



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

on the results of the work of the external expert commission for the evaluation for compliance with the requirements of the standards of primary specialized accreditation (Ex-ante) of the educational program

8D05301 - "Chemistry"

NON-COMMERCIAL JOINT STOCK COMPANY

"UNIVERSITY NAMED AFTER SHAKARIM OF THE CITY OF
FAMILIES"

Date of EEC visit: April 19 - 21, 2023

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

*Addressed to
Accreditation
council IAAR*



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Semey city «21» April 2023 year

(I) LIST OF SYMBOLS AND ABBREVIATIONS

RK - The Republic of Kazakhstan

MSHE RK - Ministry of Science and Higher Education of the Republic of Kazakhstan

EEC - External expert committee

IRD - Internal regulatory documents

SCES - State obligatory standards of higher and postgraduate education

DL - Distance learning

MOOC - Massive Open Online Course

IAAR - Independent Agency for Accreditation and Rating

NJSC - Non-commercial Joint Stock Company

RW - Research work

RLA - regulatory legal acts

NQS - national qualification system

NQF - National Qualifications Framework

EO - educational organization

EP - educational program

SEN - Special Educational Needs

F - Faculty

WEP - Working educational plan

ECTS - European Credit Transfer and Accumulation System

UNT - unified national testing



(II) INTRODUCTION

In accordance with Order №26-23-OD dated February 10, 2023 of the Independent Agency for Accreditation and Rating, from April 19 to April 21, 2023, an external expert commission assessed the compliance of the educational program 8D05301- "Chemistry" with the standards of primary specialized accreditation of the IAAR (from " May 25, 2018 № 68-18/1-OD, first edition) in a hybrid format.

The report of the external expert commission (EEC) contains an assessment of the quality of the educational program according to the IAAR criteria, recommendations of the EEC for further improvement of the educational program, parameters of the specialized profile of the educational program, the program of the visit of the EEC, the results of a survey of teaching staff and students.

The composition of the EEC:

Chairman of the EEC IAAR - Tamyarov Andrey Valerievich Candidate of Technical Sciences, Associate Professor FSBEI HE "Ulyanovsk State Technical University"

IAAR coordinator – Nazyrova Gulfia Rivkatovna, Candidate of Economic Sciences, project manager for the formation of external expert commissions of IAAR. Off-line participation

IAAR national expert - Rakhimova Gulmira Akhmetovna Candidate of Economic Sciences, Associate Professor of KATU named after. Seifullina (Astana) On-line participation

IAAR national expert – Sisenova Asel Tursyngaliyevna candidate of economic sciences, professor University “Turan” (Almaty) off-line participation

Expert IAAR, Student - Oserbatov Raul Batbairuly, 3rd year student East Kazakhstan Technical University named after. Serikbaev (Ust-Kamenogorsk). Online participation

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

IAAR national expert – Gulnar Karimovna Dzholdasbaeva Doctor of Economics, Professor Almaty Technological University (Almaty) On-line participation

Expert IAAR, Employer - Adylkhan Aset Berdygaliuly NCE "Atameken" East Kazakhstan region (Ust-Kamenogorsk); Online participation

IAAR Expert, Student – Alibekova Kamilla 3rd year doctoral student, Palacký University (Olomouc, Czech Republic) On-line participation

IAAR National Expert – Kopishev Eldar Ertaevich Candidate of Chemical Sciences, Associate Professor Eurasian National University named after Gumilyov (Astana) off-line participation

IAAR National Expert – Gabdullina Ainur Zhmagazyevna Candidate of Historical Sciences, Associate Professor S.Seifullin Kazakh Agrotechnical University; (Astana, Republic of Kazakhstan) On-line participation

IAAR Expert, Student - Umbet Zhanbota Kalkamankyzy 2nd year Master's student Al-Farabi Kazakh National University Al-Farabi (Almaty); Online participation

IAAR National Expert – Gabdulov Madi Asetovich Candidate of Agricultural Sciences, Associate Professor West Kazakhstan Agrarian and Technical University named after Zhangir Khan (Uralsk, Republic of Kazakhstan); Online participation

Foreign expert 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); Online participation

IAAR National Expert – Kartbaev Timur Saatdinovich PhD, Academician of MAIN Kazakh National Women's Pedagogical University (Almaty) On-line participation

IAAR Expert, Employer – Dzhagiparova Gulmira Zeinulovna Head of Commercial Unit, KT Cloud lab (Almaty) On-line participation

IAAR Expert, Student - Adel Omarova, Member of the Alliance of Students of

Kazakhstan, Kazakh Agrotechnical University named after S. Seifullin On-line participation

IAAR National Expert – Rakhmetulaeva Sabina Batyrkhanovna Doctor PhD Associate Professor, PhD Department of Information Systems, International University of Information Technologies (MUIT); Online participation

IAAR Expert, Student - Nurgeldiyeva Aruzhan 2nd year undergraduate Kazakh National Agrarian Research University On-line participation

IAAR National Expert – Burbekova Saule Zhorabekovna Candidate of Philology, Associate Professor, Astana IT University (Astana, Republic of Kazakhstan) On-line participation

Expert IAAR, Student - Tynymbayeva Aruzhan Muratkyzy 2nd year master student of the Eurasian National University named after Gumilyov; (Astana, Republic of Kazakhstan); Online participation

IAAR national expert – Aibuldinov Elaman Kanatovich Doctor PhD, Professor Member of the Board of NAO “Atyrau University named after. Kh. Dosmukhamedova”, Vice-Rector for Science and International Relations (Atyrau, Republic of Kazakhstan); Online participation

Expert IAAR, Student - Kolibaykyzy Aktoty 2nd year master student OP 7M01503, Chemistry Al-Farabi Kazakh National University Al-Farabi On-line participation

(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

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

The history of the university has collected years of successful adherence to the traditions of classical university education, the components of which are science, analysis, search, and creativity. The history of the NAO "Shakarim University of Semey" begins in 1934 - the foundation of the Semipalatinsk Pedagogical Institute <https://shakarim.edu.kz/pages/universitet/istoriya-universiteta>.

The university has formed recognized scientific schools where fundamental and applied research is carried out. University teachers improve their professional skills within the framework of advanced training courses, scientific internships, take part in academic mobility programs, scientific conferences, and are holders of national and international research grants and scholarships.

The training of personnel with higher and postgraduate education at the university is carried out in 45 bachelor's degree programs, 37 master's degree programs in the scientific and pedagogical direction and profile direction, as well as in 10 PhD-doctoral educational programs (<https://shakarim.edu.kz/pages/edu-programs?path=education>). Since 2021, 13 additional educational programs (Minor) have been launched and today there are 25 additional educational programs (Minor) to choose from. Over 10 Massive Open Online Courses (MOOCs) and over 150 video lectures have been recorded.

The university actively attracts experienced teachers who are able not only to talk about the specifics of a particular profession, but also to teach how to use the acquired competencies in specific situations.

At the same time, the possibilities of non-formal education are widely used, so, for example, students have the opportunity to study courses on the Coursera platform and, based on the results, be transferred to the EP discipline. Also, if students are engaged in sports clubs outside the university, then an opportunity is provided for re-crediting in the discipline "Physical Education" (for more details, see the Rules for formal and non-formal education).

To meet the interests of students, the discipline "Physical Education" is held in the form of various sections: football, volleyball, basketball, fitness, chess, togyzkumalak, table tennis and others. Each student independently chooses a section, registration takes place online through <https://api.student.shakarim.kz>.

In order to improve the professional development, social activity and quality of life of the older generation, the Silver University project was launched. This is a new form of activity aimed at supporting older citizens (63+).

The university was included in the program of 15 centers of academic excellence in the regions, launched by the Ministry of National Education and Science of the Republic of Kazakhstan. A multifunctional website dedicated to the work of Shakarim Kudaiberdiev has been created (<https://shakarim.kz/>). In order to digitalize the educational process, the SemGU APP mobile application has been launched.

The Shakarim Shapagaty Foundation was created, and a fair of agricultural products was held. At the university, for the development of scientific and entrepreneurial activities of students, a competition of projects "START-UP" is held with the allocation of financial resources to the winners for the implementation of the project.

As part of research activities, the University closely cooperates with neighboring countries - Kyrgyzstan (Kyrgyz State Academy of Physical Culture and Sports), Uzbekistan (Tashkent State University of the Uzbek Language and Literature named after A. Navoi), Ukraine (Kharkov National University named after V. N. Karazin), Russia (Novosibirsk State Agrarian University, Omsk State Pedagogical University, Krasnodar branch of the Russian Economic University named after G.V. Plekhanov, Institute of Experimental Veterinary Medicine named after S.N. Vysheslesky), Belarus (Baranovichi State University), Azerbaijan (Veterinary Research Institute), as well as with non-CIS countries - Poland (University of Economics, Bydgoszcz), Italy (MOU University of Cassino and Southern Lazio), Romania (Transylvanian University of Brasov), South Korea (Kyongdong University).

The international cooperation of the university is aimed at integration into the global educational space. The university is a partner of ranking universities in the USA, Europe and Asia, where students and undergraduates study under double-degree education and exchange programs, and teachers undergo internships. The University takes part in the international project ERASMUS + project "KazDual - the introduction of a dual system in Kazakhstan, funded by the European Union", 2021-2024.

The university takes part in the "Traveling student" project, with the aim of the comprehensive development of the student, adaptation to the peculiarities of the regions of the Republic of Kazakhstan, increasing academic knowledge and employment opportunities. Within the framework of this project, the student gets the opportunity to study for 1 semester at different universities.

To improve educational and social work, a badge "Uzdik student" was developed, and the project "TOP-100 Best Students" was launched.

According to the data of the Independent Agency for Quality Assurance in Education - Rating (IQAA-Ranking), the National Ranking of the Best Universities of Kazakhstan - 2022 was compiled: in the ranking of multidisciplinary universities for scientific publications, Shakarim University entered the TOP-10 and took 8th place.

In the international ranking of websites Ranking Web of Universities among the universities of Kazakhstan, Shakarim University ranks 23rd.

According to the national ranking of the best multidisciplinary universities in Kazakhstan, as part of the National ranking of the best universities in Kazakhstan - 2020, conducted by the Independent Agency for Quality Assurance in Education - Rating (IQAA-Ranking), the university took 10th place (<https://iqaa-ranking.kz/rejting-vuzov/rejting-vuzov-kazakhstana-2020/natsionalnyj-rejting-luchshikh-mnogoprofilnykh-vuzov-kazakhstana-6>).

Shakarim University annually takes part in the international QS ranking. In the QS Emerging Europe and Central Asia University Rankings 2022, the university ranks 301-350. To calculate the ranking of universities for 2023, the British agency QS made changes to the distribution of countries by region, which affected the ranking of universities in the QS Asia University Rankings 2023, Shakarim University ranks 501-550, among universities in Central Asia - 25th place.

35 undergraduate educational programs of Shakarim University took part in the National Ranking for 2022, conducted by NCE Atameken: 14 educational programs took 1-10 places; 12 educational programs took 11-20 places; 9 educational programs took 21-46 places.

The quality management system at the university was introduced in 2004 and is successfully functioning at the present time.

The quality policy of Shakarim University is determined by the Chairman of the Board - the Rector of the University and the Member of the Board - Vice-Rector for Academic Affairs.

The policy and standards of the system of internal quality assurance of education are determined in accordance with the Mission, Strategy of Shakarim University.

The internal quality assurance policy has the following objectives:

- determines the general structure of the internal system for ensuring the quality of education;
- contributes to the provision and improvement of the quality of education;
- maintains mutual trust and promotes the recognition of learning outcomes and mobility of students outside the national education system;
- provides information on quality assurance to the educational space of Kazakhstan and the European Higher Education Area.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The educational program 8D05301 - "Chemistry" is undergoing an external assessment for compliance with the standards of primary specialized accreditation (Ex-ante) of the National Institution "Independent Agency for Accreditation and Rating" for the first time.



(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program of the visit of the expert commission for the international primary specialized accreditation of the educational program (Ex-ante) 8D05301- "Chemistry" from April 19 to April 21, 2023.

In order to coordinate the work of the EEC, on April 17, 2023, an on-line inception meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

To obtain objective information about the quality of the educational program and the entire infrastructure of the university, to clarify the content of the self-assessment report, meetings were held with the rector, vice-rectors of the university in areas of activity, heads of structural divisions, heads of departments, teachers, students, graduates, employers. A total of 74 representatives took part in the meetings (Table 1).

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

Participant category	Quantity
Chairman of the Board - Rector	1
Members of the Board - vice-rectors	3
Heads of structural divisions	26
Deans	5
Heads of departments	8
teachers	11
Students, undergraduates, doctoral students	20
Graduates	-
Employers	-
Total	74

The EEC members got acquainted with the state of the material and technical base, visited the laboratories of biotechnology and plants, the agroecological testing center "Research Center for Environmental Sustainability", as well as the laboratories of microbiology and soils, the laboratory of plant cell culture, the laboratory of biotechnology of microorganisms.

At the meetings of the EEC IAAR with the target groups of the university, the mechanisms for implementing the policy of the university were clarified and certain data presented in the report on the self-assessment of the educational program were specified.

Bases of practices of the accredited program, which the members of the EEC got acquainted with online: RSPU "Semey ormany", Republican Forest Breeding and Seed Center.

In accordance with the accreditation procedure, 477 students were surveyed, as well as 80 teachers.

In order to confirm the information presented in the Self-Assessment Report, the working documentation of the university was studied and analyzed by external experts. Along with this, the experts studied the Internet positioning of the university through the official website of the university <https://shakarim.kz/>.

As part of the planned program, recommendations for improving the accredited educational program 8D05301 - "Chemistry", developed by the EEC based on the results of an external evaluation, were presented at a meeting with the management on 04/21/2023.

(VI) COMPLIANCE WITH THE STANDARDS OF PRIMARY SPECIALIZED ACCREDITATION (EX-ANTE)

6.1. Standard "Management of the educational program"

- ✓ *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 must demonstrate the development of a culture of quality assurance, including in the context of EP.*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint / double degree education and academic mobility.*
- ✓ *The EP management demonstrates transparency in the development of the EP development plan, containing the start dates for implementation, based on an analysis of its functioning, the real positioning of the PA and the focus of its activities on meeting the needs of the state, employers, students and other stakeholders.*
- ✓ *The EP management demonstrates the existence of mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.*
- ✓ *The EP management should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan.*
- ✓ *The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national priorities and the development strategy of the organization of higher and (or) postgraduate education*
- ✓ *The organization of higher and (or) postgraduate education must demonstrate a clear definition of those responsible for business processes within the EP, an unambiguous distribution of staff duties, and delimitation of the functions of collegial bodies.*
- ✓ *The management of the EP must provide evidence of the transparency of the educational program management system.*
- ✓ *The management of the EP must demonstrate the existence of an internal quality assurance system of the EP, including its design, management and monitoring, their improvement, decision-making based on facts.*
- ✓ *The management of the EP must carry out risk management, including within the framework of the EP undergoing primary accreditation, as well as demonstrate a system of measures aimed at reducing the degree of risk.*
- ✓ *The management of the EP should ensure the participation of representatives of employers, teaching staff, students and other interested parties in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *ED must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The management of the EP must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested parties.*
- ✓ *The management of the EP should be trained in education management programs.*

The evidentiary part

The activity of the university is determined by the mission: Formation of a qualified specialist and a "perfect personality" who has absorbed national values.

The quality assurance policy of EP 8D05301 - "Chemistry" (doctoral studies), is determined by the documented quality goals of the graduating department "Chemical Technology and Ecology", developed for each academic year.

The quality objectives of the Department of Chemical Technology and Ecology are presented on the university website (<https://fet.faculty.shakarim.kz/department/16>), which set targets for process improvement.

The quality assurance policy is published and available to everyone <https://shakarim.edu.kz/pages/universitet/politika-i-standardty-sistemy-vnutrennego-obespecheniya-kachestva>. The commitment to quality assurance at Shakarim University applies

to any activity carried out by the university itself, as well as by contractors and partners.

The qualification characteristics of the duties and functions of the teaching staff and employees of Shakarim University are reflected in the job descriptions, which describe the requirements for qualifications, knowledge, skills, abilities and competencies <https://ais.semgu.kz/index.php>. The Human Resources Policy, the Rules for the Competitive Replacement of the Positions of the Teaching Staff and Researchers of the NJSC Shakarim University of Semey, the Regulations on the Nadezhda Personnel Reserve, which determine the policy in the field of human resource management, are in force.

OP "8D05301-Chemistry" has been operating since 2020. The application to the license No. KZ38LAA00018432 was approved by order of the Chairman of the Committee for Quality Assurance in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated June 25, 2020, No. 274.

The development plan for the EP "8D05301-Chemistry" was developed by the academic committee, consisting of: the head of the department (Sabitova A.N.), leading teachers of the department (Orazzhanova L.K., Kasymova Zh.S.), doctoral students (Gaisina B.S.) , a representative of employers (Shakhvorostov A.V.).

The development plan of the EP "8D05301-Chemistry" was considered at a meeting of the Council of the Faculty of Engineering and Technology (Minutes No. 3 of 01/12/2022) and approved by the dean of the faculty (<https://sdo.semgu.kz/download.php?token=MTAwOTMy>) , and published in free access on the page of the department on the university website <https://fet.faculty.shakarim.kz/department/16/edu-program/334>.

The goals of the EP "8D05301-Chemistry" provide the state and society's need for qualified personnel for the development of the scientific sector, the system of higher and postgraduate education, industry <https://fet.faculty.shakarim.kz/department/16/edu-program/334>. The demand for personnel with a qualification level provided by the EP "8D05301-Chemistry" is determined by Shakarim University based on the placement of a state educational order for the training of PhD doctors in the OP "8D05301-Chemistry".

The analysis of available resources is carried out annually by drawing up an act of readiness for the academic year. The analysis of readiness acts makes it possible to form an application for the purchase of goods and services necessary to ensure the educational process in full. The application is formed annually until November 1 of the current year and adjusted as necessary. For example, an application for 2023 contains 22 items of fixed assets and materials in the amount of 42,746,880 tenge, including the planned acquisition of a laboratory for physical and chemical research methods.

As part of quality assurance, reporting on the implementation of the development plan for EP "8D05301-Chemistry" is provided. The Academic Committee submits a report on the implementation of the EP development plan at a meeting of the department at least once a year. Based on the results of the report, decisions are made to adjust the EP development plan.

When drawing up the development plan for the EP, each of the members of the academic committee put forward proposals for the content, including the representative of employers Shakhvorostov A.V. proposed to include in the development plan measures to improve the material base of the laboratories of the department for the qualitative conduct of scientific research, which will ensure the achievement of the planned results of the EP by each student. The representative of the students of the 2nd year undergraduate - a potential doctoral student Aldabergenova M.A., proposed to include in the development plan activities for academic mobility of students and teaching staff.

The EP is managed by the EP manager. All decisions on the development of the EP are made collectively by the academic committee, and are also considered at meetings of the department. The minutes of the meetings of the department are kept in the affairs of the department and are available upon request to all participants in the educational process.

Risk management is carried out on the basis of the existing document "Risk Management Policy".

The management of the EP systematically takes advanced training courses under the program management in education. Head of the department Sabitova A.N. completed the course Management in Education from February 28 to May 5, 2022 on the basis of Nazarbayev University in the amount of 80 hours. Certificate No. 2022NUGSE0020 dated 05/05/2022. Manager of the OP "8D05301-Chemistry" Orazzhanova L.K. from 14.11. until November 25, 2022 on the basis of the East Kazakhstan University named after S. Amanzholov in the amount of 72 hours. Certificate No. 02337 dated November 25, 2022

Analytical part

The Commission notes that NJSC "Shakarim University of Semey" has a quality assurance policy, which is included in the system of QMS documents, developed as a documented procedure and published on the university website <https://shakarim.kz>. Based on the results of the external evaluation against the criteria of this standard, the panel notes that the University has demonstrated a high degree of development of a culture of quality assurance.

The PA has development plans for the accredited EP, which is developed taking into account the needs of all stakeholders. At the same time, there are no dates for the start of implementation in the development plans of the EP.

As part of ensuring the quality of education, its culture of development, the development plan of the EP is of great importance, which should have its own specifics, taking into account the planned results and content of the EP, be consistent with national priorities and the development strategy of the University. The EEC was revealed, despite the fact that the management of the EP notes the provision of individuality and uniqueness of the program, the individuality and uniqueness of the EP development plan, as well as its consistency with national priorities and the development strategy of the university, were not demonstrated.

The management of the EP ensured the wide participation of representatives of employers, teaching staff, students and other interested parties in the collegial management bodies of the educational program. Along with this, they are also provided with the representativeness of all interested parties in making decisions on the management of the educational program.

The University has ensured the transparency of the educational program management system, the formalization of processes is shown on the University website, in the relevant sections. Students, employees and other interested persons can personally contact the head of the department, dean, vice-rectors, rector at a specially allotted time. The openness and accessibility of the leadership of the university and the EP is noted according to the results of the survey. The teaching staff noted the level of accessibility and responsiveness of the university management as "very good" - 81.3%, "good" - 17.5% and "relatively bad" - 1.2%. Internal regulatory documents are aimed at systematizing the activities of persons involved in the process of developing, approving and implementing the EP. Thus, 56.3% of the teaching staff assess the possibility of combining teaching with scientific research as "very good", 37.5% - "good", 5% - "relatively bad" and 1.2 - "bad"; the possibility of combining teaching with applied activities 65% of the teaching staff rate "very good", 30% - "good", 3.8% - "relatively bad" and 1.2 - "bad".

Strengths / best practice of EP "8D05301-Chemistry":

- The educational organization as a whole demonstrates a commitment to a culture of quality and a mature culture at all levels of activity: including top management, teaching staff and students.

EEC recommendations for "8D05301-Chemistry":

- The management of the EP to make adjustments to the EP Development Plan in terms of indicative indicators in a numerical or% ratio, taking into account the growth dynamics by years (Deadline: 09/01/2023);

- Introduce a section with a list of risks and measures to prevent and minimize them into the EP Development Plan (Deadline: 09/01/2023);

- The management of the EP needs to make appropriate changes to the EP development plan by October 1, 2023, showing its individuality and uniqueness, as well as consistency with national priorities and the development strategy of the university.

EEC conclusions according to the criteria of the standard "Management of the educational program" OP "8D05301-Chemistry" has 1 strong position, 12 satisfactory positions and 2 - suggesting improvement.

6.2. Стандарт «Управление информацией и отчетность»

- ✓ *The ED must demonstrate the existence of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software, and that it uses a variety of methods to collect and analyze information in the context of the EP.*
 - ✓ *The management of the EP must demonstrate the existence of a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.*
 - ✓ *EP management must demonstrate fact-based decision making.*
 - ✓ *Within the framework of the EP, a system of regular reporting should be provided, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of structural units, scientific research.*
 - ✓ *The ED must establish the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.*
 - ✓ *The ED must demonstrate the determination of the procedure and ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of the analysis of information and the provision of data.*
 - ✓ *An important factor is the availability of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*
 - ✓ *The management of the EP must demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, as well as mechanisms for resolving conflicts.*
 - ✓ *ED must demonstrate the availability of mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP.*
 - ✓ *The ED should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP.*
 - ✓ *Information expected to be collected and analyzed within the framework of the EP should take into account:*
 - *key performance indicators;*
 - *dynamics of the contingent of students in the context of forms and types;*
 - *level of academic achievement, student achievement and expulsion;*
 - *satisfaction of students with the implementation of the EP and the quality of education at the university;*
 - *availability of educational resources and support systems for students.*
- The ED must confirm the implementation of the procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent.*

The evidentiary part

EEC according to the visit notes the fulfillment of the requirements of the standard "Information Management and Reporting" by the educational organization. To ensure the quality of the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software, Shakarim University has created a unified corporate information environment for the introduction of electronic document management (<https://sdo.semgu.kz/login.php>). An electronic office management system has been introduced, which significantly reduces the paper flow (<https://ais.semgu.kz/login.php>).

Main information flows: operating systems and office applications: Microsoft Windows XP Pro, Microsoft Windows 7 Pro, Microsoft Windows Office 2007, 2010 ProPlus; management software: Academic Edition ESD Single License Products Delphi 7 Professional Named, Academic ESD Single License Products C++Builder 2010 Professional Named ESD, Academic

Edition ESD Single License Products RadPHP XE Named ESD, Photoshop Extended CS5 12.0 WIN AOO License RU, CorelDRAW Graphics Suite X5 Education License ML.

The official website of the university is located at <https://shakarim.edu.kz/>. The official website of the University provides information on the following sections: Applicants, Students, Graduates, Faculties, College, Employers, Rector's Blog, Announcements, News, etc. There is information on all departments of the university. The web portal of the university contains information on the sections: About the university, Education, Science, International cooperation, Youth policy. On the site you can get information about the EP: scientific activities, international cooperation, information about the teaching staff, the EP development plan, QED and others. The site provides communication with all interested parties (students and their parents, employers, teaching staff).

It should also be noted that information management processes are carried out in accordance with regulatory documents through the Electronic Document Management System of Shakarim University.

The system of regular reporting of divisions and departments, scientific research is reflected in the educational, research and educational documentation of the department. Internal audits of structural divisions, faculties are carried out on the basis of the program of internal audits. The object of the audit is the fulfillment of the requirements of legal documents for the implementation of the EP and the quality of management activities: maintaining documentation provided by internal regulations and legal acts, following the orders of the administration, academic performance in the disciplines of the educational program in particular, and in general, the department in organizing and ensuring the quality of practical training, planning, implementation, as well as accounting for educational and methodological work, etc. During the internal audit by the commission on the basis of the regulation "Procedure for internal monitoring" (https://drive.google.com/drive/folders/1nOnECj6jOJQQNv_XzmG4bnp-XfV13FN5), the documents of the departments of the faculty are studied: educational and methodological complexes of disciplines, protocols of departments, the work plan of departments and reports on its implementation, documents on all types of practices, acts of writing off theses, etc. When conducting an internal audit, the Commission is guided by the principles of ethics, impartiality, professional prudence, independence, and uses a fact-based approach. Based on the results of the commission's work, a certificate on the condition of the inspected object (nonconformity) is formed, and the deadlines for eliminating the nonconformity are determined. For example, during the inspections, inconsistencies were revealed in the loading of teaching materials by teachers, educational content by week in the database of an electronic journal, and others. The results of internal audits and reports of those responsible for the directions and teachers are considered at the meetings of the department.

Periodicity, forms and methods for assessing the management of the Educational Program, the activities of collegial bodies and structural divisions of the faculty, departments are carried out regularly in accordance with the program for evaluating their activities. Evaluation in the context of activities is carried out by the selected working group of the teaching staff on quality during internal monitoring of all areas of the university's activities in the structural divisions of the university. Employees of the university, teaching staff of departments (Dzhamanova G.I.) are involved in the process. Checking the activities of the structural unit is distributed among the members of the commission, who prepare information on the direction of the check, on the basis of which the chairman of the commission prepares a certificate and provides it to the University management. The decision based on the results of providing the certificate is taken collectively at the meetings of the Academic Council of the University. For all processes at the university, including the evaluation of the management of the EP, a quality management system has been introduced that evaluates the management of the EP, the activities of collegial bodies and structural divisions, and top management.

The management of educational programs collects and analyzes the data obtained as a result of the survey and questionnaires to assess the system for ensuring the quality of education

in terms of indicators. For example, in 2022:

- assessment of student satisfaction with the quality of educational services;
- for first-year students: "Adaptation of junior students to student life";
- assessment of the level of perception of corruption at Shakarim University;
- the level of satisfaction of students with the quality of educational services provided at the university, and their mood regarding their chosen specialty;
- a survey for a graduate of Shakarim University;
- assessment of the satisfaction of the teaching staff with working conditions and the quality of management;
- assessment of satisfaction with working conditions by employees, etc.

Based on the analysis of the data, mechanisms are being improved to ensure access to educational resources for all interested parties and the effectiveness of organizing feedback, and adjustments are made during the implementation of the EP.

Technical support is carried out by providing computer equipment, equipping classrooms with multimedia equipment, Technical Teaching Tools; providing technical assistance in the design of electronic textbooks, test tasks, a package of documents for distance learning, publication of methodological, scientific literature, work in the educational portal.

In order to determine the degree of consumer satisfaction with the content, organization and quality of the educational process, as well as the quality of teaching academic disciplines or the work of individual teachers, a survey is conducted (<https://shakarim.edu.kz/pages/universitet/materialy-sotsiologicheskikh-issledovaniy>). The questions of the questionnaires may change in accordance with the tasks set by the leadership of the University. The survey is conducted throughout the year. The results obtained are analyzed by the Center for Monitoring the Quality of Education and the Department of Personnel Management and Document Management and can be taken into account in the certification of teaching staff. Based on the results of the surveys, a report is prepared and submitted to the University management.

The report on the effectiveness of the EP development plan is considered at least once a year by the faculty council, which is confirmed by the minutes of the meeting of the faculty council.

The effectiveness of the EP is carried out constantly and is evaluated according to the following criteria: the annual number of innovative educational technologies introduced into training; annual plan for the publication of educational and methodological literature (Appendix 16).

The effectiveness of scientific research of the department is assessed by the quantity, quality of scientific projects, economic contract topics and other programs, the publication of scientific articles, monographs, practical recommendations, and the receipt of innovative patents for inventions.

The results of the research work carried out are annually tested at national and international conferences. Reports on the implementation of projects are considered annually at meetings of the department, the faculty council and the Scientific and Technical Council of the university.

The teaching staff of the department participates in seminars, trainings, round tables on the development of agriculture, and also conducts consulting work with business entities.

Students, employees, teaching staff are involved in the processes of collecting and analyzing information, conducted through a survey on the educational portal (<http://ais.semgu.kz/login.php>), the results of the survey are sent to the departments, where they are discussed and action is taken on critical comments.

Analytical part

Based on the results of the external evaluation, the EEC notes the fulfillment by the educational organization of the requirements of the standard "Information Management and

Reporting". To ensure the high-quality functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software, Shakarim University has created a unified corporate information environment for the introduction of electronic document management (<https://sdo.semgu.kz/login.php>). A program has been introduced for transferring text messages and file data between departments, which significantly speeds up the process of office work and significantly reduces paper flow (<https://ais.semgu.kz/login.php>).

During the visit and work of the EEC, the University fully demonstrated how data is collected and analyzed, how preventive and corrective measures are developed based on the collected data, which are used in assessing the effectiveness of the accredited EP. According to the results of the survey, the question of assessing the involvement of teaching staff in the process of making managerial and strategic decisions was "very good" - 72.5%, "good" - 25% and "relatively bad" - 2.5%.

Strengths / best practice in EP "8D05301-Chemistry":

- Functioning of the integrated automated system ais.semgu.kz., designed to provide an effective system for collecting, analyzing and managing information based on the use of modern ICT, including in the context of accredited educational programs

EEC recommendations for "8D05301-Chemistry":

- There are no recommendations for this standard.

Conclusions of the EEC according to the criteria of the standard "Information Management and Reporting" EP "8D05301-Chemistry" has 1 strong and 15 satisfactory positions.

6.3. Standard "Development and approval of the educational program"

- ✓ *The EO must define and document the procedures for developing the EP and their approval at the institutional level.*
- ✓ *The management of the EP should ensure that the content of the EP complies with the established goals, including the intended learning outcomes.*
- ✓ *The management of the EP must demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.*
- ✓ *The management of the EP should ensure the availability of developed models of the EP graduate, describing the learning outcomes and personal qualities.*
- ✓ *The management of the EP must demonstrate the conduct of external reviews of the content of the EP and the planned results of its implementation.*
- ✓ *The qualification awarded upon completion of the EP must be clearly defined and correspond to a certain level of NSQ and QF-EHEA.*
- ✓ *The EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes.*
- ✓ *An important factor is the possibility of preparing students for professional certification.*
- ✓ *The management of the EP must provide evidence of the participation of students, teaching staff and other interested parties 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 education (bachelor's, master's, doctoral studies).*
- ✓ *The structure of the EP should provide for various types of activities that ensure the achievement of the planned learning outcomes by students.*
- ✓ *An important factor is the correspondence between the content of the EP and the learning outcomes of the EP implemented by organizations of higher and (or) postgraduate education in the EIIBO.*

The evidentiary part

The university has implemented information management processes, including collection and analysis to evaluate performance, determine the degree of implementation of the mission,

goals, objectives and opportunities for continuous improvement of the services provided. Information management processes are enshrined in documents regulating the life cycle of the university and are reflected in the Regulations of the QMS.

The official website is successfully functioning in three languages, which is regularly updated and has information, communication and image purposes (<https://shakarim.edu.kz/>). The site contains general information about the University, goals and objectives, information about each unit (rector's office, dean's offices, departments, structural units, etc.). The management of the university is responsible for coordinating all internal and external activities, and guarantees the timeliness and reliability of information.

According to the Regulations on information constituting an official, commercial or other secret protected by law, access to information is delimited in the context of students, teaching staff, university employees. Also, the university has determined the procedure and ensuring the protection of information, including those responsible for the reliability and timeliness of information analysis and data provision (job descriptions).

Through the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them, on the state of the educational process and the quality of the activities of teachers, a survey is conducted by the Center for Social Monitoring and Forecasting (<https://shakarim.edu.kz/pages/universitet/materialy-sotsiologicheskikh-issledovaniy>).

The electronic document management system - EMS (<https://sdo.semgu.kz/>) allows you to create, store and manage documents related to the internal quality assurance system, such as procedures and work instructions, statements, operational management documents.

The university has automated educational process management systems: AIS "Semgu" <https://ais.semgu.kz>, which provides complete information about the learning process of each doctoral student for the entire period of study. A record of progress in all disciplines, GPA (GradePointAverage) is kept. At the stage of work of the selection committee, on the basis of the AIS "Semgu", an electronic database of personal files of doctoral students is formed. On the basis of the enrollment order, doctoral students are enrolled in the 1st course, and appropriate entries are made in the card file of the AIS "Semgu" and electronic personal files of trainees are formed. At the planning stage of the educational process, the AIS "Semgu" is configured for the academic year. Registrars enter into the database information from working curricula, academic calendar. A doctoral student, having transferred to the status of a studying university, gets access to the AIS "Semgu", where he gets access to the academic calendar, the curriculum of his study program, to information resources and databases of the institute's library, educational materials provided by teachers in the studied disciplines.

According to the educational program "8D05301-Chemistry" for 2022-2025, the EP development plan was updated. On the recommendation of the educational and methodological department, adjustments were made to the EP development plan, in connection with which the EP Development Plan was reapproved for 2022-2025.

Information about the formed plan for the development of the EP, about making collegial decisions is communicated to interested parties, employers through the university website <https://shakarim.edu.kz>, at meetings of the rector with students, interviews with the administration in the media, on television, as well as by posting information on the stands, in the internal network of the Internet and the portal.

The safety of information at the university is ensured by the use of a virtualization environment for critical software; restricting access of individuals to the premises with servers; technical equipment of rooms with servers to ensure the safety of work; periodic briefing of personnel on the basics of safe work with documents; server system administration; timely updating of software and operating systems.

Satisfaction of teaching staff and students is determined by a social survey in the form of a questionnaire: "Survey on the assessment of satisfaction of teaching staff with working conditions and quality of management", "Assessment of satisfaction with working conditions by

employees", "Assessment of student satisfaction with the quality of educational services", "Level of satisfaction of students with the quality of educational services, provided at the university, and their moods regarding their chosen specialty" <https://shakarim.edu.kz/pages/universitet/materialy-sotsiologicheskikh-issledovaniy>.

The results of the survey after statistical processing are provided to the department and discussed at the meetings of the department, taken into account in the further planning of educational activities. Based on the results of the survey, action plans are developed to improve the quality of educational services, such as raising the professional level of teaching staff, developing the personal potential of a doctoral student, self-realization of a doctoral student - an individual in the educational and research field. A report on the progress of doctoral students is heard at a meeting of the department 2 times a year, a report on teaching and research practice is provided to the heads of practices, a report on the implementation of the Individual Work Plan of a Doctoral Student is evaluated 2 times a year, and all this information about doctoral students gives a level of quality of education based on performance evaluation teachers, the ability to predict risks. For example, when fulfilling the Individual Work Plan of a Doctoral Student, the publication plan is not fulfilled at the proper level, due to a decrease in the number of journals included in the QACIES RK database.

Complaints of doctoral students are accepted by the head of the department, the dean, are considered at meetings of the department, at meetings, meetings at various levels, at meetings of doctoral students with the leadership of the university. In order to identify possible shortcomings in the organization of the educational process, surveys and questionnaires are conducted, and if necessary, doctoral students receive academic assistance.

In order to prevent, identify and resolve conflicts of interest, there is a system for monitoring feedback from students on the presence of corrupt practices on the part of teaching staff and university staff, through the "Clean Session" questionnaire. Boxes for collecting comments and suggestions are installed in the educational buildings.

The reporting system includes annual reports of structural divisions, research reports, financial statements. The rector's report on the activities of the university and the tasks of the staff for the coming academic year is heard annually at an expanded meeting of the Academic Council.

At the meetings of the faculty council with the participation of representatives of students, the following are heard: a report on the implementation of the main measures to develop the educational process, improve the educational and methodological provision of students; reports of the department on the results of activities.

Evaluation for all types of activities of the department is carried out according to the algorithm of the work of structural units 2 times a year at the end of each semester. Including, the implementation of indicators of the effectiveness of the implementation of the strategic directions and objectives of the University, educational, educational, methodological, research, educational activities of the department. To evaluate the reporting, the head of the department, the faculty council, structural divisions of the university are involved. For example, ais semgu makes it possible to track all educational processes, such as the creation of academic calendars, the distribution of academic disciplines by teachers, the calculation of hours by department, the enrollment of students in elective disciplines, the creation of cost-effective academic streams, testing, automatic generation of reports according to various criteria, etc. .d. Based on the results of reporting, the reports are monitored.

The monitoring results are used by the management to make subsequent decisions for the development of the EP "8D05301-Chemistry" in accordance with the areas of activity. Employers are involved in the process of designing, developing and implementing, reviewing the EP, as well as reviewing scientific papers. For example, at the suggestion of a potential employer - a researcher at the Institute of Polymer Materials and Technologies, PhD Shakhvorostov A.V. the elective discipline "Modern Aspects of the Development of Polymer Chemistry" was introduced into the EP. The discipline "Fundamental and applied aspects of polymeric hydrogels

and cryogels" was included in the EP at the suggestion of PhD Klivenko A.N. The University has feedback from employers on the EP modules, the Catalog of Elective Disciplines, and the graduate model.

EP "8D05301-Chemistry" has clearly defined learning outcomes that are consistent with the objectives of the EP. The learning outcomes in mastering the EP are described at the level of the educational program, as well as each specific discipline (in the syllabus of the discipline, section General Provisions). Learning outcomes are achieved through the full completion of sequential and interrelated modules, each of which culminates in learning outcomes.

The university on a mandatory basis provides EP graduates with documents confirming the qualifications received, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.

Analytical part

Analysis of the accredited EP for compliance with the criteria of the standard "Development and approval of an educational program" shows that the content of the educational program, the logic and sequence of the implementation of disciplines, the depth of their development, are consistent with the learning outcomes, with the requirements of employers for training and comply with regulatory requirements. By order of the chairman of the board - the rector, academic committees (AC) for educational programs were created, which include teaching staff, employers, and students. At the meetings of the AC, the issues of designing, developing and approving the EP and other issues of the educational process are discussed.

The expected learning outcomes and set goals correspond to the content of the EP.

For each EP, graduate models have been created and published in the public domain, which are based on the following principles: ensuring high-quality training of qualified competitive specialists based on a combination of advanced innovative technologies with scientific and practical activities; meeting the needs of employers in highly qualified specialists; competence in understanding modern trends in the development of forestry; the ability to analyze and evaluate global and regional processes and problems.

An important factor in the formation of professional competence among graduates that meets the needs of the market is the possibility of preparing students for professional certification. The management of the EP does not demonstrate which discipline is focused on preparing students for certification, in addition, an analysis of the opportunities provided by the services market has not been carried out, which allows us to conclude that the accredited EP "8D05301-Chemistry" does not provide for the preparation of students for professional certification.

Strengths / best practice in EP "8D05301-Chemistry":

- According to this standard, EP have no strengths.

EEC recommendations for "8D05301-Chemistry":

- The management of the EP for individual modules (or for one of the modules) by March 31, 2024, develop a course to prepare students for professional certification.

Conclusions of the EEC according to the criteria of the standard «Development and approval of the educational program» EP "8D05301-Chemistry" has 11 satisfactory positions and 1 - suggests improvement.

6.4. Standard "Continuous monitoring and periodic evaluation of the educational program"

- ✓ *The Educational Organization should determine the mechanisms for monitoring and periodically evaluating the EP to ensure the achievement of the goal and meeting the needs of students, society, 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 programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught;*
 - *changes in the needs of society and the professional environment;*
 - *workload, performance and graduation of students;*
 - *effectiveness of student assessment procedures;*
 - *expectations, needs and satisfaction of students with EP training;*
 - *educational environment and support services, and their compliance with the objectives of the EP.*
- ✓ *The management of the EP must demonstrate a systematic approach in monitoring and periodically assessing the quality of the EP.*
- ✓ *The Education Organization, the management of the EP should determine the mechanism for informing all interested parties about any planned or undertaken actions in relation to the EP.*
- ✓ *All changes made to the EP must be published*

The evidentiary section

The procedure for assessing, updating and developing the EP, as well as monitoring, is presented in the documented procedure "Regulations on the educational program" (<https://shakarim.edu.kz/pages/obrazovaniye/vnutrenniye-normativnyye-dokumenty>).

The application of the education quality assurance system makes it possible to ensure the participation of all interested parties in the educational process: students who receive knowledge; teachers providing educational services; employers who are representatives of the labor market for whom training is provided.

The above participation is manifested in the constant monitoring and periodic evaluation of educational programs. The main task of the assessment is to systematically identify the degree of satisfaction of students and graduates with the quality of educational services. The Center for Social Monitoring and Forecasting of the University to solve this problem uses questionnaires and interviews according to specially designed questionnaires. The results of processing answers indicate the satisfaction of students with the activities of the university in the main areas

Coordination of work on the development, examination and implementation of the EP is carried out by the Academic Committee. The AC consists of teachers and representatives of external stakeholders interested in improving the quality of training. When updating or developing an EP for consideration at a meeting of the AC, a sheet of criteria-based assessment of the EP is filled out. Further, the draft OP goes through the review procedure in an external organization. After approval, the EP is posted on the official website of the University for information and accessibility to consumers

(<https://fvam.faculty.shakarim.kz/department/38/edu-program/442>),

(<https://fvam.faculty.shakarim.kz/department/17/edu-program/447>).

Monitoring and periodic evaluation of the EP is carried out according to the quality of students' knowledge; according to employers; according to the feedback of students of the EP, etc. Monitoring of the educational achievements of students is carried out twice a year at the end of the semester. The frequency of other types of monitoring is once a year.

Monitoring and evaluation of the EP is carried out at the level of the department, dean's office and administration with mandatory analysis and consideration of reports on the dynamics of the program at meetings and the adoption of appropriate decisions for their implementation. At the level of the department, in accordance with the established schedule, control is carried out on all types of activities (classroom, educational and methodological, independent work of students, etc.) with discussion at weekly operational meetings. At the end of the semester, an analysis of the activities of the teaching staff is carried out with a discussion at a meeting of the

department and a decision is made. At the end of the academic year, the teaching staff of the departments undergoes certification.

The dean's office of the faculty weekly discusses the results of monitoring the progress of the educational process, analyzes attendance at classes and the results of current and boundary control. According to the approved plan, it considers the quality of the educational process and research on the EP, the activities of the department and individual teachers. Decisions of the faculty council are made on the issues under consideration.

The implementation of planned work is controlled by the dean of the faculty. The effectiveness of the changes implemented by the EP is assessed based on the results of academic performance and the quality of student learning.

All processes related to the implementation of the undergraduate program at Shakarim University are documented and verified by the Education Quality Monitoring Center. To control the quality of teaching and the level of knowledge of students, intra-departmental and university control is regularly carried out. The departments monitor the quality of the teaching staff classes (schedule of open classes, mutual visits, protocols for their discussion). At the meetings of the departments, the results of the examination sessions are discussed. At the end of the academic year, at a meeting of the department with the participation of all interested parties (teaching staff, employers, students) who have the right to vote, a self-assessment of the EP is carried out, taking into account the changes made, the results achieved, the effectiveness and efficiency of the EP implementation are discussed. Making changes to the EP is possible by revising the Working Curriculum, the Catalog of Elective Disciplines, working curricula, syllabuses. The results of self-assessment are reflected in the minutes of the meeting of the department.

The participation of teaching staff, employers and students in the development of the EP is presented in the following documents: 1) feedback from employers based on the results of internships; 2) reviews from organizations on the OP. In order to prevent possible problems with the student at the University, preventive actions are taken. In order to revise the EP, the management of the EP annually analyzes external changes in the labor market, the needs of employers, etc., discusses it at the department, and then makes appropriate adjustments to the Working Curricula.

The Director of the Institute of Engineering and Further Education of the Innovative Eurasian University, Doctor of Chemical Sciences, Professor Svidersky A.K. and Ph.D., Associate Professor of the Department of Biochemistry and Chemical Disciplines named after Professor S.O. Tapbergenova Semey Medical University Dinzhumanova R.T.

The model of the graduate of the EP "8D05301 - Chemistry" was formed with the participation of: representatives of students (Elemesova G.T.), employers (Umarov M.A., Shakhvorostov A.V.), teachers (Sabitova A.N., Orazzhanova L.K., Kasymova Zh.S.).

Analytical part

The EEC confirms that the university constantly monitors, periodically evaluates and revises educational programs for the effective implementation of the educational process and is working to create a favorable environment for students.

The educational organization monitors and periodically evaluates educational programs in order to update their content in the light of the latest scientific achievements to ensure the relevance of the disciplines taught. At the same time, taking into account the changing needs of society and the professional environment, changes are made to the EP in terms of the content of the studied disciplines, a revision of the labor intensity, the format of conducting classes. When studying the state of affairs on taking into account the results of the analysis of changes in the labor market, the requirements of employers and the social needs of society, minutes of the meeting were provided where employers justify the inclusion of new elective disciplines, however, monitoring of the labor market is not carried out on an ongoing basis. Therefore, the commission recommended to monitor the labor market on an ongoing basis, take into account

the influence of environmental factors (competitors, the state of the country's economy, the solvency of consumers, etc.), employers to identify and take into account the expected learning outcomes when developing and updating the content and structure of the EP. All interested parties are informed about all changes made to the EP in a timely manner through the website.

Strengths / best practice in EP "8D05301-Chemistry":

- According to this standard, EP have no strengths.

EEC recommendations for "8D05301-Chemistry":

- There are no recommendations for this standard.

Conclusions of the EEC according to the criteria of the standard "Constant monitoring and periodic evaluation of the educational program" EP "8D05301-Chemistry" has 10 satisfactory positions.

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

- ✓ *The management of the EP should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths.*
- ✓ *The management of the EP should provide for the use of various forms and methods of teaching and learning.*
- ✓ *An important factor is the presence of own research in the field of teaching methods of academic disciplines of the EP.*
- ✓ *The management of the EP should demonstrate the existence of feedback mechanisms on the use of various teaching methods and the assessment of learning outcomes.*
- ✓ *The management of the EP must demonstrate the existence of mechanisms to support the autonomy of students with simultaneous guidance and assistance from the teacher.*
- ✓ *The management of the EP must demonstrate the existence of a procedure for responding to complaints from students.*
- ✓ *The EO must ensure the consistency, transparency and objectivity of the mechanism for evaluating learning outcomes for each EP, including appeal.*
- ✓ *The EO must ensure that the procedures for assessing the learning outcomes of students of the EP correspond to the planned results and goals of the program, publishing the criteria and assessment methods in advance.*
- ✓ *The EO should define the mechanisms to ensure the achievement of learning outcomes by each EP graduate and ensure the completeness of their formation.*
- ✓ *Assessors should be proficient in modern methods for evaluating learning outcomes and regularly improve their skills in this area.*

The evidentiary section

Shakarim University introduces student-centered learning processes in the EP: ensures the development of flexible learning paths, the use of various forms of teaching; creates conditions for increasing the motivation and involvement of students in the educational process; ensures consistency and objectivity in the assessment of learning outcomes.

All EP students are provided with equal opportunities, regardless of the language of instruction, the choice of a specific educational trajectory in accordance with their life goals, abilities and capabilities. The PhD educational program "8D05301-Chemistry" has a scientific and pedagogical focus and involves fundamental educational, methodological and research training in the field of chemistry and chemical science.

An individual curriculum is drawn up in two languages, depending on the language of instruction for each student, on the basis of working curricula and the Catalog of Elective Disciplines in accordance with the academic calendar and the requirements of the credit technology of education.

The results of teachers' own scientific research are actively introduced into the educational process. Monograph of Associate Professor Musabayeva B.Kh. "Green synthesis" of

metal nanoparticles and their biomedical application // Semey: Ed. Intelligence. - 2018. - 125 p., monograph by Kasymova Zh.S., Musabayeva B.Kh., Orazzhanova L.K., Klivenko A.N., Yelemesova G.T. Land desertification prevention technology using interpolyelectrolyte complexes. Desertification Prevention Technology using Interpolyelectrolite complexes. - Semey: Intellect, 2020. - 183 pp., implemented in the Research Work of a doctoral student for EP "8D05301-Chemistry".

The teachers of the department in their practice use teaching methods that form the professional competencies of students, such as informational, communicative, cooperative and problematic competencies. For example, for the formation of information competence, teachers of the department use tasks for searching for information in periodicals and reference literature, the Internet, working with literary primary sources, in libraries, etc. Analysis of scientific articles related to the topic of the dissertation and writing review articles as the final result of evaluation.

To form written communication, the teachers of the department involve doctoral students to participate in conferences and publish scientific articles (where the use of a laboratory-practical complex of chemical disciplines is practiced, as well as in the processing of scientific research results, the ORIGIN, CHEMOFFICE programs are used).

The university has determined the mechanisms for ensuring the development of learning outcomes by each EP graduate and ensured the completeness of their formation.

The main criterion for the completion of studies under the doctoral program is the development by the student of 180 academic credits for the entire period of study, including all types of educational and scientific activities of the doctoral student.

The department draws up plans for the Educational and Methodological Council, monitors the preparation of the Educational and Methodological Provision of Discipline and teachers' syllabuses, draws up schedules for open classes and mutual visits. Plans of the Educational and Methodological Council, mutual visits to classes, protocols of open classes and a scientific and methodological seminar of the departments on the use of modern educational technologies in the educational process are available in the affairs of the departments. The results of mutual visits to classes from the 2022-2023 academic year are filled in online in the Salmon AIS portal (SemGU AIS), which describes the course of the lesson, the results of the lesson, conclusions and recommendations, and is evaluated on a 10-point scale.

The basic principles of student-centered learning are taken into account when compiling the author's Educational and Methodological Support for the Discipline and organizing the main classes (lectures and seminars and practical classes) and independent work, which allows students to gain experience, develop creative potential and determine their personal orientation. Independent Work of the Student is practically significant in the effective implementation of the EP. For each discipline, the optimal forms, methods, means of organizing the Student's Independent Work are selected. Tasks for the Student's Independent Work are presented in the form of preparing essays, presentations, essays, writing reviews, independent study of several topics, individual issues, provisions with their subsequent submission, preparation and analysis of scientific articles, etc. The number of tasks for the Student's Independent Work and the maximum score for each task is set by the teacher independently, taking into account the total complexity of the tasks and in other disciplines. All types of independent work, deadlines for their completion and delivery, assessment methods are described in syllabuses. The content, requirements for fulfillment, criteria for evaluating the tasks of the Student's Independent Work, etc. are reflected in the Guidelines for the organization of independent work in disciplines, developed in accordance with the document "Educational and methodological support of the discipline", which are annually approved / reapproved at a meeting of the department and placed in AIS Semgu. Students have free round-the-clock access to methodological instructions for organizing independent work. The result of the Student's Independent Work is an electronic version of the students' work, which is completed in a timely manner and uploaded to the AIS portal at the above indicated address.

Shakarim University has a licensed software system for detecting text borrowings in

educational and scientific works "TURNITIN". General agreement with the California company LLC "TURNITIN" (USA) dated April 13, 2022

The university has a procedure for responding to complaints from students. The complaints procedure is implemented in accordance with the relevant Regulation.

Analytical part

The EEC notes that ensuring equal opportunities for students is achieved by the completeness of the educational, methodological, organizational, methodological, information support of the educational process in three languages of instruction: Kazakh, Russian and English. All students are subject to the principle of gender equality. There is equal access to educational, research and educational activities. The possibilities of choice and combination of disciplines are regulated by the introduction of prerequisites into the main EP "8D05301-Chemistry", requiring mandatory inclusion in the Individual Curriculum of the previous discipline.

EEC notes that the implementation of the principle of orientation of students of the EP "8D05301-Chemistry" is based on the personal needs of the student, the disclosure of his potential and the preparation of a socially active person. The freedom to choose disciplines is realized by providing the student with the Catalog of Elective Disciplines, which contains a list of all disciplines indicating the objectives of the study, summary and expected competencies, and a typical curriculum of the EP. With the help of an advisor, students are easier to navigate and determine the minor with the inclusion of the selected disciplines in their Individual Curriculum. The distribution of disciplines by semester is carried out in a logical sequence, taking into account the observance of prerequisites and postrequisites. The individual curriculum of the student is approved annually by the dean of the faculty, contains a list of disciplines and the number of credits.

Комиссия на основе самоотчетов, приложений к ним, а также во время интервьюирования ППС и посещения сайтов кафедр, определили, что ППС аккредитуемых ОП выпускают различные учебники и учебные пособия по дисциплинам, имеют план издания учебников и пособий по дисциплинам профессиональной направленности.

Таким образом, комиссия отмечает, анализ состояния по стандарту «Студентоцентрированное обучение, преподавание и оценка успеваемости» показала, что по всем критериям соответствует требованиям стандарта.

Strengths / best practice in EP "8D05301-Chemistry":

- According to this standard, EP have no strengths.

EEC recommendations for "8D05301-Chemistry":

- There are no recommendations for this standard.

Conclusions of the EEC according to the criteria of the standard «Student-centered learning, teaching and assessment» EP "8D05301-Chemistry" has 10 satisfactory positions.

6.6. Standard "Students"

- ✓ *The Education Organization must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP, ensure transparency and publicity of its procedures governing the life cycle of students (from admission to completion).*
- ✓ *The management of the EP should determine the procedure for the formation of a contingent of students based on:*
 - *minimum requirements for applicants;*
 - *the maximum size of the group when conducting seminars, practical, laboratory and studio classes;*
 - *predicting the number of government grants;*
 - *analysis of available material and technical, information resources, human resources;*
 - *analysis of potential social conditions for students, incl. provision of places in the hostel.*
- ✓ *The management of the EP must demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students.*
- ✓ *The Education Organization must demonstrate the compliance of its actions with the Lisbon Recognition Convention, the existence of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.*
- ✓ *The Education Organization should cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications.*
- ✓ *The Education Organization should provide an opportunity for external and internal mobility of students of the EP, as well as readiness to assist them in obtaining external grants for training.*
- ✓ *The management of the EP must demonstrate readiness to provide students with internship places, promote the employment of graduates, and maintain contact with them.*
- ✓ *The Educational Organization should provide for the possibility of providing EP graduates with documents confirming the qualifications received, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion*

The evidentiary section

The University has a published policy for the formation of a contingent of students in the context of EP from admission to graduation and ensures the openness and transparency of its procedures (<https://shakarim.edu.kz/pages/obrazovaniye/akademicheskaya-politika>).

Admission of persons to doctoral studies is carried out on a competitive basis based on the results of entrance examinations in accordance with the Admission Rules. The number of students of the accredited EP increases annually. An analysis of data from 2020 to 2022 shows that admission has increased by 2.5 times. The state educational order of the EP for doctoral studies is annually fulfilled by 100%. Currently, 10 doctoral students of the EP are studying in the state language on a grant basis.

In order to prevent possible problems associated with the academic performance and behavior of doctoral students, intensive work is being carried out by the adviser Orazzhanova L.K. with academic groups. The advisor assists in choosing a learning path (forming an individual work plan) and mastering the academic disciplines of the EP during the training period. Individual training planning for doctoral students is carried out with the participation of their supervisors (consultants). Also, students can see all the information on the organization of the educational process in the Guidebook (<https://shakarim.edu.kz/pages/studentam/putevoditel-obuchayushchegosya>) and the academic calendar. The guidebook is freely available on the university website. The directory is updated annually in order to make changes in the regulatory framework of the university.

The procedures for recognition by the university of prior learning outcomes and qualifications are carried out in accordance with the principles of the Lisbon Convention on the Recognition of Qualifications Relating to Higher Education in the European Region. The management of the University and the accredited EP has a mechanism for recognizing the results of additional, formal and non-formal education, as well as the results of academic mobility of students, fixed and published in the documented procedure of the university. The procedure for recognizing the results of formal and non-formal education is presented in the Regulations on the recognition of the results of formal and non-formal education, the Regulations on the rules for

the transfer and restoration of students at NJSC "Shakarim University of Semey" and is carried out by the Faculty Quality Assurance Commission.

The University, as a member of the Bologna Process, cooperates with educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications, that is, with the Bologna Process Center of the Republic of Kazakhstan.

At the university, the employment of graduates is facilitated by the Department of Career and Employment and graduating departments. The procedure for facilitating the employment of a university graduate is presented in the Documented procedure "Employment of graduates".

Upon graduation, university graduates receive a diploma of their own sample with a transcript attached to it (in three languages) indicating the volume of disciplines mastered in credits.

Analytical part.

EEC notes that Shakarim University has a developed policy for the formation of a contingent of students. This policy is transparent, its procedures governing the entire life cycle from receipt to release.

The Commission also notes that in order to organize assistance in adapting first-year students to the educational process at the university, at the beginning of each academic year, the Freshman's Week is held, during which the heads of structural divisions of the university and the faculty explain the rules for organizing training at the university, the requirements of the internal regulations, and the working hours various services, contact information about the administration, deans and other structural divisions, etc.

At the university, work on academic mobility of students is well organized. Information about the programs of external and internal mobility of students and teaching staff are posted on the university website. The coordination of academic mobility programs at the university is carried out by the Center for International Cooperation and the Educational and Methodological Department of the Department for Organization of the Educational Process. The university has developed a regulation on internal and external academic mobility

The EEC also notes that planning and internships are carried out on the basis of work programs and guidelines. The university has a "Regulation on professional practice and the definition of organizations as bases for undergraduate and higher specialized education practices at Shakarim University", on the basis of which end-to-end practice programs have been developed in the context of EP. For each type of practice, the department has developed methodological recommendations for organizing and conducting practice.

Supervisors are appointed for the duration of the practice. Practice leaders provide students with the necessary methodological and psychological assistance from supervising methodologists and leaders, they organize introductory and final conferences, an exhibition of methodological literature in the university library. Professors, associate professors, experienced teachers who are well aware of the specifics of the profession and the activities of practice bases are appointed as practice leaders.

Based on the analysis of the "Students" profile, it can be concluded that the university has a student support service, systematically and systematically aimed at meeting their educational, personal and social needs.

Analysis of the results of the students' survey, the commission notes that the degree of openness and accessibility of leadership at all levels, as well as teaching staff to students, is quite high. Thus, 89.1% of respondents are "fully satisfied" with the relationship with the dean's office (faculty, department), 10.3% are "partially satisfied", 0.4% are "partially dissatisfied" and 0.2% are "difficult to answer". With the level of accessibility and responsiveness, 87.6% are "fully satisfied", 11.3% are "partially satisfied", 0.9% are "partially dissatisfied" and 0.2% are

“difficult to answer”.

Strengths / best practice in EP "8D05301-Chemistry":

- According to this standard, EP has no strengths.

EEC recommendations for "8D05301-Chemistry":

- The management of the EP should ensure a wider involvement of EP graduates in the activities of the EP Alumni Association and increase the contribution of the Association to the development of the university on a regular basis before the start of the 2023–2024 academic year.

Conclusions of the EEC according to the criteria of the standard «Students» EP "8D05301-Chemistry" has 10 satisfactory positions.

6.7. The standard "Teaching staff"

The educational organization must have an objective and transparent personnel policy, including in the context of the educational program, including hiring, professional growth and development of personnel, ensuring the professional competence of the entire staff.

The organization of education must demonstrate that the human resources of the teaching staff correspond to the specifics of the educational program.

The management of the educational program should demonstrate awareness of responsibility for their employees and ensure favorable working conditions for them.

The management of the educational program should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning. 7.2.5 The educational organization must determine the contribution of the teaching staff of the educational program to the implementation of the educational organization development strategy and other strategic documents.

The organization of education should provide opportunities for career growth and professional development of the teaching staff of the educational program.

The management of the educational program should demonstrate readiness to involve practitioners of relevant sectors of the economy in teaching.

The educational organization should demonstrate the motivation of the professional and personal development of teachers of the educational program, including encouragement for the integration of scientific activity and education, the use of innovative teaching methods.

An important factor is the readiness to develop academic mobility within the framework of the educational program, to attract the best foreign and domestic teachers.

The evidentiary part

The personnel policy of the Non-profit Joint-Stock Company "Shakarim University of Semey" is available to all faculty members in the personal account of the AIS electronic portal (ais.semgu.kz).

Planning of personnel potential in the university staff is carried out by drafting the staffing table for the academic year by the Personnel management and document management department together with the educational and methodological department and departments.

Shakarim University is guided by the Law of the Republic of Kazakhstan "On Education" dated 27.07.2007 No. 319-III (with amendments and additions as of 12.01.2023), the Law of the Republic of Kazakhstan "On Science" No. 407-IV dated 18.02.2011 in its activities on the admission of employees, appointment, dismissal, suspension from teaching. (with amendments and additions as of 11/24/2022), the Law of the Republic of Kazakhstan "On Combating Corruption" No. 410-V dated 11/18/2015. (with amendments and additions as of 05.01.2023), the Labor Code of the Republic of Kazakhstan No. 414-V dated 11/23/2015. (with amendments and additions as of 11/18/2022).

The competition of the Teaching staff is held in accordance with the Law "On Education" dated July 27, 2007 No. 319-III (with amendments and additions as of 12.01.2023). Once every three years is carried out by the competition commission on the basis of the submitted documents.

The academic staff of the Department of "Chemical Technology and Ecology" is 100% settled in doctoral studies. Scientists of the Department of "HTE" have the Hirsch index (h-index) in the databases of the Web of Science and Scopus, respectively: Klivenko A.N. - 6 and 5, Kasymova Zh.S. - 4 and 4, Orazzhanova L.K. - 4 and 5, Sabitova A.N.- 2 and 2, Nurgaliev N.N.-1 and 2, Bayakhmetova B.B.-1.

Highly qualified teachers with extensive experience in scientific, pedagogical and practical activities are allowed to read lectures.

The management of the Educational Program is working to change the role of the teacher in connection with the transition to student-centered learning. The role of the teacher himself is changing in the paradigm of student-centered learning and teaching. In the educational process, when studying the disciplines of the Educational program, students are offered various innovative methods and technologies. The activity of the teaching staff of the departments fully complies with the university's strategy, qualification requirements, specifics and level of the educational program. The participation and role of the Teaching staff in the implementation of the university's strategy are discussed at a meeting of the department, the faculty council or the teaching and Methodological Council of the faculty. The University provides the necessary balance between the academic and scientific activities of the Teaching staff.

Each teacher in the developed educational and methodological support of the discipline offers various tasks and questions for doctoral students, taking into account the levels of training. When organizing independent work of students and Independent work of a student under the guidance of a teacher, all topics offered for self-study are reflected in the textbooks and teaching aids issued in the form of separate sections or tasks and questions. On the educational portal of the university (ais.semgu.kz) electronic versions of lectures, methodological guidelines, various educational and auxiliary materials are posted for students by teachers of the departments, educational achievements of students by teachers are recorded in an electronic journal.

An important factor is the development of academic mobility within the framework of the educational program, the involvement of the best foreign and domestic teachers. In 2022, a foreign scientist Aseeva V., PhD, University of Helsinki, Finland, arrived at the department

The University provides the teaching staff with all the necessary conditions for high-quality work in a professional environment. Special attention is paid to improving the language training of the teaching staff in order to introduce educational programs in the format of multilingual education, for this, the teaching staff attend free intra-university multi-level courses on learning English.

The availability of appropriate motivation for the teaching staff and staff, stimulating the effective achievement of goals, is achieved through the establishment of salary allowances, business trips for advanced training, internships both within the Republic of Kazakhstan and near and far abroad, the creation of a favorable moral and psychological climate.

Also, a number of social issues are being solved by the teaching staff and staff - an additional payment for disabled children, an additional payment for home Internet, housing, a discount for employees and their children for training, financial assistance in difficult life situations, etc. So, for example, acting associate Professor A.N. Klivenko receives a monthly supplement for a disabled child.

The university provides opportunities for career growth and professional development of the teaching staff of the educational program. In order to ensure the quality of classes at the University, there is a system of professional development and professional development of the teaching staff.

The professional development plan includes all types of internships, PC courses, master's degree, doctoral studies, etc. The University provides mandatory professional development for the teaching staff once every five years. Upon completion of advanced training, the personnel management and document management department is provided with documents confirming training (certificates), and their report is heard at the department. During the summer period, all the teachers of the OP took online refresher courses at the university. The teachers of the department Sabitova A.N., Nurgaliev N.N., Kasymova Zh.S., Orazzhanova L.K. and Bayakhmetova B.B. were trained at the international summer school "Green Chemistry" in the NAO "M.Auevov SKU", 01-14.06.2022 in the amount of 72 hours and received international certificates.

Teachers of the educational program regularly improve their competence through training in various areas.

PhD Klivenko A.N. became the owner of the State Scientific Scholarship for talented young scientists in 2018, in the current academic year the department Nurgaliev N.N. participates in the competition for the State Scientific Scholarship for talented young scientists.

The personnel potential of the university meets the qualification requirements, the level and specifics of educational programs, 100% of the teaching staff regularly improve their competence through training in various areas.

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The personnel potential of the university meets the qualification requirements, the level and specifics of educational programs, 100% of teaching staff have the appropriate basic education. In general, favorable conditions have been created at the university for the effective activities of the teaching staff of the university. The student receives feedback and, if necessary, consultations concerning the educational process. The university is responsible for the quality of the work of its employees and the creation of favorable conditions for their activities.

The teaching load of teachers is optimal and allows you to carry out not only teaching activities, but also to engage in research work.

For the period 2020-2023, the Faculty of "Chemical Technology and Ecology" of the department participated in research works in the areas of Funded scientific projects and Initiative topics. So, over the past 5 years, 2 funded projects have been fully implemented, 1 project is currently being implemented, 2 projects have been submitted for the competition

The organization of research works is closely related to the educational process and the curriculum of the educational program.

Research work on the cycles of disciplines is provided through the writing and publication of scientific articles and participation in conferences.

The results of the research work are introduced into the educational process as part of the writing of graduation papers, the development of elective courses, teaching aids and guidelines. Carried out on the basis of the act of implementation of Research work in the educational process of the university.

In scientific publications, teachers use the results of their scientific research, which they have been engaged in for the last five years.

In the teaching staff participating in the implementation of the accredited program there are 2 holders of the title "The best university teacher": in 2020, the head of the department of HTE Sabitova A.N., in 2021, PhD Klivenko Alexey Nikolaevich.

The educational activities of the university include the implementation of the project of Academic integrity, objective assessment through key processes: the introduction of an electronic journal, ensuring independent examination, as well as the participation of Student self-government in the management of the educational process.

The teaching staff of the departments takes an active part in city events (Meetings with potential employers; job fairs; subbotniks; seminars and forums organized by educational institutions and enterprises of the city; Cultural events dedicated to various significant dates), university events (problem-themed) meetings of the chairman of the board - rector and management, dean of the faculty with the university staff.

Teachers of the departments actively participate as jury members in regional, city Olympiads, Daryn and conferences on chemistry held by the Department of Education of the Ministry of Education of the Republic of Kazakhstan. (Sabitova A.N., Kasymova Zh. S., Bayakhmetova B. B., etc.).

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In scientific publications, teachers use the results of their scientific research, which they have been engaged in for the last five years.

In the teaching staff participating in the implementation of the accredited program, there are 2 holders of the title "Best University teacher": in 2020, head of the Department of Chemical Technology and Ecology Sabitova A.N., in 2021, PhD Klivenko Alexey Nikolaevich.

The educational activities of the university include the implementation of the project of Academic integrity, objective assessment through key processes: the introduction of an electronic journal, ensuring independent examination, as well as the participation of Student self-government in the management of the educational process.

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The analytical part.

During the visit, the experts of the external expert commission of the Independent ACCREDITATION and Rating Agency noted that the University has a transparent personnel policy, while the selection of the staff potential of the FACULTY corresponds to the development strategy of the university and the specifics of the educational program.

The university has created conditions for the professional growth of teaching staff, favorable working conditions are provided. As the results of the survey on the issue of providing opportunities for career growth by the university showed, 71.3% of respondents rated "very good", 23.7% – "good" and 5% – "relatively bad". They also highly appreciated the opportunities provided by the university for professional growth – 75% "very good", 23.8% – "good" and 1.2% – "relatively bad". Teaching staff have the opportunity to participate in academic mobility.

The Commission notes the rather high scientific potential of the department responsible for the implementation of the educational program – the settling down of the staff of the teaching staff, the availability of funded research works. Practitioners of relevant industries are involved in the implementation of the educational program, they take part by giving lectures, as well as participating in the practical training of students.

After analyzing the survey data presented, the commission notes that the work on medical care and disease prevention is organized at an insufficiently high level by the university: 67.5% of respondents rated "very good", 31.3% – "good" and only 1.2% noted "relatively bad". The level of the created conditions, taking into account the needs of various groups of students, was also highly appreciated by the teaching staff: "very good" – 68.8% and "good" – 31.2%.

On the question that the organization of education provides sufficient opportunity to use their own innovations in the learning process, 78.8% of the surveyed teaching staff rated very well and 21.3% – well.

Strengths/best practice in the educational program "8D05301-Chemistry":

- According to this standard, they have no strengths.

Recommendations of the external expert commission for "8D05301-Chemistry":

- The management of the educational program should consider the possibility of increasing the share of teaching staff participating in academic mobility and foreign internship programs starting from 2023-2024 academic year.

Conclusions of the external expert commission on the criteria of the standard "Teaching staff" of the educational program "8D05301-Chemistry" has 9 satisfactory positions.

6.8. Standard "Educational resources and student support systems"

The organization of education must guarantee a sufficient number of educational resources and student support services to ensure the achievement of the Educational program goal

The educational organization must demonstrate the sufficiency of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of the Educational program (adults, working, foreign students, as well as students with disabilities).

The management of the educational program should demonstrate the availability of support procedures for various groups of students, including information and counseling.

The management of the educational program must demonstrate the compliance of information resources with the specifics of the educational program, including:

- technological support for students and teaching staff (for example, online learning, modeling, databases, data analysis programs);
- library resources, including the fund of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases;
- examination of the results of research work of graduation papers, dissertations for plagiarism;
- access to educational Internet resources;
- functioning of WI-FI on the territory of the educational organization.

The organization of education demonstrates the planning of providing the educational program with educational equipment and software similar to those used in the relevant sectors of the economy.

The evidentiary part

The material and technical base of the Department of Chemical Technology and Ecology meets the satisfactory level of the current requirements for providing training and practical classes of the Educational program "8D05301-Chemistry".

The classroom fund complies with the current sanitary standards, fire safety requirements, qualification requirements for the activities of educational organizations.

Classrooms are used both for conducting classes in the disciplines of the department, and for independent work of students, research works of doctoral students and teachers.

Electricity is provided in each room, in accordance with the norms of sanitary equipment, they have normal natural and artificial illumination, have a sufficient number of seats.

When training specialists in the above-mentioned educational program "8D05301-Chemistry" at the university, both specially equipped laboratories and general-purpose classrooms are used. Laboratories are provided with the necessary equipment for high-quality training sessions and scientific work.

Annually, in order to update the material base, departments submit applications for the purchase of laboratory equipment, materials, reagents, office equipment, etc. At the end of each academic year, a laboratory assistant (a financially responsible person together with the head of the department) collects information on the state of the material and technical base and available information resources. At the meeting of the department, the information received is discussed, and corrective actions are taken leading to the improvement of the department's activities.

In the adjacent territories of educational buildings, parking lots are allocated for people with limited mobility, with the installation of road signs.

To implement the social program aimed at the formation and maintenance of a healthy lifestyle of students and university staff, there is a modern sports complex with a hall for playing sports, with a gym, wrestling, tennis and gym, a rehabilitation center, a swimming pool and sports grounds, etc. The work of sports sections and events is organized. The University supports the participation of student-athletes in international, republican, regional sports competitions.

The University library makes a significant contribution to the training of qualified specialists, provides the necessary literature for educational and scientific processes, and

contributes to the further development of science. Through the official website of the university, you can visit the scientific library (<https://shakarim.edu.kz/>).

To evaluate the results of the development of the educational program "8D05301-Chemistry", the following forms of control are carried out at the department according to the accredited educational program: current; intermediate control; defense of doctoral dissertations.

In general, the educational equipment and software used to organize the learning process and support the trainees of the implemented educational program "8D05301-Chemistry" are similar to those used in the relevant industries. The department, tracking the needs of the labor market, expands the training of specialists in the accredited educational program "8D05301-Chemistry", introducing elective disciplines with the use of innovative technologies. The department constantly analyzes the condition of the existing equipment and orders for the necessary consumables.

The analytical part.

Externally, the expert commission confirms the material, technical, library and information resources used in the learning process are sufficient and meet the requirements of the educational programs being implemented.

Students and teachers of the departments have the opportunity of free access to the Internet, via wireless access points (Wi-Fi) from any computer in all academic buildings, dormitories of students.

The existing laboratory base, as well as practice bases, will allow students to master modern research methods. The material, technical, library and information resources used to organize the learning process are sufficient and meet the requirements of the educational program being implemented.

The analysis of the results of the survey of students showed that the availability of computer classes, the available computer classes, as well as the availability and quality of Internet resources for students is not high enough. Thus, although 83.4% of the surveyed students regarding the availability of computer classes are "completely satisfied", at the same time 13.8% of the respondents are "partially satisfied", 1% are "partially dissatisfied", 1% are "not satisfied" and 0.8% are "undecided". 82.7% of the surveyed students are "completely satisfied" with the available computer classes, while 15.5% are "partially satisfied", 0.6% are "partially dissatisfied", 0.4% are "not satisfactory" and 0.8% of students "found it difficult to answer". Also, there are not high enough indicators for the availability and quality of Internet resources: although 84% of respondents are "completely satisfied", 14% are "partially satisfied", 1% are "partially dissatisfied", 0.8% are "not satisfied" and 0.2% of the surveyed students "found it difficult to answer".

Thus, as the results of the survey showed, 16-18% of the surveyed students are partially or not satisfied with the availability and quality of computer equipment and Internet resources. This situation indicates the need to improve the material base for equipping with modern computer technology and improving the quality of Internet resources

Strengths/best practice on the Educational program "8D05301-Chemistry":

- According to this standard, the Educational program has no strengths.

The external expert commission for the Educational program "8D05301-Chemistry":

- The management of the educational organization should develop a roadmap for improving the provision of students with computer equipment with a high-quality Internet resource by 01.10.2023.

Conclusions of the external expert commission according to the criteria of the standard "Educational resources and student support services" the Educational program "8D05301 – Chemistry" has 8 satisfactory positions and 1 – suggests improvement.

6.9. The standard "Informing the public"

The educational organization must publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:

- expected learning outcomes of the implemented educational program;
- qualifications and/or qualifications that will be awarded upon completion of the educational program;
- teaching and learning approaches, as well as the system (procedures, methods and forms) of assessment;
- information about passing scores and educational opportunities provided to students;
- information about graduate employment opportunities.

The management of the EP should provide for a variety of ways to disseminate information, including mass media, information networks to inform the general public and interested persons.

Public awareness should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.

The educational organization must demonstrate the reflection on the web resource of information characterizing it as a whole and in the context of educational programs.

An important factor is the availability of adequate and objective information about the teaching staff of the OP.

An important factor is informing the public about cooperation and interaction with partners within the framework of the EP.

The evidentiary part

Information about the University's activities, including the department and the implemented EP "8D05301 – Chemistry" can be obtained on the university's website.

The university publishes the journal "Bulletin of Shakarim University" and the newspaper "Shakarim shanyragy" on a periodic basis.

Shakarim University implements a quality assurance policy, which is reflected in the regulatory document "Policy and standards of the internal quality assurance system", complies with the legislation of the Republic of Kazakhstan in the field of education and is freely available to all stakeholders.

The quality assurance policy at the OP level is focused on the development of a quality culture in which all internal stakeholders assume responsibility for quality at all levels of the university's functioning.

Facebook Instagramme has its own accounts: "Facebook", "Instagram".

The University's policy of informing the public is based on the principles of openness towards society, establishing public relations with authorities of various levels, collectives of educational institutions, student organizations.

The university administration, faculty and departments pay sufficient attention to informing the public about the activities, conditions and features of the implementation of the EP, using various media resources and publications for newspapers, magazines, radio and television.

To inform the public, as well as applicants, information boards, posters, banners are placed in the foyer of the departments. To conduct recruiting activities in secondary educational schools in cities and regions of Kazakhstan, presentations and videos containing information about the EP have been developed.

Analytical part

An external expert commission confirms the availability of information resources: booklets, newspapers, as well as social networks. Information about the results of the university's activities is reflected in three languages on the official website of the university.

Teaching staff regularly appear on television and radio, participate in the life of the region. The analysis of the information provided in the media showed a sufficient level of informing the public of the implemented EP.

Nevertheless, the expert commission found that in the context of accredited OP, information about the publications of the teaching staff, in the context of personalities, is not sufficiently complete on open resources.

The survey of students conducted during the visit of the External Expert Commission of the Independent ACCREDITATION AND Rating Agency showed that 89.6% of respondents were fully satisfied with the information support and explanation of the admission rules and the strategy of the educational program before entering the university.

In addition, 90% of the surveyed students are fully satisfied with informing students about courses, educational programs and the academic degree they receive.

Analyzing the EP on the content of the standard "Informing the public" in accredited areas, the commission notes:

According to the commission, according to the results of the survey, 73.8% of teachers rated the accessibility of leadership "very good", 25% – "good" and 1.2% – "relatively bad".

Strengths/best practice on EP "8D05301-Chemistry":

- According to this standard, EP has no strengths.

Recommendations of the External Expert Commission for "8D05301-Chemistry":

- There are no recommendations for this standard.

Conclusions of the External Expert Commission on the criteria of the standard "Informing the public" EP "8D05301-Chemistry" has 10 satisfactory positions.

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

Strengths/best practice of EP "8D05301-Chemistry":

The standard "Educational Program Management"

- The organization of education as a whole demonstrates commitment to a culture of quality and mature culture at all levels of activity: including top management, teaching staff and students.

Information Management and Reporting Standard

- Functioning of an integrated automated system ais.semgu.kz ., designed to provide an effective system for collecting, analyzing and managing information based on the use of modern ICT, including in the context of accredited EP

Standard "Development and approval of the educational program"

- According to this standard, EP has no strengths.

The standard "Continuous monitoring and periodic evaluation of the educational program"

- According to this standard, EP has no strengths.

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

- According to this standard, EP has no strengths.

The "Students" standard

- According to this standard, EP has no strengths.

Standard "Teaching staff"

- According to this standard, EP has no strengths.

Standard "Educational resources and student support systems"

- According to this standard, EP has no strengths.

The standard "Informing the public"

- According to this standard, EP has no strengths.

(VIII) OVERVIEW RECOMMENDATIONS FOR QUALITY IMPROVEMENT FOR EACH STANDARD

Recommendations of the external expert commission for "8D05301-Chemistry":

The standard "Management of the educational program"

- The management of the EP to make adjustments to the Development Plan of the EP in terms of indicative indicators in numerical or % ratio, taking into account the dynamics of growth in the context of years (Deadline: 01.09.2023);

- To introduce a section with a list of risks and measures to prevent and minimize them into the OP Development Plan (Deadline: 01.09.2023);

- The management of the OP needs to make appropriate changes to the development plan of the OP by 01.10.2023, showing its individuality and uniqueness, as well as consistency with national priorities and the development strategy of the university.

Information Management and Reporting Standard

- There are no recommendations for this standard.

The standard "Development and approval of the educational program"

- the Management of the OP for individual modules (or one of the modules) in the period up to 31.03.2024 to develop a course to prepare students for professional certification.

The standard "Continuous monitoring and periodic evaluation of the educational program"

- There are no recommendations for this standard.

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

- There are no recommendations for this standard.

The "Students" standard

- There are no recommendations for this standard.

Standard "Teaching staff"

- There are no recommendations for this standard.

The standard "Educational resources and Student support systems"

- Is for the management of the educational organization to develop a roadmap to improve the accessibility of students with computer equipment with a high-quality Internet resource by 01.10.2023.

The standard "Informing the public"

- There are no recommendations for this standard.

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

During the visit, the members of the external expert commission did not form recommendations for the development of the organization of education that go beyond compliance with the standards of the Independent ACCREDITATION and RATING Agency.

(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the external expert commission came to the unanimous opinion that the educational program **8D05301**– "**Chemistry**" of the Non-profit Joint Stock Company "Shakarim University of Semey" can be accredited for 5 (five) years
Appendix 1. ASSESSMENT TABLE "FIRST SPECIALIZED PROFILE PARAMETERS" (EX-ANTE)

Conclusion of the external expert commission on the results of quality assessment of the educational program 8D05301 - «Chemistry»

NAO «Shakarim University of Semey»

№	№	Evaluation Criteria	The position of the educational organization
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			Strong	Satisfactory	Assumes improvement	Unsatisfactory
Standard 1 «Educational Program Management»						
1		An institution of higher and/or postgraduate education must have a published quality assurance policy that reflects the relationship between research, teaching, and learning		+		
2		The organization of higher and (or) postgraduate education must demonstrate the development of a culture of quality assurance, including in the context of the EP	+			
3		A commitment to quality assurance should apply to all activities performed by contractors and partners (outsourcing), including joint/double-degree education and academic mobility		+		
4		EP management demonstrates transparency in the development plan for the EP, containing the timing of the beginning of implementation, based on an analysis of its functioning, the real positioning of the EO and the orientation of its activities to meet the needs of the state, employers, students and other stakeholders			+	
5		EP management demonstrates the existence of mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessment of the achievement of learning objectives, compliance with the needs of students, employers and society, making decisions aimed at continuous improvement of EP		+		
6		Management of the EP should involve representatives of stakeholder groups, including employers, students and faculty in the formation of the EP development plan		+		
7		The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national priorities and the development strategy of the organization of higher and (or) postgraduate education			+	
8		The organization of higher and (or) postgraduate education must demonstrate a clear definition of those responsible for business processes within the EP, an unambiguous distribution of personnel duties, delineation of functions of collegial bodies		+		
9		The management of the EP must provide evidence of the transparency of the educational program management system		+		
10		Management of the EP must demonstrate the existence of an		+		

		internal quality assurance system for the EP, including its design, management and monitoring, their improvement, decision-making based on facts				
11		The management of the EP must implement risk management, including within the EP undergoing initial accreditation, as well as demonstrate a system of measures aimed at reducing the degree of risk		+		
12		Management of the EP should ensure the participation of representatives of employers, faculty, students and other stakeholders in the collegial management bodies of the educational program, as well as their representativeness in decision-making on the management of the educational program		+		
13		The EO must demonstrate the management of innovation within the EP, including the analysis and implementation of innovative proposals		+		
14		The EP management must demonstrate evidence of readiness for openness and accessibility to students, faculty, employers and other stakeholders		+		
15		EP management must be trained in educational management programs		+		
Total by standard			1	12	2	0
Standard 2 «Information Management and Reporting»						
16		The EO must demonstrate that it has a system for collecting, analyzing and managing information through the use of modern information and communication technologies and software, and that it uses a variety of methods to collect and analyze information in the context of the EP	+			
17		EP management must demonstrate a mechanism for the systematic use of processed, relevant information to improve the internal quality assurance system		+		
18		Management of the EP must demonstrate fact-based decision-making		+		
19		The EP should provide for a system of regular reporting, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of units and departments, scientific research		+		
20		The EO should establish the frequency, forms and methods of assessment of the management of the EP, the activities of collegial bodies and structural units, senior management, implementation of research projects		+		

21		The EO must demonstrate the definition of procedures and ensuring the protection of information, including the identification of those responsible for the reliability and timeliness of the analysis of information and the provision of data		+		
22		An important factor is the presence of mechanisms to involve students, employees and faculty in the process of collecting and analyzing information, as well as making decisions based on them		+		
23		EP management must demonstrate that there is a mechanism for communication with students, employees and other stakeholders, as well as mechanisms for conflict resolution		+		
24		The EO must demonstrate the existence of mechanisms to measure the degree of satisfaction of the needs of the faculty, staff and students in the EP		+		
25	10.	The EO should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP		+		
		The information to be collected and analyzed in the EP must take into account:				
26	11.	key performance indicators		+		
27	12.	dynamics of the contingent of students in terms of forms and types		+		
28	13.	student performance, achievement, and dropout rates		+		
29	14.	student satisfaction with the implementation of the program and the quality of education at the university		+		
30	15.	accessibility of educational resources and support systems for students		+		
31	16.	EO should confirm the implementation of procedures for processing personal data of students, employees and faculty on the basis of their documentary consent		+		
Total by standard			1	15	0	0
Standard 3 «Development and approval of an educational program»						
32		The EO must define and document procedures for developing EP and their approval at the institutional level		+		
33		The management of the EP must ensure that the content of the EP is consistent with the established objectives, including the intended learning outcomes		+		
34		Management of EP must demonstrate that there are mechanisms to review the content and structure of the EP, taking into account changes in the labor market, employers' requirements and social		+		

		demands of society				
35		EP management must ensure the availability of developed models of graduates EP, describing the learning outcomes and personal qualities		+		
36		Management of the EP must demonstrate an external examination of the content of the EP and the planned results of its implementation		+		
37		The qualification awarded upon completion of the EP must be clearly defined and meet the defined level of the NCS and QF-EHEA		+		
38		Management of the EP should determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
39		An important factor is the possibility of preparing students for professional certification (IC)			+	
40		The management of the EP must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring its quality		+		
41		The management of the EP should ensure that the content of academic disciplines and planned results correspond to the level of training (bachelor's, master's, doctoral degree)		+		
42		The structure of the EP should provide for various activities to ensure that students achieve the planned learning outcomes		+		
43		An important factor is the correspondence of the content of EP and learning outcomes of EPs implemented by organizations of higher and (or) postgraduate education in the EHEA		+		
Total by standard			0	11	1	0
Standard 4 «Continuous Monitoring and Periodic Evaluation of Educational Programs»						
44		The EO must define mechanisms for monitoring and periodic assessment of the EP to ensure the achievement of the goal and meet the needs of students, society, and to show the focus of the mechanisms for continuous improvement of the EP		+		
		Monitoring and periodic evaluation of the EP should include:				
45		the content of the program in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline		+		
46		changes in the needs of society and the professional environment		+		

47		the workload, grades and graduation rates of students		+		
48		the effectiveness of evaluation procedures for students		+		
49		expectations, needs, and satisfaction of the students with the EP training		+		
50		educational environment and support services, and their compliance with the goals of the EP		+		
51		The management of the EP must demonstrate a systematic approach to monitoring and periodic assessment of the quality of the EP		+		
52		EO, EP management should determine a mechanism for informing all stakeholders of any actions planned or taken with respect to the EP		+		
53		All changes made to the EP must be published		+		
Total by standard			0	10	0	0
Standard 5 «Student Centered Learning, Teaching, and Assessment»						
54		The EP management must ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths		+		
55		The EP guidelines should provide for the use of various forms and methods of teaching and learning		+		
56		An important factor is the availability of our own research in the field of teaching methodology of academic disciplines of the EP		+		
57		EP management must demonstrate that there are feedback mechanisms in place for the use of different teaching methodologies and assessment of learning outcomes		+		
58		EP leadership must demonstrate mechanisms to support learner autonomy while being guided and assisted by a faculty member		+		
59		EP management must demonstrate that there is a procedure for responding to student complaints		+		
60		The EO must ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes for each EP, including appeal		+		
61		The EO must ensure that the procedures for assessing the learning outcomes of students in the EP to the planned results and objectives of the program, the publication of criteria and methods of assessment in advance		+		

62		The EO must define mechanisms to ensure that each graduate achieves the learning outcomes and ensure the completeness of their formation		+		
63		Evaluators must be proficient in modern methods of assessing learning outcomes and receive regular professional development in this area		+		
Total by standard			0	10	0	0
Standard 6 «Learners»						
64		The EO must demonstrate the existence of a policy for the formation of the contingent of students in the context of the EP, to ensure the transparency and publication of its procedures governing the life cycle of students (from admission to completion)		+		
		The EP management should determine the order of formation of the contingent of students on the basis of:				
65		minimum requirements for applicants		+		
66		maximum group size for seminars, workshops, labs, and studios		+		
67		forecasting the number of state grants		+		
68		Analysis of available material and technical, information resources, human resources		+		
69		analysis of potential social conditions for students, including the provision of places in the dormitory		+		
70		EP management must demonstrate a willingness to conduct special adaptation and support programs for newcomers and international students		+		
71		The EO must demonstrate compliance with the Lisbon Recognition Convention, the existence of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and informal learning		+		
72		The EO should collaborate with other educational organizations and the national centers of the «European Network of National Academic Recognition and Mobility Information Centers/National Academic Recognition Information Centers» ENIC/NARIC in order to ensure comparable recognition of qualifications		+		
73		The EO should provide opportunities for external and internal mobility of EP students, as well as the willingness to assist them in obtaining external grants for training		+		

74		The EP management must demonstrate a willingness to provide students with internships, to promote the employment of graduates, and to maintain communication with them		+		
75		The EO should provide for the possibility of providing graduates of the EP with documents confirming the qualification obtained, including the achieved results of learning, as well as the context, content and status of the education received and the certificate of its completion		+		
Total by standard			0	12	0	0
Standard 7 «Teaching staff»						
76		EO should have an objective and transparent personnel policy, including in the context of EP, including recruitment, professional development and staff development, ensuring professional competence of all staff		+		
77		The EO must demonstrate that the staff capacity of the teaching staff is appropriate to the specifics of the EP		+		
78		The management of the EP must demonstrate responsibility for its employees and ensure a favorable working environment for them		+		
79		EP leadership must demonstrate a change in the role of the instructor in relation to the transition to student-centered learning		+		
80		The EO should determine the contribution of the teaching staff to the implementation of the EP development strategy, and other strategic documents		+		
81		EP should provide opportunities for career and professional development of the teaching staff		+		
82		The EP management must demonstrate a willingness to involve practitioners from the relevant industries in teaching		+		
83		The EO must demonstrate motivation for professional and personal development of teachers of EP, including encouragement for the integration of scientific activities and education, the use of innovative teaching methods		+		
84		An important factor is the willingness to develop academic mobility within the EP, attracting the best foreign and domestic teachers		+		
Total by standard			0	9	0	0
Standard 8 «Educational Resources and Student Support Systems»						
85	1.	The EO must ensure a sufficient number of educational resources		+		

		and support services for students to achieve the goal of the EP				
86	2.	EO must demonstrate sufficient material and technical resources and infrastructure, taking into account the needs of different groups of students in the EP (adults, working, foreign students, as well as students with disabilities)		+		
87	3.	EP management must demonstrate that procedures are in place to support different groups of students, including information and counseling		+		
		EP management must demonstrate the relevance of information resources to the specifics of the EP, which include:				
88	4.	technological support for students and faculty (e.g., online learning, modeling, databases, data analysis software)		+		
89	5.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and specialized disciplines in paper and electronic media, periodicals, access to scientific databases		+		
90	6.	examination of the results of research, graduate theses, dissertations for plagiarism		+		
91	7.	access to educational Internet resources		+		
92	8.	functioning of Wi-Fi on the territory of the educational organization			+	
93	9.	The EO demonstrates planning to provide EP educational equipment and software, similar to those used in the relevant sectors of the economy		+		
Total by standard			0	8	1	0
Standard 9 «Informing the Public»						
		The EO must publish reliable, objective, up-to-date information about the educational program and its specifics, which must include:				
94	1.	expected learning outcomes of the implemented educational program		+		
95	2.	qualifications and/or qualifications that will be awarded upon completion of the educational program		+		
96	3.	teaching and learning approaches, as well as the system (procedures, methods, and forms) of evaluation		+		
97	4.	information about passing grades and learning opportunities		+		

		available to students				
98	5.	information on employment opportunities for graduates		+		
99	6.	The management of the EP should provide for a variety of ways to disseminate information, including the media, information networks to inform the general public and interested parties		+		
100	7.	Public awareness should include support and explanation of national development programs of the country and the system of higher and postgraduate education		+		
101	8.	The EO must demonstrate the reflection on the web resource of information describing it as a whole and in the context of educational programs		+		
102	9.	An important factor is the availability of adequate and objective information about the teaching staff EPs		+		
103	10.	An important factor is informing the public about cooperation and interaction with partners in the EP		+		
Total by standard			0	10	0	0
TOTAL			2	97	4	0

Appendix 2. PROGRAMME OF THE VISIT TO THE EDUCATIONAL ORGANIZATION



АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ
НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА
INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

AGREED

Chairman of the Board - Rector of NAO "Shakarim
University of Semey

_____ B.A. Yerdembekov

«__» _____ 2023 г.

APPROVED

Director General of the Independent Agency for Accreditation and Rating

_____ A.B. Zhumagulova

«__» _____ 2023 г.

PROGRAMME

VISIT OF THE EXTERNAL EXPERT COMMISSION

INDEPENDENT ACCREDITATION AND RATING AGENCY (IAAR)

TO SHAKARIM UNIVERSITY

Date of visit: April 19-21, 2023

1 cluster (primary accreditation)

- 1) 6B04108 Economics and Management
- 2) 6B04109 Accounting and Finance
- 3) 7M04115 Economics and Management
- 4) 7M04116 Accounting and Finance

2 cluster

- 5) 6B04106 Management / Business administration (joint educational program with Kyungdong University (South Korea), double degree)

3 cluster

- 6) 6B01509 Chemistry-Biology
- 7) 6B01512 Geography-History

4 cluster (primary accreditation)

- 8) 6B08303 Forestry and Hunting
- 9) 6B09103 veterinary science

5 cluster (primary accreditation)

- 10) 6B01507 Computer Science and Robotics

6 cluster

- 11) 7M06101 Computer Science

7 cluster

- 12) 7M01702 Foreign Language: two foreign languages

8 cluster (primary accreditation)

- 8) 8D05301 Chemistry

Date and time	VEC's work with target groups	Position and Surname, First Name, and Patronymic of the Task Force Participants	Contact form
17 April 2023			
15.00-16.00 Astana time	EEC pre-meeting	IAAR External Experts	Connect to the Zoom conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
18 April 2023			
On schedule throughout the day	Check-in of members of the External Expert Commission		Hotel
19 April 2023			
08.30-09.00 Astana time	Transfer from the hotel to the University	IAAR External Experts, University Coordinator	Hotel-University
09.00-09.15 Astana time	Distribution of responsibilities of experts, solving organizational issues	IAAR External Experts	Academic Council Hall 2nd floor, main building Connect to the Zoom conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

09.15–09.45	Interview with the Rector	Chairman of the Board - Rector - Yerdembekov Baurzhan Amangeldyevich, Doctor of Philological Sciences, Professor	Conference hall «Ush anyk» 2nd floor, main building Connect to the conference Zoom https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.45-10.00	Technical break		
10.00-10.40	Meeting with Vice Chancellors	- Member of the Board - Vice-Rector for Academic Affairs - Oralkanova Indira Adylkanovna, PhD. - Member of the Board - Vice-Rector for Science and Innovation - Qalibekzy Zhanar, PhD, associated professor - Member of the Board - Vice-Rector for Social and Educational Work - Maksat Karibaev, PhD.	Conference hall «Ush anyk» 2nd floor, main building Connect to the conference Zoom https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
10.40-10.50	Technical break		
10.50-11.30	Meeting with the heads of structural subdivisions of the EO	- Department of Science - Iisbek Berikhan, Ph.; - Department of Science Management - Elena Evlampieva, Ph.; - Center of Information Technology - Abenov Aidos Dumanbekuly; - Center for International Cooperation - Masalimova Shyryn Semeyhanovna; - Center of Commercialization and Innovation - Baikadamova Asemgul	Conference hall «Ush anyk» 2nd floor, main building Connect to the conference Zoom https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

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|--|--|--|
| | <p>Madenietovna, Ph.D.;</p> <ul style="list-style-type: none"> - Scientific Library - Nazimgul Siyazbekovna Kaliyeva; - Department of Postgraduate Education - Almagul Nurgazezova, Ph.D., Associate Professor (Associate Professor); - The service center for students - Aynur Valeriyevna Rakhimberdieva, MA; - Educational and Methodological Department - Rapikova Sandugash Anuarbekovna, master; - Registrar's Office - Madina Jumakhanovna Dzhunusova, master; - Career and Employment Department - Salikzhanova Saule Sattarovna; - Center for monitoring the quality of education - Orynkanova Zhanar Muratbekovna, master; - Center of Professional Development and Retraining of Personnel - Gulnur Saganayeva, candidate of philological sciences; - Vocational Guidance and Admissions Office - Omarova Aliya Kattabayevna, MA; - Social Monitoring and Forecasting Center - Gazizova Nazigul Slyambolovna, Ph.; - Department of Educational Work and Youth Policy - Aigul Bauyrzhanova, master; - Media center - Toleugazy Zhansaya Sayankyzy; | |
|--|--|--|

		<ul style="list-style-type: none"> - The medical center - Akparova Kuralai Garipollaevna; - Museum - Тұрлыбеков Nurzhan Kadyrly; - Infrastructure Management Department - Borambayev Gafur Maratovich, candidate of pedagogical sciences; - Economic and technical department - Tusupzhanov Erlan Zhumalkanovich; - Security Department - Kemerbaev Nurlan Tokanovich; - Human Resources and Document Management Department - Sabira Bakberovna Naurzbaeva, Senior Inspector; - Accounting and Planning Department - Erzhan Asemkanovich Musabekov, master; - Public procurement department - Asem Bakhytbekovna Demesinova; - Psychological Service Center - Satieva Sholpan Serikbosynovna, candidate of psychological sciences, professor. 	
<p>11.30-11.45</p>	<p>Technical break</p>		
<p>11.45-12.30</p>	<p>Interviews with deans and department heads</p>	<ul style="list-style-type: none"> - Engineering and technological faculty - Nurimkhan Gulnur Nesiptaykyzy, PhD, Associate Professor (Associate Professor); - Department of Chemical Technology and Ecology - Sabitova Alfira Nurzhankyzy, Ph; - Department of Automation, Information Technology and Urban Planning - Dinara Oshanovna Kozhakhmetova, Ph.D; 	<p>Conference hall «Ush anyk» 2nd floor, main building Connect to the conference Zoom</p>

		<ul style="list-style-type: none"> - Faculty of Veterinary Medicine and Agricultural Management - Esengulova Nurlygul Zhansapovna, Ph; - Department of Veterinary Medicine - Aizhan Akhmetzhanova Erkingazyevna, MA; - Department of Agriculture and Bioresources - Nurzhanova Kulsara Halimardenovna, candidate of agricultural sciences, associate professor; - Faculty of Philology - Kadyrov Aivar Kabykenovich, candidate of philological sciences, associate professor; - Department of Foreign Languages - Abdykhanova Baktygul Aidapkelevna, Ph.D; - Faculty of Humanities and Economics - Ulan Bagdatovich Tlemisov, MA; - Department of Economics and Finance - Zeinullina Aigul Zhumagalievna, PhD in Economics, Associate Professor (Associate Professor); - Natural and Mathematical Department - Zhandos Toleubekovich Mukaev, Ph.D., Associate Professor (Associate Professor); - Department of Physical and Mathematical Sciences and Informatics - Ospanova Dinara Manapovna, MA; Department of Natural Sciences - Rakhimzhanova Akgul Makhmetkhanovna, Ph.D. 	<p>https://us02web.zoom.us/j/6813032588</p> <p>Conference ID: 681 303 2588</p>
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12.30-13.00	The work of the EEC	IAAR External Experts	Academic Council Hall 2nd floor, main building Connect to the Zoom conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
13.00-14.00	Lunch		
14.00-14.15	Technical break		
14.15-15.00	Interviews with faculty members of the SEN	Appendix №1. Cluster 1. + Cluster 2. Cluster 3. Cluster 4. Cluster 5. Cluster 6. Cluster 7. Cluster 8.	Cluster 1 + Cluster 2 - Conference Hall «Ush anyk» Cluster 3 - Auditorium №123, main building Cluster 4 - Auditorium №119, main building Cluster 5 - Auditorium №120, main building Cluster 6 - Computer class BSC, main building Cluster 7 - Auditorium №1, main building (SCASS) Cluster 8 - Auditorium №122, main building Connect to the Zoom conference

			<p>https://us02web.zoom.us/j/6813032588</p> <p>Conference ID: 681 303 2588</p>
15.00-15.15	Technical break		
15.00-16.00	Questionnaire survey of teaching staff (in parallel)	<p>Appendix №2.</p> <p>All teachers of evaluated EP BA, MA, PhD programs</p>	The link is sent to the instructor's e-mail address personally
15.15-16.00	Interviews with students of the SEN	<p>Appendix №3.</p> <p>Cluster 1.+ Cluster 2.</p> <p>Cluster 3.</p> <p>Cluster 4.</p> <p>Cluster 5.</p> <p>Cluster 6.</p> <p>Cluster 7.</p> <p>Cluster 8.</p>	<p>Cluster 1 + Cluster 2 - Conference Hall «Ush anyk»</p> <p>Cluster 3 - Auditorium №123, main building</p> <p>Cluster 4 - Auditorium №119, main building</p> <p>Cluster 5 - Auditorium №120, main building</p> <p>Cluster 6 - Computer class BSC, main building</p> <p>Cluster 7 - Auditorium №1, main building (SCASS)</p> <p>Cluster 8 - Auditorium №122, main building</p>

			Connect to the Zoom conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
16.00-17.00	Questioning of students (in parallel)	Appendix №2. All students of evaluated EP BA, MA, PhD programs	The link is sent to the learner's e-mail address personally
16.00-18.00	Visual inspection of the EO	According to the excursion routes	
18.00-19.00	Work of the EEC discussion of the results of the first day	IAAR External Experts	Academic Council Hall 2nd floor, main building Connect to the Zoom conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
19.00-20.00	Dinner	IAAR External Experts	Hotel
Day 2: April 20, 2023			
08.30-09.00 By time Astana	Transfer from the hotel to the University	IAAR External Experts, University Coordinator	Hotel-University
09.00-09.15	The work of the EEC	IAAR External Experts	Academic Council Hall

			<p>2nd floor, main building</p> <p>Connect to the Zoom conference</p> <p>https://us02web.zoom.us/j/6813032588</p> <p>Conference ID: 681 303 2588</p>
09.15-10.50	Attendance according to schedule (Appendix: links to classes)	According to the schedule	
10.50-11.30	Meeting with representatives of the bases of practice	Appendix 5	<p>Conference hall «Ush anyk»</p> <p>2nd floor, main building</p> <p>Connect to the conference Zoom</p> <p>https://us02web.zoom.us/j/6813032588</p> <p>Conference ID: 681 303 2588</p>
11.30-11.40	Technical break		
11.40-12.20	Meeting with employers	<p>Appendix 6</p> <p>Cluster 2.</p> <p>Cluster 3.</p> <p>Cluster 6.</p>	<p>Conference hall «Ush anyk»</p> <p>2nd floor, main building</p> <p>Connect to the conference Zoom</p> <p>https://us02web.zoom.us/j/6813032588</p>

		Cluster 7.	Conference ID: 681 303 2588
12.20-13.00	Working with department documents (documents must be uploaded to the cloud by cluster in advance) in parallel	<p>Cluster 1. https://drive.google.com/drive/folders/1LzodE2czIw3wtX3w3GEtiPFLVw3nv5g9?usp=sharing</p> <p>Cluster 2. https://drive.google.com/drive/folders/1CD1bQEwMZFIqm6Ag-_8_4HpuCzd6k5hL?usp=share_link</p> <p>Cluster 3. https://drive.google.com/drive/folders/1ICEDmHbzdmS-R7a_UUDNXRHI5VKf7tfp?usp=share_link</p> <p>Cluster 4. https://drive.google.com/drive/folders/1nOnECj6jOJQQNv_XzmG4bnp-XfVI3FN5?usp=share_link</p> <p>Cluster 5. https://drive.google.com/drive/folders/1kWzcYquf-tM2BG3eDfI9aLHdcjpQFEeX?usp=share_link</p> <p>Cluster 6. https://drive.google.com/drive/folders/1bXAIZC36IcdYR7ylwd6JFo8eRHd70dc9?usp=share_link</p> <p>Cluster 7. https://drive.google.com/drive/folders/1G1t2B7cYQuH0-qJpRaQAV4INDp66lDpM?usp=share_link</p> <p>Cluster 8. https://drive.google.com/drive/folders/1UfyS2rM4agHNwVzki0s7wHwyprAEgRVH?usp=share_link</p>	<p>Academic Council Hall</p> <p>2nd floor, main building</p> <p>Connect to the Zoom conference</p> <p>https://us02web.zoom.us/j/6813032588</p> <p>Conference ID: 681 303 2588</p>
13.00-14.00	Lunch		

14.00-14.15	Technical break		
14.15-15.00	Interviews with graduates of the SEN	Appendix 7. Cluster 2. Cluster 3. Cluster 6. Cluster 7.	Conference hall «Ush anyk» 2nd floor, main building Connect to the conference Zoom https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
15.00-17.00	Visiting the internship bases of the program	According to the itinerary	
17.00-17.15	Технический перерыв		
17.00-18.00	Work of the EEC, discussion of the results of the second day and the parameters of the profiles (the record is being kept)	IAAR External Experts	Academic Council Hall 2nd floor, main building Connect to the Zoom conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
18.30-19.30	Dinner	IAAR External Experts	Hotel
Day 3: «April 21» April 2023			
08.30-09.00	Transfer from the hotel to the	IAAR External Experts, University Coordinator	Hotel-University

By time Astana	University		
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09.00-10.00	Work of the EEC development and discussion of recommendations (recording is underway)	<i>External IAAR Experts</i>	Academic Council Hall 2nd floor, main building Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
10.00-10.20	Technical break		
10.20-12.30	The work of the EEC discussion, decision-making by voting (a record is kept)	<i>External IAAR Experts</i>	Academic Council Hall 2nd floor, main building Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
12:30-13:00	The final meeting of the EEC with the leadership of the university	<i>Heads of the university and structural divisions</i>	Conference room "three clear" 2nd floor, main building Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
13.00-14.00	Обед		
14.00-15.00	Work of the EEC, Discussion of the results of the quality assessment	<i>External IAAR Experts</i>	Academic Council Hall 2nd floor, main building Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
15.00-15.15	Technical break		
15.15-18.00	Work of the EEC, Discussion of the results of the quality assessment	<i>External IAAR Experts</i>	Academic Council Hall 2nd floor, main building Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

Appendix 3. RESULTS OF THE TEACHERS' SURVEY

Questionnaire of the teaching staff

Total number of questionnaires: 80

2. Position

Professor	7,5%
Associate Professor	16,3%
Senior Lecturer	50,0%
Teacher	20,0%
Head of the Department	3,8%
Other	2,5%

3. Academic degree, academic title

Honored Worker	0,00%
Doctor of Sciences	2,5%
Candidate of Sciences	36,3%
Master	37,5%
PhD	18,8%
Professor	2,5%
Associate Professor	6,3%
No	3,8%
Others (Doctor of Transport)	1,3%

4. Work experience at this university

Less than 1 year	2.5%
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1 year – 5 years	12,5%
Over 5 years	80%
Other	0%

No	Questions	Very well	Well	Relatively bad	Bad	Very bad	No answer
1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	86,3	13,7				
2	How do you assess the opportunities provided by the University for the professional development of teaching staff	75	23,8	1,2			
3	How do you assess the opportunities provided by the University for the career growth of teaching staff	71,3	23,7	5			
4	How do you assess the degree of academic freedom of the faculty	68,8	31,2				
	To what extent can teachers use their own						
5	• Learning strategies	80	20				
6	• Teaching methods	80	20				
7	• Educational innovations	78,8	21,3				
8	How do you assess the work on the organization of medical care and disease prevention at the university?	67,5	31,3	1,2			
9	What attention is paid by the management of the educational institution to the content of the	77,5	22,5				

	educational program?						
10	How do you assess the sufficiency and availability of the necessary scientific and educational literature in the library?	68,8	31,2				
11	Assess the level of conditions created that take into account the needs of different groups of students?	68,8	31,2				
	Evaluate the openness and accessibility of the management						
12	• Students	75	25				
13	• teachers	81,3	17,5	1,2			
14	Evaluate the involvement of the teaching staff in the process of making managerial and strategic decisions	72,5	25	2,5			
15	How is the innovative activity of teaching staff encouraged?	73,8	22,5	3,7			
16	Evaluate the level of feedback between the teaching staff and the management	73,8	25	1,2			
17	What is the level of stimulation and involvement of young professionals in the educational process?	71,3	27,5	1,2			
18	Evaluate the opportunities created for professional and personal growth for each teacher and employee	70	28,8	1,2			
19	Assess the adequacy of the recognition by the university management of the potential and abilities of teachers	65	32,5	2,5			
	How the job is set						
20	• Academic mobility	65	32,5	2,5			

21	• Professional development of teaching staff	73,8	23,8	1,2	1,2		
	Appreciate the support of the university and its management						
22	• Research initiatives of the Faculty	80	17,5	2,5			
23	• * Development of new educational programs/academic disciplines/teaching methods	72,5	27,5				
	Evaluate the level of faculty's ability to combine teaching						
24	• with scientific research	56,3	37,5	5	1,2		
25	• with practical activities	65	30	3,8	1,2		
26	Evaluate how students' knowledge obtained at the university corresponds to the realities of the requirements of the modern labor market	75	25				
27	How does the management and administration of the university perceive criticism in their address?	46,25	46,25	7,5			
28	Evaluate how much your academic load meets your expectations and capabilities?	60	37,5	2,5			
29	What is the focus of educational programs/training programs on the formation of students' skills and abilities to analyze the situation and make forecasts?	65	33,8	1,2			
30	Evaluate how the educational program in terms of content and quality of implementation meets the expectations of the labor market and employers	73,8	26,2				

Why do you work at this university?

- * the most favorable working conditions
 - This educational institution has a long history, has a high level of specialists
 - * I studied at shakarim university, my entire career is connected with this university. I like everyone
 - For young professionals, the opportunity to apply the knowledge gained with the future abroad program in practice, especially for the opportunity to conduct classes in English.
 - * Training and training of well-mannered, serious students in accordance with the requirements of the market, in demand, high-quality Maan, which has absorbed the national value of their EP.
 - * The only university that trains highly qualified specialists in the veterinary educational program
 - I was given the opportunity to work and grow at the University in my specialty. I graduated from doctoral studies with a targeted grant.
 - The most authoritative
 - I have been working for a long time
 - I am a graduate of this university
 - * This is a university that trains personnel for the Northeast
- Since it is a fundamental educational institution in the region
- * I like working with students.
 - This is the best university in our region, creates excellent working conditions
 - Because I love this job, I like to communicate with students and always learn something new. This is my home university, which I graduated from.
 - Prestigious educational institution, favorable atmosphere, scientific and intellectual environment, opportunities for professional growth, implementation of scientific projects.
 - The University where I received my master's and doctoral studies and a multi-profile University in the east of Kazakhstan with a degree in Veterinary Medicine

I graduated this Educational program

- * Because I am a graduate of this university, and I live in this region
- All conditions have been created for the growth and prospects of their employees. The opportunity to engage in both science and teaching. The best university in our country
- Because Abay region is the only higher education institution where I was born and raised, which trains highly qualified specialists in the field of Veterinary Medicine.
- The most authoritative family in our city, quickly and efficiently make changes to education programs and internship programs. Integration of the economy into the production process of SMEs in Semey

- I am a native of Semey, so I chose this place of work. The very high prestige of the University influenced my choice.
- * This university is my Alma mater
- * Arykarai was selected in the desired specialty through scientific research
- * I am satisfied with the service
- * The university has a lot of attention to science and education and a lot of prospects
- My speciality in our region is a single multi-profile University
- I chose the best competitive higher education institution in the region.
- * The development potential of the university is very high
- * In connection with the pursuit of science
- I received a bachelor's degree and a master's degree from this university. The quality of education is high, comfortable living conditions are created.
- * Good conditions for teachers
- * Shakarim University is one of the promising and leading universities in the eastern region of Kazakhstan. There is a provision for quarry growth, a favorable climate in the collective. the social story and the doctor.
- Since graduating from the institute, I have worked for 29 years without interruption in my native university, and I intend to continue again
- On the call of the soul, and in connection with the preeminence
- * I am all satisfied
- I explained this to vuz, I went to graduate school, I defended the candidate's dissertation and my decision was related to this vuz. I love you
- * My jobs are related to science and training personnel for education courses
- In my alma mater, the emphasis is on the teaching of the faculty, teachers with success are necessarily rewarded.
- This university creates more opportunities to engage in science.
- The best university for me
- * Support of universities in different directions. In particular, in scientific activities, in academic mobility and so on.
- * higher education, leadership, academic policy
- I started my career here
- * 30 years of experience

- * ability to work in science, career growth, ability to teach students practical skills of Veterinary Medicine
- It is possible to prepare and work in a scientific manner
- One of the most prestigious universities in our city. I am a graduate of this university.
- * It should be noted that our universities are leading in the region
- * full compliance with my opportunities and needs in the field of professional interests, stable wage and development as individuals
- 1. creates conditions for young professionals to engage in Science 2. close cooperation between management and teaching staff,
- Satisfy working conditions
- * Multidisciplinary and highly capable institution
- * The university has a good scientific School, material and technical base, created conditions for teachers and colleagues
- This is due to the fact that the named university is the most modern and prestigious university.
- I choose this educational institution only because the EP is taught in this educational institution
- I graduated from this educational institution, I work in this educational institution. I like it.
- I am the leader of this university, other universities in our city are not. It is possible to move to another city and work in another city, not to be able to work in the Semipalatinsk test site, but only to cooperate with the boards of other universities of the Republic of Kazakhstan
- * After all, Shakarim university pays a very high level of attention to science, so it is a great opportunity for me to engage in scientific projects! And this university is a prestigious educational institution equipped with modern equipment and technologies!
- Wasps zherdin turgylykty turgynymyn zhane studenttermen zhmys zhasagan unaydy, wasps ZHOO tulegimin
- Universitetin 1996 zhylygı tulegimin. Sondyktan doktorlyk dissertatiyany korgap kelgenen keyin gylım zertteu zhmysaryna oz ulesimdi koskym keledi.
- This is a responsible, interesting job, and the university management is interested in teaching and developing teaching staff.
- There are few higher educational institutions in the city
- Ozim osy zhogary oku ornin tamamdady, kezinde CIS degeinde sapaly maman dayyndaagan oku orny.70 zhyldan asa tarikhy bar. mamandygym ozime unaydy.
- Because I live in this region
- menin tandauym ustazdyk etu, magistraturaga tusu kezinde memlekettik tapsyrys boyynsha bilim alyp, ozim bilim algan ZHOO kyzmetke kaldym

- Shygysta en zhogary oku orny, zhastarga bilim berude ote mykty
- Professional development, developed organizational structure, labor incentives
- A multidisciplinary university with excellent opportunities, with a good MTB, studied here, supported the PhD defense. The conditions for personal development and career growth have been created.
- Because here I have the opportunities that are not available in other universities.
- I love my team, where I am appreciated, I love my students.
- I love and respect my work. The university is a second home for me. Youth is our future. We help them through education and upbringing.
- This is the only university where everything is transparent and high-quality educational services are provided
- This is my Alma mater, which provides opportunities for career growth and international cooperation with other universities
- This is the best university in our region.

32. How often are master classes and classes with the participation of practitioners held as part of your course?

very often	often	sometimes	very rarely	never
53,8	33,8	11,2		1,2

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

very often	often	sometimes	very rarely	never
15	67,5	17,5		

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

Questions	often	sometimes	never	No answer
Lack of classrooms	1,2	18,8	80	
Unbalanced academic load by semester	2,5	30	67,5	

Unavailability of necessary literature in the library		37,5	62,5	
Overcrowding of study groups (too many students in a group)	2,5	27,5	70	
Inconvenient schedule	1,2	21,3	77,5	
Inappropriate conditions for classes in classrooms		21,3	78,7	
Lack of Internet access/weak internet	3,8	30	66,2	
Students' lack of interest in learning	1,2	30	68,8	
Untimely receipt of information about events	1,2	15	83,8	
Lack of technical training facilities in classrooms		37,5	62,5	-
Other problems				

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

Questions	Completely satisfied (1)	Partially satisfied (2)	Not satisfied (3)	I find it difficult to answer (4)
The attitude of the university management towards you	86,3	12,5	1,2	
Relations with direct management	88,8	11,2		
Relations with colleagues at the department	95	5		
The degree of participation in management decision-making	78,8	18,8	1,2	1,2
Relations with	97,5	2,5		

students				
Recognition of your successes and achievements by the administration	78,8	17,5	1,2	2,5
Support for your suggestions and comments	76,3	20	1,2	2,5
Activities of the university administration	77,6	16,2	1,2	5
Terms of remuneration	72,5	21,3	3,7	2,5
Working conditions, list and quality of services provided at the university	82,5	16,3	1,2	
Occupational health and safety	90	10		
Managing changes in the university's activities	81,3	17,5	1,2	
By providing a social package: rest, sanatorium treatment, etc.	75	18,8	1,2	5
Organization and quality of nutrition at the university	70	22,6	3,7	3,7
Organization and quality of medical care	78,8	16,3	1,2	3,7

Other problems

* Net

* No

• No problem

* No problem

- * no
- no problems
- * net
- No problems
- There are no problems that cause difficulties.
- no, everything is fine
- * test net
- * had technical equipment. But at the moment we meet the task, progress is very high
- * No other problems
- I have no complaints
- * If the problem occurs, it is resolved by the management
- If any difficulties arise, we solve them through the head of the department and the dean
- * The salary of a university teacher does not correspond to market Times, 200 thousand tenge cannot ensure a quality of life. At least if the school teacher equates to his salary.
- What does it have
- Updating of equipment for offices
- there are no other problems
- Baska maseleler tuyndagan zhon.
- there are no problems
- not available
- visual materials
- I would like to note the audience, not all classrooms are equipped with computers and televisions to show students the video of some practical classes. There is not enough modern equipment, for example, X-rays, a student can get a lot of practical skills when working with different equipment.
- No problems
- unfavorable temperature conditions in the classroom in winter
- there are no problems in the organization of the educational process
- there are no problems
- there are no problems
- there are no problems

- no
- there are no problems
- there are no problems
- skills of working on the features of the electronic document management system, educational content of the portal
- There is no help from IT specialists in the creation of electronic textbooks, online courses, the use of digital technologies
- We register current problems in the chat of the department and the university, they are solved immediately, under the control of the management, deadlines and photos of the work done are clearly set



Appendix 4. RESULTS OF THE SURVEY OF STUDENTS

Questionnaire for students

Total number of questionnaires: 477

Пол:

Man	28,1
Woman	71,9

Rate how satisfied you are:

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	find it difficult to answer
Relations with the dean's office (school, faculty, department)	89,1	10,3	0,4		0,2
The level of accessibility of the dean's office (school, faculty, department)	86,8	12,4	0,6		0,2
The level of accessibility and responsiveness of management (university, school, faculty, department)	87,6	11,3	0,9		0,2
Availability of academic counseling	87,9	11,5	0,6		
Support of educational materials in the learning process	87,5	11,3	1		0,2
Availability of counseling on personal problems	83,7	14	1,3	0,2	0,8
Student-teacher relationship	88,7	10,7	0,6		
Activities of financial and administrative services of the educational institution	86,7	11,7	1		0,6

Accessibility of health services	86,2	10,5	1,3	0,4	1,6
The quality of medical care at the university	82,4	13,4	1,9	0,4	1,9
The level of availability of library resources successfully complete this educational program (specialty)	88,5	10,5	0,8	0,2	
The quality of services provided in libraries and reading rooms of the educational program (specialty) before entering the university	89,8	9,4	0,4		0,4
. Existing educational resources of the university	88,7	10,5	0,4	0,2	0,2
Availability of computer classes	83,4	13,8	1	1	0,8
Availability and quality of Internet resources	84	14	1	0,8	0,2
The content and information content of the website of educational organizations in general and faculties (schools) in particular	88,9	10,3	0,4		0,4
Classrooms, classrooms for large groups	86	10,5	2,1	0,8	0,6
Rest rooms for students (if available)	66,9	19,1	3,1	3,1	7,8
Clarity of disciplinary action procedures	85,6	13	0,4		1
The quality of the educational program as a whole	89,6	8,8	1	0,4	0,2
The quality of educational programs in the OP	90,6	7,8	0,8		0,8
Teaching methods in general	89,2	9,2	0,8		0,8
Quick response to feedback from teachers on the educational process	87,5	11,1	0,6	0,2	0,6
The quality of teaching in general	89,6	9,6	0,6	0,2	
Academic load/student requirements	82,2	15,7	1,9		0,2
The requirements of the teaching staff to the student	85,6	13,4		0,2	0,8
Informational support and explanation of the admission rules and the strategy of the educational program (specialty) before entering the university	89,6	9,2	1		0,2
Informing the requirements in order to successfully complete this educational program (specialty)	90	9,2	0,6		0,2
The quality of examination materials (tests and examination questions, etc.)	88,9	10,1	1		

The objectivity of the assessment of knowledge, skills and other educational achievements	88,1	11,1	0,2		0,6
Available computer classes	82,7	15,5	0,6	0,4	0,8
Available scientific laboratories	81,2	13,6	1,5	0,6	3,1
Objectivity and fairness of teachers	88,5	10,3	0,8		0,4
Informing students about courses, educational programs and academic degree	90,6	8,6	0,4		0,4
Providing students with a dormitory	87,1	7,5	0,6	0,2	4,6

Rate how much you agree:

Statement	Full agree	agree	Partially agree	don't agree	Complete disagreement	No answer
The course program was clearly presented	83,2	14,5	1,9	0,2	0,2	
The course content is well structured	83,1	13,4	2,9	0,6		
The key terms are sufficiently explained	81,7	14,9	3,4			
The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	83,9	11,9	3,8	0,4		
The teacher uses effective teaching methods	83,3	13,2	3,1	0,2	0,2	
The teacher owns the taught material	88,3	9	2,3	0,2	0,2	
The presentation of the teacher is clear	84,7	11,5	3,4	0,2	0,2	
The teacher presents the material in an interesting way	80,1	15,9	4			
The objectivity of the assessment of knowledge, skills and other educational achievements	82,4	13,4	3,8	0,2	0,2	
Timeliness of assessment of students' academic achievements	81,8	14	3,8	0,2	0,2	
The teacher meets your requirements and expectations of professional and personal	81,4	15,3	3,1	0,2		

development						
The teacher stimulates the activity of students	81,8	14	4,2			
The appearance and manners of the teacher are adequate	79,5	15,7	4,2	0,4	0,2	
The teacher shows a positive attitude towards students	83,6	14,7	1,7			
The system of evaluation of educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	84,1	13	2,7	0,2		
The evaluation criteria used by the teacher are clear and accessible	83,4	14,3	2,3			
The teacher objectively evaluates the achievements of students	84,1	12,8	2,7	0,2	0,2	
The teacher speaks a professional language	82	15,3	2,5	0,2		
The organization of education provides sufficient opportunity for sports and other leisure activities	82,8	14,3	2,5	0,4		
Facilities and equipment for students are safe, comfortable and modern	82	14,7	2,7	0,4	0,2	
The library is well equipped and has a sufficient fund of scientific, educational and methodological literature	81	15,7	2,9	0,4		
The library is well equipped and has a sufficient fund of scientific, educational and methodological literature	80,9	14,9	4	0,2		
Equal opportunities for the development of OP and personal development are provided to all students	84,1	13,6	2,1	0,2		

- Other problems regarding the quality of teaching:-
- No
- No problems
- No problems
- I am satisfied with everything
- No
- I am satisfied with everything
- No problems

- No
- No complaints
- No
- No problem
- I am satisfied with everything
- All good
- No problem
- No problem
- no
- Everything is strong
- No problem
- I am satisfied with everything.
- everything is fine
- What other problems do you have!
- Wery good, no problem
- I am satisfied with everything
- No problem
- I am satisfied with everything!The teachers are all right
- No problems,everything is at a very good level!
- No other problems
- There are no masals.
- Everything is filled with indulgence
- no
- no
- The test is not available
- There are no difficulties , I am satisfied with everything.
- no problem
- There is no such good
- No matter what happened and hope what will happen!
- no problem
- no pretensions
- No problem, everything is fine.
- No problem, everything is fine.
- •No problem
- No problem, I'm all tired
- No problem!
- Fully agree with everything
- Very good
- All good
- Don t problem
- Satisfied with everything

- I am interested in how to prepare a teacher
- I am not interested in this issue
- I am confident in the quality of training in our university, so the specific problem is not.
- No everything is perfect
- No problems. Satisfied with everything
- Absolutely no problem, I need your higher education for all the good that they are me Dali, a positive attitude and a good education!
- •All in good condition
- No problem
- No problem.I am satisfied with everything.
- Everything is fine
- Very cool
- No problem .Satisfied with everything!
- No problem
- The challenge is not all good
- I am satisfied with everything!
- No pretensions
- no problems
- Completed a master's degree in Shakarim University in 2022. For the last year, my training I fully realized the educational process of the University. "I don't know," he said. Everything functions at the highest level.
- No complaints
- Everything is in order, I have no complaints
- I am satisfied with everything, because we have everything available and feedback is always provided.
- I am satisfied with everything.
- No problem and no complaints
- Everything is perfect
- I think no problem
- No problemsno
- •With problems that are not detected
- •I am satisfied with everything
- No problem.
- Very good
- No problem
- No problem, everything is correct
- No problem
- everything is wonderful
- No problems.
- I am satisfied with everything
- Satisfied with everything

- There are no such
- No problems
- There is no need for additional fees, no simple and interesting tasks that we can work out new ones. I want more knowledge, more information.
- Everyone likes it. Disagreeable points of the road
- What to do
- I am satisfied with everything
- There is no problem, I am very pleased that this university has taken its place. The graduates are very responsible for their work. "I don't know," he said.
- In the process of training, I did not solve any problems. Everything is fine
- No difficulties
- No problems
- Satisfied with everything
- I am tired

