



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# Report

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

8D02302-KAZAKH PHILOLOGY

NON-PROFIT JOINT-STOCK COMPANY  
"TORAIGYROV UNIVERSITY"  
during the period from 01 to 03 April 2024

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

*Addressed to*  
*To the Accreditation Center*  
*NAAR Council*



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**2024**

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

The following terms and definitions are used in this report:

**Republic of Kazakhstan** - Republic of Kazakhstan

**Ministry of Education and Science of the Republic of Kazakhstan** - Ministry of Education and Science of the Republic of Kazakhstan

**AC** - Accreditation Council

**BA**-Bachelor's degree

**MA**-Master's degree program

**PhD-Doctoral program** - докторантура

**University** - higher education institution

**БЭК** - EEC - external expert commission

**ГОСО SMES** - State mandatory education standards

**GPRO SPDE** - State Program for the Development of Education

**NAAR**-Independent Agency for Accreditation and Rating

**RW** - research work

**NPA RLA** - regulatory legal acts

**NRK**-National qualifications framework

**NSC** - National Qualifications Framework

**Public organization** - educational organization

**EP** - educational program

**Teaching** - staff - faculty members

**ECTS** - European Credit Transfer and Accumulation System

**ESG** - Standards and Recommendations for Quality Assurance in the European Higher Education Area

**QF-EHEA**- Qualifications Framework in the European Higher Education Area

**RMEB RIEL**-Republican Interuniversity Electronic Library

**EBS**-ELS electronic library system

**DLT** - distance learning technologies

**LLP**-limited liability company

**UMKS EMCS** - educational and methodical complex of the specialty; **UMKD EMCD** - educational and methodical complex of the discipline;

**QMS** - quality management system.

**OOD GES** - general education subjects.

**BD** - basic disciplines.

**PD** - profile disciplines.

**SRO IWS** - independent work of students;

**SROP** - independent work of students under the guidance of a teacher;

**IEP** - individual curriculum.

**MOS** - a modular educational program.

**UP** - curriculum.

**RC BC** -border control.

**SWOT** - Strengths Weakness Opportunities Threats;

**UNT** - unified national testing.

**KTA CT**- comprehensive testing.

## **(II) introduction**

In accordance with Order No. 41-24-24-OD of 31.01.2024 of the Independent Agency for Accreditation and Rating, from 01 to 03 April 2024, an external expert commission evaluated the compliance of educational programs 8 D02302 Kazakh Philology implemented by NP JSC "Toraigyrov University" for compliance with the standards of specialized accreditation of the educational program of postgraduate education of the NAAR. (No. 68-18 / 1OD of May 25, 2018).

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

### **The structure of the VEC:**

**1. Chairman of the IAAR Commission-Alexey A. Ryadnov** Doctor of Biological Sciences, Professor, Academician of the Russian Academy of Natural Sciences, Volgograd State Agrarian University (Volgograd, Russian Federation) *Off-line participation*

**2. IAAR expert -Sisenova Assel Tursyngaliyeva** Candidate of Economic Sciences, Associate Professor "Turan" University (Almaty, Kazakhstan) *On-line participation*

**3. IAAR Expert-Adylkhan Asset Berdygaliuly** of the Atameken NPP of the East Kazakhstan region (Ust-Kamenogorsk, Kazakhstan); *On-line participation*

**4. IAAR expert-Adel Omarova**, member of the Alliance of Students of Kazakhstan, S. Seifullin Kazakh Agrotechnical University (Astana, Republic of Kazakhstan) *On-line participation*

**5. IAAR expert- Tatibekov Bauyrzhan Nurlanovich**, Candidate of Economic Sciences, Director of the Department for Research and International Cooperation International University of Engineering and Technology (Almaty, Kazakhstan) *Off-line participation*

**6. IAAR expert – Бабаджанов Davron Babadzhonovich**, Doctor of Economics, Vice-Rector for International Relations of the Tajik State University of Law, Business and Politics (Khujand, Republic of Tajikistan); *On-line participation*

**7. IAAR expert-Arystan Aidana** 3rd year doctoral student specialty "Nanotechnologies" of the Kazakh-British Technical University (Almaty); *On-line participation*

**8. IAAR expert-Zeynullina Aigul Zhumagaliyeva** Candidate of Economic Sciences Professor, Head of the Department of Shakarima SSU (Semey, Republic of Kazakhstan) *Off-line participation*

**9. IAAR expert Alexey Vladislavovich Kan**, Head of EXPLORATION PRODUCTION LLP (Almaty, Republic of Kazakhstan) *Online participation*

**10. IAAR Employer Expert-Zhakenova Rabiga**, 1st year post-graduate student, Baltic Federal University

**11. Expert-student of IAAR- Akimzhanova Marzhangul Tursunkhanovna**, PhD, Associate Professor Head of the Department of Civil and Labor Law of NAO " Karaganda University named after Academician Buketov"(Karaganda, Republic of Kazakhstan)

**12. Expert-IAAR student- Sofia Fominykh**, 3rd year student, Caspian Public University (Almaty, Republic of Kazakhstan)

**13. Expert-student of IAAR – Baltabayeva Nargiza Smailovna** PhD, Associate Professor, Women's National Pedagogical University (Almaty, Republic of Kazakhstan)

**14. Expert-IAAR student Musabekova Aigerim**, 1-year doctoral student, specialty 8D01702-Orys tili men adebieti, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan)

**15. IAAR expert student Zharkenova Svetlana Bakhytovna** Candidate of Law, Professor L. N. Gumilyov Eurasian National University (Astana, Kazakhstan)

**16. Expert-IAAR student Khamitov Ilyas**, 1st-year Master's student, Eurasian National University named after V. I. Abramovich Gumilyov (Astana, Republic of Kazakhstan)

**17. IAAR Coordinator - Nazyrova Gulfiya Nazyrova**, Ph. D. in Economics, Project Manager for IAAR Specialized and Institutional accreditation.



### **(III) REPRESENTATION OF AN EDUCATIONAL ORGANIZATION**

"Toraigyrov University" NP JSC – one of the largest universities in Kazakhstan, is the center of education, science and culture not only in the Pavlodar region, but also in the republic. It is a multifunctional university of innovative type, a leading university in the region, the largest scientific center, widely known for its innovations and achievements in the Republic of Kazakhstan and abroad.

In connection with the transition to a non-profit joint-stock company in 2020, the university received academic and managerial freedom in its activities, which allows it to independently determine the vector of development of the university and develop its own educational programs.

Non-profit Joint-Stock Company "Toraigyrov University" is a subject of higher and postgraduate education in 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, performs funded research and develops its own entrepreneurial initiatives.

The activities of the Non-profit Joint-Stock Company "Toraigyrov University" are determined by its mission, vision, and strategy. The mission of Toraigyrov University is defined as "Development of human capital and promotion of formation of outstanding, socially responsible professionals of digital time, harmonious and versatile personalities". Currently, the "Strong University - Strong Region" initiative is being implemented jointly with the university. The main objective of this initiative is to implement the triple helix "Power-business-Science (university)" at the level of Pavlodar region, through an indissoluble connection with the real sector of the economy and the implementation of the results of applied scientific activities in the cluster surrounding the university (selling the results of intellectual property to business structures or creating technological solutions by students and teachers based on the results of their own scientific activities and R & D). Today, many scientists of the university are actively involved in the work of project offices of regional akimats, cities and districts, which allows us to use the scientific and technical potential of the university to solve regional problems. The three-way interaction of government, science and business makes it possible to successfully employ graduates.

Currently the university has about 8 thousand students, 8 faculties (the Faculty of Computer Science, the Faculty of Engineering, the Faculty of Energy, the Faculty of Natural Sciences, the Faculty of Agricultural Sciences, the Faculty of Humanities and Social Sciences, the Faculty of Economics and Law), 28 departments, as well as the Faculty of Economics, the Military Department, and the IT school, college of Toraigyrov University, Startup Academy.

Toraigyrov University has achieved international recognition in the process of integration into the world educational space, it is a full participant in the European educational process.

As part of the Oxford Summit of Business, Science and Art Leaders, Toraigyrov University was awarded the international award "European Quality".

Toraigyrov University is a full member of the Bologna Charter of Classical Universities of the World, a member of the international Association for the exchange of student internships LAESTE, the Siberian Open University Association, the Association of Universities of Kazakhstan and the Shanghai Cooperation Organization.

The University is developing and improving in accordance with the Development Strategy of Toraigyrov University for 2020-2024, which is based on the main trends in the development of higher education in the world and the national project "Quality Education", "Educated Nation".

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

Key trends in university development:

- 1) Digitalization:
  - development of digital opportunities and sustainability of higher education institutions;
  - formation of a digital ecosystem of higher education institutions using modern information and communication technologies;
  - extensive use of mass open online courses;
  - transition to the "digital universities" model.
- 2) Interdisciplinarity:
  - development of innovative programs with an interdisciplinary approach and the development of multiple intelligences;
  - close cooperation with representatives of business and employers;
  - reference point for the Atlas of new professions;
  - determination of the algorithm for developing innovative educational programs;
- 3) Lifelong learning:
  - creation of a savings system (bank) of loans;
  - recognition of the results of non-formal and informal education;
  - providing a nanostep and assigning 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 for students with different socio-economic, cultural and educational levels;
  - psychological and advisory support for students and teachers;
- 5) Implementation of the National Quality Assurance System Model:
  - harmonization of the university's activities to meet the requirements of state management of the quality assurance system;
  - development of its 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 of Development of Higher Education and Science in the Republic of Kazakhstan for 2023-2029-2029 годы.

Training of doctoral students in EP 8D02302 - "Kazakh Philology" is carried out by the Department of "Philology and Journalism". The department is a structural division of the Faculty of Humanities and Social Sciences of NAO "Toraigyrov University".

The main activities of the department are conducting scientific research and teaching disciplines in the field of literary studies and linguistics.

The faculty of kafedra carries out research, scientific-pedagogical and scientific-methodical research, provides information and consulting services to organizations and enterprises, develops and implements innovative technologies in the educational process.

The department has an educational and material base that provides training of specialists in accordance with the requirements of state mandatory standards, which include 10 classrooms.

The department maintains relations in accordance with agreements and memoranda of cooperation with domestic and foreign universities, etc. Research work of the department is carried out in accordance with the long-term and annual research and development plans of the university, faculty and department. Also, the faculty of the department annually plans to publish UML, textbooks, and monographs.

One of the main aspects of ensuring the quality of education in the modern educational environment is openness and informing the public about the university's activities.



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

Educational programa 8D02305-Kazakh Philology was accredited in the IAAR for the first time.

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

The work of the EEC was carried out on the basis of the approved Program of the visit of the expert Commission for specialized accreditation of educational programs of Toraigyrov University in the period from 01 to 03 April 2022-4 years.

In order to coordinate the work of the EEC 01.04.2024 , an orientation meeting was held, during which powers were distributed among the commission members, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings were held with the rector, vice-rectors of the university in their areas of activity, heads of structural divisions, heads of departments, teachers, students, graduates, employers. In total, the meetings were attended by representatives of the university and its partners (Table 1).

Table 1-Information about employees and trainees who participated ino meetings with the IAAR EEC:

<b>Category of participants</b>	<b>Quantity</b>
Chairman of the Management Board – Rector	1
Vice-rectors	3
Heads of structural divisions	17
Deans	2
Heads of Departments	4
Teachers	23
Students	31
OP graduates	21
OP Employers	14
<b>Total</b>	116

During the visual inspection, the members of the EEC offline got acquainted with the state of the material and technical base, as well as visited the departments that implement accredited educational programs, online and watched online videos.

## **(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS**

### **6.1. Educational Program Management Standard**

- ✓ *The university should demonstrate the development of the goal and strategy for the development of the OP based on the analysis of external and internal factors with a wide involvement of various stakeholders.*
- ✓ *A quality assurance policy should reflect the relationship between research, teaching, and learning.*
- ✓ *The university demonstrates the development of a quality assurance culture.*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/two-degree education and academic mobility.*
- ✓ *The EP management ensures transparency in the development of the EP development plan based on an analysis of its functioning, the actual positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other interested parties.*
- ✓ *The EP management demonstrates the functioning of mechanisms for forming and regularly reviewing the EP development plan and monitoring its implementation, evaluating the achievement of training goals, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP.*
- ✓ *The EP management should involve representatives of groups of stakeholders, including employers, trainees and teaching staff, in the formation of the EP development plan.*
- ✓ *The EP management should demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the development strategy of the educational organization.*
- ✓ *The university must demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of job responsibilities of personnel, and the division of functions of collegial bodies.*
- ✓ *The management of the EP ensures coordination of the activities of all persons involved in the development and management of the EP and its continuous implementation, as well as involves all stakeholders in this process.*
- ✓ *The EP management 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 OP should manage risks.*
- ✓ *The EP management should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *The university must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The EP management should demonstrate its openness and accessibility to students, teaching staff, employers, and other interested parties.*
- ✓ *The OP management confirms the completion of training in educational management programs.*
- ✓ *The EP management should strive to ensure that progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

#### ***Proof part***

Training of specialists at Toraigyrov University is carried out according to the Classifier of areas of training of personnel with higher and postgraduate education in order to effectively operate the quality management system. Toraigyrov University defined its mission, developed and adopted quality policy and goals (approved at the meeting of the Academic Council Protocol No. 3 of October 28, 2020).

For the implementation of the quality policy and goals, the university management has identified the main directions ([https://tou.edu.kz/ru/?option=com\\_docs](https://tou.edu.kz/ru/?option=com_docs)), which form the basis for the Development Strategy of "Toraigyrov University" NP JSC for 2020-2024 (<https://tou.edu.kz/arm/storage/files/62ba90550b8678.85255479.pdf>).

The mission, goals, and objectives of the University correspond to the goals and objectives of the national education and development system of the country and, in turn, are reflected in the goals of accredited educational institutions. So, the purpose of the EP "8D02302 – Kazakh Philology" is "Formation of systematized knowledge in the field of philology and application of innovative technologies in the study of general laws; mastering by doctoral students of research and experimental methods of observation and analysis of linguistic and literary processes and phenomena";

The implementation and development of accredited programs is primarily determined by the mission, vision, development strategy of the university, as well as the development Plans of the OP. The management of the OP involves representatives of employers in determining the directions of development of educational programs and their management. The effectiveness of the EP development plan is ensured by the responsibility of teaching staff for the final results, delegation and division of powers, posting information on the university's website, local regulatory

documents regulating the activities of structural divisions of the university and job descriptions of employees and teachers.

The main principle of selecting participants in the discussion of development plans of the EP "8D02305- Kazakh Philology" is the participation of interested parties to achieve a common end result – to provide a level of education for training specialists of a new formation that meets modern requirements and needs of practice, etc. Thus, the discussion of the content of the OP "8D02302- Kazakh Philology" with employers was carried out at a meeting of the Department of Theoretical and Applied Linguistics with the participation of representatives of employers: присутствовала Маигул Ирагаиповна Оразкханова-А. Margulan University, program leader of the Department of Kazakh Language and Literature, Ardak Abdyrova - A. Margulan University, program leader of the Department up to school education.

The EP management consistently makes changes: the EP "8D02302-Kazakh Philology" changed the sequence of mastering competencies (scientific internship was moved from the 2nd to the 3rd year of study), in 2020 the module "Methodological Foundations of Science" as a university component introduced the disciplines "Academic Writing" (1st semester) and "Methods of scientific research" (2nd semester). One of the latest elective courses of the EP "8D02302 - Kazakh Philology", proposed by the employer and successfully implemented in the educational process, is "Development of theoretical and methodological foundations of literary studies". However, the EP Development Plan does not clearly define the uniqueness of the EP.

The departments that carry out activities in accredited educational institutions (departments of Theoretical and Applied Linguistics, Kazakh Linguistics, Kazakh Literature, Russian Philology) have a high scientific potential. The research projects and scientific publications carried out by the teaching staff correspond to the field of study. So, at present, more than 3 projects funded by the Ministry of Education and Science of the Republic of Kazakhstan are being implemented under the guidance of doctors of Sciences of graduating departments.

The teaching staff works on the educational and methodological support of disciplines, implement the results of their scientific and educational work in the academic process. So, at the EP "8D02302 - Kazakh Philology" when teaching the discipline Kozhakhmetova K. E. co-authored with PhD, professor of Pamukkale University Nergiz Birai "Mashhur Zhusip zhazbalaryndagy sheshendik soz oneri"; Abisheva G. K. co-authored with PhD, professor of Kobda University Zhylykyaydar Kinalgan "Mashhur Zhusip shygarmalaryndagy toponymicalyk atalymdardyn semantikalyk sipaty"; Satybaldin A. S. in co-authorship with PhD, professor of Kobda University Zhylykyaydar Kinalgan "Kazakh duniyetanyndagy ushtik ugym turaly"; Abdyrova A. O. in co-authorship with PhD, professor of Kobda University Zhylykyaydar Kinalgan "Style of daralygyndagy Romanticism"; used in the course "Language and literature in the aspect of scientific paradigms".

The university annually monitors the implementation of the EP. The effectiveness of the work of the EP "8D02302-Kazakh Philology" with leading foreign research centers is manifested in the ability of doctoral students to complete scientific internships on the databases of the centers. Doctoral students of the 1st and 2nd courses in the specialty 8D02302-Kazakh Philology plan to complete a foreign scientific internship at Pamukkale and Akdeniz Universities in the 2023-2024 academic year.

To ensure transparency of the management system, the EP management uses all communication channels: information stands, the university website, and Instagram social networks (<https://tou.edu.kz>), faculty

<https://tou.edu.kz/ru/component/university?department=115>

([https://www.instagram.com/tou\\_kazakh\\_philology?igsh=MTBpczYOM3ZrNXlmcg==](https://www.instagram.com/tou_kazakh_philology?igsh=MTBpczYOM3ZrNXlmcg==)).

The OP management provides consideration of suggestions and complaints of students and other interested parties at all levels: the Торайгыровarector's blog is open on Toraiyrov's website (<https://tou.edu.kz/ru/component/rblog>), the press center 's email@tou.edu.kzaddress is available

pgu@tou.edu.kz, there are certain hours of management reception, you can find the e-mail addresses of the dean, head and teachers on the site, and the virtual dean's office and departments function.

### ***Analytical part***

The EEC notes the focus of its mission and vision on meeting the needs of the state, society, real economy sectors, and potential stakeholders. Experts confirm that the mission, vision, development directions of the university, as well as the quality assurance policy and standards are posted on the university's website. EEC notes that the mission and vision of the university are reflected in the mission and vision of the EP "8D02302-Kazakh Philology", there is a continuity of goals and content of the EP.

The procedure for compliance with the quality assurance policy is implemented: the scientific interests of teaching staff of departments are embodied in the content of elective subjects being developed, the results of research projects of teaching staff are introduced into the educational process, etc.

Work is being done on the intellectual and cultural content of the EP, the principle of unity of the educational and scientific process is being implemented; academic mobility of qualified teaching staff is being developed; the needs of students are taken into account by choosing disciplines taking into account the changing needs of the labor market, and the development plan of the EP is being systematically analyzed.

The implementation of the results of scientific work in the educational process is observed at all levels of education from undergraduate to doctoral studies.

Articles are published annually in peer-reviewed journals. и докторантов особенное место занимает Research and publication activity in Russian journals indexed in the RSCI, Higher Attestation Commission, and SCOPUS databases occupies a special place in the training of undergraduates and doctoral students, which is due to the specifics of the specialty.

KPI, which integrates indicators of scientific and educational activities, has a positive effect on the activation of activity and personalization of work of teaching staff and employees of all departments and structural divisions. At the end of the calendar year, the achievements of teaching staff are monitored, on the basis of which, by a collective decision, differential allowances to employees' salaries are established.

The EP management ensures transparency of the management system and uses various communication channels: university website [https:// tou.edu.kz](https://tou.edu.kz), social networks of the faculty and department.

According to the results of a survey of students during the visit of the EEC, the following results were obtained when asked about the activities of the financial and administrative services of the educational institution: - fully satisfied – 83.9 %, 26 people of the EEC, partially satisfied – 2 people of the HEC 6.5,5%, difficult to answer – 2 people of the HEC 9.5,5%.

According to the results of the survey of teaching staff, the question "Evaluate the involvement of teaching staff in the process of making managerial and strategic decisions" was evaluated by teachers as follows: very good – 17 people 77.3 %, good – 5 people 22.7%.

The assessment of the level of feedback between the staff and the management looks like this: very good – 11 people 50% , good – 10 people 45.5,5%, relatively bad – 1 person 4.5%.

Survey of teaching staff on the question: How does the management and administration of the university perceive criticism in their address? they gave the answer: very good-7 people 31.8%, good-14 people 63.6,6%, relatively bad-1 person 4.5,5%.

### ***Strengths/best practices of EP "8D02302- Kazakh Philology":***

- not identified by this standard.

***Recommendations for EP "8D02302 – Kazakh Philology":***

- The management of the EP should adjust the Development Plan of the EP in order to specify the characteristics and uniqueness of the OP.

The deadline is September 1, 2024.

***WEC's conclusions based on the following criteria:***

According to the standard "Management of the educational program ""8D02302-Kazakh Philology", 17 criteria are disclosed, of which 16 have satisfactory positions, 1-suggests improvement.



## 6.2. Information Management and Reporting Standard»

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

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

✓ *The EP management 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.*

✓ *The university should determine the frequency, forms and methods of evaluating the management of the OP, the activities of collegial bodies and structural divisions, and top management.*

✓ *The university must demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision.*

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

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

✓ *The university should measure the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of addressing the identified shortcomings.*

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

✓ *Information collected and analyzed by the university within the framework of the EP should take into account:*

✓ *key performance indicators;*

✓ *dynamics of the number of students in the context of forms and types;*

✓ *the level of academic performance, student achievements, and deductions.*

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

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

✓ *employment and career development of graduates.*

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

✓ *The management of the OP should help to provide the necessary information in the relevant fields of science.*

### **Proof part**

During the EEC visit, the Commission notes the university's compliance with the requirements of the "Information Management and Reporting" standard. This is confirmed by the introduction of information management processes by the university, including the collection and analysis of information: there is a special service that is responsible for providing information about the activities of the University and its divisions; forming a positive public opinion about the University's activities through the media; assistance in covering the activities of the university and its divisions.

The general information part of the site contains information about the university, its divisions, and events taking place within its walls. The system of collecting, analyzing and managing information is carried out in accordance with the regulations, based on the organizational structure of the university.

"Platonus" AIS is used at Toraiyrov University» <https://tou.edu.kz/ru/>, which meets the modern requirements of the educational process management system, as well as the efficiency and quality of computational and analytical work. AIS "Platonus" is integrated with online proctoring systems "Platonus Test Server (192.168.1.23)", "KSC.psu.local". An intelligent digital process and document management system is used for electronic document management and personnel process automation ([sedo.tou.edu.kz.tou.edu.kz](mailto:sedo.tou.edu.kz.tou.edu.kz)); A firewall with the Graylog log collection system ([logs.psu.local](mailto:logs.psu.local)) and a mail server are used to protect information resources. ([mail.tou.edu.kz](mailto:mail.tou.edu.kz)), ([cos.psu.kz](mailto:cos.psu.kz)); [Devtest.psu.kz.psu.kz](mailto:Devtest.psu.kz.psu.kz); WSUS update system ([SRV03.psu.local](mailto:SRV03.psu.local)); Web hosting ([web2.hosting.psu.kz](mailto:web2.hosting.psu.kz)); Server for yandex. Station ([ys.psu.kz.psu.kz](mailto:ys.psu.kz.psu.kz)), and the KSC.psu.local antivirus is also used for internal protection [psu.local](mailto:psu.local).

You can find information about the activities of departments in the field of EP on the pages of the graduating departments [https://tou.edu.kz/ru/component/programms?spec\\_id=585](https://tou.edu.kz/ru/component/programms?spec_id=585)).

In order to improve the internal quality assurance system, the university monitors educational programs with the participation of students, employers, and teaching staff on the basis of systematic collection, analysis, and management of information, which will allow educational programs to occupy a high rating position.

The main processes (educational, methodical, scientific, educational) are managed through a reporting system.

In order to provide the educational process with digital, interactive and methodological materials, the university has implemented the project "Digital Educational resources from the Internet "Toraigyrov".

Sources of dissemination of information regarding the formation and implementation of the OP development plan are the university portal, the employee's personal account, the teacher's personal account, the student's personal account, and sociological surveys.

An important factor is monitoring the employment and professional activities of graduates. Monitoring is carried out through direct activities: student - department - department of practice and employment - enterprise where работает the graduate works.

The social role of the university включает also includes informing the public about the implemented programs and the expected results of these programs, the qualifications assigned, the level of teaching, процедурах и training and assessment procedures, and educational opportunities for students. The published information contains data on the success and employment of graduates, as well as the characteristics of students currently studying at the university данный. The information provided by the university is objective and accessible.

The University has organized information support <https://tou.edu.kz/ru/>. Web-site of the scientific library [https://irbis.tou.edu.kz/jirbis2/index.php?option=com\\_content&view=article&id=13&Itemid=485&lang=ru](https://irbis.tou.edu.kz/jirbis2/index.php?option=com_content&view=article&id=13&Itemid=485&lang=ru) they are important tools for promoting library resources and services, as well as feedback channels. In order to create your own bibliographies on the topics of dissertations and scientific articles - bibliographic manager-we tested working on a special ZOTERO service.

Within the framework of cooperation with world scientists and the exchange of experience in scientific, practical, research and innovation activities of Research Gate, doctoral students were registered and subsequently conducted scientific activities in the scientific and informational social network.

To get acquainted with up-to-date information about international platforms for publishing scientific articles, use the website [scimagojr.com](http://scimagojr.com). <https://www.zotero.org/download/>, <https://www.researchgate.net/>, <https://www.scimagojr.com/>

Canadian professor, PhD Seth Agboman (University of Glasgow ) took part in the ZOOM meeting on the topic of features of publishing articles in journals based on Scopus and Web of Science.

The volume of the electronic catalog is 213,122 bibliographic entries. The library has an active presence in social networks. Employees maintain Facebook and Instagram pages dedicated to the library's activities. The Instagram page has been active since February 27, 2020, with a total of 419 posts and 866 subscribers. A Facebook page is being created in parallel. The library's content is divided into entertainment, educational, informational, and advertising content. The following topics are presented: "Books on Rukhani zhangyru-100 zhana okulyk", "Works of TS Scientists", "Books as a gift to the library", new arrivals of books and periodicals, "Bir el-bir kitap", "Information on access to EBS", Literary quiz "Books donated by patron Azamat Utenov" on personal growth, leadership, "Creative page: students read their poems".

### ***Analytical part***

The Commission notes that the university has an information and reporting management system. The university pays attention to systematic review of the effectiveness of decisions made and monitoring the activities of departments and programs at meetings of collegial bodies, meetings of departments.

The EEC notes that the university conducts a survey of students and employers, and based on the results of their survey / interviewing, appropriate measures are taken to eliminate shortcomings. The management of accredited educational institutions generally works to ensure the transparency of information in the process of auditing the quality of education and their results.

EEC notes a high level of development of AIS "<https://tou.edu.kz/ru/>", which automates many business processes of the university, which makes it easier for interested parties to collect

and process the necessary information (including KPIs, collection and integration of individual teaching staff plans). The site also provides information about teaching staff, access to which is complicated for stakeholders by a complex search algorithm.

The EC revealed that the monitoring results are not publicly available. The "Student's Guide" is designed only for undergraduate students and is available on the website in the "Bachelor's Degree" tab. Similar documents for the master's and doctoral levels are not available on Toraigyrov's website.

The analysis of the topics of doctoral dissertations of the OP "8D02302 – Kazakh Philology" convinces the experts of the Higher School of Economics in full compliance with the scientific topics of the graduate model, as well as the stated goals of teaching the OP.

According to the report, the public organization determines the frequency, form and methods of evaluating the management of the EP. During the interview, the coherence of the work on evaluating the management of the EP and other issues related to timely informing was fully confirmed.

According to the results of a survey of students during the visit of the Higher School of Economics, the following results were obtained on the question of students' awareness of the educational program management system:

Explanation of the rules and strategy of the educational program (specialty) before admission: fully satisfied-11 people 50%, partially satisfied-10 people 45.5 %, partially unsatisfied-1 person 4.55 %.

96.8% are fully satisfied with the requirements for successfully completing this educational program 96,8 %, частично удовлетворены – , and 3.2% are partially satisfied.

30 people (96.8%) were fully satisfied with informing students about their courses, educational programs, and academic degrees– 30 человек 96,8 %, частично удовлетворены – , while 1 person (3.2%) was partially satisfied.

***Strengths/best practices in the EP "8D02302-Kazakh Philology ":***

- according to this standard, strengths are 1.

***Recommendations for EP "8D02302- Kazakh Philology ":***

- Make changes to the interface of the university's website in order to facilitate the search for information about teaching staff. The deadline is June 1, 2024.

***WEC's conclusions based on the following criteria:***

According to the standard "Information management and reporting" of EP "8D02302-Kazakh Philology", 17 criteria are disclosed, of which 16 have satisfactory positions, 1-strong positions.



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

- ✓ *The university must demonstrate the existence of a documented procedure for developing the EP and its approval at the institutional level.*
- ✓ *The university must demonstrate that the developed OP meets the established goals and planned learning outcomes.*
- ✓ *The OP management should determine the impact of disciplines and professional practices on the formation of learning outcomes.*
- ✓ *The university demonstrates the existence of a graduate model of the OP, which describes the results of training and personal qualities.*
- ✓ *The qualification awarded upon completion of the EP should be clearly defined, explained and correspond to a certain level of NSC, QF-EHEA.*
- ✓ *The management of the EP should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes of each graduate.*
- ✓ *The OP management should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies).*
- ✓ *The OP management must demonstrate that external reviews of the OP are conducted.*
- ✓ *The EP management should provide evidence of the involvement of students, teaching staff, and other stakeholders in the development and quality assurance of the EP.*
- ✓ *The OP management should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/ international).*
- ✓ *An important factor is the ability to prepare students for professional certification.*
- ✓ *An important factor is the existence of a joint and / or two-degree OP with foreign universities.*

#### **Proof part**

The development and approval of the OP "8D02302-Kazakh Philology" is carried out according to the "Procedure for the development, examination and approval of educational programs" within the framework of the work of the Academic Council of Toraigyrov. The relevant regulatory documents are used as reference and information resources for the development of the OP: Regulations on the Register of OP higher and postgraduate education; Guidelines for the development of OP higher and postgraduate education; User guide of the module "Updating OP in the Register"; Instructions for the examination of passports of OP higher and postgraduate education"; User guide of the module "Inclusion of OP in the Register". Register", Classifier of training areas for personnel with higher and postgraduate education, Standard rules for admission to training in educational organizations that implement the OP of higher and postgraduate education, NRC, Professional standards, Qualification requirements for educational activities, Rules for organizing the educational process using credit technology of training, Rules for organizing the educational process using distance educational technologies.

We accredited EP - aa on the pages of the graduating departments of the FF website. In addition to theoretical and practical classes, the structure of the EP includes various types of practical training: teaching, research, and research work of a doctoral student, including passing a scientific internship. The organization and conduct of internships is carried out in accordance with the procedure (Faculty Council, UMS of the University). ([https://tou.edu.kz/ru/?option=com\\_docs](https://tou.edu.kz/ru/?option=com_docs)).

Toraigyrov University has developed a model of an OP graduate describing the results of training and the formation of personal qualities, which is a system of qualities of a graduate, the result of his activity. The document is available on Toraigyrov's website <https://tou.edu.kz/arm/storage/files/609ce5d9ed8894.55495816.pdf>:<https://tou.edu.kz/arm/storage/files/609ce5d9ed8894.55495816.pdf>.

All the necessary qualification requirements are formed according to the national standards of higher and postgraduate education, taking into account the Dublin descriptors in 7 graduate qualities (Model 7A): academicism, administration, autonomy, activity, analytics, adaptability and attractiveness. This is a set of universal qualities that graduates should possess upon completion of their OP training. The competencies acquired in the course of mastering a particular OP are spelled out in section 2 of the EP Passport

"Map / competence profile" and do not contradict the 7A Model. <https://drive.google.com/file/d/1pD603r9z6V3pIn6migS442y2TwJV9BkW/view?usp=sharing>

The knowledge, skills, competencies obtained in the course of training, as well as the development of personal qualities, allow us to speak about a certain model of a graduate. Training results for all OIP 5cluster OPS correspond to the Dublin descriptors. Qualification "8D02302-

Kazakh Philology " – level 8 of the NRC "Atameken".

The University has developed a procedure for approving, periodically reviewing and monitoring the OP and documents regulating this process. In order to monitor and regularly review the OP, departments generally have a working group of leading teachers of the department, which monitors and improves the OP annually. Teaching staff and doctoral students of EP 8D02302 - "Kazakh Philology" in close contact with other foreign colleagues: Doctor of Philology, Professor of Pamukkale University Mustafa Arslan, Professor of Mongolian State University Bolat Altangul, Candidate of Philology, Professor of Osh University named after M. M. Adyshev Sattarova A. T., PhD, Professor of Ugur University of Istanbul

Also, PhD, professor of Akteniz University Abdolla Kok, PhD, professor of Pamukkale University Nergiz Birai and PhD, professor of Kobda University Zhylykaydar Kinalgan together with teachers of the department and doctoral students prepared and published articles on research topics in international scientific and practical conferences and journals of KKSON.

The OP is updated in accordance with employers' requests, which is reflected in the catalog of elective subjects for the corresponding academic year and approved by the Academic Council of the University.

The system of goals, knowledge, skills, competencies, and personal qualities, which is characterized by the Graduate Model, is the defining element of the OP.

The positive aspects of mastering accredited educational programs are that the list of disciplines is developed by teachers in accordance with the set goals of the educational program and is specified by an integrated approach to the formation of educational programs, as well as by observing the continuity of the three levels of study of bachelor's, master's and doctoral studies. Thus, the employers of Orazkhanova Maigul Irangaipovna were invited to conduct an external review of EP 8D02305-Kazakh Philology (Pavlodar Pedagogical University named after A. Margulan) , etc. On the recommendation of employers and experts of " 8D02302-Kazakh Philology" in 2023, two new elective disciplines were introduced in the OP of doctoral studies: "Academic writing" and "Methods of scientific research", whose competencies are in demand in the modern professional activity of a philologist.

### ***Analytical part***

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

Analysis of the content of the EP "8D02302-Kazakh Philology" shows that the educational program of doctoral studies is aimed at implementing the practice-oriented principle. Despite the external identity of foreign and national programs, each of the accredited OP has its own uniqueness, due to the scientific potential and high professionalism of the teaching staff. There is a national component and socio-economic features of our country's development are taken into account.

According to the results of a survey of students during the visit to the Higher School of Economics, they answered the question about the quality of educational programs: they are completely satisfied – 100 %.

Based on the results of a survey of teaching staff on the question " How is the management of an educational institution paying attention to the content of the educational program?" the following responses were received: very good-90.3 %, good-9.7%.

### ***Strengths/best practices in the EP "8D02302-Kazakh Philology ":***

- not identified by this standard.

***Recommendations for EP "8D02302 - - Kazakh Philology":***

- strengthen the positioning of educational institutions in the educational market (regional/national/международinternational). The deadline is June 1, 2025.

***WEC's conclusions based on the following criteria:***

According to the standard "Development and approval of the educational program "8D02302-Kazakh Philology", 12 criteria are disclosed, of which 1 implies improvement.



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

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

##### **Proof part**

The University defines the procedure for monitoring, analyzing and revising the EP verification is carried out in accordance with the EP monitoring methodology, which includes:

- survey of applicants, students, graduates, teachers, and employers' organizations;
- успеваемость student performance;
- resource and information support of the EP;
- analysis системы оценивания of the student assessment system;
- assessment of the level компетенций of continuous professional development competencies;
- the degree of compliance of the OP with the established requirements.

Measures to control the quality of the educational process carried out at different levels are recorded in the form of written documents and discussed at meetings of departments and educational and methodological commissions, at the faculty Council, the university's Educational and Methodological Council, and the University's Academic Council. The results of external quality assessment are published on the websites of accreditation agencies.

The university's management has demonstrated its openness and accessibility to students, teaching staff, and employers: reception hours for personal matters have been set, and meetings with the rector are held on a systematic basis. Traditional feedback forms are used as a communication channel for proposals: meetings with the management and the rector's blog.

In accordance with the Standards for internal quality assurance of "Toraigyrov University" for 2023-202-2024 academic years, surveys were conducted to determine the degree of satisfaction of 5 categories of respondents: students, teaching staff university employees, graduates, employers. Surveys were conducted using the following platforms : <https://tou.edu.kz/ru/> .

The Department of Quality Assessment conducted an online survey "Assessment удовлетворенности of students' satisfaction with the quality of teaching disciplines" in the 2023-2024th academic year. Doctoral students of EP "8D02305 - Kazakh Philology" highly appreciated the level of teaching disciplines, the scientific potential of teachers, the content of disciplines, assessment, etc. for example, doctoral students rated the quality of teaching disciplines at 91.67%.

Transparency, dynamism целей of the EP goals, compliance with the needs рынка of the labor market is manifested in the fact that компонента the elective component выбору disciplines are coordinated with the heads of educational organizations who participate in determining the list of elective disciplines and providing databases of practices.

##### **Analytical part**

During the analysis of the self-assessment report, website materials and online conversations with university staff, the EEC noted that the university has taken measures to regulate the process

of monitoring and evaluating the EP. Monitoring mechanisms are described and implemented within the framework of existing internal regulations.

Analysis of the submitted documents showed that all activities carried out based on the results of monitoring are reflected in the documentation in the form of decisions of Academic Councils, Academic Councils, etc.; decisions taken in departments; measures based on the results of internal audits; measures based on the results of external audits; corrective measures based on the results of identified and potential inconsistencies. Monitoring and evaluation of students' academic achievements is based on academic integrity and corresponds to the academic policy of the university.

Monitoring of the EP "8D02302-Kazakh Philology" is carried out comprehensively and at various stages of the educational process implementation. The rating system for assessing students' knowledge, as a result of feedback, provides an intensification of the educational process, monitoring the development of academic disciplines by students, and increasing the academic motivation of students and teachers.

Information about changes in the EP is provided at all levels of management, at meetings of the PLO, educational and methodological councils, and the Academic Council of the university. Based on the results of monitoring, decisions are made on the further development of educational programs, the expansion of the Department's activities in the formation of a contingent, and the development of a single educational space. It is important to publish the results on the site in order to provide feedback and open information.

A survey of students conducted during the visit to the UEC NAAR showed satisfaction with the quality of exam materials (tests and exam questions, etc.): 96.8% were fully satisfied, 3.2% were partially satisfied.

Satisfaction with the objectivity of the student's assessment of knowledge, skills and other academic achievements: 96.8% are fully satisfied, 3.2% are partially satisfied.

Satisfaction with academic load/student requirements - fully satisfied -31 people 100%. The requirements of the teaching staff to the student are fully satisfied – 30 people 96.8,8%, partially satisfied-1 person 3.2%.

Interviews with teaching staff showed dissatisfaction with a single annual load of 32 credits for all teaching staff, regardless of scientific activity. When taking a survey on the offer, evaluate "how much does your training load meet your expectations and capabilities?" teachers answered: very good-8 people 36.4%, good-14 people 63.6 %.

Teaching staff in the survey gave their own assessment of the level of teachers' ability to combine teaching with scientific research: very good-17 people 77.3 %, good-5 people 22.7,7%.

The HEC did not find a documented detailed justification for the adjustments of the EP "8D02305 – Kazakh Philology" taking into account changes in the labor market, the needs of employers, and the latest scientific achievements, including in specific disciplines, which would strengthen the uniqueness of the EP "8D02302-Kazakh Philology" refers to the humanitarian areas of training, the management of the EP should conduct high-quality monitoring of the demand for humanitarian professions with the aim of further adjustments to the EP.

***Strengths/best practices in the EP "8D02302-Kazakh Philology":***

- not identified by this standard.

***There are no recommendations for the EP "8D02302 – Kazakh Philology".***

***EEC's conclusions based on the following criteria:***

According to the standard "Continuous monitoring and periodic evaluation of educational programs" EP "8D02302-Kazakh Philology" 10 criteria are disclosed, of which 10 have satisfactory positions.

### 6.5. Standard "Student-centered learning, teaching and assessment of academic performance"

- ✓ *The EP management should ensure respect and attention to different groups of students and their needs, and provide them with flexible learning paths.*
- ✓ *The management of the EP should ensure that teaching is 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, skills in performing scientific work at the required level.*
- ✓ *The management of the EP should determine the mechanisms for distributing the academic load of students between theory and practice in the framework of the EP, ensuring the development of the content and achievement of the goals of the EP by each graduate.*
- ✓ *An important factor is the availability of our own research in the field of methods of teaching EP disciplines.*
- ✓ *The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and goals of the EP.*
- ✓ *The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes of the OP, publication of evaluation criteria and methods in advance.*
- ✓ *Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.*
- ✓ *The EP management should demonstrate the existence of a feedback system for using various teaching methods and evaluating learning outcomes.*
- ✓ *The OP leadership should demonstrate support for students' autonomy, while providing guidance and assistance from the teacher.*
- ✓ *The EP management should demonstrate that there is a procedure in place to respond to student complaints.*

#### **Proof part**

When implementing student-centered learning and teaching based on Quality Assurance Policy documents: Academic policy of Toraigyrov University <https://tou.edu.kz/ru/>. University provides equal opportunities for students through gender equality of students, through the equality of the scientific component (literary or linguistic areas of scientific activity). Support for internal and external academic mobility, selection of the practice base is implemented taking into account individual characteristics, needs and cultural experience of students.

The experience of implementing relevant and effective methods becomes an object of study between teachers through open classes. As part of the implementation of the EP, a plan for mutual visits to training sessions was drawn up, quality assessment criteria were developed, and the innovativeness of the classes attended was developed. The EP documents contain approved schedules for intra-department monitoring and mutual visits of teachers to classes. Докторант In the process of forming an IEP, a doctoral student carefully studies state educational standards (SES), standard curricula (TUP), educational programs (EP), and the rules for registering students for disciplines and teachers. In order to avoid chaotic selection of elective subjects and implementation of the OP developed by the university, the department provides students with several educational trajectories - lists of elective subjects and the sequence of their study, which allow докторанту doctoral student to master the OP focused on a specific field of activity, taking into account the needs of the labor market and employers. When drawing up their own IEP, students:

- 1) get acquainted with the rules of organization of the educational process on credit technology of training;
- 2) comply with the established deadlines for registering for academic subjects and making changes to the PPI;
- 3) sign up for at least a set number of credits in the academic year for mastering the OP of the appropriate level. Students on a paid basis, depending on their ability to pay, the form of training, and individual abilities, form their PPI with a smaller number of credits than is established for mastering the EP of the corresponding level, while the duration of training increases.

The PPI is approved electronically by the Dean of the faculty, the adviser, and the doctoral candidates.

The implementation of educational programs is carried out on the basis of educational and methodological complexes of the specialty and disciplines and is provided with free access for each student to information resources and library collections, the availability of methodological manuals and recommendations for all modules, disciplines and all types of academic work - workshops, course and diploma design, professional practices, independent work of the student, as well as visual manuals, audio and video materials, etc. All educational and methodological

documentation is compiled in the languages of instruction (Kazakh, Russian, English): catalogs, UMKDS, work programs and syllabuses, IUP, tests, exam tickets. Innovative and new pedagogical technologies are being introduced, taking into account social needs and specializations, the material and technical base is being replenished, the level of equipping the educational process with new equipment, materials, electronic textbooks, educational and methodological and scientific literature is increasing.

Faculty members of the department conduct research in the field of teaching specialized disciplines, which are confirmed by the presence of completed research in the form of author's certificates, acts of implementation in the educational process and publications in scientific journals, etc.

Thus, ensuring equal opportunities for students is achieved by the completeness of educational, methodological, organizational, methodological and informational support of the educational process in the languages of instruction: Kazakh, Russian, English. Information material for students on the university's website is available in three languages.

The University's teaching staff introduces modern pedagogical technologies, new teaching tools and means of activating students' cognitive activity. In accordance with the requirements of the credit technology of training and modular training based on the competence approach, the teaching staff of all faculties actively uses various forms of problem-oriented, personality-oriented and project-organized approaches to training in the educational process (at lectures, seminars, SRS/SRS). Modern pedagogical technologies and new teaching methods are used in teaching in Russian, Kazakh, and English and are reflected in the teachers' Manual.

<https://cloud.mail.ru/public/ahRe/X9bxmqJyr>

Graduates-doctoral students of the educational program 8D02302 "Kazakh Philology" / Tashekova A. T., Novoselova E. A.-approved for the Department of "Kazakh language", respectively for the position of senior teacher.

<https://tou.edu.kz/ru/component/university?department=160&section=employees&employee=2763&position=44>

EP 8D02302 - "Kazakh Philology" updated and posted regulatory documents regulating the educational process, taking into account the specifics of training doctoral students. Teachers contribute to the student's activity in the educational process, help generate various ideas and opinions, and support the manifestation of critical thinking.

Every year, university teachers take advanced training courses.

Students' autonomy is supported based on the requirements of credit technology of training and the possibility of building an individual learning path. The main assistant of the student is an adviser. The university has approved the regulations on the TOW adviser. According to the regulations, an Advisor is a teacher who performs the functions of an academic mentor of a student in the relevant specialty, who provides assistance in choosing the learning path (forming the IEP) and mastering the educational program during the training period.

<https://cloud.mail.ru/public/ahRe/X9bxmqJyr>

The university has developed the standard "Development and evaluation of the EP", according to which students can send complaints, suggestions and complaints to the relevant deans' offices. For this purpose, the university has a specially equipped box for comments and suggestions, which is opened monthly and complaints of students are considered by a commission consisting of employees of the dean's office, heads of departments and doctoral students. Based on the results of consideration of complaints and complaints, deans and departments take corrective actions. Doctoral students send their complaints to the university rector's blog on the educational Internet portal.

In addition, the ToU is a regular participant of the campaign for a "Clean Session", doctoral students can report on corruption facts by calling hotlines (landline and cellular), or send an email to the website [https://tou.edu.kz/ru/?option=com\\_content&view=article&layout=edit&id=5059](https://tou.edu.kz/ru/?option=com_content&view=article&layout=edit&id=5059).

Also, on the official website of the university there is a blog of the rector, blogs of deans on which everyone can leave their appeal.

Professional practices are a mandatory component of the professional curriculum. PhD students of the University of Pamukale complete teaching and research internships according to the academic calendar университет Памукалеон the basis of Cooperation Agreements.

In the course of training, individual needs and cultural experience of students are taken into account: when choosing the bases of practices; when determining the topics of final works; when choosing the head of the final qualification work; when involving students in research work.

Thus, руководство the EP management demonstrated attention to different groups of students and consideration of their needs in providing flexible траекторий learning paths, consistency, transparency and объективности механизма оценки objectivity of the learning outcomes assessment mechanism обучения for each EP.

### ***Analytical part***

The report on self-assessment of accredited educational institutions fairly fully reflects the processes that ensure equal opportunities for students to form an individual educational trajectory, the university's work to identify the level of student satisfaction with places and the organization of internships.

Teachers of the EP "8D02302-Kazakh Philology" create conditions for students to master the disciplines of the specialty and obtain an academic degree.

Graduate departments have organized seminars for doctoral students with the invitation of domestic and foreign scientists aimed at studying modern teaching methods and evaluating learning outcomes, taking into account the achievements of world science and practice.

Teachers of graduate departments regularly conduct methodological seminars on modern teaching methods and assessment of learning outcomes.

A survey of students on the question of satisfaction with the available scientific laboratories showed that 27 people were completely satisfied – 87.1%, 1 person was partially satisfied-3.2 %, and I can't answer-3people-9.77%.

The objectivity and fairness of teachers are fully satisfied – 30 people 96.8 %, partially satisfied-1 person 3.2%.

In their turn, teachers answered the question "Assess how students' knowledge obtained at this university corresponds to the realities of the modern labor market" as follows: very good – 12 people 54.5%, good – 10 people 45.5%.

### **Strengths/Best practices:**

- The EP guidelines ensure that different groups of learners are addressed and учёт that their needs are taken into account in providing flexible learning paths, consistency, transparency, and objective learning outcomes assessment mechanism for each EP.

### ***Recommendations for EP "8D02302-Kazakh Philology":***

- to include in the department plan the work of teaching staff on the publication of electronic textbooks, the development of author 's MOOC courses and other ways of mastering digital technologies. Implementation period: from January 2025.

### ***WEC's conclusions based on the following criteria:***



According to the standard "Student-centered learning, teaching and assessment of academic performance", EP "8D02302-Kazakh Philology" reveals 10 criteria, of which 1 has strengths, 2 is expected to improve, and 7 have satisfactory positions.



## 6.6. The "Learners" Standard

- ✓ The university must demonstrate the policy of forming a contingent of students and ensure transparency and publication of procedures regulating the life cycle of students (from admission to completion).
- ✓ The EP management should provide for special adaptation and support programs for newly enrolled and foreign students.
- ✓ The university must demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.
- ✓ The university should provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for training.
- ✓ The university should encourage students to self-educate and develop outside of the main program (extracurricular activities).
- ✓ An important factor is the availability of a support mechanism for gifted students.
- ✓ The university must demonstrate cooperation with other educational organizations and national centers of the " European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers " ENIC/NARIC to ensure comparable recognition of qualifications.
- ✓ The university should provide students with places of practice, demonstrate the procedure for promoting employment of graduates, and maintain communication with them.
- ✓ The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes.
- ✓ The management of the EP should demonstrate that graduates of the program have the skills that are in demand in the labor market and that these skills are really relevant.
- ✓ The EP management should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.
- ✓ An important factor is the existence of a functioning alumni association.

### Proof part

Formation of the contingent of students is carried out on the basis of the Admission Rules for training in educational programs of higher and postgraduate education in "Toraigyrov University" NP JSC <https://tou.edu.kz/ru/component/university?faculty=38> which is approved by the Board of Directors at the end of each academic year for the upcoming year.

The formation of a contingent of students is carried out by placing a state educational order for the training of scientific personnel, as well as paying for training at the expense of citizens ' own funds and other sources.

Table 6. Contingent of students in the EP "8D02302 - Kazakh Philology" by year

EP	2021-2022	2022-2023	2023-2024
8D02302 - Kazakh Philology	2	3	3

Career guidance work and the formation of a contingent of students is carried out on the basis of a well-founded system of forms, methods and means of influence, professional selection of applicants for OP and training areas of the faculty.

Questions of contingent formation and admission results are considered at meetings of departments, Faculty Council, and Academic Council.

The process of managing the movement of students ' contingent includes enrollment of students on the basis of approved Admission Rules to the university; formation of groups of students on the basis of orders from deans of faculties, combining groups into streams; formation of groups of students; issuing an order on enrollment of students; transfer of personal files of students to the student department of the university.

The educational environment models the following characteristics of students: individuality, the desire for greater freedom, the process of achieving integrity, personal and professional growth, independence and self-esteem. For the formation of these qualities, the OP management uses not only the academic learning process, but also the research one. So, in collaboration with scientific consultants, doctoral students participate in the preparation of scientific and methodological seminars. Every year, professors of the department Zhusupov N. K., Kadyrova B. M. and Baratova M. N. conduct scientific and methodological seminars for doctoral students. Graduates of the OP actively participate in the life of the university even after graduation. Doctoral students of the department contribute to the cultural and scientific, economic and educational development of the country and the region. Department of Education of Pavlodar region

together with departments of education of Pavlodar city. Takes part in various events organized by the State Institutions "Ertis Daryny" and "Pavlodar Daryny". Many graduates are also investors and make a certain contribution to the projects and activities of the university.

The management of EP "8D02302 – Kazakh Philology " effectively cooperates with leading foreign universities in Turkey, Mongolia, Kyrgyzstan, etc. Over the period from 2020 new contracts have been concluded.

The university has a mechanism for supporting gifted students. The University pays attention to issues of social support for students.

Employment monitoring is carried out through direct activities: student-department – organizations and enterprises where the graduate works.

### ***Analytical part***

Toraigrov University organizes work in the field of career guidance and subsequent support of students, provides policies and principles for forming a contingent of students, principles of creating an educational environment for достижения students to achieve the required professional level, representation of students in collegial management bodies of the university, methods of feedback and informing students, aspects of cultural and social life of students.

With the current trend to reduce the number of students enrolled in EP 8D02302 - Kazakh Philology, the quality of training and research potential of doctoral students do not decrease. Doctoral students take an active part in the preparation and conduct of international conferences, make presentations at the traditional conference of the Department of Theoretical and Applied Linguistics "Organization and planning of scientific research".

Doctoral students of the EP "8D02302 - Kazakh Philology " undergo a scientific internship at the place of work of a foreign consultant (most often universities in Turkey). This is due to the specifics of scientific topics. Doctoral students' reports based on the results of foreign internships contain up-to-date information and are not formalized.

Employment of graduates of EP "8D02302 - Kazakh Philology " is 100%.

The EP management keeps in touch with graduates even after completing their studies: graduates of all accredited EP spoke about this with enthusiasm during interviews, contacts with teachers and head of departments convince them of the effectiveness of respectful relations with graduates. The university has created a public association " Alumni Association" and " Alumni Office – <https://tou.edu.kz/arm/storage/files/609ce5d9ed8894.55495816.pdf> which connect different generations of Eurasians.

In the course of interviews and questionnaires of students, it turned out that the ENU Alumni Association is not fully involved and has no influence on the quality of the educational process. These events are only sporadic, and the site has not been updated since April 2021.

A survey of students showed the degree of satisfaction with providing students with a hostel: 87.1% were satisfied with the need, 3.2 % were partially satisfied, and 9.7% were undecided.

The teacher shows a positive attitude towards students: полностью удовлетворены – 27 people are completely satisfied – 87.1 %, 4 people are partially satisfied-12.9,9%.

The system of assessment of academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course): fully satisfied-29 people 93.5%, partially satisfied-2 people 6.5,5%.

### ***Strengths/best practices in the OP "8D02302-Kazakh Philology ":***

not identified by this standard

***Recommendations for EP "8D02302-Kazakh Philology":***

- The management of the university should develop and start implementing the work plan of the Alumni Association with graduates of the EP, their involvement in the activities carried out by the university with the Association playing a leading role. The deadline is 31 August 2025.

***EEC's conclusions based on the following criteria:***

According to the standard "Students ""8D02302-Kazakh Philology", 12 criteria are revealed, of which– 12 are satisfactory positions.



## 6.7. Standard "Teaching staff"

- ✓ The university should have an objective and transparent HR policy in the context of OP, including hiring (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff.
- ✓ The university must demonstrate that the quality of teaching staff meets the established qualification requirements, the university's strategy, and the goals of the OP.
- ✓ The OP management should 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 should involve in teaching specialists of relevant industries who have professional competencies that meet the requirements of the EP.
- ✓ The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff.
- ✓ The university must demonstrate the wide use of teaching staff of information and communication technologies and software tools in the educational process (for example, on-line training, e-portfolio, MOHSs, etc.).
- ✓ The university must demonstrate its focus on developing academic mobility and attracting the best foreign and domestic teachers.
- ✓ The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity in the university, and determine the contribution of teaching staff, including invited ones, to achieving the goals of the OP.
- ✓ 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.

### **Proof part**

Recruitment and distribution of responsibilities is carried out in accordance with the qualification requirements put forward for teaching staff by legislative acts of the Republic of Kazakhstan. The formation and implementation of the personnel policy is based on the following principles: personnel management; recruitment and placement of personnel; formation and training of a personnel reserve for promotion to senior positions; competition, evaluation and certification of personnel; professional development; motivation and incentive.

The qualification of teaching staff and their quantitative composition correspond to the areas of bachelor's, master's, and doctoral studies, and meet the licensing requirements.

The educational process in the EP "8D02302-Kazakh Philology" is served by teaching staff whose basic education corresponds to the profile of the department, where the share of full-time teaching staff with academic degrees and titles is 100% (Doctor of Philology, Professor Baratova, к.ф.М. N., Candidate of Philology, Professor Kadyrova B. M., Doctor of Philology, Professor Trushev A. K., Candidate of Philology., Professor Iost O. A., Candidate of Philological Sciences, Professor Tsvetkova A.D., Candidate of Philological Sciences, Professor Mutalieva R. M., Candidate of Philological Sciences, Professor Kapasova B. K., Zhusipov N. K., Candidate of Philological Sciences Zhusipov E. K., Candidate of Philological Sciences., etc.).

The number of scientific publications of teaching staff in foreign rating journals included in certain quartiles (Q1-Q4) in the Clarivate Analytics database or in the Cite Score percentile Cite Score in the Scopus database for 2022-2023 The teaching staff of the Department of Philology and Journalism conduct scientific research with domestic scientists, their results are published in foreign journals, in particular including those indexed in Scopus and Web of Science, published articles can be viewed by the author's identification number: Zhusupov Nartai Kuandykovich ID: 55981905000; Hirsch index-4 <https://www.scopus.com/authid/detail.uri?authorId=55981905000>. Trushev Aitmukhambet Kasymbayevich <https://orcid.org/0000-0001-5898-4485>; Hirsch index -2. Baratova Mukhabbat Nurzhauovna <https://orcid.org/0000-0002-7509-5652>; ID:55983049100; Hirsch index -3. <https://www.scopus.com/authid/detail.uri?authorId=55983049100>. Shakhazhanova, G.K., Zhussupov, N.K., Baratova, M.N. Management of teachers' creative activity development // Academic Journal of Interdisciplinary Studies, 2021, 10(3), c. 188–197. SCOPUS. Процентиль 45 <https://www.scopus.com/sourceid/21100897507#tabs=0> . Kadyrova Bakytzhan Masalimovna <https://orcid.org/0000-0002-5952-8219> ; ID: 55796350900; Hirsch index -2.

<https://www.scopus.com/hirsch/author.uri?accessor=authorProfile&auidList=55796350900&origin=AuthorProfile&display=hIndex>

8D02302 – Kazakh philology graduates, such as K. Shakhazhanova, A. Abdirova, G. Abisheva, A. Erlanova, A. Satybaldin, Z. Mashrapova, A. Kopayeva, K. Kozhakhmetova, E. Novoselova, A. Tashekova, completed their master's and doctoral studies at Toraigyrov University and currently work as teachers at the Pedagogical University named after A. Abramovich. Margulan University, Kazakh National Research Technical University named after K. Satpayev and Toraigyrov University. G. Shakhazhanova successfully defended her dissertation work on the topic of "S. Shishkin". Kaskabasov-folklorstanushy galym "in the dissertation Council established under the "Toraigyrov University" and received the degree of Doctor of Philosophy PhD. <https://www.gov.kz/memleket/entities/quality/documents/details/624888?lang=ru>.

At the departments that organize the EP "8D02302-Kazakh Philology ", 2 topics of grant funding are implemented. The working groups also include heads of departments, professors, and doctoral students. Such a research association is an excellent school for developing and transferring research skills.

To demonstrate the creative potential, increase the level of competence and initiative of teaching staff, the university management makes all the prerequisites for stimulating the efficiency of everyday work, in particular, a program for supporting and motivating teachers and employees of QPI has been introduced. In this regard, after determining the personal labor contribution of teaching staff, taking into account the final results, allowances are provided for the basic salary of teaching staff at the expense of the university. The university has a rating system for evaluating the activities of university teaching staff, on the basis of which differentiated remuneration is carried out. Financial (or charitable) assistance is provided to employees in need upon their application or submission by the heads of departments.

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

IAAR EEC members confirm that the University's personnel policy is implemented in accordance with the development strategy and is aimed at meeting the university's needs for professional labor resources. All procedures of the university's personnel policy are transparent and accessible, strictly documented and meet the requirements of the current legislation.

The Commission recognizes academic teachers whose scientific achievements are rightfully recognized by both the domestic and foreign scientific and pedagogical communities, which undoubtedly determines the contribution of teaching staff to the development of the economy, science, culture, etc. of the republic as a whole.

The analysis of documents and conducted interviews with the head of the EP, teaching staff on accredited EP showed that teachers actively participate in research projects of the Ministry of Internal Affairs of the Republic of Kazakhstan, publish their results. It is necessary to increase the participation of teachers and doctoral students in joint research with research institutes in order to integrate science and education.

The commission also noted that academic mobility of teaching staff is generally developed, but it is necessary to expand programs (add international Erasmus+ projects) and categories of teachers participating in both outgoing and incoming academic mobility in leading domestic and foreign universities.

The university has developed a system for stimulating the professional and personal development of teaching staff and employees, which includes a declaration of gratitude; awarding diplomas; awards; nomination for the competition "The Best Professor (Associate Professor, senior lecturer, lecturer) of the University", the Republican competition "The Best University teacher"; permission to participate in competitions for grant financing of the Ministry of Education and Science of the Republic of Kazakhstan.

The survey of teaching staff showed that despite the changes made by the university management to increase salaries, nevertheless, the conditions of remuneration are fully mastered – 14 people 63.6%, partially satisfied-8 people 36.4%. The effectiveness of teaching staff is

related to the management decisions of the university management, which was confirmed by the survey of teaching staff, where the question of satisfaction with the degree of participation in management decisions was answered: fully satisfied-17 people 77.3%, partially satisfied-5 people 22.7,7%. 19 people are fully satisfied with the activities of the university administration 19 человек – 86.4 %, 3 people are partially satisfied-13.6%. Provision of a social package: recreation, sanatorium treatment, etc. fully satisfied-17 people 77.3 %, partially satisfied-4 people 18.2%, I can't answer -1 person 4.5,5%.

The survey of students showed satisfaction with the fact that the material proposed by the teacher is relevant and reflects the latest achievements in science and practice: 27 people are completely satisfied – 87.1%, 3 people are partially satisfied – 9.7,7%, 1 person is partially dissatisfied – 3.2%.

The teacher uses effective teaching methods: fully satisfied-26 people 83.9,9%, partially satisfied-4 people 12.9,9 %, partially unsatisfied-1 person 3.2%.

Objective assessment of knowledge, skills and other academic achievements: fully satisfied-28 people 90.3,3%, partially satisfied-3 people 9.7%.

The teacher meets my requirements for personal development and professional development: fully satisfied-28 people 90.3%, partially satisfied-3 people 9.7,7%.

Strengths of EP "8D02302 – Kazakh Philology ":

- The staff of the EP meets the qualification requirements and deserves high marks for its scientific and scientific-pedagogical indicators.

***EEC's conclusions based on the following criteria:***

According to the standard "Teaching staff" in the EP "8D02302-Kazakh Philology ", 10 criteria are disclosed, of which 9 1 -implies improvement.

## 6.8. Standard "Educational resources and student Support Systems"

- ✓ *The university must ensure that the infrastructure and educational resources, including material and technical resources, meet the goals of the educational program.*
- ✓ *The EP management must demonstrate that classrooms, laboratories, and other facilities equipped with modern equipment are sufficient to meet the EP's goals.*
- ✓ *The university must demonstrate that the information resources meet the needs of the university and the implemented educational programs, including in the following areas:*
  - ✓ *technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);*
  - ✓ *library resources, including the collection of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases;*
  - ✓ *examination of research results, graduation papers, and dissertations for plagiarism;*
  - ✓ *access to online educational resources;*
  - ✓ *operation of WI-FI on its territory.*
- ✓ *The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of research work of teaching staff, employees, and students.*
- ✓ *The university should strive to ensure that the educational equipment and software used for mastering 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 various groups of students, including informing and advising them.*
- ✓ *The EP management should show that there are conditions for the student's progress along the individual educational path.*
- ✓ *The university should take into account the needs of different groups of students (adults, working people, foreign students, as well as students with special educational needs).*
- ✓ *The university must ensure that the infrastructure meets the security requirements.*

### **Proof part**

The University has sufficient material and technical, information and library resources used for organizing the learning process and educating students. The availability and level of the university's material and technical base is in the process of constant updating and improvement. Creating an effective education infrastructure is a prerequisite for a university to successfully fulfill its mission.

The material and technical base and information resources of the Faculty of Philology make it possible to provide high-quality training and graduation in all accredited educational programs. The collection of the scientific library is reflected in IRBIS 64+. The electronic catalog (Web-Irbis) is available on the library's website and is available to users on the Internet (<http://irbis.tou.edu.kz>). <http://irbis.tou.edu.kz> It provides various services to users for accessing information, searching, viewing, ordering the necessary literature, as well as obtaining various analytical and statistical information.

The volume of the electronic catalog is 213 122 bibliographic entries, which provide access to digitized full texts of textbooks, textbooks, monographs, conference materials, etc. The availability of educational and scientific databases and a database of electronic scientific journals in general education, basic and profile disciplines is 100%.

The library's book collection for 2023 years is 586,883 copies. The total volume of content (EBS and DB) is 213,723 electronic publications.

Classes in OP disciplines are held in the university's auditoriums and 3 specialized classrooms: Mashkhur Zhusup Kopeyev Classroom, room 330 , Akhmet Baitursynov's Meeting room, Abay's office.

Specialized classrooms have special equipment that contributes to the formation of necessary research and practical skills (computers with specialized software, printers, scientific literature, etc.).

На территории вуза функционирует Wi-Fi is available on the territory of the university. Please note that there was a weak signal during the operation of the EEC.

One of the most important indicators of high-quality educational activities is the level of information support (library, educational, methodological and informational). The resources of the Toraigyrov Scientific Library are focused on providing the educational process and research work in all areas of the university's activities. The main group of readers consists of students, undergraduates, doctoral students and teaching staff. The structure of the University's library



division includes: the Literature acquisition and Processing Department; the reference and bibliographic Department; the automation department of library and Information Resources; the book collection storage department; and the User Service department.

### ***Analytical part***

Information on logistics and information resources tends to improve. The University involves all possible stakeholders in the improvement process, such as representatives of embassies and descendants of well-known scientists. At the same time, the university-wide problem of insufficient classrooms also affects the quality of philological classes. During interviews with students, it was noted that it is inconvenient to study in classrooms that are not intended for conducting lectures and practical classes because of the booming echo, which makes it impossible to hear the speech of the teacher and the respondents. In interviews and questionnaires of students and teachers, the presence of cold rooms was noted.

The EEC notes that the mechanism of conducting an expert examination of the results of graduate works, dissertations for plagiarism is implemented through "Anti-plagiarism-Kazakhstan. UNIVERSITY" (license code: 171U-500P-MANA-1010-55CF, license validity dates: 14.11.2022 - 13.11.2023).

Based on the results of the analysis of the results of activities accredited by the OP under this standard, we conclude that the completeness and availability of material, technical and information resources available to the OP has been assessed. The article shows the dynamics of resources and the learning environment, library support of the educational process, and highlights the activities aimed by the OP management to improve the resource support for the implementation of the OP.

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

The university strives to create the necessary conditions for various groups of students. Barrier-free access to the university buildings has been created for students with special educational needs университета, and a lot of work is being done in the university library to work with the visually impaired.

The survey of students showed the degree of satisfaction with the issue of support of educational materials in the learning process: fully satisfied-30 people 96.8%, partially satisfied-1 person 3.2%.

The quality of medical care at the university is fully satisfied-24 people 77.4 %, partially satisfied-5 people 16.1 %, I can not answer-2 people 6.5%.

We are fully satisfied with the level of availability of library resources – 100%.

87.1% are fully satisfied with the availability and quality of Internet resources 87,1 , and 1,2,9,9% are partially satisfied.

Rest rooms for students (if available) fully satisfied-25 people 80.6%, partially satisfied-1 person 3.2,2 %, partially dissatisfied-1 person 3.2,2%, difficult to answer-4 people 12.99%.

### ***Strengths/best practices in the EP "8D02302-Kazakh Philology":***

- Library resources, including the collection of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases –most important indicators of high-quality educational activities of the university.

***Recommendations for EP "8D02302-Kazakh Philology:***

- provide technical capabilities for the effective functioning of Wi-Fi throughout the territory until 01.09.2024.

***EEC's conclusions based on the following criteria:***

According to the standard "Educational resources and student support systems" in the EP "8D02302 – Kazakh Philology", 13 criteria are revealed, of which 1-have strong positions, 12-satisfactory positions.



### 6.9. "Informing the Public" 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 supporting and explaining the national development programs of the country and the system of higher and postgraduate education.
- ✓ University management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc. ) to inform the general public and interested parties.
- ✓ Information about the educational program is objective, up-to-date and should include:
  - ✓ the purpose and planned results of the OP, the qualification to be assigned;
  - ✓ information about the system for evaluating students ' academic achievements;
  - ✓ information about academic mobility programs and other forms of cooperation with partner universities and employers;
  - ✓ information about opportunities for developing students ' personal and professional competencies and employment;
  - ✓ data that reflects the OP's positioning in the educational services market (at the regional, national, and international levels).
- ✓ An important factor is the publication on open resources of reliable information about teaching staff, in the context of personnel.
- ✓ The university must publish on its own web resource the audited financial statements on the OP.
- ✓ The university should post information and links to external resources based on the results of external assessment procedures.
- ✓ An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners, and educational organizations.

#### ***Proof part***

The purpose of informing the public is to create a positive image of the university in the external environment, establish and maintain cooperation with all interested parties by informing the general public about various activities of the university. Assessment of satisfaction with information about the university's activities and the specifics and progress of educational programs is carried out annually through questionnaires, surveys, feedback, as well as through the rector's blog.

The university provides information to the public about its activities, conditions and features of the implementation of educational programs.

Инструментами Web resources are used to inform the public of Toraigyrov University: website, social networks, publications in the media, annual reporting meetings of the rector with the population live on the instagram channel (<https://www.instagram.com/psukz/>). The website of Toraigyrov University operates in Kazakh, Russian and English. The site's goals are: informational (dissemination of information about the university and its services), communication (establishing feedback with target audiences, ensuring effective interaction of employees), image (providing a certain image in the eyes of target audiences).

The site has a "Rector's Blog".

The article presents information about the activities of the Public Administration in social networks, in the university newspaper, in the media of Pavlodar and the national scale, as well as describes the system of traditional events that represent activities both inside the university and in the external environment (Open Day, Olympiads, etc.).

Assessment of satisfaction with information about the university's activities, specifics and progress in implementing the EP is carried out annually through a questionnaire, survey, feedback, as well as through the rector's blog.

The university and educational programs of the accredited cluster participate in national and international ratings, and information on external evaluation is available on the university's website.

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

The University does a great job of informing the public about its activities through various communication channels.

Сайт University website <https://tou.edu.kz> Students and graduate departments reflect in their sub-pages " of the site all areas of activity within the educational program – educational, methodological, scientific, educational, international cooperation, professional practice.

At the same time, members of the commission note the need to post accurate, objective and

up-to-date information on the university's website within the framework of the EP, including information on passing scores and educational opportunities provided to students; information on the achievements of the teaching staff of the EP.

The survey of students allowed us to see satisfaction with the content and information content of the website of educational organizations in general and faculties (schools) in particular: fully satisfied-90.3 %, partially satisfied-9.7,7%.

***Strengths/best practices in the EP "8D02302-Kazakh Philology":***

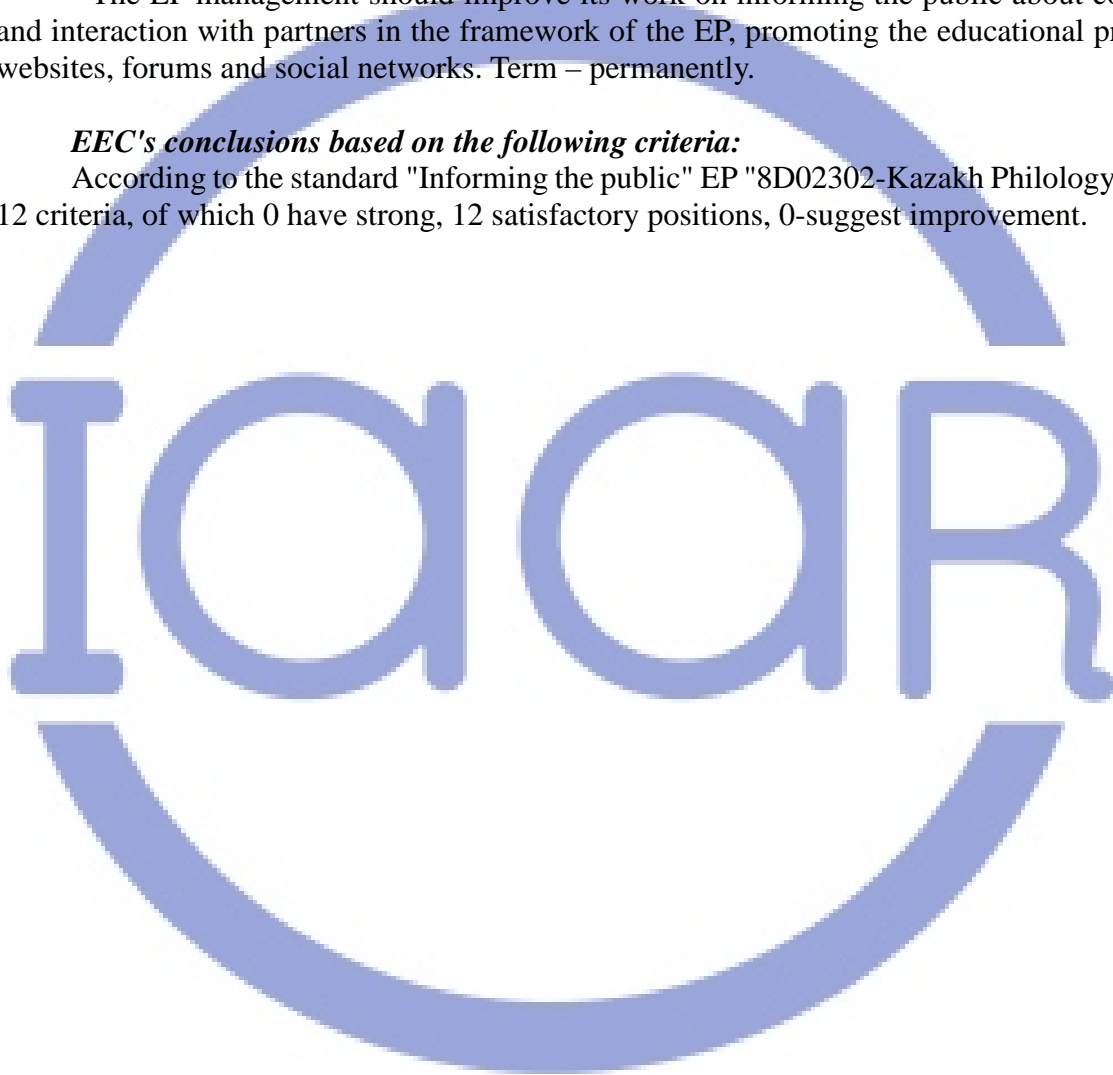
- not identified by this standard.

***Recommendations for EP "8D02302-Kazakh Philology":***

- The EP management should improve its work on informing the public about cooperation and interaction with partners in the framework of the EP, promoting the educational program on websites, forums and social networks. Term – permanently.

***EEC's conclusions based on the following criteria:***

According to the standard "Informing the public" EP "8D02302-Kazakh Philology" revealed 12 criteria, of which 0 have strong, 12 satisfactory positions, 0-suggest improvement.



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

### **Educational Program Management Standard**

Strengths of EP "8D02302-Kazakh Philology ":

- not identified by this standard.

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

Strengths of EP "8D02302-Kazakh Philology ":

- according to this standard выявлены, -1 is detected. Ensuring the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software tools

### **Standard "Development and approval of an educational program"**

Strengths of EP "8D02302-Kazakh Philology":

- not identified by this standard.

### **Standard "Continuous monitoring and periodic evaluation of educational programs"**

Strengths of EP "8D02302-Kazakh phonology":

- not identified by this standard.

### **Standard "Student-centered learning, teaching and assessment of academic performance"**

Strengths of EP "8D02302-Kazakh Philology":

The EP management should ensure respect and attention to different groups of students and their needs, and provide them with flexible learning paths.

### **Standard "Students"**

Strengths of EP "8D02302-Kazakh Philology ":

- not identified by this standard.

### **Standard "Teaching staff"**

Strengths of EP "8D02302-Kazakh Philology ":

- not identified by this standard.

### **Standard "Educational resources and student Support systems"**

Strengths of EP "8D02302-Kazakh Philology":

- Library resources, including the collection of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases – the показатель most important indicators of high-quality educational activities of the university.

### **Public Awareness Standard**

Strengths of EP "8D02302-Kazakh Philology":

- not identified by this standard.

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

### ***Стандарт «Управление Educational Program Management Standard Recommendations for EP "8D02302- Kazakh Philology":***

- The management of the OP should adjust the Development Plan of the EP in order to specify the characteristics of the uniqueness of the OP.

The deadline is September 1, 2024 years.

### ***Стандарт «Управление Information Management and Reporting Standard Recommendations for EP "8D02302- Kazakh Philology ":***

- Make changes to the interface of the university's website in order to facilitate the search for information about teaching staff. The deadline is June 1, 2024

Standard "Development and approval of an educational program"

### ***Recommendations for EP "8D02302 - - Kazakh Philology ":***

- strengthen the positioning of educational institutions in the educational market (regional/national/international). The deadline is June 1, 2025.

### ***Standard "Continuous monitoring and periodic evaluation of educational programs"***

Recommendations of the EEC on EP "8D02302 -Kazakh Philology":

*Absent*

### ***Standard "Student-centered learning, teaching and assessment of academic performance"***

#### ***Recommendations for EP "8D02302-Kazakh Philology":***

- to include in the department plan the work of teaching staff on the publication of electronic textbooks, the development of author's MOOC courses and other ways of mastering digital technologies. Implementation period: from January 2025.

### ***Standard "Students"***

#### ***Recommendations for EP "8D02302-Kazakh Philology":***

- The management of the university should develop and start implementing the work plan of the Alumni Association with graduates of the OP, their involvement in the activities carried out by the university with the Association playing a leading role. The deadline is 31.08.2025.

Standard "Teaching staff"

Recommendations of the EEC on EP "8D02302 – Kazakh Philology ":

*Absent*

Standard "Educational resources and student Support systems"

#### ***Recommendations for EP "8D02302-Kazakh Philology":***

- provide technical capabilities for the effective functioning of Wi-Fi throughout the territory until 01.09.2024.

Public Awareness Standard

***Recommendations for OP "8D02302-Kazakh Philology":***

- The EP management should improve its work on informing the public about cooperation and interaction with partners in the framework of the EP, promoting the educational program on websites, forums and social networks. Term – permanently.



**(IX) OVERVIEW RECOMMENDATIONS FOR THE DEVELOPMENT OF AN EDUCATIONAL ORGANIZATION**

*List of EEC recommendations related to the development of public organizations. These recommendations do not apply to measures to improve the quality and compliance with IAAR standards.*

- Develop a corporate culture of quality management of the internal environment of the university at the level of top and middle managers of the AUP. Term – permanently.





**(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL**

The members of the external expert commission made a unanimous decision to recommend that the Accreditation Council accredit for a period of 5 years:

*EP "8D02302 - Kazakh Philology".*



**Appendix 1. Evaluation table "Conclusion of the external expert Commission" (for EP 8D0230 2-Kazakh Philology)**

n\n	n\n	Evaluation criteria	Position of the educational organization			
			Strong	Satisfy- telnaya street	Assumes improvement	Unsatisfactory- telnaya street
<b>Standard «Educational Program Management Standard»</b>						
1	1.	The university must demonstrate the development of a goal and strategy for the development of the OP based on the analysis of external and internal factors with a wide involvement of various stakeholders		+		
2	2.	A quality assurance policy should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a quality assurance culture		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/two-degree education and academic mobility		+		
5	5.	The EP management ensures transparency in the development of the EP development plan based on an analysis of its functioning, the actual positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other interested parties		+		
6	6.	The EP management demonstrates the functioning of mechanisms for forming and regularly reviewing the EP development plan and monitoring its implementation, evaluating the achievement of training goals, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP		+		
7	7.	The EP management should involve representatives of groups of stakeholders, including employers, trainees and teaching staff, in the formation of the EP development plan		+		
8	8.	The EP management should demonstrate the individuality and uniqueness of the EP development plan, its consistency with 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 framework of the EP, the distribution of job responsibilities of personnel, and the division of functions of collegial bodies.		+		
10	10.	The EP management ensures coordination of the activities of all persons involved in the development and management of the EP and its continuous implementation, as well as involves all interested parties in this process		+		
11	11.	The EP management 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		+		
12	12.	The management of the OP should perform risk management		+		
13	13.	The EP management should ensure the participation of representatives		+		

		Of interested parties (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.				
14	14.	The university must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The EP management should demonstrate its openness and accessibility to students, teaching staff, employers, and other interested parties		+		
16	16.	The OP management confirms the completion of training in educational management programs		+		
17	17.	The EP management should strive to ensure that progress made since the last external quality assurance procedure is considered when preparing for the next procedure		+		
<b>Total according to the standard</b>			<b>0</b>	<b>16</b>	<b>1</b>	
<b>Standard «Information Management and Reporting Standard»</b>						
18	1.	The university should ensure the functioning of a system for collecting, analyzing, and managing information based on modern information and communication technologies and software tools	+			
19	2.	OP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The EP management demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance		+		
21	4.	The university should determine the frequency, forms and methods of evaluating the management of the OP, the activities of collegial bodies and structural divisions, and senior management		+		
22	5.	The university must demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision.		+		
23	6.	The university demonstrates the involvement of students, employees, and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The EP management should demonstrate the existence of mechanisms for communication with students, employees, and other stakeholders, including conflict resolution		+		
25	8.	The university should measure the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of addressing the identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of its activities in the context of EP		+		
<i>Information collected and analyzed by the university within the framework of the EP should take into account:</i>						
27	10.	key performance indicators		+		
28	11.	dynamics of the student body in terms of forms and types		+		
29	12.	academic performance, student achievement, and deduction		+		
30	13.	satisfaction of students with the implementation of the OP 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, teaching staff and staff must document their consent to the processing of personal data		+		
34	17.	The management of the OP should help to provide the necessary information in the relevant fields of science		+		
<b>Total according to the standard</b>			<b>1</b>	<b>16</b>	<b>0</b>	
<b>Standard "Development and approval of an educational program"</b>						
35	1.	The university must demonstrate the existence of a documented procedure for developing the EP and its approval at the institutional level		+		
36	2.	The university must demonstrate that the developed OEP meets the established goals and planned learning outcomes		+		
37	3.	The EP management should determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university demonstrates the existence of a graduate model of the OP, describing the results of training and personal qualities		+		
39	5.	The qualification awarded upon completion of the EP should be clearly defined, explained and correspond to a certain level of NSC, QF-EHEA		+		
40	6.	The EP management should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP meets the goals set, with a focus on achieving the planned learning outcomes of each graduate.		+		
41	7.	The EP management should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies).		+		
42	8.	The management of the OP must demonstrate the conduct of external reviews of the OP		+		
43	9.	The EP management should provide evidence of the involvement of students, teaching staff, and other stakeholders in the development and quality assurance of the EP		+		
44	10.	The EP management should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international)			+	
45	11.	An important factor is the ability to prepare students for professional certification		+		
46	12.	An important factor is the availability of joint (s) and/or two-degree EP with foreign universities		+		
<b>Total according to the standard</b>			<b>0</b>	<b>11</b>	<b>1</b>	
<b>Standard "Continuous monitoring and periodic evaluation of the educational program"</b>						
47	1.	The university should ensure that the structure and content of the EP are reviewed, considering changes in the labor market, the requirements of employers and the social demand of society		+		

48	2.	The university must demonstrate that there is a documented procedure for monitoring and periodic evaluation to achieve the goal of the EP and continuously improve the EP		+		
<i>Monitoring and periodic evaluation of the EP should consider:</i>						
49	3.	content of the program in the context of the latest achievements in science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	students ' workload, academic performance, and graduation rate		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and degree of student satisfaction		+		
54	8.	compliance of the educational environment and support services with the goals of the EP		+		
55	9.	The EP management should publish information about changes to the EP, inform interested parties about any planned or taken actions within the framework of the EP		+		
56	10.	Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and development of the EP in general		+		
<b>Total according to the standard</b>			<b>0</b>	<b>10</b>	<b>0</b>	
<b>The standard "Student-centered learning, teaching and assessment of academic performance"</b>						
57	1.	The EP management should ensure respect and attention to different groups of students and their needs and provide them with flexible learning paths.	+			
58	2.	The management of the EP should ensure that teaching is 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, skills in performing scientific work at the required level			+	
59	3.	The management of the EP should determine the mechanisms for distributing the academic load of students between theory and practice in the framework of the EPs of the EP by each graduate.		+		
60	4.	An important factor is the availability of our own research in the field of teaching methods of EP disciplines			+	
61	5.	The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and goals of the EP		+		
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for evaluating the results of the educational process, the publication of criteria and methods		+		

		for evaluating learning outcomes in advance Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area				
63	7.	The management of the EP should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes		+		
64	8.	The management of the EP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher		+		
65	9.	The management of the EP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher		+		
66	10.	PykThe management of the educational institution must demonstrate the existence of a procedure for responding to student complaints		+		
<b>Total according to the standard</b>			<b>1</b>	<b>7</b>	<b>2</b>	
<b>The "Students" standard</b>						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency, publication of procedures governing the life cycle of students (from admission to completion)		+		
68	2.	The management of the educational institution should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training. The university should encourage students to self-education and development outside the main program (extracurricular activities)		+		
71	5.	The university should encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the availability of a support mechanism for gifted students		+		
73	7.	The university should demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications The university should provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, and maintain contact with them		+		

74	8.	The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes		+		
75	9.	The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes		+		
76	10.	The management of the EP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really relevant		+		
77	11.	The management of the EP should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the presence of an active alumni association/association		+		
<b>Total for the standard</b>			<b>0</b>	<b>12</b>	<b>0</b>	
<b>The standard "Teaching staff"</b>						
79	1.	The university should have an objective and transparent HR policy in the context of the EP, including hiring (including invited teaching staff), professional growth and staff development, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate that the qualitative composition of teaching staff meets the established qualification requirements, the university's strategy, and the goals of the OP		+		
81	3.	The management of the OP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching. The university should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The university should involve in teaching specialists from relevant industries 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 should demonstrate the widespread use of teaching staff of information and communication technologies and software in the educational process (for example, on-line training, e-portfolio, MOHS, etc.)			+	
86	8.	The university should demonstrate the focus of its activities on the development of academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including invited ones, to achieving the goals of the OP An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the		+		

		country Total according to the standard				
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country total according to the standard		+		
<b>Total according to the standard</b>			<b>0</b>	<b>9</b>	<b>1</b>	
<b>The standard "Educational resources and student support systems"</b>						
89	1.	The university must ensure that the infrastructure, educational resources, including material and technical ones, meet the goals of the educational program		+		
90	2.	The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of CERTAIN goals		+		
<i>The university must demonstrate the compliance of information resources with the needs of the university and the implemented programs, including in the following areas:</i>						
91	3.	The university must demonstrate the compliance of information resources with the needs of the university and the implemented programs, including in the following areas:		+		
92	4.	library resources, including the collection of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases	+			
93	5.	examination of research results, graduation papers, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	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, and 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 mastering educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The EP management should demonstrate the availability of support procedures for various groups of students, including informing and advising		+		
99	11.	The OP management should show that there are conditions for the student's progress along the individual educational path		+		
100	12.	The university should take into account the needs of various groups of students (adults, working people, foreign students, as well as students with special educational needs).		+		
101	13	The university must ensure that the infrastructure meets the security requirements		+		
<b>Total according to the standard</b>			<b>1</b>	<b>12</b>	<b>0</b>	
<b>Standard "Informing the public"</b>						
102	1.	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		+		



103	2.	Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	The university management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested persons		+		
<i>Information about the educational program is objective, relevant and should include:</i>						
105	4.	the purpose and planned results of the OP, the assigned qualification		+		
106	5.	information about the system for evaluating students ' academic achievements		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
108	7.	information on opportunities for developing students ' personal and professional competencies and employment		+		
109	8.	data reflecting the positioning of the EP in the educational services market (at the regional, national, and international levels)		+		
110	9.	An important factor is publication on open resources of reliable information about teaching staff, by personnel		+		
111	10.	The university must publish on its own web resource the audited financial statements on the EP		+		
112	11.	The university should post information and links to external resources based on the results of external assessment procedures		+		
113	12.	An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners, and educational organizations		+		
<b>Standard total</b>			<b>0</b>	<b>12</b>	<b>0</b>	
<b>TOTAL</b>			<b>3</b>	<b>105</b>	<b>5</b>	

**Appendix 2. PROGRAM OF A VISIT TO AN EDUCATIONAL ORGANIZATION**



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

Appendix 3

**Results of an anonymous survey of faculty members****Toraigyrov University****1. Total number of questionnaires: 22****2. What EP do you serve:**

Economics	3 people	13.6 %
Management	1 person	4.5%
Marketing	1 person	4.5%
Accounting and audit	2 people	9.1%
Finance	4 people	18.2%
Law	6 people	27.3 %
Kazakh philology	4 people	18.2 %
Legal support of public administration	1 person	4.5%

**3. Position**

Professor	6 people	27,3 %
Docent	4 people	18,2 %
Senior Lecturer	11 people	50%
Lecturer	4 people	12.9%
Head of Department	1 person	4.5%

Acting Professor		
Associate Docent		

#### 4. Academic degree, academic title

Honored Worker of the Republic of Kazakhstan	0 people	0%
Doctor of Science	2 people	9,1%
Candidate of Science	8 people	36.4 %
Master	11 people	50 %
PhD	2 people	9.1 %
Professor	2 people	9.1 %
Associate Professor	2 people	9.1%
No degree	1 person	4.5%

#### 5. Work experience

Less than 1 year	2 people	9.1%
1 year – 5 years	1 person	4.5%
Over 5	19 people	86.4%

No	Questions	Very good	Good	Relatively bad	Bad	Very bad	Not answered
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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 people (0%)	0 people (0%)	0 people (0%)	-7
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 people (0%)	0 people (0%)	0 people (0%)	-8
8	How do you assess the opportunities provided by the University for career growth of teaching staff	9 people (40.9%)	13 people (59.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-9
9	How do you assess degree of academic freedom of teaching staff	11 people (50%)	11 people (50%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	<b>How much teachers can use their own</b>						
10	• Strategies	14 people (63.6%)	8 people (36.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-11
11	• Methods	16 people (72.7%)	6 people (27.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-12
12	• Innovations in the learning process	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-13

1 3	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 people (0%)	0 people (0%)	-14
1 4	How does the management of an educational institution pay attention to the content of the educational program?	16 people (72.7%)	6 people (27.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-15
1 5	How do you assess the sufficiency and availability of necessary scientific and educational literature in the library?	14 pers (63.6%)	8 pers (36.4%)	0 pers (0%)	0 pers (0%)	0 pers (0%)	-16
1 6	Evaluate the level of created conditions that take into account the needs of different groups of students?	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	<b>Evaluate the accessibility of the manual</b>						
1 7	• Students	14 people (63.6%)	8 people. (36.4%)	0 people. (0%)	0 people (0%)	0 people (0%)	-18
1 8	• Teachers	14 people (63.6%)	8 people (36.4%)	0 people. (0%)	0 people (0%)	0 people (0%)	-19
1 9	Evaluate the involvement of teaching staff in the process of making managerial and strategic decisions	11 people (50%)	10 people (45.5%)	1 person (4.5%)	0 people (0%)	0 people (0%)	-20

20	How is the innovative activity of teaching staff encouraged?	9 people (40.9%)	11 people (50%)	2 pers (9.1%)	0 pers (0%)	0 pers (0%)	-21
21	Estimate the level of feedback of the teaching staff with the management	11 pers (50%)	10 pers (45.5%)	1 pers (4.5%)	0 pers (0%)	0 pers (0%)	-22
22	What is the level of incentive and attracting young professionals to the educational process?	10 people (45.5%)	12 people (54.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-23
23	Evaluate the created opportunities for professional and personal growth for each teacher and employee	10 people (45.5%)	11 people (50%)	1 person (4.5%)	0 people (0%)	0 people (0%)	-24
24	Assess the adequacy of recognition of the potential and abilities of teachers	9 people (40.9%)	13 people (59.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	<b>How is the work set</b>						
25	• On academic mobility	8 people (36.4%)	14 people (63.6%)	0 people (0%)	0 people (0%)	0 people (0%)	-
26	• - Advanced training programs for teaching staff	9 people (40.9%)	13 people (59.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	<b>Rate the support of the university and its management</b>						

27	• Research initiatives Teaching staff	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (08%)	0 people (0%)	-28
28	• Development of new educational programs/disciplines/methods	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
<b>Assess the level of teaching staff's ability to combine teaching</b>							
29	• With scientific research	9 people (40.9%)	12 people (54.5%)	1 person (4.5%)	0 people (0%)	0 people (0%)	-30
30	• With practical activities	7 people (31.8%)	12 people (54.5%)	3 people (13.6%)	0 people (0%)	0 people (0%)	-31
31	Evaluate how students' knowledge obtained at this university corresponds to the realities of the modern labor market requirements	11 people. (50%)	11 people. (50%)	0 people (0%)	0 people (0%)	0 people (0%)	-32
32	How does the management and administration of the university perceive criticism in their address?	7 pers (31.8%)	14 pers (63.6%)	1 pers (4.5%)	0 pers (0%)	0 pers (0%)	-33
33	Evaluate how much your training load meets your expectations and capabilities	8 pers (36.4%)	14 pers (63.6%)	0 pers (0%)	0 pers (0%)	0 pers (0%)	-34
34	Evaluate the focus of educational	12 pers	10 pers	0 pers	0 pers	0 pers	-35



	programs/training programs on developing students' skills and abilities to analyze the situation and make forecasts	. (54.5 %)	. (45.5 %)	. (0%) 0 pers. (0%)	. (0%)	. (0%)	
35	Evaluate whether 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 people (0%)	0 people (0%)	0 people (0%)	-

**36. Why do you work at this particular university?**

- ✓ *I like it.*
- ✓ *I am a university graduate, everything suits me*
- ✓ *leading regional university*
- ✓ *Friendly environment, professional growth, normal working conditions.*
- ✓ *I believe that this is one of the best universities in the Republic of Kazakhstan.*
- ✓ *Leading university in the region and the Republic of Kazakhstan*
- ✓ *I like working conditions, university policies, and prospects.*
- ✓ *Professional major, third generation working here*
- ✓ *The university provides opportunities for career and professional growth*
- ✓ *Comparatively high salary, professional growth, participation in scientific projects, sharing the 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 working conditions and university policies*
- ✓ *All conditions for work are created for staff, there are prospects for career growth and professional development, it is convenient to get to work*
- ✓ *The best university in the region*

**37. How often are master classes and reading topics held in your course with the participation of practitioners?**

Very often	3 people	13.6%
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Often	12 people	54, 5%
Sometimes	7 people	31.8%
Very rarely	0 people	0%
Never	0 people	0%

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

Very often	4 people	. 18, 2 %
Often	9 people	. 40, 9%
Sometimes	9 people	40, 9%
Very rarely	0 people	0%
Never	0 people	0%

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

	Often	Sometimes	Never	No answer
Lack of classrooms	0 pers. (0%)	1 pers. (4.5%)	21 pers. (95.5%)	-
Unbalanced academic load by semester	0 pers	11 pers	11 pers	-

	. (0%)	. (50%)	. (50%)	
Unavailability of necessary literature in the library	0 pers . (010)	people (45.5%)	12 people (45.5%)	-
Overcrowded study groups (too many students in the group)	0 people (6.5%)	2 people (9.1%)	20 people (90.9%)	-
Inconvenient schedule	1 person (4.5%)	10 people (45.5%)	11 pers. (50 %)	-
Inappropriate classroom conditions	0 people (0%)	5 people (22.7%)	17 people (77.3%)	-
Lack of Internet access/weak Internet	0 people. (0%)	9 people (40.9%)	13 people (59.1%)	-
Lack of students ' interest in learning	0 people (0%)	8 people (36.4%)	14 people (63.6%)	-
Late receipt of information about events	0 people (0%)	2 people (9.1%)	20 pers (90.9%)	-
Lack of technical facilities in the classrooms	0 pers . (0%)	9 pers (40.9%)	13 pers (59.1%)	-
Other problems	<ul style="list-style-type: none"> <li>✓ -</li> <li>✓ no</li> <li>✓ no sales office for brand products of the university</li> <li>✓ It is desirable to increase the number of computer classes.</li> <li>✓ Problems of communication culture</li> <li>✓ Write an article in the newspaper, separation of PhD students</li> <li>✓ there are no problems</li> <li>✓ I do not face problems related to working in the "ToU" NP JSC. The university management has created all the necessary conditions for work.</li> </ul>			

**40. In the life of a university, there are many different aspects and aspects that affect each teacher and employee in one way or another. Rate how satisfied you are with:**

<b>Question</b>	<b>Fully satisfied</b>	<b>Partially satisfied</b>	<b>Not satisfied</b>	<b>I find it difficult to answer</b>
The attitude of the university management towards you	16 people (72.7%)	6 people (27.3%)	0 people (0%)	0 people. (0%)
Relationships with direct management	18 people (81.8%)	4 people (18.2%)	0 people (0%)	0 people (0%)
Relations with colleagues in the department	21 people (95.5%)	1 person (4.5%)	0 person (0%)	0 person (0%)
Participation in managerial decision-making	16 people (72.7%)	6 people (27.3%)	0 people (0%)	0 people (0%)
Relations with students	19 people (86.4%)	3 people (13.6%)	0 people (0%)	0 people (0%)
Recognition of your success and achievements by the administration	15 people (68.2%)	6 people (27.3%)	1 person (4.5%)	0 people. (0%)
Support for your suggestions and comments	15 people (68.2%)	4 people (18.2%)	0 people (0%)	3 people (13.6%)
Activities of the university administration	19 people (86.4%)	3 people (13.6%)	0 people (0%)	0 people (0%)
Terms of payment	for 14 people. (%)	8 people (36.4%)	0 people (0%)	0 people (0%)
Working conditions, list and quality of services provided at the university	18 people (81.8%)	4 people (18.2%)	0 people (0%)	0 people (0%)

Occupational health and safety	20 people (90.9%)	2 people (9.1%)	0 people (0%)	0 people (0%)
Management of changes in the university's activities	17 people (77.3%)	5 people (22.7%)	0 people (0%)	0 people (0%)
Providing a social package: recreation, sanatorium treatment, etc.	17 people (77.3%)	4 people (18.2%)	0 people (0%)	1 person (4.5%)
Organization and quality of food at the university	14 people (63.6%)	7 people (31.8%)	0 people (0%)	1 person (4.5%)
Organization and quality of medical care	18 people (81.8%)	4 people (18.2%)	0 people (0%)	0 people (0%)



**Appendix 4. RESULTS OF THE STUDENT SURVEY****Results of an anonymous survey of students  
NAO "Toraigyrov University"****Total number of questionnaires: 31**

Ep (male)	10 people	32, 3 %
Ayel (female)	21 people	67.7%

1. Rate how satisfied you are:

Questions	Fully satisfied	Partially satisfied	Partially	dissatisfied Not satisfied	I can't answer
1. Relations with the dean's office	31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
2. Dean's office accessibility level	30 people (96.8 %)	1 person (3.2 %)	0 person (0 %)	0 person (0 %)	0 person (0 %)
3. The level of accessibility and responsiveness of the university management is	31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
4. Access to academic counseling	30 people (96.8 %)	1 person (3.2 %)	0 person (0 %)	0 person (0 %)	0 person (0 %)
5. Support of educational materials in the learning process	30 people (96.8 %)	1 person (3.2 %)	0 person (0 %)	0 person (0 %)	0 person (0 %)
6. Access to personal counseling	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
7. Student-teacher relations	31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)

Questions	Fully satisfied	Partially satisfied	Partially	dissatisfied Not satisfied	I can't answer
		(0 %)	(0 %)		
8. Financial and administrative services of the educational institution	29 people (93.5 %)	1 person (3.2 %)	0 people (0%)	0 people (0 %)	1 person (3.2 %)
9. Access to health services	27 people (87.1 %)	3 people (9.7 %)	0 people (0 %)	0 people (0 %)	1 person (3.2 %)
10. Quality of medical care at the university	24 people (77.4 %)	5 people (16.1 %)	0 people (%)	0 people (%)	2 people (6.5%)
11. Availability of library resources	31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
12. Quality of services provided in libraries and reading rooms	31% (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
13. Satisfaction with the existing educational resources of the university	31% (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
14. Availability of computer classes	28 people (90.3 %)	2 people (6.5 %)	0 people (0 %)	0 people (0 %)	1 person (3.2 %)
15. Availability and quality of Internet resources	27 people (87.1%)	4 people (12.9%)	0 people (0%)	0 people (0 %)	0 people (0 %)
16. Content and information content of the website of educational organizations in general and faculties (schools) in particular	28 people (90.3 %)	3 people (9.7 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
17. Study rooms, classrooms for large groups	of bees (100 %)	0 pers	0 pers	0 pers (0 %)	0 pers (0 %)

Questions	Fully satisfied	Partially satisfied	Partially	dissatisfied Not satisfied	I can't answer
		(0 %)	(0 %)		
18. Student rest rooms (if available)	25 people (80.6 %)	1 person (3.2 %)	1 person (3.2 %)	0 people (0 %)	4 people (12.9 %)
19. Clarity of procedure for taking disciplinary measures	26 people (83.9 %)	2 people (6.5 %)	0 people (0 %)	0 people (0 %)	3 people (9.7 %)
20. Quality of the educational program as a whole	29 people (93.5 %)	2 people (6.5 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
21. Quality of educational programs in the OP	31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
22. Learning methods in general	29 people (93.5 %)	2 people (6.5 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
23. Quick response to feedback from teachers regarding the educational process	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
24. Overall teaching quality	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
25. Academic load / student requirements	31 people (100 %)	0 persons (0 %)	0 persons (0 %)	0 persons (0 %)	0 persons (0 %)
26. Teaching staff requirements for the student	30 persons (96.8 %)	1 person (3.2 %)	0 persons (0 %)	0 persons (0 %)	0 persons (0 %)
27. Information support and explanation of the admission rules and strategy of the educational program (specialty) before entering the university	30 people (96.8 %)	1 person (3.2 %)	0 persons (0 %)	0 persons (0 %)	0 persons (0 %)



Questions	Fully satisfied	Partially satisfied	Partially	dissatisfied Not satisfied	I can't answer
28. Informing the requirements for successfully completing this educational program (specialty)	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
29. The quality of exam materials (tests and exam questions, etc.)	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 person (0 %)	0 person (0 %)
30. Objective assessment of knowledge, skills and other academic achievements	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
31. Available computer classes	27 people (87.1 %)	3 people (9.7 %)	0 people (0 %)	0 people (0 %)	1 person (3.2 %)
32. Available scientific laboratories	27 people (87.1 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	3 people (9.7 %)
33. Objective and fair teachers	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
34. Informing students about courses, educational programs and academic degrees	31 people (100%)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
35. Providing students with a hostel	27 people (87.1 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	3 people (9.7 %)

4. Evaluate how much you agree with:

Approval	Full agreement	Agree	Partially agree	Disagree	Fully disagree	Not answered
1. The course program was clearly presented	28 people (90.3 %)	3 people (9.7 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-2
2. Course content is well structured	27 people (87.1 %)	4 people (12.9 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-3
3. Key terms are sufficiently explained	27 people (87.1 %)	4 people (12.9 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-4
4. The material proposed by the teacher is relevant and reflects the latest achievements in science and practice	27 people (87.1 %)	3 people (9.7 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	-5
5. The teacher uses effective teaching methods	26 people (83.9 %)	4 people (12.9 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	-6
6. The teacher owns the taught material	12 people (75 %)	3 people (18.8 %)	1 person (%)	0 people (0 %)	0 people (0 %)	-7
7. The teacher's presentation is clear	26 people (83.9 %)	5 people (16.1 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-8
8. The teacher presents the material in an interesting form	27 people (87.1 %)	4 people (12.9 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-9
9. Objective assessment of knowledge, skills and other academic achievements	28 people (90.3 %)	3 people (9.7 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-10
10. Timely assessment of students ' academic achievements	26 people (83.9 %)	5 people (16.1 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-11

11. The teacher meets my requirements for personal development and professional development	28 people (90.3 %)	3 people (9.7 %)	0 people (0%)	0 people (0%)	0 people (0%)	-12
12. The teacher encourages the activity of students	28 people (90.3 %)	3 people (9.7 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-13
13. The teacher encourages students ' creative thinking	26 people (83.9 %)	5 people (16.1 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-14
14. The appearance and manners of the teacher are adequate	27 people (87.1 %)	4 people (12.9 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-15
15. The teacher shows a positive attitude towards students	27 people (87.1 %)	4 people (12.9 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-16
16. The system of assessment of academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	29 people (93.5 %)	2 people (6.5 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-17
17. The evaluation criteria used by the teacher are clear	28 people (90.3 %)	3 people (9.7 %)	0 people (0%)	0 people (0%)	0 people (0 %)	-18
18. The teacher objectively evaluates the achievements of students	28 people (90.3 %)	3 people (9.7 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-19
19. The teacher speaks a professional language	29 people (93.5 %)	2 people (6.5 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-20
20. The organization of education provides sufficient opportunities for sports and other leisure	26 people (83.9 %)	4 people (12.9 %)	0 people (0%)	0 people (0%)	1 person (3.2 %)	-21
21. Facilities and equipment for students are safe, comfortable and modern	28 people (90.3 %)	3 people (9.7 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-22

22. The library is well equipped and has a fairly good collection of books	26 people (83.9 %)	5 people (16.1 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-23
23. Equal opportunities are provided for all students	26 people (83.9 %)	5 people (16.1 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-

5. Other problems regarding the quality of teaching: 7 responses

Not available

There are no specific proposals on the quality of teaching. Fully satisfied with the quality.

there are no problems

I'm fine with that. Thank you very much to all the teachers for their contribution. Thank you for being able to prepare me for a Presidential scholarship. I am grateful to the university as a whole.

No problem.

No.

No problems

