive replacement of positions of teaching staff and researchers. (<https://ru.calameo.com/read/0070813905c0cba42b3d0>).

The University's website has published the Qualification characteristics of the positions of employees, which reflect the required level of competence of teaching staff. (<https://www.calameo.com/read/007081390e3240197195d>).

The selection and placement of scientific and pedagogical staff is carried out by concluding an employment contract based on the decision of the competition committee.

The level of competence of teaching staff is closely related to the National Qualifications System (NSC), as well as to professional standards, in accordance with the procedure established by the authorized state body for labor. (<https://atameken.kz/ru/services/16-professionalnyye-standarty-i-tsentry-sertifikatsii-nsk>).

All procedures for the admission and promotion of personnel, termination of employment contracts of university employees are carried out in accordance with the labor legislation of the Republic of Kazakhstan.

Certification of teachers is carried out in accordance with the Rules of certification of teaching staff and researchers. (<https://ru.calameo.com/read/007081390eefe6f73b79b>).

The implementation of the EP at the Department of Economics and Management is carried out by qualified teachers who have a basic education corresponding to the profile of the subjects taught, and who are systematically engaged in scientific and methodological activities.

An important element of quality control of the educational process is monitoring student satisfaction with the quality of educational services received. In order to study the quality of teaching, a sociological survey on the topic "Teacher through the eyes of students" is regularly conducted.

In total, for the period 2022-2023, students were evaluated by 26 teachers of EP 7M04141 – "Management" and 8D04140 - "Economics". The group of the best teachers (according to the students) with rating points from 5 and 4 included all 26 (100% of the total number of teachers) teachers.

([https://docs.google.com/document/d/1yAOmPLSH6a2xvas5\\_x11yW06pDhMwXuc/edit?usp=sharing&oid=113806554059393671966&rtpof=true&sd=true](https://docs.google.com/document/d/1yAOmPLSH6a2xvas5_x11yW06pDhMwXuc/edit?usp=sharing&oid=113806554059393671966&rtpof=true&sd=true)).

Summaries of teaching staff implementing accredited educational programs are presented on the university's website. (<https://www.korkyt.kz/departments/1>).

The qualitative indicators of the teaching staff of the Department of Economics and Management in the 2024-2025 academic year are as follows: Total number of full-time teaching staff, people - 23, of which 13 candidates of science, 16 masters. The degree rate is 57%. Qualitative indicators for EP 7M04141 - "Management" and EP 8D04140 - "Economics": Total - 4, candidates of science - 4, degree rate - 100%.

Based on the results of the annual rating assessment of the activities of the teaching staff, the rector's order establishes personal bonuses to the official salaries of teachers included in the TOP-100, teachers who have achieved the highest indicators are awarded the title of "Best Teacher of the Korkyt Ata Kyzylorda University". Participants in the rating who are not included in the TOP-100 are awarded bonuses on significant dates in descending order of the rating score.

Teachers of the department are systematically awarded medals, certificates of honor, letters of thanks and other insignia for their achievements in science and pedagogical activity. (<https://www.facebook.com/share/p/14irG7McZxH/?mibextid=WC7FNe>).

The assessment of the competence of teachers for the position held is carried out by passing certification by all full-time teachers in accordance with the Rules for the certification of teaching staff and research workers, the Rules for the competitive replacement of teaching staff and research workers positions, approved by order dated 10.02.2021 (<https://www.calameo.com/read/0070813905c0cba42b3d0>).

The requirements for the competence of the teaching staff are formed taking into account the requirements of the Standard Qualification Characteristics of the Positions of Teaching Staff and Persons Equivalent to Them, the industry framework and the NQF.

Candidate of Economic Sciences, Associate Professor Abdimomynova A.Sh. 02.03.2022-01.03.2023 completed a scientific internship at the Moscow State University named after M.V. Lomonosov (Russian Federation) in the specialty "Economics and Management", within the framework of the "Bolashak" program (<https://www.facebook.com/share/p/UkmneBE5ZcNyr7Tg/?>, <https://www.facebook.com/share/p/jbwN98owKfVpcVZD/?>).

Candidate of Economic Sciences, Associate Professor Beketova K.B. is currently undergoing a research internship from 04.03.2024 to 05.02.2025 at the University of Reading (State University of Reading, England) within the framework of the "Bolashak" program (<https://www.facebook.com/share/p/15PouS6yWW/?mibextid=WC7FNe>).

Table 7.3. Advanced training of the teaching staff of the Department of Economics and Management

Academic year	Total full-time teaching staff	Those who have completed advanced training at the national level	Those who have completed advanced training at the international level	% of professional development
2020-2021	32	20	12	100
2021-2022	34	26	17	81
2022-2023	30	18	12	60
2023-2024	27	10	10	93

The university has created conditions for the development of young teachers and their further education in doctoral studies. Thus, the doctoral studies of the Korkyt Ata Kyzylorda University were completed by the teacher of the department Kabakova G. In the 2023-2024 academic year, the teacher Karbozova A.S. entered the doctoral studies of the Korkyt Ata Kyzylorda University. In 2024-2025, 3 teachers of the department entered the doctoral studies of EP 8D04140 - Economics: Smagulova Zh.B., Edilbaev N.B., Kultanova N.B. The Department of Economics and Management has seen an increase in the citation of publications among teachers (<https://www.scopus.com/authid/detail.uri?authorId=58126294200>), etc.

In October 2020, the university in ITPTest, in agreement with the company "global network of associated partners", created TOEFL and the regional testing center of the Korkyt Ata Kyzylorda University for the purpose of testing international English language exams TOEFL. The teachers of the department passed the tests with the following results: Smagulova Zh.B. IELTS (5.5), Edilbaev N. - TOEFL ITP, Kultanova N.B - TOEFL IBT. Karbozova A.S. - TOEFL IBT.

The Department of Economics and Management practices visiting open classes of professors and associate professors by young teachers; visiting classes of young teachers by senior teachers with subsequent analysis and recommendations; taking advanced training courses; participating in scientific and practical conferences (republican, international); participating in scientific seminars, round tables.

Leading foreign scientists from ranking universities (QS) organized courses at the expense of the university during the 2023-2024 academic year. Thus, for the teaching staff of economic EPs, a lecture by Professor Jean-Pierre Loizeau (France) "Business management for engineers Jean" was held from March 13 to 17 in the amount of 72 hours. TotalEnergies Associés Professors is an independent non-profit association that offers high-level courses in partnership with universities around the world.

The department's teachers have prepared more than 80 video lectures, which are posted on the university's website. MOOCs prepared by the teaching staff of the Department of Economics and Management can be viewed at the links: <https://www.mooc-korkyt.kz/social-communication>, <https://www.mooc-korkyt.kz/talapbayeva>, <https://www.mooc-korkyt.kz/marketing>, <https://www.mooc-korkyt.kz/publicserviceethics>, <https://www.mooc-korkyt.kz/economictheory1>, <https://www.mooc-korkyt.kz/beketova>.

As part of the internal academic mobility program, teachers, candidates of economic sciences G.E. Talapbaeva and Zh.N. Erniyazova received an invitation for the 2nd semester of the 2023-2024 academic year from Atyrau University named after H. Dosmukhamedov to conduct the disciplines "Economics of the Firm" and "Organization of Production". (<https://www.facebook.com/share/p/3U3DnYoSfmUQWLEk/>).

Special department of the University – Human resource management is carried out jointly with the software department at the university, an automated workplace system for a staff member has been developed according to thirty parameters (personal data, data on education, work, benefits, vacations, incentives, awards, penalties, position held, the rate performed, the number of the employment order, the duration of the employment contract, position category, additional payments and allowances, form of employment contract for teaching staff and university staff, supplementary agreement to the employment contract).

A.S.Shainurov - Member of the Public Council of the Kyzylorda region, Candidate of Economics, Senior Lecturer at the Department of Economics and Management (<https://kazkenes.kz/kk/council/regional/1921>). The Public Council is the main dialogue platform between government agencies and civil society.

G.B. Duzelbaeva - Chairman of the Alumni Association, Candidate of Economic Sciences, Senior Lecturer of the Department of Economics and Management (<https://korkyt.edu.kz/page/176>). The mission of the Korkyt Ata University Alumni Association is to open the paths of communication between the university and graduates, and to strive to provide graduates with the necessary training that will allow them to actively respond to the demands of the labor market, regional and local public institutions.

G.I. Musayeva - Secretary of the Kyzylorda regional branch of the AMANAT party. Party activities: participation in the political life of society; implementation of the program goals and objectives of the party; participation in legislative activities.

M.A. Umirzakova - Secretary of the primary party organization "Turan" of the Kyzylorda city branch of the party "Amanat".

The teaching load of the teaching staff of the accredited EPs is formed in accordance with the Normative Legal Acts of the Republic of Kazakhstan.

The teaching load of the teaching staff of the accredited educational institutions is formed in accordance with the Normative Legal Acts of the Republic of Kazakhstan.

Teachers plan their activities in individual plans, and in the 2023-2024 academic year on the E-Univer website (<http://e-univer.korkyt.kz/>), aimed at fulfilling the mission, goals and objectives of the university.

### ***Analytical part***

The university's personnel policy is aimed at the formation of highly qualified teaching staff, the selection and admission of teaching staff is carried out through competitive selection. The university has developed an automated workplace system for a staff member, the Salem program for thirty teaching staff parameters.

In order to create a competence model of teaching staff, the university has developed an appropriate Regulation on the competitive replacement of teaching staff positions, which reflects the requirements for teaching staff holding positions at different skill levels. The national qualifications Framework and professional standards define the required level of knowledge, skills and abilities for each level of training (<https://www.calameo.com/read/00708139012a14fa1d59a> , <https://www.calameo.com/read/0070813905c0cba42b3d0>). These requirements are laid down in the Qualifications of teachers in force at the university, their quantitative composition corresponds to accredited areas of training, and meets licensing requirements.

The university has a system of staff motivation and encouragement, through a rating assessment of the achievements of teaching staff, which makes it possible to stimulate the work of teaching staff, including research (<https://www.calameo.com/read/00708139004a50faaa108>).

The share of retired teachers out of the total number of teaching staff in the implementation of EP 8D04140 – Economics, 7M04141 – Management is 100%, which meets the established qualification requirements.

There is a low activity of academic mobility in the cluster and the involvement of the best foreign and domestic teachers, as well as practitioners.

The results of the faculty survey showed that 89.3% (10) of respondents believe that the university evaluates the opportunities provided for the professional development of faculty very well; 10.7% - well. According to the assessment of career growth, 78.6% of the teaching staff rated very well, 21.4% - well. Regarding the involvement of teaching staff in the processes of managerial and strategic decision-making, 60.7% of respondents rated it as very good, 39.3% as good. 67.9%

of respondents rate the encouragement of innovation activity by teaching staff as very good, 32.1% as good. 60.7% (7) of respondents rate the work on the organization of medical care and disease prevention at the university as very good, 35.7% (4) as good, 3.6% (1) as relatively bad.

The results of the interviewing of teaching staff and employers showed the expediency of establishing cooperation on the exchange of pedagogical and practical experience. Therefore, it makes sense to involve more practitioners and employer representatives in the educational process, as well as to organize field lectures in companies and institutions.

***Strengths/best practices of EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

***Recommendations for EP 8D04140 - "Economics", 7M04141 - "Management":***

- By the 2025-2026 academic year, the EP management should ensure the implementation of the program for the development of internal and external academic mobility of teachers, as well as the attraction of the best foreign and domestic teachers and practitioners.

- By August 2025, the head of the EP should take measures to ensure that more than 50% of the teaching staff uses information and communication technologies in the educational process (for example, e-portfolio and online learning, MOOC).

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

**According to the standard "Teaching staff", 10 criteria are disclosed, of which 0 are strong, 9 are satisfactory, and 1 suggests improvement.**

***6.8. The standard "Educational resources and student Support systems"***

• *The university must ensure that educational resources, including logistical and infrastructure, meet the objectives of the educational program.*

• *The management of the EP should demonstrate the presence of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the EP.*

*The university must demonstrate the compliance of information resources with the needs of the university and the implemented educational programs, 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 collection of educational, methodological and scientific literature on general education, basic and specialized disciplines on paper and electronic media, periodicals, access to scientific databases;*

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

• *access to educational Internet resources;*

• *The operation of WI-FI on your territory.*

• *The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of the research work of teaching staff, staff, 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 management of the educational institution should demonstrate the availability of support procedures for various groups of students, including information and counseling.*

• *The management of the educational institution should show the availability of conditions for the student's advancement along an individual educational trajectory.*

• *The university should take into account the needs of different groups of students (adults, working people, foreign students, as well as students with special educational needs).*

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

***The evidentiary part***

To meet the needs of the cluster of educational programs in material resources, the university has an educational, material and technical base and a social infrastructure equipped with modern

information and communication tools. The design capacity of the Korkyt Ata Kyzylorda University is 11,000 students.

The implementation of educational programs EP 8D04140 – "Economics", 7M04141 – "Management" is provided by the university's resources in accordance with the Standard Rules of Higher and Postgraduate Education Organizations (Order of the Minister of Education and Science of the Russian Federation No. 595 dated October 30, 2018).

The educational and material resources of the university correspond to the stated Mission and Strategic Development Plan of the university, as well as the requirements of the educational process.

During the visit, EEC established that the university's educational resources are sufficient and meet the requirements of the implemented educational programs. Students enrolled in accredited educational programs have access to the following facilities: the main academic building, with a total area of 10065.1 m<sup>2</sup>; student dormitory No. 5 with a total area of 7025.5 m<sup>2</sup>, with rooms for students, leisure rooms, reading rooms, gyms; student dormitory "Orkeniyet", student dormitory "Dilmash", sports and recreation center Seyhun; The Students' Palace with 460 seats with a total area of 1900.3 m<sup>2</sup>.

The classroom fund of the department fully satisfies the design capacity of the cluster of accredited educational programs, the classrooms are certified and provided with fire extinguishing means. The department has a material and technical base (classroom facilities, computer classes, computer programs, stock materials) that meets current sanitary and technical standards, which ensures all types of theoretical and practical training provided for in the curriculum, as well as the effective implementation of research work by students.

Accredited programs are provided with access to international information resources, Scopus (<https://www.scopus.com>), ScienceDirect (<https://www.sciencedirect.com>), ClarivateAnalytics (<https://www.webofscience.com>), Wiley (<https://onlinelibrary.wiley.com>), which expands the range of use of electronic research resources. The fund of basic educational and scientific literature at the university is updated annually. Questions about the provision of educational, scientific and methodological literature for each educational program, including in the state language, are considered at meetings of the department and the Academic Council at the beginning of the academic year. In the framework of accredited programs, replenishment is required, including through the publication of scientific and methodological works of the faculty of the department.

The library consists of 4 subscribers and 3 electronic rooms with 70 computers connected to the Internet. Printed documents in the traditional mode, electronic information resources and online services are provided to teaching staff and students (<https://korkyt-nb.kz/>). The availability of resources in a remote format is ensured by an Electronic catalog operating on the basis of AIBS MegaPro- (<https://library.korkyt.kz/MegaPro/Web>) (License for use No. 201-2020 dated 12/10/2020). Users have the opportunity to work online. The volume of the Electronic Catalog is 186,612 bibliographic records, of which 8,287 are in digitized format.records and 160 dissertations. All services of the electronic library are available to users in the personal account: search, order, reservation, viewing only in "reading mode", compiling annotated and bibliographic records, selected books by subject, notification of new arrivals by e-mail.

The University provides access to the subscribed foreign databases Elsevier, Springer, and Scopus scientometric databases. The Scientific Library has access to the electronic databases of the following libraries:

1. RMEB –(<http://rmebrk.kz/>), Contract No. 49 dated 5.01.2021.
2. The electronic library "ALEMBOOK" - <https://alemlibrary.kz/> / Agreement No. 302 dated 01.10.2021
- Kazakhstan National Electronic Library –(<http://kazneb.kz/>).
- Open University of Kazakhstan (100 new textbooks) –(<https://openu.kz/ru/books> ).
- Electronic textbooks of general education schools –(<https://okulyk.kz/>).

Al-Farabi KNU Electronic Library –(<http://elibrary.kaznu.kz/ru/>).

In order to identify the degree of borrowing of information in research results, graduation papers, dissertations without references to sources, the licensed Anti-Plagiarism program is used (<https://korkyt.antiplagiat.ru>).

The university has created conditions for conducting scientific research, integrating science and education, and publishing research results. In order to ensure the principles of academic integrity based on the results of research, graduation papers, dissertations without references to sources, the licensed program "Anti-Plagiarism" is used.

Teaching staff and students are guided by such internal regulatory documents as: Instructions for organizing and conducting scientific events. (<https://www.calameo.com/read/00708139010240d3ee822>). Regulations on the implementation of scientific research, scientific, technical and innovative projects and the commercialization of the results of scientific and scientific-technical activities (<https://www.calameo.com/read/007081390b29d085dffdb>). Regulations on the Temporary Creative Team (<https://www.calameo.com/read/0070813909909ffc3d1f8> ). Regulations on the Ethics Commission (<https://www.calameo.com/read/0070813909f73b1251c77>). Regulations on holding a Scientific Research Competition for young scientists within the framework of the Rector's grant (<https://www.calameo.com/read/0070813903ccfdb25d4a>).

In order to form an integrated information environment focused on innovative development of educational services and the conditions of digitalization, the University has developed the Concept of a "Virtual University" for 2021-2025. (<https://korkyt.edu.kz/files/documents/Konsepciya%20%281%29.pdf>).

The University has student support services. Thus, students enrolled in the 1st year of study are provided with a guidebook, a Code of Honor, and in order to organize the educational process, students are provided with an academic calendar, a schedule of the educational process, a schedule of classes, an exam schedule, and a catalog of elective subjects.

The university has a social website where all information about the university's activities is posted ([www.Platonus.korkyt.kz](http://www.Platonus.korkyt.kz).), information on accredited EP is also published on the website.

In order to provide psychological assistance to students, promote personal growth and social adaptation, the university has a Center for Psychological Support for students.

The interface of the official website of Korkyt Ata KSU is also available for visually impaired students and applicants.

WI-FI is available on the university grounds. A "Call center" has been created on the university's website to promptly answer questions from students, parents and staff.

In order to stimulate scientific research and publication activity of staff at the university, there is a system for encouraging faculty, researchers and staff based on the results of publications (<https://www.calameo.com/read/00708139004a50faaa108>), for the development of research, employees are given the status of "research professor", "research teacher", and the university also publishes the "Bulletin of the Korkyt Ata University of Economics, series science". (<https://www.calameo.com/read/0070813907e87e86b9088>).

The University ensures the student's advancement along an individual educational trajectory. Each student has the right to choose EP modules. This affects the specification of the results of mastering the educational program.

For financial support of students from low-income families, the university attracts grants from industrial enterprises of the region and the republic. Tuition benefits are provided for active students.

In order to ensure the safety of the educational process, the university is equipped with automatic fire alarm systems, an alarm button and a video surveillance system.

In general, the material and technical base and social infrastructure of the university meet modern requirements.

According to the results of interviewing students, it was noted that the university provides various means for communication and communication, however, teaching staff and students noted the poor equipment of classrooms with projectors and computers, insufficient WI-FI coverage. Also, during the survey and the conversation, the students expressed their dissatisfaction with the fact that the classrooms are cold in winter and hot in the warmer months due to faulty windows.

### ***The analytical part***

As a result of a visual inspection of the university's facilities, the members of the EEC noted that the university has all the necessary educational and material assets to ensure the educational process of accredited educational programs.

The university building complies with current sanitary standards and fire safety requirements. The classroom and laboratory facilities, classrooms and other facilities, and sports facilities comply with the established rules.

The members of the EEC note that the EP management conducts ongoing analysis and monitoring of the degree of satisfaction with the material and technical base and resource provision, based on the results of which corrective actions are taken. The University demonstrates compliance with accreditation requirements and provides its students and teachers with agricultural for high-quality training and research work. Material and technical base, information and library resources, support for research activities, digitalization of the educational process, as well as social responsibility, the appropriate level of the educational process.

In general, the university is actively working to further improve and update its resources, which guarantees a high level of education and training of specialists.

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

***Recommendations for EP 8D04140 – Economics, 7M04141 – Management: Missing***

***Conclusions of the WEC according to the criteria:***

**According to the standard "Educational resources and student support systems", 13 criteria are disclosed, of which strong -0, satisfactory – 13, suggest improvements – 0.**

### ***6.9. The "Informing the Public" 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 national development programs of the country and the system of higher and postgraduate education.*

• *University management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties.*

*The information published by the university about the educational program should be objective and relevant and include:*

• *the purpose and planned results of the EP, the assigned qualification;*

• *information about the assessment system for students' academic achievements;*

• *information about academic mobility programs and other forms of cooperation with partner universities and employers;*

• *information about the opportunities for the development of personal and professional competencies of students and employment;*

• *Data reflecting the EP's positioning in the educational services market (at the regional, national, and international levels).*

• *An important factor is the publication on open resources of reliable information about the teaching staff, in terms of personalities.*

- *The 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 external assessment procedures.*
- *An important factor is the posting of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.*

### ***The evidentiary part***

Information about the university's activities and the implementation of accredited educational programs is posted on the university's official website. Information is provided on the website of Korkyt Ata atyndagi Kyzylorda University ([korkyt.edu.kz](http://korkyt.edu.kz)) in three languages.

Instagram Facebook (QorqytAta), Instagram ([korkytata\\_university](https://www.instagram.com/korkytata_university/)), Telegram (QorqytAta\_pressa), Twitter (QorqytAta\_edu), Tik-tok ([qorqyt\\_students](https://www.tiktok.com/@qorqyt_students)) and Youtube social networks inform the public through the dissemination of information and image products, participation in exhibitions, the release of corporate publications.).

Public information is also provided through 7 district websites. Information on Educational programs EP 8D04140 – "Economics", 7M04141 – "Management" is presented on the university's website ([korkyt.edu.kz](http://korkyt.edu.kz)), with a description of the purpose, features of the program, graduate model, assessment of academic achievements, learning opportunities, etc. posted on the university's website in the "Training" tab, information about teaching staff is also provided ([korkyt.edu.kz](http://korkyt.edu.kz)). The university's website also contains information about the results of the university's accreditation and educational programs (<https://korkyt.edu.kz/ru/staticpages/153>).

The university has an editorial and publishing department (<http://vestnik.korkyt.kz/en/elemento-360/>, <https://korkyt.edu.kz/ru/page/71>), whose main task is to organize and carry out editorial and publishing activities and the publication of various types of literature in order to ensure the educational process at the university with high-quality printed and electronic publications, popularize the results of university research, advertising and other types of work.

As part of public awareness through social media, the country's national development programs and the higher education system are supported and explained.

(<https://www.facebook.com/QorqytAta/posts/pfbid02yntGYbu3QpjKRF5UPTjzYXKEueLU7VF>)

Information about the university's accreditation and position in world and national rankings is published in open sources on the university's website.

According to the monitoring results of the Ministry of Internal Affairs of the Republic of Kazakhstan, Korkyt Ata KU took 1st place according to the criteria of activity in social networks and the work of the press service.

### ***The analytical part***

The university publishes information on all areas of activity on its official website. The information on the website is presented in Kazakh, Russian and English and includes the mission and strategy of the university, international cooperation, academic policy, information for applicants and students.

Instagram Facebook ([qorqytata\\_university](https://www.facebook.com/qorqytata_university/)), Telegram (QorqytAta\_pressa), Twitter (QorqytAta\_edu), Tik-tok ([qorqyt\\_students](https://www.tiktok.com/@qorqyt_students)) and Youtube are also represented on the University's social networks.

On the main page of the university's website there is a "Rector's Block" where all interested persons can ask their questions and get answers.

The EEC experts note that the university's website contains information in the context of accredited EP and their results. At the same time, information about educational institutions is not

always supplemented with data reflecting the positioning of educational institutions in the educational services market and academic mobility programs.

The University uses a variety of channels to disseminate information, including the official website (<https://korkyt.edu.kz/ru/page/13>), social networks and print media, which ensures that the data is accessible to a wide audience. The University also actively supports and explains the country's national development programs, which helps raise public awareness of government initiatives.

Information about the results of the external assessment posted on the website demonstrates the transparency and objectivity of the accreditation and quality assessment processes of educational programs. This is an important aspect for maintaining a high level of trust in the university.

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

***Recommendations for EP 8D04140 – Economics, 7M04141 – Management:***

- The head of the OP should constantly supplement the information about the OP with data reflecting the positioning of the OP in the educational services market and academic mobility programs.

***Conclusions of the WEC according to the criteria:***

**According to the "Informing the Public" standard, 12 criteria have been disclosed, of which 0 are strong, 12 are satisfactory, and 0 suggest improvement.**

## **OVERVIEW OF STRENGTHS/BEST PRACTICES FOR EACH STANDARD**

**According to the standard "Educational Program Management":**

***Strengths/best practices of EP 8D04140 – "Economics", 7M04141 – "Management":***

- The management of the OP has demonstrated readiness for open and accessible interaction, both for students and teachers.

**According to the standard "The Information Management and Reporting Standard":**

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

**According to the standard "Development and approval of educational programs":**

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

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

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

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

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

**According to the "Students" standard:**

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

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

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

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

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

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

***Strengths/best practices for EP 8D04140 – "Economics", 7M04141 – "Management" are missing.***

## **OVERVIEW OF RECOMMENDATIONS FOR QUALITY IMPROVEMENT FOR EACH STANDARD**

### **According to the standard "Educational Program Management"**

#### ***Recommendations for EP 8D04140 – "Economics", 7M04141 – "Management":***

- Before the beginning of the 2025-2026 academic year, ensure that managers of the EP and other persons involved in the management of the EP receive risk management training. By May 2025, conduct a detailed risk analysis in the context of the EP, specify measures to reduce the impact of risks, specifying measurable performance indicators, responsible persons and deadlines for implementation.

- The Department should develop an action plan to introduce new innovative teaching and evaluation methods, including its own, into the educational process, as well as provide feedback on effectiveness their use.

The deadline is February 2025.

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

#### ***Recommendations for EP 8D04140 – "Economics", 7M04141 – "Management":***

- By 01.09.2025, the management of the EP should take measures to develop and apply criteria for the effectiveness and efficiency of activities in the context of the EP.

The management of the EP should inform stakeholders on an ongoing basis about the results of the assessment of the implementation of accredited EP using various tools.

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

#### ***Recommendations for EP 8D04140 – "Economics", 7M04141 – "Management":***

-The plans for the development of educational institutions include measures to prepare students for professional certification, including analyzing the content of educational institutions and updating them (September, 2025).

- The management of accredited educational institutions should take measures to develop joint/double-degree educational programs with universities near and far abroad (September, 2025).

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

#### ***Recommendations for EP 8D04140 – "Economics", 7M04141 – "Management":***

The management of the University regularly reviews the results of quality monitoring at meetings of collegial bodies at various levels and publishes information on the university's website.

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

#### ***Recommendations for EP 8D04140 – "Economics", 7M04141 – "Management":***

- By August 2025, the university management should include criteria in the teaching staff motivation system that encourage the development of its own research in the field of teaching methods.

- By the beginning of the 2025-2026 academic year, the management of the EP should include in the program Development Plans measures to improve the skills of teaching staff in the field of applying modern methods for assessing student achievements.

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

#### ***Recommendations for EP 8D04140 – "Economics", 7M04141 – "Management":***

-The management of the EP regularly conducts explanatory work among stakeholders on non-formal and formal education.

-The management of the EP should develop a plan for the development of internal and external academic mobility of students of accredited educational institutions (September, 2025).

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

***Recommendations for EP 8D04140 – "Economics", 7M04141 – "Management":***

- In the period up to 2025-2026 academic year, the management of the EP should ensure the implementation of a program for the development of internal and external academic mobility of teachers, as well as the involvement of the best foreign and domestic teachers and practitioners.

-By August 2025, the head of the EP should take measures to apply more than 50% of the teaching staff of information and communication technologies in the educational process (for example, e-portfolio and online learning, MOOC).

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

***Recommendations for EP 8D04140 – "Economics", 7M04141 – "Management":***

Missing.

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

***Recommendations for EP 8D04140 – "Economics", 7M04141 – "Management":***

-The head of the EP should constantly supplement the information about the OP with data reflecting the positioning of the EP in the educational services market and academic mobility programs.

**RECOMMENDATION TO THE ACCREDITATION COUNCIL**

The members of the external expert commission came to the unanimous opinion that the educational programs 8D04140 – Economics, 7M04141 – Management, implemented by the Non-profit JSC "Kyzylorda University named after Korkyt Ata", can be accredited for a period of 5 years.



**Appendix 1. Evaluation table "Conclusion of the external expert commission"****Conclusion of the external expert commission for the assessment of the quality of educational programs EP 8D04140 – "Economics", 7M04141 – "Management" of the Non-profit JSC "Korkyt Ata Kyzylorda University"**

№ п/п	№ п/п	Evaluation criteria	The position of the educational organization			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
The Educational Program Management Standard						
1	1.	The university should demonstrate the development of a goal and strategy for the development of an EP based on an analysis of external and internal factors with the broad involvement of a variety of stakeholders.		+		
2	2.	The quality assurance policy should reflect the relationship between scientific 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 activity carried out by contractors and partners (outsourcing), including in the implementation of joint/double-degree education and academic mobility		+		
5	5.	The EP management ensures transparency in the development of an EP development plan based on an analysis of its functioning, the actual positioning of the university and the orientation of its activities to meet the needs of the state, employers, stakeholders and students.		+		
6	6.	The EP management demonstrates the functioning of mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning objectives, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP		+		
7	7.	The management of the EP should involve representatives of groups of stakeholders, including employers, students and teaching staff in the formation of a development plan for the EP		+		
8	8.	The management of the EP should demonstrate the individuality and uniqueness of the educational institution's development plan, its consistency with national development priorities and the educational organization's development strategy.		+		
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of job responsibilities of personnel, and the delineation of the functions of collegial bodies.		+		
10	10.	The management of the EP ensures coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involves all stakeholders in this process.		+		
11	11.	The management of the EP should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and appropriate decision-making.		+		
12	12.	The management of the EP should carry out risk management			+	
13	13.	The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.		+		
14	14.	The university must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative			+	

		proposals.				
15	15.	The leadership of the EP must demonstrate its openness and accessibility to the teaching staff, employers and other interested parties.	+			
16	16.	The management of the EP confirms completion of training in educational management programs		+		
17	17.	The management of the EP should ensure that the progress achieved since the last external quality assurance procedure is taken into account when preparing for the next procedure.		+		
<b>Total by standard</b>			<b>1</b>	<b>14</b>	<b>2</b>	
<b>Standard "Information Management and Reporting"</b>						
18	1.	The university must ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	The OP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The EP management demonstrates the existence of a reporting system reflecting 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 educational institution, the activities of collegial bodies and structural divisions, and senior management.		+		
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including the identification of persons responsible for the accuracy and timeliness of information analysis and the provision of data.		+		
23	6.	The university demonstrates the involvement of students, staff and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on it.		+		
24	7.	The leadership of the educational institution 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 the teaching staff, personnel and students within the framework of the EP is measured and demonstrate evidence of the elimination of the identified deficiencies.		+		
26	9.	The university must evaluate the effectiveness and efficiency of its activities, including in the context of the educational program		+		
		The information collected and analyzed by the university within the framework of the EP must take into account:		+		
27	10.	Key performance indicators		+		
28	11.	dynamics of the student contingent in terms of forms and types		+		
29	12.	academic performance, student achievement and dropout		+		
30	13.	satisfaction of students with the implementation of the educational program and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for learners		+		
32	15.	employment and career growth of graduates		+		
33	16.	Students, staff and faculty must document their consent to the processing of personal data.		+		
34	17.	The management of the OP should facilitate the provision of all necessary information in the relevant fields of science.		+		
<b>Total by standard</b>				<b>17</b>		
<b>Standard "Development and approval of the educational program"</b>						
35	1.	The university must demonstrate the existence of a documented procedure for developing the EP and its approval at the institutional level.		+		
36	2.	The university must demonstrate the compliance of the developed educational program with the established goals and planned learning outcomes.		+		
37	3.	The leadership of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university can demonstrate the presence of a graduate model of the EP,		+		

		describing the learning outcomes and personal qualities				
39	5.	The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a specified level of the NQF, QF-EHEA		+		
40	6.	The management of the EP must demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), ensure that the EP and its modules (in terms of content and structure) comply with the set goals with a focus on achieving the planned learning outcomes.		+		
41	7.	The management of the educational institution must 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)		+		
42	8.	The management of the EP must demonstrate that external examinations of the EP have been carried out.		+		
43	9.	The management of the EP should provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality		+		
44	10.	The management of the EP should demonstrate the positioning of the EP in the educational market (regional/ national/ international), its uniqueness			+	
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the availability of a double-degree OP and/or joint OP with foreign universities.		+		
<b>Total by standard</b>				<b>11</b>	<b>1</b>	
<b>The standard "Continuous monitoring and periodic evaluation of basic educational programs"</b>						
47	1.	The university should ensure the revision of the content and structure of the educational program, 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 in order to achieve the goal of the OP. The results of these procedures are aimed at continuous improvement of the EP		+		
		Monitoring and periodic evaluation of the EP should consider				
49	3.	the content of the programs in the context of the latest achievements of science and technology in a particular discipline		+		
50	4.	changing needs of society and professional environment		+		
51	5.	workload, academic performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	students' needs and satisfaction levels		+		
54	8.	compliance of the educational environment and the activities of support services with the objectives of the EP		+		
55	9.	All stakeholders should be informed of any planned or undertaken actions regarding 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 training, teaching, assessment, and mastering the EP in general.		+		
<b>Total by standard</b>				<b>9</b>	<b>1</b>	
<b>The standard "Student-centered learning, teaching and assessment of academic performance"</b>						
57	1.	The management of the educational institution should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.		+		
58	2.	The management of the EP 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, ensuring the achievement of the goals of the educational institution, including competencies and skills to perform scientific work at the required level.		+		
59	3.	The management of the EP should determine the mechanisms for distributing		+		

		the educational load of students between theory and practice within the framework of the EP, ensuring that each graduate learns the content and achieves the goals of the EP.				
60	4.	An important factor is the availability of our own research in the field of teaching methods of EP disciplines			+	
61	5.	The university must ensure that the procedures for evaluating learning outcomes comply with the planned results and objectives of the educational program.		+		
62	6.	The university must ensure consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP. The criteria and methods for assessing learning outcomes must be published in advance.		+		
63	7.	Assessors must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area.		+		
64	8.	The leadership 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 leadership of the EP should demonstrate support for learner autonomy while simultaneously providing guidance and assistance from the teacher.		+		
66	10.	The management of the EP should demonstrate the existence of a procedure for responding to student complaints.		+		
<b>Total by standard</b>				<b>9</b>	<b>1</b>	
<b>The "Students" standard</b>						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, 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 compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.		+		
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 curriculum (extracurricular activities)		+		
72	6.	An important factor is the availability of a support mechanism for gifted students		+		
73	7.	The university should demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university should provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, and maintain contact with them.		+		
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming their qualifications, including the achieved learning outcomes.		+		
76	10.	The management of the EP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really in demand in the labor market.		+		
77	11.	The management of the EP should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.		+		
78	12.	An important factor is the presence of an active alumni association/association		+		
<b>Total by standard</b>				<b>12</b>		
<b>The "Teaching staff" standard</b>						
79	1.	The university should have an objective and transparent HR policy in the context of the EP, including hiring (including invited staff), professional		+		

		growth and staff development, ensuring the professional competence of the entire staff.				
80	2.	The university must demonstrate that the quality of the teaching staff meets the established qualification requirements, the university's strategy, and the goals of the educational program.		+		
81	3.	The leadership of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.		+		
83	5.	The university must involve in teaching specialists from relevant fields who possess 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 the teaching staff		+		
85	7.	The university must demonstrate the widespread use of teaching staff, information and communication technologies and software in the educational process (for example, on-line learning, e-portfolios, MOOCs, etc.)			+	
86	8.	The university must demonstrate its focus on developing academic mobility and attracting the best foreign and domestic teachers.		+		
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, and determine the contribution of teaching staff, including invited ones, to achieving the goals of the educational program.		+		
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.		+		
<b>Total by standard</b>				<b>9</b>	<b>1</b>	
<b>The standard "Educational resources and student Support systems"</b>						
89	1.	The university must ensure that educational resources, including material and technical resources, and infrastructure meet the goals of the educational program.		+		
90	2.	The management of the EP should demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the EP objectives.		+		
		The university must demonstrate the compliance of information resources with the needs of the university and the implemented educational programs, including in the following areas:				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		
92	4.	library resources, including a collection of educational, methodological and scientific literature on general education, basic specialized disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of research results, graduation papers, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	the operation of WI-FI on its territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of the research work of teaching staff, staff, 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 management of the EP should demonstrate the availability of support procedures for various groups of students, including information and counseling		+		
99	11.	The management of the educational institution should 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 different groups of students (adults, working people, foreign students, as well as students with		+		

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

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



АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ

НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

### AGREED

Chairman of the Board-Rector  
NJSC "Kyzylorda University"  
named after Korkyt Ata"

\_\_\_\_\_ Karimova B.S.  
«\_\_\_» \_\_\_\_\_ 2024 y.

### APPROVED

General Director of the Independent Agency for  
Accreditation and Rating

\_\_\_\_\_ Zhumagulova Dr.A.  
«\_\_\_» \_\_\_\_\_ 2024 y.

### THE PROGRAM OF THE VISIT OF THE EXTERNAL EXPERT COMMISSION OF THE INDEPENDENT AGENCY FOR ACCREDITATION AND RATING (UAA) TO THE Non-profit JSC "KYZYLORDA UNIVERSITY NAMED AFTER KORKYT ATA" (international program accreditation)

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

<b>Cluster 1 (accreditation)</b>	7M04141 - Management 8D04140 - Economics
<b>Cluster 2 (accreditation)</b>	6B06150- Computing and software, 6B06149- Information systems, 6B06152 - Information security systems, 7M06150- Computing and software, 7M06149- Information systems

Date and time	EEC's work with target groups	Position and Surname, First name, Patronymic of the target group members	Form of communication
November 18, 2024			

<b>15.00-16.00</b> (the time will be specified)	Preliminary meeting of the EEC (discussion of key issues and the program of the visit)	<i>IAAR External Experts</i>	Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<i>According to the schedule during the day</i>	Arrival of the members of the External Expert Commission		
<b>18.00</b>	Supper	<i>IAAR External Experts</i>	
<b>День 1-й: 19 ноября 2024 г.</b>			
<b>09.00-09.30</b>	Distribution of experts' responsibilities, solving organizational issues	<i>IAAR External Experts</i>	Office No. 202 Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>09.30-10.00</b>	Meeting with the Chairman of the Board-Rector	Chairman of the Board - Rector – Karimova Beibitkul Sarsemkhanovna	The Meeting Room Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>10.00-10.15</b>	Technical break		
<b>10.15-11.00</b>	Meeting with Board Members-Vice-Rectors	Vice-Rector for Academic Affairs - Abdrasheva Dana Meiramovna Vice-Rector for Research and International Relations - Buribayeva Mainura Abiltaevna Vice-rector for Social and Educational Work - Bazartai Zhandos Nurtayevich Vice-rector for Strategic Development and IT - Tomanov Mahmud Muratovich	The Meeting Room Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>11.00-11.10</b>	Technical break		
<b>11.10-11.50</b>	Meeting with heads of structural divisions of the Educational Organization	Director of the Department of Academic Affairs – Doszhanov Bayanali Amantayevich Director of the Department of Science – Saktaganova Nargul Amanovna Director of the Department of Economics and Finance – Urazbaev Nurlan Zhetkergenovich	The Meeting Room Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969

	<p>Director of the Strategy and IT Department - Nurmukhametov Nurbakhyt Nurbopayevich</p> <p>Director of the Department of Economic Work–Utegenov Galymzhan Kasymovich</p> <p>Chief Digital Officer – Myrzatai Ali Altynbayuly</p> <p>Head of the Department of Strategic Planning and Quality Assurance– Zhaksylykova Zhanna Tynyshtykbayevna</p> <p>Head of the Department for Coordination of educational programs and planning of the educational process – Bukharbayeva Akmaral Zhetybaevna</p> <p>Head of the Educational Process Organization and Dispatch Service Department – Dina Muratovna Zharylgapova</p> <p>The head of the registrar's office is Marat Malikovich Abzhaev</p> <p>Head of the Digital Transformation Department – Tursekeev Bakhytzhon Muratbekovich</p> <p>Head of the Department for Student Services and teaching staff – Nurmaganbetov Nurlan Sharipovich</p> <p>Head of the Department of Legal Support and Public Procurement – Ilyasova Samal Myrzamuratovna</p> <p>Head of Human Resources Management – Zholaeva Madina Bekmoldoevna</p> <p>Head of the Center for Advanced Training and additional education – Abtikalykov Nurkhan Boranbekovich</p> <p>Head of the Commercialization Department – Nurzhan Baskoskanovich Yedilbayev</p> <p>Head of the International Relations Department – Almakhanova Gulnaziya Aitbayevna</p> <p>Director of the scientific library – Satbayeva Gulmira Alibaevna</p> <p>Head of the editorial and publishing department - Abuova Nabat Auelbekovna</p> <p>Head of the Department of Social and educational work – Bimuratkyzy Zhanar</p>	
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		Head of the Recruiting and Career Department – Myrzabai Askat Samatuly Head of BIC – Tubekbayev Zhanarys Altynbekovich Head of the Economics and Planning Department – Askar Shyngysbayev Chief Accountant – Rabatova Nurjamal Kulakhmetovna Head of the Documentation Department and Archive – Temirbolatova Ainur Akhmatovna Head of the information and analytical work group - Makhambetova Maria Alievna	
<b>11.50-12.00</b>	Exchange of opinions of the members of the external expert commission		Office No. 202 Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>12.00-12.40</b>	Meeting with the directors of accredited EP	Director of the Institute of Economics and Law – Duzelbaeva Gulshat Berikbaevna Director of the Institute of Engineering and Technology - Abzhalelov Bakhytbek Baydosovich	The Meeting Room
<b>12.40-13.00</b>	The work of the EEC	<i>IAAR External Experts</i>	
<b>13.00-14.00</b>	<b><i>Dinner</i></b>		
<b>14.00-14.15</b>	The work of the EEC		
<b>14.15-15.00</b>	Meeting with the heads of departments and heads of the OP	Head of the EP "Economics and Management" - Kushenova Maira Shaimagambetovna Head of the EP Computer Science - Konyrbaev Nurbek Berkinbayevich	The Meeting Room Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>15.00-15.10</b>	Technical break		Аудитория № Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>15.10–16.00</b>	Meeting with the teaching staff of the EP	<b><i>Appendix 1</i></b> <i>1 cluster (room No. 408, session hall zoom 1)</i>  <i>Cluster 2 (meeting room, zoom 2 session hall)</i>	Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969

<b>16.00-17.00</b>	Survey of teaching staff (in parallel)	<b>Appendix 2</b>	The link is sent to the teacher's personal e-mail.
<b>16.00-16.10</b>	Exchange of opinions of the members of the external expert commission		Office No. 202 Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>16.10-17.00</b>	Meeting with students of the EP	<b>Appendix 3</b> <i>1 cluster (room No. 408, session hall zoom 1)</i>  <i>Cluster 2 (meeting room, zoom 2 session hall)</i>	Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>17.00-18.00</b>	Student survey (in parallel)	<b>Appendix 4</b>	The link is sent to the student's personal e-mail.
<b>17.00-17.50</b>	Visual inspection of the EP and the material, technical, educational and laboratory facilities only for accredited EP	<b>Appendix 5</b>	<i>Along the route</i>
<b>17.50-18.00</b>	Work of the EEC discussion of the results of the first day	<i>IAAR External Experts</i>	Office No. 202 Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>18.00-19.00</b>	Supper	<i>IAAR External Experts</i>	
<b>День 2-й: 20 ноября 2024 г.</b>			
<b>09.00-09.30</b>	The work of the EEC	<i>IAAR External Experts</i>	Office No. 202 Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>09.30-11.30</b>	Selective visits to EP	<i>External IAAR experts according to the itinerary</i>	

	practice bases	<b>Appendix 6</b>	
<b>11.30-13.00</b>	Work with department documents (documents must be uploaded to the cloud by cluster in advance, if necessary, department heads will be invited to the online Zoom room) and attend scheduled teaching staff classes	<b>Appendix 7</b> <i>Head of the EP "Economics and Management" - Kushenova Maira Shaimagambetovna</i> <i>Head of the EP Computer Science - Konyrbaev Nurbek Berkinbayevich</i>	Office No. 202
<b>13.00-14.00</b>	<b>Dinner</b>		
<b>14.00–14.20</b>	Exchange of opinions of the members of the external expert commission	<i>IAAR External Experts</i>	Office No. 202
<b>14.20-15.10</b>	Meeting with stakeholders (representatives of practice bases and employers) (hybrid)	<b>Appendix 8</b>	The Meeting Room Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>15.10-15.30</b>	Technical break		
<b>15.30-16.10</b>	Meeting with graduates of the EP (hybrid)	<b>Appendix 9</b>	The Meeting Room Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>16.10-16.30</b>	Technical break	<i>IAAR External Experts</i>	
<b>16.30-19.00</b>	Work of the EEC, discussion of the results of the second day and profile parameters (recording is underway)	<i>IAAR External Experts</i>	Office No. 202

<b>19.00-20.00</b>	Supper	<i>IAAR External Experts</i>	
<b>День 3-й: 21 ноября 2024 г.</b>			
<b>09.00-11.30</b>	The work of the EEC, the development and discussion of recommendations	<i>IAAR External Experts</i>	Office No. 202 Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>11.30-11.40</b>	Technical break		
<b>11.40-12.30</b>	The work of the EEC is the development and discussion of recommendations (recorded)	<i>IAAR External Experts</i>	Office No. 202 Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>12:30-13:00</b>	The work of the EEC	<i>IAAR External Experts</i>	
<b>13.00-14.00</b>	Dinner		
<b>14.00-16.00</b>	The work of the EEC is discussed, decisions are made by voting (recorded)		Office No. 202 Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>16.00-16.30</b>	The work of the EEC, Discussion of the results of the quality assessment	<i>IAAR External Experts</i>	
<b>16.30–17.00</b>	The final meeting of the EEC with the university leadership		The Meeting Room Join Zoom Conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>18.00-19.00</b>	Supper	<i>IAAR External Experts</i>	

**Сокращения***IAAR – Independent Agency for accreditation and Rating*

*БЭК – IAAF External Expert Commission*

*ОО – organization of education*

*ОП – educational program*

*ППС – academic staff*



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

The results of an anonymous survey of the teaching staff

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

#### **2. Post, %**

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**

Candidate of Sciences	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 well	Well	Relatively bad	Badly	Very bad	They didn't answer
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%)
	<b>How much can teachers use their own</b>						
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 innovations	21 (75%)	6 (21,4%)	1 (3,6%)	0 (0%)	0 (0%)	0 (0%)
8	How do you rate 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 is paid by the management of the educational institution to the content of the educational program?	20 (71,4%)	8 (28,6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
10	How do you assess the sufficiency and accessibility of the necessary scientific and	21 (75%)	7 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

	educational literature in the library?						
11	Do you 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%)
	<b>Evaluate the openness and accessibility of the management</b>						
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	Evaluate the involvement of the teaching staff 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 is the innovative activity of teaching staff encouraged?	19 (67,9%)	9 (32,1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
16	Evaluate the feedback level of the teaching staff with 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 created opportunities for professional and personal growth for each teacher and staff member	19 (67,9%)	9 (32,1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
19	Evaluate the adequacy of the recognition by the university leadership of the potential and abilities of teachers	18 (64,3%)	10(35,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	<b>How the job is set</b>						
20	On academic mobility	15 (53,6%)	12(42,9%)	1 (3,6%)	0 (0%)	0 (0%)	0 (0%)
21	On professional development of teaching staff	16 (57,1%)	12(42,9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	<b>Appreciate the support of the university and its management</b>						
22	Research initiatives of the Teaching Staff	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%)
	<b>Evaluate the Faculty's ability to combine teaching</b>						
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	Evaluate how students' knowledge acquired 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 does the management and administration of the university perceive criticism?	13 (46,4%)	14 (50%)	1 (3,6%)	0 (0%)	0 (0%)	0 (0%)
28	How much does your academic workload meet your expectations and capabilities?	13 (46,4%)	13(46,4%)	2 (7,1%)	0 (0%)	0 (0%)	0 (0%)
29	Would you like to assess the focus of educational programs/training programs on the formation of students' skills to analyze the situation and make forecasts?	16 (57,1%)	12(42,9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
30	Evaluate how the educational program meets the expectations of the labor market and employers in terms	15 (53,6%)	13(46,4%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

	of content and quality of implementation.						
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### 31. Why do you work at this university?

The only regional university

Like

International

My calling

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

The strongest regional university

I live in this region

This is my home university. I was born and raised in the city of Kyzylorda.

The university provides opportunities to realize their professional competencies, provides social support, and is one of the top regional universities. friendly atmosphere, friendly staff. The university's management is constantly improving its activities aimed at solving strategic issues.

I don't really like it

There are great opportunities

Like

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-end

I like it. Contribution to the development of the region

I studied at this university

High rating

I have been working since 1994

### 32. How often do master classes and classes with the participation of practitioners take place as part of your course?

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

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

very often	often	sometimes	very rarely	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	There is no response
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Lack of classrooms	0 (0%)	4 (14,3%)	24 (85,7%)	0 (0%)
Unbalanced academic load by semester	0 (0%)	5 (17,9%)	23 (82,1%)	0 (0%)
Недоступность необходимой литературы в библиотеке	1 (3,6%)	8 (28,6%)	19 (67,9%)	0 (0%)
Overcrowding of study groups (too many students in a group)	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%)
Lack of Internet access/weak internet connection	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 training facilities in classrooms	0 (0%)	7 (25%)	21 (75%)	0 (0%)
Other issues	No problem everything is fine The conditions are created No more questions.			

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

Questions	Completely satisfied (1)	Partially satisfied (2)	Not satisfied (3)	Затрудняюсь ответить (4)
The attitude of the university management towards 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 payment	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 safety and health	28 (100%)	0 (0%)	0 (0%)	0 (0%)
Managing changes in the university's activities	28 (100%)	0 (0%)	0 (0%)	0 (0%)
By providing a social package: rest, sanatorium treatment, etc.	22 (78,6%)	6 (21,4%)	0 (0%)	0 (0%)

Organization and quality of meals 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%)



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

### **The results of an anonymous student survey**

**Total number of questionnaires: 90 people**

**Educational program (specialty):**

6B06150 Computing and software	13 (14,4%)
6B06149 Information systems	25 (27,8%)
6B06352 Computing and software	42 (46,7%)
7M06149 Information systems	4 (4,4%)
7M06150 Computing and software	2 (2,2%)
7M04141 Management	1 (1,1%)
8D04140 Economy	3(3,3%)

**Paul:**

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

**Rate how satisfied you are:**

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	I find it difficult to 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 of educational materials in the learning process	74 (84,2%)	15 (16,7%)	1 (1,1%)	0 (0%)	0 (0%)
6. Availability of personal counseling	73 (81,1%)	13 (14,4%)	1 (1,1%)	1 (1,1%)	2 (2,2%)
7. The relationship between a student and a teacher	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. Accessibility of healthcare services	68 (75,6%)	14 (15,6%)	4 (4,4%)	2 (2,2%)	2 (2,2%)
10. The 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. The 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. Availability of computer classes	71 (78,9%)	16 (17,8%)	2 (2,2%)	1 (1,1%)	0 (0%)
15. Availability 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. Rest rooms for students (if available)	70 (77,8%)	13 (14,4%)	4 (4,4%)	3 (3,3%)	0 (0%)
19. Clarity of disciplinary action procedures	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. The quality of educational programs in the EP	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. The quality of teaching in general	77 (85,6%)	9 (10%)	4 (4,4%)	0 (0%)	0 (0%)
25. Academic workload/student requirements	75 (83,3%)	13 (14,4%)	2 (2,2%)	0 (0%)	0 (0%)
26. The requirements of the teaching staff for the student	74 (82,2%)	15 (16,7%)	1 (1,1%)	0 (0%)	0 (0%)
27. Information support and explanation of the rules of admission and the strategy of the educational program (specialty) before admission to 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 the given educational program (specialty)	78 (86,7%)	10 (11,1%)	1 (1,1%)	1 (1,1%)	0 (0%)
29. The quality of examination materials (tests and examination questions, etc.)	73 (81,1%)	15 (16,7%)	1 (1,1%)	1 (1,1%)	0 (0%)

30. Objective assessment of knowledge, skills and other academic achievements	73 (81,1%)	15 (16,7%)	1 (1,1%)	1 (1,1%)	0 (0%)
31. Available computer classes	74 (82,2%)	13 (14,4%)	3 (3,3%)	0 (0%)	0 (0%)
32. Available scientific laboratories	73 (81,1%)	14 (15,6%)	1 (1,1%)	0 (0%)	2 (2,2%)
33. The 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%)

**Rate how much you agree:**

Statement	Full consent	I agree	I partially agree	I disagree	Complete disagreement	They didn't answer
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 teaching material.	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. Objective assessment of knowledge, skills and other academic achievements	62 (68,9%)	21 (23,3%)	6 (6,7%)	1 (1,1%)	0 (0%)	0 (0%)
45. Timely assessment of students' academic 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 teacher's appearance and manners 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 the students	72 (80%)	11 (12,2%)	6 (6,7%)	1 (1,1%)	0 (0%)	0 (0%)
51. The academic achievement assessment system (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 achievements of students	70 (77,8%)	12 (13,3%)	8 (8,9%)	0 (0%)	0 (0%)	0 (0%)
54. The teacher speaks a 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 facilities 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. All students have equal opportunities for learning and personal development.	71 (78,9%)	13 (14,4%)	6 (6,7%)	0 (0%)	0 (0%)	0 (0%)

### Other concerns about the quality of teaching:

No problem at all

There are too many couples 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 education at our university.

Hello! I would like to share my impressions about my Korkyt Ata University, in particular about the fifth building. Overall, everything is fine here, but there are a few points that I would like to improve. First of all, using computers causes some difficulties. We are not allowed to use them fully, 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, everything suits me, and other aspects of the organization are quite satisfactory.

All in a high degree

There is no such problem. All of them are from well

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

Correct the lesson system

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

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

The quality is very good

