REPORT

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

7M06101 «Informatics»

Non-Commercial Joint Stock Company
SHAKARIM UNIVERSITY OF THE CITY OF SEMEY
April 19-21, 2023

INDEPENDENT ACCREDITATION AND RATING AGENCY
Expert Group

Addressed
IAAR Accreditation Council

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City of Semey   **April 21, 2023**

(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

AC	Academic Council
AIS	Automated information system
BD	Basic disciplines
EAOEA	External assessment of educational achievements
HEI	Higher Education Institution
EEC	External Expert Committee
SCSOE	State compulsory standard of education
DL	Distance learning
UNT	Unified National Testing
USoHEM	Unified system of higher education management
IACS	Information and Communication System
ISP	Individual study plan
FSA	Final state attestation
IP	Individual plan
IS	Information systems
CED	Catalog of elective disciplines
CT	Comprehensive testing
CTOE	Credit technology of education
CfQAiSaHE	Committee for Quality Assurance in Science and Higher Education
MoSaHE RK	Ministry of Science and Higher Education of the Republic of Kazakhstan
MoSaHE RK	Ministry of Science and Higher Education of the Republic of Kazakhstan
MEP	Modular educational program
RW	Research work
RWOU	Research work of undergraduates
EP	Educational program
DOEPO	Department of educational process organization
OOTR	Office of the registrar
GED	General educational disciplines
PS	Professors
PD	Profile disciplines
WC	Working curriculum
WG	Working group
CIS	Commonwealth of Independent States
MM	Mass medium
IWS	Independent work of students
AITaUP	Automation, information technology and urban planning
AC	Academic Council
SMaFC	Social Monitoring and Forecasting Centre
CGaAD	Career Guidance and Admissions Department
LSC	Learning Service Center
SHAKARIM UNIVERSITY	NCJSC SHAKARIM UNIVERSITY OF THE CITY OF SEMEY

(II) Introduction

An external expert commission assessed the compliance of educational programs: 7M06101 «Informatics» of the University named after Shakarim of the city of Semey with the standards of specialized accreditation of IAAR in the period from 19 to 21 April 2023.

The report of the External Expert Commission (EEC) contains an assessment of the submitted educational programs and parameters of the profiles of educational programs of Shakarim University of Semey.

Composition of EEC:

Chairman of EEC IAAR - **Tamyarov Andrey Valeriyevich** Candidate of Technical Sciences, Associate Professor of FGBU BO «Ulyanovsk State Technical University» (Off-line participation)

The coordinator of IAAR - **Nazyrova Gulfia Rivkatovna**, Candidate of Economic Sciences, Project Manager on the formation of external expert commissions of IAAR. Off-line participation.

National expert of IAAR - **Rakhimova Gulmira Akhmetovna** candidate of economic sciences, associate professor of KATU them. Seifullin (Astana) On-line participation.

National expert IAAR - **Sisenova Asel Tursyngalievna** candidate of economic sciences, professor University «Turan» (Almaty) off-line participation

Expert IAAR, Student - **Oseratov Raul Batbayrovly,** 3rd year student of East Kazakhstan Technical University. Serikbayev (Ust-Kamenogorsk). On-line participation

Foreign expert **- Natalie Aleksandra Gurvitš-Suits** PhD, Tallinn University of Technology (Tallinn University of Technology) (Tallinn, Estonia) On-line participation

National expert of IAAR - **Joldasbayeva Gulnar Karimova** Doctor of Economic Sciences, Professor of Almaty Technological University (Almaty) On-line participation.

Expert IAAR, Employer - **Adylkhan Asset Berdygaliuly** NPP «Atameken» East Kazakhstan region (Ust-Kamenogorsk); On-line participation.

Expert IAAR, Student - **Alibekova Camilla** doctoral student of the 3rd year, University of Palatsky (Olomouc, Czech Republic) On-line participation.

National expert of IAAR - **Kopishev Eldar Yertayevich** candidate of chemical sciences, associate professor of Eurasian National University named after. Gumileva (Astana) off-line participation.

National expert of IAAR - **Gabdullina Ainur Zhumagaziyevna** Candidate of Historical Sciences, associate professor of S.Seifullin Kazakh Agrotechnical University; (Astana, Republic of Kazakhstan) On-line participation.

Expert IAAR, Student - **Umbet Zhanbot Kalkamankyzy** Master of 2 years Kazakh National University named after L. Farabi (Almaty); On-line participation

IAAR National Expert - **Gabdulov Madi Asetovich** Candidate of Agricultural Sciences, Associate Professor of Zhangir Khan West Kazakhstan Agrarian and Technical University (Uralsk, Republic of Kazakhstan); On-line participation

Foreign expert of IAAR - **Starciuc Nicolae** dr. habilitatus in veterinary medicine, professor State Agrarian University of Moldova (SAUM) On-line participation

IAAR expert, student - **Zhabykbay Dana Berikkyzy**, 3rd year student of the Kazakh National Agrarian Research University (Almaty); On-line participation.

National expert IAAR - **Kartbayev Timur Saatfdinovich** PhD, academician MAIN Kazakh National Women's Pedagogical University (Almaty) On-line participation.

IAAR Expert, Employer - **Gulmira Zeynovna**, head of the commercial unit, KT Cloud lab (Almaty) On-line participation.

Expert IAAR, Student - **Omarova Adel,** member of the Alliance of Students of Kazakhstan, Kaazakh Agrotechnical University named after S.Seifullin On-line participation.

IAAR National Expert - **Sabina Batyrkhanovna Rakhmetulaeva** PhD Associate Professor, PhD Department «Information Systems» International University of Information

Technologies (MUIT); On-line participation.

IAAR Expert, Student - **Nurgeldiyeva Aruzhan** Master of 2nd year Kazakh National Agrarian Research University On-line participation.

IAAR National Expert - **Saule Burbekova** PhD, Associate Professor, Astana IT University (Astana, Republic of Kazakhstan) On-line participation.

Expert IAAR, Student - **Tynymbaeva Aruzhan Muratkyzy** Master of 2 years of Eurasian National University named after. Gumileva; (Astana, Republic of Kazakhstan); On-line participation.

National expert of IAAR - **Elaman Kanatovich** Doctor PhD, Professor Member of the Board of IAAR Atyrau University named after him. X. Dosmukhamedova», Vice-Rector for Science and International Relations (Atyrau, Republic of Kazakhstan); On-line participation.

Expert IAAR, Student - **Kolibayzy Akhtoty** Master of 2 courses OP 7M01503, Chemistry Kazakh National University named after L. Farabi On-line participation.

(III) PRESENTATION OF THE EDUCATIONAL ORGANIZATION

Non-commercial joint-stock company «Shakarim University of Semey» - one of the large multidisciplinary higher educational institutions of the north-eastern region of Kazakhstan, which trains specialists in a wide range of demanded specialties in the field of technical, natural, social and humanitarian, pedagogical, agricultural sciences, veterinary, business.

From 2018 to the present, in accordance with the Classification of Bachelor Specialties of the Republic of Kazakhstan at the University of Shakarim, undergraduate students are being trained on the educational program 7M06101 «Informatics».

The right of the university to train specialists in an accredited specialty confirmed by the state license https://drive.google.com/file/d/1iJJ1PAMKRyzILa3FnZdzGuAbPFGfeyeb/view?usp=share_link

The ratio is 100%, which makes it possible to train highly qualified specialists.

The department carries out systematic work to promote the employment of its graduates. In order to promptly inform the heads of enterprises and organizations about the graduates on the website of the university are their summaries. https://shakarim.edu.kz/rabotadatelyam/rezume

Every year the university holds «Alumni Fair», which is attended by potential employers.

For the development of international cooperation, it is practiced to invite leading scientists from universities and scientific centres of near and far abroad to give lectures and conduct scientific consultations. According to the educational program 7M06101 Informatics is a collaboration with the Kiev National University named after T.Shevchenko, University Madras, Mugla Sitki Kochman University. With these universities work on the preparation for publication of scientific works in the cited publications; discussion and preparation for publication of monographs; discussion and preparation for publication of educational and methodological works; conducting experiments of research works; Discussion and preparation for online events, participation in scientific and practical conferences.

Over the past three years, the scientists of the department received 6 copyright certificates, including preliminary patents and innovative patents of the Republic of Kazakhstan for inventions. More than 200 scientific articles and theses, about 50 textbooks, monographs, teaching and methodological aids have been published.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational program **7M06101 «Informatics»** NAO Shakarim University (g. Semey, Kazakhstan) external assessment for compliance with the standards of specialized accreditation of the educational program of higher and postgraduate education (put into effect by the order of the director of NU «IAAR» are for the _**first time.**_

(V) DESCRIPTION OF THE EEC VISIT

The visit of the external expert commission to the Semey Shakarim University was organized in accordance with the program.

The work of the EEC was carried out on the basis of the Audit Program of the External Expert Commission of the IAAR at the University named after Shakarim Semey within the framework of specialized accreditation of educational programs in the period from 19 to 21 April 2023.

In order to obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of the self-assessment reports, meetings were held with the rector, vice-rectors in the areas of activity, deans, heads of structural units, heads of departments, teachers, students, graduates, employers. Total participation of -- person (Table 1).

Table 1 - Information on employees and trainees who participated in meetings with the IAAR EEC:

Category of participants	Number
Rector	1
Vice-rectors	3
Heads of structural units	26
Deans of faculties, Heads of departments	13
Professors	91
Students, undergraduates, doctoral students	113
Graduates	17
Employers	9
Total	**273**

During the tour, EEC members got acquainted with the state of the material and technical base of the university. Within the framework of the route, the Faculty of Information Technologies, the Department of «AITiG» Dean's Office, lecture halls, specialized room for undergraduates and doctoral students visited.

The university has a modern laboratory base, classrooms, computer equipment and software. Faculty and students have access to international databases.

Visited the base of practice: IMASGROUP LLP, JSC "Semey Engineering". The events planned during the visit of the EEC contributed to acquainting the experts with the university infrastructure, material and technical resources, professors and teaching staff, students, representatives of employers and graduates of the university, This led to an independent evaluation and recommendations for improving the university's performance.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard «Educational Program Management»

✓ The organization of higher and (or) postgraduate education should have a published quality assurance policy that reflects the relationship between research, teaching and learning.

✓ The organization of higher and (or) postgraduate education should demonstrate the development of a culture of quality assurance, including in the context of EP.

✓ Commitment to quality assurance should apply to all activities carried out by contractors and partners (outsourcing), including joint/dual degree and academic mobility.

✓ Management of the EP demonstrates transparency in the development of the OP development plan, containing a timeline for the start of implementation, based on the analysis of its functioning, the real positioning of the OO and its focus on the needs of the state, Employers, trainees and other stakeholders.

✓ Management of the EP demonstrates the existence of mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of training objectives, meeting the needs of students, employers and society, Decision-making aimed at continuous improvement of EP.

✓ EP management should involve representatives of stakeholder groups, including employers, trainees and PPPs, in the formulation of the EP development plan.

✓ The management of the EP should demonstrate the individuality and uniqueness of the OT development plan, its coherence with national priorities and the development strategy of the organization of higher and (or) postgraduate education.

✓ The organization of higher and (or) postgraduate education should demonstrate a clear definition of responsibility for business processes within the EP, a clear distribution of job assignments of staff, delineation of the functions of collegial bodies.

✓ EP management must provide evidence of the transparency of the educational program management system.

✓ EP management should demonstrate the existence of an internal EP quality assurance system, including its design, management and monitoring, improvement, and evidence-based decision-making.

✓ The management of the EP should manage risks, including through the EP under initial accreditation, and demonstrate a system of risk mitigation measures.

✓ Management of the EP should ensure the participation of representatives of employers, teaching staff, students and other interested persons in the collegial bodies of management of the educational program, as well as their representation in decision-making on the management of the educational program.

✓ The ED must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals.

✓ The management of the EP must show evidence of openness and accessibility to students, PPPs, employers and other stakeholders.

✓ The management of the EP should be trained in educational management programs.

Evidence

The implementation of the main provisions of the programme documents, in accordance with the requirements of international standards, was reflected in the quality policy of Shakarim University. Based on the policy in the field of quality and approved internal university documents, the main strategic goal of the university is to make quality the everyday meaning of its work, in the context of constantly changing external factors to train a modern specialist, taking into account the requests of the State, employers and specific sectors of the economy. The senior management of the university assumes responsibility for the implementation of the Quality Policy of the University of Shakarim and undertakes to bring it to the stakeholders and use all resources and potential of the university for its effective implementation. The quality assurance policy is available on the university's website: https://shakarim.edu.kz/pages/universitet/politika-i-standarty-sistemy-vnutrennego-obespecheniya-kachestva.

The right of the university to carry out the training of specialists on the educational program 7M06101-«Informatics» (postgraduate education) is confirmed by the state license KZ38LAA00018432, issued from 25.06.2020. The educational program 7M06101 «Informatics» for the 2019-2020 academic year was entered in the Register (USoHEM).

The objectives of the educational program 7M06101 «Informatics» are reflected in modular educational programs and are located on the site shakarim.edu.kz.

The main goal of EP and its development is its improvement in accordance with the vision, mission and strategy of the university aimed at the training of highly qualified, competitive personnel, improving the quality of knowledge, the formation of a multi-level system of science and technologyresearch activities in accordance with the current needs of modern education and science, transformation into a world-class innovative university.

Management of development of EP 7M06101 «Informatics» begins from strategic planning of university activities to monitoring and evaluation of educational and scientific-innovative processes. The elements of this system are partnerships with enterprises (outsourcing), which are expressed in activities:

- monitoring and evaluation of stakeholder positions;

- information and education of stakeholders (newsletters, public presentations, speeches at round tables, conferences, fairs). Stakeholders of OP 7M06101 are enterprises of JSC «Semey Engineering», LLP «IMAS», LLP «Relteh»;

- active participation of stakeholders in conferences organized by the department «AITaUP»;

- stakeholders participate in round tables, for example, such as «Dual education as a factor of successful employment of graduates», organized by the department « AITaUP »;

- advising and taking into account the positions and interests of stakeholders in the planning of university activities;

- joint work on the basis of regulated agreements, agreements, active exchange of information. Since 2021, cooperation agreements have been concluded with the enterprises of JSC «Semey Engineering», LLP «IMAS», LLP «Reltek» for the performance of joint research works.

Undergraduates travel on academic mobility, undergo internship in Kazakh universities - Astana IT University, NAO Toraigyrov University - information about academic mobility, mobility   orders. https://drive.google.com/file/d/1rW4lnSEmansZqhxUVO1Qcvywo2sCefHV/view?usp=share_link.

Activities on quality control of educational process, conducted at different levels, are recorded in the form of records, acts, certificates, reports, etc., and discussed at the meetings of the department. The current OP development plans were approved at the meetings of the faculty academic council, including strategic directions for the development of EP, activities, indicators and responsibility.

A plan for the development of EP is developed by the staff with the participation of employers and doctoral students on the basis of an analysis of the functioning, real positioning of the University named after Shakarim of the city of Semey and the orientation of its activities to meet the needs of the state, Employers, stakeholders and trainees.

The effectiveness of the EP development plan is ensured by the responsibility of the faculty for the final results, delegation and separation of authority, placing information on the university website.

The management of the EP involves representatives of employers in determining the development of educational programs and their management.

In the formation of the EP, their content is agreed with employers in order to increase the effectiveness of professional competence of future professionals.

Analytic part

EEC IAAR held meetings, talks and interviews with vice-rectors, heads of departments, heads of structural subdivisions, students, professors and teachers, representatives of employers' organizations and graduates, as well as conducting a survey of professors and students, detailed acquaintance of experts with the educational infrastructure of the university, material, technical and informational-methodical resources and necessary documents notes the following.

The description of the standard defines the goal, objectives, development plan of the

educational program, monitoring system, their implementation. Information is provided on the participation of representatives of stakeholders (employers, teaching staff, trainees) in the collegiate management bodies of the educational programme, as well as their representation in decision-making on the management of the EP. The university has a published quality assurance policy, the functions of the responsible for processes within the EP are defined. The improvement of the EP development plan is aimed at the implementation of the strategy and policies, the achievement of the set goals and the qualitative implementation of the EP. The report reflects the transparency of the EP development plan processes and the awareness of stakeholders about the OP development plan and its formation processes.

The implementation of the EP is in accordance with the legislation of the Republic of Kazakhstan in the field of education, including the State Administration of the Republic of Kazakhstan. The EP is implemented in accordance with the mission, vision and strategic plan of the university. The quality assurance policy reflects the relationship between research, teaching and learning. Mechanisms for establishing, reviewing, monitoring and implementing the EP development plan have been identified. At the same time, the experts found that not always ensured the transparency and awareness of the processes of formation of EP employers. Each employer may have their own specific requirements to graduate from university, so in this matter it is most appropriate to work with employers associations. It is associations that can form the right generalization requirements for each of the specialties.

The members of the EEC note the insufficient level of introduction of polylingual courses, allowing to use modern achievements of science and pedagogy, both national scientists and leading foreign developments.

The university has not developed corrective and preventive measures to manage this risk.

The mechanism (or procedure) for the selection of interested persons to participate in the development plan of the educational program has not been determined within the framework of the accredited EP.

Strengths/best practice on EP 7M06101 «Informatics»:

⅄ The development of a quality assurance culture implemented by the EP is supported at all levels: in shaping the content of the EP, its competitiveness in the labour market, taking into account the views of employers and other stakeholders.

EEC recommendations on EP 7M06101 «Informatics»:

1. Develop a plan to involve employers who are members of ICT associations in the relevant collegiate management bodies of EP (Timeline: 01.09.2023);

2. To analyze the innovative components of the accredited EP in order to allocate its competitive advantages and differences from EP implemented in the republic. On the basis of the analysis, make correction of the plan of development of EP and career guidance for the development of EP (Term 01.01.2024).

3. Provide for the possibility of expanding the list of educational disciplines, the implementation of which in English allows to ensure compliance of educational programs with the leading trends of the national policy in the field of education (multilingual education) (Timeframe: 01.09.2024);

According to the standard «Management of the educational program» 17 criteria were disclosed, of which strong - 1, satisfactory - 15, suggest improvement - 1.

6.2. Standard «Information Management and Reporting»

> ✓ *The ED must demonstrate that there is a system of information gathering, analysis and management through the use of modern information communication technology and software tools, and that it uses a variety of methods to collect and analyse information in the context of EP.*
> ✓ *EP management should demonstrate that a mechanism is in place to systematically use the processed,*

adequate information to improve the internal quality assurance system.
   ✓ *The leadership of the EP must demonstrate evidence-based decision-making.*
   ✓ *The EP should provide for regular reporting at all levels of the entity, including an assessment of the effectiveness and efficiency of organizational units and research.*
   ✓ *The ED shall establish periodicity, forms and methods of assessment of management of EP, activity of collegial bodies and structural subdivisions, top management, implementation of scientific projects.*
   ✓ *The ED should demonstrate how to define and protect information, including identifying those responsible for the accuracy and timeliness of information analysis and reporting.*
   ✓ *An important factor is the availability of mechanisms to involve learners, workers and PPPs in information collection, analysis and decision-making processes.*
   ✓ *The management of the EP should demonstrate the existence of a mechanism for communication with learners, employees and other stakeholders, as well as mechanisms for conflict resolution.*
   ✓ *The ED should demonstrate that mechanisms are in place to measure the satisfaction of the needs of PPPs, staff and trainees within the EP.*
   ✓ *The ED should include an assessment of performance and effectiveness, including in relation to the EP.*
   ✓ *The information expected to be collected and analysed within the EP should take into account:*
     • *key performance indicators*
     • *dynamics of the contingent of students in the context of forms and types;*
     • *academic attainment, student achievement and dropout;*
     • *satisfaction of students with the implementation of EP and the quality of training at the university;*
     • *access to educational resources and support systems for students.*
   ✓ *The ED must confirm the implementation of procedures for processing the personal data of students, employees and teaching stuff on the basis of their documentary consent.*

Evidence

All stakeholders are informed of the EP development plan through the use of information technology https://sdo.semgu.kz/download.php?token=MTAxODY0. On the official website of the university https://shakarim.edu.kz/ there is a personal page EP Informatics - Educational programs (shakarim.kz).

The university uses the corporate e-mail https://ais.semgu.kz/ to keep the public informed.

Optimal management decisions at the university are made on the basis of the established system of collection, analysis and evaluation of information on activities, including the following data: the electronic document management system, there is an Internet web portal, which is accessible to the unified information andthe educational environment of the University, the following software products have been developed and are functioning: «Timetables of training sessions», «Test control», the program of questionnaire «Survey», the automated system «Antiplagiarism». The main means of collecting information are the results of external communication and interviewing, questionnaires, testing, sampling, etc.

An urgent task in information management is the study of the need for personnel in the specialties of the university, corresponding to the activity of organizations and enterprises. In this regard, the university is constantly working out the development of educational programs to organize the educational process taking into account the requirements of employers, as well as collecting information from organizations and enterprises in order to monitor the need for personnel, employment of graduates and their career development.

The population is generally stable.

Table 1 - Analysis of undergraduates' academic performance on the results of intermediate certification

Academic year	Form of education	Total student	Grant students		Fee-paying students		Dropout rate
			рус	каз	рус	каз	
7M06101 – Informatics							
2018-2020	Full-time	6	5	-	1	-	-
2019-2021	Full-time	8	2	3	-	1	2

2020-2022	Full-time	6	4	-	2	-	-
2021-2023	Full-time	8	-	5	-	3	-
2022-2024	Full-time	6	-	1	-	5	1

Responsible structural subdivision periodically replenishes the website of the university with the necessary and current information about employment and career growth of graduates in the context of all OT of the university. Conducts constant monitoring of employment of graduates, their career and professional development in order to determine the competitive advantages of OT and ensure the quality of training. https://fet.faculty.shakarim.kz/graduates/28/files.

Table 2 - Information on employment of graduates.

№	Code	Educational program	2020 year			2021 year			2022 year		
			Number of graduates	number of employed	% employment	Number of graduates	Number of employed	% employment	Number of graduates	number of employed	% employment
1	7M06101	Informatics	6	6	100%	8	8	100%	6	6	100%

The analysis of the table of employment by years shows that the majority of graduates are employed, the employment percentage for 2022 - 100%. Main places of employment of graduates on OT: JSC «Semey Engineering», LLP «IMASGROUP», LLP «Kondiz», LLP Relate, CGP on PCB «Center of nuclear medicine and oncology of Semey», SF LLP KazNIIIPP, NAO Toraigyrov University, Astana IT University, etc.

Analytic part

Analyzing the EP by the content and semantic load of the standard «Information management and reporting» by the accredited direction, the Commission notes that the University operates an information management system and reporting on the recruitment of students, academic achievement, movement of the contingent, staff, academic mobility of faculty and students, etc., which is presented in regular reports at the meeting of departments, rector and Academic Council of the university.

There is insufficient information on accredited EPs to attract applicants.

It is noted, however, that the management of the ***EP does not undertake systematic risk*** management and that there is no detailed work plan with activities and timelines to mitigate risks.

The management of the OT should continuously carry out risk management activities based on the results of analysis of the external and internal environment, matching resources, taking into account the needs of the labour market and the characteristics of the market of educational services in the region.

The University has not developed a plan to support the employment of graduates, the website of the University does not provide information on interaction with employers.

Strengths/best practice on EP 7M06101 «Informatics»:

⮞   The university at a high level of work on the collection, analysis and management of information based on the use of modern information technologies, and demonstrated the periodicity, forms and methods of evaluation of the management of EP, activities of collegial

bodies and structural subdivisions, top management, implementation of scientific projects.

EEC recommendations on EP 7M06101 «Informatics»:

1. Develop a procedure for monitoring, analysis and prediction of potential risks and a mechanism for overcoming them (Deadline: 01.01.2024).

2. Correct the information about the EP on the website of the university and the department, as well as establish the periodicity of the update and identify the responsible persons for updating this information for all stakeholders in three languages (Kazakh, Russian and English) (Term 01.01.2024);

According to the standard «Information management and reporting» 17 criteria were disclosed, of which accredited by the educational program 7M06101 «Informatics»: strong - 1, satisfactory - 16, suggest improvements - 0.

6.3. Standard «Development and approval of educational program»

✓ *The ED should define and document the procedures for the development of the EP and their institutional approval.*
✓ *The management of the EP should ensure that the content of the EP is consistent with the objectives set, including the intended learning outcomes.*
✓ *The management of the EP should demonstrate that there are mechanisms in place to review the content and structure of the EP, taking into account changes in the labour market, the demands of employers and the social demands of society.*
✓ *The EP management should ensure that the models developed by the EP graduate describe learning outcomes and personal qualities.*
✓ *The management of the EP should demonstrate the conduct of external reviews of the content of the EP and the intended results of its implementation.*
✓ *The qualification awarded upon completion of the EP must be clearly defined and meet a certain level of NSC and QF-EHEA.*
✓ *EP management should determine the impact of disciplines and professional practices on the formation of learning outcomes.*
✓ *An important factor is the possibility of training students for professional certification.*
✓ *The management of the EP must provide evidence of the participation of students, teaching stuff and other stakeholders in the development of the EP, ensuring its quality.*
✓ *The management of the EP should ensure that the content of the academic disciplines and the planned results correspond to the level of study (bachelor's, master's, doctoral).*
✓ *The EP structure should include various activities to ensure that learners achieve their intended learning outcomes.*
✓ *An important factor is the correspondence of the content of EP and the results of EP training, implemented by organizations of higher and (or) postgraduate education in EPVO.*

Evidence

The university established the procedure for the development and approval of the EP. The university has documented the procedures for developing and evaluating the quality of the educational program, established the periodicity, forms and methods for evaluating the quality of the educational program; established a procedure for periodic review and monitoring of the quality of educational programs; Requirements for educational programmes have been defined, depending on their specificity. Conditions of external expertise of EP and conditions of organization and conduct of professional practice were demonstrated.

The formation and activity of the Academic Committee of EP is regulated by the documented procedure «P 042-1.18-2021 Regulations on Academic Committees of Educational Programs of the University of Shakarim» (https:/drive.google.com/drive/u/1/1bXAIC36ICYR7oFe8e70dHc9). All decisions of the academic committee are submitted for discussion, approved, the results are recorded in the minutes of the meeting of the Quality Assurance Commission https://drive.google.com/file/d/1tQTarHMd04pxTz9XpR3ELdBWHjwBM9pd/view?usp=share_

link.

In the development of OT managers OP used the following documents: GOSO MES RK 604 from 31.10.2018, professional standards: Professional standard: «Software development» Appendix 5 to the order of the Deputy Chairman of the Board of the National Chamber of Entrepreneurs of the Republic of Kazakhstan «Atameken» from 17.07.2017; Professional standard: «Development of graphic and multimedia design»Appendix 26 to the order of the Deputy Chairman of the Board of the National Chamber of Entrepreneurs of the Republic of Kazakhstan «Atameken» from 24.12.2019; Professional Standard: «Developments in cloud technologies» Appendix 26 to the order of the Deputy Chairman of the Board of the National Chamber of Entrepreneurs of the Republic of Kazakhstan «Atameken» from 24.12.2019 and others.

All interested persons participate in the preparation, approval, amendment and completion of the EP, who can recommend elective courses for inclusion in the catalogue of elective disciplines, for selection by students.

Objects of professional activity of the graduate are: state secondary educational institutions, research institutes, research centers, design organizations, state institutions, educational institutions, research organizations, Representation, ministries, information centres and other organizations and enterprises.

In the implementation of EP, the department actively cooperates with other universities - universities - partners in order to organize scientific internships, lectures of foreign professors, conduct joint research and expand academic mobility. Among the universities - partners in academic mobility and organization of scientific internships there are both leading domestic universities (Astana IT University, NAO Toraigyrov University), and foreign universities (Kyiv National University named after T.Shevchenko, University Madras, Mugla Sitki Kochman University, etc.). In order to develop cooperation on the development of joint educational programs held classes at the department of 2 foreign scientists from leading universities: Professor Govindaraj T. B., Professor Krak Y.V.

Analytic part

On a positive note, all interested persons who may participate in the preparation, approval, amendment and supplementation of the EP.

recommend elective courses for inclusion in the catalogue of elective disciplines. The commission notes, however, that the following issues are not fully reflected in the self-report and were not confirmed during the WEC visit.

For the implementation of the educational program is carried out at a sufficiently high level of work on the preparation of educational and methodical documentation (UMCS, UMKD, syllabus, etc.), which is discussed and passed expertise of their quality at various levels: graduate department, methodical council of the faculty, UMS university, internal audits, and approved by the profile vice-rector.

According to the Protocol https://drive.google.com/file/d/1LqAhnxV-LabKG2WX_PHdJeMnjUR2YBq/?uspshare_link. disciplines Multimedia Technology, High Performance Database Management Systems, Programming Computer System Interfaces, Java-technology, Web programming in PHP - basic disciplines that should be taught at the bachelor's degree in the first semesters. The management of EP should pay attention to technology at an advanced level, EEC does not believe that there is a need to increase credits to such basic disciplines as computer system interfaces programming, Java-technology and web programming on PHP, since these disciplines are bachelor level. Also, the rationale for including the blockchain in the program is unclear. There is no data from market research, job vacancies, surveys among employers, but only the recommendation of one employer, which is not an indicator of market requirements.

In technical and vocational education, close partnerships with business should be strengthened. Universities should be tailored to the needs of employers. Training programs

should be aimed at the formation of certain competencies through the transfer of integrated knowledge, skills and skills to the student. The department formally asserts that the requirements of the National Qualifications Framework (NSC), professional standards (PS) were taken into account in the development of the EP, but there is no specifics. After all, it is difficult and even impossible to directly use the requirements of NDT and PS. The development of a whole series of activities is required, but nothing is said about it in the report of the department. The dynamics of the ICT sector require that teaching stuff always keep abreast of new developments, both in theory and in practical skills, so that teaching stuff must undergo practical training at leading enterprises. Unfortunately, at the department most of the staff has no production experience and this affects the quality of training of specialists.

Qualification certification is the confirmation by an independent party that all the obtained results of training that a person has acquired in any way, have been assessed and meet the requirements of professional standards:

- certification of students of the educational institution - a serious step towards strengthening the image of the educational institution and increasing the cost of a specialist in the labor market;

- the most important point that requires special attention from the heads of the educational institution - awareness raising among employees and students.

It is necessary to revise the subjects of master's theses, they should be formed on the basis of «bottlenecks» of production, new directions of research work and be agreed with employers. It would be good practice to defend master's theses in the workplaces.

Strengths/best practice on EP 7M06101 «Informatics»:
✓ - Under this standard, EP have no strengths.

EEC recommendations on EP 7M06101 «Informatics»:

1.   To develop a plan of harmonization of EP with the leading national and foreign universities with the subsequent development of opportunities for implementing joint educational programs with leading universities of the Republic of Kazakhstan and foreign educational organizations (Term 01.01.2025).

2.   Organize, **on a regular basis,** a methodical workshop to collect information and exchange experiences on practical and hands-on training with employers and on the development of practical science Research works taking into account the requirements of the labor market and professional association of employers (Term: 01.01.2024).

3. To develop a plan of internships of teaching staff and managers in other educational organizations implementing similar EP (Term: 01.09.2023);

4.   To conduct an analysis of the RUP EP in order to determine the possibility of introduction in the EP of disciplines of research and scientific-practical orientation, allowing undergraduates to conduct successful preparation to the defense of the dissertation (Term: 01.01.2024).

According to the standard «Development and approval of the educational program» 12 criteria were disclosed, of which the accredited educational program 7M06101 «Informatics: strong - 0, satisfactory - 12, suggest improvements - 0.

6.4. Standard «Continuous monitoring and periodic evaluation of educational programs»

> ✓ *The ED should identify mechanisms for monitoring and periodic evaluation of the EP to ensure that the goal is achieved and the needs of learners and society are met, and show the focus of the mechanisms on the continuous improvement of the EP.*
> ✓ *Monitoring and periodic evaluation of the EP should include:*
> • *The content of the programmes in the light of recent scientific developments in a particular*

> *discipline to ensure the relevance of the subject taught;*
> - *Changes in society's needs and professional environment;*
> - *The workload, performance and graduation of students;*
> - *Effectiveness of student assessment procedures;*
> - *Students' expectations, needs and satisfaction with EP training;*
> - *Educational environment and support services, and their compliance with the objectives of the EP.*
> ✓ *EP management should demonstrate a systematic approach to monitoring and periodic quality assessment of EP.*
> ✓ *The ED, the EP management should establish a mechanism to inform all stakeholders of any planned or undertaken action on the EP.*
> ✓ *All changes made to the EP must be published.*

Evidence

The management of the educational programme not only develops the educational programme to ensure quality, but also monitors it. Monitoring and periodic evaluation of the educational program of the accredited specialty are aimed at achieving the objectives of EP, full formation of the planned training results. The procedure for monitoring and periodic evaluation of EP at the University is carried out on the basis of internal normative documents.

The management of the educational programme not only develops the educational programme to ensure quality, but also monitors it. Monitoring and periodic evaluation of the educational program of the accredited specialty are aimed at achieving the objectives of EP, full formation of the planned training results. The procedure for monitoring and periodic evaluation of EP at the University is carried out on the basis of internal normative documents.

Monitoring and evaluation of EP at the university is carried out at each stage of providing educational services by the relevant departments of the university (graduating departments, Quality Assurance Commission of the Faculty, Academic Council of the University, Academic Committee of EP, Academic Council of the University). Based on the results of analysis and assessment of the main indicators of educational results, decisions are made and corrective actions are developed to improve the quality of implementation of the educational program.

The university regularly provides feedback to stakeholders, including through sociological research and questionnaires.

Analytical part

However, the Commission notes that the following issues related to the standard are not fully reflected in the self-report and were not confirmed during the EEC visit.

Material and technical resources, unlike information resources used in education, are not sufficient and do not fully meet the requirements of the educational process within the EP. The training did not demonstrate modern multimedia information tools for the submission of material, in order to form a highly professional specialist, for example, the absence of a special cabinet on the OS MacOS, for development on Apple.

Employers and students participate in the development of the educational programme, but are not included in the collegiate management bodies. This complicates the mechanism of management of the educational program.

The experts also found that:

- the content of the programmes in specific disciplines is not relevant, does not reflect modern developments in ICT science;

- the scientific and research capabilities of EP have not been disclosed. On the basis of the documents considered (the themes of master's theses, reports on research practices, the subject of undergraduate publications), it is possible to conclude that the directions of scientific research of the department are not sufficiently clearly defined and are at the stage of development;

- the content of the programmes in individual disciplines is not relevant, there are no protocols for consultation with employers' associations.

The department should put on special control the employment of its graduates and their

work in the chosen specialty, as well as track their career development for at least 3 years.

Strengths/best practice on EP 7M06101 «Informatics»:
⩒ - Under this standard, EP have no strengths.

EEC recommendations on EP 7M06101 «Informatics»:
1.   To organize a systematic collection of information to change the content and structure of EP, including taking into account changes in the labor market and demands of employers (Deadline: 01.09.2023).

2.   To develop a procedure for informing all stakeholders through the official website, as well as through other means of information (social networks, e-mail, etc.), as well as to establish feedback on the published changes EP (Term 01.01.2024).

3.   Analyze the relationship between the name and content of elective disciplines with actual professional standards and make changes to the EP (Term 01.09.2023).

4.   To develop a system of criteria assessment of vocational and technical skills, creative skills and critical thinking skills necessary for future professional activity (Term: 01.09.2024).

5.   To update the system of organization of research practice, in the part of the scientific component, and to provide control over its implementation by undergraduates (Term: 01.09.2023).

6. Develop a plan to enhance its own research in the field of teaching special disciplines OP (Term: 01.09.2023).

According to the standard «Permanent monitoring and periodic evaluation of educational programs» 10 criteria were disclosed, of which accredited educational program 7M06101 «Informatics: strong - 0, satisfactory - 9, suggest improvements - 1.

6.5. Standard «Student-Oriented Training, Teaching and Assessment of Achievement»

✓ *The EP leadership should ensure respect and attention to the different groups of learners and their needs, and provide them with flexible learning paths.*
✓ *The management of the EP should provide for the use of different forms and methods of teaching and learning.*
✓ *An important factor is the availability of in-house research in the teaching of EP subjects.*
✓ *EP management should demonstrate that feedback mechanisms are in place for the use of different teaching and evaluation methodologies.*
✓ *The management of the EP should demonstrate that mechanisms are in place to support student autonomy, with guidance and assistance from the teacher.*
✓ *Management of the EP must demonstrate that there is a procedure in place to respond to students' complaints.*
✓ *The CBOs should ensure the consistency, transparency and objectivity of the learning assessment mechanism for each OD, including the appeal.*
✓ *The ED should ensure that the procedures for evaluating the learning outcomes of EP trainees are consistent with the intended results and objectives of the programme, and that evaluation criteria and methods are published in advance.*
✓ *The Educational Standards should define the mechanisms to ensure that each EP graduate achieves the results of training and ensure their completeness.*
✓ *Evaluators should be equipped with modern methods to assess learning outcomes and should regularly upgrade their skills in this area.*

Evidence
The content of the educational activities of Shakarim University of the city of Semey is aimed at fully meeting the needs of students, which is dictated by a wide cultural exchange, intensive search and implementation of student-centric training in the educational practice of the university.

EP 7M06101 Informatics provides an opportunity for periodic updating of the content of

the program, building individual educational trajectories. The CED reflects the pre-requisites and post-requisites of each discipline. CED provides students, undergraduates, doctoral students the opportunity of alternative choice of elective academic disciplines.

Teaching stuff EP specialties are actively involved in the introduction of innovations, methods and methods of training, including during scientific projects focused on the needs of employers and consumers, and develops methods of teaching disciplines.

The mechanisms of assessment of learning results, appeals, transparency of criteria and tools of assessment have been demonstrated. There is the principle of objective peer review and appeal, which is especially important for the arts.

The university provides material support to successful students and students from low-income, large families and orphans, and provides a flexible system of tuition fees for socially vulnerable students. The University marks the success and activity of students, awarded prizes, diplomas, diplomas.

During the interview process of EEC IAAR students noted that they take part in the formation of their own (individual) educational trajectory, independently choose the elective courses they need. In fact, in a more detailed survey, none of the students surveyed were able to explain to us on what basis and how they choose elective courses.

Every year, the level of satisfaction of students with the quality of implementation and content of EP (quality of teaching of lecture, seminar and laboratory classes, quality of tasks and time for their implementation, educational and methodical support). At the end of each semester, after completion of the theoretical course, an anonymous questionnaire is conducted with the possibility of comments on each discipline.

The university has a system of internal monitoring of the quality of knowledge. Educational monitoring is the responsibility of the office of the registrar of the educational process, which carries out the organization of current examinations and control of their conduct, accounting of the movement of the contingent of students, conducts intermediate and final control in all specialties, compiles summary semester reports, analyzes academic indicators of sessions, final evaluations, control sections of students' knowledge, determines average passing score (GPA).

During the examination session (intermediate attestation) by the order of the head of the university, an appeal commission is created from among the teachers whose qualifications correspond to the profile of the disciplines on which the appeal is considered.

The student who disagrees with the result of the final control shall file an appeal no later than the next working day after the examination. Control of knowledge, skills, skills and competencies of graduates is carried out during the final certification period. Final certification of graduates is carried out in the period established by the academic calendar and the curriculum of the specialty. Students who fully meet the requirements of the curriculum and programs are allowed until final certification.

For the purpose of transparency of intermediate attestation and final attestation at the university operates «Blog of the rector of NCJSC "University named after Shakarim of the city of Semey"», where students can speak about the conduct of examinations, on the quality of examination materials, etc.

Analytical part

During the examination of the reports of the Department of Public Prosecutions, visits to the departments and interviews with the heads of departments and faculty, no cases of appeal were identified, which demonstrates the ineffectiveness of the appeals procedure. In addition, it is confirmed that there is a significant percentage (about 20 per cent in the teaching stuff survey) of communication problems between management, teaching staff and students.

Members of EEC note that in the implementation of educational programs are used classical methods of assessment of learning results, which does not allow to get a more objective picture on the results of training, Because. methods of teaching and assessment of students

develop actively and now a large number of innovative and perspective methods are developed.

Strengths/best practice on EP 7M06101 «Informatics»:
⊻ - Under this standard, EP have no strengths.

1. EEC recommendations on EP 7M06101 «Informatics»:
1. Review the procedure for appeals and responses to complaints by students with a view to making it more transparent and accessible. And also to develop an algorithm of response to complaints (Term 01.09.2023)

2. Develop a plan for the organization and conduct of seminars on modern methods of evaluating the results of training and professional development in this field (Term: 01.09.2023).

According to the standard «Student-assessed training, teaching and assessment of achievement» 10 criteria were disclosed, of which accredited educational program 7M06101 «Informatics: strong - 0, satisfactory - 10, suggest improvement - 0.

6.6. Standard «Students»

✓ The ED should demonstrate the existence of a policy of formation of the number of students in the context of the EP, ensure transparency and publication of its procedures governing the life cycle of students (from admission to completion).
✓ The management of the OT should determine the order of formation of the contingent of students based on:
- minimum requirements for applicants;
- maximum group size for workshops, workshops, laboratories and studios;
- forecasting the number of State grants;
- analysis of the existing material and technical, information resources, personnel potential;
- analysis of potential social conditions for students, incl. the provision of places in the hostel.
✓ The management of the EP should demonstrate a willingness to undertake special adaptation and support programmes for newly enrolled and foreign students.
✓ The ED must demonstrate their compliance with the Lisbon Convention on Recognition, the existence of a mechanism to recognize the results of the academic mobility of students, and the results of complementary, formal and non-formal learning.
✓ ED should cooperate with other educational organizations and national centers «European Network of National Information Centers for Academic Recognition and Mobility/ National Academic Information Centers for Recognition» ENIC/NARIC to ensure comparable recognition of qualifications.
✓ The ED should provide an opportunity for external and internal mobility of EP learners, as well as readiness to assist them in obtaining external training grants.
✓ The management of the EP should demonstrate a willingness to provide students with places of practice, promote the employment of graduates, maintain contact with them.
✓ The ED should provide for the possibility of providing EP graduates with documents confirming the qualifications obtained, including the results of training, as well as the context, content and status of the education received and certificates of completion

Evidence
Formation of the contingent of students of master's degree on EP 7M06101 «Informatics» is carried out by placing the state educational order for training of scientific and pedagogical personnel, as well as paying for training at the expense of own funds of citizens and other sources. Admission of persons to the magistracy is carried out on a competitive basis based on the results of entrance examinations. Entrance examinations to the magistracy are held from 10 to 20 August, enrollment - until 25 August.

Work on career guidance traditionally begins with monitoring, surveys are conducted, statistics are analyzed and compiled, which helps in further work with bachelor graduates and is used for targeted planning of career guidance work.

Currently, the contingent of students 7M06101 «Informatics» is 13 people.

The department has a catalogue of educational modules, which describes the content of

courses, pedagogical methods used in the framework of educational programs, taking into account the ratio between students and teachers.

Scientific internship of undergraduates on the submitted to accreditation educational program of master's degree 7M06101 «Informatics» on the basis of Order №76-PO from 20.05.2022 was held by Toraigyrov University, the number of undergraduates - 12.

During the reporting period, the share of graduates employed on the profile 7M06101 «Informatics» was 100%.

Work on the forecasting of the contingent of students of master's degree: with undergraduate students the conversation is conducted to identify applicants for training in the master's degree; the staff of the department «AITaUP» attend the universities of the city.

Analytical part

The materials of the report EP specialties say about the adaptation of students and the organization of their educational process takes place in the classes on the introductory course, on curatorial hours, where students are introduced to the features of credit technology and ballroom A rating system, but the accredited EP does not have specially designed programs to adapt and support international students.

The aim of the alumni association is to develop partnership between graduates and to maintain unity of values and interests. The reports indicate that there is a public association called Association of graduates of Shakarim University of Semey, but during the interview with graduates and during the visit to the departments it was found that the website of the association of graduates functions poorly.

In the educational process, it is necessary to focus on the development of communicative abilities of students, team skills, presentations of educational and scientific materials in oral and written form. The students themselves stated at the accreditation meeting that they want to be more busy at the university.

Students must learn English at least at the intermediate level.

Special attention should be paid to students with disabilities. Most buildings, classrooms, laboratories are not suitable for students with disabilities. The concept of their recognition should be developed for them. This could be an idea for student work in the classroom.

The members of the EEC note the prospective movements of the university's leadership to promote accredited EP, but the work is not carried out on a systematic basis, fragmentary.

Strengths/best practice on EP 7M06101 «Informatics»:
⍍ - Under this standard, EP have no strengths.

EEC recommendations on EP 7M06101 «Informatics»:
1. To develop a program of adaptation and support of foreign students (term: 01.09.2023).
2. To develop a regulation on «Association of graduates» including: organizational structure, work plan and areas of activity, in the framework of promoting the development of the university, as well as to provide a report of the chairman on the collegial bodies of the university. (Term 01.09.2023)
3. Consider the possibility of creating dialogue platforms for exchange of views through modern technologies (for example, website, chat, forum, etc.) (Deadline 01.01.2025);
4. To develop a plan of measures to introduce in the educational process of non-formal education: lectures with representatives of profile companies on current industry topics, training of software products (eg, Chem Office) (Term: 01.09.2023).
5. To draw up a plan on formation of a contingent of students, to strengthen work with schools and bachelor graduates, to carry out popularization of the program (Term: 01.09.2023).

According to the standard «Students» disclosed 12 criteria, of which accredited educational program 7M06101 «Informatics: strong - 1, satisfactory - 10, suggest improvements – 1

6.7. Standard «Professors»

✓ *The ED should have an objective and transparent personnel policy, including in the context of the OT, including recruitment, professional development and staff development, ensuring the professional competence of the entire state.*
✓ *The ED should demonstrate that the teaching staffing capacity is appropriate to the EP.*
✓ *EP management must demonstrate responsibility for its employees and provide them with a favourable working environment*
✓ *The management of the EP should demonstrate a change in the role of the teacher in connection with the transition to student-centred learning. 7.2.5 The ED shall determine the contribution of the teaching stuff EP to the ED development strategy and other strategic documents.*
✓ *The ED should provide opportunities for career development and professional development of teaching stuff EP.*
✓ *The management of the EP should demonstrate a willingness to involve the practitioners of the relevant industries.*
✓ *The ED should demonstrate the motivation of professional and personal development of EP teachers, including encouragement for integration of scientific activity and education, application of innovative teaching methods.*
✓ *An important factor is the readiness to develop academic mobility within the EP, to attract the best foreign and domestic teachers.*

Evidence

In the University named after Shakarim of the city of Semey an effective system of formation of qualitative composition of the faculty was built. The personnel policy is implemented in accordance with the main priorities of the strategy of the Shakarim University of Semey, the Charter and the Mission, the Internal Regulations, the employment contract of each employee and is aimed at improving the ways and means used in practical activities to achieve goals in order to ensure the high quality of the educational process. The University pays attention to the recruitment and training processes, namely, the selection and recruitment of employees is based on their basic professional backgrounds, as well as practical experience, individual abilities, Professional knowledge and other indicators.

All documents, regulations, personnel policy are available on the electronic portal www.ais.semgu.kz. Information on vacant positions and competitions for vacant positions of PS is announced through the mass media, and is also posted on the website of NAO University named after Shakarim city Semey in the section «Vacancies».

Faculty of the university undergo certification for compliance with the position on qualification requirements at least once every 3 years on the basis of assessment of his professional competence.

A certification commission is appointed, which considers the personal file of the employee, a list of scientific works is attached to the personal file, the report of the teacher for 3 years, the analysis of educational and methodical activities, participation in research work, questions about the knowledge of their duties, knowledge of the university's regulatory and technical documentation. After the interview, a vote is held, on the basis of which an order to extend the contract is issued.

The reasons for the dismissal of the faculty and university employees are the employee's initiative, expiration of the employment contract, staff reduction.

The degree at the educational department «AITaUP» in basic and profile disciplines is 100%, according to the educational program of master's degree 7M06101 «Informatics» in general - 86%. The staff of the faculty of the Department of Automatics, Information Technologies and Urban Development for 2022-2023 academic year 23 people, including with academic degrees and titles - 6 people.

During the reporting period, 12 teaching aids were published in Kazakh and Russian English.

The FSP is actively published in foreign journals, peer-reviewed journals, CCSW journals, as shown in Table 3 below.

Table 3 - Publication data

Publications	2018	2019	2020	2021	2022
Publications: with non-zero impact factor, etc.	3	9	5	6	6
WoS, Scopus	3	9	5	6	6
RSCI	0	3	0		
CQAES	12	21	17	1	2
- university journals and other publications of Kazakhstan	19	31	23	3	5
Patents, AC	1	3	3	1	3
textbooks, teaching aids	1	6	2		2
monographs	0	2	1	1	1

All achievements of the faculty are confirmed by state awards, diplomas, diplomas and certificates, as well as letters of thanks, including for the high quality of training of students.

The University carries out targeted actions for the development of young teachers in the form of the organization of mentoring, special competitions of scientific projects, the promotion of monetary prizes, etc.

Analytical part

EEC notes the high research and publication activity of the professors and teaching staff, as well as the active activity of the faculty to improve their skills in Kazakhstan and abroad.

Used research training and the organization of laboratory research workshop and self-study, interdisciplinary approach to training the execution of research project, After the research, students write scientific articles together with the teacher, criticism and analysis of scientific articles. Classes are conducted only by well-trained teachers. Classes are held in the form of scientific discussions with discussion of actual problems in the field of IT technologies. In teaching widely used electronic bases of scientific articles, such as Scopus, Web of Science, Springer, ScienceDirect, elibrary, Willey, monographs, dissertations. However, the figures for 2021 and 2022 are very low.

Teaching stuff in their activities adhere to the norms of ethical culture and academic honesty: Observance of generally accepted norms of morality, integrity and respect for human values; Observance of norms of academic honesty; Observance of service subordination and business etiquette; Respect for the right, honour and dignity of others. The University has developed AP 042 -1.01- 2021 Academic policy of NAO «UNIVERSITY NAMED AFTER SHAKARIMA CITY SEMEY», there is a normative document Pr 042-1.03-2021 Rules of academic honesty of participants of the educational process at the University of Shakarim. The teaching stuf and students are regularly surveyed to identify bottlenecks in training and the satisfaction of the teaching stuff and students.

Teachers participating in the implementation of accredited EP take an active part in various public, scientific and methodical and research, cultural and mass events and other events of the region and the Republic, However, among the teachers involved, there is a low number of practitioners working in the professional field accredited EP. In addition, when negotiating pre-service contracts with the trainers involved, attention should be paid to the professional and personal qualities of the trainees in order to improve the quality of EP implementation.

Strengths/best practice on EP 7M06101 «Informatics»:
    ⱱ - Under this standard, EP have no strengths.

EEC recommendations on EP 7M06101 «Informatics»:

1. Draw up a plan for the development of academic mobility of professors and teaching staff for a period of not less than three years (Term: 01.09.2023).

2. Develop a plan with measurable targets for engaging practitioners/employers in the teaching of the relevant OT industries (term: 01.09.2023).

3. For teachers involved in the implementation of the EP, plan activities to increase their research and publication activities with an indication of achievable planned results (Timeframe: 01.09.2023).

According to the standard «Professors and teaching staff» 10 criteria were disclosed, of which accredited by the educational program 7M06101 «Informatics: strong - 0, satisfactory - 9, suggest improvements - 1.

6.8. Standard «Educational resources and systems of support of students»

> ✓ *The ED should guarantee sufficient training resources and student support services to achieve the EP goal.*
> ✓ *The ED must demonstrate the adequacy of material technical resources and infrastructure, taking into account the needs of different groups of students in terms of EP (adults, workers, foreign students, as well as students with disabilities).*
> ✓ *The management of the EP should demonstrate that procedures are in place to support different groups of learners, including information and counselling.*
> ✓ *The management of the EP should demonstrate that the information resources are relevant to the specifics of the EP, which include:*
> - *Technological support for learners and teaching stuff (e.g., online training, modelling, databases, data analysis programs);*
> - *Library resources, including a fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;*
> - *examination of results of research, final works, theses on plagiarism;*
> - *Access to educational Internet resources;*
> - *operation of WI-FI in the territory of the organization of education.*
> ✓ *The ED shall demonstrate the planning of the provision of educational equipment and software similar to those used in the respective branches of the economy.*

Evidence

The success of the university depends on the material and technical base and educational resources.

Shakarim University of Semey has sufficient material and educational assets. The buildings and structures of the university comply with the current sanitary standards and fire safety requirements. The areas owned by the Semey Shakarim University - classrooms, laboratories, workshops and other premises, sports facilities meet the established norms and regulations.

Conditions have been created at the University for studying students, undergraduates and doctoral students, conducting scientific research, publishing the results of research and development of teaching staff and doctoral students.

The premises according to EP 7M06101 «Informatics» are given in Appendix P Table 1. There are 30 classrooms for all types of classroom classes (lectures, practical and laboratory), the data are given in Annex P Table 2.

In the school year 2022-2023, new computers were purchased in an audience of 704 (24 computers), an audience of 705 (8 computers), 811 (8 computers). Audience 705 - Web Programming Laboratory, Auditorium 811 - Blockchain Laboratory and Cloud Computing. The educational equipment and software used for the development of the educational programme are similar to the equipment and software used in the relevant industries and meet safety requirements in operation.

These classrooms are used both for conducting classes in disciplines of the department, and for independent work of undergraduates and teachers. The department has an office for independent work of undergraduates, provided with the necessary background information for the execution of master's works (projects). The department is sufficiently provided with the basic methodical materials on taught disciplines.

Corporate information and education network of the university: all deans and structural subdivisions of the institute are involved in the network; all educational buildings and dormitories of the university are united in a single information and educational network; all structural subdivisions have access to e-mail and the Internet; the official website of the university https://shakarim.edu.kz at the state, Russian and English languages; the information system "ais.semgu.kz" and modules of own development are used to manage the educational process.

The education programme enables persons with limited needs to study (inclusive education). Within the framework of the 7M06101 «Informatics» University works on the development of infrastructure for barrier-free access for persons with special educational needs, as well as improvement of teaching and methodological and material base.

The library fund is completed on the basis of the curricula and programs of all specialties of the university, requests of departments for literature, performed research topics, as well as taking into account the readership requests of students. The fund on electronic and magnetic carriers is 6,522 copies. Including 1927 copies in the Kazakh language.

Analytical part

The information provided by the University on the above-mentioned EP on logistics and information resources shows an improvement trend.

As a result of the analysis of the activities of accredited EP under this standard, it can be concluded that an assessment of the completeness and availability of the material, technical and information resources specified by the EP has been made. There is a dynamics of resources and environment of training, library support of the educational process, the measures directed by the management of EP to improve the resource provision of implementation of EP highlighted.

When carrying out educational activities, the university is guided by normative documents regulating the mandatory regulatory requirements to the material, technical and educational-laboratory base of educational organizations. There is a fairly good level of information support for educational and scientific-educational activities with access to full-text electronic resources of educational and scientific value, which meets the needs of students and teaching staff.

Experts note that there are not enough specialized centres and research laboratories and that the existing laboratories and centres are not fully equipped with specialized equipment and software.

A limited number of subjects are taught in English, which is not in line with the Government's multilingual curriculum.

For the most part, all teachers participating in the implementation of the EP undergo training, but there is not 100% coverage of teaching stuff, as well as an insufficient number of courses completed outside the Republic of Kazakhstan.

The members of the EEC note the insufficient number of teachers-practitioners working in the professional field of accredited EP for a deep understanding of professional competencies.

During the work of the EEC the insufficient level of coverage of the university premises with the Wi-Fi network became apparent when the mobile devices of EEC members connected to the internal network.

Strengths/best practice on EP 7M06101 «Informatics»:

 ⱱ - Under this standard, EP have no strengths.

1. Develop a plan to equip specialized centers and research laboratories, as well as library resources and material and technical base in the context of the accredited educational program (Term: 01.01.2024).

2. As part of the implementation of the state program of multilingualism for accredited PPs, develop a work plan aimed at increasing the level of knowledge of teaching stuff in foreign languages and providing for the development, publication and acquisition of specialized literature (Timeframe: 01.09.2024);

3. To conduct an analysis of the qualification level of teaching stuff involved in the implementation of the EP, in order to identify inaccuracies and, on the basis of the analysis, plan their professional development, both in national and foreign universities (Term: 01.01.2024).

4. To increase the number of highly qualified specialists involved in educational activities, to give lectures on profile subjects (Term: 01.09.2024);

5. Strengthen the Wi-Fi network on the territory of Shakarim University of Semey (Term: 01.01.2025).

According to the standard «Educational resources and support systems of students» 13 criteria were disclosed, of which the accredited educational program 7M06101 «Informatics: strong - 1, satisfactory - 12, suggest improvements - 0.

6.9. Standard «Public Information»

> ✓ *The ED should publish reliable, objective, relevant information about the educational program and its specifics, which should include:*
> - *expected results of training of the implemented educational program;*
> - *Qualifications and (or) qualifications to be obtained at the end of the educational programme;*
> - *Teaching, learning and evaluation approaches (procedures, methods and forms);*
> - *Information on entry points and learning opportunities for students;*
> - *information on employment opportunities for graduates.*
> ✓ *The EP management should provide for a variety of ways of disseminating information, including through the media, information networks to inform the general public and stakeholders.*
> ✓ *Public information should include support for and clarification of national development programmes and higher and postgraduate education.*
> ✓ *The ED should demonstrate the reflection on the web resource of information characterizing it in general and in terms of educational programs.*
> ✓ *An important factor is the availability of adequate and objective information on teaching stuff EP.*
> ✓ *Public awareness of cooperation and collaboration with EP partners is an important factor.*

Evidence

At the University of Shakarim work is carried out to place on the website of external publications (citations, links) about the activities of the university, about the implemented by it OP. There are web resources reflecting the mission, goals and objectives of the university. Successfully operates the official website of the university. This site contains general information about the University, goals and tasks, information about each department (rector, deans, departments, structural divisions, etc.). The site provides official presentation of information about the University on the Internet in order to expand the market of educational services of the University, operative familiarization of users with various aspects of the University's activities, Increase of efficiency of interaction of university departments with the target audience.

On the site https://shakarim.edu.kz/ in the section "Department" under the link https://fet.faculty.shakarim.kz/department/28/edu-program/354 full information about educational programs: name EP, qualifications awarded after graduation from EP, training terms, forms of study, short description of the field of application of knowledge, employment prospects, short description of skills, summary of the program, place of EP in the national rating of the Independent Accreditation Agency.

Shakarim.edu.kz presents detailed information under: «University», «Incoming», «Faculties», «Student», «Graduates», «Employers», «Science», «Faculties», «Rector's Blog», «College», «Education», «International Cooperation», «Youth Policy». On the site https://shakarim.edu.kz/ in the subdivision of the department «AITaUP» there are full information about the teaching stuff. Information about the teaching stuff is constantly updated.

In the implementation of scientific projects of the department « AITaUP »: «Intelligent robotic system for plasma processing and cutting large-sized products of complex shape», «Scientific and practical justification for the use of encapsulated symbiotic preparations having immunostimulating activity in the production of dairy products», «International project on the program Erasmus+ «Kaz Dual - the introduction of a loyal system in Kazakhstan» in addition to teaching staff and doctoral students actively participate and undergraduates.

The University holds meetings of the rector, vice-rectors, directors of scientific schools, heads of departments with student assets, with undergraduates and doctoral students, employers, teachers and employees, where each participant of the meeting can ask any question of interest to any of the leaders and get reliable information.

Feedback of the university management with faculty and students organized through curators, dean's office and the university website.

Analytical part

The university manages information on accredited EP at a sufficiently high level. The EP leadership uses a variety of means to disseminate information, including media, information and social media to inform the general public and stakeholders.

The members of the Commission note the presence on the University website of objective and up-to-date information within the framework of the EP, including: implemented by the EP, indicating the expected learning results; information on the possibility of obtaining qualifications upon completion of the EP; information on various opportunities, provided to students; information on the achievements of teaching staff EP.

The members of the Commission paid special attention to the presence on the website of the University on the pages of the departments, implementing EP, information about the achievements of students.

The university is well organized and actually proved the activities of the management of EP and teachinf stuff in social networks, in the university newspaper and media.

Assessment of satisfaction with the information on the activity of the university, specificity and progress of the EP is carried out regularly and systematically through questionnaires, surveys, feedback, as well as through the blog of the rector.

The analysis of the content of the university site allowed to establish that there is not enough transparency of information on the consideration of complaints for consumers on the website of the university; there is no information on cooperation with scientific/consulting organizations and educational organizations, implementing such educational programs.

Strengths/best practice on EP 7M06101 «Informatics»:

⊻ - Under this standard, EP have no strengths.

EEC recommendations on EP 7M06101 «Informatics»:

1.   To review the procedure for posting and updating information on the university website, in terms of control and responsibility for the collection, placement and evaluation, to the extent that the existing information resource meets modern requirements, goals and objectives of the University as a whole and in terms of educational programs (Term: 01.01.2024).

2.   From 01.01.2023 and then on a permanent basis to provide information to the public on the progress of implementation of the OT on the university website in the state, Russian and English languages;

3.   Consider the possibility of creating on the site a special section with information

about training courses, seminars, conferences for students, teaching staff and employers (Term: 01.01.2024)

According to the standard «Informing the public» 12 criteria were disclosed, of which the accredited educational program 7M06101 «Informatics: strong - 0, satisfactory - 11, suggest improvements - 1.

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

Strengths/best practice on OP 7M06101 «Informatics»:

Standard «Management of educational program»
⩔ The development of a quality assurance culture implemented by the EP is supported at all levels: in shaping the content of the EP, its competitiveness in the labour market, taking into account the views of employers and other stakeholders.

Information Management and Reporting Standard
⩔ The university at a high level of work on the collection, analysis and management of information based on the use of modern information technologies, and demonstrated the periodicity, forms and methods of evaluation of the management of EP, activities of collegial bodies and structural subdivisions, top management, implementation of scientific projects.

Standard «Development and approval of educational program»
⩔   Under this standard, EP have no strengths.

Standard «Continuous monitoring and periodic evaluation of educational programs»
⩔   Under this standard, EP have no strengths.

Standard «Student-Centred Learning, Teaching and Assessment of Achievement»
⩔ Under this standard, EP have no strengths.

Standard «Learners»
⩔ Under this standard, EP have no strengths.

Standard «Teaching staff»
⩔ Under this standard, EP have no strengths.

Standard «Educational resources and student support systems»
⩔ Under this standard, EP have no strengths.

Standard «Public Information»
⩔ Under this standard, EP have no strengths.

(VII) REVIEW OF THE RECOMMENDATION ON THE DEVELOPMENT OF EDUCATION

EEC recommendations on OP 7M06101 «Informatics»:

Standard «Management of educational program»

1. 1.   Develop a plan to involve employers who are members of ICT associations in the relevant collegiate management bodies of EP (Timeline: 01.09.2023);

2. To analyze the innovative components of the accredited EP in order to allocate its competitive advantages and differences from EP implemented in the republic. On the basis of the analysis, make correction of the plan of development of EP and career guidance for the development of EP (Term 01.01.2024).

3. Provide for the possibility of expanding the list of educational disciplines, the implementation of which in English allows to ensure compliance of educational programs with the leading trends of the national policy in the field of education (multilingualism of education) (Term: 01.09.2024);

Standard «Information Management and Reporting»

1. Develop a procedure for monitoring, analysis and prediction of potential risks and a mechanism for overcoming them (Term: 01.01.2024).

2. Correct the information about the EP on the website of the university and the department, as well as set the periodicity of updates and ahead of the responsible persons for updating this information for all stakeholders in three languages (Kazakh, Russian and English) (Term 01.01.2024);

Standard «Development and approval of educational program»

1. To develop a plan of harmonization of EP with leading national and foreign universities with further development of possibilities of realization of joint educational programs with leading universities of Kazakhstan and foreign educational organizations (Term 01.01.2025).

2. Organize, **on a regular basis**, a methodical workshop to collect information and exchange experiences on practical and hands-on training with employers and on the development of practical research works taking into account the requirements of the labor market and professional association of employers (Term: 01.01.2024).

3. To develop a plan of internships of teaching staff and managers in other educational organizations implementing similar EP (Term: 01.09.2023);

4. To conduct an analysis of the working curriculum EP in order to determine the possibility of introduction in the OP of disciplines of research and scientific-practical orientation, allowing undergraduates to conduct successful preparation to the defense of the thesis (Term: 01.01.2024).

Standard «Continuous monitoring and periodic evaluation of educational programs»

1. Organize a systematic collection of information to change the content and structure of EP, including taking into account changes in the labor market and employers' demands (Term: 01.09.2023).

2. To develop a procedure for informing all stakeholders through the official website, as well as through other means of information (social networks, e-mail, etc.), as well as to establish feedback on the published changes EP (Term 01.01.2024).

3. Analyze the relationship between the name and content of elective disciplines with actual professional standards and make changes to the EP (Term 01.09.2023).

4. To develop a system of criteria assessment of vocational and technical skills, creative skills and critical thinking skills necessary for future professional activity (Term: 01.09.2024).

5. To update the system of organization of research practice, in the part of the scientific component, and to provide control over its implementation by undergraduates (Term: 01.09.2023).

6. Develop a plan to intensify its own research in the field of methods of teaching special disciplines EP (Term: 01.09.2023).

Standard «Student-Centred Learning, Teaching and Assessment of Achievement»

1. Review the procedure for appeals and responses to students' complaints with a view to making it more transparent and accessible. And also to develop an algorithm of response to complaints (Term 01.09.2023)

2. Develop a plan for the organization and conduct of seminars on modern methods of evaluating the results of training and professional development in this area (Term: 01.09.2023).

Standard «Students»

1. To develop a program of adaptation and support of foreign students (Term: 01.09.2023).

2. To develop a statute on «Association of Graduates» with its inclusion: organizational structure, work plan and areas of activity, in the framework of promoting the development of the university, as well as to provide a report of the chairman on the collegial bodies of the university. (Term: 01.09.2023)

3. Consider the possibility of creating dialogue platforms for exchange of views through modern technologies (eg, site, chat, forum, etc.) (Term: 01.01.2025);

4. To develop a plan of measures on introduction into the educational process of non-formal education (lectures with representatives of profile companies on current industry topics, training of software products (eg, Hem Office) (Term: 01.09.2023).

5. Draw up a plan on formation of the contingent of students, strengthen work with schools and bachelor graduates, carry out popularization of the program (Term: 01.09.2023).

Standard «Teaching staff»

1. Draw up a plan for the development of academic mobility of professors and teaching staff for a period of at least three years (Term: 01.09.2023).

2. Develop a plan with measurable targets for engaging practitioners/employers in teaching disciplines in relevant EP industries (Term: 01.09.2023).

3. For teachers involved in the implementation of the EP, plan activities to increase their research and publication activities with an indication of achievable planned results (Timeframe: 01.09.2023).

Standard «Educational resources and student support systems»

1. Develop a plan to equip specialized centers and research laboratories, as well as library resources and material and technical base in the context of the accredited educational program (Term: 01.01.2024).

2. As part of the implementation of the state program of multilingualism for accredited EPs, develop a work plan aimed at increasing the level of knowledge of teaching staff in foreign languages and provides for the development, publication and acquisition of specialized literature (Timeframe: 01.09.2024);

3. To conduct an analysis of the qualification level of teaching staff involved in the implementation of the EP, in order to identify inaccuracies and, on the basis of the analysis, plan their professional development in both national and foreign universities (Term: 01.01.2024).

4. To increase the number of highly qualified specialists involved in educational activity, to give lectures on profile subjects (Term: 01.09.2024);

5. Strengthen the circumference of the Wi-Fi network on the territory of the University of Shakarim of the city of Semey (Term: 01.01.2025).

Standard «Public Information»

1. To review the procedure for posting and updating information on the university website, in terms of control and responsibility for the collection, placement and evaluation, to the extent that the existing information resource meets modern requirements, goals and objectives of the University as a whole and in the context of educational programs (Term: 01.01.2024).

2. Starting from 01.01.2023 and then on a permanent basis to provide information to the public on the implementation of the EP on the university website in the state, Russian and English languages;

3. Consider the possibility of creating on the site a special section with information about training courses, seminars, conferences for students, teaching staff and employers (Term: 01.01.2024)

(VIII) REVIEW OF THE RECOMMENDATION ON DEVELOPING EDUCATION

During the visit, the members of the external expert commission did not form recommendations on the development of the organization of education, going beyond compliance with IAAR standards.

(IX)   RECOMMENDATION TO THE ACCREDITATION BOARD

The members of the external expert commission came to the unanimous opinion that the educational program 7M06101 «Informatics» of the Department of «AITaUP» Shakarim University of Semey can be accredited for 5 years.

Приложение 1. ОЦЕНОЧНАЯ ТАБЛИЦА «ПАРАМЕТРЫ СПЕЦИАЛИЗИРОВАННОГО ПРОФИЛЯ»

Заключение внешней экспертной комиссии по итогам оценки качества образовательных программ *6 кластера*

НАО «Университет имени Шакарима города Семей»

№ п\п	№ п\п	Критерии оценки	Позиция организации образования			
			Сильная	Удовлетвори-тельная	Предполагает улучшение	Неудовлетвори-тельная
Стандарт «Управление образовательной программой»						
1	1.	Вуз должен продемонстрировать разработку цели и стратегии развития ОП на основе анализа внешних и внутренних факторов с широким привлечением разнообразных стейкхолдеров		+		
2	2.	Политика обеспечения качества должна отражать связь между научными исследованиями, преподаванием и обучением		+		
3	3.	Вуз демонстрирует развитие культуры обеспечения качества	+			
4	4.	Приверженность к обеспечению качества должна относиться к любой деятельности, выполняемой подрядчиками и партнерами (аутсорсингу), в том числе при реализации совместного/двудипломного образования и академической мобильности		+		
5	5.	Руководство ОП обеспечивает прозрачность разработки плана развития ОП на основе анализа ее функционирования, реального позиционирования вуза и направленности его деятельности на удовлетворение потребностей государства, работодателей, заинтересованных лиц и обучающихся		+		
6	6.	Руководство ОП демонстрирует функционирование механизмов формирования и регулярного пересмотра плана развития ОП и мониторинга его реализации, оценки достижения целей обучения, соответствия потребностям обучающихся, работодателей и общества, принятия решений, направленных на постоянное улучшение ОП		+		
7	7.	Руководство ОП должно привлекать представителей групп заинтересованных лиц, в том числе работодателей, обучающихся и ППС к формированию плана развития ОП		+		
8	8.	Руководство ОП должно продемонстрировать индивидуальность и уникальность плана развития ОП, его согласованность с национальными приоритетами		+		

		развития и стратегией развития организации образования				
9	9.	Вуз должен продемонстрировать четкое определение ответственных за бизнес-процессы в рамках ОП, распределения должностных обязанностей персонала, разграничения функций коллегиальных органов		+		
10	10.	Руководство ОП обеспечивает координацию деятельности всех лиц, принимающих участие в разработке и управлении ОП, и ее непрерывную реализацию, а также вовлекает в этот процесс всех заинтересованных лиц		+		
11	11.	Руководство ОП должно обеспечить прозрачность системы управления, функционирование внутренней системы обеспечения качества, включающей ее проектирование, управление и мониторинг, принятие соответствующих решений		+		
12	12.	Руководство ОП должно осуществлять управление рисками			+	
13	13.	Руководство ОП должно обеспечить участие представителей заинтересованных лиц (работодателей, ППС, обучающихся) в составе коллегиальных органов управления образовательной программой, а также их репрезентативность при принятии решений по вопросам управления образовательной программой		+		
14	14.	Вуз должен продемонстрировать управление инновациями в рамках ОП, в том числе анализ и внедрение инновационных предложений		+		
15	15.	Руководство ОП должно продемонстрировать свою открытость и доступность для обучающихся ППС, работодателей и других заинтересованных лиц		+		
16	16.	Руководство ОП подтверждает прохождение обучения по программам менеджмента образования		+		
17	17.	Руководство ОП должно стремиться к тому, чтобы прогресс, достигнутый со времени последней процедуры внешнего обеспечения качества, принимался во внимание при подготовке к следующей процедуре		+		
Итого по стандарту			**1**	**15**	**1**	
Стандарт «Управление информацией и отчетность»						
18	1.	Вуз должен обеспечить функционирование системы сбора, анализа и управления информацией на основе современных информационно-коммуникационных технологий и программных средств	+			
19	2.	Руководство ОП демонстрирует системное использование обработанной, адекватной информации для улучшения внутренней системы обеспечения качества		+		
20	3.	Руководство ОП демонстрирует наличие системы отчетности, отражающей деятельность всех структурных подразделений и кафедр в рамках ОП, включающей оценку их результативности		+		

21	4.	Вуз должен определить периодичность, формы и методы оценки управления ОП, деятельности коллегиальных органов и структурных подразделений, высшего руководства		+		
22	5.	Вуз должен продемонстрировать механизм обеспечения защиты информации, в том числе определения ответственных лиц за достоверность и своевременность анализа информации и предоставления данных		+		
23	6.	Вуз демонстрирует вовлечение обучающихся, работников и ППС в процессы сбора и анализа информации, а также принятия решений на их основе		+		
24	7.	Руководство ОП должно продемонстрировать наличие механизмов коммуникации с обучающимися, работниками и другими заинтересованными лицами, в том числе разрешения конфликтов		+		
25	8.	Вуз должен обеспечить измерение степени удовлетворенности потребностей ППС, персонала и обучающихся в рамках ОП и продемонстрировать доказательства устранения обнаруженных недостатков		+		
26	9.	Вуз должен оценивать результативность и эффективность деятельности, в том числе в разрезе ОП		+		
		Информация, собираемая и анализируемая вузом в рамках ОП, должна учитывать:				
27	10.	ключевые показатели эффективности		+		
28	11.	динамику контингента обучающихся в разрезе форм и видов		+		
29	12.	уровень успеваемости, достижения студентов и отчисление		+		
30	13.	удовлетворенность обучающихся реализацией ОП и качеством обучения в вузе		+		
31	14.	доступность образовательных ресурсов и систем поддержки для обучающихся		+		
32	15.	трудоустройство и карьерный рост выпускников		+		
33	16.	Обучающиеся, сотрудники и ППС должны подтвердить документально свое согласие на обработку персональных данных		+		
34	17.	Руководство ОП должно содействовать обеспечению всей необходимой информацией в соответствующих областях наук		+		
Итого по стандарту			**1**	**16**	**0**	
Стандарт «Разработка и утверждение образовательной программы»						
35	1.	Вуз должен продемонстрировать наличие документированной процедуры разработки ОП и ее утверждение на институциональном уровне		+		
36	2.	Вуз должен продемонстрировать соответствие разработанной ОП установленным целям и планируемым результатам обучения		+		
37	3.	Руководство ОП должно определить влияние дисциплин и профессиональных практик на формирование		+		

		результатов обучения				
38	4.	Вуз может продемонстрировать наличие модели выпускника ОП, описывающих результаты обучения и личностные качества		+		
39	5.	Квалификация, присваиваемая по завершению ОП, должна быть четко определена, разъяснена и соответствовать определенному уровню НСК, QF-EHEA		+		
40	6.	Руководство ОП должно продемонстрировать модульную структуру программы, основанную на Европейской системе перевода и накопления кредитов (ECTS), обеспечить соответствие ОП, ее модулей (по содержанию и структуре) поставленным целям с ориентацией на достижение планируемых результатов обучения		+		
41	7.	Руководство ОП должно обеспечить соответствие содержания учебных дисциплин и результатов обучения друг другу и уровню обучения (бакалавриат, магистратура, докторантура)		+		
42	8.	Руководство ОП должно продемонстрировать проведение внешних экспертиз ОП		+		
43	9.	Руководство ОП должно представить доказательства участия обучающихся, ППС и других стейкхолдеров в разработке ОП, обеспечении их качества		+		
44	10.	Руководство ОП должно продемонстрировать позиционирование ОП на образовательном рынке, (региональном/национальном / международном), ее уникальность		+		
45	11.	Важным фактором является возможность подготовки обучающихся к профессиональной сертификации		+		
46	12.	Важным фактором является наличие двудипломной ОП и/или совместных ОП с зарубежными вузами		+		
		Итого по стандарту	**0**	**12**	**0**	
Стандарт «Постоянный мониторинг и периодическая оценка образовательных программ»						
47	1.	Вуз должен обеспечить пересмотр содержания и структуры ОП с учётом изменений рынка труда, требований работодателей и социального запроса общества		+		
48	2.	Вуз должен продемонстрировать наличие документированной процедуры проведения мониторинга и периодической оценки ОП для достижения цели ОП. Результаты данных процедур направлены на постоянное совершенствование ОП		+		
		Мониторинг и периодическая оценка ОП должны рассматривать:				
49	3.	содержание программ в контексте последних достижений науки и технологий по конкретной дисциплине		+		

№	№					
50	4.	изменения потребностей общества и профессиональной среды		+		
51	5.	нагрузку, успеваемость и выпуск обучающихся		+		
52	6.	эффективность процедур оценивания обучающихся		+		
53	7.	потребности и степень удовлетворенности обучающихся				
54	8.	соответствие образовательной среды и деятельности служб поддержки целям ОП		+		
55	9.	Все заинтересованные лица должны быть проинформированы о любых запланированных или предпринятых действиях в отношении ОП. Все изменения, внесенные в ОП, должны быть опубликованы			+	
56	10.	Службы поддержки должны выявлять потребности различных групп обучающихся и степень их удовлетворенности организацией обучения, преподаванием, оцениванием, освоением ОП в целом		+		
		Итого по стандарту	**0**	**9**	**1**	
Стандарт «Студентоцентрированное обучение, преподавание и оценка успеваемости»						
57	1.	Руководство ОП должно обеспечить уважение и внимание к различным группам обучающихся и их потребностям, предоставление им гибких траекторий обучения		+		
58	2.	Руководство ОП должно обеспечить преподавание на основе современных достижений мировой науки и практики в области направления подготовки, использование различных современных методик преподавания и оценки результатов обучения, обеспечивающих достижение целей ОП, в том числе компетенций, навыков выполнения научной работы на требуемом уровне		+		
59	3.	Руководство ОП должно определить механизмы распределения учебной нагрузки обучающихся между теорией и практикой в рамках ОП, обеспечения освоения содержания и достижений целей ОП каждым выпускником		+		
60	4.	Важным фактором является наличие собственных исследований в области методики преподавания дисциплин ОП		+		
61	5.	Вуз должен обеспечить соответствие процедур оценки результатов обучения планируемым результатам и целям ОП		+		
62	6.	Вуз должен обеспечить последовательность, прозрачность и объективность механизма оценки результатов обучения ОП. Критерии и методы оценки результатов обучения должны быть опубликованы заранее		+		
63	7.	Оценивающие лица должны владеть современными методами оценки результатов обучения и регулярно повышать квалификацию в этой области		+		

64	8.	Руководство ОП должно продемонстрировать наличие системы обратной связи по использованию различных методик преподавания и оценки результатов обучения		+		
65	9.	Руководство ОП должно продемонстрировать поддержку автономии обучающихся при одновременном руководстве и помощи со стороны преподавателя		+		
66	10.	Руководство ОП должно продемонстрировать наличие процедуры реагирования на жалобы обучающихся		+		
		Итого по стандарту	**0**	**10**	**0**	
Стандарт «Обучающиеся»						
67	1.	Вуз должен продемонстрировать политику формирования контингента обучающихся и обеспечить прозрачность ее процедур. Процедуры, регламентирующие жизненный цикл обучающихся (от поступления до завершения), должны быть определены, утверждены, опубликованы		+		
68	2.	Руководство ОП должно предусмотреть проведение специальных программ адаптации и поддержки для только что поступивших и иностранных обучающихся		+		
69	3.	Вуз должен продемонстрировать соответствие своих действий Лиссабонской конвенции о признании, в том числе наличие и применение механизма по признанию результатов академической мобильности обучающихся, а также результатов дополнительного, формального и неформального обучения		+		
70	4.	Вуз должен обеспечить возможность для внешней и внутренней академической мобильности обучающихся, а также оказывать им содействие в получении внешних грантов для обучения			+	
71	5.	Вуз должен активно стимулировать обучающихся к самообразованию и развитию вне основной программы (внеучебной деятельности)		+		
72	6.	Важным фактором является наличие механизма поддержки одаренных обучающихся		+		
73	7.	Вуз должен продемонстрировать сотрудничество с другими организациями образования и национальными центрами «Европейской сети национальных информационных центров по академическому признанию и мобильности/Национальных академических Информационных Центров Признания» ENIC/NARIC с целью обеспечения сопоставимого признания квалификаций		+		
74	8.	Вуз должен обеспечить обучающихся местами практики, продемонстрировать процедуру содействия трудоустройству выпускников, поддержания с ними связи		+		
75	9.	Вуз должен продемонстрировать процедуру выдачи выпускникам документов, подтверждающих полученную квалификацию, включая достигнутые результаты обучения		+		
76	10.	Руководство ОП должно продемонстрировать, что	+			

№						
		выпускники программы обладают навыками, востребованными на рынке труда и что эти навыки действительно востребованы на рынке труда				
77	11.	Руководство ОП должно продемонстрировать наличие механизма мониторинга трудоустройства и профессиональной деятельности выпускников		+		
78	12.	Важным фактором является наличие действующей ассоциации/объединения выпускников		+		
		Итого по стандарту	**1**	**10**	**1**	
Стандарт «Профессорско-преподавательский состав»						
79	1.	Вуз должен иметь объективную и прозрачную кадровую политику в разрезе ОП, включающую наем (в том числе приглашенных ППС), профессиональный рост и развитие персонала, обеспечивающую профессиональную компетентность всего штата		+		
80	2.	Вуз должен продемонстрировать соответствие качественного состава ППС установленным квалификационным требованиям, стратегии вуза, целям ОП		+		
81	3.	Руководство ОП должно продемонстрировать изменение роли преподавателя в связи с переходом к студентоцентрированному обучению и преподаванию		+		
82	4.	Вуз должен предоставлять возможности карьерного роста и профессионального развития ППС, в том числе молодых преподавателей		+		
83	5.	Вуз должен привлекать к преподаванию специалистов соответствующих отраслей, обладающих профессиональными компетентностями, соответствующими требованиям ОП		+		
84	6.	Вуз должен продемонстрировать наличие механизма мотивации профессионального и личностного развития ППС		+		
85	7.	Вуз должен продемонстрировать широкое применение ППС информационно-коммуникационных технологий и программных средств в образовательном процессе (например, on-line обучения, е-портфолио, MOOCs и др.)		+		
86	8.	Вуз должен продемонстрировать направленность деятельности на развитие академической мобильности, привлечение лучших зарубежных и отечественных преподавателей			+	
87	9.	Вуз должен продемонстрировать вовлеченность каждого преподавателя в продвижение культуры качества и академической честности в вузе, определить вклад ППС, в том числе приглашенных, в достижение целей ОП		+		
88	10.	Важным фактором является вовлеченность ППС в развитие экономики, образования, науки и культуры региона и страны		+		
		Итого по стандарту	**0**	**9**	**1**	
Стандарт «Образовательные ресурсы и системы поддержки студентов»						

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№	№				
89	1.	Вуз должен гарантировать соответствие образовательных ресурсов, в том числе материально-технических, и инфраструктуры целям образовательной программы		+	
90	2.	Руководство ОП должно продемонстрировать наличие аудиторий, лабораторий и других объектов, оснащенных современным оборудованием и обеспечивающих достижение целей ОП		+	
		Вуз должен продемонстрировать соответствие информационных ресурсов потребностям вуза и реализуемых ОП, в том числе по следующим направлениям:			
91	3.	технологическая поддержка обучающихся и ППС в соответствии с образовательными программами (например, онлайн-обучение, моделирование, базы данных, программы анализа данных)		+	
92	4.	библиотечные ресурсы, в том числе фонд учебной, методической и научной литературы по общеобразовательным, базовым и профилирующим дисциплинам на бумажных и электронных носителях, периодических изданий, доступ к научным базам данных		+	
93	5.	экспертиза результатов НИР, выпускных работ, диссертаций на плагиат	+		
94	6.	доступ к образовательным Интернет-ресурсам		+	
95	7.	функционирование WI-FI на своей территории		+	
96	8.	Вуз должен продемонстрировать, что создает условия для проведения научных исследований, интеграции науки и образования, публикации результатов научно-исследовательской работы ППС, сотрудников и обучающихся		+	
97	9.	Вуз должен стремиться к тому, чтобы учебное оборудование и программные средства, используемые для освоения образовательных программ, были аналогичными с используемыми в соответствующих отраслях экономики		+	
98	10.	Руководство ОП должно продемонстрировать наличие процедур поддержки различных групп обучающихся, включая информирование и консультирование		+	
99	11.	Руководство ОП должно показать наличие условий для продвижения обучающегося по индивидуальной образовательной траектории		+	
100	12.	Вуз должен учитывать потребности различных групп обучающихся (взрослых, работающих, иностранных обучающихся, а также обучающихся с особыми образовательными потребностями)		+	
101	13	Вуз должен обеспечить соответствие инфраструктуры требованиям безопасности		+	
		Итого по стандарту	**1**	**12**	**0**	

		Стандарт «Информирование общественности»				
102	1.	Публикуемая вузом информация должна быть точной, объективной, актуальной и отражать все направления деятельности вуза в рамках образовательной программы		+		
103	2.	Информирование общественности должно предусматривать поддержку и разъяснение национальных программ развития страны и системы высшего и послевузовского образования		+		
104	3.	Руководство вуза должно использовать разнообразные способы распространения информации (в том числе СМИ, веб-ресурсы, информационные сети др.) для информирования широкой общественности и заинтересованных лиц		+		
		Информация, публикуемая вузом об образовательной программе, должна быть объективной и актуальной и включать:				
105	4.	цель и планируемые результаты ОП, присваиваемую квалификацию		+		
106	5.	сведения и системе оценивания учебных достижений обучающихся		+		
107	6.	сведения о программах академической мобильности и других формах сотрудничества с вузами-партнерами, работодателями		+		
108	7.	сведения о возможностях развития личностных и профессиональных компетенций обучающихся и трудоустройства		+		
109	8.	данные, отражающие позиционирование ОП на рынке образовательных услуг (на региональном, национальном, международном уровнях)		+		
110	9.	Важным фактором является публикация на открытых ресурсах достоверной информации о ППС, в разрезе персоналий			+	
111	10.	Вуз должен публиковать на собственном веб-ресурсе аудированную финансовую отчетность по ОП		+		
112	11.	Вуз должен размещать информацию и ссылки на внешние ресурсы по результатам процедур внешней оценки		+		
113	12.	Важным фактором является размещение информации о сотрудничестве и взаимодействии с партнерами, в том числе с научными/консалтинговыми организациями, бизнес партнерами, социальными партнерами и организациями образования		+		
		Итого по стандарту	**0**	**11**	**1**	
		ВСЕГО	**4**	**104**	**5**	

Приложение 2. ПРОГРАММА ВИЗИТА В ОРГАНИЗАЦИЮ ОБРАЗОВАНИЯ

СОГЛАСОВАНО
Председатель Правления - Ректор НАО «Университет имени Шакарима города Семей»
_____ **Б.А. Ердембеков**
«___» _____ 2023 г.

УТВЕРЖДАЮ
Генеральный директор НУ «Независимое агентство аккредитации и рейтинга»
_____ **А.Б. Жумагулова**
«____» _____2023 г.

ПРОГРАММА
ВИЗИТА ВНЕШНЕЙ ЭКСПЕРТНОЙ КОМИССИИ
НЕЗАВИСИМОГО АГЕНТСТВА АККРЕДИТАЦИИ И РЕЙТИНГА (IAAR)
В УНИВЕРСИТЕТ ШАКАРИМА

Дата проведения визита: 19-21 апреля 2023 года

1 кластер (первичная аккредитация)
1) 6В04108 Экономика и менеджмент
2) 6В04109 Бухгалтерский учет и финансы
3) 7М04115 Экономика и управление
4) 7М04116 Бухгалтерский учет и финансы
2 кластер
5) 6В04106 Менеджмент / Business administration (совместная, образовательная программа с Университетом Кьюнгдонг (Южная Корея), двудипломная)
3 кластер
6) 6В01509 Химия-Биология;
7) 6В01512 География-История

4 кластер (первичная аккредитация)
8) 6В08303 Лесные ресурсы и охотоведение
9) 6В09103 Ветеринария
5 кластер (первичная аккредитация)
10) 6В01507 Информатика и робототехника
6 кластер
11) 7М06101 Информатика
7 кластер
12) 7М01702 Иностранный язык: два иностранных языка
8 кластер (первичная аккредитация)
 8) 8D05301 Химия

Дата и время	Работа ВЭК с целевыми группами	Должность и Фамилия, Имя, Отчество участников целевых групп	Форма связи
		«17» апреля 2023 года	

15.00-16.00 *По времени г.Астана*	Предварительная встреча ВЭК	*Внешние эксперты IAAR*	Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
		«18» апреля 2023 года	
По графику в течение дня	Заезд членов Внешней экспертной комиссии		Гостиница
		«19» апреля 2023 года	
08.30-09.00 *По времени г.Астана*	Трансфер из гостиницы в Университет	*Внешние эксперты IAAR, координатор от Университета*	Гостиница-Университет
09.00-09.15 *По времени г.Астана*	Распределение ответственности экспертов, решение организационных вопросов	*Внешние эксперты IAAR*	**Зал ученого совета** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
09.15–09.45	Интервью с ректором	*Председатель Правления - ректор* – **Ердембеков Бауржан Амангельдыевич**, **доктор филологических наук, профессор**	**Конференц-зал «Үш анық»** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
09.45-10.00	Технический перерыв		
10.00-10.40	Встреча с проректорами	• *Член Правления - проректор по академическим вопросам* – Оралканова Индира Адылкановна, PhD • *Член Правления - проректор по науке и инновациям* – Қалибекқызы Жанар, к.т.н., ассоцированный профессор • *Член Правления - проректор по социальной и воспитательной работе* – Карибаев Максат Серикович, PhD	**Конференц-зал «Үш анық»** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
10.40-10.50	Технический перерыв		
10.50-11.30	Встреча с руководителями структурных	• *Департамент науки* - Іісбек Берікхан, Ph.D • *Отдел по управлению научной деятельностью* - Евлампиева Елена	**Конференц-зал «Үш анық»** 2 этаж, главный корпус

	подразделений ОО	Петровна, кандидат биологических наук • *Центр информационных технологий* - Әбенов Айдос Думанбекұлы • *Центр международного сотрудничества* - Масалимова Шырын Семейхановна • *Центр коммерциализации и инноваций* - Байкадамова Асемгуль Мадениетовна, Ph.D • *Научная библиотека*- Калиева Назымгуль Сиязбековна • *Отдел послевузовского образования* - Нургазезова Алмагуль Нургазезовна, кандидат технических наук, ассоциированный профессор (доцент) • *Центр обслуживания обучающихся* - Рахымбердиева Айнур Валерьевна, магистр • *Учебно-методический отдел* - Рапикова Сандугаш Ануарбековна, магистр • *Офис регистратора* - Джунусова Мадина Жумахановна, магистр • *Отдел карьеры и трудоустройства* - Саликжанова Сауле Саттаровна • *Центр мониторинга качества образования* - Орынканова Жанар Муратбековна, магистр • *Центр повышения квалификации и переподготовка кадров* - Саганаева Гульнур Бейсембаевна, кандидат филологических наук • *Отдел профориентации и приемной комиссии* - Омарова Алия Каттабаевна, магистр • *Центр социального мониторинга и прогнозирования* - Газизова Назигул Слямболовна, кандидат педагогических наук • *Отдел воспитательной работы и молодежной политики* - Бауыржанова Айгуль Заманбековна, магистр • *Медиа-центр* - Төлеуғазы Жансая Саянқызы • *Медицинский пункт* - Акпарова Куралай Гариполлаевна; • *Музей* - Тұрлыбеков Нұржан Қадырұлы • *Департамент по управлению инфраструктурой* - Борамбаев Гафур Маратович, кандидат педагогических наук • *Хозяйственно-технический отдел* - Тусупжанов Ерлан Жумалканович • *Отдел службы безопасности* - Кемербаев Нурлан Токанович	Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588

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		• *Отдел управления персоналом и документооборота* - Наурзбаева Сабира Бакберовна, старший инспектор • *Отдел бухгалтерского учета и планирования* - Мусабеков Ержан Асемканович, магистр • *Отдел государственных закупок* - Демесинова Асем Бахытбековна • *Центр психологической службы* – Сатиева Шолпан Серикбосыновна, кандидат психологических наук, профессор	
11.30-11.45	Технический перерыв		
11.45-12.30	Интервью с деканами и заведующими кафедр	• *Инженерно- технологический факультет*- Нұрымхан Гүлнұр Несіптайқызы, кандидат технических наук, ассоциированный профессор (доцент); - *Кафедра химической технологии и экологии* - Сабитова Альфира Нуржанкызы, Ph.D; - *Кафедра автоматизация, информационные технологии и градостроительство* - Кожахметова Динара Ошановна, Ph.D; • *Факультет ветеринарии и агроменеджмента* - Есенгулова Нурлыгуль Жансаповна, кандидат ветеринарных наук; - *Кафедра ветеринарии* - Ахметжанова Айжан Еркингазыевна, магистр; - *Кафедра сельского хозяйства и биоресурсов* - Нуржанова Кульсара Халимарденовна, кандидат сельскохозяйственных наук, доцент; • *Факультет филологии* - Кадыров Айвар Кабыкенович, кандидат филологических наук, доцент; - *Кафедра иностранных языков* - Абдыханова Бактыгуль Айдапкелевна, Ph.D; • *Гуманитарно-экономический факультет* - Тлемисов Улан Багдатович, магистр; - *Кафедра экономики и финансов*- Зейнуллина Айгуль Жумагалиевна, кандидат экономических наук, ассоциированный профессор (доцент); • *Естественно-математический факультет* - Мукаев Жандос Толеубекович, Ph.D, ассоциированный профессор (доцент); - *Кафедра физико-математических наук и информатики*- Оспанова Динара Манаповна, магистр; *Кафедра естественнонаучных дисциплин*- Рахимжанова Акгуль	**Конференц-зал «Үш анық»** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588

		Махметхановна, Ph.D.	
12.30-13.00	Работа ВЭК	*Внешние эксперты IAAR*	**Зал ученого совета** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
13.00-14.00	*Обед*		
14.00-14.15	Технический перерыв		
14.15-15.00	Интервью с ППС ООП	***Приложение № 1*** ***Кластер 1. + Кластер 2.*** ***Кластер 3.*** ***Кластер 4.*** ***Кластер 5.*** ***Кластер 6.*** ***Кластер 7.*** ***Кластер 8.***	Кластер 1 + Кластер 2 – Конференц-зал «Үш анық» Кластер 3 – аудитория №123, главный корпус Кластер 4- аудитория №119, главный корпус Кластер 5 – аудитория №120, главный корпус Кластер 6 - аудитория Computer class BSC, главный корпус Кластер 7 – аудитория №1, главный корпус (SCACC) Кластер 8 - аудитория №122, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
15.00-15.15	Технический перерыв		
15.00-16.00	Анкетирование ППС (параллельно)	***Приложение № 2*** *Все преподаватели оцениваемых ОП BA, MA, PhD*	Ссылка направляется на e-mail преподавателя персонально

15.15-16.00	Интервью с обучающимися ООП	*Приложение № 3* *Кластер 1.+ Кластер 2.* *Кластер 3.* *Кластер 4.* *Кластер 5.* *Кластер 6.* *Кластер 7.* *Кластер 8.*	Кластер 1 + Кластер 2 – Конференц-зал «Үш анық» Кластер 3 – аудитория №123, главный корпус Кластер 4- аудитория №119, главный корпус Кластер 5 – аудитория №120, главный корпус Кластер 6 - аудитория Computer class BSC, главный корпус Кластер 7 – аудитория №1, главный корпус (SCACC) Кластер 8 - аудитория №122, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
16.00-17.00	Анкетирование обучающихся (параллельно)	*Приложение № 4* *Все обучающиеся оцениваемых ОП BA, MA, PhD*	Ссылка направляется на e-mail обучающегося персонально
16.00-18.00	Визуальный осмотр ОО	*Согласно маршрутам экскурсий*	
18.00-19.00	Работа ВЭК обсуждение итогов первого дня	*Внешние эксперты IAAR*	**Зал ученого совета** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
19.00-20.00	Ужин	*Внешние эксперты IAAR*	Гостиница
**День 2-й: «20» апреля 2023 года**		
08.30-09.00 *По времени г.Астана*	Трансфер из гостиницы в Университет	*Внешние эксперты IAAR, координатор от Университета*	Гостиница- Университет
09.00-09.15	Работа ВЭК	*Внешние эксперты IAAR*	**Зал ученого совета**

			2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
09.15-10.50	Посещение занятий по расписанию (Приложение: ссылки на занятия)	*Согласно расписанию*	
10.50-11.30	Встреча с представителями баз практик	***Приложение 5***	**Конференц-зал «Үш анық»** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
11.30-11.40	Технический перерыв		
11.40-12.20	Встреча с работодателями	***Приложение 6*** ***Кластер 2.*** ***Кластер 3.*** ***Кластер 6.*** ***Кластер 7.***	**Конференц-зал «Үш анық»** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
12.20-13.00	Работа с документами кафедр *(документы должны быть загружены в облако по кластерам заранее)* *параллельно*	***Кластер 1.*** ***https://drive.google.com/drive/folders/1LzodE2czIw3wtX3w3GEtiPFLVw3nv5g9?usp=sharing*** ***Кластер 2.*** ***https://drive.google.com/drive/folders/1CD1bQEwMZFIqm6Ag-_8_4HpuCzd6k5hL?usp=share_link*** ***Кластер 3.*** ***https://drive.google.com/drive/folders/1lCEDmHbzdmS-R7a_UUDNXRHl5VKf7tfp?usp=share_link*** ***Кластер 4.*** ***https://drive.google.com/drive/folders/1nOnECj6jOJQQNv_XzmG4bnp-XfVl3FN5?usp=share_link*** ***Кластер 5.*** ***https://drive.google.com/drive/folders/1kWzcYquf-tM2BG3eDfI9aLHdcjpQFEeX?usp=share_link*** ***Кластер 6***	**Зал ученого совета** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588

		https://drive.google.com/drive/folders/1bXAIZC36IcdYR7ylwd6JFo8eRHd70dc9?usp=share_link ***Кластер 7.*** *https://drive.google.com/drive/folders/1G1t2B7cYOuH0-qJpRaQAV4lNDp66lDpM?usp=share_link* ***Кластер 8.*** *https://drive.google.com/drive/folders/1UfyS2rM4agHNwVzki0s7wHwyprAEgRVH?usp=share_link*	
13.00-14.00	**Обед**		
14.00-14.15	Технический перерыв		
14.15-15.00	Интервью с выпускниками ООП	***Приложение 7*** ***Кластер 2.*** ***Кластер 3.*** ***Кластер 6.*** ***Кластер 7.***	**Конференц-зал «Үш анық»** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
15.00-17.00	Посещение баз практик ОП	*Согласно маршрутному листу*	
17.00-17.15	Технический перерыв		
17.00-18.00	Работа ВЭК, обсуждение итогов второго дня и параметров профилей *(ведется запись)*	*Внешние эксперты IAAR*	**Зал ученого совета** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
18.30-19.30	Ужин	*Внешние эксперты IAAR*	Гостиница
День 3-ий: «21» апреля 2023 года			
08.30-09.00 *По времени г.Астана*	Трансфер из гостиницы в Университет	*Внешние эксперты IAAR, координатор от Университета*	Гостиница-Университет
09.00-10.00	Работа ВЭК разработка и обсуждение рекомендаций *(ведется запись)*	*Внешние эксперты IAAR*	**Зал ученого совета** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303

			2588
10.00-10.20	Технический перерыв		
10.20-12.30	Работа ВЭК обсуждение, принятие решений путем голосования *(ведется запись)*	*Внешние эксперты IAAR*	**Зал ученого совета** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
12:30-13:00	Заключительная встреча ВЭК с руководством вуза	*Руководители вуза и структурных подразделений*	**Конференц-зал «Үш анық»** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
13.00-14.00	Обед		
14.00-15.00	Работа ВЭК, Обсуждение итогов оценки качества	*Внешние эксперты IAAR*	**Зал ученого совета** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
15.00-15.15	Технический перерыв		
15.15-18.00	Работа ВЭК, Обсуждение итогов оценки качества	*Внешние эксперты IAAR*	**Зал ученого совета** 2 этаж, главный корпус Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588

Приложение 3. РЕЗУЛЬТАТЫ АНКЕТИРОВАНИЯ ПРЕПОДАВАТЕЛЕЙ

Анкета ППС

Общее кол-во анкет: 80

2. Должность

Профессор	7,5%
Доцент/ассоциированный профессор	16,3%
Старший преподаватель	50,0%
Преподаватель	20,0%
Зав. Кафедрой	3,8%
Другое	2,5%

3. Ученая степень, ученое звание

Заслуженный деятель	0,00%
Доктор наук	2,5%
Кандидат наук	36,3%
Магистр	37,5%
PhD	18,8%
Профессор	2,5%
Доцент/ассоциированный профессор	6,3%
Нет	3,8%
Другие (доктор транспорта)	1,3%

4. Стаж работы в данном вузе

Менее 1 года	2.5%
1 год – 5 лет	12,5%
Свыше 5 лет	80%
Другое	0%

№	Вопросы	Очень хорошо	Хорошо	Относительно плохо	Плохо	Очень плохо	Не ответили
1	Насколько содержание образовательной программы отвечает вашим научным и профессиональным интересам и потребностям?	86,3	13,7				
2	Как Вы оцениваете возможности, предоставляемые Вузом, для профессионального развития ППС	75	23,8	1,2			
3	Как Вы оцениваете возможности, предоставляемые Вузом, для карьерного роста ППС	71,3	23,7	5			

№								
4	Как Вы оцениваете степень академической свободы ППС	68,8	31,2					
	Насколько преподаватели могут использовать собственные							
5	• Стратегии обучения	80	20					
6	• Методики преподавания	80	20					
7	• Образовательные инновации	78,8	21,3					
8	Как Вы оцениваете работу по организации медицинской помощи и профилактике заболеваний в вузе?	67,5	31,3	1,2				
9	Какое внимание уделяется руководством учебного заведения содержанию образовательной программы?	77,5	22,5					
10	Как Вы оцениваете достаточность и доступность необходимой научной и учебной литературы в библиотеке?	68,8	31,2					
11	Оцените уровень созданных условий, учитывающих потребности различных групп обучающихся?	68,8	31,2					
	Оцените открытость и доступность руководства							
12	• Студентам	75	25					
13	• преподавателям	81,3	17,5	1,2				
14	Оцените вовлеченность ППС в процесс принятия управленческих и стратегических решений	72,5	25	2,5				
15	Как поощряется инновационная деятельность ППС?	73,8	22,5	3,7				
16	Оцените уровень обратной связи ППС с руководством	73,8	25	1,2				
17	Каков уровень стимулирования и привлечения молодых специалистов к образовательному процессу?	71,3	27,5	1,2				
18	Оцените созданные возможности для профессионального и личностного роста для каждого преподавателя и сотрудника	70	28,8	1,2				
19	Оцените адекватность признания руководством вуза потенциала и способностей преподавателей	65	32,5	2,5				
	Как поставлена работа							
20	• По академической мобильности	65	32,5	2,5				
21	• По повышению квалификации ППС	73,8	23,8	1,2	1,2			
	Оцените поддержку вуза и его руководства							
22	• Научно-исследовательских начинаний ППС	80	17,5	2,5				
23	• Разработки новых образовательных программ/учебных дисциплин/методик обучения	72,5	27,5					
	Оцените уровень возможности							

	у ППС совмещать преподавание						
24	• с научными исследованиями	56,3	37,5	5	1,2		
25	• с практической деятельностью	65	30	3,8	1,2		
26	Оцените, насколько соответствуют знания студентов, получаемые в вузе, реалиям требований современного рынка труда	75	25				
27	Как воспринимает руководство и администрация вуза критику в свой адрес?	46,25	46,25	7,5			
28	Оцените насколько Ваша учебная нагрузка соответствует вашим ожиданиям и возможностям?	60	37,5	2,5			
29	Оцените направленность образовательных программ/учебных программ на формирование у обучающихся умений и навыков анализировать ситуацию и строить прогнозы?	65	33,8	1,2			
30	Оцените насколько образовательная программа по содержанию и качеству реализации соответствует ожиданиям рынка труда и работодателям	73,8	26,2				

Почему Вы работаете именно в этом вузе?

- еңбек ету шарттары ең қолайлы
- Бұл оқу орны баяғыдан келе жатқан, тарихы мол, мамандары жоғары дәрежелі
- Шәкәрім университетінде оқыдым, барлық еңбек жолым осы университетпен байланысты. Маған барлығы ұнайды
- Жас мамандарға, шетелде Болашақ бағдарламасымен алған білімді практикада қолдануға, әсіресе ағылшын тілінде сабақ жүргізу мүмкіндігі үшін.
- Өз ББ бойынша ұлттық құндылықты бойына сіңірген өте білшміді, нарық талабына сай, сұранысқа ие, жоғары сапалы маан даярлап шығару және тәрбиелі, салиқалы білім алушыларды даярлау.
- Ветеринария білім беру бағдарламасында жоғары білікті мамандарды даярлайтын жалғыз ЖОО
- Өз мамандығым бойынша университетте жұмыс істеуге, өсуге мүмкіндік берілді. Докторантурада мақсатты грантпен бітірдім.
- Самый авторитетный
- Давно работаю
- Я выпускница данного ВУЗа
- Это вуз который готовить кадров для северо востока
- Аймақтағы іргелі оқу орны болғандықтан
- Студенттермен жұмыс істеген ұнайды. Осы ЖОО имиджі ұнайды
- Это самый лучший вуз нашего региона, создаёт отличные условия для трудовой деятельности
- Потому что я люблю эту работу, мне нравится общаться со студентами и узнавать всегда что то новое. Это мой родной университет, который я закончила.
- Престижное учебное заведение, благоприятная атмосфера, научно-интеллектуальная среда, возможности для профессионального роста, реализации научных проектов.
- Өзім магистратура және докторантурада білім алған университетім және Ветеринария мамандығы бойынша білім беретін Қазақстанның шығысындағы көп профильді университет
- Өзім оқып бітірген ЖОО
- Потому,что являюсь выпускником данного ВУЗа, и живу в даном регионе
- Созданы все условия для роста и перспективы своих сотрудников. Возможность заниматься и наукой и преподаванием. Лучший универисетет нашей страны
- Себебі Абай өңірі, туып өскен жерімдегі ветеринария саласы бойынша жоғары білікті маман даярлайтын бірден бір жоғары білім ордасы.
- Самый авторитетный в нашем городе Семей, быстро и актуально вносят изменения в программы

образования и программы прохождения практики. Интеграция экономики в производственный процесс предприятий МСБ г.Семей

- Мен Семейдің тумасымын, сондықтан осы жұмыс орнын тандадым. Университеттің беделі өте жоғары болуы менім тандауыма әсер етті.
- Данный университет является моим Alma mater
- Қалаған мамандығым бойынша арықарай ғылыми ізденісім арқылы таңдалынды
- Меня устраивают условия
- Университет ғылым мен білімге көп көңіл бөлген және перспектива көп
- По моему специальности в нашем районе единственный многопрофильный ВУЗ
- Аймақтағы бәсекеге қабілетті ең үздік жоғары оқу орны болғандықтан өз қызметімде таңдадым.
- Университеттің даму әлеуеті өте жоғары
- Ғылым жолын қууына байланысты
- Бакалавр, магистратура бойынша да осы университеттен білім алдым. Білім сапасы жоғары, тұрғылықты жеріме ыңғайлы, жағдай жасалған.
- Оқытушыларға жақсы жағдай жасалған
- Университет имени Шакарима является одним из перспективных и ведущих ВУЗов в восточном регионе Казахстане. Создаются условия для карьерного роста, благоприятный климат в коллективе. социальная сторона и др.
- Мен институтты бітіргелі бері туған ЖОО үзбей 29 жыл істедім, бұйырса тағы да жалғастыру ниетім бар
- По зову души, и в связи с преемственностью поколений
- Меня все устраивает
- Я окончила этот ВУЗ, поступила в аспирантуру, защитила кандидатскую диссертацию и судьба моя связана с этим вузом. Я этим горжусь
- Соответствует моим занятиям наукой и стремлениям подготовки кадров для стстемы образования
- Менің alma mater-ім, ПОҚтың ғылыммен айналысуына баса назар аударылады, жетістігі бар оқытушылар міндетті түрде марапатталады.
- Бұл жоғары оқу орнында ғылыммен айналысуға көп мүмкіндік жасалады.
- Мен үшін ең үздік университет
- Поддержка ВУза в различных направлениях. В частности, в научной деятельности, в вопросах академической мобильности и так далее.
- нравится вуз, руководство, академическая политика
- Еңбек жолымды осында бастадым
- 30 лет стаж
- возможность заниматься наукой, карьерный рост, возможность обучить студентов практическим навыкам ветеринарного врача
- Можно преподавать и заниматься наукой одновременно
- Қаламыздағы ең беделді ЖОО бірі. Мен осы университеттің түлегімін.
- Потому что наш ВУЗ является ведущим в регионе
- полностью соответствует моим возможностям и потребностям в плане профессиональных интересов, стабильной заработной платы и развития как личности
- 1.Жас мамандардың ғылыммен айналысуына жағдай жасайды 2.Басшылық пен поқ арасындағы тығыз байланыс,
- Удовлетворяют условия работы
- Көпсалалы әрі, мүмкіндігі жоғары мекеме
- Университет имеет хорошую признанную научную школу, материально-техническую базу, созданы условия для преподавателей и сотрудников
- Себебі, атаулы ЖОО замануи жабдықталған және ең беделді университет болып табылады.
- тек осы оқу орнында ББ оқытылатын болғандықтан осы оқу орнын таңдаймын
- Осы оқу орнын аяқтадым, осы оқу орнында жұмыс істеймін.Өзіме ұнайды.
- Я выпускница этого вуза, других вузов в нашем городе нету. Возможности переехать в другой город и устроиться на работу в другом городе не могу по семейным обстоятельствам, но тесно сотрудничаю с коллегами других вузов по РК
- Өйткені, Шәкәрім университеті ғылымға өте жоғары дәрежеде көңіл бөлінген, сол себепті ғылыми жобалармен айналысуға мен үшін үлкен мүмкіндік! Және де аталмыш университет қазіргі заманғы техникамен және технологиялармен жабдықталған беделді оқу ордасы!
- Осы жердің тұрғылықты тұрғынымын және студенттермен жұмыс жасаған ұнайды, осы ЖОО түлегімін
- Университеттің 1996 жылғы түлегімін. Сондықтан докторлық диссертацияны қорғап келгенен кейін ғылыми зерттеу жұмыстарына өз үлесімді қосқым келеді.

- Это ответственная, интересная работа, и руководство вуза заинтересована в обучении и развитии ППС.
- В городе мало высших учебных заведений
- Өзім осы жоғары оқу орнын тәмәмдадым, кезінде СНГ деңгейінде сапалы маман дайындааған оқу орны.70 жылдан аса тарихы бар. мамандығым өзіме ұнайды.
- Потому что, проживаю в этом регионе
- менің таңдауым ұстаздық ету, магистратураға түсу кезінде мемлекеттік тапсырыс бойынша білім алып, өзім білім алған ЖОО қызметке қалдым
- Шығыста ең жоғары оқу орны, жастарға білім беруде өте мықты
- Профессиональное развитие, развитая организационная структура, поощрения труда
- Многопрофильный вуз с прекрасными возможностями, с хорошим МТБ, здесь училась, поддержали при защита PhD. Созданы условия для личностного развития, карьерного почта.
- Потому что здесь я имею те возможности, которых нет в других вузах.
- Я люблю свой коллектив, где меня ценят, люблю своих студентов.
- Я люблю и уважаю свой труд. Университет - это второй дом для меня. Молодежь - это наше будущее. Мы помогаем им посредством обучения и воспитания.
- Это единственный вуз, где все прозрачно и предоставляются качественные образовательные услуги
- Это мой Альма-матер, который дает возможности для карьерного роста и международного сотрудничества с другими вузами
- Это лучший вуз в нашем регионе.

32. Как часто проводятся в рамках Вашего курса мастер-классы изанятия с участием специалистов-практиков?

очень часто	часто	иногда	очень редко	никогда
53,8	33,8	11,2		1,2

33. Как часто участвуют в процессе обучения приглашенные со стороны преподаватели (отечественные и зарубежные)?

очень часто	часто	иногда	очень редко	никогда
15	67,5	17,5		

34. Как часто Вы сталкиваетесь в своей работе со следующими проблемами: (дайте, пожалуйста, ответ в каждой строке)

Вопросы	Часто	Иногда	Никогда	Нет ответа
Недостаток учебных аудиторий	1,2	18,8	80	
Несбалансированность учебной нагрузки по семестрам	2,5	30	67,5	
Недоступность необходимой литературы в библиотеке		37,5	62,5	
Переполненность учебных групп (слишком большое количество студентов в группе)	2,5	27,5	70	
Неудобное расписание	1,2	21,3	77,5	
Несоответствующие условия для занятий в аудиториях		21,3	78,7	
Отсутствие доступа к Интернету/слабый интернет	3,8	30	66,2	
Отсутствие у студентов интереса к обучению	1,2	30	68,8	
Несвоевременное получение информации о мероприятиях	1,2	15	83,8	
Отсутствие технических средств обучения в аудиториях		37,5	62,5	-
Другие проблемы				

35. В жизни вуза много различных сторон и аспектов, которые так или иначе затрагивают каждого преподавателя и сотрудника. Оцените, насколько Вы удовлетворены:

Вопросы	Полностью удовлетворен (1)	Частично удовлетворен (2)	Не удовлетворен (3)	Затрудняюсь ответить (4)
Отношением к Вам руководства вуза к Вам	86,3	12,5	1,2	
Отношениями с непосредственным руководством	88,8	11,2		
Отношениями с коллегами на кафедре	95	5		
Степенью участия в принятии управленческих решений	78,8	18,8	1,2	1,2
Отношениями со студентами	97,5	2,5		
Признанием Ваших успехов и достижений со стороны администрации	78,8	17,5	1,2	2,5
Поддержкой Ваших предложений и замечаний	76,3	20	1,2	2,5
Деятельностью администрации вуза	77,6	16,2	1,2	5
Условиями оплаты труда	72,5	21,3	3,7	2,5
Условиями работы, перечнем и качеством услуг оказываемых в вузе	82,5	16,3	1,2	
Охраной труда и его безопасностью	90	10		
Управлением изменениями в деятельности вуза	81,3	17,5	1,2	
Предоставлением социального пакета: отдых, санаторное лечение и др.	75	18,8	1,2	5
Организацией и качеством питания в вузе	70	22,6	3,7	3,7
Организацией и качеством медицинского обслуживания	78,8	16,3	1,2	3,7

Другие проблемы (если имеются). Укажите, пожалуйста, какие)
- Нет
- Жоқ
- Мәселе жоқ
- Нет проблем
- жоқ

- мәселелер жоқ
- нет
- Мәселелер жоқ
- Мало часов учебной практики
- Қиыншылық тудыратын мәселелер жоқ.
- нет, все устраивает
- проблем нет
- техникалық құрал-жабдықтар болған. Бірақ қазіргі таңда берген тапсырмаға сай келіп алдырып жатырмыз, алға басу бар өте жоғары
- Нет других проблем
- ешқандай шағымдарым жоқ
- Егер мәселе туындаған жағдайда басшылықпен шешіледі
- Кез келген қиындақ туындағанда кафедра меңгерушісі мен декан арқылы шешеміз
- ЖОО оқытушының жалақысы нарық заманына сәйкес емес, 200 мың теңге сапалы өмір сүруді қамтамасыз ете алмайды. Тым болмағанда Мектеп мұғалімі жалақысына теңестірсе.
- Не имеются
- Обновление облрудования для кабинетов
- Басқа мәселелер орын алған жоқ
- Басқа мәселелер туындаған жөн.
- Айтарлықтай мәселелер жоқ
- не имеются
- наглядный материалы
- Хотелось бы отметить аудитории, не все аудитории оснащены компьютерами и телевизорами чтоб показать студентам видио некоторых практических занятий. Недостаточно современного оборудования, например рентген, студент может получить много практических навыков при работе с разным оборудованием.
- Проблем нет
- неблагоприятный температурный режим в аудитории в зимнее время
- проблем в организации учебного процесса нет
- Ешқандай мәселе жоқ
- ешқандай мәселе жоқ
- Басқа мәселелер жоқ
- нету
- Ауыз толтырып айтарлықтай мәселе жоқ
- Айтарлықтай ешқандай мәселе жоқ
- навыки работы по особенностям системы электронного управления документооборотом, учебными контентами портала
- Нет помощи со стороны IT специалистов в создании электронных учебников, онлайн курсов, применении цифровых технологий
- Текущие проблемы прописываем в чат кафедры и университета, решаются сразу, т к на контроле у руководства, четко ставятся сроки и фото о проделанной работой

Приложение 4. РЕЗУЛЬТАТЫ АНКЕТИРОВАНИЯ ОБУЧАЮЩИХСЯ

Анкета для студентов

Общее кол-во анкет: 477

Пол:

Мужской	28,1
Женский	71,9

Оцените, насколько Вы удовлетворены:

Вопросы	Полностью удовлетворен	Частично удовлетворен	Частично не удовлетворен	Не удовлетворен	Затрудняюсь ответить
1. Отношениями с деканатом (школой, факультетом, кафедрой)	89,1	10,3	0,4		0,2
2. Уровнем доступности деканата (школы, факультета, кафедры)	86,8	12,4	0,6		0,2
3. Уровнем доступности и отзывчивости руководства (вуза, школы, факультета, кафедры)	87,6	11,3	0,9		0,2
4. Доступностью академического консультирования	87,9	11,5	0,6		
5. Поддержкой учебными материалами в процессе обучения	87,5	11,3	1		0,2
6. Доступностью консультирования по личным проблемам	83,7	14	1,3	0,2	0,8
7. Отношениями между студентом и преподавателем	88,7	10,7	0,6		
8. Деятельностью финансовых и административных служб учебного заведения	86,7	11,7	1		0,6
9. Доступностью услуг здравоохранения	86,2	10,5	1,3	0,4	1,6
10. Качеством медицинского обслуживания в вузе	82,4	13,4	1,9	0,4	1,9
11. Уровнем доступности библиотечных ресурсов	88,5	10,5	0,8	0,2	
12. Качеством оказываемых услуг в библиотеках и читальных залах	89,8	9,4	0,4		0,4
13. Существующими учебными ресурсами вуза	88,7	10,5	0,4	0,2	0,2
14. Доступностью компьютерных классов	83,4	13,8	1	1	0,8
15. Доступностью и качеством интернет- ресурсов	84	14	1	0,8	0,2
16. Содержанием и информационной наполненностью веб-сайта организаций образования в целом и факультетов (школы) в частности	88,9	10,3	0,4		0,4
17. Учебными кабинетами, аудиториями для больших групп	86	10,5	2,1	0,8	0,6
18. Комнатами отдыха для студентов (если имеются)	66,9	19,1	3,1	3,1	7,8
19. Ясностью процедур принятия дисциплинарных мер	85,6	13	0,4		1
20. Качеством образовательной программы в целом	89,6	8,8	1	0,4	0,2
21. Качеством учебных программ в ОП	90,6	7,8	0,8		0,8
22. Методами обучения в целом	89,2	9,2	0,8		0,8
23. Быстротой реагирования на обратную связь от преподавателей по вопросам учебного процесса	87,5	11,1	0,6	0,2	0,6

24. Качеством преподавания в целом	89,6	9,6	0,6	0,2	
25. Академической нагрузкой/требованиями к студенту	82,2	15,7	1,9		0,2
26. Требованиями ППС к студенту	85,6	13,4		0,2	0,8
27. Информационной поддержкой и разъяснением перед поступлением в вуз правил поступления и стратегии образовательной программы (специальности)	89,6	9,2	1		0,2
28. Информированием требований для того, чтобы успешно окончить данную образовательную программу (специальность)	90	9,2	0,6		0,2
29. Качеством экзаменационных материалов (тестами и экзаменационными вопросами и др.)	88,9	10,1	1		
30. Объективностью оценки знаний, умений и других учебных достижений	88,1	11,1	0,2		0,6
31. Имеющимися компьютерными классами	82,7	15,5	0,6	0,4	0,8
32. Имеющимися научными лабораториями	81,2	13,6	1,5	0,6	3,1
33. Объективностью и справедливостью преподавателей	88,5	10,3	0,8		0,4
34. Информированием студентов о курсах, образовательных программах и получаемой академической степени	90,6	8,6	0,4		0,4
35. Обеспечением студентов общежитием	87,1	7,5	0,6	0,2	4,6

Оцените, насколько Вы согласны:

Утверждение	Полное согласие	Согласен	Частично согласен	Не согласен	Полное несогласие	Не ответили
36. Программа курса была четко представлена	83,2	14,5	1,9	0,2	0,2	
37. Содержание курса хорошо структурировано	83,1	13,4	2,9	0,6		
38. Ключевые термины достаточно объяснены	81,7	14,9	3,4			
39. Предложенный преподавателем материал актуален и отражает последние достижения науки и практики	83,9	11,9	3,8	0,4		
40. Преподаватель использует эффективные методы преподавания	83,3	13,2	3,1	0,2	0,2	
41. Преподаватель владеет преподаваемым материалом	88,3	9	2,3	0,2	0,2	
42. Изложение преподавателя понятно	84,7	11,5	3,4	0,2	0,2	
43. Преподаватель представляет материал в интересной форме	80,1	15,9	4			
44. Объективностью оценивания знаний, навыков и других учебных достижений	82,4	13,4	3,8	0,2	0,2	
45. Своевременностью оценивания учебных достижений студентов	81,8	14	3,8	0,2	0,2	
46. Преподаватель удовлетворяет Вашим требованиям и ожиданиям профессионального и личностного развития	81,4	15,3	3,1	0,2		
47. Преподаватель стимулирует активность студентов	81,8	14	4,2			
48. Преподаватель стимулирует творческое мышление студентов	79,5	15,7	4,2	0,4	0,2	
49. Внешний облик и манеры преподавателя адекватны	83,6	14,7	1,7			
50. Преподаватель проявляет позитивное отношение к студентам	84,1	13	2,7	0,2		
51. Система оценивания учебных достижений	83,4	14,3	2,3			

(семинары, тесты, анкеты и др.) отражает содержание курса						
52. Оценочные критерии, использованные преподавателем, понятны и доступны	84,1	12,8	2,7	0,2	0,2	
53. Преподаватель объективно оценивает достижения студентов	82	15,3	2,5	0,2		
54. Преподаватель владеет профессиональным языком	82,8	14,3	2,5	0,4		
55. Организация образования обеспечивает достаточную возможность для занятий спортом и другим досугом	82	14,7	2,7	0,4	0,2	
56. Оснащения и оборудование для студентов являются безопасными, комфортными и современными	81	15,7	2,9	0,4		
57. Библиотека хорошо оснащена и имеет достаточный фонд научной, учебной и методической литературы	80,9	14,9	4	0,2		
58. Равные возможности для освоения ОП и личностного развития обеспечены всем обучающиеся	84,1	13,6	2,1	0,2		

Другие проблемы относительно качества преподавания:

- -
- Нет
- Жоқ
- Проблем нет
- Нет никаких проблем
- Мені бәрі қанағаттандырады
- Жоқ
- Мені барлығы қанағаттандырады
- Нет никаких проблем
- нет
- Ешқандай шағымым жоқ
- Нету
- Ешқандай проблема жоқ
- Барлығына көңілім толады
- Все хорошо
- Ешқандай мәселе жоқ
- Нет проблем
- жоқ
- .
- Бәрі күшті
- No problem
- Мені бәрі қанағаттандырады.
- всё устраивает
- Другие проблемы не имеются!
- Бари жаксы , ешкандай маселе жок
- Мені бәрі қанағаттандырады
- проблем нет
- Барлығына көңілім толады!Оқытушыларынада барлығы жақсы
- Ешқандай мәселелер жоқ,барлығы өте жақсы деңгейде!
- Басқа мәселелер жоқ
- Ешқандай мәсәлелер жоқ.
- Бәріне көнілім толады
- нету
- Проблем нету
- Проблем никаких нет
- Ешқандай қиындықтар жоқ , барлығына көңілім толады.
- нет проблем
- Жоқ ондай бардығы жақсы

- Никаких проблем не было и надеюсь что не будут!
- нет проблем
- нету никаких претензий
- Ешқандай мәселе жоқ,бәрі жақсы.
- Еш кандай проблема жоқ бәрі жақсы.
- Проблема жоқ
- Нет проблем , меня все устраивает
- Проблема нет!
- Барлығына толықтай келісемін
- Оте жаксы
- Всё хорошо
- Их нет
- Барлығына қанағаттанамын
- мне нравится как преподают учителя
- У меня нет никаких проблем по отношению к этому
- Я довольно качеством преподавания в нашем университете, поэтому особых проблем нет.
- Жоқ бәрі тамаша
- Ешқандай мәселелер жоқ. Барлығына қанағаттанамын
- Абсолютно нету никаких проблем, я хвалю свой вуз за все хорошее что они мне дали, а именно позивтное настроение и хорошую учёбу!
- Все в хорошем состоянии
- Никаких проблем
- Ешқандай мәселе жоқ.Барлығына қанағаттанамын.
- Всем удовлетворена
- Өте керемет
- Ешқандай мәселе жоқ .Барлығына қанағаттанамын!
- Нет проблем
- Проблем нет все хорошо
- Мені барлығы да қанағаттандырады!
- Нету никаких претензии
- нет никаких проблем
- Поступил на магистратуру в Университет имени Шакарима в 2022 году. За пол года моего обучения я полностью удовлетворен учебным процессом вуза. Никаких проблем на момент обучения не выявил. Все функционирует на высшем уровне.
- Ешқандай шағым жоқ
- Барлығы жақсы, ешқандай шағымым жоқ
- Барлығына көңілім толады,себебі бізде барлығы қол жетімді жәнеде кері байланыс әрдайым жасалынады.
- Мені барлығы қанағаттандырады.
- Ешқандай мәселе мен шағымым жоқ
- Барлығы тамаша
- Думаю нет проблем
- Ешқандай проблемаларжоқ
- С проблемами не сталкивался
- мені барлығы қанағаттандырады
- Ешқандай проблема жоқ.
- Өте жақсы
- Проблем нет
- Мәселе жоқ, бәрі дұрыс
- ПРИТЕНЗИЙ НЕТ
- все удовлетворительно
- Ешқандай мәселелер жоқ.
- Бәріне көңілім толады
- Бәріне қанағаттымын
- Ондай жоқ
- Ешқандай проблемалар жоқ
- Хочется дополнительной нагрузки, больше не простых и интересных задач что бы узнавать новое. Хочу больше знаний, больше информации.
- Барлығы ұнайды. Келіспейтін тұстары жол

- Не помню
- Менің бәріне көңілім толады
- Никаких проблем нету, я лично очень рада что поступила именно в этот Университет. Преподаватели очень ответственно относятся к своей работе. Довольна качеством образования.
- В процессе обучения я не выявила никаких проблем. Всё устраивает
- Ешқандай қиындықтар жоқ
- Никаких проблем нету
- Барлығына қанағаттанамын
- меня устраивают