



«АККРЕДИТТЕУ 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 on the assessment of compliance with the requirements of the standards of specialized accreditation of educational programs  
6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" of NJSC "Toraigyrov University"

Date of the EEC visit: from April 01 to April 03, 2024

**INDEPENDENT AGENCY FOR ACCREDITATION AND RATING  
External Review Committee**

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



**REPORT**

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**Pavlodar on April 03, 2024**

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**(I) LIST OF SYMBOLS AND ABBREVIATIONS**

AIS	–	Automatic Information System
AUP	–	Administrative and management staff
ARM	–	Automated workplace
DATABASE	–	Basic Disciplines
UNIVERSITY	–	Higher education institution
State Educational Standards	–	State General Educational Standard of Education
YOKE	–	Final state certification
IR	–	Final control
IUP	–	Individual Study Plan
ICT	–	Information and communication technologies
KPI	–	Key Performance Indicators
WHO	–	Credit technology of education
QED	–	Catalogue of Elective Disciplines
INVO	–	Ministry of Science and Higher Education
MOP	–	Modular educational program
NB	–	Scientific Library
PPA	–	Normative legal acts
NS	–	Supervisory Board
NCSTI	–	National Center for Scientific and Technical Information
OH	–	Organization of education
LTD	–	General Education Disciplines
OP	–	Educational program
PBBs	–	Full-text databases
PD	–	Specialized disciplines
PPP	–	Faculty
RSTL	–	Republican Scientific and Technical Library
Republic of Kazakhstan	–	Boundary control
QMS	–	Quality Management System
WITH	–	Organization Standard
Tou	–	Toraighyrov University
TUPI	–	Standard Curriculum
TUPr	–	Model Curriculum
CMT	–	Educational and methodological complex
UMKD	–	Educational and methodological complex of the discipline
UMKS	–	Educational and methodological complex of the specialty
UMC	–	Educational and Methodological Council
ECTS	–	European Credit Transfer System

## (II) INTRODUCTION

In accordance with the order No41-24-OD dated 01/31/2024 of the General Director of the Independent Agency for Accreditation and Rating, from April 01 to April 03, 2024, an external expert commission evaluated the educational programs 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" of NJSC "Toraighyrov University" for compliance with the requirements of specialized accreditation standards.

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

### **Composition of the EEC:**

**Chairman of the EEC IAAR – Ryadnov Alexey Anatolyevich, Doctor of Biological Sciences, Professor, Academician of the Russian Academy of Natural Sciences, Volgograd State Agrarian University (Volgograd, Russian Federation);**

**IAAR Expert – Asel Sisenova, PhD in Economics, Associate Professor, Turan University (Almaty, Kazakhstan)**

**IAAR Expert, Employer – Aset Berdygaliuly Adylkhan of Atameken NCE of East Kazakhstan Region (Ust-Kamenogorsk, Kazakhstan);**

**IAAR Expert, Student – Omarova Adel, Member of the Alliance of Students of Kazakhstan, S.Seifullin Kazakh Agrotechnical University (Astana, Republic of Kazakhstan)**

**IAAR Expert – Tatibekov Bauyrzhan Nurlanovich, Candidate of Economic Sciences, Director of the Department for Scientific Work and International Cooperation, International University of Engineering and Technology (Almaty, Kazakhstan)**

**IAAR expert - Babadzhanov Davron Dadojanovich, Doctor of Economics, Vice-Rector for International Relations of the Tajik State University of Law, Business and Politics (Khujand, Republic of Tajikistan);**

**IAAR Expert, Student – Arystan Aidana, 3rd year doctoral student, specialty "Nanotechnology", Kazakh-British Technical University (Almaty);**

**IAAR Expert - Zeinullina Aigul Zhumagaliyevna, Candidate of Economic Sciences, Professor, Head of the Department of SSU Shakarima (Semey, Republic of Kazakhstan)**

**IAAR Expert, Employer – Alexey Vladimirovich Kan, Head of EXPLORATION PRODUCTION LLP (Almaty, Republic of Kazakhstan)**

**IAAR Expert, Student – Rabiga Zhakenova, 1st year PhD student, Baltic Federal University**

**IAAR Expert – Akimzhanova Marzhangul Tursunkhanovna, PhD, Associate Professor, Head of the Department of Civil and Labor Law of Karaganda University named after Academician E. A. Buketov (Karaganda, Republic of Kazakhstan)**

**IAAR Expert, Student – Sofia Fominykh, 3rd year student, Caspian Public University (Almaty, Republic of Kazakhstan)**

**IAAR Judge – Nargiza S. Baltabaeva, PhD, Associate Professor, Women's National Pedagogical University (Almaty, Republic of Kazakhstan)**

**IAAR Expert, Student - Musabekova Aigerim, 1st year doctoral student, specialty 8D04102 – Orys tili men adebieti, Abay Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan)**

**IAAR Expert – Svetlana Bakhytovna Zharkenova, Ph.D. in Law, Professor, L.N. Gumilyov Eurasian National University (Astana, Kazakhstan)**

**IAAR Expert, Student – Khamitov Ilyas, 1st year undergraduate, Gumilyov Eurasian National University (Astana, Kazakhstan)**

**IAAR Coordinator – Gulfiya Nazyrova, PhD in Economics**, Project Manager for the Formation of IAAR External Expert Commissions;

### **(III) INTRODUCTION OF THE EDUCATIONAL ORGANIZATION**

Toraigyrov University Non-Profit Joint Stock Company is a subject of higher and postgraduate education of the Republic of Kazakhstan.

The university trains highly qualified specialists, taking part in determining the prospects for the development of the main sectors of the region's economy, carries out funded research work and develops its own entrepreneurial initiatives.

Toraigyrov University was established during the period of intensification of market reforms on the basis of the Pavlodar Industrial Institute (hereinafter referred to as FDI). FDI was organized by the Decree of the Council of Ministers of the USSR dated September 20, 1960 No 1009 and the Council of Ministers of the Kazakh SSR dated October 25, 1960 No 928. The birth of FDI was caused by the requirements to accelerate the development of the country's economy, in particular, energy, heavy industry, engineering and construction in the region. The Pavlodar region needed highly qualified engineers for the construction and launch of tractor and aluminum plants, new industrial enterprises, the development of the Ekibastuz coal deposit, the formation of an energy base, the construction of housing, both in the Pavlodar region and abroad.

At the initial stage, three faculties were created at the university: energy; engineering; engineering and construction.

A significant event in the life of the university was its transformation in 1992 into the Kazakh State Technical University. A faculty for teaching in the state language was created within it. In 1994, the university was transformed into Pavlodar State University. A year later, the disbanded Pavlodar Pedagogical Institute became part of it. The university became known as Pavlodar State University named after S. Toraigyrov. In 2022, by the decree of the Government of the Republic of Kazakhstan, the university was transformed into a non-profit joint-stock company "Toraigyrov University" with 100% participation of the state represented by the Ministry of Higher Education of the Republic of Kazakhstan.

Today, Toraigyrov University is a large multidisciplinary regional university that combines the classical principles of university development, focused in the long term on building the "University 4.0" model.

The mission of Toraigyrov University is defined as "Development of human capital and assistance in the formation of outstanding, socially responsible professionals of digital time, harmonious and versatile personalities".

The vision of Toraigyrov University is "Innovative digital university, the leading academic and research center of the country"

This initiative is supported by the Akimat of the Pavlodar region and the initiative "Strong University - Strong Region" is currently being implemented together with the university. The main objective of this initiative is to implement the triple helix "Power – Business – Science (University)" at the level of the Pavlodar region, through:

- 1) inextricable connection with the real sector of the economy.
- 2) implementation of the results of applied scientific activity in the cluster surrounding the university (sale of intellectual property results to business structures or creation by technology companies by students and teachers based on the results of their own scientific activities and R&D).

The achievements of the reporting period indicate the effectiveness of the implementation of the strategic directions of the university's activities.

Comparative data on the participation of Toraigyrov University in international and national rankings

Name of the rating	2018	2019	2020	2021	2022
QS International Ranking	-	-	1201+	1201+	1201+
Results of the National Rating of Atameken NCE (% of EPs in the top 30% of EPs in the field of training), %	% 27	% 27	42 %	51 %	38 %
<p>Results of the National Rating of Atameken NCE (2022):  Of the 39 SEs / 15 SEs in the TOP 30%, (38% of the SEs in the TOP 30% of the best), of which:  - 1st place – 3 EPs, 2nd place – 3 EPs, 3rd place – 4 EPs, 4th place – 3 EPs, 5th place – 2 EPs;  - Maximum average salary of a graduate = 334,071 tenge. (HTOV); min. NWPV = 68,135 tng. (Political Science), Average ZPV for the university – 154 659 tenge.</p>					

There are 9 faculties at the university:

- Faculty of Architecture and Construction;
- Faculty of Humanities and Social Sciences;
- Faculty of Natural Sciences;
- Faculty of Engineering;
- Факультет Computer Science;
- Faculty of Agricultural Sciences;
- Faculty of Economics and Law;
- Faculty of Energy;
- Faculty Foundation.

The university also has: Military Department, IT School, Higher College of Toraighyrov University, Startup Academy.

The university is developing in accordance with the Development Strategy of Toraigyrov University for 2020-2024, taking into account the main trends in the development of higher education and the Development Strategy of the Pavlodar region until 2050.

The main trends in the development of the university:

1) Digitalization:

- development of digital opportunities and sustainability of universities;
- formation of a digital ecosystem of universities using modern information and communication technologies;
- widespread use of massive open online courses;
- transition to the model of "digital universities".

2) Interdisciplinarity:

- development of innovative programs with an interdisciplinary approach and the development of multiple intelligences;
- close cooperation with business and employer representatives;
- Focus on the Atlas of Emerging Professions;
- determination of the Algorithm for the development of innovative educational programs;

3) Lifelong learning:

- creation of a savings system (bank) of loans;
- recognition of the results of non-formal and informal education;
- Provision of nanodegrees and assignment of microqualifications;
- implementation of certification and confirmation of qualifications;

4) Social inclusion:

- strengthening social inclusion and improving the quality of education;
  - providing opportunities for equal access to students with different socio-economic, cultural and educational levels;
  - psychological and consultative support for students and teachers;
- 5) Implementation of the National Model of the Quality Assurance System:
- harmonization of the university's activities to the requirements of state management of the quality assurance system;
  - development of our own internal quality assurance system;
  - development of an external quality assurance system.

Currently, the university is updating its own development strategy to meet the requirements of the Concept for the Development of Higher Education and Science in the Republic of Kazakhstan for 2023-2029.

Date of the start of the implementation of educational programs of Cluster 1:

- EP 6B04101 "Economics" - 2019
- EP 6B04102 "Management" - 2019
- OP 7M04101 "Economics" - 2019
- EP 8D04101 "Economics" - 2019

Degree awarded:

- Bachelor of Business and Management in the educational programme 6B04101 "Economics";
- Bachelor of Business and Management in the educational program 6B04102 "Management";
- Master of Economic Sciences in the educational program 7M04101 "Economics";
- Doctor of Philosophy (PhD) in the educational program 8D04101 "Economics".

Educational programs of cluster 1 are assigned to the Department of Economics.

Highly qualified teachers with fairly extensive experience in scientific, pedagogical and practical activities are involved in the educational process.

Training of bachelors, undergraduates and doctoral students is carried out in the state language and Russian. The training is full-time.

The standard period of study for a bachelor's degree is 4 years, for a master's degree - 2 years, for doctoral studies - 3 years.

#### **(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE**

The previous accreditation of educational programs 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics" was held by the Independent Agency for Accreditation and Rating (IAAR).

The accreditation of the educational program 8D04101 "Economics" was carried out by the Independent Agency for Quality Assurance (IQAA).

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

The work of the EEC was carried out on the basis of the Visit Program agreed by the Rector of the Non-Profit Joint-Stock Company "Toraigyrov University" and approved by the General Director of IAAR using a hybrid model of specialized and primary specialized accreditation of educational programs of the Non-Profit Joint-Stock Company "Toraigyrov University".

In order to coordinate the work of the EEC, an orientation meeting was held on April 01, 2024, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and an agreement was reached on the choice of examination methods.

In order to obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, they were held with the Rector, vice-rectors for areas of activity, heads of structural divisions, heads of departments, heads of educational programs, members of academic committees, teachers, students, graduates. A total of 116 representatives took part in the meetings (Table 1).

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

Category of participants	Quantity
Chairman of the Board-Rector	1
Vice-Rectors, Members of the Board	3
Heads of structural divisions	17
Deans of faculties and heads of departments	6
Trainers	23
Undergraduates, undergraduates	31
Graduates	21
Employers and representatives of the practice base	14
Altogether	116

During the visual inspection, the EEC members got acquainted with the state of the material and technical base, in particular, they visited the journalism laboratory, the co-working library, the lecture block, the Center for 3D modeling and prototyping, the canteen, and the assembly hall.

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

In accordance with the accreditation procedure, a survey of 22 teachers and 31 students was conducted.

In order to confirm the information presented in the Self-Assessment Report, the working documentation of the university was requested 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://tou.edu.kz/ru/>).

As part of the planned program, recommendations for improving the accredited educational programs of the Toraigyrov University Non-Profit Joint Stock Company, developed by the EEC based on the results of the examination, were presented at a meeting with the management on 02.04.2024.

## **(VI) CORRESPONDENCE STANDARDS SPECIALIZED ACCREDITATION**

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

- ✓ *The university must demonstrate the development of the goal and strategy for the development of the EP based on the analysis of external and internal factors with the wide involvement of a variety of stakeholders.*
- ✓ *Quality assurance policies should reflect the link between research, teaching and learning.*
- ✓ *The university demonstrates the development of a culture of quality assurance.*
- ✓ *Commitment to quality assurance should apply to any activities carried out by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility.*
- ✓ *The management of the EP ensures the transparency of the development plan of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders.*
- ✓ *The management of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP*

*development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP.*

*✓ The management of the SE should involve representatives of stakeholder groups, including employers, students and faculty, in the formation of a plan for the development of the SE.*

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

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

*✓ The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involves all stakeholders in this process.*

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

*✓ The management of the SE should carry out risk management.*

*✓ The management of the programme should ensure the participation of representatives of interested parties (employers, faculty, students) in the collegial management bodies of the educational programme, as well as their representativeness in decision-making on the management of the educational programme.*

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

*✓ The management of the programme must demonstrate its openness and accessibility to students, faculty, employers and other stakeholders.*

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

*✓ The management of the OP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure.*

### **Evidence**

Toraigyrov University Non-Profit Joint Stock Company is a subject of higher and postgraduate education of the Republic of Kazakhstan. ToU is the largest regional university in the Pavlodar region, which provides three-stage (bachelor's, master's and doctoral PhD) training in a wide range of specialties. Currently, the university has about 9 thousand students, 9 faculties, 28 departments (areas of educational programs), as well as the Foundation faculty, the military department, the Higher College, the IT school and the Startup Academy.

The educational activities of Toraigyrov University (hereinafter referred to as the University) are carried out in accordance with the regulatory legal acts of the Republic of Kazakhstan and the regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan in the field of higher education: the Law of the Republic of Kazakhstan "On Education" dated 27.07.2007 (as amended on 01.04.2019 No 240-VI); The State General Education Standard of the Republic of Kazakhstan, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No 604; Order of the Ministry of Education and Science of the Republic of Kazakhstan No152 dated 20.04.2011 "On Approval of the Rules for the Organization of the Educational Process on Credit Technology of Education".

The university is developing in accordance with the Development Strategy of Toraigyrov University for 2020-2024, taking into account the main trends in the development of higher education and the Development Strategy of the Pavlodar region until 2050.

Currently, the university is updating its own development strategy to meet the requirements of the Concept for the Development of Higher Education and Science in the Republic of Kazakhstan for 2023-2029, the Development Program of the Republic of Kazakhstan until 2029 (Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No 248). The development strategy is aimed at the development of academic, research, institutional, international and educational activities of the university.

The mission of Toraigyrov University is "Development of human capital and assistance in the formation of outstanding, socially responsible professionals of digital time, harmonious and versatile personalities".

The vision of Toraigyrov University is "An innovative digital university, the leading academic and research center of the country". The result of Toraigyrov's vision of the university is the formulation and implementation of its mission.

The EEC notes that the mission, strategic goals and objectives of the university are formulated on the basis of material and financial resources, human and intellectual potential, assessment of the possibilities of their implementation, as well as taking into account the analysis of the external market situation.

The policy and goals in the field of quality are approved by the Academic Council of the University and correspond to the strategic directions of the university's development. For the implementation of the Policy and goals in the field of quality, the management has determined the main directions. The strategic plan for the development of the university, mission, policy and goals in the field of quality are available and posted on the website of the university <https://tou.edu.kz/ru/>.

All documents developed at the university are based on a strategic development plan, mission, policy and goals in the field of quality.

The quality management system is built in accordance with the international standards ISO 900 and ISO 37001-16. In connection with the transition of the new version of ISO 9001:2015, the mission of the university was considered and approved by the decision of the Board of Directors of Toraighyrov University (dated June 03, 2022, Minutes No 5).

The university pays great attention to the issues of academic honesty, the Code of Academic Honesty, MI QMS 4.03.2-22 Checking written works for plagiarism, appeal procedures has been introduced.

The quality of the implementation of the educational program is regularly assessed in accordance with SO QMS 8.15.1 – 20 "Internal Quality Assurance System".

Monitoring of the implementation of the development strategy is carried out on an ongoing basis. The result of the monitoring is reports on the areas of activity and the university as a whole, which are considered at the meetings of the Academic Council.

Risk management is carried out on the basis of SO QMS 6.02.3-22 "Risk Management".

The assessment of the effectiveness of the EP is carried out on the basis of monitoring of the main performance indicators and the timing of the planned activities, the results of which are discussed at meetings of the departments, the Academic Council and the Rectorate. The decisions taken at the meetings of the above-mentioned collegial bodies are brought to the attention of the interested parties, and the implementation of the decisions taken is regularly heard.

The EEC members were convinced that the university has developed a quality assurance policy aimed at continuous improvement of the educational process, research activities, and the implementation of innovative projects. This policy is based on the mission, vision and values of the university.

The main directions of the development plans for accredited educational programs 7M04131 Strategic Management and Leadership (MBA), 7M04107 Financial Management (MBA), 8D04102 Management, 7M04155 Accounting and Audit, 7M04156 State and Local Administration are developed in accordance with the Development Strategy of the Republic of Kazakhstan until 2050.

The University ensures the awareness of stakeholders and the transparency of the content of the main strategic documents and development plans of the programme, conducts public discussions with representatives of all stakeholders, and discussions at collegial bodies.

Teaching staff, partners and employers take part in the development and updating of accredited EPs.

The following organizations take part in the formation and revision of the EP development plan: RSI "State Revenue Administration for the city of Ekibastuz of the State Revenue Department for Pavlodar region of the State Revenue Committee of the Ministry of Finance of the Republic of Kazakhstan", "Amanat-Aksu" LLP and others.

The proposals reflected in the reviews of the EP and the recommendations of the employers of the teaching staff of the department are implemented in the elective courses of the EP.

The focus of the EP on the development of professional skills is implemented through constant monitoring of the quality of teaching of updated disciplines and the compliance of learning outcomes with the requirements stated in the graduate models.

***Analytical part***

The analysis carried out by the commission showed that the Quality Assurance Policy complies with the current legislation of the Republic of Kazakhstan in the field of education and science, strategic and program documents.

At the same time, the EEC notes the need to develop EPs as individual and unique plans consistent with national development priorities and the development strategy of the educational organization, as well as from the standpoint of improving the transparency of the educational program management system. The development plans of the programme duplicate the strategic directions, goals and objectives of the University Development Programme. When determining the uniqueness of the EP, the management of the EP needs to place greater emphasis on the content and specifics of the EP. The risks described in the EP development plans are often not related to specific EPs and do not take into account the specifics of EPs. For the identified risks, no measures were proposed to eliminate them or reduce their impact. It is obvious that in the context of accredited SEs, it is necessary to carry out systematic work on forecasting and analyzing risks, as well as the formation of an appropriate risk map. The quality of this work can be ensured by training the management of the SE in advanced training programs in the field of risk management.

Despite the fact that the mission, goals, objectives and quality assurance policy are published in the public domain on the university's website, as a result of the interviews, the commission revealed that teachers and students are not sufficiently aware of the content of these documents.

Within the framework of the EP, there are no effective mechanisms for managing innovations, including the analysis and implementation of innovative proposals.

As a result of the analysis, in general, the experts were convinced of the consistency of the strategic goals of the university, the adequacy of the mission, vision, strategy to the available resources: financial, informational, personnel, which is confirmed by the results of the survey of students:

During the questionnaire to the question "How does the management of the educational institution pay attention to the content of the educational program?" 72.7% of the teaching staff answered "very good", 27.3% - "good".

To the question "How is the innovative activity of teaching staff encouraged?" 40.9% gave the answer "very good", 50% - "good", 9.1% - "satisfactory".

The results of the survey showed high satisfaction of students with the quality of the educational program as a whole (93.5% are completely satisfied, 6.5% are partially satisfied).

The level of accessibility and responsiveness of the management is completely satisfied, 100% of students are completely satisfied.

**There are no strengths/best practices in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".**

***EEC recommendations for 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics":***

1. The management of EP 6B04101 'Economics', 6B04102 'Management', 7M04101 'Economics', 8D04101 'Economics' in the structure of the EP Development Plan shall provide for a section on the establishment of competitive or distinctive features of the EP to determine their uniqueness, as well as the individuality of the EP development plans, their consistency with national priorities in the relevant areas of knowledge and the University's Strategic Development Plan, as well as the results of the SWOT analysis in relation to the EP. Deadline: 01.09.2024

2. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to analyze and systematize the impact of risks on the implementation of accredited EPs, reflecting the results of the analysis in the minutes of collegial management bodies. Deadline: 01.09.2024

3. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" shall annually monitor the implementation of EP development plans for the achievement of target indicators, assessment of the achievement of learning goals, compliance with the needs of stakeholders, on this basis make decisions aimed at continuous improvement of EP. The results of the monitoring should be communicated to all interested parties. Deadline: 01.09.2024.

4. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to develop an action plan for the introduction of new innovative teaching and assessment methods into the educational process, including their own, as well as to provide feedback on the effectiveness of their use.

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

According to the standard "Management of the educational program", 17 criteria have been disclosed, of which 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" 0 has a strong position, 15 are satisfactory, 2 require improvement.

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

✓ The university must demonstrate the development of the goal and strategy for the development of the EP based on the analysis of external and internal The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software.

✓ The management of the OP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.

✓ The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their effectiveness.

✓ The university must determine the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, and senior management.

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

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

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

✓ The university must ensure that the degree of satisfaction of the needs of students, faculty and staff within the framework of the EP is measured and demonstrate evidence of the elimination of the identified shortcomings.

✓ The university must assess the effectiveness and efficiency of activities in the context of the EP.

✓ The information collected and analyzed by the university within the framework of the program should take into account:

✓ key performance indicators;

✓ the dynamics of the contingent of students in the context of forms and types;

✓ the level of academic performance, student achievements and expulsion;

✓ students' satisfaction with the implementation of the EP and the quality of education at the university;

✓ the availability of educational resources and support systems for students;

✓ employment and career growth of graduates.

✓ Students, teaching staff and staff must confirm their consent to the processing of personal data with documents.

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

### ***Evidence***

At the university, the informatization of education is carried out by IT HUB, which was created in November 2008 by the order of the rector No1-02-07/704 of November 12, 2008.

The university's activities are accompanied by a deployed information system (IS) E-learning CDT, which is a single IT ecosystem. (Certificate of State Registration of Rights to the Copyright Object dated May 10, 2011).

IS includes a large number of components and subsystems, the main of which are:

1. University portal (<https://tou.edu.kz/>) – the main page of Toraighyrov University. Publish news, announcements, and important events. Visitors to the portal can find out information about the structural divisions, academic, scientific, and educational activities of the university. The main page also leads to other ToU information systems.

2. Students' personal accounts provide an automated page of the student with the required number of modules for the educational process.

3. The teacher's personal account provides an automated teacher's page with the necessary number of modules for the educational and scientific process.

4. The automated workstation of the e-Learning CDT IS employee is a complex of automated user workstations (AWS) with distributed access rights. The complex consolidates a set of necessary modules for automating business processes of education management and the university as a whole.

5. The distance learning portal is the main platform that provides students with access to educational content, allows for control activities, and provides interaction in on- and offline modes.

6. The portal of massive open online courses is the main platform that provides access to open courses, allows you to conduct control activities, and provides interaction in online and offline modes.

The university provides and fills the educational process with electronic educational resources. All electronic educational publications, video lectures and mobile applications are publicly available on the educational portal in the personal accounts of students and teachers, as well as the university's media library. Electronic educational publications are developed jointly with the teaching staff of the departments.

All electronic educational publications, including virtual laboratories, meet modern requirements, are web-oriented, thereby providing the opportunity to work in the corporate network and the Internet, and placement in the educational portal of the university (<https://tou.edu.kz/ru>).

In the management of the main processes of the university (educational, methodological, scientific, educational), the following administrative documents are used: decisions of collegial governing bodies, orders of the rector and orders of vice-rectors in areas of activity, documents on students (orders on personnel, students, undergraduates), planning, analytical, reporting, etc.

The university uses the information processing system to improve the internal quality assurance system. A system of regular reporting at all levels of the organizational structure is being implemented at a satisfactory level.

The site has a modern design, information is published in three languages, there are all standard bookmarks such as: the rector's blog, a news section with posted video content, there are representative offices of the university in social networks.

Reporting on the progress of students is formed by specialists of the Registrar's Office and reported to the Council of Faculties, the Academic Council of the University twice a year based on the results of the winter and summer examination sessions, as well as on the results of the final certification of students.

All information on the progress of students is duplicated in the Unified Management System of Higher Education of the Republic of Kazakhstan.

The university has introduced a rating assessment of the effectiveness of the teaching staff, which is used to stimulate educational and scientific activities.

The safety of information is ensured by the distribution of roles and functions in the IS used, the presence of installed antivirus programs in computer classes, and the system administration of servers.

The reporting system includes annual reports of structural subdivisions, reports on research and development work, financial statements.

The information and feedback system is focused on students and students, and includes information stands at the departments, the functioning of the official website of the university in three languages.

The analysis carried out by the experts showed that the main forms of resolving possible conflicts in the university are:

- boxes of complaints and suggestions located in each educational building; Rector's blog posted on the university's website;
- questioning of students, teaching staff and employers.

The experts found that faculty, students and employers are involved in the processes of collecting and analyzing information through questionnaires, interviews, and decision-making based on them during meetings of collegial bodies.

***Analytical part***

During the visit to the university, the experts analyzed the structure and volume of the collected information, sources, frequency, responsible persons for reliability and timeliness, determined by the internal regulatory documentation of the university, job descriptions of the heads of departments. EEC notes that the information collected as part of the university's activities, including through statistical processing of information and reporting, makes it possible to generate analytical reports. The results of the questionnaire are summarized in the relevant reports, but this information is not used in any way to make further management decisions. In all departments of the university, records management is carried out in accordance with the approved nomenclature of cases, the safety and archiving of documents is ensured.

However, experts note that the management of accredited EPs does not carry out timely work to fill the site with information in the context of OCs. Thus, in the course of analyzing the functioning of the university's information website, experts revealed the placement of irrelevant, outdated information about the activities of the educational program, there is a lack of frequency and analysis, as well as the use of processed information for decision-making and improving the quality of the educational program.

Experts also note that information on taking into account the identified shortcomings and feedback in the process of conducting various types of sociological surveys is not provided.

During the visit of the EEC, the lack of developed and approved criteria for the effectiveness and effectiveness of the educational program was revealed. The criteria for the effectiveness and effectiveness of the EP play an important role in the educational process, as they help to assess how well the EP meets the established standards and goals; how effectively resources are used to achieve educational goals; how well the EP meets the needs and interests of students, as well as contributes to their personal and professional development; and help to identify the weaknesses of the EP and make the necessary changes to improve the learning process.

During the EEC visit, the management of the accredited SEs did not demonstrate the results of the analysis of the full set of key performance indicators of the SE.

Information and library resources are available to all students and faculty of the cluster.

The results of the survey showed that:

1. 96.8% of students expressed complete satisfaction with informing students about courses, educational programs and academic degrees;
2. 96.8% of students expressed full satisfaction with the information support and explanation of the admission rules and strategy of the educational program (specialty) before entering the university;
3. The quality of the services provided in libraries and reading rooms was expressed by 100% of students;
4. 96.8% of students expressed full satisfaction with the availability of counseling on personal problems, 3.2% were partially satisfied;
5. Relations with the dean's office (school, faculty, department) expressed complete satisfaction - 100% of students.

***Strengths/best practices for 6B04101 Economics, 6B04102 Management, 7M04101 Economics, 8D04101 Economics:***

1. Own deployed information system (IS) E-learning CDT, which is a single harmonious IT ecosystem.

***EEC recommendations for EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics":***

1. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" should document the procedure for posting information on the university website regarding the EP, establishing a structure that includes learning outcomes and the model of the graduate, as well as the persons responsible for updating it. Regularly monitor the information posted on the website in relation to the SE. Deadline: 01.09.2024

2. The responsible structural unit shall keep records of the identified shortcomings in the process of conducting various types of sociological surveys, questionnaires and other types of feedback with consumers of educational services, starting with the preparation of corrective and preventive action plans, ending with the preparation of reports on their implementation and posting information on the work done with the identified shortcomings in the public domain. Deadline: 01.09.2024

3. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to determine the criteria for the effectiveness and efficiency of educational programs, to conduct an annual assessment based on the approved indicators. To determine the list of measurable indicators of the EP performance; to assess the effectiveness of activities annually on the basis of the approved list of indicators. Deadline: 01.09.2024

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

According to the "Information Management and Reporting" standard, 17 criteria have been disclosed, of which according to EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics", 1 has a strong position, 15 are satisfactory, 1 requires improvement.

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

- ✓ *The university must demonstrate the existence of a documented procedure for the development of EPs and its approval at the institutional level.*
- ✓ *The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes.*
- ✓ *The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes.*
- ✓ *The university demonstrates the existence of a model of a graduate of the EP, which describes the results of learning and personal qualities.*
- ✓ *Qualifications awarded at the end of the EP should be clearly defined, explained and correspond to a certain level of NQS, QF-EHEA.*
- ✓ *The management of the EP must demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP corresponds to the set goals with a focus on achieving the planned learning outcomes of each graduate.*
- ✓ *The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral studies).*
- ✓ *The management of the SE must demonstrate that external reviews of the SE have been conducted.*
- ✓ *The management of the EP must provide evidence of the participation of students, faculty and other stakeholders in the development and quality assurance of the EP.*
- ✓ *The management of the programme must demonstrate the uniqueness of the educational programme and its positioning in the educational market (regional/national/international).*
- ✓ *An important factor is the possibility of preparing students for professional certification.*
- ✓ *An important factor is the presence of joint and/or double-degree EP with foreign universities.*

***Evidence***

Educational programs 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" are developed in accordance with the requirements of regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan, national and industry qualifications frameworks, professional standards, based on the analysis of the labor market and recommendations of employers. Educational programs are aimed at learning outcomes and are built on a modular principle and are developed in accordance with the

requirements of the State Educational Standards approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated August 23, 2012 No1080 "On Approval of State Compulsory Education Standards of the Corresponding Levels of Education", since 2019 - in accordance with the requirements of the State Educational Standards approved by Order No604 dated 31.10.2018 "On Approval of State Compulsory Standards education at all levels of education".

According to the regulations on the development and implementation of higher education programs, the university independently develops and approves the programs for the training of bachelors, undergraduates and doctoral students on the basis of the State Educational Standards in accordance with the National Qualifications Framework, professional standards and agreed with the Dublin Descriptors and the European Qualifications Framework. The development and approval of EP at the university is also regulated by the standard of the quality management system SO QMS 8.07.3-2021 "Design and development of educational services".

Consideration and approval of the EP takes place at the department, it is recommended by the decision of the academic and expert committee, the faculty council, the UMC of the university and is approved by the Deputy Chairman of the Board for Academic Affairs on the basis of the decision of the Academic Council of the university.

At the stage of designing programs, the graduating department determines the models of graduates. The model is a set of knowledge, skills and experience in their application in practice, integrated into professional and universal competencies that graduates should have at the time of graduation from the program. Employers and teaching staff are involved in the development of the graduate model. Verification and validation of the graduate model takes place through an expert assessment carried out by employers and consumers.

Bachelors, doctoral students and magistrates undergo various training seminars and participation in international and scientific-practical conferences for the purpose of personal and professional growth.

Evidence of the participation of stakeholders in the development of EP is the review of the introduction of new disciplines into the EP curriculum. Employers are members of certification commissions and have the opportunity to determine the level of training of graduates.

#### ***Analytical part***

Analyzing the standard "Development and Approval of the Educational Program", the commission concluded that the final goals of postgraduate education are taken into account in the areas to be accredited, which are aimed at mastering professional competencies, in accordance with the requirements of the standard, as well as the acquisition of knowledge, skills and abilities necessary for the implementation of future professional activities.

The EEC Commission notes that the results of the external review of accredited EPs were considered and discussed at a meeting of the departments implementing EPs of Cluster 1. The main criteria for selecting a reviewer were independence, extensive practical experience in training EP graduates, knowledge of information and the requirements of the labor market.

The relevance of the EPs being implemented is confirmed by the expert opinion from the top management of Blesk LLP on EP 6B04102 Management.

Evidence of the participation of stakeholders in the development of EP is the review of the introduction of new disciplines into the EP curriculum. Employers are members of certification commissions, have the opportunity to propose areas of scientific research, as well as determine the level of training of graduates.

The results of mastering the EP are determined by the competencies acquired by the graduate, i.e. his ability to apply knowledge, skills and personal qualities in accordance with the tasks of professional activity.

Experts note that educational programs are fully provided with RUE, syllabuses developed in accordance with regulatory documents, the content of which meets the specifics of educational programs. The types of independent work of students, their labor intensity in hours, the form and

terms of control are regulated in the relevant sections of the syllabus for each discipline. The content of the working curricula reflects the specifics of the EP.

However, the management of the EP did not properly demonstrate the positioning of the EP in the regional educational market.

A survey of students conducted during the EEC visit showed:

1. 100% of students expressed full satisfaction with the quality of educational programs in the EP;
2. In general, 93.5% of students expressed satisfaction with the teaching methods;
3. 96.8% of students expressed satisfaction with the speed of response to feedback from teachers on the educational process, 3.2% of students expressed partial satisfaction.

***There are no strengths/best practices in OP6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".***

***EEC recommendations for EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics":***

1. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" on the website of the university must annually post detailed information about the internal content of the EP, INP and publish all changes for interested parties no later than 15 days from the date of such changes. Deadline: 01.09.2024
2. To ensure individuality and uniqueness, the management of EPs 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics", to determine the advantages of accredited EPs in comparison with other EPs implemented in the region and the Republic of Kazakhstan, and, based on the analysis, to adjust the plans for the development of SEs, determining their individuality and uniqueness. Deadline: 01.09.2024

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

***According to the standard "Development and Approval of the Educational Program", 12 criteria have been disclosed, of which according to EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" has 0 strong positions, 11 are satisfactory, 1 is in need of improvement.***

#### **6.4 Standard "Continuous Monitoring and Periodic Evaluation of Educational Programs"**

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

#### ***Evidence***

The university constantly monitors the quality of education to identify the degree and completeness of the implementation of educational standards, the compliance of the operational

goals of the university with the strategic requirements imposed on a specialist by the labor market, the level of teachers' ability to train a competitive specialist. To monitor and periodically evaluate its educational programs, the University uses the following methods as intra-university control: certification of current student performance, final certification, certification of all types of practice, verification of the state of methodological support of the educational process, collection and analysis of data on customer satisfaction.

The system for monitoring the implementation of plans for the development of accredited EPs includes the following mechanisms:

- annual reports of the graduating department and faculty;
- annual reports of the teachers of the department;
- results of internal audits;
- consideration of the development of various areas of training of specialists at meetings of collegial bodies.

The internal environment of EP is:

- results of monitoring and implementation of processes;
- assessment of staff satisfaction;
- results of surveys of students, employers, applicants;
- the results of rating assessments.

The external environment of the EP is:

- interaction with enterprises and organizations of the city and the region on the organization of educational and professional practices, employment, research and initiative work;
- interaction of the department with educational institutions of the city and region;
- holding various events positioning specialties.

The list of interested persons of the EP includes stakeholders, graduates, teaching staff of the department. Familiarization of all interested parties is carried out, in particular, in the process of joint interactions, as well as during the development of the OP.

Educational programs are aimed at meeting the needs of the state, interested parties: employers of the Pavlodar region, students and their parents.

The educational process at the university is regulated by internal regulatory and methodological documents developed on the basis of the requirements of the Ministry of Health and Higher Education of the Republic of Kazakhstan.

### ***Analytical part.***

The EEC members confirm that the management of the SE conducts regular monitoring and periodic evaluation of the SE, and those responsible for reviewing the content and structure of the SE have been identified, taking into account changes in the labor market, the requirements of employers and the social demand of society.

The content of the QED EP is updated annually on the recommendation of employers. However, based on the results of meetings with employers and alumni, experts note that not all interested parties are informed about the planned or taken actions in relation to accredited programs. Not always the changes made to the EP are published on the portal.

Experts note that in the course of regular monitoring and periodic assessment of the EP, the university takes into account the workload, academic performance and graduation of students, which is confirmed by the content of the educational portal. However, informing all stakeholders of any planned or undertaken actions in relation to the programme is not reflected on the University's website.

Also, in the course of studying the minutes of the meetings of the department, which implements the accredited EPs 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics", it was not revealed that there is a regular monitoring of the achievement of the criteria for the effectiveness of the implementation of these EPs.

A survey of students conducted during the EEC visit showed:

1. The course program was clearly presented: 84.6% of students expressed satisfaction, 15.4% of students expressed partial satisfaction;
2. The content of the course is well structured: 84.6% of students expressed satisfaction, 15.4% of students expressed partial satisfaction.

***There are no strengths/best practices in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".***

***EEC recommendations for EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics":***

1. The management of EPs 6B04101 'Economics', 6B04102 'Management', 7M04101 'Economics', 8D04101 'Economics' shall annually monitor and assess the quality of EPs, discuss the results of the monitoring at meetings of collegial governing bodies and publish them on the university website. Term 01. 09.2024

***Conclusions of the EEC on the criteria: According to the standard "Continuous Monitoring and Periodic Evaluation of Educational Programs", 10 criteria were disclosed, of which according to EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" 0 has a strong position, 10 is satisfactory, 0 requires improvement.***

#### **6.5 Standard "Student-centered teaching teaching and Assessment of Academic Performance"**

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

#### ***Evidence***

The management of the EP provides equal opportunities for students, regardless of the language of instruction, to form an individual educational program aimed at the formation of professional competence. The educational process is conducted in the state and Russian languages.

An important element of student-centered education is the choice of disciplines by students and the ability to choose teaching staff.

Taking into account the freedom of market relations, entrepreneurship and business, students are given the opportunity to plan a certain set of knowledge, skills and competencies that are in demand or will be in demand in the labor market on the principles of elective disciplines.

The election of disciplines at the university is regulated by the "Rules for registration of students for disciplines and teachers".

The purpose of registration of students for disciplines and teaching staff is to create conditions for the maximum individualization of training and to meet the needs of students in obtaining the necessary knowledge, skills and competencies within the framework of the studied modular EP, taking into account the specifics of the socio-economic development of the region, the needs of the labor market and existing scientific schools.

The individual educational trajectory is reflected in modular educational programs, working curricula and individual curricula, where, along with general education, basic disciplines of the mandatory component, there are elective courses and various types of practices that are aimed at ensuring professional competencies.

Academic disciplines are fully provided with CMD, methodological guidelines for SRO, SRM, SRD, SROP.

Taking into account the importance of assessing the progress of students for their future career, the criteria and methods for assessing all types of tests are published before the start of training in the UMKD, syllabuses.

Assessment of knowledge is carried out in accordance with the established procedures and includes current and midterm control, intermediate and final certification.

Current control includes checking the educational achievements of students during the academic period in accordance with the schedule specified in the syllabus of the discipline. Current control is carried out on the topics of the academic discipline in classroom and extracurricular classes.

Students' educational achievements are evaluated on a 100-point scale for each completed task. The final result of the current control is summed up by calculating the arithmetic mean of the sum of all grades received during the academic period.

Intermediate certification is carried out during the examination session in order to assess the quality of students' mastery of the content of part or all of the volume of one academic discipline after the completion of its study.

The main forms of intermediate certification at the university are: computer testing, written exam, blank testing, oral exam. Final certification for educational programs of higher education is carried out in the form determined by the State Educational Standards.

All current scores received in disciplines in the semester and positive exam grades are entered into the electronic database. Students can view all grades in their personal account.

Knowledge assessment is carried out in accordance with the standard of the quality management system SO QMS 9.01.6 – 22 "Control and assessment of students' educational achievements".

The organization and educational and methodological management of the practice of doctoral and undergraduate students is carried out by the departments that implement these EPs, which appoint supervisors and summarize the results of internships within the framework of concluded contracts.

The places of internship correspond to the profile of the educational program, all types of practice are provided with educational and methodological materials, the internship is drawn up in the form of diaries and reports, which are registered and drawn up in accordance with the requirements. The results of the internship are the development of the qualification competencies of the EP. After the internships, the reports of the internship supervisors are heard.

According to the experts, during the interview, it was found that the university as a whole ensures the availability of a system for considering student complaints at the level of the student dean's office, curators/advisers, the graduating department, the dean's office, vice-rectors and the rector. Consideration of complaints and suggestions is also carried out through social networks and the rector's blog on the university website.

### ***Analytical part***

Analyzing the standard "Student-Centered Learning, Teaching and Assessment of Academic Performance" in accredited areas, the commission concluded that within the framework of the EPs

being implemented, modern information and pedagogical technologies are used at an insufficiently high level. The innovative methods of teaching and assessment used in the implementation of the educational process stated in the self-report were not reflected in practice during the visit of experts.

The EEC confirms that the principle of transparency is implemented at the university as follows: the policy and evaluation criteria are reflected in the educational and methodological complex of disciplines; syllabuses are provided to each doctoral and undergraduate; the results of the current rating control are announced at each lesson; the results of exams, including computer testing, are announced immediately after their completion (testing allows the doctoral student to see not only the result of the exam, but also the final result); A mechanism for appealing the results of exams is provided. EEC was also convinced of the autonomy of students with the simultaneous guidance and assistance of the teacher.

The Commission notes that the teaching staff of accredited EPs should intensify their scientific research in the field of teaching methods and assessment of learning outcomes among bachelor's, doctoral and graduate students. According to the self-report, only Professor S.S. Dontsov developed a computer program - an electronic textbook "Methods of teaching economic disciplines"

The EEC notes the expediency of holding methodological seminars on a regular basis to discuss the objectivity of mechanisms for assessing learning outcomes. The Commission notes the need to ensure the publication of criteria and methods for assessing learning outcomes, as well as the inclusion in the development plan of the EP of measures aimed at improving the qualifications of teaching staff in the field of using modern methods for assessing the academic achievements of students.

The EEC Commission notes the effectiveness of the organization and consistency of all levels of practice of bachelors, doctoral students and undergraduates as future competitive specialists. Each stage of the internship ends with training in the appropriate course and serves as the basis for the transition of bachelors, masters and doctoral students to the next level of study.

A survey of students conducted during the EEC visit showed:

1. 96.8% of students expressed satisfaction with the quality of exam materials (tests and exam questions, etc.), 3.2% of students expressed partial satisfaction;
2. 90.3% of students expressed satisfaction with the objectivity of the assessment of knowledge, skills and other educational achievements, 9.7% of students expressed partial satisfaction.

***There are no strengths/best practices in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".***

***EEC recommendations for EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics":***

1. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to organize their own research in the field of teaching methods and assessment of learning outcomes. Deadline: 01.09.2024
2. The university administration should hold methodological seminars on an ongoing basis to discuss the objectivity of mechanisms for assessing learning outcomes. Develop and approve work plans for methodological seminars. Deadline: 01.09.2024
3. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to ensure the publication of criteria and methods for assessing learning outcomes. Develop and approve work plans for methodological seminars. Deadline: 01.09.2024

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

**According to the standard "Student-Centered Learning, Teaching and Assessment", 10 criteria have been disclosed, of which according to EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics": 0 has a strong position, 7 is satisfactory, 3 require improvement.**

## **6.6 Standard "Students"**

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

### ***Evidence***

The formation of the contingent of students for educational programs at the University is carried out in accordance with the existing Decrees of the Government of the Republic of Kazakhstan, standard rules and regulations. The policy and procedures for admission to Toraighyrov University are consistent with the mission, vision and strategic goals of the university, are officially published on the website and are available to all future students.

The procedure for admission to bachelor's, master's and doctoral programs is regulated by the standard admission rules approved by the Ministry of Education and Science, which are posted on the website of the <https://tou.edu.kz/> and on the basis of the rules for admission to Toraighyrov University.

The policy of forming a contingent of students under accredited educational programs is to admit persons who are most prepared to study at a university, who have consciously chosen a specialty.

The policy regarding students at the university is regulated by the following standards of the quality management system:

- SO QMS 8.04.4-20 "Management of the educational process";
- SO QMS 8.06.3-20 "Management of Processes of Students' Research Activities";
- SO QMS 8.01.4-21 "Management of the process of distribution and employment of graduates".

At the university, for those wishing to enter and study, a preparatory department has been created - the Faculty "Foundation". The preparatory department was opened in October 2014 (Order of the Ministry of Education and Science of the Republic of Kazakhstan No 383 dated September 18, 2014). The activities of the Faculty "Foundation" are focused on:

- improving the level of general education and language training of citizens of the Republic of Kazakhstan;

- improving the level of general education and language training of foreigners, persons of Kazakh nationality who are not citizens of the Republic of Kazakhstan and stateless persons permanently residing in the Republic of Kazakhstan;

- preparation of citizens for admission to higher educational institutions.

The formation of the contingent of students of the Faculty "Foundation" is carried out through the state educational order, as well as payment for tuition at the expense of citizens' own funds.

For the socio-cultural adaptation of foreign students to the academic process, language training is constantly carried out during the academic year, including the study of Kazakh, Russian and English.

The contingent of students of cluster 1 is presented in Table 1.

**Table 1 – Dynamics of the contingent of accredited educational programs**

Specialty	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
6B04101 "Economics"	234	236	234	199	213
6B04102 "Management"	29	52	80	97	169
7M04101 "Economics"	22	28	19	14	21
8D04101 "Economics"	10	7	3	4	3
total	295	493	547	490	669

EEC members confirm that the policy for the formation of the contingent of students is transparent, and the procedures governing the life cycle of education have been approved and published on the university's website.

The University is committed to the provisions of the Lisbon Convention and recognizes the equivalence of diplomas, the equivalence of periods of study, the academic recognition of qualifications, courses of study, etc.

Members of the EEC have established that the professional competence of students is formed during professional internships.

In order to carry out activities for the employment of graduates of accredited EPs, systematic work is carried out to study the labor market, search for vacancies, and cooperate with city and regional structures.

### ***Analytical part***

When forming an individual educational trajectory, the peculiarities of the level of training of students are taken into account.

The Commission notes that there are currently no foreign undergraduates for accredited EPs, in this regard, it is necessary to continue measures for the external academic mobility of students.

During the interviews with students, the EEC members determined that the university as a whole creates conditions to support gifted students by providing discounts and grants for training.

At the university, all students are given the opportunity to receive discounts on a contractual basis. By the decision of the Academic Council of the University, the Regulation "On Discounts" was approved.

Students submit documents for obtaining a discount to the Student Service Center (DSC).

According to the self-assessment report, it was stated that informing students of the EP about external and internal mobility programs occurs through the placement of information on partner universities on the university's website with information about possible academic mobility programs, etc. We also note that the university's website does not contain the document "Handbook - Guide" for newly enrolled students, undergraduates and doctoral students. During the interviews, many students could not give exhaustive answers about the content and purpose of the "Guidebook".

A survey of students conducted during the EEC visit showed:

1. 77.4% of students expressed satisfaction with the quality of medical care at the university, 16.1% of students were partially satisfied, 6.5% were not satisfied
2. The level of accessibility of library resources was expressed by 100% of students.

***There are no strengths/best practices in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".***

***There are no strengths.***

***EEC recommendations for EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics":***

1. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to develop a program for the development of external and internal academic mobility of students within the framework of accredited EP 1 cluster and start implementation from 2024. Term: 01.09.2024
2. The university administration to popularize the activities of the University Alumni Association. To provide for the development of an action plan for the activities of the University Alumni Association and its active involvement in key processes for the development and updating of EPs, plans for their development, interaction with employers, and employment of graduates. Deadline: 01.02.2024
3. The management of the EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to place information about partner universities on the official website of the university, (tab "Educational programs"). Deadline: 01.09.2024
4. As part of special adaptation and support programs for newly enrolled and foreign students, the university administration should develop and post a "Guidebook" on the website. Deadline: 01.09.2024

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

***According to the "Students" standard, 12 criteria are disclosed, of which according to EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics": 0 has a strong position, 11 - satisfactory, 1 - need improvement.***

## **6.7 Standard "Teaching Staff"**

- ✓ *The university should have an objective and transparent personnel policy in the context of the EP, including hiring (including invited faculty), professional growth and development of personnel, ensuring the professional competence of the entire staff.*
- ✓ *The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the educational program.*
- ✓ *The EP management must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching.*
- ✓ *The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.*
- ✓ *The university must attract specialists in the relevant fields with professional competencies that meet the requirements of the educational program.*
- ✓ *The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff.*
- ✓ *The university must demonstrate the widespread use of information and communication technologies and software in the educational process (for example, on-line learning, e-portfolio, MOOCs, etc.).*
- ✓ *The university must demonstrate its focus on the development of academic mobility, attracting the best foreign and domestic teachers.*
- ✓ *The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic honesty at the university, determine the contribution of faculty, including those invited, to the achievement of the goals of the educational program.*
- ✓ *An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country.*

### ***Evidence***

The university positions its activities in personnel policy as objective and transparent, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff. The university administration strives to pay great attention to the selection and training of personnel.

Based on the Rules for Competitive Filling of Positions of Faculty and Researchers of Higher Education Institutions, the staff of the teaching staff of accredited EPs is staffed in accordance with the legislation of the Republic of Kazakhstan.

The university determines the general policy and development strategy of the entire team, the faculty.

The personnel policy of the university is regulated by the following regulatory documents:

- Law of the Republic of Kazakhstan "On Education" dated 27.07.2007 with amendments and additions on 03.07.2017;

- Rules for competitive filling of positions of teaching staff and researchers of higher educational institutions Approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 23, 2015 No 230.

- Qualification characteristics of the positions of teaching staff and persons equated to them as of 04/26/2023.

- Regulation "On the procedure for planning and calculating the budget of the working time of the teaching staff" dated 04/26/2023.

- Regulations on the work of an adviser dated 15.11.2022.

- Code of Corporate Ethics dated 10.09.2022.

- Internal Labor Regulations of NJSC "Toraigyrov University" dated 01.11.2021.

- HR strategy dated 09/15/2020.

- Regulations on the Commission for Employee Incentives dated December 28, 2022.

- Employment Rules dated 15.09.2020.

- Rules on the procedure for remuneration and bonuses for university employees dated December 27, 2022.

- Rules for the use of the ACS access control system dated 14.01.2019.

- regulations on the development of job descriptions for teaching staff, heads of departments, deans, heads of structural divisions, and other university employees;

The main provisions of the personnel policy have been developed in accordance with the principles of legality, meritocracy, prohibition of discrimination in the field of labor and the priority of life and health of employees.

Hiring of the university's teaching staff is carried out on the basis of the current labor legislation of the Republic of Kazakhstan, as well as in accordance with the Qualification characteristics of the positions of teaching staff and persons equated to them of NJSC "Toraigyrov University" dated 04/26/2023, taking into account the qualification requirements (Appendix 24); Rules for competitive filling of positions of teaching staff and researchers of higher educational institutions, approved by the order of the Minister of Education and Science of the Republic of Kazakhstan dated April 23, 2015 No 230 (<https://adilet.zan.kz/rus/docs/V1500011122>), as well as the Rules for competitive filling of positions of the teaching staff of NJSC "Toraigyrov University" dated 26.10.2020.

The competition for the positions of teaching staff of researchers of higher educational institutions is held on the basis of an analytical generalization of the results of the applicants' activities in the form of testing, interviews, creative reports, defense of author's developments, practical tasks, while knowledge is tested in accordance with the standard qualification characteristics for each position to determine the level of professionalism.

The quantitative and qualitative composition of the teaching staff in the field of EP is presented in Table 2.

**Table 2 – Quantitative and qualitative composition of the PPP of the 1st cluster.**

Academic Year	Altogether PPP	Staff PPP	Full-time teaching staff				Degree level, %
			Doctors Sciences	Candidates Sciences	PhD doctors	Masters	
2018-2019	22	18	1	7	1	8	50
2019-2020	18	18	1	7	1	8	50
2020-2021	33	30	1	14	3	14	50
2021-2022	34	30	-	15	3	14	50
2022-2023	33	27	1	10	5	11	45
2023-2024	36	29	2	13	3	11	50

The volume of work of the teaching staff is established in accordance with the regulatory documents of the Republic of Kazakhstan in the field of education and science, based on the wage fund and taking into account the need to perform all types of educational, methodological, research and educational work. The approximate (recommended for departments) distribution of hours by type of activity is presented in Table 3.

**Table 3 – Approximate (recommended for departments) distribution of hours by type of activity.**

№	Post	Weekly workload, hours	Type of activity		
			Teaching	Methodological and organizational	NIR
1	Professor	36	8	13	15
2	Associate Professor (Associate Professor)	36	12	12	12
3	Senior Lecturer	36	18	12	6
4	Teaching assistant	36	20	4	12

With the transition to student-centered learning, the leadership of the EP seeks to change the role of teachers, which is aimed at achieving specific, clearly defined goals and acquiring certain competencies, in addition, teaching is implemented in accordance with the needs of students.

The university has worked out mechanisms and ways to implement the effectiveness of the motivation system for teaching staff. In particular, the university has financial assistance for employees and teaching staff in the form of lump-sum payments, which is one of the forms of social support for university employees. All payments are made in accordance with the rules adopted at the university and on the basis of the necessary documents in accordance with the Rules for the provision of financial assistance to employees. Every year, gifts for children under 7 years old are purchased for the teaching staff and university staff, outdoor events "Densaulyk - zor bailyk", "Vigor and health" are held, sports events, volleyball, football, basketball, darts, arm wrestling tournaments are organized, corporate and anniversary evenings are held.

The university has a system of advanced training and professional development of teaching staff and staff. The system of advanced training and professional development of the teaching staff and administrative and managerial staff of the university is coordinated by the Center for Talent Management.

There is a long-term plan for improving the qualifications of teaching staff and employees in accordance with the priority areas of the university's development. For the period from 2021 to 2023, 100% of the teaching staff of the department of accredited educational programs underwent advanced training.

The plan of advanced training includes all types of internships, PC courses, sabbaticals, master's studies, doctoral studies, etc.

One of the areas of quality assurance in EP is the participation of teaching staff in seminars, trainings for advanced training in quality assurance in education (including intra-university ones).

So, on November 22, 2022, a seminar was held for teachers of Toraighyrov University on working with the IPR SMART ecosystem: IPR SMART is a new digital ecosystem: educational content and services for learning and teaching on a single platform.

In February 2023, the university conducted a modular training free of charge for the personal development of teachers - "Entrepreneurship for All" by Ybyrai Lab. The training was initiated by ERG (Eurasian Group) in partnership with the School of Entrepreneurship and Innovation of Almaty Management University and the Association of Friends of Tel Aviv University in Kazakhstan. Ybyrai Lab is a series of educational modules for the teaching staff (faculty) and the administration of the educational institution, which is focused on the course "Introduction to Entrepreneurship", where the organizers introduced the teaching staff to the understanding of entrepreneurship, at the level of the region, university.

On February 9, 2023, in Toraighyrov University, the Science Fund JSC of the Ministry of Science and Higher Education of the Republic of Kazakhstan held a seminar "Technology Commercialization: The Japanese Model" in order to implement measures to assist participants in scientific and (or) scientific and technical activities in the development of commercialization.

In 2022, in the Republic of Belarus, Candidate of Economic Sciences, Professor Altaibaeva Zh.K. underwent an internship to improve her qualifications in the organization of education. Experience of the Republic of Belarus.

Within the framework of the "Program for attracting foreign specialists to universities of the Republic of Kazakhstan" (MES RK), the Service of Senior Experts (Germany), the Erasmus+ program, as well as extra-budgetary funds of the university, teachers, specialists and experts from partner universities are invited annually to give lectures, conduct practical classes, consult undergraduates and doctoral students, and improve the qualifications of teaching staff.

Leonid Grebnev (Higher School of Economics, Russian Federation) for the Bachelor's programme in Economics, Abraham Altonayan (Brunel Business School, London) for all programmes, etc. were invited to teach at the Master's programme.

From 12.12.2022 to 30.12.2022, a foreign scientist of the University of Donja Gorica, (Montenegro), Professor Voin Golubovic visited Toraighyrov University.

Inna Shamray (Siberian University of Consumer Cooperatives) was invited to teach such disciplines as: investment activity, investment management, time management.

### ***Analytical part***

During the visit, it was established that the teaching staff of the accredited program actively participate in the life of the university and make a significant contribution to the development of the university. EEC experts note the high level of corporate culture, as well as a good level of interaction between teaching staff and students.

The publication activity of the teaching staff in the EP cluster is generally very high. There are articles published in journals with a non-zero impact factor, a number of teachers have high Hirsch indexes, for example, Kunyazova S.K., Titkov A.A., Arynova Z.A., Amirova M.A. and others.

The EEC members consider the work on the organization of external and internal academic mobility of the Faculty of Cluster 1 to be satisfactory.

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

A survey of the teaching staff conducted during the visit of the EEC showed:

How is the work on academic mobility organized, 50% expressed the opinion "Very good", 50% - "Good".

How the work on advanced training is organized, teaching staff expressed the opinion "Very good" 40.9%, "Good" - 59.1%.

*There are no strengths/best practices in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".*

*There are no EEC recommendations for EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".*

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

**According to the standard "Faculty Staff", 10 criteria have been disclosed, of which according to EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" 0 has a strong position, 10 - satisfactory, 0 - need improvement.**

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

- ✓ The university must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program.
- ✓ The management of the SE must demonstrate the adequacy of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the goals of the SE.
- ✓ The university must demonstrate the compliance of information resources with the needs of the university and the EP being implemented, including in the following areas:
  - ✓ technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs);
  - ✓ library resources, including a fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;
  - ✓ examination of the results of research work, graduation works, dissertations for plagiarism;
  - ✓ access to educational Internet resources;
  - ✓ the functioning of WI-FI on its territory.
- ✓ The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of faculty, staff and students.
- ✓ The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy.
- ✓ The EP management should demonstrate that there are procedures in place to support different groups of learners, including information and counselling.
- ✓ The management of the EP must show the availability of conditions for the student's advancement along an individual educational trajectory.
- ✓ The university should take into account the needs of various groups of students (adults, workers, foreign students, as well as students with special educational needs).
- ✓ The university must ensure that the infrastructure meets safety requirements.

#### **Evidence**

The material and technical base of Toraigyrov University meets the qualification requirements and standard rules for the activities of higher and postgraduate education organizations.

The resource provision of the University is aimed at achieving a leading role in the international scientific and educational space for the formation of competitive specialists for the innovative development of Kazakhstan.

The university has a material and technical base that provides all types of practical training and research work of students provided for by the curriculum of the university and corresponding to the current sanitary, epidemiological and fire safety norms and rules.

On the balance sheet of the university there are:

- 6 academic buildings;
- 2 dormitories (Student Campus No 1 for 360 students and Student Campus No 2 for 500 students);
- recreation center "Bayantau";
- agrobiological station;
- auxiliary and utility rooms.

University buildings with an area of 63841.7 sq.m. belong to the university on the right of economic management and comply with the current sanitary standards, fire safety requirements and state educational standards of the specialties being implemented. Artificial lighting of classrooms meets the standard.

The university has sports facilities:

- gyms with utility rooms (1,608.4 sq.m.);
- basketball courts (1,400 sq. m.);
- volleyball courts (520 sq. m.);
- tennis courts (528 sq. m.);
- football field (10,480 sq. m.);
- stadium (2,647.4 sq. m.);
- Shot put sector (3,120 sq.m.).

The total area of sports halls, outdoor sports grounds (except for the stadium) is 4698 sq. m. The area of sports halls for 1 full-time student is 1.00 sq. m., which corresponds to the established norms ("On Approval of State Compulsory Education Standards of the Corresponding Levels of Education of August 23, 2012 No1080").

To organize meals for students and employees of the university, there are canteens, catering points (buffets) in two educational buildings. In addition, there is a Student Club for all students and faculty. The total area of public catering facilities is 989.61 sq. m., the number of seats is 516.

The university has 3 medical centers (6 rooms) to serve employees and students. The university has 2 dormitories (Student campuses). The first dormitory consists of five floors divided into three blocks. A total of 162 rooms with 360 beds.

The fundamental basis of the university's educational resources is the computer park. As of the 2nd quarter of 2023, the university's computer park has 1302 units of computer equipment, of which 370 are used for educational purposes. Students are also provided with access to computers outside of school hours. All computers are connected to a single local network of the university and have access to the Internet. All computers have operating systems starting with versions of Microsoft Windows 7 of various editions and higher.

40 units of interactive and multimedia equipment are used in the educational process of the university. The material and technical base of the university also includes copying machines, the number of which is 371 units, which are actively used in the process of training and for the work of structural units.

Access to the Internet and corporate network resources is distributed through organized virtual local area networks (VLANs), which made it possible not only to simplify administration, but also to limit unauthorized access to both the Internet portal and other shared network resources, as well as to isolate guest connections. The personalization of the user's login to the corporate network, as well as the user's access rights, is regulated by Active Directory. The Internet provider of the university for 2023 is JSC "Jusan Mobile" The total width of the Internet access channel is 1 Gbit/s: [https://drive.google.com/drive/folders/1-fenze\\_APu49kiKuw4g8jp76KCz\\_fxbl?usp=sharing](https://drive.google.com/drive/folders/1-fenze_APu49kiKuw4g8jp76KCz_fxbl?usp=sharing)

To participate and conduct video conferences at the university, the Polycom QDX-6000 video conferencing system is used, as well as the CISCO CUVA-V2-24BUN webcam.

The educational portal of the university based on the information system "E-learning CDT" implements an effective function of distance learning for students on an individual learning trajectory through the Personal Accounts of the student and teacher in offline and online modes.

To check the scientific works of students, the "Antiplagiat" subsystem operates in Kazakh, Russian and English languages in Toraigrov University.

The library fund is universal and consists of 866,992 copies of publications in the state, Russian and foreign languages. Of these, educational and methodological literature - 484043 copies, scientific literature - 343247 copies, fiction - 39702 copies, out of the total number of publications on electronic media - 4179 copies. For 2018, 215 titles of newspapers and magazines were signed in the amount of 6,996,006 tenge.

The library fund is constantly replenished with educational, methodological and scientific literature developed by the teaching staff of the university. As of May 1, 2023, the publications of teachers in the library fund amount to 142,559 copies (16.4% of the total fund), including 78550 copies in the Kazakh language (9.1% of the total fund).

Students of the accredited EP are sufficiently provided with educational and scientific literature in the state and Russian languages.

The commission found that the educational and laboratory base and the classroom fund generally correspond to the contingent of students, the educational programs being implemented, sanitary and epidemiological standards and requirements.

As a result of visiting the classrooms, the EEC members made sure that all premises meet safety requirements, classrooms are equipped with fire extinguishers, and students are given an annual safety briefing.

### ***Analytical part***

As a result of a visual inspection of the material base facilities, the EEC members note that the university has the necessary educational and material resources to ensure the educational process of the accredited educational programs. The university building complies with the current sanitary standards and fire safety requirements. Classroom and laboratory facilities, classrooms and other premises, sports facilities comply with the established norms and rules.

Although the library has a fairly impressive book fund (866,992 copies, including the fund of educational, methodological and scientific literature - 484043 copies), as well as students are provided with access to the library's book fund, including educational, methodological and scientific literature in the state, Russian and other foreign languages, the members of the commission note that insufficient attention is paid to the provision of special material and technical means of support to students with special educational needs in the educational process.

Experts also note the insufficient number of disciplines in the curricula of accredited EPs, which form digital competencies in students in the field of economics and management with the possible use of modern software products. According to the self-assessment report, during the implementation of the educational process within the framework of accredited EPs, only IBM SPSS Statistics is used - analytical software that allows for advanced statistical analysis of data.

***There are no strengths/best practices in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".***

***EEC recommendations for EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics":***

1. The leadership of the EP should include in the curriculum disciplines that form digital competencies in the field of economics and management in students with the possible use of modern software products. Term: 01.09.2024

2. The management of the EP should include in the Annual Procurement Plan at the University level the possibility of purchasing software products that form digital competencies among students. Deadline: 01.09.2024

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

***According to the standard "Educational Resources and Student Support Systems", 13 criteria have been disclosed, of which according to EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics": 0 has a strong position, 13 are satisfactory, 0 require improvement.***

## **6.9 The "Public Information" Standard**

✓ *The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the*

university's activities within the framework of the educational program.

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

### **Evidence**

Toraigyrov University has a website <https://tou.edu.kz/> that provides information about the mission, goals and objectives of the university and operates in three languages (Kazakh, Russian, English). Brief information about the educational programs being implemented, expected learning outcomes, qualifications awarded, knowledge assessment system, academic mobility, possible employment, etc. is located in the "Education", "Students" and "Science" sections of the official website.

To form a positive attitude of the public to the educational institution, the university website is regularly updated.

Every year, as part of information campaigns, the university prepares information and advertising booklets and leaflets. In the presented information sources, all content is structured by areas of the university's activities, programs, topics and issues.

Information support for events held at the university is carried out in the state, Russian and English languages through such media as:

- regional and national TV channels ("Ertis" ("Kazakhstan-Pavlodar"), "Irbis", "KTK-7", "24.kz", "Khabar");
- regional and republican radio;
- republican and regional press (newspapers "Kazakhstanskaya Pravda", "Egemen Kazakhstan", "Bilimdi el \u2012 Educated Country", "Star of the Irtysh Region", "Review of the Week", "Saryarka Samaly", magazine "Entrant");
- republican and regional news portals (website of the international news agency KAZINFORM (<http://www.inform.kz>), BNEWS. KZ, Baq.kz, Pavlodarnews.kz, Pavon.kz, shyn.kz, liter.kz, Tengrinews.kz and others), official website – <https://tou.edu.kz/ru/>;
- official pages on social networks (Instagram, VKontakte, Odnoklassniki, Facebook, Tiktok), Telegram channel, YouTube channel, broadcasting videos about the achievements of the university at events, in social networks and regional television.

The site fully reflects all existing support systems - career and employment, financial support, etc <https://tou.edu.kz/>.

The university regularly participates in various rankings of higher education institutions in Kazakhstan, as well as in external evaluation procedures.

### **Analytical part**

Analysis of the information presented on the university's website showed that the University publishes information about its activities, the rules for admitting applicants, educational programs, terms and form of study, contact and other useful information for applicants and students.

Satisfaction with information about the university's activities, the specifics and progress of the EP is assessed annually through questionnaires, surveys, feedback, as well as using the rector's

blog. However, during the visit, it was revealed that there was a lack of consistency in posting information on the university's website about the EPs being implemented.

EEC members note and focus the attention of the university management on the need for constant monitoring and control of the information presented on the website, as well as on all changes in the implemented EPs, based on the development of a documented procedure that determines the procedure for posting information within the EP.

*There are no strengths/best practices for 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".*

*EEC recommendations for EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics":*

1. The university administration should develop a documented procedure that determines the procedure for posting information on the official website in each accredited EP, identify and assign responsible persons.

*Conclusions of the EEC on the following criteria:*

*According to the "Public Information" standard, 12 criteria were disclosed, of which 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics": 0 has a strong position, 12 – satisfactory, 0 – needs improvement.*

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

*According to the "Educational Programme Management" standard: No strengths/best practices were identified in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".*

*According to the "Information Management and Reporting" standard Strengths/best practices according to EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics":*

1. Own deployed information system (IS) E-learning CDT, which is a single harmonious IT ecosystem.

*According to the standard "Development and Approval of the Educational Program": Strengths/best practices in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" were not identified.*

*According to the standard "Continuous Monitoring and Periodic Evaluation of Educational Programs" No strengths/best practices were identified in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".*

*According to the standard "Student-Centered Learning, Teaching and Assessment" Strengths/best practices in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" were not identified.*

*According to the "Students" standard, no strengths/best practices were identified in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".*

*According to the "Faculty Staff" standard, no strengths/best practices were identified in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".*

*According to the standard "Educational Resources and Student Support Systems" Strengths/best practices in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" were not identified.*

*According to the "Public Information" standard, no strengths/best practices were identified in EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics".*

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

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

1. The management of EP 6B04101 'Economics', 6B04102 'Management', 7M04101 'Economics', 8D04101 'Economics' in the structure of the EP Development Plan shall provide for a section on the establishment of competitive or distinctive features of the EP to determine their uniqueness, as well as the individuality of the EP development plans, their consistency with national priorities in the relevant areas of knowledge and the University's Strategic Development Plan, as well as the results of the SWOT analysis in relation to the EP. Deadline: 01.09.2024

2. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to analyze and systematize the impact of risks on the implementation of accredited EPs, reflecting the results of the analysis in the minutes of collegial management bodies. Deadline: 01.09.2024

3. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" shall annually monitor the implementation of EP development plans for the achievement of target indicators, assessment of the achievement of learning goals, compliance with the needs of stakeholders, on this basis make decisions aimed at continuous improvement of EP. The results of the monitoring should be communicated to all interested parties. Deadline: 01.09.2024.

4. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to develop an action plan for the introduction of new innovative teaching and assessment methods into the educational process, including their own, as well as to provide feedback on the effectiveness of their use.

### ***According to the "Information Management and Reporting" standard:***

1. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" should document the procedure for posting information on the university website regarding the EP, establishing a structure that includes learning outcomes and the model of the graduate, as well as the persons responsible for updating it. Regularly monitor the information posted on the website in relation to the SE. Deadline: 01.09.2024

2. The responsible structural unit shall keep records of the identified shortcomings in the process of conducting various types of sociological surveys, questionnaires and other types of feedback with consumers of educational services, starting with the preparation of corrective and preventive action plans, ending with the preparation of reports on their implementation and posting information on the work done with the identified shortcomings in the public domain. Deadline: 01.09.2024

3. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to determine the criteria for the effectiveness and efficiency of educational programs, to conduct an annual assessment based on the approved indicators. To determine the list of measurable indicators of the EP performance; to assess the effectiveness of activities annually on the basis of the approved list of indicators. Deadline: 01.09.2024

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

1. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" on the website of the university must annually post detailed information about the internal content of the EP, INP and publish all changes for interested parties no later than 15 days from the date of such changes. Deadline: 01.09.2024

2. To ensure individuality and uniqueness, the management of EPs 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics", to determine the advantages of accredited EPs in comparison with other EPs implemented in the region and the Republic of Kazakhstan, and, based on the analysis, to adjust the plans for the development of SEs, determining their individuality and uniqueness. Deadline: 01.09.2024

***According to the standard "Continuous Monitoring and Periodic Evaluation of Educational Programs":***

1. The management of EPs 6B04101 'Economics', 6B04102 'Management', 7M04101 'Economics', 8D04101 'Economics' shall annually monitor and assess the quality of EPs, discuss the results of the monitoring at meetings of collegial governing bodies and publish them on the university website. Term 01. 09.2024

***According to the standard "Student-Centered Learning, Teaching and Assessment":***

1. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to organize their own research in the field of teaching methods and assessment of learning outcomes. Deadline: 01.09.2024

2. The university administration should hold methodological seminars on an ongoing basis to discuss the objectivity of mechanisms for assessing learning outcomes. Develop and approve work plans for methodological seminars. Deadline: 01.09.2024

3. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to ensure the publication of criteria and methods for assessing learning outcomes. Develop and approve work plans for methodological seminars. Deadline: 01.09.2024

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

1. The management of EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to develop a program for the development of external and internal academic mobility of students within the framework of accredited EP 1 cluster and start implementation from 2024. Term:01. 09 2024

2. The university administration to popularize the activities of the University Alumni Association. To provide for the development of an action plan for the activities of the University Alumni Association and its active involvement in key processes for the development and updating of EPs, plans for their development, interaction with employers, and employment of graduates. Deadline: 01.02.2024

3. The management of the EP 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" to place information about partner universities on the official website of the university, (tab "Educational programs"). Deadline: 01.09.2024

4. As part of special adaptation and support programs for newly enrolled and foreign students, the university administration should develop and post a "Guidebook" on the website. Deadline: 01.09.2024

*There are no recommendations for the "Teaching Staff" standard.*

*According to the standard "Educational Resources and Student Support Systems":*

1. The leadership of the EP should include in the curriculum disciplines that form digital competencies in the field of economics and management in students with the possible use of modern software products. Term: 01. 09.2024

2. The management of the EP should include in the Annual Procurement Plan at the University level the possibility of purchasing software products that form digital competencies among students. Deadline: 01.09.2024

*According to the "Public Information" standard:*

1. The university administration should develop a documented procedure that determines the procedure for posting information on the official website in each accredited EP, identify and assign responsible persons.

#### **(IX) RECOMMENDATION TO THE ACCREDITATION COUNCIL**

The external expert commission unanimously decided to recommend to the Accreditation Council to accredit the educational programs 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" of the Non-profit Joint Stock Company "Toraigrov University" for a period of 5 years.

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

Conclusion of the external expert commission on the results of the assessment of the quality of educational programs 6B04101 "Economics", 6B04102 "Management", 7M04101 "Economics", 8D04101 "Economics" of NJSC "Toraigrov University"

o p/n	№ p/n	Evaluation criteria	Position of the educational organization			
			Strong	Satisfying	Involves the improvement of	Unsatisfactory
<b>Standard "Management of the Educational Program"</b>						
1	1.	The university must demonstrate the development of the goal and strategy for the development of the program based on the analysis of external and internal factors with the wide involvement of various stakeholders		+		
2	2.	Quality assurance policies should reflect the link between research, teaching and learning		+		
3	3.	The university demonstrates the development of a culture of quality assurance		+		

4	4.	Commitment to quality assurance should apply to any activities carried out by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
5	5.	The management of the EP ensures the transparency of the development plan of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students		+		
6	6.	The management of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP		+		
7	7.	The management of the SE should involve representatives of stakeholder groups, including employers, students and faculty, in the formation of the EP development plan		+		
8	8.	The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization			+	
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of staff responsibilities, and the delineation of functions of collegial bodies		+		
10	10.	The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involves all stakeholders in this process		+		
11	11.	The management of the SE must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the SE should manage risks		+		
13	13.	The management of the programme should ensure the participation of representatives of interested parties (employers, faculty, students) in the collegial management bodies of the educational programme, as well as their representativeness in decision-making on the management of the educational programme		+		
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals			+	
15	15.	The management of the programme must demonstrate its openness and accessibility to teaching staff, employers		+		

		and other stakeholders				
16	16.	The management of the EP confirms the completion of training in education management programs		+		
17	17.	The management of the OP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure		+		
<b>Total according to the standard</b>			<b>0</b>	<b>15</b>	<b>2</b>	<b>0</b>
<b>Information Management and Reporting Standard</b>						
18	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software	+			
19	2.	OP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance		+		
21	4.	The university must determine the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, and senior management		+		
22	5.	The university must demonstrate a mechanism for ensuring information security, including the identification of persons responsible for the reliability and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and faculty in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The management of the EP must demonstrate the existence of mechanisms for communication with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university must ensure that the degree of satisfaction of the needs of faculty, staff and students within the framework of the EP is measured and demonstrate evidence of the elimination of the identified shortcomings		+		
26	9.	A university should assess the effectiveness and efficiency of activities, including in the context of EP		+		
		The information collected and analyzed by the university within the framework of the program should take into account:				
27	10.	Key Performance Indicators			+	
28	11.	dynamics of the contingent of students in the context of forms and types		+		
29	12.	Academic Achievement, Student Achievement, and		+		

		Expulsion				
30	13.	students' satisfaction with the implementation of the EP and the quality of education at the university		+		
31	14.	Availability of educational resources and support systems for students		+		
32	15.	Employment and career development of graduates		+		
33	16.	Students, staff and teaching staff must document their consent to the processing of personal data		+		
34	17.	The leadership of the EP should contribute to the provision of all the necessary information in the relevant fields of science		+		
<b>Total according to the standard</b>			<b>1</b>	<b>15</b>	<b>1</b>	<b>0</b>
<b>Standard "Development and Approval of the Educational Program"</b>						
35	1.	The university must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The management of the EP should determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	A university can demonstrate the presence of a model of a graduate of the EP, describing the results of learning and personal qualities		+		
39	5.	Qualifications awarded at the end of the EP must be clearly defined, explained and correspond to a specific level of NQS, QF-EHEA		+		
40	6.	The management of the programme must demonstrate the modular structure of the programme based on the European Credit Transfer and Accumulation System (ECTS), ensure that the programme and its modules (in terms of content and structure) are in line with the objectives set with a focus on achieving the planned learning outcomes		+		
41	7.	The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of education (bachelor's, master's, doctoral studies)		+		
42	8.	The management of the SE must demonstrate the conduct of external reviews of the SE		+		
43	9.	The management of the educational program must provide evidence of the participation of students, faculty and other stakeholders in the development of the educational program, ensuring their quality		+		
44	10.	The leadership of the EP must demonstrate the positioning of the EP in the educational market (regional/national/international), its uniqueness			+	

45	11.	An important factor is the ability to prepare students for professional certification		+		
46	12.	An important factor is the presence of a double-degree EP and/or joint EPs with foreign universities		+		
<b>Total according to the standard</b>			<b>0</b>	<b>11</b>	<b>1</b>	<b>0</b>
<b>Standard "Continuous Monitoring and Periodic Evaluation of Educational Programs"</b>						
47	1.	The university must ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society		+		
48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP		+		
		Monitoring and periodic evaluation of OPs should consider:		+		
49	3.	the content of the programs in the context of the latest achievements of science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	workload, academic performance and graduation of students		+		
52	6.	Effectiveness of Student Assessment Procedures		+		
53	7.	needs and satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		
55	9.	All stakeholders should be informed of any actions planned or taken in relation to the OP. All changes made to the OP must be published		+		
56	10.	Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of learning, teaching, assessment, and the development of EP in general		+		
<b>Total according to the standard</b>			<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>
<b>Standard "Student-Centered Learning, Teaching and Assessment"</b>						
57	1.	The management of the EP should ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The EP management should ensure teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies and skills for performing scientific work at the required level			+	

59	3.	The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the mastery of the content and achievement of the goals of the EP by each graduate		+		
60	4.	An important factor is the availability of our own research in the field of methods of teaching EP disciplines			+	
61	5.	The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP		+		
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP. Criteria and methods for assessing learning outcomes should be published in advance		+		
63	7.	Assessors must be proficient in modern methods of assessing learning outcomes and regularly improve their qualifications in this area			+	
64	8.	The management of the EP must demonstrate the existence of a feedback system on the use of various teaching methods and assessment of learning outcomes		+		
65	9.	The EP leadership should demonstrate support for the autonomy of learners while providing guidance and assistance from the teacher		+		
66	10.	The management of the EP must demonstrate the existence of a procedure for responding to students' complaints		+		
<b>Total according to the standard</b>			<b>0</b>	<b>7</b>	<b>3</b>	<b>0</b>
<b>Standard "Students"</b>						
67	1.	The university must demonstrate the policy of forming the contingent of students and ensure the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be determined, approved, and published		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students			+	
69	3.	The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and informal education		+		
70	4.	The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training		+		
71	5.	The university should actively encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the availability of a mechanism to support gifted students		+		
73	7.	The HEI must demonstrate cooperation with other		+		

		educational organisations and national centres of the "European Network of National Information Centres for Academic Recognition and Mobility/National Academic Recognition Information Centres" ENIC/NARIC in order to ensure comparable recognition of qualifications				
74	8.	The university must provide students with internship places, demonstrate the procedure for promoting the employment of graduates, and maintaining contact with them		+		
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the results achieved		+		
76	10.	The leadership of the program must demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are actually in demand in the labor market		+		
77	11.	The management of the program must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the presence of an active association/alumni union		+		
<b>Total according to the standard</b>			<b>0</b>	<b>11</b>	<b>1</b>	<b>0</b>
<b>Standard "Teaching Staff"</b>						
79	1.	The university should have an objective and transparent personnel policy in the context of the EP, including hiring (including invited faculty), professional growth and development of personnel, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the educational program		+		
81	3.	The leadership of the EP must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of faculty, including young teachers		+		
83	5.	The university must attract specialists in the relevant fields with professional competencies that meet the requirements of the EP		+		
84	6.	The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of information and communication technologies and software in the educational process (for example, on-line learning, e-portfolio, MOOCs, etc.)		+		
86	8.	The university must demonstrate the focus on the development of academic mobility, attracting the best		+		

		foreign and domestic teachers				
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic honesty at the university, determine the contribution of faculty, including those invited, to the achievement of the goals of the EP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
<b>Total according to the standard</b>			<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>
<b>Standard "Educational Resources and Student Support Systems"</b>						
89	1.	The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the goals of the educational program		+		
90	2.	The management of the OP must demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the OP		+		
		The university must demonstrate the compliance of information resources with the needs of the university and the EP being implemented, including in the following areas:		+		
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		
92	4.	library resources, including the fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of the results of research work, graduation works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	Functioning of WI-FI on its territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, employees and students		+		
97	9.	The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The EP management must demonstrate that there are procedures in place to support different groups of learners, including information and counselling		+		

99	11.	The management of the EP must show the availability of conditions for the student's advancement along an individual educational trajectory		+		
100	12.	The university should take into account the needs of various groups of students (adults, workers, foreign students, as well as students with special educational needs)		+		
101	13	The university must ensure that the infrastructure meets safety requirements		+		
<b>Total according to the standard</b>			<b>0</b>	<b>13</b>	<b>0</b>	<b>0</b>
<b>Public Awareness Standard</b>						
102	1.	The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the framework of the educational program		+		
103	2.	Public awareness should include support and explanation of the country's national development programmes and the system of higher and postgraduate education		+		
104	3.	The university administration should use a variety of methods of information dissemination (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		The information published by the university about the educational program must be objective and up-to-date and include:		+		
105	4.	the purpose and planned results of the EP, the qualification awarded		+		
106	5.	information and the system for assessing the educational achievements of students		+		
107	6.	information on academic mobility programs and other forms of cooperation with partner universities, employers		+		
108	7.	information on opportunities for the development of personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of the program in the market of educational services (at the regional, national, international levels)		+		
110	9.	An important factor is the publication of reliable information about the teaching staff on open resources, in the context of personalities		+		
111	10.	A university must publish audited financial statements on its own web resource		+		
112	11.	The university should post information and links to external resources based on the results of the external evaluation procedures		+		
113	12.	An important factor is the placement of information on cooperation and interaction with partners, including with scientific/consulting organizations, business partners, social partners and educational organizations		+		

<b>Total according to the standard</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>
<b>ALTOGETHER</b>	<b>1</b>	<b>104</b>	<b>8</b>	<b>0</b>



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



**AGREED**

Chairman of the Board-Rector  
of Toraighyrov University

\_\_\_\_\_ Садықов Е.Т.  
« \_\_\_\_ » \_\_\_\_\_ 2024 г.

**CLAIM**

General Director of the Independent Agency for  
Accreditation and Rating

\_\_\_\_\_ Zhumagulova A.B.  
« \_\_\_\_ » \_\_\_\_\_ 2024 г.

**PROGRAM**  
**VISIT OF THE EXTERNAL EXPERT COMMISSION**  
**INDEPENDENT AGENCY FOR ACCREDITATION AND RATING (IAAR)**  
**AT TORAIGYROV UNIVERSITY**

**SPECIALIZED ACCREDITATION**

Date of the visit: April 01-03, 2024

Date and time	EEC work with target groups	Position and Surname, Name, Patronymic of the participants target groups	Contact Form
<b>March 29, 2024</b>			
15.00-16.00	EEC Preliminary Meeting	IAAR External Experts	Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>March 31, 2024</b>			
<i>On track during the day</i>	Arrival of members of the External Expert Commission		
20.00	Supper	IAAR External Experts	
<b>Day 1: April 01, 2024</b>			
08.30-09.00	Transfer from the hotel to the University	IAAR external experts, university coordinator – Bayakhmetova Gulnar Sagipovna	Hotel-University
09.00-09.15	Distribution of responsibility of experts, solution of organizational issues	IAAR External Experts	room A-239 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588

Unofficial Translation

<b>09.15-09.45</b>	Interview with the Rector	<i>Chairman of the Board-Rector - Sadykov Yerkin Tokmukhammedovich</i>	room A-209 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>09.45-09.55</b>	Technical break	<i>IAAR External Experts</i>	
<b>09.55-10.35</b>	Interview with Vice-Rectors	<i>Member of the Board for Academic Affairs - Vice-Rector - Petr Olegovich Bykov; Member of the Board for Research and International Cooperation, Vice-Rector - Nurlan Telmanovich Yerzhanov; Member of the Board for Youth Policy, Social and Economic Issues - Vice-Rector - Shahman Yertargyn Toiganuly.</i>	room A-209 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>10.35-10.50</b>	Technical break	<i>IAAR External Experts</i>	
<b>10.50-11.30</b>	Interview with the heads of structural divisions of the TU	Directors of Departments, Heads of Divisions, Heads of Services (Appendix 1)	Room A-5 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>11.30-11.45</b>	Exchange of views of members of the external Expert Commission	<i>IAAR External Experts</i>	Room A-5 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/82972841841">https://us02web.zoom.us/j/82972841841</a>  Conference ID: 829 7284 1841
<b>11.45-12.30</b>	Interviews with heads of departments and heads	Deans of faculties, heads of departments (Appendix 2)	Room A-5 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>12.30-13.00</b>	EEC Work	<i>IAAR External Experts</i>	room A-239 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588

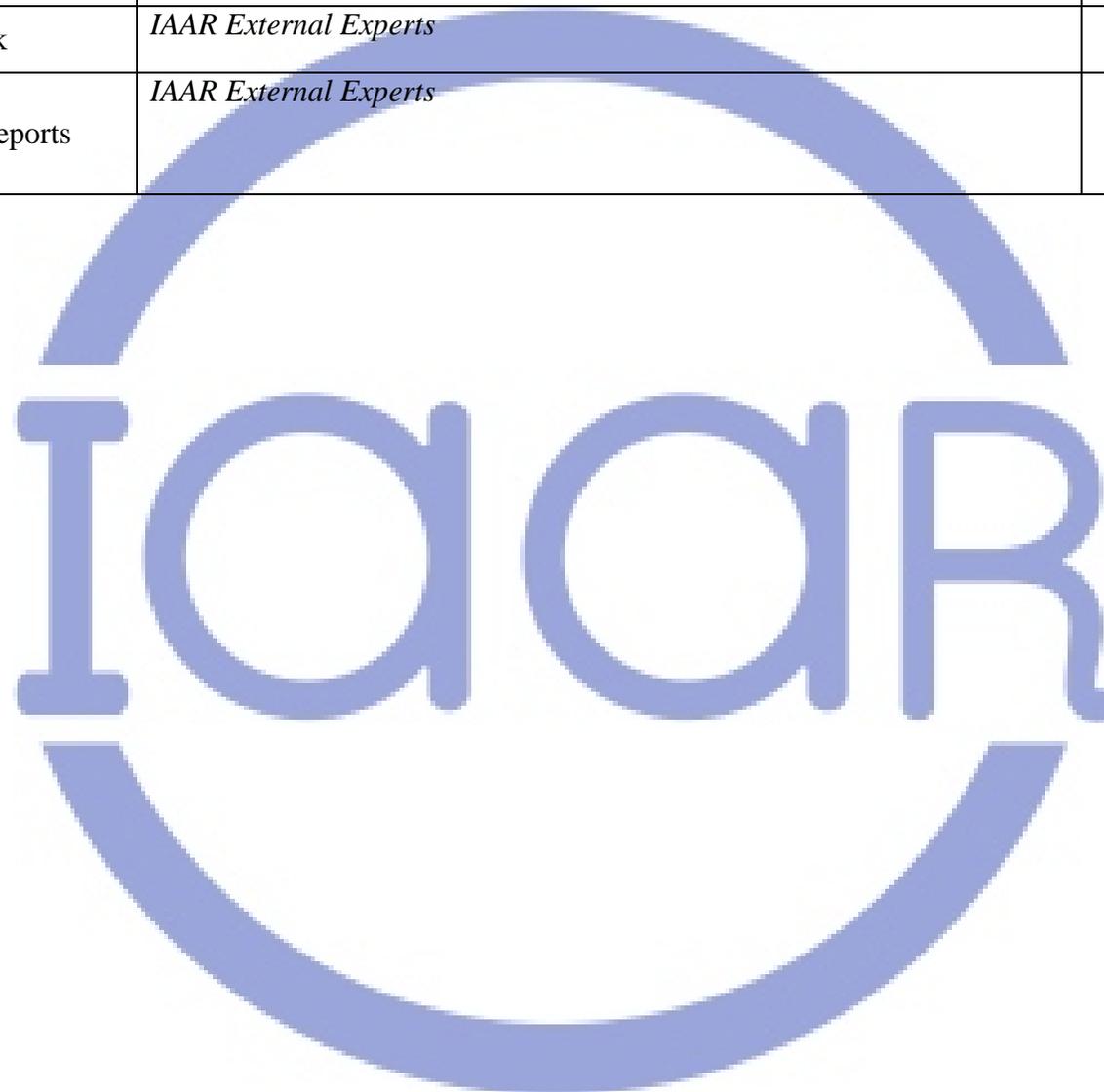
<b>13.00-14.00</b>	<i>Dinner</i>	<i>IAAR External Experts</i>	
<b>14.00-14.15</b>	Exchange of views of members of the external Expert Commission	<i>IAAR External Experts</i>	room A-239 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>14.15-15.00</b>	Interview with Faculty	PPS OP (Appendix 3)	Room A-5 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>15.00-15.15</b>	Technical break	<i>IAAR External Experts</i>	
<b>15.00-16.00</b>	Survey of teaching staff (in parallel)	PPS OP (Appendix 3)	The link is sent to the teacher's e-mail personally
<b>15.15-16.00</b>	Interviews with students	EP Students (Appendix 4)	Room A-5 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>16.00-17.00</b>	Questioning of students (in parallel)	EP Students (Appendix 4)	The link is sent to the student's e-mail personally
<b>16.15-17.00</b>	Meeting with stakeholders (representatives of practice bases and employers)	OP employers (Appendix 5)	Room A-5 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>17.00-18.00</b>	Visual inspection of the material and technical and educational and laboratory base of the NGO	<i>Itinerary</i> (Appendix 6)	

Unofficial Translation

<b>18.00-19.00</b>	EEC Work: Discussion of the Results of the First Day	<i>IAAR External Experts</i>	room A-239 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>19.00-20.00</b>	Supper		
<b>Day 2: April 02, 2024</b>			
<b>08.30-09.00</b>	Transfer from the hotel to the University	<i>IAAR external experts, university coordinator – Bayakhmetova Gulnar Sagipovna</i>	
<b>09.00-09.15</b>	EEC Work	<i>IAAR External Experts</i>	room A-239 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>09.15-10.15</b>	Scheduled class attendance and document management (Attachment: class links)	<i>IAAR External Experts (Appendix 7)</i>	<i>Annex 7</i>
<b>10.15-10.55</b>	Alumni Interviews	Graduates of the EP (Appendix 8)	Room A-5 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>10.55-11.05</b>	Technical break	<i>IAAR External Experts</i>	
<b>11.05-12.05</b>	Selective visits to the bases of EP practices (the video must be uploaded to the cloud)	<i>IAAR External Experts</i>	room A-239 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>12.05-13.00</b>	EEC Work	<i>IAAR External Experts</i>	room A-239 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588

<b>13.00-14.00</b>	<b>Dinner</b>	<i>IAAR External Experts</i>	
<b>14.00-16.00</b>	Work of the EEC, discussion of the results, voting ( <i>recording</i> )	<i>IAAR External Experts</i>	room A-239 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>16.00-16.15</b>	Technical break	<i>IAAR External Experts</i>	
<b>16.15-17.00</b>	Work of the EEC, discussion of the results, voting ( <i>recording</i> )	<i>IAAR External Experts</i>	room A-239 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>17.00-17.30</b>	Final meeting of the EEC with the leadership of the university	Heads of the university and structural divisions (Annexes 1-2)	Room A-5 Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>17.30-19.30</b>	Supper	<i>IAAR External Experts</i>	
<b>Day 3: April 03, 2024</b>			
<b>09.00-11.00</b>	EEC work on reports	<i>IAAR External Experts</i>	Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>11.15-11.30</b>	Technical break	<i>IAAR External Experts</i>	
<b>11.30-13.00</b>	EEC work on reports	<i>IAAR External Experts</i>	Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a> Conference ID: 681 303 2588
<b>13.00-14.00</b>	Dinner	<i>IAAR External Experts</i>	
<b>14.00-16.00</b>	EEC work on reports	<i>IAAR External Experts</i>	Connect to a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>

<b>16.00-16.15</b>	Technical break	<i>IAAR External Experts</i>	
<b>16.15-18.00</b>	EEC work on reports	<i>IAAR External Experts</i>	<p>Connect to a Zoom meeting  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p> <p>Conference ID: 681 303 2588</p>



## Appendix 3 Results of an anonymous survey of the teaching staff

## Toraighyrov University

## 1. Total number of questionnaires: 22

## 2. What kind of subdivision do you serve:

Economics	3 pax	13,6 %
Management	1 pax	4,5%
Marketing	1 pax	4,5%
Accounting and Auditing	2 pax	9,1%
Finance	4 pax	18,2%
Jurisprudence	6 pax	27,3 %
Kazakh Philology	4 pax	18,2 %
Legal Support of Public Administration	1 pax	4,5%

## 3. Position

Professor	6 pax	27,3 %
Assistant professor	4 pax	18,2 %
Аға Оқытушы (Senior lecturer)	11 pax	50%
Оқытушы (Lecturer)	4 pax	12,9%
Head. Department	1 pax	4,5%
Acting Professor		
Acting Associate Professor		

## 4. Academic degree, academic title

QR еңбек синирген қайраткері (Honored Worker of the Republic of Kazakhstan)	0 pax	0%
Doctor of Science (Dr. Nauk)	2 pax	9,1%
Candidate of Science (Candidate Nauk)	8 pax	36,4 %
Master	11 pax	50 %
PhD	2 pax	9,1 %
Professor	2 pax	9,1 %
Assistant professor	2 pax	9,1%
No (Job)	1 pax	4,5%

## 5. Work experience

Less than 1 year	2 pax	9,1%
1 year – 5 years	1 pax	4,5%
Over 5 years	19 people	86,4%

№	Questions	Very well	Ok	Relatively bad	Not good	Very bad	Did not respond
6	To what extent does the content of the educational program meet your scientific and professional interests and needs?	17 people (77,3%)	5 people (22,7%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
7	How do you assess the opportunities provided by the University for the professional development of teaching staff?	11 people (50%)	11 people (50%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
8	How do you assess the opportunities provided by the	9 people (40,9%)	13 people (59,1%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-

	University for the career growth of teaching staff?						
9	How do you assess the degree of academic freedom of the faculty?	11 people (50%)	11 people (50%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
	<b>To what extent teachers can use their own</b>						
10	• Strategy	14 people (63,6%)	8 people (36,4%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
11	• Methods	16 people (72,7%)	6 people (27,3%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
12	• Innovations in the learning process	12 people (54,5%)	10 people (45,5%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
13	How do you assess the work on the organization of medical care and disease prevention at the university?	13 people (59,1%)	9 people (40,9%)	0 people (0%)	0 pax (0%)	0 pax (0%)	-
14	How does the management of the educational institution pay attention to the content of the educational program?	16 people (72,7%)	6 people (27,3%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
15	How do you assess the sufficiency and availability of the necessary scientific and educational literature in the library?	14 people (63,6%)	8 people (36,4%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
16	Assess the level of conditions created that take into account the needs of various groups of students?	12 people (54,5%)	10 people (45,5%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
	<b>Assess the accessibility of the guide</b>						
17	• Students	14 people (63,6 %)	8 people ( 36,4%)	0 people (0%)	0 pax (0%)	0 pax (0%)	-
18	• Teachers	14 people (63,6 %)	8 people ( 36,4%)	0 people (0%)	0 pax (0%)	0 pax (0%)	-
19	Assess the involvement of faculty in the process of making managerial and strategic decisions	11 people (50%)	10 people (45,5%)	1 pax (4,5%)	0 pax (0%)	0 pax (0%)	-
20	How are the innovative activities of faculty members encouraged?	9 people (40,9%)	11 people (50%)	2 pax (9,1%)	0 pax (0%)	0 pax (0%)	-
21	Assess the level of feedback from the faculty to the management	11 people (50%)	10 people (45,5%)	1 pax (4,5%)	0 pax (0%)	0 pax (0%)	-
22	What is the level of stimulation and involvement of young professionals in the educational process?	10 people (45,5%)	12 people (54,5%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
23	Evaluate the professional and personal growth opportunities created for each faculty member and staff	10 people (45,5%)	11 people (50%)	1 pax (4,5%)	0 pax (0%)	0 pax (0%)	-
24	Assess the adequacy of recognizing the potential and abilities of teachers	9 people (40,9%)	13 people (59,1%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
	<b>How the work is set up</b>						
25	• Academic Mobility	8 people (36,4%)	14 people (63,6 %)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
26	• For advanced training of teaching staff	9 people (40,9%)	13 people (59,1%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
	<b>Evaluate the support of the university and its management</b>						
27	• Research Initiatives of the Faculty	12 people (54,5%)	10 people (45,5%)	0 pax (0%)	0 pax (08%)	0 pax (0%)	-
28	• Development of new educational programs/disciplines/methods	12 people (54,5%)	10 people (45,5%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-

	Assess the level of faculty's ability to combine teaching						
29	• With scientific research	9 people (40,9%)	12 people (54,5%)	1 pax (4,5%)	0 pax (0%)	0 pax (0%)	-
30	• With practical activities	7 people (31,8%)	12 people (54,5%)	3 pax (13,6%)	0 pax (0%)	0 pax (0%)	-
31	Assess how the knowledge of students received at this university corresponds to the realities of the requirements of the modern labor market	11 people (50 %)	11 people (50 %)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
32	How do the management and administration of the university perceive criticism addressed to them?	7 people (31,8%)	14 people (63,6 %)	1 pax (4,5%)	0 pax (0%)	0 pax (0%)	-
33	Assess how your study load meets your expectations and capabilities	8 people (36,4%)	14 people (63,6 %)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
34	Assess the focus of educational programs/curricula on the formation of students' skills and abilities to analyze the situation and make forecasts	12 people (54,5 %)	10 people (45,5%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-
35	Assess how the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation	12 people (54,5 %)	10 people (45,5%)	0 pax (0%)	0 pax (0%)	0 pax (0%)	-

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

- ✓ *I like that.*
- ✓ *I am a graduate of the University, everything suits me*
- ✓ *The rating in the region is higher education*
- ✓ *leading regional university*
- ✓ *The atmosphere is friendly, professional growth, normal working conditions.*
- ✓ *I believe that this is one of the best universities in the Republic of Kazakhstan.*
- ✓ *Leading university of the region and the Republic of Kazakhstan*
- ✓ *I like the working conditions, the policy of the university, the prospects.*
- ✓ *Professional profession 3 generations from our ancestors*
- ✓ *The university provides opportunities for career and professional growth*
- ✓ *relatively high salary, advanced training, participation in research projects, exchange of experience*
- ✓ *I liked it.*
- ✓ *This is the best university in our region*
- ✓ *Where there are opportunities to improve professional knowledge*
- ✓ *To improve the level of education in our region*
- ✓ *I like the working conditions, the policy of the university*
- ✓ *All conditions for work have been created, there are prospects for career growth and advanced training, it is convenient to get to work*
- ✓ *The best university in the region*

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

Өте жиі (very often)	3 people	13,6 %
Zhiyi (often)	12 people	54,5%
Keide (sometimes)	7 people	31,8%
Өте sirek (very rare)	0 pax	0%
Múldem bolmady (never)	0 pax	0%

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

Өте жиі (very often)	4 people	18,2 %
Zhiyi (often)	9 people	40,9%
Keide (sometimes)	9 people	40,9%
Өте sirek (very rare)	0 pax	0%

Múldem bolmardy (never)	0 pax	0%
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**39. How often do you encounter the following problems in your work: (please give an answer in each line)**

	Often	Sometimes	Never	No response
Lack of classrooms	0 pax (0%)	1 pax (4,5%)	21 people (95,5%)	-
Imbalance of the teaching load by semesters	0 pax (0%)	11 people (50%)	11 people (50%)	-
Unavailability of the necessary literature in the library	0 pax (0%)	10 people (45,5%)	12 people (45,5%)	-
Overcrowding of study groups (too many students in a class)	0 pax (6,5%)	2 pax (9,1%)	20 people (90,9%)	-
Inconvenient schedule	1 pax (4,5%)	10 people (45,5%)	11 people (50%)	-
Inappropriate classroom conditions	0 pax (0%)	5 people (22,7%)	17 people (77,3%)	-
No Internet access/weak internet	0 people (0%)	9 people (40,9%)	13 people (59,1%)	-
Students' lack of interest in learning	0 pax (0%)	8 people (36,4%)	14 people (63,6%)	-
Late receipt of information about events	0 pax (0%)	2 pax (9,1%)	20 people (90,9%)	-
Lack of technical means in classrooms	0 pax (0%)	9 people (40,9%)	13 people (59,1%)	-
Other issues	<ul style="list-style-type: none"> <li>✓ -</li> <li>✓ No</li> <li>✓ Job</li> <li>✓ lack of a sales office for image products of the university</li> <li>✓ It is desirable to increase the number of computer classes.</li> <li>✓ Problems of Communication Culture</li> <li>✓ Submission of articles to the journal, distribution of doctoral students, etc.</li> <li>✓ Job</li> <li>✓ No problems</li> <li>✓ I do not face any problems related to working at NJSC "ToU". The university administration has created all the necessary conditions for work</li> </ul>			

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

Question	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
The attitude of the university administration to you	16 people (72,7%)	6 people (27,3%)	0 pax (0%)	0 pax (0%)
Relations with direct management	18 people (81,8%)	4 people (18,2%)	0 pax (0%)	0 pax (0%)
Relations with colleagues at the department	21 people (95,5%)	1 pax (4,5%)	0 pax (0%)	0 pax (0%)
Participation in managerial decision-making	16 people (72,7%)	6 people (27,3%)	0 pax (0%)	0 pax (0%)
Relations with students	19 people (86,4%)	3 people (13,6%)	0 pax (0%)	0 pax (0%)
Recognition of your successes and achievements by the administration	15 people (68,2%)	6 people (27,3%)	1 pax (4,5%)	0 pax (0%)
Support for your suggestions and comments	15 people (68,2%)	4 people (18,2%)	0 pax (0%)	3 people (13,6%)
Activities of the administration of the university	19 people (86,4%)	3 people (13,6%)	0 pax (0%)	0 pax (0%)

Terms of remuneration	14 people (63,6%)	8 people (36,4%)	0 pax (0%)	0 pax (0%)
Working conditions, list and quality of services provided at the university	18 people (81,8%)	4 people (18,2%)	0 pax (0%)	0 pax (0%)
Occupational health and safety	20 people (90,9%)	2 pax (9,1%)	0 pax (0%)	0 pax (0%)
Management of changes in the activities of the university	17 people (77,3%)	5 people (22,7%)	0 pax (0%)	0 pax (0%)
Provision of a social package: recreation, sanatorium treatment, etc.	17 people (77,3%)	4 people (18,2%)	0 pax (0%)	1 pax (4,5%)
Organization and quality of food at the university	14 people (63,6%)	7 people (31,8%)	0 pax (0%)	1 pax (4,5%)
Organization and quality of medical care	18 people (81,8%)	4 people (18,2%)	0 pax (0%)	0 pax (0%)

#### Appendix 4 Results of an anonymous survey of students of NJSC "Toraighyrov University"

Total number of questionnaires: 31

Er (male)	10 people	32,3 %
Ayel (female)	21 people	67,7%

1. Assess how much you are satisfied with the following conditions: (Note that you are satisfied:)

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	Difficult answer
1. Relations with the Dean's Office	31 people (100 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
2. The level of accessibility of the dean's office	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
3. The level of accessibility and responsiveness of the university administration	31 people (100 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
4. Availability of academic consulting	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
5. Support with educational materials in the learning process	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
6. Availability of counseling on personal problems	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
7. Student-teacher relationship	31 people (100 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
8. Financial and administrative services of the educational institution	29 people (93,5 %)	1 pax (3,2%)	0 pax (0%)	0 pax (0 %)	1 pax (3,2 %)
9. Access to health services	27 pax (87,1 %)	3 pax (9,7 %)	0 pax (0 %)	0 pax (0 %)	1 pax (3,2 %)
10. Quality of medical care at the university	24 pax (77,4 %)	5 pax (16,1 %)	0 pax (%)	0 pax (%)	2 pax (6,5%)
11. The level of accessibility of library resources	31 people (100 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
12. Quality of services provided in libraries and reading rooms	31 people (100 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
13. Satisfaction with the existing educational resources of the university	31 people (100 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	Difficult answer
14. Accessibility of computer labs	28 people (90,3 %)	2 pax (6,5%)	0 pax (0 %)	0 pax (0 %)	1 pax (3,2 %)
15. Accessibility and quality of Internet resources	27 pax (87,1 %)	4 pax (12,9 %)	0 pax (0%)	0 pax (0 %)	0 pax (0 %)
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	28 people (90,3 %)	3 pax (9,7%)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
17. Classrooms, classrooms for large groups	31 people (100 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
18. Student lounges (if any)	25 pax (80,6 %)	1 pax (3,2 %)	1 pax (3,2 %)	0 people (0 %)	4 pax (12,9 %)
19. Clarity of the procedure for disciplinary action	26 pax (83,9 %)	2 pax (6,5 %)	0 pax (0 %)	0 pax (0 %)	3 pax (9,7 %)
20. The quality of the educational program as a whole	29 people (93,5 %)	2 pax (6,5 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
21. Quality of Curricula in EPs	31 people (100 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
22. Teaching methods in general	29 people (93,5 %)	2 pax (6,5 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
23. Quick response to feedback from teachers regarding the educational process	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
24. Overall quality of teaching	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
25. Academic Load/Student Requirements	31 people (100 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
26. Faculty requirements for students	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
27. Information support and explanation of the admission rules and strategy of the educational program (specialty) before entering the university	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
28. Informing the requirements in order to successfully complete this educational program (specialty)	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
29. Quality of exam materials (tests and exam questions, etc.)	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
30. Objectivity of assessment of knowledge, skills and other educational achievements	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
31. Existing computer labs	27 pax (87,1 %)	3 pax (9,7 %)	0 pax (0 %)	0 pax (0 %)	1 pax (3,2 %)
32. Existing scientific laboratories	27 pax (87,1 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	3 pax (9,7 %)
33. Objectivity and fairness of teachers	30 pax (96,8 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
34. Informing students about courses, educational programs and academic degrees	31 people (100%)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)
35. Providing students with a dormitory	27 pax (87,1 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	3 pax (9,7 %)

4. Assess how much you agree:

Assertion	Complete consent	I agree	Partially agree	I disagree	Complete disagreement	Did not respond
1. The course program was clearly presented	28 people (90,3 %)	3 pax (9,7 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
2. The course content is well structured	27 pax (87,1 %)	4 pax (12,9 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
3. Key terms are sufficiently explained	27 pax (87,1 %)	4 pax (12,9 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
4. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	27 pax (87,1 %)	3 pax (9,7 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	-
5. The teacher uses effective teaching methods	26 pax (83,9 %)	4 pax (12,9 %)	1 pax (3,2 %)	0 pax (0 %)	0 pax (0 %)	-
6. The teacher knows the material taught	12 pax (75 %)	3 pax (18,8 %)	1 pax (%)	0 pax (0 %)	0 pax (0 %)	-
7. The teacher's presentation is clear	26 pax (83,9 %)	5 pax (16,1 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
8. The teacher presents the material in an interesting way	27 pax (87,1 %)	4 pax (12,9 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
9. Objectivity of assessment of knowledge, skills and other educational achievements	28 people (90,3 %)	3 pax (9,7 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
10. Timeliness of assessment of students' educational achievements	26 pax (83,9 %)	5 pax (16,1 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
11. The teacher satisfies my requirements for personal development and professional formation	28 people (90,3 %)	3 pax (9,7 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
12. The teacher stimulates student activity	28 people (90,3 %)	3 pax (9,7 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
13. The teacher stimulates students' creative thinking	26 pax (83,9 %)	5 pax (16,1 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
14. The appearance and manners of the teacher are adequate	27 pax (87,1 %)	4 pax (12,9 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
15. The teacher shows a positive attitude towards students	27 pax (87,1 %)	4 pax (12,9 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
16. The system of assessment of educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	29 people (93,5 %)	2 pax (6,5 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
17. The evaluation criteria used by the teacher are clear	28 people (90,3 %)	3 pax (9,7 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
18. The teacher objectively evaluates the students' achievements	28 people (90,3 %)	3 pax (9,7 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
19. The teacher speaks the professional language	29 people (93,5 %)	2 pax (6,5 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
20. The organization of education shall provide sufficient opportunities for sports and other leisure activities	26 pax (83,9 %)	4 pax (12,9 %)	0 people (0 %)	0 pax (0 %)	1 pax (3,2%)	-
21. Facilities and equipment for students are safe, comfortable and modern	28 people (90,3 %)	3 pax (9,7 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
22. The library is well equipped and has a reasonably good collection of books	26 pax (83,9 %)	5 pax (16,1 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-
23. Equal opportunities are provided to all students	26 pax (83,9 %)	5 pax (16,1 %)	0 pax (0 %)	0 pax (0 %)	0 pax (0 %)	-

## 5. Other problems regarding the quality of teaching (Basqa maseleler): 7 answers

None

On the issue of the quality of teaching, there are no specific proposals. Fully satisfied with the quality.

No problems

Everything suits me. Thank you very much to all the teachers for their contribution. Thank you for preparing me to receive the Presidential Scholarship. I am grateful to the university as a whole.

No mesele

No.  
No sweat

