REPORT

on the results of work of external expert commission
on quality assessment for compliance with the standards of specialized
accreditation of the educational program of higher and (or) postgraduate
education of educational programs

6B01514 INFORMATICS
7M01514 INFORMATICS

**NON-COMMERCIAL JOINT STOCK COMPANY
"KYZYLORDA UNIVERSITY NAMED AFTER KORKYT ATA"**

Date on-line of visit VEK: 31 of March – 2 April 2022

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ
НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА
INDEPENDENT AGENCY FOR
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(I) LIST OF NOTATION AND ABBREVIATIONS

AIS	Automated information system
NPJSC	Non-profit joint stock company
CC	Certification commission
SGESE	state general educational standard of education
UNT	unitied national testing
ICT	information and communication technologies
IS	Information system
ISP	individual study plan
KU named after Korkyt Ata	Kyzylorda University named after Korkyt Ata
CED	catalog of elective disciplines
MESRK	Ministry of Education and Science of the Republic of Kazakhstan
RW	research work
RWU	research work of undergraduates
RWS	research work of students
EP	educational program
TS	Teaching staff
PRL	planned results of learning
RK	The Republic of Kazakhstan
WC	working curriculum
MM	mass media
QMS	Quality Management System
SC	standard curriculum
EMCD	educational and methodological complex of the discipline
EMCS	educational and methodical complex of the specialty
ED	elective disciplines

(II)   INTRODUCTION

In accordance with the order of IAAR No. 19-22-OD dated 01/25/2022 of the Independent Agency for Accreditation and Rating, on March 31 - April 2, 2022, an independent external expert commission assessed the compliance of educational programs 6B01514 Informatics and 7M01514 Informatics of Kyzylorda University named after Korkyt Ata (hereafter referred to as KU named after Korkyt Ata) specialized accreditation standards of the IAAR.

The report of the external expert commission (EEC) contains an assessment of the submitted educational programs to the IAAR criteria, recommendations of the EEC for further improvement of educational programs and parameters of the profile of educational programs of KU named after Korkyt Ata.

The composition of the EEC:

Chairman of the EEC - Bratsikhin Andrey Alexandrovich, Doctor of Technical Sciences, Professor, expert of the 1st category of IAAR.

IAAR expert –Grakovski Alexander Vladimirovich (Grakovski Alexander), Doctor of Technical Sciences, Professor of the Faculty of Computer Science and Electronics of the Institute of Transport and Communications (Riga, Latvia). Assessment of EP 6B01514 Informatics, 7M01514 Informatics.

IAAR expert - Dimitar Grekov, Doctor of Agricultural Sciences, Professor, Director of the Center for Continuing Education, member of the Accreditation Council of the National Agency for Evaluation and Accreditation (Plovdiv, Bulgaria). Assessment of EP 6B07368 Cadastre, 6B07369 Land management.

IAAR expert - Nazgul Kazhimuratovna Baygabatova, Ph.D., Associate Professor of Zhetysu State University named after I. Zhansugurov (Taldykorgan, Republic of Kazakhstan). Evaluation of EP 6B02234 Archeology and ethnology.

IAAR expert − Aliya Askerovna Baitelenova, Ph.D. kh.s., Associate Professor of the Kazakh Agrotechnical University named after S. Seifullin (Nur-Sultan, Republic of Kazakhstan). Assessment of EP 8D08171 Agronomy.

IAAR expert - Ismagulova Zhuld yz Sauelkhanovna Ph.D., Associate Professor of the International Kazakh-Turkish University named after Khoja Akhmet Yassaui (Turkestan, Republic of Kazakhstan). Assessment of EP 6B01514 Informatics, 7M01514 Informatics.

IAAR expert – Viktor Aleksandrovich Kamkin, Ph.D., Associate Professor of Toraigyrov University (Pavlodar, Republic of Kazakhstan). Assessment of EP 6B08171 Agronomy, 7M08172 Crop production.

IAAR expert - Kegenbekov Zhandos Kadyrkhanovich, candidate of technical sciences, associate professor of the Kazakh-German University (Almaty, Republic of Kazakhstan). Assessment of EP 6B07159 Transport equipment and technologies, 6B11380 Organization of transportation, traffic and transport operation.

IAAR expert - Mursalimova Elmira Askarovna, associate professor of the Kazakh National Agrarian Research University (Almaty, Republic of Kazakhstan). Assessment of EP 6B07368 Cadastre, 6B07369 Land management.

IAAR expert - Nurzhanova Kulsara Halimardenovna, Ph.D., Associate Professor of Shakarim University (Semey, Republic of Kazakhstan). Assessment of EP 6B08272 Technology for the production of livestock products.

IAAR expert - Timurbekova Aigul Kulakhmetovna, Ph.D., Professor of the Kazakh National Agrarian University (Almaty, Republic of Kazakhstan). Assessment of EP 6B07260 Technology of food products.

IAAR expert – Balkhanov Baizhan Nurbaevich, Ph.D., Associate Professor, Professor of the Innovative Eurasian University (Pavlodar, Republic of Kazakhstan). Assessment of EP 6B08773 Agricultural machinery and technology, 7M08573 Agricultural machinery and technology.

IAAR expert, employer - Aitbaev Abai Malikuly, director of Kyzylorda branch of the Republican State Inspection of "Center for Phytosanitary Diagnostics and Forecasts" of the State Inspection Committee in the agro-industrial complex of the Ministry of Agriculture of the Republic of Kazakhstan. (Kyzylorda, Republic of Kazakhstan).

IAAR expert, employer - Mamen Baldyrgan Nurtuganovna, Press Secretary of the Kyzylorda Regional Chamber of Entrepreneurs (Kyzylorda, Republic of Kazakhstan).

IAAR expert, student - Kasenalina Anel Tursunkhanovna, 4th year student of EP 6B07369 Land management of the Kazakh Agrotechnical University named after. S. Seifullin (Nur-Sultan, Republic of Kazakhstan). *Assessment of EP 6B07368 Cadastre, 6B07369 Land management.*

IAAR expert, student - Ayazhan Dauletkyzy Abisheva, 3rd year student of EP 6B11380 Organization of transportation, traffic and transport operation of Toraigyrov University (Pavlodar, Republic of Kazakhstan). *Assessment of EP 6B07159 Transport technique and technologies, 6B11380 Organization of transportation, traffic and transport operation.*

IAAR expert, student - Mahammadali Ahmet Nazarbekuly, 4th year student of EP 6B07201 Technology of food products of the Kazakhstan Engineering and Technology University, member of the Alliance of Students of Kazakhstan (Almaty, Republic of Kazakhstan). *Assessment of EP 6B07260 Technology of food products.*

IAAR expert, student – Oralkhanova Gulbarshyn Zhanatkyzy, 3rd year student of EP 5B020300 History of Shakarim University (Semey, Republic of Kazakhstan).

IAAR expert, student - Kereeva Tansholpan Makhambetkyzy, 2nd year student of EP 7M04106 Marketing Aktobe Regional University named after K. Zhubanov (Aktobe, Republic of Kazakhstan). *Assessment of EP 6B01514 Informatics, 7M01514 Informatics.*

IAAR Coordinator – Niyazova Guliyash Balkenovna, Head of the Project for Conducting Institutional and Specialized Accreditation of Universities (Nur-Sultan, Republic of Kazakhstan).

(III) REPRESENTATION OF THE EDUCATIONALORGANIZATION

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 (Decree of the Government of the Republic of Kazakhstan No. 256 dated March 24, 1998).

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

Based on the Decree of the Government of the Republic of Kazakhstan dated October 11, 2019 No. 752 "On certain issues of higher educational institutions of the Ministry of Education and Science of the Republic of Kazakhstan", 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 a 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 has passed institutional accreditation, 102 educational programs - specialized accreditation.

According to the results of the National Ranking of Demand for Universities in 2021, conducted by the Independent Agency for Accreditation and Rating (IAAR), the University is in the TOP-20 of the General Ranking of Universities of the Republic of Kazakhstan, ranking 7th. According to the National Ranking of the Republic of Kazakhstan - 2021, conducted by the Independent Agency for Quality Assurance in Education (IQAQA), Korkyt Ata Kyzylorda University ranks 8th among the multidisciplinary universities of the Republic of Kazakhstan. Educational activities of Korkyt Ata University for undergraduate, graduate 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 July 28, 2020.

As part of 5 institutes, there are 26 departments that train specialists in 64 bachelor's programs, 35 master's programs, 13 PhD doctoral programs.

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

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

Currently, the contingent of students is 7910 people, of which: undergraduate students - 7175 students, master's programs - 701 undergraduates, PhD doctoral studies - 34 doctoral students. The educational process is carried out by 482 full-time teachers, including 23 doctors of science, 34 PhD doctors, 173 candidates of science, 190 masters.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational programs 6B01514 Informatics, 7M01514 Informatics of the non-profit joint-stock company "Kyzylorda University named after Korkyt Ata" external assessment for compliance with the standards of specialized accreditation of the educational program of higher and (or) postgraduate education of the IAAR is held for the first time.

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC IAAR was carried out on the basis of the Program of the visit of the expert commission to the Korkyt Ata University from March 31 to April 2, 2022.

In order to coordinate the work of the EEC IAAR on March 25, 2022. a working meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was specified, an agreement was reached on the choice of examination methods.

In accordance with the requirements of the standards for specialized accreditation of the IAAR, the program of the visit included meetings with vice-rectors, heads of structural divisions, heads of university departments, teachers, students, graduates, employers and employees from various departments, interviews and questionnaires for teachers and students.

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

Participant category	Quantity
Rector	1
Vice-rectors	4
Heads of structural divisions	23
Director of Institutes	3
Heads of departments	4
Teachers	8
Students, Masters	6
Graduates	4
Employers	4
Total	**57**

During the online visit, the members of the EEC visually got acquainted with the state of

the material and technical base of the university: libraries, classrooms, specialized classrooms, laboratories, computer classes, departments, canteen, sports areas.

1) **Attending classes on accredited educational programs:**

1) EP 6B01514 Informatics. Lecture on discipline: "SMM ortasymen zhұmys". The topic of the lesson is "Instagram-dagy maqsatty zharnama, zhasau zhane zhurgizu erekshelikteri" (2nd year, group: Inf-21-1p (u), time: 13:50-14:40), Teacher: Musagulova G.Sh. - 12 people There is a syllabus of the discipline, the educational material corresponds to the content of the work program of the discipline. The lecture was held using an interactive whiteboard, students were active, asked questions of interest. The question-and-answer method is used. The theme of the lesson is fully disclosed.

2) 6B01514 Informatics (3rd year, group: Inf-20-1p / box, time: 11-30-12.40). Group: Inf-20-1p/ya, laboratory work on the discipline: "Working with the SMM environment", topic: "Creating a chat bot", teacher: Kulmurzaev N.S. There is a syllabus of discipline, the educational material corresponds to the content of the work program. The statement of the task and explanation of the implementation was carried out using an interactive whiteboard, then the students worked independently, asked questions of interest. The results are sent to the teacher for evaluation. The topic is fully covered.

3) EP 7M01514 Informatics. Lecture on the discipline "Informatics оқытудағy bulttyk tekhnologiyalar". The topic of the lesson is "Windows Azure Platforms" (1 course, Group Inf-21-1m (p), 1 time 16:50-17:40) Teacher: Associate Professor Doszhanov B.A. attended - 10 people. the educational material corresponds to the content of the work program of the academic discipline (syllabus). Methods and methodological techniques: verbal and visual methods (presentation materials). TSO: personal computer, multimedia equipment. The presentation of the new material took place in the form of an explanation using a presentation. Established close contact with the audience. Presentations-projects of students successfully visualize the theoretical material of the lecture, which makes it much easier for students to perceive it. The teacher constantly involves students in the discussion of educational material, and students become active participants in the educational process. The teacher clearly outlined the training materials, the topic of the classes was disclosed in full. The lesson was held at a high pedagogical and methodological level.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard "Management of the educational program"

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

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

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

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

✓ The management of the EP ensures the transparency of the development plan for the development of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders.

✓ The EP management demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.

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

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

✓ The university must demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of staff duties, and the delimitation of the functions of collegial bodies.

✓ The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, and also involves all interested parties in this process.

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

✓ The management of the EP should carry out risk management.

✓ The management of the EP should ensure the participation of representatives of stakeholders (employers, teaching staff, students) in the collegiate 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 EP, including the analysis and implementation of innovative proposals.

✓ The management of the EP must demonstrate its openness and accessibility for students, teaching staff, employers and other interested parties.

✓ The management of the EP confirms the completion of training in education management programs.

✓ The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.

Evidence

At Kyzylorda University named after Korkyt Ata, training in educational programs 6B01514 Informatics and 7M01514 Informatics is carried out on a full-time basis, as well as on distance learning technologies (full-time reduced form of education).

The accredited EP is implemented in accordance with the state license No. 12019394 issued by the State Institution "Committee for Control in the Sphere of Education and Science" of the Ministry of Education and Science of the Republic of Kazakhstan dated 11.12.2012.

The Korkyt Ata University Development Program, approved by Protocol No. 9 dated November 30, 2021 at a meeting of the Board of Directors, defines the mission and vision, strategic directions of the university, and also developed ways to achieve the goals set until 2025.

The Department of Informatics and ICT, on the basis of the University Development Strategy, has developed a Strategic Development Plan for 2021-2025 (protocol No. 8 dated April 24, 2021 of the Academic Council for the natural-pedagogical direction). At the same time, quantitative and qualitative data on development indicators are updated annually, taking into account the results achieved.

EP development plans are developed for 4 years, reviewed annually at department meetings and are the main documents that determine the strategy and tactics for improving the EP.

The development of plans for the development strategy of the EP is carried out by a working group, which includes the head of the department, teaching staff, employers in the region, students, stakeholders, representatives of business communities.

The quality policy is reflected in the internal regulations of the university, the Strategic Development Plan of the Korkyt Ata University for 2021-2025 and other documents. The quality policy is posted on the university website, which is a guarantee of accessibility, openness, transparency not only to employees and students, but also to employers and other interested parties.

The university has demonstrated the existence of a quality policy approved by the protocol of the RS dated November 25, 2020. This document is posted on the official website of the university and is available to all interested parties "Quality Policy" (korkyt.kz)

The internal quality assurance system includes a set of organizational structure of Korkyt Ata University, internal documentation, indicators, processes and resources necessary for continuous improvement of the quality of education and development of a culture of quality. The university has Internal Quality Assurance Standards (IQAS), approved by order of the Chairman of the Board-Rector No. 513-a dated December 29, 2020, published on the official website https://korkyt.edu.kz/images/022NORrus.pdf

By the decision of the Academic Council of the University, the Regulations on Academic Councils for Quality were approved (minutes No. 5 of December 15, 2020), published in the Academic Policy on page 40 on the official website https://korkyt.kz/index.php? option= com_k2&view=item&layout=item&id=4221&Itemid=1371&lang=r.

All types of practice in EP are carried out in schools, colleges and branches of the department on the basis of current memorandums (memorandums: IT school No. 3 dated 04/07/2017, lyceum school No. 23 dated 10/27/2021, NCPC Orleu dated 08/21/2017 ., Pedagogical College named after M. Mametov dated January 26, 2022).

Experts note that within the framework of the EP, the responsible are clearly defined, the duties of the staff are distributed and the functions are delineated. The transparency of the management of the EP is ensured by the timely awareness by the management of the EP of all interested parties through the university website and social networks.https://korkyt.edu.kz/index.php?option=com_k2&view=item&layout=item&id=620&Itemid=854&lang=ru.

The experts were convinced that there is a clear definition of those responsible for business processes within the EP, an unambiguous distribution of staff duties, delimitation of the functions of collegiate bodies, and transparency of the educational program management system.

To manage the EP as a whole, the necessary information, personnel, financial and material and technical resources are available, as well as legal documentation that ensures the implementation of educational programs.

The members of the EEC established that in the educational process of preparing students for accredited EPs, innovative teaching methods and technologies are used. The classrooms are equipped with interactive whiteboards and multimedia equipment.

The experts confirm that the management of the EP has been trained in education management programs (self-assessment report, Appendix 9).

Analytical part

The Commission notes that the submitted documents as an evidence base comply with the IAAR standards.

In accordance with the university development program, it is planned to expand the cooperation of graduating departments with foreign universities in order to further integrate into

the global educational space. At the same time, the members of the EEC found that this work at the Department of Informatics and ICT is at the planning stage.

The mission, main goals, strategic directions of development, the quality assurance policy of the university and the tasks of the EP were fully developed, written in the documents, but it was difficult for the experts to assess the relationship between research, teaching and learning.

Based on the interviews with students, teaching staff of the departments, and studying the departmental documentation, the experts determined that the internal quality assurance system of the EP is functioning quite effectively.

The EEC notes that the university pays special attention to the training of the management of the EP of education management programs and all the heads of the EP underwent advanced training in education management during the reporting period.

According to the results of the survey, the level of involvement of teaching staff in the process of making managerial and strategic decisions of the university management is "Very good" - 63.3%, "Good" - 36.6%.

Strengths/ best practice:

• The quality policy is posted on the university website, which is a guarantee of accessibility, openness, transparency not only to employees and students, but also to employers and other interested parties.
• The management of the EP passed advanced training in education management for the reporting period, which is confirmed by certificates.

Conclusions of the EEC according to the evaluation criteria of the standard "Management of the educational program" for EP 6B01514 Informatics and 7M01514 Informatics: strong -2, satisfactory -12, suggesting improvements - 0.

6.2. Standard "Information Management and Reporting"

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

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

✓ *The management of the EP demonstrates the presence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance. The university must determine the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management.*

✓ *The university must demonstrate a mechanism for ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of the analysis of information and the provision of data.*

✓ *The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*

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

✓ *The university must ensure the measurement of the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings.*

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

✓ *The information collected and analyzed by the university within the framework of the EP should take into account:*
  - key performance indicators;
  - the dynamics of the contingent of students in the context of forms and types;
  - level of progress, student achievement and expulsion;
  - satisfaction of students with the implementation of the EP and the quality of education at the university;
  - availability of educational resources and support systems for students;
  - employment and career growth of graduates.

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

✓ *The management of the EP should contribute to the provision of the necessary information in the relevant fields of science.*

Evidence

The university ensures the functioning of the system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software in accordance with the documents of the QMS using the systems "E-UNIVER" (IS "Dean's Office", is "Department", is "Teacher", is "Student", is "Applicant", "Electronic Library"(https://korkyt.edu.kz/index.php?option= com _k2&view=item&id=544:fdgfdgfgfdjhgkhjk&lang=ru) and «Platonus» (https://korkyt.edu.kz/ index.php?option= com_k2&view=item&id= 545:fhjghkhjkhj&lang=ru).

Within the framework of the EP, there is a system of regular reporting that reflects all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments, scientific research.

The university has established the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.

The university demonstrates the determination of the procedure and ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of information analysis and data provision. KU named after Korkyt Ata provides information protection through network security systems, data encryption, access security (key, certificate, password) in accordance with the regulation on information security of NAO "Kyzylorda University named after Korkyt Ata" (https://korkyt.edu.kz/images/SDFvdsfv.pdf).

Responsible persons for the reliability and timeliness of the analysis of information and the provision of data have been appointed. Students, employees and teaching staff are involved in the processes of collecting and analyzing information.

The University has a mechanism for communication with students, employees and other stakeholders. Blogs and official pages on social networks allow both keeping in touch with

students, teaching staff and employees, and attracting applicants. Therefore, for communication and prompt feedback with the subjects of the educational process, the "Rector's Blog" and official pages on social networks were created, in addition, there is a page of the institute supervising accredited programs on the FB and Instagram pages.

On the official page of the institute and departments https://www.korkyt.kz/index.php?option=com_k2&view=item&layout=item&id=573&lang=ru there is information about the corporate addresses of the institute and departments, where at any time they can apply as teaching staff, students and parents.

The university provides a measurement of the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP. The University annually monitors and analyzes data on consumer perception of the degree to which their needs and expectations are met. Collection and processing of information is carried out by the Information and Analytical Service of the Division of Strategic Planning and Quality Management. All documented information received in the course of monitoring and analysis is recorded, registered and stored in accordance with the requirements of the documented procedure of the Regulation on Information Security.

The University evaluates the effectiveness and efficiency of activities, including in the context of EP. The university management systematically analyzes the results of internal audits, competitions and the feedback system (annual survey) to achieve confidence that the Quality Policy is being implemented.

The information collected by the university includes key performance indicators; the dynamics of the contingent of students in the context of forms and types; the level of academic achievement, student achievement 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.

The procedure for issuing consent to the processing of personal data is included in the contract for the provision of educational services of the Korkyt Ata University (Appendix 12).

Analytical part

The EEC Commission notes that the structure and volume of information collected, sources, frequency, time interval, responsible persons for reliability and timeliness are determined by the internal regulatory documentation of the university, job descriptions of department heads. At the same time, experts note the absence of the Regulations on the site, the rules for updating information on the pages of departments and personal pages of the teaching staff are not defined, and a list of scientific publications of the teaching staff is required.

The EEC Commission notes the massive use of distance learning technologies (*Zoom*) and e-learning (*Coursera*, etc.) in the educational process of the university. The effectiveness of using e-learning at the university is confirmed by the positive feedback from employers and graduates during the conversations.

For periodic surveys of students, employees, meetings with alumni and employers, for the collection and processing of data, the Korkyt Ata KU uses the Platonus automated educational process control system, which, in addition to organizing the educational process, monitors attendance, activity and perception of the material by students.

At the same time, the commission notes that the key performance indicators of the EP are divided into groups for students, teaching staff and EP for 6B01514 "Computer Science" and 7M01514 "Computer Science" differ from the wording of other EPs and require unification within the entire university. Also, the section is overloaded with unnecessary data on the selection strategy for the selection of scientific projects, on the state of the library's scientific funds (Report, p. 31).

According to the results of the survey, 99.2% of students were satisfied with the usefulness

of the university's website. 100% of teaching staff are satisfied with the level of feedback from the management. Student satisfaction with the availability of the dean's office is 100%, the accessibility and responsiveness of the management - 100%, the availability of academic counseling - 100%, the availability of counseling on personal problems - 100%.

EEC recommendations

• Develop a unified system of key indicators for the university (teaching staff rating, KPI directors of institutes and heads of departments, quality control of studies and teaching) for assessing the effectiveness of the EP and put into use by September 2022.

Conclusions of the EEC according to the evaluation criteria of the standard "Information Management and Reporting" for EP 6B01514 Informatics and 7M01514 Informatics: strong - 0, satisfactory -15, suggesting improvements - 2.

6.3. Standard «Development and approval of the educational program»

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

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

✓ *The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes.*

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

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

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

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

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

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

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

✓ *An important factor is the possibility of preparing students for professional certification.*

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

Evidence

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, as well as documentation developed by the university to ensure transparency and clarity in the implementation of development strategy directions.

The development of an educational program for two levels of study (bachelor's, master's) is based on new regulatory legal acts for the implementation of the Law of the Republic of Kazakhstan dated July 4, 2018 No. 171-VI "On the introduction and amendments and additions to certain legislative acts of the Republic of Kazakhstan on the issues of expanding the academic and managerial independence of higher education institutions."

The system for developing and approving educational programs at Korkyt Ata University operates in accordance with the requirements of the regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan of the National and sectoral qualifications framework, mandatory professional standards, based on the results of an analysis of labor market requirements and recommendations from employers. Educational programs are aimed at improving the quality of education and are built on a modular basis.

Educational programs at Korkyt Ata KU are developed by working groups, which include the most experienced teachers, students and employers. The teaching staff of the department actively participate in the development and implementation of educational programs.

Discussion of educational programs takes place at meetings of the departments, at which each member of the department can make suggestions to improve the content of the educational program. Approval of educational programs is carried out annually at a meeting of the Academic Council of the University.

Educational programs 6B01514 - Informatics and 7M01514 - Informatics are approved by the protocol of the Academic Council of Korkyt Ata KU No. 14 of 06/04/2021.

Every year, working curricula are compiled and approved, which include mandatory components, university components (VC), elective components (EC) / catalogs of elective disciplines (CED). The curricula describe the learning outcomes, competencies for each of the listed cycles, as well as a summary of the discipline, indicating the prerequisites and postrequisites of the discipline. The development of curricula, modular educational programs, the catalog of elective disciplines in the Korkyt Ata State University is regulated by the "Regulations on the development and approval of educational programs in the Korkyt Ata State University"https://www.korkyt.kz/images/academpolRUS.pdf.

For all disciplines of accredited EPs, there are educational and methodological complexes that contain all the necessary materials for high-quality classes.

According to the educational programs 6B01514 "Computer Science", 7M01514 "Computer Science", a competence model of graduates has been developed, which provides a description of the learning outcomes and personal characteristics of the graduate. Models of graduates of accredited EPs are developed by the Department of Informatics and ICT based on the labor market and the requirements of employers. The graduate model is posted on the official website of the university. https://www.korkyt.kz/images/ModelRUS.pdf .

Curricula for accredited EPs are built on the basis of the principles of continuity, continuity and adaptability, contain a list of disciplines, the number of credits, semester breakdown, types of classes and forms of control.

The total labor intensity of theoretical and practical training in educational programs is determined by the list of modules studied, measured in credits of the Republic of Kazakhstan and ESTS.

Each educational program has a modular structure. The volume of one module is four or more academic disciplines. Each module of the educational program is focused on achieving a specific learning outcome.

Educational programs are annually reviewed and improved, undergo external and internal examinations and ensure the quality of educational services. The structure, procedure for development, revision, amendments and adjustments, examination of the EP are determined by the "Regulations on the development and approval of educational programs at Kyzylorda University named after Korkyt Ata".

https://korkyt.kz/images/saiasatRUS.pdf

Educational programs 6B01514 "Informatics", 7M01514 "Informatics" have external expert opinions. (expert Ph.D., Oshanova N.T. - KazNPU named after Abai, expert Ph.D., Bostanov B.G. - KazNZhENPU).

All types of practice are included in the relevant modules of the educational program with academic disciplines, depending on the relationship with them. The content of the modules is determined by the learning outcomes in the form of competencies of the corresponding level of higher and postgraduate education.

At the end of the practice, students submit the following documents to the department: a report and a practice diary signed by the head of the practice base, reviews of the head of practice from the university and enterprise (schools, colleges.

To improve the quality of the educational program at the Korkyt Ata University, the control of educational achievements of students is organized and carried out (frontier and final.

Analitical part

During the on-line visit, the EEC members became convinced that international activities within the framework of accredited EPs are poorly developed, double-degree, joint educational programs have not been introduced.

In general, the development of educational programs is carried out on the basis of professional standards.

The experts found that in some syllabuses of disciplines, prerequisites and postrequisites do not correspond to the working curriculum.

Qualification upon completion of mastering the EP is determined on the basis of the requirements of professional standards, it corresponds to the State Educational Standard of Higher and Postgraduate Education, the national, sectoral qualifications framework.

In the course of interviews with students, graduates and employers, a proposal was made to strengthen the practice of focusing the courses offered. In this regard, practitioners from enterprises, civil servants should be invited more often, as well as elements of dual education in senior courses should be developed.

The Commission also notes the need to create conditions for professional certification of students. For example, given that at present the country is actively introducing project management tools into the public administration system, the country's enterprises should pay attention to the acquisition of professional skills by students in this area.

The results of the survey of students during the visit of the EEC IAAR showed that the level of speed of response to feedback from teachers regarding the educational process is "fully satisfied" - 93.3%), "partially satisfied" - 6.7% of students.

Strengths/best practice

• *The labor intensity of the EP in ECTS is clearly defined;*

• *The description of the EP is presented in 3 languages: Kazakh, Russian, English, which, according to the incoming academic mobility of students, there is no obstacle when choosing a learning path;*

• *Professors from leading domestic universities are involved as experts in EP 6V01514 Informatics, 7M01514 Informatics.*

EEC recommendations

• *An important step for the international positioning of the university will be the redesign of the CU website structure. Make the site more visitor friendly and authentic for information in Kazakh, Russian and English, especially in the field of information about institutions, teaching staff and EP (content, learning outcomes, teaching staff, employment) by September 1, 2022.*

• *It is required to coordinate and conclude a memorandum with foreign partners in a joint or double-degree program and start practical activities in this direction until the next accreditation.*

Conclusions of the EEC according to the evaluation criteria of the standard "Development and approval of the educational program" for EP 6B01514 Informatics, 7M01514 Informatics: strong - 0, satisfactory - 11, suggesting improvements - 1

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

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

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

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

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

- changes in the needs of society and the professional environment;

- workload, performance and graduation of students;

- the effectiveness of student assessment procedures;

- the needs and degree of satisfaction of students;

- compliance of the educational environment and the activities of support services with the goals of the EP.

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

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

Part of evidence

The self-assessment report provides a description of the main procedures for monitoring and periodic evaluation of accredited EPs, carried out on the basis of an analysis of curricula, a catalog of elective disciplines, internal regulatory and strategic documents, etc. It also describes the activities implemented by the management for the development of the EP as a result of their monitoring and periodic evaluation.

Monitoring and periodic evaluation of accredited EPs are aimed at achieving the goals of the EP, the full formation of the planned learning outcomes. KU named after Korkyt Ata has its

own requirements for the format of monitoring and periodic evaluation.

Educational programs are reviewed annually, updated taking into account market changes, the requirements of employers and other interested parties, and, taking into account the adjustments made, are approved for the next academic year. All recommendations are considered and submitted to the OP at meetings of the Department of Informatics and ICT. The management of the EP involves employers to agree on a list of elective disciplines, to provide guidance for professional practice.

The experts found that at the suggestion of the employer Aldamzharova Zh.A., teacher-trainer of IT of school No. 3 named after S.T. Tolybekov, the elective discipline "Methods of teaching digital literacy in elementary school" was introduced in EP 6B01514 "Informatics" for 3rd year students . The management of the EP is responsible for reviewing and updating the EP, for the annual update of the EP development plan. Questions on professional practice and employment of graduates are resolved at the department with the obligatory participation of employers.

All interested parties are informed about the planned or undertaken actions regarding the EP through the electronic system "E-univer". The use of this system demonstrates the openness and accessibility of the accredited EP and includes feedback on all requests received by the management of the accredited EP and the university from students, employers, teaching staff and other interested parties using such sections of this system as: electronic document management, the rector's blog, public services, blogs of heads of departments, IS "Institute", IS "Department", IS "Teacher", IS "Student", IS "Applicant", "Electronic Library", "Open Educational Resource".

The content of the educational program is adjusted taking into account the opinions of students, identified through regular questioning of the degree of their satisfaction with the quality of the educational process. The decisions made regarding the changes made to the EP are recorded in the minutes of the meeting of the department. One of the tools for monitoring the EP is to conduct a survey of students and employers based on anonymous questionnaires. The results of the surveys are considered at the meetings of the department and are taken into account when revising the EP.

As part of the EP, the progress of the student along the individual educational trajectory is monitored, the tools of which are presented in the AIS Platonus. Based on statistical data at the university level, reports are analyzed and generated based on the results of the sessions, on the basis of which a set of measures is developed to improve the level and quality of educational activities.

All student assessment procedures, including appeal, are described in the "Academic Policy" of the Korkyt Ata State University https://www.korkyt.kz/images/ akadrus2503.pdf.

Monitoring and periodic evaluation of the EP are aimed at achieving its goals, the full formation of the planned learning outcomes.

Analitical part

In the course of analyzing the criteria of this standard, the commission notes the following: The EEC confirms that the university management has demonstrated its openness and accessibility for students, teaching staff, employers: reception hours for personal matters are determined, meetings with the rector are held on a systematic basis. Traditional forms of feedback are used as a communication channel for innovative proposals: meetings with management and the rector's blog.

The commission notes that the university provides a review of the content and structure of educational programs, as well as an external expert assessment. However, employers should be more widely involved in the examination of educational programs. This will allow for a better audit of the disciplines offered within the framework of the EP.

The Commission notes that during an online meeting with the teaching staff, it was revealed that all interested parties receive all information about making changes to the EP through the E-univer system developed by the software department of Korkyt Ata University.

The use of this system demonstrates the openness and accessibility of accredited EPs and includes feedback on all requests.

In KU named after Korkyt Ata has support services that ensure the identification and satisfaction of the needs of various groups of students. These services include: Department of Organization of the Educational Process, Department of Educational Programs Management, Department of Strategic Planning and Quality Management, Department of International Relations, Department of Postgraduate Education, Recruiting Center. A key role in supporting students belongs to the administration and the above-mentioned specialized services. Korkyt Ata University provides and guarantees the professionalism of support service employees and the development of their competence through methodological and training seminars. Every year during the holidays after the end of the winter semester, the Department of Academic Affairs organizes intersemester seminars in the form of "Winter" and "Summer" schools for its employees. They are fully provided by the administration of the university and are completely free for their employees. These courses improve IT competencies, various master classes and specialized seminars are held at them.

Data of the educational process of students, learning outcomes by semesters, academic years are collected and analyzed; results of various practices. All EP documents are available on the university website.

The survey conducted during the visit of the EEC IAAR showed that in terms of how much the knowledge of students received at this university corresponds to the realities of the requirements of the modern labor market "Very good" - 63.3%, "Good" - 36.7.4%.

Strengths/best practice:

- *All interested parties are informed about the planned or undertaken actions regarding the EP through the electronic system "E-univer". The use of this system demonstrates the openness and accessibility of the accredited EP and includes feedback on all requests received by the management of the accredited EP and the university from students, employers, teaching staff and other interested parties using such sections of this system as: electronic document management, the rector's blog, public services, blogs of heads of departments, IS "Institute", IS "Department", IS "Teacher", IS "Student", IS "Applicant", "Electronic Library", "Open Educational Resource".*

Conclusions of the EEC according to the evaluation criteria of the standard "Continuous monitoring and periodic evaluation of educational programs" for EP 6B01514 Informatics and 7M01514 Informatics: strong - 0, satisfactory - 10, suggesting improvements - 0.

6.5. Standart «Student-Centered Learning, Teaching and Assessment»

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

✓ *The 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 methods of teaching and evaluating learning outcomes that ensure the achievement of the objectives of the EP, including competencies, skills to perform scientific work at the required level.*

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

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

✓ *The university must ensure that the procedures for evaluating learning outcomes are in line with the planned results and goals of the EP.*

✓ *The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP, the publication of criteria and assessment methods in advance.*

✓ *Assessors should be proficient in modern methods for evaluating learning outcomes and regularly improve their skills in this area.*

✓ *The EP management must demonstrate the existence of a feedback system on the use of various teaching methods and evaluation of learning outcomes.*

✓ *The management of the EP must demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.*

✓ *The management of the EP must demonstrate the existence of a procedure for responding to complaints from students.*

Part of evidence

Members of the EEC notes that for Korkyt Ata University and the Department of Informatics and ICT, Student-centered learning is one of the priority areas of activity.

In accordance with the "Academic Policy" of the university, the leadership of the university provides students with equal opportunities in the formation of an individual educational trajectory. In the course of interviews with students, the experts found that students independently form an individual learning path based on the educational program and the catalog of elective disciplines. Students are responsible for drawing up an individual curriculum (IEP) and the completeness of mastering the course. The IEP is compiled by the student in accordance with the working curriculum for the academic year under the guidance of an adviser. The IEP is signed by the student, adviser-curator, head of the department and director of the institute.

https://cloud.mail.ru/public/Zmky/esScVeF4b

Students have the right to make changes to the IEP within the framework of the working curriculum for the educational program before the start of theoretical training during the registration period indicated in the academic calendar.

According to the academic calendar, the university has set an orientation period for the adaptation of those who entered the first year. The main activities for first-year students are: familiarization with the credit system of education, the academic policy of the university, the schedule of studies, educational programs, the academic calendar of the educational process, internal regulations, as well as meetings with rectors, vice-rectors, directors of institutes, heads of departments, advisers.

In the Korkyt Ata University, education is conducted in Kazakh and Russian, which makes it possible for students to receive education in the chosen language. Training in accredited EPs is carried out in the Kazakh language and in three languages, for students in multilingual groups.

When implementing the accredited EP teaching staff of the departments, a differentiated approach to learning is used, which allows taking into account the individual abilities, interests, desires of students; develops creative potential; improves the quality of education.

In order to form students' most important professional competencies in the educational process, such educational technologies and active teaching methods as: information, information and communication, interactive, case method, associogram, Bloom's taxonomy, project, portfolio, role-playing games, business games, trainings, discussion seminars, problem conferences, disputes, round tables, etc.

The student's workload, according to the working curriculum, includes: lectures, seminars, term papers, practical and laboratory work, professional practice, thesis, master's thesis, independent work.

When implementing educational programs, monitoring of independent work by students is carried out, which is planned by each teacher in the work program of the discipline (syllabus). To stimulate students to independence and individuality, in the educational process of the university, it is widely practiced to perform tasks of practical classes, SROP, SRO in the form of presentations (report with a speech).

The mechanism for ensuring the development of EP by students is defined in the Rules for conducting ongoing monitoring of progress, intermediate and final certification of students at NJSC "Kyzylorda University named after Korkyt-Ata".

(https://korkyt.edu.kz/images/jhfljfjv.pdf).

Experts note that the teaching staff of the Department of Informatics and ICT improve their skills in the direction of mastering modern methods for assessing learning outcomes, take part in international conferences on innovation in teaching methods.

The transparency of the knowledge assessment procedure is ensured by placing current assessments, intermediate and final results in electronic journals in AIS Platonus.

Assessment is based on academic integrity (Code of Academic Integrity https://korkyt.edu.kz/images/jhfljfjv.pdf).

During the liquidation of debts in the summer semester, students are provided with academic support in preparing for exams in the form of additional classes and consultations according to the schedule.

To resolve disputes when students do not agree with the results of the interim certification at the university, an appeal commission is created for the period of the winter and summer examination sessions. The composition of the appeal commission is approved by the order of the rector.

To resolve conflict situations when students apply with complaints to the management of the university and the educational program, there is a public commission, a helpline and a box for suggestions, comments and wishes, meetings of the rector with students are held. To consider complaints and appeals, commissions are formed that take decisions on them at the time established by internal procedures.

Curators-advisers, the head of the department create chat groups with students, through which students can immediately ask questions about situations that have arisen, make suggestions or wishes.

Analitical part

During the online visit, the members of the EEC were convinced that the organization of the educational process at Korkyt Ata KU is aimed at ensuring the quality of the services provided, creating equal conditions for all students. In order to improve the quality of education and the formation of professional competencies, the management of the EP is working to provide students with the opportunity to choose an individual learning path. During interviews with students, this fact was confirmed.

Documentation is provided mainly in the state language. The analysis of documents revealed that author's developments in the field of teaching methods are not used enough in the educational process.

The experts noted that teachers create the most comfortable conditions for students to master the disciplines of the EP and receive an academic degree.

The experts found that in some syllabuses, disciplines for accredited EPs, prerequisites and postrequisites do not correspond to the working curricula of the EP.

A classic feedback tool for studying the quality of teaching (content, forms, methods) is a student survey.

The survey conducted during the visit of the EEC IAAR showed that the teaching methods received at this university are generally satisfied with "Very good" - 85.7%, "Good" - 14.3%.

Strengths/best practice

• *Teaching staff of the department "Informatics and ICT" improve their skills in the direction of mastering modern methods of assessing learning outcomes, take part in international conferences on innovation in teaching methods.*

Conclusions of the EEC according to the evaluation criteria of the standard "Student-

centered learning, teaching and assessment of progress" for EP 6B01514 Informatics and 7M01514 Informatics: strong - 0, satisfactory - 10, suggesting improvements - 0.

6.6. Standard "Students"

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

✓ *The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students.*

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

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

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

✓ *An important factor is the existence of a mechanism to support gifted students.*

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

✓ *The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them.*

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

✓ *The management of the EP must demonstrate that the graduates of the program have skills that are in demand in the labor market and that these skills are really relevant.*

✓ *The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*

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

Part of evidence

EEC members note that the policy of forming a contingent of students at Korkyt Ata KU for educational programs 6B01514 - Informatics and 7M01514 - Informatics throughout the entire period of study is provided by a system of regulatory documents (regulations, programs, job descriptions) that are publicly available on the website of the university. https://www.korkyt.kz/images/dftgkmdfymfh.pdf

In the university, the promotion of educational services is provided through advertising (mass media, social networks, open day).

To form a contingent of students since 2020, the Recruiting Center has been operating at the university. In the 2021-2022 academic year, on the basis of the developed Roadmap, the following work was done:

- a memorandum of understanding and cooperation was signed, an action plan was developed with the Otandastar Foundation;

- 84 meetings with applicants were held, of which 62 were held online and 22 offline; https://www.facebook.com/profile.php?id=100057222529303;

- every month an electronic magazine for applicants "Q-life" is prepared, which is sent to school graduates;

- a common database with detailed information about graduates of schools in the Kyzylorda region has been created;

- a special program for applicants "Salem_talapker!" has been prepared, which is broadcast on the YouTube channel (https://youtube.com/channel/UCQQnTfBQGxitNn5Y2to RruA).

- - rebranding of the official pages of the university in social networks was carried out, a website for applicants was developed (qorqyt2021.kz);

- new information for applicants is constantly published on the official page of the center @korkyt_ata_university on Instagram;

- Telegram bot @recruiting_center_bot, Telegram channel "rec_center" and Taplink link "taplink.cc/recruiting.qorqyt" were developed, which works on a QR code for easy search and prompt receipt of information by applicants;

- the page "Recruiting Ortalygy Korkyt Ata" is actively operating on the official Facebook page: https://www.korkyt.kz/index.php?option=com_k2&view=item&layout=item&id=1428&lang=en

In the Korkyt Ata University, all students who need housing are provided with a hostel. Orphans live free of charge. The University provides students with benefits for tuition fees, public transport, meals. Each student is provided with free access to the Internet, a library, gyms.

Before the beginning of the academic year, an organizational week is held at the university for 1st year students, guidebooks are issued https://www.korkyt.kz/index.php?option=com_k2&view=item&layout=item&id=1428&lang=en.

Student events at the university are held in accordance with the approved educational work of the university, the youth committee and the department, which are presented on the official website of the university. As part of the development of extracurricular activities at the university, the following youth organizations operate for students:

Student Zhastar Odagy", youth wing "ZhasOtan", pedagogical group "Ұlagat ұlandary", debate political club "Ақiқat", KVN team "Korkytzhastary", branch of the student movement "Alliance of Students of Kazakhstan", club of girls "KyzZhibek", club of volunteers "Kyran ", youth movement "Korkyt shakyrady", club "Dombyra-duman", sports club "Syr symbaty", club "Book club", student club "Dostyk", youth theater "Zhaukazyn", "Good Deed" club of volunteers, front office "Sanaly ұrpak", club "Enactus", club of young akyns "Syrly kalam", dance club "Q-crew", club of intellectuals "Qorqyt", club of young artists "ArtStar", intellectual club "Korkyt-ziyatkerlik".

The issues of organization of professional practice are regulated by the Academic policy of the university https://www.korkyt.kz/images/akadrus2503.pdf

The heads of the accredited EPs and the employment department are responsible for organizing and conducting the internship.

The department regularly holds meetings, conversations, negotiations with representatives of employers in order to conclude memorandums for undergraduate practice with subsequent employment of graduates.

At the end of the training, a student who has successfully passed the final certification and confirmed the development of the corresponding educational program of the bachelor's, master's degree, based on the decision of the attestation commission, is awarded a degree in the relevant educational program and a diploma with an appendix is issued. (https://korkyt.edu.kz/images/601514-informatika.pdf)

One of the key indicators of the effectiveness of the university and the quality assurance of the EP is the graduation and employment of students.

To provide graduates with additional services to assist in employment, the Employment Qualification Development Department holds a Job Fair, which is a fairly promising method of employment for young professionals who do not have work experience.

In order to identify analysis on specialists of various training profiles, expand the direct connection of institutions with employers, receive feedback from employers, and identify information on additional professional requirements of employers for graduates, in 2009 the Association of Graduates of the KU named after. Korkyt Ata.

The Association provides assistance to graduates of the Korkyt Ata University, creating opportunities for mutually beneficial cooperation between them and the University, and helps to strengthen the position of the university in the educational services market.

The Association currently has about 800 members. Contributing to the creation and development of Korkyt Ata University, they are actively involved in the formation of a new type

of independent university and a center for training highly qualified specialists (http://www.korkyt.kz/).

Analytical part

The university has a policy of forming a contingent of students from admission to graduation and ensures the transparency of its procedures. At the same time, the commission notes the lack of involvement of students in research activities and recommends strengthening work in this direction. In order to integrate the education system into the international educational space, it is desirable to draw up a long-term plan for academic mobility both inside and outside the country.

Online meetings with employers and visits to internship bases confirmed the high potential of the university to provide students with internship places, promote the employment of graduates, and maintain contact with them.

The events held with the participation of students, in accordance with the work plan of the department and the university for educational work (department of youth policy and educational work) are displayed on the pages of the university website.

In their free time, students can visit the reading room of the university library, which has modern PCs connected to the Internet.

A survey of students conducted during the visit of the EEC IAAR showed that the level of accessibility and responsiveness of the leadership of the university is "fully satisfied" - 89.9%, "partially satisfied" - 10.1% of students, the availability of teachers for students for academic counseling, "fully satisfied" - 92.4%), "partially satisfied" - 7.6%.

- *Strengths/bbest practice*

The university website contains a procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes.

EEC conclusions according to the evaluation criteria of the "Students" standard for EP 6B01514 Informatics and 7M01514 Informatics: strong - 1, satisfactory - 11, suggesting improvements - 0.

6.7. Standard "Teaching Staff"

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

✓ *The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the objectives of the EP.*

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

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

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

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

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

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

✓ *The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic honesty at the university, determine the contribution of teaching staff, including invited ones, to achieving the goals of the EP.*

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

Evidence

The personnel policy of NJSC "Kyzylorda University named after Korkyt Ata" is carried out in accordance with the Policy in the field of human resource management (https://korkyt.edu.kz/images/kadrpolitikaRUS.pdf, approved by order No. 522-a dated December 31, 2020).

The selection of teaching staff from among the applicants who have submitted documents for participation in the competition is carried out at meetings of the competition commission in accordance with the Rules for the competitive replacement of positions of faculty and researchers, the Regulations on the election of an associate professor of the university and professor of NAO KU named after. Korkyt Ata (https://korkyt.edu.kz/images/docs/ppsss46587.pdf).

When conducting a competitive selection of teaching staff, as well as with material and moral incentives, the rating of the teacher is taken into account. The procedures for hiring, familiarizing staff with the rights and obligations, movement, dismissal are carried out by the department of personnel management of the university (HR service) in accordance with the laws of the Republic of Kazakhstan and internal regulations, internal regulations, orders and orders of the rector.

Job descriptions for different categories of teaching staff (professor, associate professor, senior lecturer, lecturer) are compiled on the basis of qualification requirements for educational activities (Qualification characteristics of employee positions, https://korkyt.edu.kz/images/doljnosteisotrudnikov.pdf). The heads of structural divisions determine the requirements for the competence of personnel on the basis of job descriptions, qualification requirements, and the specifics of the work performed. Planning of the need for personnel is determined by drawing up a draft staffing table. Internal transfer from one position to another is carried out through an interview with the head of the unit.

The creation and development of infrastructure, favorable conditions for work and scientific research is considered as an important part of the activities of the university management. To motivate and encourage teachers to active research activities, a system of motivation and encouragement of teachers has been created (Regulations on stimulating publication activity in international peer-reviewed publications of faculty, researchers and students of NAO "Kyzylorda University named after Korkyt Ata", https://korkyt.edu.kz/images/gilim01.pdf). The CU has developed a system for providing social assistance to teaching staff and employees.

The Department of Informatics and ICT (Self-Assessment Report, p. 74) has 16 full-time employees, 18 in total. 9 faculty members (56%) have a scientific degree from among full-time employees, the average age is 48 years.

Assessment of the competence of teachers of the position held is carried out by passing all full-time teachers attestation in accordance with the Rules for attestation of the teaching staff and researchers of Korkyt Ata KU https://korkyt.edu.kz/images/atestatciaRUS.pdf). In 2021-2022, 67% of teachers underwent advanced training at various levels, which is confirmed by the relevant certificates (Self-Assessment Report, Annex 36), and also periodically participate in mobility programs (online).

Analytical part

At the Department of Informatics and ICT, all conditions have been created for the growth and improvement of teaching staff, 5 doctoral students work among teachers. The average age, annual workload and qualifications of the teaching staff allow in the future to ensure the educational process at EP 6B01514 "Informatics" and 7M01514 "Informatics".

However, it should be noted that all internships take place in educational institutions, but not in IT industry enterprises. Scientific publications of a local scale are mainly related to the field of pedagogy (46 in recent years, Appendix 42). Only 1 teacher-practitioner from the IT industry teaches at the department.

The department has not been conducting research projects in the last 2 years, scientific contacts with colleagues in the world are limited, there are elements of self-closure at the level of "bachelor's degree - master's degree - doctoral studies", there are restrictions due to knowledge of foreign languages.

An interview with the teaching staff of the accredited cluster and the results of the survey confirmed: the presence of favorable working conditions (79.6% - Very good, 20.4% - Good) and the provision of opportunities for continuous development of the teaching staff's potential - 81.1% of ratings (Very good, 18 .9% - Good). Identification of the needs of the teaching staff is carried out through the mechanisms of questioning the teaching staff, discussing issues at the collegiate bodies of the University.

Strengths/ best practice

Механизмы мотивации профессионального и личностного развития ППС четко и прозрачно описаны в Положениях об аттестации, избрании и методах мотивации профессорско-преподавательского состава к научно-педагогическому развитию и совершенствованию.

EEC recommendations

• The university management should provide conditions for the successful completion and defense of doctoral dissertations for young doctoral students of the Department of Informatics and ICT in order to increase the percentage of teaching staff with a degree of more than 60% for a bachelor's program (until the next accreditation).
• The leadership of the department "Informatics and ICT" to ensure the involvement in the teaching of more specialists - IT professionals, including employees of practice bases to the level of development plan and strategy parameters (until the next accreditation).
• The management and staff of the Department of Informatics and ICT should increase the annual number of international scientific publications and scientific projects, including in cooperation with other departments of the university, to the level of the parameters of the development plan and strategy (until the next accreditation).

Conclusions of the EEC according to the criteria for evaluating the standard "Teaching Staff" for EP 6B01514 Computer Science and 7M01514 Computer Science: strong - 2, satisfactory - 7, suggesting improvements - 1.

6.8. Standard "Educational resources and student support systems"

✓ *The university must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program.*
✓ *The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the objectives of the EP.*

✓ *The university must demonstrate the compliance of information resources with the needs of the university and the implemented EP, including in the following areas:*

- *technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs);*
- *library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;*
- *examination of the results of research, final works, dissertations for plagiarism;*
- *access to educational Internet resources;*
- *functioning of WI-FI in its territory.*

✓ *The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, 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 EP should demonstrate the existence of procedures for supporting various groups of students, including information and counseling.*
✓ *The management of the EP should show the existence of conditions for the advancement of the student along an individual educational trajectory.*
✓ *The university must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs).*
✓ *The university must ensure that the infrastructure meets the safety requirements.*

Evidence

The infrastructure and material and technical base in the Korkyt Ata State University are represented by administrative, educational and educational and laboratory buildings, auxiliary premises and student houses for students and staff to live, has modern resources, provides the conditions necessary for the provision of quality educational services.

The development of the material and technical base, information support and infrastructure is carried out in accordance with the Strategic Development Plan of the Korkyt Ata University for 2021-2025.

For teaching students, conducting scientific research, publishing the results of research and development of teaching staff, staff and students, the base of the Institute of Natural Science and the university as a whole is used. Students in accredited EPs, in the process of receiving educational services, have access to use: student dormitory No. 5 with a total area of 7025.5 (m2) with rooms for students, leisure rooms, a reading room and a gym; sports and recreation center "Seyhun" size 968 (m2); swimming pool size 275 (m2), gym with appropriate equipment; Palace of students for 460 people with a total area of 1900.3 (m2).

Management of the educational process is carried out using the platforms "E-univer" and "Platonus", checking graduation papers for plagiarism - using the system "Antiplagiarism-Univer".

For the implementation of EP 6B01514 "Computer Science" 7M01514 "Computer Science", 2 lecture rooms, 2 specialized educational laboratories, 4 computer classes, a testing center, and a teaching room are assigned to the department. The total area of the classroom fund is 451.6 m2. For laboratory classes, a multimedia laboratory, a robotics laboratory (the basic set of LEGO MINDSTORMS Education EV3, Lego Mindstorm EV5, Arduino), a STEAM room for 3D modeling, a laboratory for the study of special disciplines of computer science, an advanced center for students and young researchers in the field of computer science ACeSYRI (Appendix 46). All laboratories of the university are certified, provided with fire extinguishers and fire extinguishers, each floor is equipped with a fire alarm. Students and staff are instructed on safety when working in the laboratory.

In the educational process and in scientific research, licensed software is used such as: Adobe Photoshop CS3, Adobe Illustrator, CorelDRAW 2021, CorelCAPTURE2021, Virtualbox

6.1, VMWare Workstation 15 PRO, Luminar 4, Movavi Video Editor 20.1Plus, Autodesk 3Ds Max 2020, Autodesk 3D Maya, as well as free software Python and MS VisualStudio, Blender, etc. are used.

In the library of the Korkyt Ata University there are 5 reading rooms for 900 seats, 3 electronic reading rooms, as well as a university computer park connected to the Internet. The general fund of the scientific library is 2115969 copies (textbooks and teaching aids - 514560, scientific literature - 141940, fiction - 58950, brochures - 106564, electronic publications - 2521, periodicals - 339508, normative and technical documentation - 951926).

The scientific library for accredited EPs has 5949 copies of educational, scientific and methodological literature, of which 556 are in Informatics.

The electronic library of the Korkyt Ata KU (automated integrated library system "MegaPro") provides access to the Republican Interuniversity Electronic Library, Kazakhstan National Electronic Library, Adebiet Portals, Electronic Textbooks, Open University of Kazakhstan, KazNU. Al-Farabi, NPU them. Abay, "IKitap", RMEB (Agreement No. 49 of 01/05/2021). In total, there are 184549 entries in the electronic library database. Of these, 8239 are full-text. In the 2020-2021 academic year, 2614 titles of bibliographic records were entered into the electronic database. Including: books - 1161; electronic resources - 153; periodicals - 76; articles - 975; dissertations - 188; WRC (final qualification works and dissertations) - 160.

The University provides access to foreign subscription scientometric databases provided under the national license (WoS, Scopus).

Along with the internal service, students can use platforms such as Platonus, MicrosoftTeams, Ciscowebex, Googlemeet, Googleclassroom, Zoom. These platforms are also available on mobile applications. More than 3,000 video lectures have been prepared and posted on the university's server and YouTube channel by the university's television studio.

Analytical part

The EEC confirms the existence of student support systems, including support through the university website, during an online visual inspection of the facilities of the material base, the members of the expert commission made sure that the accredited EP is provided with the necessary conditions and educational material assets to ensure the educational process. The buildings and facilities of the university comply with the current sanitary standards and fire safety requirements.

However, the problem of access to educational infrastructure for persons with disabilities has been partially resolved (organization of classes on the ground floor, provided with ramps and ramps).

All graduation papers and educational and methodical works to be published or published are checked to prevent plagiarism using the Antiplagiarism-Univer system.

A survey of students during the visit of the EEC IAAR showed that: 97.5% are completely satisfied with the support of educational materials in the learning process, 1.7% are partially satisfied; 93.3% are completely satisfied with the availability of library resources, 7.6% are partially satisfied; classrooms, classrooms for large groups 96.6% are fully satisfied and 3.4% are partially satisfied; 92.4% are completely satisfied with the provision of a hostel and 7.6% are partially satisfied. In general, 95.0% are completely satisfied with the existing educational resources of the university and 5.0% of the students surveyed are partially satisfied.

Strengths/ best practice
Not identified

EEC recommendations

● *University management to provide conditions for students with special needs to have access to the entire educational infrastructure of the university (until the next accreditation).*

EEC conclusions on the criteria for evaluating the standard "Educational Resources and Student Support Systems" for EP 6V01514 Informatics and 7M01514 Informatics: strong - 0, satisfactory - 13, suggesting improvements - 0.

6.9. Standard «Public Information»

✓ *The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program.*

✓ *Informing the public should include support and explanation of national programs for the development of the country and the system of higher and postgraduate education.*

✓ *The management of the university should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and stakeholders.*

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

✓ *the purpose and planned results of the EP, the qualifications to be awarded;*

✓ *information and evaluation system of educational achievements of students;*

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

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

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

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

✓ *The university must publish audited financial statements for the EP on its own web resource.*

✓ *More information about this source text To get more information, enter the source text*

✓ *Send feedback*

✓ *Sidebars*

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

Evidence

The university management uses a variety of ways to disseminate information: the official website of the university (https://korkyt.edu.kz), the media, information networks, web resources (pages on Instagram, VKontakte, Facebook), etc. The official website of the university (https://korkyt.edu.kz) is presented in 3 languages and provides access to internal and external electronic resources. The structure of the site is focused on all categories of stakeholders: applicants, students, parents, teaching staff, employers, graduates and other categories of visitors.

Information about the educational programs of the university, modular working curricula can be found on the website of the university. An educational portal and an electronic library are functioning. A "3D-tour" was developed to get acquainted with the location of the university, the structure of the university, educational laboratories, the library (https://korkyt.edu.kz/index.php?option=com_k2&view=item&layout=item&id=4504&Itemid=1378&lang=ru).

The press service of the Korkyt Ata University prepares and publishes articles, interviews, photo and video materials, speeches by the University staff, as well as press releases about ongoing events in the media.

The Scientific and Practical Center conducts a survey of the teaching staff of the university and students, the purpose of which is to identify the degree of satisfaction with the quality of educational services provided and other activities of the university, as well as monitoring the degree of their satisfaction. The structure of questions for conducting a survey is developed by professional sociologists of the Center. An electronic survey "Teacher through the eyes of

students" is also being conducted in order to identify the quality of education and the implementation of the Anti-Corruption Program.

The KU press center is constantly working to inform applicants and students about employment opportunities after graduation in social networks and on the website.

The university website contains information on all departments, educational programs, teaching staff, including personal pages, scientific projects, international cooperation and industrial projects. Materials for the official website of the university are translated into Russian and English.

The university's web resource contains information that characterizes both the university as a whole and the implementation of educational programs, information on the possibility of awarding qualifications at the end of the EP. Following the principles of openness and accessibility to the public, the university has posted sufficient and reliable information about the activities of the university, rules for admission of applicants, educational programs, terms and forms of study, international programs and partnerships of the university, the advantages of the university and each institute, information on the employment of graduates, contact and other useful for applicants and students information in various information sources.

The profiles of the EP teachers are posted on the pages of the institutes on the website https://www.korkyt.kz/index.php?option=com_k2&view=item&layout=item&id=584&lang=ru.

The website of the university contains the following functional elements: "Applicant", "About the University", "Institutes", "Science", "Projects", "Contacts".

In order to control information about CG distributed by the university in any of the above channels, any information is placed by the responsible services only after it has been approved by the heads of the structural unit, vice-rector and / or rector, depending on the degree of importance of the information. Preparation of information for placement on the Internet resources of the university, in addition to information posted by educational departments and teachers on the educational portal, is carried out by interested structural divisions of the university. The University posts information on audited reporting and links to external resources based on the results of external evaluation procedures.

Analytical part

During the analysis of the documents and the content of the University website, the experts found that the management uses a variety of ways to disseminate information: the official website of the University (https://korkyt.edu.kz), the media, information networks, web resources (pages on Instagram, Vkontakte , Facebook), etc. The experts also established that an agreement was concluded with republican newspapers «Егемен Қазақстан», «Казправда» and newspapers of oblast «Сыр бойы», «Кызылординские вести» and established partnerships with regional TV channels «Qyzylorda», «ҚоғамТВ».

The web resource of the University reflects information characterizing the university as a whole, the implementation of educational programs with a description of the learning outcomes. At the same time, experts note that the personal pages of the teaching staff on the site require updating and bringing them to a single form, indicating information about the disciplines taught, publications and scientific projects of teachers.

Information about the results of the university's activities is reflected in three languages on the official website of the university asymmetrically, for example, there is no information in English in terms of links.

Teaching staff regularly appear on television and radio. An analysis of the information provided in the media showed a sufficient level of informing the public about the implemented EP.

A survey of students conducted during the visit of the EEC IAAR showed that 95.8% of respondents were completely satisfied with the usefulness of the website of educational organizations in general and faculties in particular; 3.4% are partially satisfied. In addition,

96.6% of the students surveyed are completely satisfied with the awareness of students about courses, EP of academic degrees, 3.4% are partially satisfied.

Strengths/best practice
Not identified

EEC recommendations

• *An important step for the international positioning of the university will be the redesign of the structure of the CU website. Make the site more visitor friendly and authentic for information in Kazakh, Russian and English, especially in the field of information about institutions, teaching staff and EP (content, learning outcomes, teaching staff, employment) by September 1, 2022.*
• *The information provided on the teaching staff on the EP on the website of the university must be supplemented with data on scientific publications and projects, subjects read, professional certification and areas of scientific interest (until September 1, 2022).*

Conclusions of the EEC according to the evaluation criteria of the standard "Informing the public" for EP 6B01514 Informatics and 7M01514 Informatics: strong - 0, satisfactory - 11, suggesting improvements - 1.

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

Strengths/best practice EP 6B01514 Computer science and 7M01514 Computer science

According to the standard "Management of the educational program"
• The quality policy is posted on the university website, which is a guarantee of accessibility, openness, transparency not only to employees and students, but also to employers and other interested parties.
• The management of the EP passed advanced training in education management for the reporting period, which is confirmed by certificates.
According to the standard "Development and approval of the educational program"
• The labor intensity of the EP is clearly defined in ECTS;
• The description of the EP is presented in 3 languages: Kazakh, Russian, English, which, according to the incoming academic mobility of students, there is no obstacle when choosing a learning path;
• Professors from leading domestic universities are involved as experts in EP 6B01514 Informatics, 7M01514 Informatics.
Standard "Continuous monitoring and periodic evaluation of educational programs"
• All interested parties are informed about the planned or undertaken actions regarding the EP through the electronic system "E-univer". The use of this system demonstrates the openness and accessibility of the accredited EP and includes feedback on all requests received by the management of the accredited EP and the university from students, employers, teaching staff and other interested parties using such sections of this system as: electronic document management, the rector's blog, public services, blogs of heads of departments, IS "Institute", IS "Department", IS "Teacher", IS "Student", IS "Applicant", "Electronic Library", "Open Educational Resource".
According to the standard "Student-Centered Learning, Teaching and Assessment"
• Teaching staff of the department "Informatics and ICT" improve their skills in the direction of mastering modern methods of assessing learning outcomes, take part in international conferences on innovation in teaching methods.
. *According to the standard "Teaching staff"*
• Mechanisms for motivating the professional and personal development of the teaching staff are clearly and transparently described in the Regulations on certification, election and methods of motivating the teaching staff for scientific and pedagogical development and improvement.
According to the standard "Educational resources and student support systems"
Not identified
Public Information Standard
Not identified

(VIII) OVERVIEW RECOMMENDATIONS FOR IMPROVING QUALITY

For EP 6B01514 Informatics and 7M01514 Informatics

Information Management and Reporting Standard
• The management of the university should develop a single key indicator for assessing the effectiveness of the EP for the university and put it into use by September 2022.

Standard "Development and approval of the educational program"
• An important step for the international positioning of the university will be the redesign of the structure of the CU website. Make the site more visitor friendly and authentic for information in Kazakh, Russian and English, especially in the field of information about institutions, teaching staff and EP (content, learning outcomes, teaching staff, employment) by September 1, 2022.
• For EP 6B01514 "Informatics" and 7M01514 "Informatics" it is required to coordinate and conclude a memorandum with foreign partners in a joint or double-degree program and start practical activities in this direction until the next accreditation.

Standard "Teaching Staff"
• For EP 6B01514 "Informatics" and 7M01514 "Informatics", the university management should provide conditions for the successful completion and defense of doctoral dissertations for young doctoral students of the Department of "Informatics and ICT" in order to increase the percentage of teaching staff with a degree of more than 60% for the bachelor's program (until the next accreditation) .
• For EP 6B01514 "Computer Science" and 7M01514 "Informatics" the leadership of the Department "Informatics and ICT" to ensure the involvement of more specialists in teaching - IT professionals, including employees of practice bases to the level of parameters of the development plan and strategy (until the next accreditation).
• For EP 6B01514 "Computer Science" and 7M01514 "Computer Science" the management and staff of the Department "Informatics and ICT" to increase the annual number of scientific publications of international level and scientific projects, including in cooperation with other departments of the university to the level of parameters of the development plan and strategy (until the next accreditation).

Information Management and Reporting Standard
• University management to ensure that students with special needs have access to the entire educational infrastructure of the university (until the next accreditation).

Public Information Standard
• The information provided on the teaching staff on the website of the university must be supplemented with data on scientific publications and projects, subjects read, professional certification and areas of scientific interest (until September 1, 2022).

(IX) OVERVIEW OF THE RECOMMENDATION FOR THE DEVELOPMENT OF EDUCATIONAL INSTITUTION

The EEC notes that the materials on the EP presented on the official website do not allow to fully analyze the content of the educational process. It is recommended to place information about the content of the educational program (links of disciplines in the EP, examples of evaluation tools, etc.) in open sources.

Also, an important step for the international positioning of the university will be the redesign of the structure of the CU website. Make the site more visitor-friendly and authentic for information in Kazakh, Russian and English, especially in the field of information about institutions, teaching staff and EP (content, learning outcomes, teaching staff, employment).

(X) RECOMMENDATION TO THE ACCREDITATION BOARD

The external expert commission made a unanimous decision to recommend to the Accreditation Council the educational programs 6B01514 Informatics, 7M01514 Informatics of the Non-Profit Joint Stock Company "Kyzylorda University named after Korkyt Ata" to be accredited for a period of 5 (five) years.

Appendix 1. Evaluation table "PARAMETERS OF A SPECIALIZED PROFILE"

Conclusion of the External Expert Commission for Assessing the Quality of Educational Programs 6B01514 Informatics, 7M01514 Informatics Non-profit joint stock company "Kyzylorda University named after Korkyt ata"

\п	\п	Criteria for assessment	strong	Satisfied	Assumes improvement	Unsatisfied
Standard "Management of the educational program"
1	1.	The university must demonstrate the development of the goal and development strategy of the EP based on the analysis of external and internal factors with the wide involvement of various stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a culture of quality assurance		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
5	5.	The management of the EP ensures the transparency of the development plan for the development of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders		+		
6	6.	The EP management demonstrates the functioning of the mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP		+		
7	7.	The management of the EP should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of a development plan for the EP		+		
8	8.	The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the development strategy of the educational organization		+		

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9	9.	The university must demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of staff duties, and the delimitation of the functions of collegial bodies		+		
10	10.	The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, and also involves all interested parties in this process		+		
11	11.	The EP management must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the EP should 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 collegiate 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 EP, including the analysis and implementation of innovative proposals		+		
15	15.	The management of the EP must demonstrate its openness and accessibility for students, teaching staff, employers and other interested parties	+			
16	16.	The management of the EP confirms the completion of training in education management programs	+			
17	17.	The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.		+		
		Total by standard	2	15	0	0
Information Management and Reporting Standard						
18	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	The EP guidance demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the presence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance		+		
21	4.	The university must determine the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management		+		
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including determining the		+		

		persons responsible for the reliability and timeliness of the analysis of information and the provision of data				
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The EP management must demonstrate the existence of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university must ensure the measurement of the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities in the context of the EP			+	
		The information collected and analyzed by the university within the framework of the EP should take into account:				
27	10.	key performance indicators			+	
28	11.	the dynamics of the contingent of students in the context of forms and types		+		
29	12.	academic performance, student achievement and dropout		+		
30	13.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career growth of graduates		+		
33	16.	Students, teaching staff and staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should contribute to the provision of the necessary information in the relevant fields of science		+		
		Total by standard	0	15	2	0
Standard "Development and approval of the educational program"						
35	1.	The university must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university demonstrates the presence of a model of a graduate of the EP, which describes 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 certain level of NQF, QF-EHEA		+		

40	6.	The management of the EP must demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes for each graduate		+		
41	7.	The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of education (bachelor's, master's, doctoral studies)		+		
42	8.	The management of the EP must demonstrate the conduct of external reviews of the EP		+		
43	9.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP		+		
44	10.	The management of the EP must demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international)		+		
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the presence of a joint (s) and / or two-degree EP with foreign universities			+	
Total by standard			0	11	1	0
Standard "Continuous monitoring and periodic evaluation of the educational program"						
47	1.	The university must ensure the revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society		+		
48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuously improve the EP		+		
		Monitoring and periodic evaluation of the EP should consider:				
49	3.	the content of the program in the context of the latest achievements of science and technology in a particular discipline		+		
50	4.	changing needs of society and the professional environment		+		
51	5.	workload, performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		
55	9.	The management of the EP should publish information about changes to the EP, inform interested parties about any planned or undertaken actions within the EP		+		
56	10.	Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, mastering the		+		

		EP in general				
		Total by standard	0	10	0	0

Student-Centered Learning, Teaching and Assessment Standard

57	1.	The management of the EP should ensure respect and attention to the various groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The management of the EP should ensure teaching on the basis of modern achievements of world science and practice in the field of training, the use of various modern methods of teaching and evaluating learning outcomes that ensure the achievement of the objectives of the EP, including competencies, skills to perform scientific work at the required level		+		
59	3.	The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the mastery of the content and achievement of the objectives of the EP by each graduate		+		
60	4.	An important factor is the presence of own research in the field of teaching methods of EP disciplines		+		
61	5.	The university must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the EP		+		
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP, the publication of criteria and methods for assessing learning outcomes in advance		+		
63	7.	Assessors must be familiar with modern methods for assessing learning outcomes and regularly improve their skills in this area.		+		
64	8.	The management of the EP must demonstrate the existence of a feedback system on the use of various teaching methods and the assessment of learning outcomes		+		
65	9.	The management of the EP must demonstrate support for the autonomy of learners while providing guidance and assistance from the teacher.		+		
66	10.	The management of the EP must demonstrate the existence of a procedure for responding to complaints from students		+		
		Total by standard	0	10	0	0

Standard "Students"

67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency, publicity of the procedures governing the life cycle of students (from admission to completion)		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the		+		

		existence and application of a mechanism for 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 study		+		
71	5.	The university should encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the existence of a mechanism to support gifted students.	+			
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them		+		
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes		+		
76	10.	The management of the EP must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are really relevant		+		
77	11.	The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the existence of an active alumni association/union		+		
		Total by standard	1	11	0	0
Standard "Teaching Staff"						
79	1.	The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of staff, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP			+	
81	3.	The management 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 should involve in the teaching of specialists from relevant industries with professional competencies that meet the requirements of the EP		+		

84	6.	The university must demonstrate the presence of a motivation mechanism for the professional and personal development of teaching staff	+			
85	7.	The university must demonstrate the widespread use of information and communication technologies and software in the educational process by the teaching staff (for example, on-line training, e-portfolio, MEPs, etc.)		+		
86	8.	The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including those invited, to achieving the goals of the EP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
		Total by standard	2	7	1	0
Standard "Educational resources and student support systems"						
89	1.	The university must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program		+		
90	2.	The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the objectives of the EP		+		
		The university must demonstrate the compliance of information resources with the needs of the university and the ongoing EPs, including in the following areas:				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		
92	4.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of the results of research, final works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of Wi-Fi on the territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students		+		
97	9.	The university should strive to ensure that the educational equipment and software used 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 must demonstrate the existence of procedures for supporting various groups of students, including information and counseling		+		
99	11.	The management of the EP should show the existence of conditions for the advancement of the student along an individual educational trajectory		+		
100	12.	The university must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)		+		
101	13	The university must ensure that the infrastructure meets the safety requirements		+		
		Total by standard	0	13	0	0
Standard "Public Information"						
102	1.	The university guarantees that the published information is accurate, objective, up-to-date and reflects all the activities of the university within the framework of the educational program		+		
103	2.	Informing the public 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 the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		Information about the educational program is objective, up-to-date and should include:				
105	4.	the purpose and planned results of the EP, the qualification to be awarded		+		
106	5.	information and the system for assessing the educational achievements of students		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities, employers		+		
108	7.	information about the opportunities for developing personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personalities			+	
111	10.	The university must publish audited financial statements for the EP on its own web resource		+		
113	11.	The university must post information and links to external resources based on the results of external evaluation procedures		+		
113	12.	An important factor is the placement of information about cooperation and interaction with partners, including scientific / consulting organizations, business partners, social partners and educational organizations		+		
		Total by standard	0	11	1	0

TOTAL	5	103	5	0