



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

on the results of the assessment by the External Expert Commission
of compliance with the requirements of the standards for the
specialized accreditation of educational programs

8D02301 – Philology: Kazakh Philology

6B02302 – Translation Studies

NJSC “Sh. Ualikhanov Kokshetau University”

Period: May 27–29, 2024

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Commission

*Addressed to
the Accreditation
Council of IAAR*



REPORT

**on the results of the assessment by the External Expert Commission
of compliance with the requirements of the standards for the
specialized accreditation of educational programs
8D02301 – Philology: Kazakh Philology
6B02302 – Translation Studies**

**NJSC “Sh. Ualikhanov Kokshetau University”
Period: May 27–29, 2024**

Kokshetau

May 29, 2024

(I) LIST OF TERMS AND ABBREVIATIONS

AMS – administrative and managerial staff
 CD – core disciplines
 UC – university component
 EW – educational work
 SAC – state attestation commission
 SCES – state compulsory education standard
 DLT – distance learning technologies
 UNT – unified national testing
 ECTS – European credit transfer system
 ICT – Information and Communication Technologies
 ISP – Individual Study Plan
 ILE – institute of life-long education
 OC – optional component
 KU – Sh.Ualikhanov Kokshetau University
 CTE – credit technology of education
 CED – catalog of elective disciplines
 MSHE RK – Ministry of Science and Higher Education of the Republic of Kazakhstan
 MEP – modular educational programs
 MTB – material and technical base
 NAS RK – National Academy of Sciences of the Republic of Kazakhstan
 RW – research work
 RWUS/RWMS – research work of undergraduate students /Master students
 NQF – National Qualifications Framework
 STC – scientific and technical council
 RC – required component
 GES – general education subjects
 EP – educational program
 MD – major disciplines
 TS (F) – teaching staff (faculty)
 EPD – editorial and publishing department
 RK – Republic of Kazakhstan
 WC – working curriculum
 DLS – distance learning system
 QMS – quality management system
 MSIW – Master students' individual work
 USIW – Undergraduate students' individual work
 SIWS – supervised individual work of students
 MC – model curriculum
 ESS – Educational and Support Staff
 TLSK – teaching and learning support kit
 TLSKS – teaching and learning support kit of the subject
 AMC – academic and methodological council
 PhD – doctor/doctorate in philosophy
 ETLSK – electronic teaching and learning support kit
 ETLSKS – electronic teaching and learning support kit of the subject

(II) INTRODUCTION

In accordance with the order of the Independent Agency for Accreditation and Rating № 93-24 - OD from 01.03.2024 the visit of the External Expert Commission (hereinafter - IEC) to NJSC “Sh. Ualikhanov Kokshetau University” in Kokshetau was held from May 27 to May 29, 2024. Following this order within the framework of Cluster 1 6B02302 “Translation Studies (English, German/Chinese)”, 8D02301 “Philology: Kazakh philology” EP were assessed for compliance with the requirements of the standards of specialized accreditation of educational programmes by IAAR.

The Report of the External Expert Commission (EEC) contains an assessment of the compliance of NJSC “Sh. Ualikhanov Kokshetau University” Institution's activity with the IAAR criteria. Sh.Ualikhanov’ within the framework of specialized accreditation to IAAR criteria, and recommendations of the EEC on further improvement of specialized profile parameters.

Members of the EEC:

Chairperson of the EEC - Gulvira Sovetbekovna Akybayeva, Candidate of Economic Sciences, E.A. Buketov Karaganda University (Karaganda); *Off-line participation*

IAAR Foreign Expert - Natalya Aleksandrovna Kulagina, Doctor of Economics, Professor, MIREA - Russian Technological University (Moscow, Russian Federation); *On-line participation;*

IAAR Foreign Expert - Shavkatbek Mominzhanovich Astanov, responsible for clinical training of students, senior lecturer of the Department of Hospital Therapy, Faculty of Medicine, Bekmamat Osmonov Jalal-Abad State University (Jalal-Abad, Kyrgyzstan); *On-line Participation*

IAAR Expert - Mergul Sabitovna Kulakhmetova, Candidate of Philological Sciences, Associate Professor of the Department of Foreign Languages of Alkey Margulan Pavlodar Pedagogical University (Pavlodar); *Off-line participation;*

IAAR Expert - Nazym Kazhimuratovna Nosiyeva, Candidate of Philological Sciences, Acting Associate Professor, Astana Academy of Physical Culture and Mass Sports (Astana); *On-line participation*

IAAR Expert - Dilnara Ikramkhanovna Zakirova, PhD, Research Professor, Turan University (Almaty); *Off-line Participation*

IAAR Expert - Oshakbayeva Zhuldyz Oryntaiqyzy, Candidate of Sciences in Biology, Associate Professor, M.Dulatov Kostanay Engineering and Economics University (Kostanay); *Off-line participation*

IAAR Expert - Gulnar Toleugazyevna Musabalina, Candidate of Sciences in History, Professor, L.N. Gumilyov Eurasian National University (Astana). L.N. Gumilyov Eurasian National University (Astana); *On-line participation*

IAAR Expert - Svetlana Gennadyevna Karstina, Doctor of Physical and Mathematical Sciences, Professor of the Department of Physics and Nanotechnologies, NJSC “Karaganda E.A. Buketov University” (Karaganda) (Karaganda); *Off-line participation*

IAAR Expert - Ruslan Zairovich Safarov, Candidate of Sciences in Chemistry, L.N. Gumilyov Eurasian National University (Astana) (Astana); *Off-line participation*

IAAR Expert - Aigerim Askharovna Baimagambetova, PhD, Dean of School of Public Health and Management, Astana Medical University (Astana); *Off-line Participation*

IAAR Expert, employer - Maxim Yuriyevich Sutula, PhD, Leading Researcher, National Centre of Biotechnology (Astana) *On-line participation*

IAAR expert, employer - Akniet Maratovna Abdikadirova, Head of Human Capital Development Department of the Chamber of Entrepreneurs 'Atameken' (Shymkent); *On-line participation*

IAAR Expert, student - Nazira Zhenisovna Zholdasova, 4th-year student of Kazakh Language and Literature, NJSC 'K.Zhubanov Aktobe Regional University (Aktobe); *On-line participation*

IAAR Expert, Student - Adel Zhanatovna Omarova, 3rd-year student of Finance, S. Seifullin Kazakh Agrotechnical Research University (Astana); *On-line Participation*

IAAR expert, student - Yekaterina Sergeyevna Kandratyeva, 2nd-year student of EP 7M05101 Biology NJSC "M.Kozybaev North-Kazakhstan University" (Petropavlovsk); *On-line participation.*

IAAR Expert, student - Erkhankyzy Dinara, 2nd-year student of History, Korkyt Ata Kyzylorda University (Kyzylorda); *On-line participation*

IAAR expert, student - Gulshat Armankyzy Umirzakova, 2nd-year master student of EP 7M01501 - Mathematics NJSC "K. Zhubanov Aktobe Regional University" (Aktobe); *On-line participation*

IAAR expert, student - Nariman Ruslanuly Kayyrbekov, 1st-year master student of EP - Chemistry, Sarsen Amanzholov East Kazakhstan University (Ust-Kamenogorsk); *On-line participation*

IAAR expert, student - Makulbek Aejerim Serikpaykykyzy 1st-year master student of the speciality of public health at NJSC "Medical University of Karaganda" (Karaganda); *On-line participation*

IAAR EEC Coordinator - Dinara Kairbekovna Bekenova, IAAR Project Manager (Astana); *Off-line participation.*



(III) PRESENTATION OF THE EDUCATIONAL INSTITUTION

The history of formation and development of Sh.Ualikhanov Kokshetau University has more than 60 years of its existence. Sh.Ualikhanov Kokshetau University is a multi-disciplinary university of regional importance, with the positioning of the status of a research university, the implementation of which is planned in the 'Development Plan of Sh.Ualikhanov Kokshetau University for 2023-2029'. According to the State Licence No. KZ94LAA00018491 from 28.07.2020 NJSC Sh. Ualikhanov Kokshetau University conducts educational activity on 60 programmes of higher and 51 programmes of postgraduate education. Educational activity is realized at 19 departments of higher schools and institutes in the structure of the University: Pedagogical Institute, S.Sadvakasov Agrotechnical Institute, Higher School of Business and Law, and Higher School of Medicine.

The University successfully passes step-by-step external accreditation of educational programmes. Currently 95% of educational programmes are accredited by various agencies: IAAR, ARQA, KAZSEE.

According to the results of the rating, the educational programmes of the university demonstrate positive dynamics in the areas of quality assessment. For example, in 2023, 7 out of 40 EPs demonstrated leading positions (1st place - 6B01507 Chemistry and Biology (polylingual education); 6B01601 History and Religious Studies; 2nd place - 6B08701 Agrarian Engineering and Technology, 6B07301 BIM design of buildings and structures, etc.).

The accredited educational programmes 6B02302 "Translation Studies (English, German/Chinese)", 6B020500/8D02301 "Philology: Kazakh Philology" are implemented at the departments of the English Language and Teaching Methods and the Kazakh Language and Literature.

Sh.Ualikhanov Kokshetau University as a leader in training specialists on a regional scale seems to be an actively developing higher education institution with worthy traditions, corporate spirit, sufficient potential, and plans for further successful educational activity, based on the mission, vision, and realizing the set plans in the 'Development Plan of Sh.Ualikhanov Kokshetau University for 2023-2029'.

The realization of the mission is to train competent, socially responsible, and competitive specialists who possess modern technologies, and skills of scientific, pedagogical, and research activities in accordance with the current needs of society.

The University is one of the regional universities providing social support to students. In particular, there are rector's grants, discounts on tuition, support for gifted students from low-income and large families, orphans, children with disabilities and special needs, as well as masters of sports, prize-winners and winners of international, and national subject Olympiads and scientific competitions.

Currently, the number of students enrolled at the University is 7744 people, including: bachelor's degree - 7344, master's degree - 376, PhD doctoral studies - 24. The educational process is carried out by 551 teachers, 410 of them are full-time, including doctors of sciences - 19, candidates of sciences - 80, doctors of philosophy (PhD) - 34 people, and 221 masters.

The University publishes Sh. Ualikhanov KU Bulletin, a peer-reviewed scientific journal, which is included in the list of scientific publications of the Ministry of Science and Higher Education of the Republic of Kazakhstan.

The policy of teaching quality is reflected in the work of AIS Platonus, which has an updated interface, multilingualism (Kazakh, Russian, English), a unified local network with access of computers to the Internet, an updated website of the university, with the main documents of the university being published and updated there.

All of this enables students to access resources and other materials at their convenience.

The University has an Alumni Association, Department of Science and International Cooperation, supervising the scientific activities of clubs, schools within the framework of accredited programs (at the Department of the Kazakh Language and Literature, there is a linguistic circle after candidate of Philological Sciences, Associate Professor Zh. Musin and literary circle 'Shabyt', at the Department of the English Language and Teaching Methods, there are scientific circles of young researchers under the guidance of Candidate of Philological Sciences, Associate Professor Nemchenko N.F., Candidate of Philological Sciences, Ryspaeva D.S., PhD Dalbergenova L.E. and others), Department of Youth Policy, Career and Employment Centre, Centre for International Projects Management and other structural units.

Since 2022, the university has been actively participating in the international ranking of universities in the Central Asian region QS (Central Asia), as well as Times Higher Impact (150th place in the rating of student services, etc.). The university has organized various areas of Start-Up projects, Green University projects, Children's University, Balausa Mini Centre, and many others.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

In accordance with Order No. 63-19-OD dated May 3, 2019, of the Independent Agency for Accreditation and Rating (IAAR), an external expert commission conducted an assessment of the compliance of the educational program 5B020700/6B02302 "Translation Studies" with the IAAR specialized accreditation standards at Sh. Ualikhanov Kokshetau State University from May 28 to May 30, 2019. Based on the decision of the Accreditation Council, the educational program was accredited for a period of five years.

As part of the approved Action Plan for improving and enhancing quality in accordance with the recommendations of the external expert commission and in line with the IAAR Specialized Accreditation Standards for higher education programs, approved and enacted by the Order of the Director of the "Independent Agency for Accreditation and Rating" dated February 24, 2017, No. 10-17-OD, expert groups were organized in 2021 and on May 5, 2023, to evaluate the activities of the educational program 5B020700/6B02302 "Translation Studies." The Post-Accreditation Monitoring Report prepared by the expert group on May 5, 2023, was accepted. Composition of the Post-Accreditation Monitoring (PAM) Expert Group at Sh. Ualikhanov Kokshetau University:

1. Expert – Saule Zhorabekovna Burbekova, Candidate of Philological Sciences, Associate Professor at Astana IT University (Astana);
2. Expert – Zhuldiz Oryntaykyzy Oshakbayeva, Candidate of Biological Sciences, Associate Professor at Kazakh National Agrarian Research University (Almaty);
3. Expert – Maksim Yurievich Sutula, PhD, East Kazakhstan University named after S. Amanzholov (Ust-Kamenogorsk);
4. IAAR Coordinator – Dinara Kairbekovna Bekenova, Project Manager for Accreditation of Technical and Vocational Education Organizations at IAAR (Astana).

Based on the expert group's evaluation, the following recommendations were provided to the university regarding the educational program 5B020700/6B02302 "Translation Studies":

Standard: "Educational Program Management"

1.1 Recommendation of the External Expert Commission (EEC): *Facilitate the practical implementation of dual-degree programs and academic mobility in accredited educational programs, demonstrating commitment to quality assurance in all activities performed by contractors and partners (outsourcing), including the specified areas.*

Conclusion: The recommendation is in the implementation stage. Implementation rate: 40%.

Standard: [Information Management and Reporting](#)

2.2 Recommendation of the EEC: Improve the interface and navigation system of the university's website to enhance usability and information accessibility.

Conclusion: The recommendation is in the implementation stage regarding the educational program.

Implementation rate: 80%.

Standard: [Development and Approval of Educational Programs](#)

3.2 Recommendation of the EEC: Develop joint educational programs (bachelor's and/or master's) through harmonization of curricula with those of leading Kazakhstani and/or foreign universities and commence implementation.

Conclusion: The recommendation is in the implementation stage for 5B020700/6B02302 "Translation Studies." Implementation rate: 40%.

Standard: [Ongoing Monitoring and Periodic Evaluation of Educational Programs](#)

4.2 Recommendation of the EEC: Develop a procedure for informing about all changes made to the accredited educational programs on the university website.

Conclusion: The recommendation is being implemented for the EP 5B020700/6B02302 "Translation Studies." Implementation level: 80%.

Standard: [Student-Centered Learning, Teaching, and Performance Assessment](#)

5.3 Recommendation of the EEC: Continue developing faculty research in the field of teaching methodology for accredited educational programs in the context of student-centered learning and integrate these findings into the educational process.

Conclusion: The recommendation is being implemented for the EP 5B020700/6B02302 "Translation Studies." Implementation level: 80%.

Standard: [Students](#)

6.1 Recommendation of the EEC: The university administration and accredited educational programs should expand opportunities for external and internal academic mobility.

Conclusion: The recommendation is being implemented for the EP 5B020700/6B02302 "Translation Studies." Implementation level: 80%.

6.2 Recommendation of the EEC: The university administration should work on expanding opportunities for obtaining external grants for education in the framework of accredited educational programs.

Conclusion: The recommendation is being implemented for the EP 5B020700/6B02302 "Translation Studies." Implementation level: 80%.

Standard: [Teaching Staff](#)

7.1 Recommendation of the EEC: The university administration and accredited educational programs should consider supporting academic mobility for teaching staff at a systematic level.

Conclusion: The recommendation is in the implementation phase for the EP 5B020700/6B02302 "Translation Studies." Implementation level: 50%.

Standard: [Educational Resources and Student Support Systems](#)

8.2 Recommendation of the EEC: Actively utilize information and communication technologies for faculty self-development (online courses, e-portfolios, MOOCs, etc.).

Conclusion: The recommendation is being implemented for the EP 5B020700/6B02302 "Translation Studies." Implementation level: 80%.

Standard: [Public Information](#)

9.2 Recommendation of the EEC: The university administration and accredited

educational programs should ensure systematic communication of changes and revisions of educational programs to students, partners, stakeholders, and all interested parties.

Conclusion: The recommendation is being implemented for the EP 5B020700/6B02302 "Translation Studies." Implementation level: 80%.

Standard: Standards for Specific Specializations

10.1 Recommendation of the EEC: *Develop and provide opportunities for implementing joint educational programs with partner universities.*

Conclusion: The recommendation is in the implementation phase for the EP 5B020700/6B02302 "Translation Studies." Implementation level: 40%.

During the visit, the expert group analyzed the university's implementation of the recommendations. The expert group also reviewed the report on the implementation of the EEC IAAR recommendations issued following the specialized accreditation of the EP and post-accreditation monitoring (PAM).

The IAAR PAM Expert Group Report indicated that most recommendations were completed within the designated timeframes. Recommendations on enhancing faculty external and internal academic mobility, as well as expanding opportunities for obtaining external grants, are still in progress. The list of PAM recommendations has been included in the report.

The EP **6B020500/8D02301 "Philology: Kazakh Philology"** is undergoing specialized accreditation by NAAR for the first time.

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was conducted in accordance with the Visit Program, utilizing a hybrid model of the expert commission for the specialized accreditation of educational programs at Sh. Ualikhanov Kokshetau University from May 27 to May 29, 2024.

To coordinate the EEC's activities, an introductory online meeting was held on May 24, 2024, during which responsibilities were assigned among commission members, the visit schedule was clarified, and consensus was reached on selecting evaluation methods.

In compliance with accreditation standards, the visit program included meetings with the acting rector, vice-rectors, heads of structural units, alumni, and employers, as well as interviews and surveys of faculty members and students.

During the on-site inspection of the university and accredited educational programs, EEC members familiarized themselves with the state of the university's material and technical resources, visiting the library, departments, structural units, laboratories, dedicated classrooms, specialized facilities, computer labs, training laboratories, dormitories, and internship bases.

The activities planned within the EEC IAAR visit allowed experts to gain a comprehensive understanding of the university's academic infrastructure and material and technical resources concerning accredited educational programs. This enabled the EEC members to conduct an independent assessment of the data presented in the university's self-assessment reports against the criteria of specialized accreditation standards.

Table 1. Information on Staff and Students Participating in Meetings with the EEC IAAR:

Participant Category	Number
Acting Rector	1
Vice Rector	3
Heads of Structural Units, Department Heads, and Program Coordinators	24
Lecturers	60

Students, Master's, and PhD Students	52
Alumni	6
Employers	5
Total	104

As part of the accreditation procedure, surveys were conducted with 60 faculty members and 52 students.

To verify the information presented in the self-assessment report, external experts requested and analyzed the university's working documentation. In addition, experts reviewed the university's online presence via its official website (<http://shokan.edu.kz>).

Conditions were arranged to ensure the EEC's work proceeded smoothly, providing access to all necessary information resources. The university administration ensured the presence of all individuals listed in the visit program within the established timeframe.

As part of the planned program, recommendations for improving the university's activities, developed by the EEC based on the expert evaluation, were presented at a meeting with the administration on May 29, 2024.

During the visit, the EEC experts inspected internship bases related to the accredited programs, including LLP "LingvoStar," LLP "Eurasia Group," LLP "Altyntau," LLP "KanAgro," and NIS, among others.

The activities planned within the EEC IAAR visit allowed experts to gain in-depth familiarity with the university's educational infrastructure, material and technical resources, faculty members, administrative staff, students, master's and doctoral students, employers, and alumni. These meetings enabled the EEC members to conduct an independent assessment of the data presented in the university's self-assessment report against the criteria of specialized accreditation standards.

(VI) COMPLIANCE WITH THE STANDARDS OF SPECIALIZED ACCREDITATION

6.1. Standard "Management of the Educational Program"

- *The university must demonstrate the development of goals and a strategy for the EP based on the analysis of external and internal factors with broad involvement of various stakeholders.*
- *The quality assurance policy should reflect the connection between research, teaching, and learning.*
- *The university demonstrates the development of a quality assurance culture.*
- *Commitment to quality assurance should apply to any activities carried out by contractors and partners (outsourcing), including in the implementation of joint/double degree education and academic mobility.*
- *The management of the EP ensures transparency in the development of the EP development plan based on an analysis of its functioning, the actual positioning of the university, and its focus on meeting the needs of the state, employers, stakeholders, and students.*
- *The management of the EP demonstrates the functioning of mechanisms for forming and regularly reviewing the EP development plan and monitoring its implementation, assessing the achievement of learning goals, compliance with the needs of students, employers, and society, and making decisions aimed at the continuous improvement of the EP.*
- *The management of the EP must involve representatives from stakeholder groups, including employers, students, and TS, in the formation of the EP development plan.*
- *The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, ensuring its alignment with national development priorities and the educational organization's development strategy.*
- *The university must demonstrate a clear definition of responsibilities for business processes within the EP, the distribution of staff duties, and the delineation of functions among collegial bodies.*
- *The management of the EP ensures coordination among all individuals involved in the development and management of the EP, as well as its continuous implementation, engaging all stakeholders in this process.*

- *The management of the EP must ensure transparency in the management system, functioning of the internal quality assurance system, including its design, management, and monitoring, as well as making appropriate decisions.*
- *The management of the EP must engage in risk management.*
- *The management of the EP must ensure the participation of stakeholders (employers, TS, students) in the collegial governing bodies of the educational program and their representation in decision-making regarding the management of the educational program.*
- *The university must demonstrate innovation management within the EP, including analysis and implementation of innovative proposals.*
- *The management of the EP must demonstrate its openness and accessibility to students, TS, employers, and other stakeholders.*
- *The management of the EP confirms that training has been completed in educational management programs.*
- *The management of the EP should strive to ensure that progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

Evidence Section

At the NJSC "Sh. Ualikhanov Kokshetau University" there is a published Academic Policy (https://drive.google.com/drive/folders/12fYRwIU-MbYULj84Z7zbqrY3mKq1vFj_), which was updated by the management on December 21, 2022 (QMS Clause 4.45-2022) to align with strategic directions, in connection with the university's mission, vision, goals, and objectives, as well as external contexts. Additionally, there is a Quality Manual (QMS RK 01-2020) dated October 30, 2020, No. 7, which defines the quality policy.

The quality assurance policy of the NJSC "Sh. Ualikhanov Kokshetau University" is aimed at meeting the needs of all stakeholders for highly qualified and in-demand personnel by improving the quality of educational activities through the implementation of innovative educational technologies, conducting scientific research, in accordance with the strategic development tasks of the region, ensuring integration into the international educational space through the implementation of academic mobility, developing dual degree programs, inviting foreign scholars for experience exchange, and utilizing tools for international accreditation.

The university positions its activities towards becoming an innovative university, with key indicators and directions reflected in the approved "Development Program of Sh. Ualikhanov Kokshetau University for 2023-2029" (<https://shokan.edu.kz/ru/about/>). The development and adjustment of the university's development plan are carried out by a working group that includes representatives from the university's management, institutes, schools, administrative and management structural divisions, TS, students, and employers. This work is overseen by the Department of Strategic Planning, Accreditation, and Quality Management. The results of the evaluation of the development plan's implementation are discussed at meetings of the Academic Council, at meetings of the councils of institutes and schools, as well as at departmental meetings and other structural divisions of the university. The policy and objectives are disseminated to all divisions of the university and are also posted on the university's website.

The structure and content of accredited EPs, as well as decisions made by the management of the EP, are aligned with the university's development program, mission, vision, and other internal regulatory documents governing and regulating the educational activities of the EP.

The university management and structural divisions have developed mechanisms for implementing a quality culture and ensuring the quality of education, which function harmoniously to successfully implement accredited educational programs.

The university implements principles of academic freedom within the pedagogical institute and departments in organizing the educational process, forming educational programs in areas agreed upon with employers, graduates, students, and other stakeholders, improving credit technology, and dual forms of education as part of expanding academic freedom and creating individual learning trajectories with a wide range of elective disciplines.

The management policy for educational activities and its operational effectiveness are based on creating a highly efficient and cohesive organizational structure that ensures unity in stable interconnections between structural divisions engaged in educational, methodological, scientific, educational, financial, and economic activities necessary to achieve the goals set by the university's strategy.

The university management and the accredited EPs demonstrate a policy of openness, accessibility, and transparency in decision-making and function distribution, fostering a general culture and corporate spirit. They ensure the university's real positioning in meeting the needs of students, TS, employers, and other stakeholders. The results of a survey conducted by the external expert commission show a 94% engagement of the TS in the process of making managerial and strategic decisions rated as "very good" and "good."

The academic policy of the university, as part of its strategic management, aims to ensure the quality of implementing the university's Development Program for 2023-2029, which includes planned target indicators, expected effects and results, necessary resources, and a plan for their implementation across all EPs and structures.

The management of the accredited EPs carries out planning, implementation, monitoring, and control, coordination, and analysis in accordance with internal regulatory documents. They improve the program to enhance the quality of their activities in achieving set goals and directions while identifying risks and finding solutions through analysis and planning activities.

The goals of the accredited EPs align with the interests of consumers of educational services and adequately ensure the expected level of professional training for graduates in accordance with the development plan of educational programs.

The policy and goals of Sh. Ualikhanov Kokshetau University reflect the general approaches, fundamental principles, and key mechanisms for ensuring the development of a quality culture and continuous quality improvement (<http://shokan.edu.kz/ru/about/>).

The development and management of the accredited EP 6B02302 "Translation Studies (English, German/Chinese)" (Order of the Ministry of Education and Science of the RK No. 2 dated July 20, 2022 (Order No. 21 dated January 19, 2023), Professional Standard "Translator" dated January 26, 2021, No. 14), and EP 8D02301 "Philology: Kazakh Philology" (Order of the Ministry of Education and Science of the RK No. 2 dated July 20, 2022 (Order No. 21 dated January 19, 2023), Professional Standard "Educator" dated January 17, 2017) are carried out based on the State Educational Standards of the RK for higher and postgraduate education, Dublin descriptors agreed with European qualification frameworks in accordance with the department's objectives.

The university has a quality assurance policy developed based on European standards and directives from the European Association for Quality Assurance in Higher Education (ENQA), ensuring a connection between research, teaching, and learning, reflected in the bachelor's thesis and research topics of doctoral dissertations.

The university implements and develops a culture of quality assurance in education through transparent organization as a systematic internal monitoring mechanism: surveys of students, TS, employers, as well as involving external evaluation (feedback, employer reviews), and participation in national and international university rankings.

An indicator of the quality assurance in education at the university is the implementation of internal and external academic mobility for students in accredited EPs, demonstrating positive dynamics overall. During the reporting period for EP 6B02302 "Translation Studies (English, German/Chinese)," 6 students studied at universities abroad (Prof. Assen Zlatarov University, Burgas, Bulgaria; Mykolas Romeris University, Vilnius, Lithuania; University of Gdansk, Poland; Sookmyung Women's University, Korea), while internal mobility was realized at Karaganda Buketov University (2 students).

Doctoral students of EP 8D02301 – Philology: Kazakh Philology underwent scientific internships in both near and far abroad: Rakymzhan (Bekmagambetova) O.K. (Adam Mickiewicz University, Poznań, Poland, from February 14 to April 2, 2020); Abylkasov G.Zh. (Kazan Federal University, Tatarstan RF, from November 11 to December 26, 2019); Demesinova A.A. (Mugla Sıtkı Koçman University, Turkey, from May 25 to June 26, 2023); Iskakova G.Zh. (Potsdam University, Potsdam, Germany, from November 2, 2020 to January 15, 2021).

The university management and accredited EPs conduct an analysis of the external and internal environment, existing risks, resource compliance, taking into account labor market needs and the specifics of the educational services market in the region. The discussion of strategic documents takes place at meetings of the Department of the English Language and Teaching Methods on a systematic basis.

In the development strategy for EP 8D02301 – Philology: Kazakh Philology and EP 6B02302 – "Translation Studies" (English, German/Chinese), potential risks related to program implementation are considered, as well as measures for their mitigation, along with a plan for developing the EP.

The main risks in the implementation of the development of EP 8D02301 – Philology: Kazakh Philology is the decline in student enrollment. Career guidance activities and efforts to enhance the university's image are aimed at addressing this issue. The university administration has organized free English language courses for exam preparation. The Career Center organizes "Open Day," "Job Fair," online webinars, "Job Search Masterclass," "Secrets of a Successful Resume," and "Successful Employment." Students undergo internships at enterprises that are potential employers and annually hire graduates of the department.

The corporate governance body of the university is the Board of Directors, which models strategic planning and expands interregional and international cooperation. The collegial management body – the Academic Council of KU – manages the university's educational and research activities, guided by the principles of transparency, collective discussion, and decision-making. Following the principles of corporate spirit and collegial decisions in matters of improving the educational process, programs, quality assurance policies, and research work, the activities of all university divisions and structures are clearly distributed and aimed at achieving set objectives.

The university and the administration of accredited EPs ensure the participation of stakeholder representatives in the development and modification of EP content. The result of this collaborative work has been the expansion of courses for teaching a second foreign language in EP 6B02302 "Translation Studies (English, German/Chinese)," the expansion of internship bases, and the involvement of industry lecturers (corporate and technical translators) in the educational process.

During the evaluation, experts confirmed that the university pays special attention to improving the qualifications of EP heads in the field of education management. EP heads regularly (every three years) undergo training in education management (Ryspaeva D.S., Borgul N.M., Zhumagulova O.A., Ryspaeva D.S.).

A student survey showed 99% satisfaction with the learning process at the university and the quality of educational programs.

Overall, during the EEC visit, the university administration and accredited EPs demonstrated a commitment to ensuring that the progress achieved since the previous international accreditation contributes to improving the quality of the educational process, and its results are taken into account in the current accreditation process.

Analytical Section

During the visit to KU named after Sh. Ualikhanov, EEC experts conducted a detailed analysis of the compliance of accredited EPs with modern education market requirements, the effective functioning of educational programs, the uniqueness of EPs focused on students and all

stakeholders in educational services, as well as the principles and methods of organizing educational, research, and training processes.

The university administration and accredited EPs presented evidence to the expert commission regarding the breadth and diversity of the material and technical support of accredited EPs, satisfaction with classroom resources, library resources, Wi-Fi functionality, and similar aspects.

During the evaluation, experts confirmed the functioning of the internal quality assurance system, including its design, management, monitoring, and decision-making. It should be noted that it is necessary to ensure the transparency of the internal quality assurance system.

Experts were provided with the opportunity to verify the functioning of the management mechanisms of accredited EPs 6B02302 “Translation Studies (English, German/Chinese)” and 8D02301 “Philology: Kazakh Philology,” from the development to the approval of educational programs, the systematic implementation of quality assurance policies, the coordinated activities of structural units, the continuity of EP development from accreditation to accreditation, the constant monitoring of the life cycle and sustainability of accredited EPs, and compliance with both state and internal regulatory documents governing collaborative activities among all stakeholders: administration, faculty (TS), students, employers, and other stakeholders implementing these programs, as well as the documentation of all processes. This is evidenced by the positive survey results, which show that 99% of students and 98% of TS are satisfied with the university’s contribution to EPs and their development.

Additionally, the self-report confirmed the alignment of accredited EP activities with the development strategy, mission, vision, and Development Program of NAO KU for 2023-2029 (<https://shokan.edu.kz/ru/about/>), which serves as the foundation for the university and its accredited programs to participate in rankings at various levels, including international (QS Central Asia) as well as national and industry-specific rankings.

Interviews with EP heads, TS, employers, students, and the analysis of the provided documentation demonstrated the advantages of EPs 6B02302 “Translation Studies (English, German/Chinese)” and 8D02301 “Philology: Kazakh Philology,” their ability to compete in the modern education market, and their alignment with national development priorities and the university’s development strategy. At the same time, defining innovation indicators in formulating the uniqueness of accredited EPs would help assess possible risks and address competition issues in the labor and education markets.

Experts noted a decline in both the qualitative and quantitative participation of students and TS of accredited EPs in the development and participation in competitions for research projects, developments, and initiatives at various levels during the reporting period. One of the identified reasons was the timely support of structural units in this area and the motivation of students.

A detailed study of the Development Plans of accredited EPs led experts to conclude that the positioning of accredited EPs within the university’s actual Development Program is incomplete, with a lack of detailed innovation indicators and their implementation timelines, as well as a lack of transparency in the participation of students, TS, and employers in the development of the Plan. A deeper substantiation of the uniqueness and individuality of EPs 6B02302 “Translation Studies (English, German/Chinese)” and 8D02301 “Philology: Kazakh Philology” would improve their vision, align real management with documented implementation, and ensure transparency.

Strengths / Best Practices

EP management is open and accessible to students, TS, employers, and other stakeholders.

Recommendations

- To ensure transparency in the functioning of the internal quality assurance system, the administration of EP 8D02301 – Philology: Kazakh Philology must provide transparency in EP management and reflect analysis and results of these activities in faculty and department-level reports. Deadline: 01.09.2024.
- The administration of accredited EPs should increase both the quantitative and qualitative indicators in developing externally funded research projects involving students by 01.09.2026.

EEC Conclusions by Criteria

According to the “Educational Program Management” standard for EP 8D02301 “Philology: Kazakh Philology” and EP 6B02302 “Translation Studies (English, German/Chinese),” the ratings are as follows Strong –, Satisfactory – 14, Requires improvement – 1

6.2. Standard “Information Management and Reporting”

- *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 administration demonstrates a systematic use of processed and adequate information to improve the internal quality assurance system.*
- *The EP administration demonstrates the existence of a reporting system reflecting the activities of all structural units and departments within the EP, including the evaluation of their performance.*
- *The university must determine the frequency, forms, and methods for assessing the management of EPs, the activities of collegial bodies and structural units, and senior management.*
- *The university must demonstrate a mechanism for ensuring information security, including the identification of responsible persons for the accuracy and timeliness of data analysis and reporting.*
- *The university demonstrates the involvement of students, staff, and TS in processes of data collection and analysis, as well as decision-making based on this information.*
- *The EP administration must demonstrate the existence of communication mechanisms with students, employees, and other stakeholders, including conflict resolution.*
- *The university must ensure the measurement of the level of satisfaction of TS, staff, and students within the framework of EPs and provide evidence of actions taken to address identified deficiencies.*
- *The university must evaluate effectiveness and efficiency, including within the context of EPs.*

The information collected and analyzed by the university within the framework of EPs must take into account:

- *Key performance indicators;*
- *Trends in student enrollment across different forms and types of study;*
- *Student performance levels, academic achievements, and attrition rates;*
- *Student satisfaction with the implementation of EPs and the quality of education at the university;*
- *Availability of educational resources and support systems for students;*
- *Employment rates and career growth of graduates.*
- *Students, employees, and TS must provide documented consent for the processing of personal data.*
- *The EP administration must facilitate access to all necessary information in relevant academic fields.*

Evidence Section

At Sh. Ualikhanov Kokshetau University, modern information management processes have been implemented, including collection, analysis, and monitoring. Responsibility and management of the information system, information support for the university's activities as a whole and its departments in particular, organization of communication mechanisms, reporting, processing and transmission of information, operation of the official website, and similar tasks are handled by the following departments: the Digitalization Department, the International

Projects Management Center, the Department of Academic Development, as well as other departments.

The official website of the university and its updated interface reflect general information about the university as a whole, as well as details about structural units, institutes, schools, and departments, and also cover events taking place at the university. To fulfill its public mission, the leadership, the teaching staff of the accredited educational programs (EP), and the heads of departments provide and publish quantitative and qualitative information about the implemented EPs, such as 6B02302 "Translation Studies (English, German/Chinese)," results of educational, academic-methodical, research, and educational activities, achievements of the teaching staff and students: (<http://shokan.edu.kz/ru/about/>).

The university's internal information system, which regulates the flow of information related to fields of study, education, schedules, personal accounts of students and teaching staff, and other document circulation, is managed by the AIS "Platonus." This system addresses issues related to informing the educational process, evaluation, tracking progress, as well as information communication between departments, between students and teaching staff, administration and students, etc. AIS "Platonus" is regularly updated and improved, ensuring the functionality of many processes within the university: educational, academic, informational, communicational, administrative, etc.

The educational process carried out by the teaching staff is also regulated on the "Platonus" platform, where students can register for courses according to the schedule approved by the deans of higher schools and institutes; select teaching staff, conduct online classes if necessary, submit complaints, resolve conflicts, receive feedback, etc.

Monitoring the satisfaction with the quality of educational programs and courses is conducted through surveys and questionnaires of all participants in the educational process. The results of the surveys are processed, and the outcomes are sent to departments, institutes, higher schools, and educational programs. The results and analysis of the surveys are discussed at the meetings of the university's rectorate and academic council, and at department meetings. The survey results are published and reflected in decisions aimed at ensuring the quality of educational programs.

According to the survey, more than 98% of the teaching staff and students are satisfied with the quality of educational programs, more than 94% of students are satisfied with the quality and content of the university's websites, and more than 94% are fully satisfied with the informational support and consultations before entering the university, etc.

For the accredited educational programs 6B02302 "Translation Studies (English, German/Chinese)" and 8D02301 "Philology: Kazakh Philology," there is also a system of regular reporting, which includes the effectiveness and efficiency of the department's activities, its evaluation at the university level, and the individual plans of the teaching staff. The university's academic policy includes a reporting system that includes internal audits of the quality management system (QMS) for all types of activities: educational, educational-methodical, research, etc. Reports, like all documentation within the university, are regulated by the relevant requirements.

Regular monitoring of the information system ensuring the quality of education and the educational process includes indicators such as: the movement of students, monitoring academic performance, monitoring student satisfaction with the implementation of accredited educational programs, the quality of education, the availability of educational resources, employment, and career growth of graduates. These processes are carried out through the "Platonus" system by specific structural units separately, and the university as a whole.

The Department of Science and International Cooperation provides the necessary information in the field of applied research, grant funding, research and scientific projects such as Erasmus+, and others.

Analytical Section

As a result of the analysis of the compliance with the criteria of the "Information Management and Reporting" standard for the accredited programs, the commission notes the following: At Sh. Ualikhanov Kokshetau University, there is an information management and reporting system for admissions, academic performance monitoring, student movement, staffing, academic mobility of students and teaching staff, monitoring of satisfaction of students and teaching staff, interaction with employers, which is demonstrated in documented reports from department meetings and university-wide sessions on a regular basis. The document circulation system and internal control, monitoring frequency are carried out through the "Platonus" system, which allows for covering and processing the required volume of information. The materials presented confirm the existence of a regular reporting system, including the effectiveness and efficiency of the department's activities, accredited EPs, and based on the use of various methods of information collection, processing, and analysis in relation to the EP. The department and accredited EPs provide data indicating the involvement of the teaching staff, students, and university personnel in the process.

All documentation: the volume, sources, frequency of collected information, and internal document circulation between structural units and departments are regulated by internal regulations and job descriptions. The "Platonus" system, according to visual inspection and interview results with students and teaching staff, minimizes the flow system of collection, processing, and movement of information. The university regularly conducts surveys of students, teaching staff, and employers, based on the results of which corresponding measures are taken to eliminate deficiencies. The information-communication system and other technologies are used with a high degree of efficiency. For the successful operation of the system, the university's computer infrastructure is regularly updated and equipped with licensed materials.

The results of interviews and data analysis during the visit showed that in the context of the accredited EPs 6B02302 "Translation Studies (English, German/Chinese)" and 8D02301 "Philology: Kazakh Philology," there is a lack of a systematic approach to organizing the collection and processing of information related to student movement, monitoring student employment, analyzing internship bases, and establishing connections with employers and other stakeholders, as well as the absence of external evaluations and assessments of the effectiveness and results. This aspect is the reason for the absence of precise indicators and performance measures in the development plans of the accredited EPs for information collection and processing.

At the same time, 95% of surveyed students expressed satisfaction with the system's support and accessibility of survey results, etc., and 98% of teaching staff receive information in a timely manner. These indicators match the results of cross-interviews with students, teaching staff, and employers during the visit of the Accreditation Expert Commission (AEC).

The leadership of the accredited EPs systematically applies processed, adequate information to identify the analysis of the current and future needs for specialists of various profiles, expand direct communication between departments and employers, receive feedback from employers, identify information about additional professional requirements of employers for graduates, as well as general educational and personal qualities of graduates. The university's Alumni Association is involved in university activities, aimed at uniting the interests of alumni.

Strengths/Best Practices:

No findings for this standard.

Recommendations:

- Define and include in the EP Development Plan a list of key performance indicators (survey results on satisfaction of students and teaching staff, additional certifications, etc.) to be used in collecting and analyzing information by December 1, 2024.

AEC Conclusions on the Criteria

For the standard "Information Management and Reporting" for EP 8D02301 "Philology: Kazakh Philology," and EP 6B02302 "Translation Studies (English, German/Chinese)" there are 16 satisfactory positions, and one area requires improvement.

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

- The university must demonstrate the documented procedure for developing the EP and its approval at the institutional level.
- The university must demonstrate that the developed EP aligns with the established goals and planned learning outcomes.
- The EP leadership must define the influence of disciplines and professional practices on the formation of learning outcomes.
- The university may demonstrate the presence of a graduate model for the EP that describes learning outcomes and personal qualities.
- The qualification awarded upon completion of the EP should be clearly defined, explained, and correspond to the specified level of the NQF, QF-EHEA.
- The EP leadership should demonstrate a modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), ensuring that the EP and its modules (in content and structure) align with the goals aimed at achieving the planned learning outcomes.
- The EP leadership must ensure that the content of courses and learning outcomes correspond to each other and to the level of education (bachelor's, master's, doctoral).
- The EP leadership must demonstrate the conduct of external evaluations of the EP.
- The EP leadership must present evidence of the involvement of students, teaching staff, and other stakeholders in the development and quality assurance of the EP.
- The EP leadership must demonstrate the positioning of the EP in the educational market (regional/national/international), and its uniqueness.
- An important factor is the ability to prepare students for professional certification.
- An important factor is the availability of dual-degree programs and/or joint programs with foreign universities.

Evidence Section

The implementation of accredited educational programs, including 6B02302 "Translation Studies (English, German/Chinese)" and 8D02301 "Philology: Kazakh Philology," aims to develop the professional competence of future graduates. This competence corresponds to the qualification frameworks for bachelor's and doctoral studies and satisfies the needs of the labor market. The development and approval of these educational programs are regulated by internal documents and orders, as well as the Law of the Republic of Kazakhstan "On Education," the State Compulsory Standard of Higher Education (approved by Resolution of the Government of the Republic of Kazakhstan), the State Compulsory Standard of Postgraduate Education, and other regulatory documents.

The university has systematically organized the definition and documentation of the procedure for developing educational programs and their approval. The goals and principles of developing EP are aimed at creating new and innovative curricula that are unique and relevant to the modern educational landscape of the Republic of Kazakhstan. They also align with the

National Qualifications Framework (NQF), sectoral qualification frameworks, and Dublin Descriptors, are harmonized with the European Qualifications Framework, and are focused on learning outcomes.

The university has approved the existing types of curricula: the curriculum for educational programs, and program passports, which include a list of CD, MD, UC, OC (elective courses). These curricula are developed based on the standard curriculum for the educational program's field of study for the entire period of study (i.e., 4 years for bachelor's programs, 3 years for doctoral programs), State Compulsory Educational Standards, and the Rules for Organizing the Educational Process using Credit Technology. They also take into account the wishes of students, employers, and teaching staff. In accordance with SCES RK the curricula maintain a ratio of credit hours for CD, MD courses according to the ECTS system. All goals and objectives are determined by the normative legal documents of the RK: the State Program for the Development of Education and Science of the Republic of Kazakhstan for 2020-2025 (Government Resolution of the RK dated December 27, 2019, No. 988), the "Kazakhstan-2050" Strategy, the Laws on Education of the RK, and the Orders of the Ministry of Education and Science of the RK.

For each accredited educational program, a catalog of elective disciplines (Minor) has been developed in accordance with the wishes of employers, teaching staff, and students, reflecting the choice and direction of training for obtaining additional education and personalized learning paths. This catalog is also published on the faculty's website.

The university supports and maintains a policy of openness, participating in university rankings by field of study, both at the global (QS Central Asia) and national levels (Atameken National Chamber of Entrepreneurs of Kazakhstan).

The goals and objectives of the accredited educational programs correlate with the planned learning outcomes, revealing the key competencies of future graduates of the EP. The course list corresponds to the field of training, demonstrates logic and continuity, and aligns with the prerequisites and post-requisites of the disciplines. For example, the EP 6B02302 "Translation Studies (English, German/Chinese)" includes both language courses (Second Foreign Language (German/Chinese)) and translation courses (Technical Translation, Terminology for Translators, and others), which allow for the expansion of activities corresponding to the learning outcomes.

In the 2019-2021 educational program, the quantitative composition and choice of elective disciplines changed due to changes in the MC for the specialty and recommendations from stakeholders. The following disciplines were introduced: "Scientific Priorities of Kazakh Philology in the Second Half of the 20th Century and the 21st Century," "Artistic Anthropology and Literary Creativity," "Text Theory," "Theoretical and Methodological Foundations of Modern Literary Studies," and "Kazakh Philology and Innovative Technologies."

Interested parties are involved in developing the requirements for professional practice within the accredited EP 6B02302 "Translation Studies (English, German/Chinese)" and EP 8D02301 "Philology: Kazakh Philology," as well as in conducting surveys and questionnaires of employers. The following employers act as external stakeholders in the development and approval of the EP 6B02302 "Translation Studies (English, German/Chinese)": Amrina L.B. – Specialist, Zhakarova Zhanna Slyambekovna, Specialist – Eurasia Group Kazakhstan LLP; Zhakupova Gauhar Kenzhebaevna - Can Agro LLP; Vergizov Maxim Olegovich - Altyntau JSC, Chkon Ksenia – LingoStar PE, Perevodchikoff PE.

For the EP 6D020500/8D02301 "Philology: Kazakh Philology," the external stakeholders are Kadyrov Zh.T. - Professor at M. Kozybayev North Kazakhstan State University, Akhat N.A. - Director of the Musin Kokshetau Higher Kazakh Pedagogical College, and Ainur Atash - Researcher at the A. Baitursynov Institute of Linguistics.

According to the survey results, almost 99% of the TS are satisfied with their participation in developing the content of the EP. 97% of students are satisfied with the quality of the educational programs' curricula.

The management of the EP operates on the principles of openness and accessibility for students, teaching staff, and employers. Information about the departments and contact details of the TS are available on the university's website (<http://shokan.edu.kz/ru/about/>).

Students complete various types of practice: academic, industrial, and pre-diploma. Internships for the EP 6B02302 "Translation Studies (English, German/Chinese)" are successfully organized within the framework of cooperation agreements with international, regional, and local organizations such as EURASIAGROUP, GalaGlobalGroup, Can Agro LLP, Eurasia Group Kazakhstan LLP, the Lingvostar center, and others, leading to the subsequent employment of program graduates.

The educational program of doctoral studies includes pedagogical and research practice. Phd candidates of the EP 8D02301 "Philology: Kazakh Philology" undertake scientific and pedagogical practice at the Department of Kazakh Language and Literature (pedagogical - term 3, 10 credits; research - term 4, 10 credits). To organize and conduct the doctoral students' practice, head of the university's appoints practice supervisors, and the doctoral students' research supervisors also serve as practice supervisors.

Phd candidates' scientific practice is conducted to familiarize them with innovative technologies and new types of production and is planned in scientific organizations and/or organizations in relevant industries or fields of activity, including those abroad. To obtain scientific consultation and collect materials for the research paper, Phd candidates undertake internships at the M. Auezov Institute of Literature and Art (Almaty), the Russian State Library (Moscow, Russia), and the Republican National Academic Library (Astana).

Phd candidates' scientific practices are carried out within the framework of contracts, agreements, and memorandums. At the end of each academic year, the heads of the educational programs analyze the effectiveness of students' scientific internships and, if necessary, implement necessary corrective measures. Foreign scientific co-supervisors are involved in the organization of the educational process and professional practice, systematically conducting scientific consultations and lectures on the topics of dissertation research (Doctor of Philological Sciences, Professor Peter Kostas, University of Potsdam, Potsdam, Germany; PhD Ekrem Ayan, Mugla Sitki Kocman University, Mugla, Turkey).

The university has concluded agreements with countries in the near and far abroad, including Tomsk State University (Tomsk, Russia), Adam Mickiewicz University (Poznan, Poland), Moscow State Linguistic University (Moscow, Russia), Omsk State Pedagogical University (Omsk, Russia), Kent State University (Kent, USA), University of Potsdam (Potsdam, Germany), University of Giessen (Germany), Mykolas Romeris University (Lithuania), University of Gdańsk (Gdańsk, Poland), Vytautas Magnus University (Kaunas, Lithuania), and others.

Teaching staff of the accredited educational programs participate in national and international projects. For example, the teaching staff of the EP 6B02302 "Translation Studies (English, German/Chinese)" participate in the project "Development and Promotion of the Kazakh Language and Culture in the Context of Modernizing Intercultural Education" (Ismagulova A.E., Gerfanova E.F., Mossop D., Aliyeva-Tyufek K. 2020-2021) (IRN AR08957331) - 3 million tenge.

2020-2022 – Grant funding for young scientists from the Ministry of Science and Higher Education, "Multicultural Space: A Study of the Folklore of the Peoples of Kazakhstan." Project Leader – Ryspayeva D.S., IRN AR 08052732 - 26,500,098 million tenge.

https://m.facebook.com/story.php?story_fbid=pfbid02fBh411fdomLwzR2qJxwTuYVXc6EtpCqR1hCKdfgHC4gYSS4X1zFrfcDpxBUCNJcfl&id=100001289260300&mibextid=Nif5oz

2022-2024 – Competition for grant funding for scientific and/or scientific-technical projects of the Ministry of Science and Higher Education, "Creation of a Scientific and Educational Consortium of Universities of Kazakhstan to Reduce the Gap Between the Quality of

English Language Teaching in Urban and Rural Schools.” Project Leader – Ismagulova A.E., 43,924,541 million tenge.

2023-2026 – European Union: Promoting Cultural Diversity and Tolerance (EUDIVE) (Project number: 101127635). Project Leader – Ismagulova A.E.

2023-2024 – International project InterLinks UK-Kazakhstan, funded by the British Council between Sh. Ualikhanov Kokshetau University and Nottingham Trent University. Coordinators - Sagyndykova Zh.O., Ryspayeva D.S., Mikhailova T.V.

2023-2026 – European Union: Promoting Cultural Diversity and Tolerance” (Jean Monnet Module “European Union: Promoting Cultural Diversity and Tolerance” (EUDIVE) Project number: 101127635). The project coordinators are Ismagulova A.E., Assistant Professor Gerfanova E.F., and Associate Professor Rakisheva G.M.

Regarding the EP 8D02301 – Philology: Kazakh Philology program, during the reporting period, the teaching staff of the department completed 4 grant projects funded by the Ministry of Education and Science of the Republic of Kazakhstan for 2018-2020 (Project Leaders: Zhakhina B.B., Iskakova G.Zh., Tleuberdina G.T.).

At the time of the analysis, Educators of the EP 8D02301 – Philology: Kazakh Philology is participating in a grant project funded by the Ministry of Science and Higher Education of the Republic of Kazakhstan for 2022-2024: "Motivational reflection of children in the context of mono-bilingual personality formation" (AP 14869264), head of the scientific project, Ph.D., Professor Zhakupova A.D.

Having passed all the stages of coordination and discussion, the accredited EP enter the learning process. More than 95% of the students confirmed their satisfaction with the quality of all the educational programs at the university as a whole.

Based on the choice of the educational trajectory of students and Ph.D students, an individual curriculum is being developed. On the Platonus platform, students get acquainted with the specified disciplines, the number of credits, the semester, the teachers and sign the curriculum.

Curricula are reviewed and updated annually in terms of content, work curriculum, list of elective courses, practical pedagogical and research programs, taking into account the needs of students, employers, the TS. The working curriculum is finalized and updated and approved at the end of the academic year.

In order to harmonize with the content of the EP of leading Kazakhstani and foreign universities, academic mobility is provided at the university. Thus, according to EP 6B02302 "Translation studies (English, German/Chinese)", harmonization was carried out in the disciplines of EP Translation studies (Vilnius, Lithuania), as a result of which, within the framework of the Agreement (for 2023-2028) on cooperation, the double-degree education is being implemented (the program is uploaded to the UMSHE).

In general, all materials were provided to the members of the EEC according to this standard.

Analytical Section

During the visit, the leadership of accredited EP 6B02302 "Translation studies (English, German/Chinese)", EP 8D02301 "Philology: Kazakh Philology" presented all materials related to both the educational process and documentation confirming the process of formation, development, approval and revision of the EP. Together with the curricula of EP 6B02302 "Translation studies (English, German/Chinese)", OP 8D02301 "Philology: Kazakh Philology", Syllabuses of disciplines, Passports of accredited EP, ISP students, catalogs of elective subjects, the commission reviewed the regulatory documentation confirming the availability of reviews on EP 6B02302 "Translation studies (English, German/Chinese)", EP 8D02301 "Philology: Kazakh philology", employers; Contracts and agreements with foreign universities on double-degree education, with practice bases, Development plans for accredited EP, certificates of TS, students, Individual TS plans, Advanced training plan for TS; Approval orders for theses, doctoral

dissertations, folders of students' achievements.

The management of accredited EP and teaching staff demonstrated to the EEC the procedure for the formation, development and approval of EP, documentation providing recommendations and feedback from external experts. Nevertheless, for the successful implementation of the quality of education policy, comprehensive coverage of modern scientific achievements in the field of specialist training, with modern labor market requirements, etc., it is necessary to have a critical vision of various external experts.

The Commission was presented with documents confirming the diversity of elective subjects, a catalog of elective subjects and trajectories for accredited EP. However, the long-term implementation of the programs has not demonstrated the possibility of certification and additional education in accredited EP. The presence of innovative directions in the content of the EP would make it possible to update the educational program in accordance with the new professions of the region and the country as a whole.

When implementing accredited educational programs, the necessary integrity is ensured, combining the required ratio between the theoretical and practical components of the educational process.

The movement of the contingent in EP 6B02302 "Translation studies (English, German/Chinese)" as a whole has a positive trend within the framework of the regional university. However, a clear representation of the Graduate Model, published on the university's website, would perhaps be another tool to increase the motivation of applicants.

The Commission had the opportunity to verify the transparency of the entire process of approving and managing accredited EP together with employers, teaching staff and students.

In general, the commission was convinced of the transparency of participation in the development of accredited EP, the participation of all components, implementers, developers, facilities and subjects of the educational program.

Strengths/Best practices:

- the content and activities of EP 6B02302 "Translation studies (English, German/Chinese)" are aimed at satisfying the regional labor market in need of qualified translators for the agrotechnical sector of the economy;
- availability of a two-degree educational program OP 6B02302 "Translation business" with the University of Lithuania University of Mikolos Romeris, Vilnius

Recommendations:

- The management of the University needs to publish the Graduate Model for accredited graduates, as well as the qualifications awarded, on the official website of the university by 09/01/2024 in order to resolve the issue of motivation and attract more students.;
- to find an opportunity to prepare students of EP 6B02302 "Translation studies (English, German/Chinese)" for professional certification before 06/01/2025;
- the management of accredited EP should implement the documented participation of external experts in the analysis and revision of the list of disciplines of the SP until 06/01/2025;

Conclusions of the EEC according to the criteria:

According to the standard "Development and approval of the educational program" 8D02301 "Philology: Kazakh philology" there are no strengths, satisfactory – 12, suggest improvements – none.

For EP 6B02302, "Translation studies (English, German/Chinese)" has a strong score of 2 and a satisfactory score of 10.

[6.4. The standard "Continuous monitoring and periodic evaluation of educational programs"](#)

- *The university should ensure the revision of the content and educational program structure, taking into account changes in the labor market, the requirements of employers and the social demand of society.*

- *The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP.*

The monitoring and periodic evaluation of the EP should consider:

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

- *changing needs of society and professional environment;*

- *workload, academic performance and graduation of students;*

- *effectiveness of student assessment procedures;*

- *students' needs and satisfaction levels;*

- *compliance of the educational environment and the activities of support services with the objectives of the*

EP.

- *All stakeholders should be informed of any planned or undertaken actions regarding the EP. All changes made to the EP must be published.*

- *Services*

Evidence Section

Sh.Ualikhanov Kokshetau University has organized a procedure for evaluating educational programs, regulated by internal regulatory documents. The content of educational programs, curricula, the composition and content of curricula, syllabuses, educational, industrial, and research practice programs are reviewed and updated annually. The curriculum is reviewed and updated during the academic year by the heads of the EP, the dean, together with the TS.

The procedure for making changes to the EP is consistent and consistent with the documents: Academic policy of the university (<https://drive.google.com/drive/folders/12fYRwlU-MbYULj84Z7zbqrY3mKq1vFj>), Quality Manual; QMS US 4.02-2020 Quality Management System. The university standard. Structure, content, procedure for the development and approval of the educational and methodological complex; QMS US 4.04-2020 Quality management system. The university standard. Research work; QMS US 5.01-2020 Quality management System. The university standard. The process of monitoring and measuring the knowledge, skills and abilities of students; QMS US 5.03-2020 Quality management system. The university standard. Diploma design and others (<https://drive.google.com/drive/folders/12fYRwlU-MbYULj84Z7zbqrY3mKq1vFj>).

In order to improve the quality of the educational process, the quality of the implementation of the EP is systematically monitored, taking into account the suggestions of students involved in the process of selecting and forming a list of elective subjects, developing the topics of graduation papers, as well as the opinions and suggestions of students based on the results of professional internships, suggestions from the chairmen of the SAC. The objectives, content, learning outcomes, resources, student body, as well as the external conditions for the implementation of the educational process are the subject of monitoring and periodic evaluation of the EP's activities.

All educational achievements, changes, movements related to the revision of the content of educational programs, the results of questionnaires and surveys of students, employers, TS with satisfaction with the implementation of the EP, etc. are recorded, entered and reflected in the database of the Platonus platform. The "Training" section provides general information about institutes /higher schools, the library, the Institute of Continuing Education, information for students about the learning process, the rules for conducting various types of exams, other assessment procedures, grants, a catalog of additional educational programs, the registrar's office, information about student dormitories, the military department, a psychologist's blog. Information about benefits, social assistance to students at the university, and other opportunities provided to students is also posted.

The section “Science” gives a complete picture of the scientific activities of the university: Department of Science and Commercialization, Scientific and Technical Council, Children's University, scientific laboratories and institutes, Bulletin, scientific conferences, library, Dissertation Councils, Shokan Research.

Direct communication with applicants and students of the university is also carried out through accounts in social networks Facebook (<https://www.facebook.com/ualikhanovku>), Instagram (<https://www.instagram.com/shoqan.edu.kz/>), thus regularly working to promote the image of the university and educational programs implemented in the university.

Department of the English Language and TM, Kazakh Language and Literature monitor and evaluate educational programs on a systematic basis to achieve the goals of helping students, doctoral students to join research activities, to determine their place in modern society. The department organizes meetings of teaching staff, implementing accredited EPs with employers in order to make changes in the content of disciplines. At the EP 6B02302 “Translation (English, German/Chinese)” annually conduct practical classes of native speakers under the programs of the U.S. Department of Fellowship, Fulbright and others.

The University has established the practice of quality assessment of educational programs implementation. The mechanisms of evaluation of accredited EPs are mutual attendance of classes, open classes of teaching staff according to the plan, discussions at the Faculty Council, questionnaires, sociological surveys of participants of the educational process, feedback from external supervisors of practical training, reviewers of final works (diploma, doctoral dissertations). The conduct of classes is controlled by the automatic system of the dispatch service, as well as by accountable departments, services of the university.

The university and the management of accredited EP 6B02302 “Translation studies (English, German/Chinese)”, EP 8D02301 “Philology: Kazakh philology” systematically conducts the revision of the content of the EP taking into account the needs of different groups of students, their degree of satisfaction with the organization of learning, teaching, assessment, mastering the EP as a whole.

In the course of interviews with graduates and employers of accredited EPs, the EEC members were provided with confirming information about the participation of stakeholders in the assessment of the content of educational programs.

Analytical Section

The analysis of the studied documents during the visit of the EEC, as well as the results of the conducted interview with students, faculty, graduates and employers allowed to draw the following conclusions: accredited EP 6B02302 “Translation studies (English, German/Chinese)”, EP 8D02301 “Philology: Kazakh philology” reflect the sequence of study of disciplines in accordance with their continuity and interrelation. Nevertheless, with a careful study of the EP, the Commission came to the conclusion that in addition to the regional component of the introduction of innovative ideas in the content of elective courses, because this aspect will allow to master additional competencies for painless integration of students to the new conditions of the labor market. Also, elective disciplines contribute to the formation of students' research skills. The survey demonstrated that more than 90% of students consider the content of the EP to be of high quality. Almost 99% of teaching staff consider the content and quality of the EP implementation to meet the expectations of the labor market and the employer. Nevertheless, interviews with graduates and students demonstrated their wishes to introduce additional disciplines that allow flexible adaptation to the labor market.

The management of higher education institution and accredited educational programs organizes a systematic study of the needs of all components of the EP, systematic questionnaires and surveys in the context of individual educational programs. Nevertheless, the interviewing of the students of the EP, employers and graduates of accredited EPs demonstrated the necessity to study the needs and degree of satisfaction of students, employers and teaching

staff in order to monitor and evaluate the quality of the EP content, the process of selecting elective disciplines.

The experts were provided with documented evidence of successful training of specialists on the basis of realization of double degree education in cooperation with Mikolos Romeris University Vilnius (Vilnius, Lithuania, Contract 2023-2027) in the context of EP 6B02302 “Translation studies (English, German/Chinese)”. The potential of the department, the teaching staff, the experience of research activities, the stable contingent of students and their level, etc. may allow the organization of joint EPs with foreign universities in the field of study, in order to further synchronize the content of EPs and scaling of scientific, methodological and research experience.

The management of EP and faculty has established a system of evaluation of students through various procedures (criterion evaluation, descriptors, various rubrics, for plagiarism, etc.). The university clearly defines the workload, schedule, progress and graduation of students on accredited EPs.

The university has a successfully functioning support service for students, as well as mechanisms of tutoring, editorship, mentoring and mentoring among the teaching staff.

During the visit, the management of accredited EPs demonstrated documented materials, evidence of participation of employers, students and other stakeholders in the development and revision of EP content. Nevertheless, there were deficiencies in the submitted documents of EP 8D02301 “Philology: Kazakh philology”. In this regard, to develop a format and criteria for participation of students, stakeholders and faculty in the discussion of the objectives and uniqueness of the EP, as well as to eliminate formalism in the external examination of EP 8D02301 “Philology: Kazakh philology”.

In general, the compliance of all EP 6B02302 “Translation (English, German/Chinese)”, EP 8D02301 “Philology: Kazakh philology” with the criteria of this standard was confirmed during the meetings and interviews.

Strengths / Best Practices

None identified for this standard

Recommendations:

- To the management of accredited EP to develop and apply indicators of needs and degree of satisfaction of students, faculty, employers in order to monitor and evaluate the quality of EP content, choice of disciplines, ECC until 30.05.2025;
- for the management of EP 8D02301 - Philology: Kazakh Philology to develop a format and criteria for the participation of students, stakeholders and faculty in the discussion of the objectives and uniqueness of the EP, as well as to eliminate formalism in the external examination of the EP. Deadline 01.09.2025.

EEC conclusions on the criteria:

According to the standard “Continuous monitoring and periodic evaluation of educational programs” for EP 8D02301 - Philology: Kazakh philology, EP 6B02302 “Translation studies (English, German/Chinese)” have 9 satisfactory positions, suggest improvements - 1.

6.5 Standard “Student-centered learning, teaching and learning assessment”

- *The EP management should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.*
- *The EP management should ensure teaching on the basis of modern achievements of world science and practice in the field of training, the use of various modern methods of teaching and*

assessment of learning outcomes, ensuring the achievement of EP goals, including competencies, skills to perform scientific work at the required level.

- *The management of the EP should determine the mechanisms of distribution of students' study load between theory and practice within the framework of the EP, ensuring the mastery of the content and achievement of the EP goals by each graduate.*

- *An important factor is the availability of own research in the field of teaching methodology of EP disciplines.*

- *The university must ensure that the procedures of assessment of learning outcomes correspond to the planned results and objectives of the EP.*

- *The university should ensure consistency, transparency and objectivity of the mechanism of assessment of learning outcomes of the EP. Criteria and methods of assessment of learning outcomes should be published in advance.*

- *Evaluators must be familiar with modern methods of assessment of learning outcomes and regularly improve their qualification in this area.*

- *EP management must demonstrate a system of feedback on the use of different teaching methods and assessment of learning outcomes.*

- *EP management must demonstrate support for learner autonomy with guidance and assistance from the teacher.*

- *EP management must demonstrate that a procedure for responding to learner complaints is in place.*

Evidence Section

Sh. Ualikhanov Kokshetau University provides equal opportunities for students regardless of the language of instruction to form an individual educational program aimed at the formation of professional competence. The university takes various measures to meet the interests of different groups of students and their needs, provides equal opportunities for students in the individual choice of courses through gender equality, equality of scientific component, opportunities for flexible learning trajectory are created. Thus, the management of EP 6B02302 “Translation studies (English, German/Chinese)” met the wishes of students and employers' proposals to increase credits for disciplines of practical mastering of the second foreign language due to the industrial need for translators who speak different languages from 15 credits to 36.

Also, disciplines related to the training of technical translation and technical terminology of the translator were introduced, which also corresponded to the demands of the agrotechnical sector on a regional scale: “Second foreign language: German (level C1)1”/“Second foreign language: Chinese (level C1)1“, ‘Second foreign language: German (level C1)2’/“Second foreign language: Chinese (level C1)2“, ‘Second foreign language: practice of translation and interpretation’/“Culture of the country of the second language studied”; disciplines: “Fundamentals of Business Communication”, Translation of Special Scientific and Technical Texts and Terminology for Translators, Translation Writing Practice and Translator's Tools, Translation of Office and Business Documentation, Terminology in the Professional Activity of a Translator, etc.

The signs of student-centered approach on accredited educational programs 8D02301 - Philology: Kazakh Philology, 6B02302 - “Translation Business” (English, German/Chinese) are: taking into account the personal characteristics and needs of students, emphasis on independent activity and reflection, increasing personal responsibility for the results of learning. Credit technology of education is based on the choice and independent planning of the sequence of disciplines with the use of credit as a unified unit of measurement of the volume of academic work of the student and the teacher. The choice of disciplines is carried out with mandatory consideration of the logical sequence of their study.

Teaching staff implementing accredited OP actively use modern methods, teaching technologies to activate and increase the motivation of students such as information and communication technologies, critical thinking, individualization of learning, elements of

gamification, case study PBL, TBL, interactive learning with the use of multimedia, electronic poster, diamanta, interactive, binary lecture (lecture-dialogue), briefing, webinar, video-conference, video-lecture, coaching) and many others.

For the organization of learning activities, students are provided with a handbook - a guide, which includes: the structure of the curriculum, the filling of the credit, the procedure for practical training, requirements for the organization of independent work, assessment of learning outcomes, responsibilities and rights of students, the procedure for expulsion, reinstatement and transfer, the calculation of grade point average (GPA), integrated GPA, additional training (summer semester), repeated training.

Assessment of learning outcomes is carried out in accordance with the university standards: QMS STU 4.08-2022 Doctoral studies; QMS STU 5.01-2023 Assessment Policy; QMS STU 4.03-2022 Design, development of educational services, management of educational and organizational processes with the “Regulations on the organization of the educational process at KU named after Sh. Ualikhanov”.

Registration for academic disciplines is carried out in the “Platonus” system (<https://platonus.kgu.kz/>) of the university in online mode in the terms established by the academic calendar, in accordance with the registration schedule approved by the dean of the faculty or relevant structural units of the university.

During the orientation week, meetings with representatives of the administration, deans of institutes and higher schools, heads of departments, and advisors are held. Each student registers his/her individual study plan by online registration for academic disciplines.

For each discipline there are criteria and methods of assessment of learning outcomes developed by the teacher, which are reflected in the syllabuses. The management of EP, taking into account the scientific interests of students, forms the working curriculum in accordance with the needs of the labor market and the interest of students. For example, for OP 8D02301 - Philology: Kazakh philology on the recommendations of employers and doctoral students in the composition of KED introduced the following disciplines: XX ғасырдың екінші жартысы мен XXI ғасырдың қазақ филологиясының ғылыми басымдықтары, көркем антропология және әдеби шығармашылық, теория, теория, теория, теория және ақпараттық технология, Қазақ филологиясы және инновациялық технология. On EP 6B02302 - “Translation Studies (English, German/Chinese)” students are given the opportunity to choose their own educational trajectory, including the option of academic mobility. Together with the department and the international department, an individual study plan for departure is formed. When developing educational programs and disciplines, students' wishes are taken into account. Advisors provide advice and information on the choice of elective disciplines, helping students to make an individual study plan before the beginning of the semester. Examples of successful implementation of own developments in the field of teaching methods within the framework of accredited OPs are reflected in the documents of the department.

Monitoring of the effectiveness of the use of interactive and innovative teaching methods is carried out by means of mutual visits to the classes of teaching staff, which is reflected in the logs of mutual visits. Teaching methods and technologies proposed by the teachers of the department are reflected in the teaching and teaching aids of the teaching staff.

During the reporting period of 2018-2023, the faculty of the Department of English Language and MP published 63 units of teaching aids, 37 educational and methodical complexes of disciplines in English, 3 teaching aids are recommended by UMO RUMS at KazUMO and MJA named after Abylai Khan, e-textbooks, electronic textbooks and teaching aids. Abylai Khan, electronic textbooks 47 (for example, “Translation of folklore texts”: textbook - Moscow; Berlin: Direct-Media, 2021. - 112 c.).

In order to update the methodological basis of teaching, focused on student-centered approach, the teaching staff of the Kazakh language and literature department (Zhumagulova O.A., Smagulova N.K.

Kazhibayeva G.K.) took part in professional development courses “Distance education technologies in higher education” (72 hours), “Innovative technologies in teaching Kazakh language and literature (72 hours).

In the context of student-centered learning in the educational process of doctoral studies actively used textbooks “Қазақ жазак жазуы тарихы” (2020, author Molgozhdarov K.K.), “Problems of Kazakh linguistics” (2017, Shalabai B.), “History of Kazakh literary criticism” (2018., Kazhibayeva G.K., Smagulova N.K.) and others.

In KU named after Sh. Ualikhanov there is an established system of response to complaints and is regulated by the rules of the university regulation QMS P 5.02-2020 On the work with complaints, appeals and inquiries. Consideration of complaints and appeals of students in the university on the KU website there is a rector's blog, which is available for all interested parties.

Analytical Section

The information presented in the self-evaluation report in the context of this standard was mostly confirmed during the VEC visit.

Accredited OP 6B02302 “Translation Studies (English, German/Chinese)”, OP 8D02301 “Philology: Kazakh Philology” provide equal opportunities for learners in the field of accessibility, choice, consideration of needs and opportunities.

The management of OP 6B02302 “Translation (English, German/Chinese)” attracts industry experts, leading and practicing translators, as well as native speakers on academic exchange programs Fellowship, Fulbright and others. In addition, the department seeks opportunities to attract foreign guest lecturers to give lectures on the theoretical material of disciplines.

The results of consistent study of the effectiveness of elective disciplines allow us to judge about the steady positive dynamics in the assimilation of the developed content of the programs, focused on the formation and development of professional competencies of students.

Teachers of accredited OPs create the most favorable conditions for students to master disciplines, courses, obtain academic and scientific degrees. The systematic development and introduction of modern teaching methods is presented, the work on revealing the level of satisfaction of students with the places and organization of practical training is reflected. At the same time, the Commission notes the need to strengthen the use of active and information technologies, to include in the Syllabus and UMKD modern teaching methods and technologies, to place the Syllabus on the website of the University, pages of departments in order to attract potential students.

Strengths / Best Practices

- The management of OP 6B02302 “Translation Studies (English, German/Chinese)” ensures that disciplines are taught using modern methods and assessment of learning outcomes that contribute to the achievement of OP objectives and mastery of relevant competencies.

Recommendations:

- to the management of OPs of accredited programs and teaching staff to carry out the development of their own research in the field of teaching methods of academic disciplines and scientific and methodological printed products in the direction of education from the position of student-centered learning until 2026;

- to the management of accredited OPs and teaching staff to strengthen the use of active and information technologies, to include modern teaching methods and technologies in the

syllabuses, and to place the syllabuses on the website of the university, on the page of departments in order to attract potential students until 01.09.2024;

- to the management of the university and accredited OPs to expand opportunities to teach the disciplines of industry specialists, in order to improve the professional training of students and effective integration into the process of practice, deadline until 01.09.2025

Conclusions of the EEC according to the criteria:

According to the standard “Student-centered learning, teaching and learning assessment” for EP 8D02301 “Philology: Kazakh philology” satisfactory - 10.

for EP 6B02302 “Translation Studies (English, German/Chinese)” have strong - 1, satisfactory - 9.

6.6. Standard “Learners”

- The university must demonstrate the policy of formation of the contingent of students and ensure the transparency of its procedures. Procedures regulating the life cycle of learners (from enrollment to completion) should be defined, approved, published.

- The management of the EP should provide for special adaptation and support programs for newly enrolled and international students.

- The University is obliged to demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and informal learning.

- 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 actively encourage students to self-education and development outside the main program (extracurricular activities).

- An important factor is the availability of a mechanism to support gifted students.

- The university must demonstrate cooperation with other educational organizations and national centers 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 HEI is obliged to provide students with internship places, demonstrate the procedure for promoting employment of graduates, maintaining contact with them.

The University is obliged to demonstrate the procedure of issuing to graduates the documents confirming the obtained qualification, including the achieved learning outcomes.

- The EP management should demonstrate that graduates of the program have skills in demand on the labor market and that these skills are actually in demand on the labor market.

- The EP management should demonstrate that there is a mechanism for monitoring the employment and professional activity of the graduates.

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

Evidence Section

The policy of forming a contingent at Sh. Ualikhanov Kokshetau University, the additional conditions that the university imposes on applicants are reflected in the academic policy of the University.

The admission of documents to the university and the enrollment of applicants based on the results of the UNT (Unified National Test) and KTA (Complex Testing) are carried out by the Admissions Committee of the Sh. Ualikhanov University (“Regulations on the Admissions Committee” QMS P 1.06-2020, 30.11.2020). A contract for the provision of educational services is concluded with each student, which includes information about the rights and obligations of both parties, the procedure and schedule for tuition payment, the responsibilities of each party, methods for resolving conflicts, contract terms, and termination conditions.

The university monitors the movement of the contingent, and there is a stable growth dynamics in

accredited educational programs. The university adheres to the admission of students in accordance with the “Standard Rules for Admission to Study in Educational Organizations Implementing Educational Programs of Postgraduate Education,” approved by the Government of the Republic of Kazakhstan dated January 19, 2012, No. 109, State Standard of Education of the Republic of Kazakhstan 5.04. - 34-2-12.

The number of the students of educational program EP 6B02302 "Translation Studies (English, German/Chinese)" for the reporting period at the time of the visit made:

	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Total number of the students	94	88	86	109	120
on commercial basis	84	81	76	101	109
grant	10	7	10	8	11

The number of the students of educational program EP 8D02301 “Philology: Kazakh philology”:for the reporting period at the time of the visit made:

	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Total number of the students	1	3	1	-	-

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

Issues of forming a contingent and the results of admission are considered at departments meetings, the Faculty Council, and the Academic Council.

The process of managing the movement of the student contingent includes the enrollment of students based on the approved Admission Rules of the university; the formation of student groups based on orders from the faculty deans, merging groups into streams; the formation of student groups; issuing an order for the enrollment of students; and transferring the personal files of students to the university’s student department.

The procedure for forming the student contingent also takes into account the maximum group size for conducting lectures and practical classes. The planning of lecture sessions is carried out for academic streams with a capacity of up to 100 students, while practical classes accommodate 25 students (language classes have 10-15 students).

Transfer and reinstatement of students at the university is carried out in accordance with the university standard “Students” QMS STU 4.01-2020, reg. No. 40 dated November 30, 2020.

The final state certification includes the defense of a doctoral dissertation. Subject to successful completion of all types of final certification tests, the graduate of the EP is awarded the qualification “Doctor of Philosophy PhD” and is issued a diploma of the established form.

The final certification for EP 6B02302 – “Translation Studies” (English, German/Chinese) includes a final comprehensive exam and the defense of a thesis or graduation project. Representatives of employers are the chairmen of the final certification committee.

Table 1. List of chairmen of the final certification committee EP 6B02302 – “Translation Studies” (English, German/Chinese)

Full Name of the Chairperson	Position, Title	Place of Work	Year
Vergizov M.O.	Head of the Translation Sector	JSC "Altyntau"	2020,2021, 2022

Dzhaqsylikova Z.M.	Leading Specialist of the Translation Sector	JSC "Altyntau"	2023,2024
-----------------------	---	----------------	-----------

The Scientific Internship Program allows doctoral students to enhance their professional competencies at foreign universities. Great attention is paid to the organization of scientific internships at the departments. Doctoral students planning to go abroad for a scientific internship write a detailed work plan, request an invitation letter from the host institution, and submit a report upon return.

During the reporting period, four doctoral students of educational program 8D02301 – “Philology: Kazakh Philology” completed scientific internships both in neighboring countries and abroad: Rakymzhan (Bekmagambetova) O.K. (14.02 - 02.04.2020), Abylkasov G.Zh. (11.11 - 26.12.2019), Demesinova A.A. (25.05 - 26.06.2023), Iskakova G.Zh. (02.11.2020 - 15.01.2021)

On the academic mobility program for the educational program 6B02302 – "Translation Studies" (English, German/Chinese), the following students participated in external academic mobility program:

Table 2 - External Academic Mobility for Educational Program 6B02302 – "Translation Studies" (English, German/Chinese).

	Full Name	Country of Study (Academic Mobility)	Name of University (Academic Mobility)	Study Period (at least 1 semester, 1 cycle for medical specialties)
1	Saydalina Elmira Azamatovna	Bulgaria	Asen Zlatarov University, Burgas	Fall semester 2021-2022
2	Bostanbay Sultan	Lithuania	Mykolas Romeris University, Vilnius	Fall semester 2022-2023
3	Saydalin Tamerlan	Poland	University of Gdansk	Fall semester 2022-2023
4	Payzollaeva Alina Berdibekqyzy	South Korea	Sookmyung Women's University (Korea)	Spring semester 2022- 2023
5	Sabitov Temirlan Alibekovich	South Korea	Sookmyung Women's University (Korea)	Spring semester 2022- 2023
6	Kaseinov Azamat Amandykovich	South Korea	Sookmyung Women's University (Korea)	Spring semester 2022- 2023

Table 3 - Internal Academic Mobility for Educational Program 6B02302 – "Translation Studies" (English, German/Chinese)

	11 students for the Educational Program 6B02302 – "Translation Studies" (English, German/Chinese)	Kazakhstan	Karaganda University named after Academician E.A. Buketov, Karaganda	Fall semester 2022- 2023
--	--	------------	---	-----------------------------

7 students for the Educational Program 6B02302 – "Translation Studies" (English, German/Chinese)	Kazakhstan	Karaganda University named after Academician E.A. Buketov, Karaganda	Spring semester 2021-
--	------------	--	-----------------------

Students of the Educational Program 6B02302 "Translation Studies" publish the results of their scientific research and present reports. For example: Karipova G., topic: "Emotive Aspects of Translating Feature Films from English to Kazakh" Supervisor: PhD in Philology Ryspaeva D.S., published in the National Scientific and Methodical Journal "ZHARQYN BOLASHAQ"; Billier V.V, topic: "Integration of Authentic Video Resources as a Means of Motivation in Teaching a Foreign Language", Supervisor: PhD in Philology Ryspaeva D.S., Lecturer: Belyayeva E.P.; Akhembekova G. A. – "Lexical Units with National-Cultural Content and Their Translation Peculiarities (Based on Literary Texts)", Presented at the Scientific and Practical Conference of Students dedicated to the "Year of Youth in Science" at Ualikhanov University; Itemgen D. "Using AI in Teaching Foreign Languages" Presented at the International Scientific and Practical Conference, "Innovations in Pedagogical Science and Modern Education: Experience and Perspectives".

In the academic years 2021, 2022, and 2023, students of the Educational Program 6B02302 "Translation Studies" won prize places in national Olympiads. Evloeva Moltkhan took third place in the National Scientific Works Competition in the field of "Social and Humanitarian Sciences" in the section "6B02307 – Translation Studies."

The departments actively support gifted students. For students who have achieved significant success in social, academic, and scientific work at the university, the Presidential State Scholarship is awarded for achieving the best results in all subjects from the 1st to the 3rd year. The honorary title of "Shokan Zhuldyzy" is awarded, along with monetary rewards for winners of the national student scientific research competitions, national subject Olympiads, and a three-day trip to the "Tulpar" sports and wellness camp.

The university competition "Youth and Science" is financed annually. The purpose of the competition is to stimulate research initiatives for young university scientists. Young scientists from Kokshetau University can take part in the competition – master's students, doctoral students and young scientists of the university no older than 35 (thirty-five) years old.

In 2019 the doctoral student of the Educational Program 8D02301 – Philology: Kazakh Philology, Iskakova G.Zh., became the recipient of the Sh.Ualikhanov University grant for the topic "Adapted Text as a Tool for Developing Learners' Linguistic Competence" (800,000 KZT); and for the topic "Ways of Integrating the Spiritual, Cognitive, and Educational Values of Abai's Works into Students' Cognition" (1 million KZT). After successfully defending her doctoral dissertation, Iskakova G.Zh. was awarded a monetary certificate of 100,000 KZT.

The employment dynamics of graduates from accredited educational programs are positive, taking into account the needs of the regional labor market.

Table 6.1 Employment of graduates from the educational program 8D02301 – 'Philology: Kazakh Philology'.

Full name of graduates	2021 graduation	2022 graduation
Rakyimzhan (Bekmagambetova) O.	SCE "Kokshetau Higher Kazakh Pedagogical College named after Z. Musin"	

Abylkasov G.Zh.	NJSC "Kokshetau University named after Sh. Ualikhanov"	
Iskakova G.Zh.		NJSC "Kokshetau University named after Sh. Ualikhanov"

As a result of the monitoring, the main place of employment for doctoral students is Kokshetau University named after Sh. Ualikhanov.

Table 6.2 – The employment of graduates from the educational program 6B02302 – 'Translation Studies' (English, German/Chinese).

Name of the educational program	2021 graduation	2022 graduation	2023 graduation
6B02302 – 'Translation Studies' (English, German/Chinese).	55%	61%	75%

As a result of the monitoring, the main places of employment for graduates of the educational program 6B02302 – 'Translation Studies' (English, German/Chinese) are: LLP 'CSI' (Center of Strategic Initiatives), Astana, LLP 'International Construction Group', Astana, Translator, LLP 'Burabay Hotel Management', Rixos Hotel, Treasury Department, Translator, Almaty, JSC 'Ekibastuz SDPS-2', Translator, LLP KCTS 'Kent Kazakhstan Technical Services', Atyrau, Financial Monitoring Agency, Economic Investigations Service, Research Center for New Technologies of the Republic of Kazakhstan, International Company 'Hatch Associates Ltd', LLC 'Kaz Minerals Management'.

Kokshetau University has an Alumni Association, aimed at supporting and establishing mutually beneficial relationships between the university and its graduates, providing students with internship opportunities, assisting with graduate employment issues, and organizing various events <http://shokan.edu.kz/ru/associaciya-vypusnikov-ualikhanov-university/>.

Students of accredited educational programs actively participate in the planning, implementation, and monitoring of all processes carried out at the university. The mechanism for monitoring student satisfaction at the university is based on internal regulatory documents.

Analytical Section

The visit of the external expert commission confirms the university's sustainable, systematic, multifaceted, and comprehensive activities, as well as the accredited educational programs in the direction of student enrollment, its monitoring, systematic control of its dynamics, support processes for students, and the creation of comprehensive conditions for their comfortable stay, including risk management, education, accommodation, and the provision of various social, cultural, material, advisory, and other services.

As shown by interviews with students and documentary evidence from the department, there is an overall positive trend in the movement of the student body within the accredited educational programs, particularly in the program 6B02302 'Translation Studies (English, German/Chinese)', despite the increase in the contractual cost of education.

During interviews with students, the commission noted the high level of organization of various events and services, from the organization of internship bases to the support of student self-governance, the Alumni Association, and other social, community, and cultural initiatives by students. The procedure for selecting students for academic mobility, attracting additional financial support for students, the reward system, and problem-solving collectively demonstrate a systematic approach to ensuring the quality of education and the overall culture of the university. The commission confirmed the systematic support and organization of scientific internships and

academic mobility for students within each accredited educational program. Over 96% of students confirmed and expressed high satisfaction with the university's openness, the departments' and offices' approach to solving issues, receiving feedback, accessibility, and learning conditions at the university.

Despite the strong support and organization of academic mobility by the university, there is a limited number of Kazakhstani universities accepting students for internal mobility. Additionally, the Development Plan for the accredited educational programs does not contain clear indicators for the implementation of both external and internal academic mobility, taking into account the wishes of students and the opportunities of foreign universities. Therefore, it is recommended that the leadership of the educational programs include in the development plan an expanded list of leading foreign and domestic universities, as well as educational organizations that are permanent partners of active external and internal academic mobility for students, and successfully implement these initiatives.

Despite the relatively positive dynamics of employment for graduates of the educational program 6B02302 'Translation Studies (English, German/Chinese)', it may be necessary to develop and implement effective ways of monitoring the employment and professional activities of graduates, thereby expanding the scope beyond regional distribution.

Improving the employment rates of graduates from the educational program could be achieved by incorporating innovation indicators into the Development Plan of the educational program, thereby addressing certain employment risks for students and fulfilling the socio-economic needs of the country.

Overall, the activities of the accredited educational programs meet the specified criteria for this standard.

Strengths/Best Practices:

No strengths or best practices have been identified for this standard.

Recommendations:

- the university leadership and the accredited educational programs should expand the range of universities and educational organizations involved in the implementation of external and internal academic mobility for students by 2025.
- the leadership of the educational program should develop and implement effective ways of monitoring the employment and professional activities of graduates from the program 6B02302 'Translation Studies (English, German/Chinese)' in order to improve employment dynamics at the regional and national levels.
- the leadership of the educational program 6B02302 'Translation Studies (English, German/Chinese)' should actively involve students from the accredited program in participating in language and specialized Olympiads, the development of national student scientific competitions, international youth projects, Start-Up initiatives, and professional Olympiads.

Conclusions of the external expert commission based on the criteria:

According to the standard 'Students', the educational programs 8D02301 'Philology: Kazakh Philology' and 6B02302 'Translation Studies (English, German/Chinese)' have 12 satisfactory positions.

6.7. Standard «Teaching staff»

- The university should have an objective and transparent personnel policy for each educational program, including the recruitment (including invited faculty), professional growth, and development of staff, ensuring the professional competence of the entire team.
- The university should demonstrate that the quality composition of the academic staff meets the established qualification requirements, the university's strategy, and the goals of the educational program.

- The leadership of the educational program should demonstrate the changing role of the instructor in connection with the shift to student-centered learning and teaching.
- The university should provide opportunities for career growth and professional development for academic staff, including young faculty members.
- The university should involve specialists from relevant industries in teaching, who possess professional competencies that meet the requirements of the educational program.
- The university should demonstrate the presence of a mechanism for motivating the professional and personal development of academic staff.
- The university should demonstrate the widespread use of information and communication technologies and software tools by academic staff in the educational process (e.g., online learning, e-portfolios, MOOCs, etc.).
- The university should demonstrate a focus on developing academic mobility and attracting top foreign and domestic faculty members.
- The university should demonstrate the involvement of each faculty member in promoting a culture of quality and academic integrity within the institution, and define the contribution of academic staff, including invited faculty, to achieving the goals of the educational program.
- An important factor is the involvement of academic staff in the development of the economy, education, science, and culture of the region and the country.

Evidence Section

The goal of the personnel policy at Kokshetau University named after Sh. Ualikhanov is to focus on internal recruitment for effective human resource management, attracting talented staff, and selecting candidates for vacant positions in the academic staff, researchers, administrative and management specialists, etc., in order to ensure the university's competitiveness.

Kokshetau University has and follows a transparent personnel policy, which includes recruitment, professional growth, and development of academic staff, ensuring the professional competence of the entire team. The staffing of the accredited educational programs, as well as the university in general, is done in accordance with the legislation of the Republic of Kazakhstan and the rules for competitive filling of positions for academic staff in higher educational institutions. All procedures related to personnel matters are regulated by relevant internal documents, such as 'QMS P 3.08-2021 on Assigning the Status of Teacher-Researcher', 'QMS P 3.13-2022 on Hourly Wage Payment', 'QMS P 4.15-2023 Time Norms for Determining the Workload of Academic Staff', etc.

The qualifications and numerical composition of the academic staff generally correspond to the fields of study for bachelor's, master's, and doctoral programs and meet the licensing requirements.

The educational process for the program 8D02301 'Philology: Kazakh Philology' is supported by academic staff whose basic education aligns with the department's profile, with 100% of the full-time academic staff holding academic degrees and titles. Specialists in philology (Shalabay B., Zhakhina B.B., Shapauov A.K., Zhambek S.N., Zhumagulova O.A., Kazhibaeva G.K.) are involved in the doctoral program. The average age of the academic staff is 55.

The number of scientific publications by academic staff in foreign ranked journals included in specific quartiles (Q1-Q4) in the Clarivate Analytics databases and the percentile score by CiteScore in the Scopus database for 2020-2023 is 6.

The supervision of doctoral dissertations is carried out by faculty members with academic degrees who meet the requirements for the H-index and the number of indexed articles in the Scopus and WoS databases.

The department organizing the program 8D02301 'Philology: Kazakh Philology' is carrying out 5 grant-funded research topics. The working groups include professors and doctoral students. Such a research union serves as an excellent school for the development and transfer of research expertise.

The educational program 6B02302 'Translation Studies (English, German/Chinese)' is implemented by 29 full-time faculty members, with an average age of 37, and 50% of the faculty hold academic degrees.

The department also includes 'Bolashak' scholarship recipients who have completed internships at foreign universities: PhD in Philology A.E. Ismagulova (USA, Kent State University, 2013), PhD in Philology Z.O. Sagyndykova (USA, Pennsylvania State University, 2015), and Z.E. Gabdullina (UK, University of Nottingham, Master's program, 2016).

Aubakirova B.T. defended her doctoral dissertation at Eötvös Loránd University, Budapest, Hungary (Eötvös Loránd University).

Under the Chinese government grant, the following individuals have completed their studies: Zh.K. Tleugabylov (Beijing Normal University, Master's program, 2017-2019) and D.N. Junisova (Xuzhou, Jiangsu Normal University, Master's program, 2017-2020).

In the Department of English Language and Teaching methods, as part of the teaching staff, the following teaching staff are holders of the state grant "Best University Teacher": Ismagulova A.E. (2014), Dalbergenova L.E. (2017), Sagyndykova Zh.O. (2016), Baimanova L.S. (2017).

For high achievements in the field of science and education, PhD Zhukenova A.K. was awarded the Certificate of the Ministry of Education and Science of the Republic of Kazakhstan (2019), as part of an intra-university competition "The Best Teacher of the Sh. Ualikhanov KU" was awarded a grant in two nominations: PhD Ryspaeva D.S. "Young Teacher" (2018) and PhD Zhukenova A.K. "Honorary Teacher" (2018), PhD in Philology Nemchenko N.F. received a letter of thanks from the Akim of the Akmola region (2020), PhD in Philology Ryspaeva D.S. received a letter of thanks from the Akim of Akmola region (2022), a Certificate from the Minister of Science and Higher Education of the Republic of Kazakhstan (2023), a letter of thanks from the Minister of Science and Higher Education of the Republic of Karelia (2023), Dalbergenova L.E. received a letter of thanks from the Akim of the Akmola region, from the Minister of Science and Higher Education of the Republic of Karelia (2023).

In this regard, the teaching staff accredited by OP6B02302 – "Translation Studies" (English, German/Chinese) applies a wide variety of innovative methods and forms of teaching (project technologies, Case study, cluster, electronic poster, diamond, interactive, binary lecture (lecture-dialogue), briefing, webinar, video conference, video lecture, coaching, etc.).

Lectures and practical classes are conducted using an interactive whiteboard, using electronic textbooks. The use of multimedia technologies, video projectors allow the entire range of available sources (text, graphic, audio and video documents) to be combined in the learning process. Presentations have been developed for the lecture course of the specialized disciplines of the EP.

The department's teachers improve educational and methodological complexes based on the National Qualifications Framework, taking into account the Dublin Descriptors and the European Qualifications Framework, annually prepare and publish teaching aids and educational and methodological recommendations for conducting all types of classes,

For the period 2018-2023, the teaching staff of the Department of English Language and Teaching methods published 63 units of teaching aids, 37 educational and methodological complexes of disciplines in English, 3 manuals were recommended by the UMA RUMS at Kazakh Ablai Khan University of International Relations and World Languages JSC Khan, electronic textbooks 47.

The university provides opportunities for career growth and professional development of teaching staff, including young teachers.

The teaching staff is the main resource for ensuring the university's mission. In this regard, much attention is paid to the selection and training of university teachers.

The management of EP 6B02302 - "Translation Studies" (English, German/Chinese) analyzes the requirements for the professional qualifications of teachers in accordance with the educational program. Specialists with the necessary professional competencies and experience in the industry corresponding to the direction of the educational program are attracted. Thus, Gabdullina Z.E. graduated from the Master's degree program in translation under the Bolashak Master of Arts in Translation Studies program (University Nottingham, Britain), Elyubaeva A.O., Zhandos A., Zhunisova D.N. – graduated from the master's program "Translation Studies 7M02302" of the L. N. Gumilev Eurasian National University.

Experience in the field of translation includes Chernigovtseva O.Ya. («Altyntau» LLP, Kokshetau), Saparova Z.T., Tleugabylov Zh.K. «Kazakhstan Oil Equipment Plant» LLP.

The university has developed mechanisms to motivate employees to work more efficiently and creatively. Thus, one of such opportunities is sending them abroad for an internship, as well as solving a number of social issues of the teaching staff: assistance in providing housing, improving working conditions, providing the educational process with the necessary new-generation equipment. For example, housing in the House of Scientists has been provided for the teaching staff of the department, including Dalbergenova L.E., Tleugabylova Zh.K., and Kenzhekhanova N.K.

To support young faculty members, the Center for Preschool Education "Balausa" operates at NJSC «Sh. Ualikhanov Kokshetau University». [Link: <https://fb.watch/jBA7NMXHQ1/>]. Here, faculty members can leave their children under the supervision of qualified preschool educators during working hours.

Modern competencies of the teaching staff are ensured through advanced training in educational institutions of the system of advanced training and professional retraining of personnel of the Republic of Kazakhstan, in leading Russian and foreign higher educational and scientific institutions, as well as on the basis of the Institute of IAT.

The selection of the teaching staff of the accredited EP is carried out on the basis of an analysis of the needs of educational programs, from among persons with academic degrees or titles, with extensive teaching and professional experience, and with valuable practical experience. Much attention is paid to working with the reserve, training young personnel. Young teachers are selected from among university graduates, masters of science, PhD doctors. The number of teachers studying in the university's doctoral program and targeted doctoral programs is growing; at present, 6 teachers from the Department of English Language and Teaching methods are studying in the doctoral program.

The university and accredited educational programs have a high level of publication activity based on the results of individual research, research and funded projects, international projects Erasmus, J. Monnet and others.

The management of accredited EP creates conditions for attracting teaching staff to internal and external academic mobility.

Table 1 – Academic mobility of teaching staff

No.	Full name of the teacher	Country, name of university	Type and name of the event	Duration of stay
1	PhD Ismagulova A.E. Kokshetau University named after Sh. Ualikhanov	Russia, International Institute of Interdisciplinary Education and Ibero-American Studies, Southern Federal University	Seminar classes on the subject "Russian as a Foreign Language: Linguistic Foundations and Teaching Methods" for first-year Master's students	Fall semester 2021-2022 academic year.
2	Lecturer Zayats T.V., Rudik Z.F. Kokshetau University named after Sh.Ualikhanov https://drive.google.com/drive/	Kazakhstan, Karaganda University named after academician E.A. Buketova	Lectures on the subject "Functional Stylistics" for 4th year students of specialty 5B011900	Fall semester 2021-2022 academic year

	folders/11RdTFN4OFxaZtll1e KXj0RbAc9eI- dV1?usp=sharing			
3	Lecturer Zayats T.V., Rudik Z.F. Kokshetau University named after Sh.Ualikhanov	Kazakhstan, Karaganda University named after academician E.A. Buketova	Conducting classes for 3rd year students in the discipline "Specialized Professional Foreign Languages"	Fall semester 2021-2022 academic year.
4	lecturer Gabdullina Z.E. Kokshetau University named after Sh. Ualikhanov	Kazakhstan, Karaganda University named after. Academician E.A. Buketova	Conducting classes for 3rd year students in the discipline "Professionally oriented foreign language"	Fall semester 2022-2023 academic year.

At the university, all graduation papers are checked for plagiarism and academic ethics, during exams, video surveillance systems and personal monitoring by office registrars and teaching staff are actively used. All oral exams are accepted by a committee.

The Sh. Ualikhanov Kokshetau University has an anti-corruption service. The university website provides helpline numbers that both doctoral students and teachers can call in case of emergency or conflict situations.

An important factor of the university is the involvement of the teaching staff in the development of the economy, education, science and culture of the region and the country. The teaching staff of the university participates in national, intra-university scientific grant competitions.

The following research projects were implemented at the Department of English Language and Teaching methods.

“Development and popularization of the Kazakh language and culture in the context of the modernization of intercultural education” (Ismagulova A.E., Gerfanova E.F., Mossop D., Aliyeva-Tyufek K. 2020-2021) (IRN AR08957331) - 3 million tenge.

2020-2022 – grant funding for young scientists of the Ministry of Science and Higher Education “Multicultural space: study of the folklore of the peoples of Kazakhstan”. Project manager – Ryspaeva D.S., IRN AR 08052732 - 26,500,098 million and others.

The activities of the accredited educational institutions meet the criteria standard. An objective and transparent personnel policy, including recruitment, professional growth and staff development is reflected in orders on employment, orders on holding international conferences, and reports on advanced training. Information on advanced training of the teaching staff is available at the departments. The compliance of the personnel potential with the university development strategy is demonstrated through the correlation of the University Strategy plan and the EP Development Plan, as well as reports on the implementation of the EP Development Plan. Ensuring favorable working conditions and the university's responsibility for employees is demonstrated during a visual inspection of the university and oral evidence from the teaching staff.

Analytical Section

During the visit, the commission was presented with all the necessary documents and evidence indicating the active participation of the teaching staff at all stages of the development and approval of the educational program, the high professional and scientific status of the teachers, their active scientific, pedagogical and social position in the training of professional personnel.

Teachers implementing the EP 6B02302 "Translation Studies (English, German/Chinese)", EP 8D02301 "Philology: Kazakh Philology" demonstrated readiness for the changing paradigm of the modern educational process, the change in the role of the teacher from the position of student-centered learning.

The commission was presented with evidence of active research and publication activities of the teaching staff from the standpoint of scientific supervision of students' qualification works and the choice of research topics.

The teaching staff of the English Language and Teaching Methods Department using various teaching technologies, tend to transfer experience in organizing and conducting fundamental research, forming in the students the foundations of the scientific approach in organizing their own research.

According to the working curriculum, Syllabuses, undergraduate and doctoral courses are taught in English, which demonstrates experience in foreign language teaching and systematic preparedness in language terms. Many teachers of the department have basic foreign language education, and also improve their skills through various online language courses. The teachers of the department implementing accredited Educational Programs are developers and compilers of online courses that are reflected in the KU MOOC system.

Despite the qualitative composition of the Educational Program teaching staff, the attention should be paid to improving foreign language competencies, since the requirements of the labor market and the needs of students require systematic improvement of qualifications.

Kokshetau University attracts foreign students with its programs, material and technical, educational and methodological base, the possibility of autonomous learning and much more. Kokshetau University is a scientific platform where various seminars, conferences, symposiums are systematically held, requiring sufficient foreign language communication skills with the international community, scientists, etc. Modern labor market requirements require not only high-quality knowledge of foreign language techniques, but also soft skills of communication, knowledge and understanding of cultures. In this aspect, the management of the educational program should attract native speakers from among certified teachers (Fellowship program, Fulbright, etc.) in order to improve the quality of teaching the English language, culture, and in English.

The management of the Educational Program 6B02302 "Translation Studies (English, German/Chinese)" laid the foundations for cooperation with Mykolas Romeris University, Vilnius for the implementation of double-degree education. The double-diploma education program has also been uploaded to the unified higher education management system (UHEMS).

The management of the Educational Program 6B02302 "Translation Studies (English, German/Chinese)" creates the opportunity for the teaching staff to participate in internal and external academic mobility. In order to disseminate teaching experience, as well as in order to implement the processes of integration and synchronization of the content of the Educational Program with leading domestic and foreign universities, it is recommended to more actively involve teaching staff in participation in academic mobility.

The university and the management of the accredited educational programs demonstrated plans for advanced training of the departments, as well as the participation of teaching staff in advanced training. Nevertheless, the fact of systematic language training of the teaching staff is important in order to improve the language training of future translators. In this regard, management needs to create conditions for the participation of the teaching staff in scientific internships in order to improve their language and scientific-methodological qualifications (Bolashak, Fulbright and others).

Strengths/Best Practice:

Not identified by this standard

Recommendations:

- the management of the Educational Program 8D02301 – Philology: Kazakh philology is proposed to include in the department's plan the publication of electronic textbooks, the development of proprietary MOOC courses and the development of digital technologies.

- the management of the accredited educational programs to create conditions for the participation of the teaching staff in scientific internships in order to improve language and scientific-methodological qualifications, to develop an internship plan until December 1, 2024;
- the head of the university and the accredited educational programs to involve the teaching staff in the implementation of the process of internal and external academic mobility of the teaching staff in 2026.

Conclusions of the EEC according to the criteria:

According to the standard “Faculty and teaching staff” for EP 8D02301 – Philology: Kazakh philology, EP 6B02302 “Translation studies (English, German/Chinese)” have 8 satisfactory positions, suggesting improvements - 2.

Standard 6.8. “Educational Resources and Student Support Systems”

- *The university must guarantee the compliance of educational resources, including material and technical resources, and infrastructure with the goals of the educational program.*
- *The management of the Educational Program must demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the Educational Program.*
- *The university must demonstrate the compliance of information resources with the needs of the university and the implemented educational programs, including the following areas:*
 - *technological support for the students and teaching staff in accordance with the educational programs (for example, online learning, modeling, databases, data analysis programs);*
 - *library resources, including the collection of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;*
 - *examination of research results, graduation works, dissertations for plagiarism;*
 - *access to educational Internet resources;*
 - *functioning of WI-FI on its territory.*
- *The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of the teaching staff, staff and students.*
- *The university should strive to ensure that the educational equipment and software used to master educational programs are similar to those used in the relevant sectors of the economy.*
- *The management of the educational program must demonstrate the existence of procedures for supporting various groups of students, including information and consultation.*
- *The management of the educational program must show the existence of conditions for the student’s advancement along the individual educational path.*
- *The university must take into account the needs of different groups of students (adults, working people, foreign students, as well as the students with special educational needs).*
- *The university must ensure that the infrastructure meets security requirements.*

Evidence Section

The university's infrastructure meets modern requirements and ensures the implementation of a student-centered approach to education. The learning environment, including material, technical, and informational resources, aligns with the university's mission and the goals of the educational program.

The financial and informational resources, personnel, and material-technical base

presented in the Educational Program at Sh. Ualikhanov Kokshetau University comply with licensing requirements. Currently, Sh. Ualikhanov Kokshetau University's balance sheet includes 5 educational buildings, 5 student dormitories, 4 sports halls, 11 laboratories, 4 medical service points, 3 dining centers, 3 cafeterias, and 6 sports complexes and arenas. The total area of educational buildings where classes are conducted with students is 35,339.5 square meters, including educational space of 18,875.5 square meters. The total area of workshops, laboratories, and sports halls is 3,280.4 square meters. The total area of dormitories is 19,178.9 square meters, the total area of medical service points is 140.81 square meters, and the total area of dining centers is 959 square meters.

In the Zerendi resort area, located in the Akmola region and the village of Zerenda, there is the sports and recreation camp "Tulpar" which belongs to Sh. Ualikhanov Kokshetau University. To provide high-quality meals for students and staff in academic buildings and dormitories, the university has a Student Nutrition Center with canteens and cafeterias. Orphan students also have the opportunity to receive a free lunch at these facilities. In order to create favorable conditions for the improvement of life for students and university staff, a bath complex and laundry have been opened. The university also has 4 medical centers to provide free medical care, as well as a multidisciplinary medical and wellness center called "Arasan." Additionally, there is an editorial and publishing department that offers a full range of printing services, including printing books, magazines, brochures, layout, proofreading, and design.

To organize the educational process, the university has sufficient educational and laboratory facilities and modern equipment in classrooms, lecture halls, and in all departments of the university. In order to address the housing needs of invited teachers, a 26-apartment house of scientists has been built.

An important factor in the Kokshetau University is the presence of a unified automated system. The university has an information system called "PLATONUS" that allows for comprehensive automation of the credit and distance learning processes and is designed to provide effective information support for teaching staff and students. The university has 25 computer classrooms, 33 multimedia classrooms, four electronic reading rooms, four language classes, a Wi-Fi zone, and IP telephony. It also has a video conferencing system that provides access to the corporate network and the internet. In addition, the university is equipped with modern technical facilities. There are 880 computers and laptops, as well as 56 multimedia complexes, including 19 interactive whiteboards, 27 multimedia projectors, 14 interactive panels, three LED screens, and one TV. To increase the number of users on the local network and internet, measures have been taken to introduce wireless access technologies such as WiFi to the university's network. The following programs are available in the computer classes: Microsoft Office, Visual Studio, C# Express Edition, Turbo Pascal, Delphi, Visual Basic, InterBase, CorelDRAW, Photoshop, Flash, AutoCAD, Dreamweaver, MySQL, ActivStudio and InterWrite. To maintain academic integrity, the student proctoring system has been integrated with the "Moodle DLS (Distance Learning System) - Anti-plagiarism" module.

To carry out scientific research, study the fundamental works of scientists, teach the basics of scientific and academic writing, introduce students to the study of scientific publications, as well as publish their own research results, the university publishes scientific journals in all areas of study and the Educational Program "Bulletin of Sh. Ualikhanov Kokshetau University", which also has an electronic version in accordance with modern requirements.

To monitor the implementation of the education quality policy and to objectively evaluate students' work, the university uses a licensed Anti-Plagiarism, which accumulates all students' final qualifying works.

To implement educational, social, socio-cultural areas, the university has at its students' disposal recreation areas, gyms, a medical center, etc.

To encourage gifted students, as well as their material and financial incentives for high achievements both in their studies and in other areas: sports, music, etc., the university has established various incentive systems.

For successful research activities, a scientific library with various halls, centers, halls, lecture halls, etc. are at the disposal and use of students.

In general, the material, technical, information, and library resources used to ensure the stable functioning of the educational process seem sufficient to fulfill the mission, goals, objectives and meet the requirements of the implemented EP. At the same time, the university also monitors the quality of student training according to the established criteria and ensures continuous monitoring and improvement of the educational services provided.

Analytical section

Based on the analysis of the educational programs 6B02302 "Translation Studies (English, German/Chinese)" and 8D02301 "Philology: Kazakh Philology", an assessment of the material, technical, and information resources of these educational programs was carried out. The assessment results demonstrated the dynamics of resources and the learning environment, the completeness and breadth of library support for the educational process, as well as the activities and mechanisms aimed at improving the resource support for the implementation of the educational program by the leadership of the educational program.

At the same time, it should be noted that there is no appropriate technical support for the language training of students in the educational program 6B02302 "Translation Studies (English, German/Chinese)", for example, language lab equipment. The university management is recommended to find an opportunity to purchase the appropriate equipment, technical equipment: a computer-projector-electronic board, etc.

In implementing educational activities, the university is guided by regulatory documents that regulate mandatory requirements for the material, technical, educational and laboratory base of educational organizations. The university offers 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 faculty. Ualikhanov University has sufficient material, technical, information, and library resources. Improvement and perfection of the material and technical facilities is carried out at the expense of the university's own funds, external sponsorship mechanisms, etc. During interviews with students and the teaching faculty it was found out that there is a need to update and replenish educational literature in the state language for EP 6B02302 "Translation Studies (English, German / Chinese)", as well as appropriate technical equipment such as computers, interactive whiteboards, laptops, and foreign-language multimedia material to improve the quality of teaching foreign languages, etc.

Students also have access to the university's social, cultural and sports facilities. The university provides the necessary living conditions, cultural environment, conditions for sports, music, etc.

In general, given the scale of the university and its material and technical facilities, it is necessary to point out the flexibility of the administration in identifying and monitoring the use of equipment and classrooms. The order for the necessary equipment is carried out by the leadership of the educational program and faculty.

According to the survey of students on the issue of sufficiency of educational materials in the learning process, 84% are completely satisfied; 93% of students are satisfied with the quality of medical care, 96% - with the availability of library resources; 84% - with the availability of computer classes, 78% - with the quality of Internet resources, more than 92% - with classrooms. The results of the survey indicate the sufficiency of material and other resources in the university.

Strengths/best practices:

No strengths/best practices identified for this standard

Recommendations:

- the university and EP management should provide the EP 6B02302 "Translation Studies (English, German/Chinese)" with modern equipment for high-quality language classes: language lab equipment, a computer-electronic board-projector complex, etc.;

- the university management should provide the EP 6B02302 "Translation Studies (English, German/Chinese)" with relevant educational and methodological literature in the state language of instruction and the necessary technical resources (interactive boards, multimedia materials) by 01.12.2024;

- the university's plans for the development of the material facilities and information technologies should include effective measures to improve the functioning of WI-F1. By 01.09.2025.

Conclusions of the EEC on the criteria:

According to the standard "Educational resources and student support systems", EP 8D02301 – Philology: Kazakh Philology and EP 6B02302 "Translation Studies (English, German/Chinese)" have 13 satisfactory positions.

6.9. Standard «Informing the Public»

The information published by the university must be accurate, objective, relevant and must reflect all areas of the university's activities within the framework of the educational program.

- *Public information must include support for and clarification of national development programs for the country and the system of higher and postgraduate education.*

- *The university management must use a variety of methods of disseminating information (including the media, web resources, information networks, etc.) to inform the general public and interested parties.*

The information published by the university about the educational program must be objective and relevant and include:

- *the purpose and planned results of the EP, the qualification awarded;*
- *information on the system for assessing students' academic achievements;*
- *information on academic mobility programs and other forms of cooperation with partner universities, employers;*
- *information on opportunities for developing students' personal and professional competencies and employment;*
- *data reflecting the positioning of the educational program in the educational services market (at the regional, national, and international levels).*
- *An important factor is the publication of reliable information on the teaching staff, broken down by individuals, on open resources.*
- *The university must publish audited financial statements for the educational program on its own web resource.*
- *The university must post information and links to external resources based on the results of external assessment procedures.*
- *An important factor is the posting of information on cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners, and educational organizations.*

Evidential part

The report on this standard sufficiently reflects the process of informing the public about various aspects of the functioning of the accredited educational programs and the university as a whole. The university website contains all the information that regulates, and contributes to the functioning of the entire university as a whole and individual educational programs in particular. The published information seems reliable, accurate, and corresponds to the submitted documents. The main documents of the university are published on the official page of the website: the

Development Program of the National Joint Stock Company Kokshetau Sh.Ualikhanov University for 2023-2029, University Policy, news sections, etc. The university website is available in three languages, where you can also get familiarized with the mission and vision of the university. KU also has its own pages on social networks: Facebook, Instagram, where the university publishes up-to-date information about planned or implemented university activities, and also has a documented procedure for objectively informing the public.

Kokshetau Ualikhanov University actively maintains its social network accounts:

- Instagram <https://www.instagram.com/shoqan.edu.kz/> ,
- Facebook <https://www.facebook.com/ualikhanovku>
- Youtube <https://www.youtube.com/channel/UCNBcb0ogBZHjEpwjrdIoFGQ>
- Information about the activities of the Department of English Language and

Teaching Methods is available on the University website:

<http://shokan.edu.kz/ru/schools/pedagogical-institute/kafedra-anglijskogo-yazyka-i-mp/>

- Instagram

https://www.instagram.com/p/Cne54kRrNJn/?utm_source=ig_web_copy_link

- Facebook <https://www.facebook.com/profile.php?id=100089571820372> ,

<https://www.facebook.com/dinara.ryspaeyva>

- Facebook <https://www.facebook.com/profile.php?id=100072212410111> –

Pedagogical Institute account.

The University publishes information about its activities, including the information on the implementation of educational programs, as well as information on audited financial statements. There are many intra-university websites, web resources, media, information networks, a corporate network, the main one being the main website of the University <https://shokan.edu.kz/ru/e-university/>, and there is also a corporate mail for the university staff and students. Information provided to the public is clear, accurate, objective, up-to-date and accessible.

Analytical Part

The members of the commission highlighted the fact that the university ensured the placement of objective and up-to-date information on the university website, including: a description of the implemented educational programs, indicating the expected learning outcomes; information on the possibility of assigning a qualification upon completion of the educational program; information on passing scores and educational opportunities provided to students; information on the achievements of the teaching faculty of the educational program, etc. This is facilitated by the appointment of persons responsible for the information content of the website in all departments of the university, these persons provide information about the teaching faculty and students to the university website, post in the news and other sections.

Information about the university's activities and the implementation of educational programs is published on the university's website. However, the information on the website is not presented systematically, and updates regarding the department are not carried out regularly.

The EEC notes the absence of financial reports for the current year on the university's website.

The analysis of the information presented on the website revealed that the results of the accredited educational programs' activities are not fully reflected. There is insufficient information on achievements, taught disciplines, faculty members' research interests, dual-degree program outcomes, awarded qualifications, the graduate model, and other relevant aspects.

The university's website is structured to ensure convenience and quick access to information about educational programs. Relevant details about the accredited programs are available on the individual pages of institutes, higher schools, and departments.

Various areas of the university's activities are published under separate sections or on dedicated pages of the main website.

On the homepage, the "Admission" section provides applicants with a list of required documents for participation in comprehensive testing or the competition for state educational grants, along with application deadlines and other relevant information (<https://shokan.edu.kz/ru/undergraduate/>).

Students can find information about the academic process—including key concepts of the credit-based learning system, regulations on academic organization, the university's grading procedures, course progression requirements, academic debt resolution, transfers to other institutions, reinstatement, expulsion, academic leave, and more—in the "Student Learning" section (<https://shokan.edu.kz/ru/for-a-student/>).

The administration of the accredited educational programs promptly informs employers, students, and stakeholders about planned revisions and modifications to the programs and syllabi.

At the same time, the EEC notes delays in updating information on the institute and department web pages of the accredited programs. There is no historical overview of the department's establishment, and information on academic mobility is presented only partially. Therefore, program administrators should ensure a more systematic approach to updating information on the website and the department's webpage.

According to a survey of students and faculty regarding the university's information support, more than 95% are fully satisfied, and over 93% believe they receive information in a timely manner.

However, the EEC believes that the divergence in opinions highlights the need for the university administration and accredited programs to intensify their efforts in this area. A systematic and transparent approach, along with openness in providing information to the public, faculty, students, employers, and other stakeholders, would help address many issues.

Detailed information about the accredited programs is available on both external and internal university resources, though access to internal resources is restricted for external users.

Strengths / Best Practices:

No strengths identified for this standard.

Recommendations:

- The administration of the accredited educational programs should systematically update the university website with information on student achievements and faculty members involved in the programs by **May 1, 2025**.

- The university administration and accredited programs should provide detailed information to students and stakeholders regarding internship bases and types, partnerships with other universities and employers, and other relevant details. This information should also be shared on social media platforms (**Facebook, Instagram, Telegram, etc.**) in **three languages** by **May 1, 2025**.

Conclusions of the EEC according to the criteria:

For the standard "Public Information," the educational programs 8D02301 – Philology: Kazakh Philology and 6B02302 – Translation Studies (English, German/Chinese) have 12 satisfactory positions.

(VII) Overview of Strengths / Best Practices for Each Standard

For the standard "Educational Program Management":

- The university and program management are open and accessible to students, faculty, employers, and other stakeholders.

For the standard "Information Management and Reporting":

- No strengths identified.

For the standard "Development and Approval of Educational Programs":

- The content and activities of the program **6B02302 – Translation Studies (English, German/Chinese)** are aimed at meeting the needs of the regional labor market, which requires qualified translators for the agritechnical sector of the economy.
- The presence of a dual-degree educational program **6B02302 – Translation Studies** with the Lithuanian university, **Mykolas Romeris University** in Vilnius.

For the standard "Continuous Monitoring and Periodic Evaluation of Educational Programs":

No strengths identified.

For the standard "Student-Centered Learning, Teaching, and Assessment of Academic Performance":

The management of the program **6B02302 – Translation Studies (English, German/Chinese)** ensures the teaching of courses using modern methodologies and assessment techniques that contribute to achieving the program's goals and the development of relevant competencies.

For the standard "Students":

No strengths identified.

For the standard "Faculty":

No strengths identified.

For the standard "Educational Resources and Student Support Systems":

No strengths identified.

For the standard "Public Information":

No strengths identified.

(VIII) Overview of Recommendations for Improving Quality for Each Standard

For the standard "Educational Program Management":

- To ensure transparency in the functioning of the internal quality assurance system, the management of the **8D02301 – Philology: Kazakh Philology** program should ensure transparency of the program management system and reflect the analysis and results of this activity in the reporting documents at the faculty and department levels by **01.09.2024**.

- The management of the accredited programs should increase both quantitative and qualitative indicators in the development of funded scientific projects, involving students in them, by **01.09.2026**.

- The university management and the management of accredited programs should include innovation indicators in the Educational Program Development Plan, with the goal of implementing and analyzing them by **01.09.2025**.

For the standard "Information Management and Reporting":

- Define and include in the Educational Program Development Plan a list of key performance indicators (e.g., survey results on student and faculty satisfaction, additional certification, etc.) for use in collecting and analyzing information by **01.12.2024**.

For the standard "Development and Approval of the Educational Program":

- The management of the program should publish the Graduate Model for the accredited programs, along with the qualifications awarded, on the university's official website by **01.09.2024**, to address the issue of motivation and attract more students.

- Explore the possibility of preparing students in the **6B02302 "Translation Studies (English, German/Chinese)"** program for professional certification by **01.06.2025**.

- The management of the accredited programs should implement documented participation of external experts in the analysis and revision of the list of courses in the curriculum by **01.06.2025**.

For the standard "Continuous Monitoring and Periodic Evaluation of Educational Programs":

- The management of the accredited programs should develop and apply indicators of the needs and satisfaction levels of students, faculty, and employers to monitor and evaluate the quality of the content of the programs, course selection, and Key Educational Disciplines (KED) by **30.05.2025**.

- The management of the 8D02301 – Philology: Kazakh Philology program should develop a format and criteria for student, stakeholder, and faculty participation in discussing the goals and uniqueness of the program, as well as eliminate formalism in conducting external program evaluations by **01.09.2025**.

For the standard "Student-Centered Learning, Teaching, and Assessment of Academic Performance":

- The management of the accredited programs and faculty should develop their own research in the field of teaching methodology and scientific-methodological publications on education from the perspective of student-centered learning by **2026**.

- The management of the accredited programs and faculty should strengthen the use of active and information technologies, incorporate modern teaching methods and technologies into the syllabi, and post the syllabi on the university website and department pages to attract potential students by **01.09.2024**.

- The management of the university and accredited programs should expand opportunities for teaching by industry specialists to improve professional training and effectively integrate students into the internship process by **01.09.2025**.

For the standard "Students":

- The management of the university and accredited programs should expand the range of universities and educational organizations for the implementation of both external and internal academic mobility for students by **2025**.

- The management of the accredited program 6B02302 Translation Studies (English, German/Chinese) should develop and implement effective monitoring methods for graduates'

employment and professional activities in order to improve employment dynamics at the regional and national levels.

- The management of the accredited program 6B02302 Translation Studies (English, German/Chinese) should actively involve students in participating in language and specialized olympiads, developing national student scientific competitions, international youth projects, Start-Up initiatives, and professional olympiads.

For the standard "Faculty and Teaching Staff":

- The management of the 8D02301 – Philology: Kazakh Philology program is advised to include in the department's plan the development of electronic textbooks, the creation of authorial MOOC courses, and the adoption of digital technologies.

- The management of the accredited programs should create conditions for faculty participation in scientific internships to enhance language and scientific-methodological qualifications and develop an internship plan by 12/01/2024.

- The management of the university and accredited programs should involve faculty in the implementation of internal and external academic mobility processes for faculty by 2026.

For standard «Educational resources and systems of supporting students»

- the university administration and the EP management must equip the accredited EP 6B02302 "Translation Studies (English, German/Chinese)" with modern equipment for high-quality language instruction, including language lab equipment, a set of computer-electronic board-projector, and similar resources;

- the university administration must provide the accredited EP 6B02302 "Translation Studies (English, German/Chinese)" with the appropriate teaching and methodological literature in the state language of instruction and the necessary technical resources (interactive boards, multimedia materials) by December 1, 2024;

- the plans for the development of the university infrastructure and information technology should include effective measures to improve the functioning of WI-FI by September 1, 2025.

For standard «Public awareness»

- the management of the accredited EPs must systematically update the information on the university website about the achievements of the students and teaching staff involved in the EPs by May 1, 2025

- the university administration and the management of the accredited EPs must systematically update the information on the website about the results of the double-degree programs, provide detailed information to students and stakeholders regarding the practice bases and types, partnerships with partner universities and employers, and other relevant information, also on social media (Facebook, Instagram, Telegram, etc.), in three languages by May 1, 2025.

(IX) RECCOMENDATIONS TO THE ACCREDITATION COUNCIL

The members of the external expert commission unanimously concluded that the Educational Programs 8D02301 – Philology: Kazakh Philology and 6B02302 – Translation Studies, implemented by the Non-Profit Joint Stock Company "Sh. Ualikhanov Kokshetau University," can be accredited for a period of 5 years.

Appendix 1. Evaluation table «Conclusion of the External Expert Commission»

**Conclusion of the External Expert Commission on Quality Assessment
Educational Program 6B02302 "Translation Studies"
Non-Profit Joint Stock Company "Sh. Ualikhanov Kokshetau University"**

#	#	Assessment criteria	Position of the Educational Institution			
			Strong	Satisfactory	Requires improvement	Unsatisfactory
Standard «Management of the Educational Program»						
1	1.	The university must demonstrate the development of the goal and strategy for the EP based on an analysis of external and internal factors, with broad involvement of various stakeholders		+		
2	2.	The quality policy should reflect the connection between scientific research, teaching, and learning		+		
3	3.	The university demonstrates the development of a quality assurance culture		+		
4	4.	Commitment to quality policy should apply to all activities carried out by contractors and partners (outsourcing), including the implementation of joint/double-degree programs and academic mobility		+		
5	5.	The EP management ensures the transparency of developing the EP development plan based on an analysis of its functioning, the actual position of the university, and the orientation of its activities toward meeting the needs of the state, employers, stakeholders, and students		+		
6	6.	The EP management demonstrates the functioning of mechanisms for developing and regular revising of the EP development plan, monitoring its implementation, assessing the achievement of educational goals, ensuring its compliance with the needs of students, employers, and society, and making decisions aimed at the continuous improvement of the EP		+		
7	7.	The EP management must involve representatives from stakeholder groups, including employers, students, and teaching staff, in the formation of the EP development plan		+		
8	8.	The EP management must demonstrate the individuality and uniqueness of the EP development plan, ensuring its compliance with the national development priorities and the strategic development of the educational organization		+		
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, the allocation of personnel duties, and the delineation of functions among collegial bodies		+		
10	10.	The EP management ensures the coordination of the activities of all individuals involved in the development and management of the EP and its continuous implementation, while engaging all stakeholders in this process		+		
11	11.	The EP management must ensure the transparency of the management system and the functioning of the internal quality		+		

		assurance system, which includes its design, management, and monitoring, as well as the adoption of corresponding decisions				
12	12.	The EP management must carry out risk management		+		
13	13.	The EP management must ensure the participation of representatives of stakeholders (employers, teaching staff, and students) in the collegial bodies managing the educational program, as well as their representativeness in decision-making on issues related to the program management.		+		
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals			+	
15	15.	The management of the EP must demonstrate its openness and accessibility to students, teaching staff, employers, and other stakeholders		+		
16	16.	The EP management confirms the completion of training programs in education management		+		
17	17.	The EP management should ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure		+		
Total according to standard			0	16	1	0
Standard «Information management and reporting»						
18	1.	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		+		
19	2.	The management of the EP demonstrates the systematic use of processed, relevant information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the presence of a reporting system reflecting the activities of all structural units and departments within the EP, including the assessment of their effectiveness		+		
21	4.	The university must define the frequency, forms, and methods for evaluating the management of the EP, the activities of collegial bodies, structural units, and university administration		+		
22	5.	The university must demonstrate a mechanism for ensuring information security, including the identification of responsible persons for the accuracy and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, university staff, and teaching staff in the processes of information collection and analysis, as well as decision-making based on them		+		
24	7.	The EP management must demonstrate the presence of communication strategies with students, teaching staff, and other stakeholders, including conflict resolution		+		
25	8.	The university must ensure the measurement of the satisfaction levels of university staff, teaching staff, and students within the EP and demonstrate the evidence of addressing identified shortcomings		+		
26	9.	The university must assess the effectiveness and efficiency of its activities, including in relation to the EP		+		
		The information collected and analyzed by the university within the framework of the EP must consider:				
27	10.	Key performance indicators			+	
28	11.	Dynamics of the number of students in terms of forms and types		+		

29	12.	Academic performance, student achievements, and dropout rates		+		
30	13.	Students' satisfaction with the implementation of the EP and the quality of education at the university		+		
31	14.	Accessibility of educational resources and supporting systems for students		+		
32	15.	Employment and career advancement of graduates		+		
33	16.	Students, university staff, and teaching staff must provide documented consent for the processing of personal data		+		
34	17.	The management of the EP must assist in providing all necessary information in the relevant fields of science		+		
Total according to standard			0	16	1	0
Standard «Development and approval of the educational program»						
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 EP aligns with the established goals and planned learning outcomes		+		
37	3.	The management of the EP must determine the influence of subjects and professional practices on the formation of learning outcomes		+		
38	4.	The university may demonstrate the presence of a graduate model for the EP, describing learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the EP must be clearly defined, explained, and correspond to the designated level of the NQF and QF-EHEA		+		
40	6.	The management of the EP must demonstrate a modular program structure based on the European Credit Transfer System (ECTS), ensuring that the EP and its modules (in terms of content and structure) align with the set goals and are focused on achieving planned learning outcomes		+		
41	7.	The management of the EP must ensure the alignment of the content of academic subjects with the learning outcomes and the level of education (bachelor's, master's, doctoral)		+		
42	8.	The EP management must demonstrate the conduct of external expertise of the EP		+		
43	9.	The EP management must provide evidence of the involvement of students, teaching staff, and other stakeholders in the development of the EP and in ensuring its quality		+		
44	10.	The EP management must demonstrate the positioning of the EP in the educational market (regional/national/international) and its uniqueness	+			
45	11.	An important factor is the opportunity to prepare students for professional certification		+		
46	12.	An important factor is the presence of a double-degree EP and/or joint EPs with foreign universities	+			
Total according to standard			2	10	0	0
Standard «Continuous monitoring and regular evaluation of educational programs»						
47	1.	The university must ensure the review of the content and structure of the EP, taking into account changes in the labor market, employer requirements, and societal needs		+		
48	2.	The university must demonstrate the existence of a documented procedure for conducting monitoring and regular evaluation of the EP to achieve its goals. The results of these procedures should be aimed at the continuous improvement of the EP		+		

		The monitoring and regular evaluation of the EP should include:					
49	3.	the content of the programs in the context of the latest advancements in science and technology in the specific academic subject		+			
50	4.	changes in the needs of society and the professional environment		+			
51	5.	the workload, academic performance, and graduation rates of students		+			
52	6.	the effectiveness of student assessment procedures		+			
53	7.	the needs and satisfaction levels of students		+			
54	8.	the alignment of the educational environment and support services with the goals of the ep		+			
55	9.	All stakeholders must be informed about any planned or undertaken actions regarding the EP. All changes made to the EP must be published			+		
56	10.	Support services must identify the needs of different student groups and assess their satisfaction with the organization of learning, teaching, assessment, and the development of the EP in general		+			
Total according to standard			0	9	1	0	
Standard «Student-centered learning, teaching and assessment of achievements»							
57	1.	The EP management must ensure respect and attention to the needs of different student groups, providing them with flexible learning pathways		+			
58	2.	The EP management must ensure teaching based on the latest global achievements in science and practice within the field of study, using various modern teaching and assessment methods that ensure the achievement of the EP's goals, including competencies and skills required for conducting scientific work at the necessary level	+				
59	3.	The EP management must define mechanisms for balancing students' academic workload between theory and practice within the EP, ensuring that each graduate masters the content and achieves the goals of the EP		+			
60	4.	An important factor is the presence of original research in the field of teaching methods for the EP academic subjects		+			
61	5.	The university must ensure that the procedures for assessing learning outcomes align with the planned outcomes and goals of the EP		+			
62	6.	The university must ensure consistency, transparency, and objectivity in the mechanism for assessing learning outcomes within the EP. The criteria and methods for assessing learning outcomes must be published in advance		+			
63	7.	Assessors must be proficient in modern assessment methods and regularly improve their qualifications in this area		+			
64	8.	The EP management must demonstrate the presence of a feedback system regarding the use of various teaching and assessment methods		+			
65	9.	The EP management must demonstrate support for students' autonomy while simultaneously providing guidance and assistance from educators		+			
66	10.	the existence of a procedure for addressing student complaints		+			
Total according to standard			1	9	0	0	
Standard «Students»							

67	1.	The university must demonstrate a policy formation of the student population and ensure transparency of its procedures. Procedures regulating the life cycle of students (from admission to completion) must be defined, approved, published		+			
68	2.	Educational program management should provide special adaptation and support programs for newly admitted and foreign students		+			
69	3.	The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the presence and application of a mechanism for recognizing the results of student academic mobility, as well as the results of additional, formal and informal learning		+			
70	4.	The university must provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for training		+			
71	5.	The university must actively encourage students to self-education and development outside the main program (extracurricular activities)		+			
72	6.	An important factor is the presence of a mechanism to support gifted students		+			
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications		+			
74	8.	The university must provide students with places of practice, demonstrate a procedure for promoting the employment of graduates, and maintaining contact with them		+			
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the achieved learning outcomes		+			
76	10.	Educational program management must demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are actually in demand in the labor market		+			
77	11.	Educational program management must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+			
78	12.	An important factor is the presence of an active alumni association/union		+			
Total according to standard			0	12	0	0	
Standard «Teaching staff»							
79	1.	The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff		+			
80	2.	The university must demonstrate compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP		+			
81	3.	Educational program management must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching		+			
82	4.	The university must provide opportunities for career growth and professional development of teaching staff, including young teachers		+			
83	5.	The university must involve in teaching specialists from relevant industries who have professional competencies that meet the EP requirements		+			
84	6.	The university must demonstrate the presence of a mechanism for motivating the professional and personal development of teaching staff		+			
85	7.	The university must demonstrate the widespread use of information and communication technologies and software in the educational process (for example, on-line learning, e-portfolios, MOOCs, etc.)			+		
86	8.	The university must demonstrate a focus on developing academic mobility			+		

		and 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, in achieving the goals of the EP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and country		+		
Total according to standard			0	8	2	0
Standard «Educational resources and systems of supporting students»						
89	1.	The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the goals of the educational program		+		
90	2.	Educational program management must demonstrate the presence of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the EP		+		
		The university must demonstrate the compliance of information resources with the needs of the university and the educational programs being implemented, including in the following areas:				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		
92	4.	library resources, including a fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of research results, graduation theses, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	WI-FI functioning on your territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students		+		
97	9.	The university should strive to ensure that the educational equipment and software used to master educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	Educational program management must demonstrate that there are procedures in place to support different groups of students, including information and consultation		+		
99	11.	Educational program management must show the presence of conditions for the student's advancement along an individual educational path		+		
100	12.	The university must take into account the needs of different 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 security requirements		+		
Total according to standard			0	13	0	0
Standard « Providing public awareness »						
102	1.	The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the educational program		+		
103	2.	Public information should include support and explanation of the country's national development programs and the system of higher and postgraduate education		+		
104	3.	University management must use a variety of methods of information spreading (including the media, web resources, information networks, etc.) to inform the general public and stakeholders		+		
		Information published by the university about the educational program must be objective and relevant and include:				
105	4.	the goal and planned results of the EP, assigned qualifications		+		

106	5.	information about the system of assessing students' educational achievements		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
108	7.	information about opportunities for developing personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of EP in the educational services market (at the regional, national, international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personalities		+		
111	10.	The university must publish audited financial statements for the EP on its own website		+		
112	11.	The university must post information and links to external resources based on the results of external assessment procedures		+		
113	12.	An important factor is the placement of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations		+		
Total according to standard			0	12	0	0
TOTAL			3	105	5	0

Appendix 1. Evaluation table «Conclusion of the External Expert Commission»

**Conclusion of the External Expert Commission for quality assessment of
8D02301 “Philology: Kazakh philology” educational program
Non-profit joint stock company
“Sh. Ualikhanov Kokshetau University”**

i/s	i/s	Assessment criteria	Position of educational organization			
			Strong	Satisfactory	Requires improvement	Unsatisfactory
Standard: Educational Program Management						
1	1.	The university must demonstrate the development of a goal and strategy for the development of the EP based on an analysis of external and internal factors with wide involvement of diverse stakeholders.		+		
2	2.	Quality assurance policies should reflect the relationship between research, teaching and training.		+		
3	3.	The university demonstrates the development of a culture of quality assurance.		+		
4	4.	A commitment to quality assurance must apply to any activity carried out by contractors and partners (outsourcing), including joint/dual degree education and academic mobility.		+		
5	5.	The management of the educational program ensures transparency in the development of the program's development plan based on an analysis of its functioning, the real positioning of the university, and the direction of its activities to meet the needs of the state, employers, stakeholders, and students.		+		

6	6.	The management of the educational program demonstrates the functioning of mechanisms for forming and regularly revising the program's development plan, monitoring its implementation, assessing the achievement of learning objectives, meeting the needs of students, employers, and society, and making decisions aimed at continuous improvement of the educational program.		+		
7	7.	The management of the educational program should engage representatives of various stakeholder groups, including employers, students, and academic staff, in the formation of the program's development plan.		+		
8	8.	The management of the educational program should demonstrate the individuality and uniqueness of the program's development plan, its alignment with national development priorities, and the educational organization's development strategy.		+		
9	9.	The university should demonstrate a clear definition of those responsible for business processes within the educational program, the allocation of staff responsibilities, and the delineation of functions among collegial bodies.		+		
10	10.	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, and also involves all stakeholders in this process		+		
11	11.	The management of the educational program should ensure transparency in the management system, the functioning of an internal quality assurance system, including its design, management, and monitoring, and the adoption of appropriate decisions.		+		
12	12.	The management of the educational program should undertake risk management.		+		
13	13.	The management of the educational program should ensure the participation of representatives of stakeholders (employers, academic staff, students) in the collegiate governing bodies of the educational program, as well as their representativeness in decision-making regarding the management of the educational program.		+		
14	14.	The university should demonstrate innovation management within the educational program, including the analysis and implementation of innovative proposals.			+	
15	15.	The management of the educational program should demonstrate its openness and accessibility to students, academic staff, employers, and other stakeholders.	+			
16	16.	The management of the educational program confirms completion of training in educational management programs.		+		
17	17.	The management of the educational program should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.		+		
Total according to standard			1	15	1	0
Standard: Information Management and Reporting						
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.	The management of the educational program demonstrates systematic utilization of processed, relevant information to improve the internal quality assurance system.		+		
20	3.	The management of the educational program demonstrates the presence of a reporting system that reflects the activities of all structural units and departments within the program, including the assessment of their performance.		+		
21	4.	The university should determine the frequency, forms, and methods of evaluating the management of the educational program, the activities of collegiate bodies and structural units, and senior management.		+		
22	5.	The university should demonstrate mechanisms for ensuring information		+		

		security, including identifying responsible individuals for the accuracy and timeliness of information analysis and data provision.				
23	6.	The university demonstrates the involvement of students, staff, and academic personnel in the processes of collecting and analyzing information, as well as making decisions based on it.		+		
24	7.	The management of the educational program should demonstrate the presence of communication mechanisms with students, staff, and other stakeholders, including conflict resolution.		+		
25	8.	The university should ensure the measurement of the satisfaction level of academic staff, students, and other personnel within the educational program and demonstrate evidence of addressing identified deficiencies.		+		
26	9.	The university should assess the performance and effectiveness of its activities, including within the framework of educational programs.		+		
		The information collected and analyzed by the university within the framework of the educational program should take into account key performance indicators:				
27	10.	key performance indicators.			+	
28	11.	the dynamics of the student body in terms of enrollment forms and types		+		
29	12.	the level of academic performance, student achievements, and dropout rates		+		
30	13.	the satisfaction of students with the implementation of the educational program and the quality of education provided at the university		+		
31	14.	the accessibility of educational resources and support systems for students.		+		
32	15.	the employment and career advancement of graduates.		+		
33	16.	Students, staff, and academic personnel must provide documented consent for the processing of their personal data.		+		
34	17.	The management of the educational program should facilitate the provision of all necessary information in the relevant fields of study.		+		
Total according to standard			0	16	1	0
Standard: Development and approval of the educational program						
35	1.	The university must demonstrate the presence of a documented procedure for developing the educational program (EP) and its approval at the institutional level.		+		
36	2.	The university must demonstrate that the developed EP aligns with the established goals and expected learning outcomes		+		
37	3.	The EP administration must determine the impact of disciplines and professional practices on the formation of learning outcomes.		+		
38	4.	The university may demonstrate the presence of a graduate model of the EP, describing learning outcomes and personal qualities.		+		
39	5.	The qualification awarded upon completion of the EP must be clearly defined, explained, and correspond to a specific level of the National Qualifications Framework (NQF) and the QF-EHEA.		+		
40	6.	The EP administration must demonstrate the modular structure of the program, based on the European Credit Transfer and Accumulation System (ECTS), ensuring the alignment of the EP and its modules (in terms of content and structure) with the established goals, focusing on achieving the planned learning outcomes.		+		
41	7.	The EP administration must ensure that the content of academic disciplines aligns with learning outcomes and the level of education (bachelor's, master's, doctoral studies).		+		
42	8.	The EP administration must demonstrate the conduct of external evaluations of the EP.		+		
43	9.	The EP administration must provide evidence of the participation of students, faculty members, and other stakeholders in the development of the EP and in ensuring its quality.		+		
44	10.	The EP administration must demonstrate the positioning of the EP in the educational market (regional/national/international) and its uniqueness.		+		

45	11.	An important factor is the opportunity for students to prepare for professional certification.		+		
46	12.	An important factor is the availability of a double-degree EP and/or joint EPs with foreign universities.				
Total for the standard			0	12	0	0
Standard: Continuous Monitoring and Periodic Evaluation of Educational Programs						
47	1.	The university must ensure the revision of the content and structure of the EP, considering changes in the labor market, employer requirements, and societal demands.		+		
48	2.	The university must demonstrate the presence of a documented procedure for conducting monitoring and periodic evaluation of the EP to achieve the program's goals. The results of these procedures should contribute to the continuous improvement of the EP.		+		
		Monitoring and periodic evaluation of the EP must consider:				
49	3.	The content of the programs in the context of the latest scientific and technological advancements in a specific discipline.		+		
50	4.	Changes in societal and professional environment needs.		+		
51	5.	Student workload, academic performance, and graduation rates.		+		
52	6.	The effectiveness of student assessment procedures		+		
53	7.	Student needs and satisfaction levels.		+		
54	8.	The alignment of the educational environment and support services with the EP objectives.		+		
55	9.	All stakeholders must be informed of any planned or undertaken actions regarding the EP. Any changes made to the EP must be published.			+	
56	10.	Support services must identify the needs of various student groups and assess their satisfaction with learning organization, teaching, assessment, and the EP as a whole.		+		
Total for the standard			0	9	1	0
Standard: Student-Centered Learning, Teaching, and Assessment						
57	1.	The EP administration must ensure respect and attention to various student groups and their needs, providing them with flexible learning paths.		+		
58	2.	The EP administration must ensure teaching is based on modern global scientific and practical achievements in the field, using various contemporary teaching and assessment methodologies that ensure the achievement of the EP goals, including competencies and research skills at the required level.		+		
59	3.	The EP administration must determine mechanisms for distributing student workload between theory and practice within the EP to ensure that every graduate masters the content and achieves the program's goals.		+		
60	4.	An important factor is the presence of independent research in the methodology of teaching EP disciplines		+		
61	5.	The university must ensure that assessment procedures align with planned learning outcomes and EP goals		+		
62	6.	The university must ensure the consistency, transparency, and objectivity of the learning assessment mechanism. Assessment criteria and methods must be published in advance.		+		
63	7.	Assessors must be proficient in modern learning assessment methods and regularly upgrade their qualifications in this area.		+		
64	8.	The EP administration must demonstrate the presence of a feedback system on the use of various teaching and learning assessment methodologies		+		
65	9.	The EP administration must demonstrate support for student autonomy while ensuring guidance and assistance from instructors.		+		

66	10.	The EP administration must demonstrate the presence of a procedure for responding to student complaints.		+			
Total for the standard			0	10	0	0	
Standard: Students							
67	1.	The university must demonstrate a policy for student enrollment and ensure transparency in its procedures. Procedures regulating the student life cycle (from admission to graduation) must be defined, approved, and published.		+			
68	2.	The EP administration must provide special adaptation and support programs for newly admitted and international students.		+			
69	3.	The university must demonstrate compliance with the Lisbon Recognition Convention, including the availability and application of mechanisms for recognizing academic mobility results and additional, formal, and informal learning outcomes.		+			
70	4.	The university must ensure opportunities for external and internal academic mobility for students and assist them in obtaining external grants for education.		+			
71	5.	The university must actively encourage students to engage in self-education and extracurricular development.		+			
72	6.	An important factor is the presence of a support mechanism for gifted students.		+			
73	7.	The university must demonstrate cooperation with other educational institutions and national ENIC/NARIC centers to ensure comparable recognition of qualifications.		+			
74	8.	The university must provide students with internships and demonstrate a procedure for assisting graduates in employment and maintaining contact with them.		+			
75	9.	The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including achieved learning outcomes.		+			
76	10.	The EP administration must demonstrate that program graduates possess skills demanded in the labor market and that these skills are genuinely in demand.		+			
77	11.	The EP administration must demonstrate the presence of a graduate employment and career monitoring mechanism.		+			
78	12.	An important factor is the presence of an active alumni association/network.		+			
Total for the standard			0	12	0	0	
Standard: Faculty and Teaching Staff							
79	1.	The university must have an objective and transparent HR policy in the context of the EP, covering recruitment (including invited faculty), professional growth, and staff development, ensuring the professional competence of the entire faculty.		+			
80	2.	The university must demonstrate that the quality composition of faculty meets established qualification requirements, university strategy, and EP goals.		+			
81	3.	The EP administration must demonstrate the changing role of instructors in connection with the transition to student-centered learning and teaching.		+			
82	4.	The university must provide opportunities for career growth and professional development of faculty, including young instructors.		+			
83	5.	The university must involve industry professionals in teaching, possessing professional competencies aligned with EP requirements.		+			
84	6.	The university must demonstrate the presence of a motivation mechanism for professional and personal faculty development.		+			

85	7.	The university must demonstrate the widespread use of ICT and software tools in the educational process (e.g., online learning, e-portfolios, MOOCs, etc.).			+	
86	8.	The university must demonstrate efforts to enhance academic mobility and attract top domestic and international faculty.			+	
87	9.	The university must demonstrate the involvement of each instructor in promoting a culture of quality and academic integrity at the university, defining the contribution of faculty (including invited ones) to achieving EP goals		+		
88	10.	An important factor is faculty involvement in the development of the economy, education, science, and culture of the region and country.		+		
Total for the standard			0	8	2	0
Standard: Educational Resources and Student Support Systems						
89	1.	The university must guarantee that educational resources, including material and technical infrastructure, align with EP objectives.		+		
90	2.	The EP administration must demonstrate the availability of classrooms, laboratories, and other facilities equipped with modern equipment to achieve EP goals.		+		
		The university must demonstrate the compliance of its information resources with the needs of the university and the implemented educational programs, including the following areas:				
91	3.	Technological support for students and faculty in accordance with educational programs (e.g., online learning, modeling, databases, data analysis software).		+		
92	4.	Library resources, including a collection of educational, methodological, and scientific literature on general education, core, and specialized disciplines in print and electronic formats, periodicals, and access to scientific databases.		+		
93	5.	Expert evaluation of research results, final projects, and dissertations for plagiarism.		+		
94	6.	Access to educational online resources.		+		
95	7.	Functioning Wi-Fi on campus.		+		
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 by faculty, staff, and students.		+		
97	9.	The university should strive to ensure that the educational equipment and software used for mastering educational programs are comparable to those used in the relevant sectors of the economy.		+		
98	10.	The program management must demonstrate the existence of support procedures for various groups of students, including information and counseling services.		+		
99	11.	The management of the EP should show the presence of conditions for the promotion of the student on an individual educational trajectory		+		
100	12.	The university should take into account the needs of various groups of students (adults, working, foreign students, as well as students with special educational needs)		+		
101	13.	The university must ensure the compliance of the infrastructure with security requirements		+		
Total for the standard			0	13	0	0
Standard: Public Information						
102	1.	Published university information must be accurate, objective, up-to-date, and reflect all university activities related to the EP.		+		
103	2.	Information of the public should provide for support and clarification of national programs for the development 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 parties.		+		
		The information published by the university about the educational program				

		should be objective and relevant and include:				
105	4.	the purpose and planned results of the EP, the assigned qualification		+		
106	5.	information about the assessment system for students' academic achievements		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
108	7.	information about the opportunities for the development of personal and professional competencies of students and employment		+		
109	8.	data reflecting the EP's positioning in the educational services market (at the regional, national, and international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about the teaching staff, in terms of personalities		+		
111	10.	The university must publish audited financial statements on its own web resource.		+		
112	11.	The university should post information and links to external resources based on the results of external assessment procedures.		+		
113	12.	An important factor is the posting of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.		+		
Total for the standard			0	12	0	0
In total			1	107	5	0



Appendix 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL INSTITUTION**AGREED**

**Chairman of the Board – Rector
NJSC "Sh. Ualikhhanov Kokshetau University"**

_____ M. Syrlybayev

"....." May 2024

APPROVED

**General Director of II "Independent Agency of
Accreditation and Rating"**

_____ A. Zhumagulova

"...." May 2024

**PROGRAM
OF THE VISIT OF THE IAAR EXTERNAL EXPERT COMMISSION
TO THE NJSC "SH. UALIKHANOV KOKSHETAU UNIVERSITY"
(SPECIALIZED AND PRIMARY SPECIALIZED ACCREDITATION)**

Date of the visit: May 27 – 29, 2024

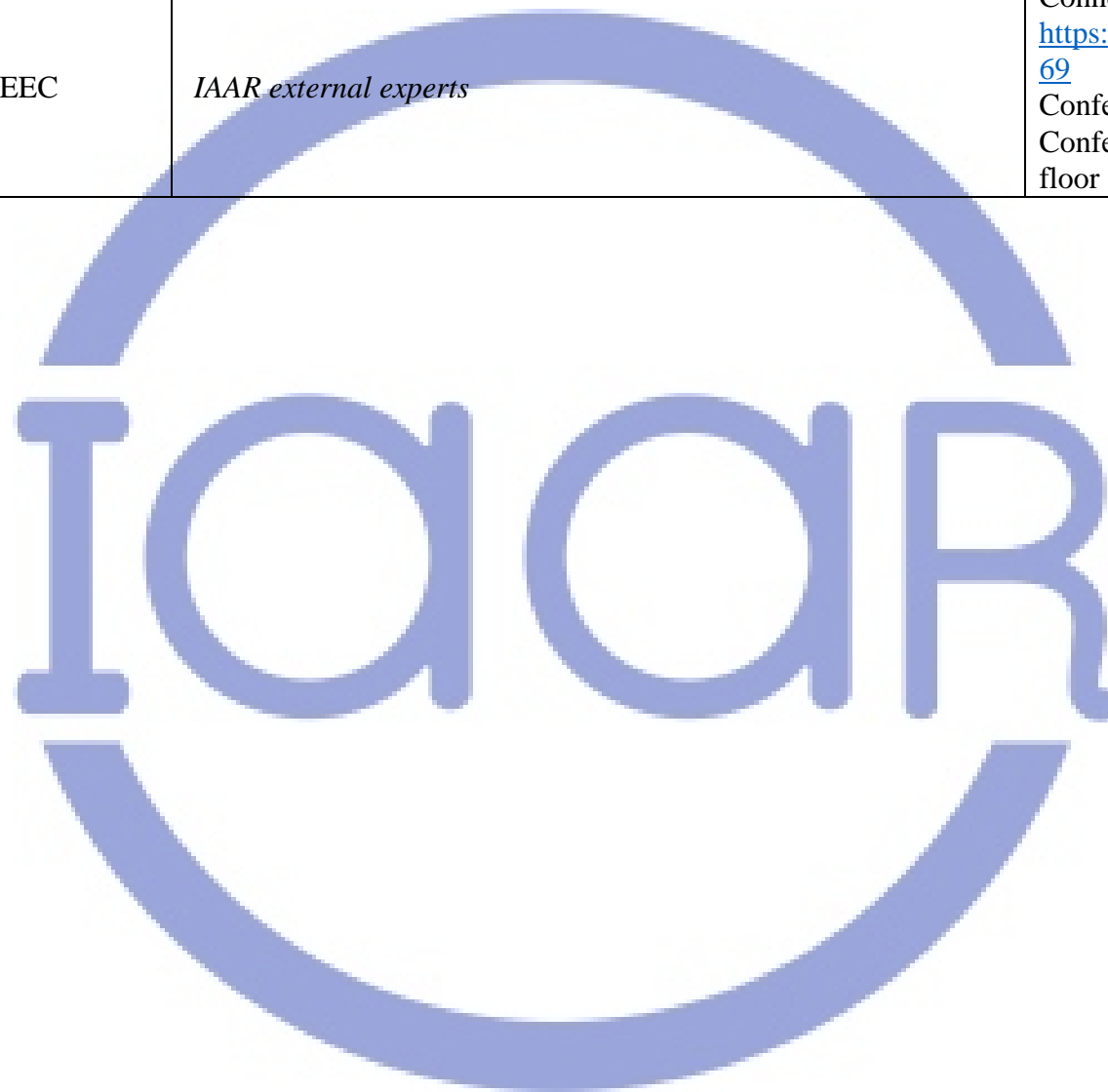
Cluster	Educational programs
Cluster 1 (specialized accreditation)	6B02302 Translation studies (English, German/Chinese) 8D02301 Philology: Kazakh Philology
Cluster 2 (specialized accreditation)	6B04106 Banking and financial management 6B04105 Accounting and economic analysis
Cluster 3 (specialized accreditation)	6B05102 Biotechnology by Fields 7M01504 Biology 7M08102 Soil science and agrochemistry
Cluster 4 (specialized accreditation)	8D02201 History 7M02201 History and socio-religious studies
Cluster 5 (primary accreditation)	8D01501 Methodology of scientific research in mathematical education
Cluster 6 (primary accreditation)	7M05203 Waste management 7M05303 Chemistry of biologically active compounds

Cluster 7 (primary accreditation)		6B10102 Public health	
Date and time	work of the EEC (External Expert Commission) with the target groups	Position and Surname, first name, patronymic of the target group members	Form of communication
May 24, 2024			
16.00-17.00 (Astana time)	Preliminary meeting of the EEC (<i>discussion of the key issues and the program of the visit</i>)	<i>IAAR external experts</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
<i>According to the schedule during the day</i>	Arrival of the members of the External Expert Commission		
18.00	Dinner	<i>IAAR external experts</i>	
<i>1st Day: May 27, 2024</i>			
09.00-09.30	Distribution of experts' responsibilities, solving organizational issues	<i>IAAR external experts</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
09.30-10.00	Meeting with the Chairman of the Board-Rector	Chairman of the Board – Rector – Syrlybayev Marat Kadiruly	Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor

10.00-10.15	Technical break		
10.15-11.00	Meeting with the Board Members - Vice-Rectors	<p><i>Member of the Board of Academic Affairs – Medetov Nurlan Amirovich, Doctor of Physico-mathematical Sciences</i></p> <p><i>Member of the Board for Scientific Work and Interaction with the region – Zhakupova Aigul Doszhanovna, Doctor of Philology, Professor</i></p> <p><i>Member of the Board for Internationalization and Infrastructure Development – Sagyndykova Zhailagul Oralovna, Candidate of Philological Sciences</i></p> <p><i>Member of the Board for Social and Cultural Development Kapyshev Ardak Kayyrzhanovich, Candidate of Historical Sciences</i></p>	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969</p> <p>Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor</p>
11.00-11.10	Technical break		
11.10-11.50	Meeting with heads of the structural divisions	<ul style="list-style-type: none"> · <i>Head of the Rector's Office – Baymanova Lyazzat Seitzievna, Candidate of Philological Sciences</i> · <i>Head of the Department of Academic Development – Memeshov Sansyrbay Koishybaevich, Candidate of Agricultural Sciences</i> · <i>Head of the Department of Science and International Cooperation – Baidalin Marden Ersainovich, PhD</i> · <i>Head of the Department of Postgraduate Education – Kussainova Aiman Akaevna, Candidate of Economic Sciences</i> · <i>Head of the Department of Youth Policy – Mukhamediyeva Zhadyra Tanatovna</i> · <i>Head of the Department of Administrative Affairs – Bagatbekov Nurlan Kadyrbekovich</i> · <i>Head of the Department of Strategy, Accreditation, and Quality Management – Turikaraeva Gulnara Bayanovna,</i> 	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969</p> <p>Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor</p>

		<p><i>Candidate of Pedagogical Sciences</i></p> <ul style="list-style-type: none"> · Head of the Center for Educational Planning and Methodological Work – <i>Yergaliyeva Galiya Manasovna</i> · Head of the Registrar’s Office – <i>Kenzhesarina Aidana Zhumabekovna</i> · Head of the Career and Employment Center – <i>Tazhmiyeva Aizhan Alikulovna</i> · Head of the Center for International Project Management – <i>Kakabayev Anuarbek Ayazbayevich, Candidate of Biological Sciences</i> · Head of the Department of International Cooperation – <i>Toktarova Ainur Baurzhanovna</i> · Head of the Digitalization Department – <i>Almusayev Olzhas Sadenovich</i> 	
11.50-12.00	Exchange of opinions of the members of the external expert commission	<i>IAAR external experts</i>	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969</p>
12.00-12.40	Meeting with directors of institutes /higher schools of the accredited educational programs	<ul style="list-style-type: none"> · Director of the Pedagogical Institute – <i>Bekseitova Akbota Tastanbekovna, Candidate of Historical Sciences</i> · Director of the S. Sadvakasov Agritechnical Institute – <i>Zhaparova Sayagul Beketovna, Candidate of Technical Sciences</i> · Director of the Higher School of Medicine – <i>Muratbekova Svetlana Kabdenovna, Doctor of Medical Sciences</i> · Director of the Higher School of Business and Law – <i>Iskakov Abai Zhantasovich, Doctor of Economic Sciences</i> 	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor</p>
12.40-13.00	Work of the EEC	<i>IAAR external experts</i>	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd</p>

			floor
13.00-14.00	Lunch		
14.00-14.15	Work of the EEC	<i>IAAR external experts</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor



14.15-15.00	Meeting with the heads of departments and developers of the educational programs	<ul style="list-style-type: none"> · Head of the Department of the English Language and Teaching Methods – Ryspayeva Dinara Sarsenbaevna, Candidate of Philological Sciences · Head of the Department of the Kazakh Language and Literature – Molgazhdarov Kasiet Kakenovich, Candidate of Philological Sciences · Head of the Department of Business and Services – Utegenova Zhuldyz Sairanovna, Candidate of Economic Sciences · Head of the Department of Chemistry and Biotechnology – Nurmukhanbetova Nurgul Nurkenovna, Candidate of Chemical Sciences · Head of the Department of Biology and Teaching Methods – Durmekbayeva Shynar Nurlybekovna, Candidate of Biological Sciences · Head of the Department of Agriculture and Bioresources – Shegenov Serikbai Taishibayevich, Candidate of Agricultural Sciences · Head of the Department of History, Geography, and Social and Humanitarian Sciences – Utegenov Marat Zinatovich, Candidate of Historical Sciences · Head of the Department of Mathematics, Physics, and Informatics – Kostangeldinova Alma Akzhanovna, Candidate of Pedagogical Sciences · Head of the Department of Mining, Construction and Ecology – Khvatina Natalya Vasilevna · Head of the Department of Morphology, Physiology, and General Pathology – Zhangalov Banurzhan Bayanovich, Candidate of Medical Sciences 	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor</p>
	Technical break	Conference hall, main building, 2nd floor	

15.00-15.10	Technical break		Conference Hall, Main Building, 2nd Floor
15.10-16.00	Meeting with the Teaching Staff of the Educational Program	<i>Clusters 1, 4, 5 (Appendix №1) (Zoom Breakout Room 1)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Hall of the Academic Council, Main Building, 2nd Floor
		<i>Clusters 3, 6 (Appendix №1) (Zoom Breakout Room 2)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room № 207
		<i>Cluster 7 (Appendix №1) (Zoom Breakout Room 3)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
		<i>Cluster 2 (Appendix №1) (Zoom Breakout Room 4)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room № 106
16.00-17.00	Survey of the Teaching Staff (simultaneously)	<i>(Appendix №3)</i>	The link is sent personally to the teacher's email.

16.00-16.10	Opinions Exchange by Members of the External Expert Commission		Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
16.10-17.00	Meeting with Students of the Educational Program	<i>Clusters 1, 4, 5 (Appendix №3) (Zoom Breakout Room 1)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Hall of the Academic Council, Main Building, 2nd Floor
		<i>Clusters 3, 6 (Appendix №3) (Zoom Breakout Room 2)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room № 207
		<i>Cluster 7 (Appendix № 3) (Zoom Breakout Room 3)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
		<i>Cluster 2 (Appendix №3) (Zoom Breakout Room 4)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room № 106
17.00-18.00	Survey of Students of the Educational Program (simultaneously)	<i>(Appendix № 4)</i>	Ссылка направляется на e-mail обучающегося персонально
17.00-17.50	Visual Inspection	<i>(Appendix № 9)</i>	

	of the Educational Program and the Material, Technical, and Educational-Laboratory Facilities		<i>По маршруту</i>
17.50-18.00	External Expert Commission Work: Discussion of the First Day's Results	<i>External Experts of IAAR</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
18.00-19.00	Dinner	<i>External Experts of IAAR</i>	
<i>2nd Day: 28 may 2024</i>			
09.00-09.30	External Expert Commission Work	<i>External Experts of IAAR</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
09.30-11.30	Selective Visit to the Educational Program's Practice Bases	<i>External Experts of IAAR согласно маршрутному листу (Appendix № 7)</i>	
11.30-13.00	Review of Department Documents and Attendance of Teaching Staff's Scheduled Classes	<i>(Appendix № 8)</i>	
13.00-14.00	Lunch		

14.00-14.20	Opinions Exchange Among Members of the External Expert Commission	<i>External Experts of IAAR</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
14.20-15.10	Meeting with Stakeholders (Representatives of Practice Bases and Employers) (Hybrid)	<i>Clusters 1, 4, 5 (Appendix №6) (Zoom breakout room 1)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Hall of the Academic Council, Main Building, 2nd Floor
		<i>Clusters 3, 6 (Appendix №6) (Zoom breakout room 2)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room № 207
		<i>Cluster 7 (Appendix №6) (Zoom breakout room 3)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
		<i>Cluster 2 (Appendix №6) (Zoom breakout room 4)</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room № 106
15.10-15.30	<i>Technical Break</i>		

15.30-16.10	Meeting with Graduates of the Educational Program (Hybrid)	Clusters 1, 4, 5 (Appendix №5) (Zoom breakout room 1)	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Hall of the Academic Council, Main Building, 2nd Floor
		Clusters 3, 6 (Appendix №5) (Zoom breakout room 2)	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room № 207
		Cluster 7 (Appendix №5) (Zoom breakout room 3)	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
		Cluster 2 (Appendix №5) (Zoom breakout room 4)	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room № 106
16.10-16.30	Technical Break		
16.30-19.00	External Expert Commission work, discussion of the second day's results and profile parameters (recording in progress)	<i>External Experts of IAAR</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
19.00-20.00	Dinner	<i>External Experts of IAAR</i>	
<i>3rd Day: 29 may 2024</i>			
09.00-11.30	External Expert	<i>External Experts of IAAR</i>	Connect to the Zoom conference

	Commission work: Recommendations Development and Discussion		https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
11.30-11.40	<i>Technical Break</i>		
11.40-12.30	External Expert Commission work: Recommendations Development and Discussion (recording in progress)	<i>External Experts of IAAR</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
12.30-13.00	External Expert Commission work	<i>External Experts of IAAR</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
13.00-14.00	Lunch		
14.00-16.00	External Expert Commission work: Discussion and decision- making through voting (recording in progress)	<i>External Experts of IAAR</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor
16.00-16.30	External Expert Commission work, Discussion of the quality assessment results	<i>External Experts of IAAR</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference Hall, Main Building, 2nd Floor

16.30-17.00	Final meeting of the External Expert Commission with the university management		Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Hall of the Academic Council, Main Building, 2nd Floor
18.00-19.00	Dinner		



Appendix 3. RESULTS OF THE FACULTY SURVEY

Faculty Survey

1. Total number of questionnaires: 60
2. Position, %

Professor	6 (10%)
Associate Professor	8 (13.3%)
Senior Lecturer	26 (43.3%)
Lecturer	12 (20%)
Head of Department	1 (1.7%)
Teaching Assistant	1 (1.7%)
Lecturer	1 (1.7%)
PhD, Assistant Professor	1 (1.7%)
Assistant Professor	1 (1.7%)
Assistant Lecturer	1 (1.7%)
Other	2 (3.4%)

3. Academic Degree, Academic Title

Honored Worker	0 (0%)
Doctor of Science	1(1,7%)
Candidate of Sciences	10(16,7%)
Master's Degree	34(56,7%)
PhD	12(20%)
Professor	0(0%)
Associate Professor	5(8,3%)
None	3(5%)
Completed Doctoral Studies	1(1,7%)
Other	

4. Work Experience at This University

Less than 1 year	4(6,7%)
1 to 5 years	10(16,7%)
More than 5 years	46(76,7%)
Other	

N ^o	Survey Questions	Very Good	Good	Relatively Bad	Bad	Very Bad	No Response
1	To what extent does the content of the educational program	43(71,7%)	17(28,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

	align with your academic and professional interests and needs?						
2	How do you assess the opportunities provided by the university for the professional development of faculty members?	38(63,3%)	22(36,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
3	How do you assess the opportunities provided by the university for faculty career advancement?	33(55%)	27(45%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
4	How do you assess the degree of academic freedom for faculty members?	38(63,3%)	22(36,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	To what extent can instructors use their own:						
5	• Teaching strategies	39(65%)	21(35%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
6	• Teaching methods	42(70%)	18(30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
7	• Educational innovations	41(68,3%)	18(30%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
8	How do you assess the organization of medical care and disease prevention at the university?	34(56,7%)	23(38,3%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
9	How much attention does the university administration pay to the content of the educational program?	42(70%)	18(30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
10	How do you assess the sufficiency and accessibility of necessary academic and educational literature in the library?	28(46,7%)	29(48,3%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
11	How do you evaluate the conditions created to meet the needs of various student groups?	25(41,7%)	35(58,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

	How do you assess the openness and accessibility of the university administration to:						
12	• Students	39(65%)	20(33,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
13	• Faculty members	37(61,7%)	23(38,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
14	How do you assess faculty involvement in the decision-making process for management and strategic planning?	20(33.3%)	37(61,7%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
15	How is faculty innovation encouraged?	32(53,3%)	27(45%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
16	How do you assess the level of feedback between faculty and the administration?	32(53,3%)	25(41,7%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
17	What is the level of encouragement and recruitment of young specialists into the educational process?	33(55%)	26(43,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
18	How do you assess the opportunities created for professional and personal growth for each faculty member and staff?	28(46,7%)	31(51,7%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
19	How adequate is the university administration's recognition of faculty potential and abilities?	26(43,3%)	32(53,3%)	2(3,3%)	0 (0%)	0 (0%)	0 (0%)
	How is the work organized regarding						
20	• Academic mobility	29(48,3%)	30(50%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
21	• Faculty professional development	38(63,3%)	22(36,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	How do you assess the support provided by the university and its administration?			0 (0%)	0 (0%)	0 (0%)	0 (0%)

22	How do you assess the support for faculty in: • Research initiatives	39(65%)	21(35%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
23	How do you assess the support for faculty in: • <input type="checkbox"/> Development of new educational programs, courses, and teaching methodologies	40(66,7%)	20(33,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	How do you assess the ability of faculty to balance teaching with						
24	• Scientific research	23(38,3%)	33(55%)	4(6,7%)	0 (0%)	0 (0%)	0 (0%)
25	• Practical professional activities	19(31,7%)	40(66,7%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
26	To what extent do the knowledge and skills acquired by students at the university align with the demands of the modern labor market?	34(56,7%)	26(43,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
27	How does the university administration respond to criticism directed at them?	16(26,7%)	41(63,8%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
28	How well does your teaching workload align with your expectations and capabilities?	18(30%)	41(68,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
29	How well do the educational programs/curricula help students develop skills in analyzing situations and making forecasts? How well do the educational programs/curricula help students develop skills in analyzing situations and making forecasts?	29(48,3%)	30(50%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
30	How well do the	35(58,3%)	25(41,7%)	0 (0%)	0	0	0 (0%)

	content and quality of the educational programs meet labor market expectations and employer requirements?				(0%)	(0%)	
--	---	--	--	--	------	------	--

Why Do You Work at This University?

- Everything suits me.
- Good team and students.
- Great colleagues, and I enjoy teaching.
- Opportunity to combine teaching with research activities.
- Incentives for academic degrees.
- Good working conditions, responsive administration, and opportunities for professional development.
- The university provides excellent opportunities for professional growth and development.
- Because it is a leading institution in the region for training competitive specialists.
- I believe this university aligns with my career development.
- I enjoy working with students.
- This university is the leading and best institution in the region and city.
- It allows me to realize my potential in my field of interest.
- I like the atmosphere, colleagues, and working with students.
- Salary, participation in projects, and the team.
- My favorite university, my Alma Mater.
- I am a graduate of this university and have been working in the department since graduation.
- I am a patriot of this university; it is the best in our region.
- Professional approach, competent and responsible administration.
- I grew up, studied, and live in Kokshetau.
- I received my education here and have worked for over 50 years at this university.
- By invitation.
- This university offers all the necessary conditions for pedagogical growth.
- I am a patriot of this university.
- This is my home university and my home department, and I want to be as helpful as possible to students.
- Proximity to my place of residence.
- I graduated from this university and want to support it.
- The university has a strong research focus.
- Opportunity for professional development.
- As a graduate, I want to work alongside professionals, grow, and develop under the guidance of highly qualified specialists.
- To train future specialists.
- I completed my bachelor's and master's degrees here. I like the atmosphere in the department and the vast opportunities available.
- It is the best educational institution in the northern region, providing high-quality education.
- Good working conditions.
- The most prestigious university in the northern region.

- Strong faculty and high university ranking.
- I came to this university through a ministerial appointment.
- The working conditions satisfy me.
- It was the best university in the post-Soviet space.
- Because it offers all the necessary conditions that suit us.
- I love this institution very much! I am a graduate! Everything is well organized!
- I enjoy combining research with teaching. There is flexibility in planning my free time.
- Opportunities for career growth.
- I like it.
- The working conditions satisfy me.
- The university provides excellent opportunities for both students and faculty. It is a pleasure to work in an environment of intelligent professionals.
- This institution values truth and integrity. It offers great opportunities for teachers' self-improvement.
- All conditions for my professional development have been created.
- I graduated from this university (2004-2008), won student competitions, including *Shokan Zhuldyzy 2007*, completed my master's degree (2008-2010) here, was *Curator of the Year 2017*, and served as deputy dean from 2010-2015. I completed a targeted doctoral program. The university has supported me at every stage.
- I studied here, and the team is great.
- This is my alma mater.
- I wanted to start my teaching career.
- This is the best university in the region.
- The university has great potential.

32. How often are master classes and sessions with practicing specialists held as part of your course?

frequently	often	sometimes	hardly ever	never
15(25%)	39(65%)	6(10%)	0 (0%)	0 (0%)

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

очень часто	часто	иногда	очень редко	никогда
18(30%)	34(56,7%)	8(13,3%)	0 (0%)	0 (0%)

34. How often do you encounter the following problems in your work? (Please provide an answer for each line.)

Questions	Often	Sometimes	Never	No answer
Lack of lecture rooms	2(3.3%)	17(28.3%)	41(68.3%)	0(0%)
Imbalance of academic workload by semesters	4(6.7%)	16(26.7%)	40(66.7%)	0(0%)
Inaccessibility of required	1(1.7%)	32(53.3%)	27(45%)	0(0%)

literature in the library				
Overcrowded study groups (too many students in the group)	2(3.3%)	14(23.3%)	44(73.3%)	0(0%)
Inconvenient schedule	1(1.7%)	17(28.3%)	43(71.7%)	0(0%)
Inadequate conditions for classes in lecture rooms	21(35%)	21(35%)	39(65%)	0(0%)
Lack of internet access/weak internet connection	3(5%)	36(60%)	21(35%)	0(0%)
Lack of student interest in learning	29(48.3%)	31(51.7%)	0(0%)	0(0%)
Untimely receipt of information about events	1(1.7%)	17(28.3%)	42(70%)	0(0%)
Lack of technical teaching aids in lecture rooms	1(1.7%)	33(55%)	26(43.3%)	0(0%)
Other Issues				
All conditions provided				
No obvious dynamic issues observed				
Sometimes problems with internet and technical support				
Salary increase				
Low salaries				
Above mentioned				
Lecture room renovation				
No issues				
Minor issues that can be resolved in current order				
No such situations that could not be resolved				

35 There are many different aspects of university life that affect each teacher and staff member in one way or another. Please rate how satisfied you are with the following:

Questions	Fully Satisfied (1)	Partially Satisfied (2)	Not Satisfied (3)	Difficult to Answer (4)
Relationship with the university administration towards you	47 (78.3%)	12 (20%)	0 (0%)	1 (1.7%)
Relationship with the immediate supervisor	51 (85%)	9 (15%)	0 (0%)	0 (0%)

Relationship with colleagues in the department	58 (96.7%)	2 (3.3%)	0 (0%)	0 (0%)
Degree of participation in the decision-making process	45 (75%)	15 (25%)	0 (0%)	0 (0%)
Relationship with students	60 (100%)	0 (0%)	0 (0%)	0 (0%)
Promotion of your initiatives and activities by the administration	51 (85%)	8 (13.3%)	1 (1.7%)	0 (0%)
Relationship with the administration regarding scientific activities	46 (76.7%)	13 (23.3%)	0 (0%)	0 (0%)
Relationship with the administration regarding administrative activities	47 (78.3%)	12 (20%)	1 (1.7%)	0 (0%)
Working conditions	25 (41.7%)	28 (46.7%)	7 (11.7%)	0 (0%)
Working conditions provided by the university	47 (78.3%)	13 (21.7%)	0 (0%)	0 (0%)
Social conditions provided by the university	46 (76.7%)	14 (23.3%)	0 (0%)	0 (0%)
Conditions for professional growth and career advancement	34 (56.7%)	21 (35%)	7 (11.7%)	6 (10%)
Organizational and quality aspects of food services in the university	33(55%)	23(38.3%)	2(3.3%)	2(3.3%)
Organizational and quality aspects of medical services	41(68.3%)	15(25%)	1(1.7%)	3(5%)

Appendix 4. RESULTS OF THE STUDENT SURVEY*Student Questionnaire***Total number of questionnaires: 52****Gender:**

Male	36(69,2%)
Female	16(36,8%)

Please rate how satisfied you are with:

Questions	Fully Satisfied	Partially Satisfied	Partially Not Satisfied	Not Satisfied	Difficult to Answer
1. Relationships with the dean's office (school, faculty, department)	45 (86.5%)	7 (13.5%)	0 (0%)	0 (0%)	0 (0%)
2. Accessibility level of the dean's office (school, faculty, department)	42 (80.8%)	10 (19.2%)	0 (0%)	0 (0%)	0 (0%)
3. Accessibility and responsiveness of the administration (university, school, faculty, department)	44 (84.6%)	7 (13.5%)	1 (1.9%)	0 (0%)	0 (0%)
4. Availability of academic advising	43 (82.7%)	8 (15.4%)	1 (1.9%)	0 (0%)	0 (0%)
5. Support with study materials during the learning process	39 (75%)	12 (23.1%)	1 (1.9%)	0 (0%)	0 (0%)
6. Availability of personal problem counseling	42 (80.8%)	7 (13.5%)	2 (3.8%)	1 (1.9%)	0 (0%)
7. Relationships between students and teachers	42 (80.8%)	10 (19.2%)	0 (0%)	0 (0%)	0 (0%)
8. Activities of financial and administrative services of the educational institution	36 (69.2%)	15 (28.8%)	1 (1.9%)	0 (0%)	0 (0%)
9. Availability of healthcare services	41 (78.8%)	10 (19.2%)	1 (1.9%)	0 (0%)	0 (0%)
10. Quality of medical services in the university	33 (63.5%)	16 (30.8%)	1 (1.9%)	1 (1.9%)	1 (1.9%)
11. Accessibility of library resources	42 (80.8%)	8 (15.4%)	2 (3.8%)	0 (0%)	0 (0%)
12. Quality of services provided	38	12	2 (3.8%)	0 (0%)	0 (0%)

in libraries and reading rooms	(73.1%)	(23.1%)			
13. Existing educational resources of the university	42 (80.8%)	8 (15.4%)	1 (1.9%)	1 (1.9%)	0 (0%)
14. Availability of computer labs	33 (63.5%)	11 (21.2%)	5 (9.6%)	3 (5.8%)	0 (0%)
15. Availability and quality of internet resources	20 (57.7%)	11 (21.2%)	9 (17.3%)	2 (3.8%)	0 (0%)
16. Content and information richness of the educational institution's website and faculty (school) website	40 (76.9%)	10 (19.2%)	1 (1.9%)	1 (1.9%)	0 (0%)
17. Study rooms and lecture halls for large groups	36 (69.2%)	12 (23.1%)	2 (3.8%)	2 (3.8%)	0 (0%)
18. Student rest rooms (if available)	23 (44.2%)	11 (21.2%)	4 (7.7%)	8 (15.4%)	6 (11.5%)
19. Clarity of disciplinary procedures	40 (76.9%)	10 (19.2%)	0	1 (1.9%)	1 (1.9%)
20. Quality of the overall educational program	43 (82.7%)	9 (17.3%)	0 (0%)	0 (0%)	0 (0%)
21. Quality of academic programs in the OP	43 (82.7%)	9 (17.3%)	0 (0%)	0 (0%)	0 (0%)
22. Teaching methods in general	43 (82.7%)	9 (17.3%)	0 (0%)	0 (0%)	0 (0%)
23. Speed of feedback response from teachers on academic issues	41 (78.8%)	9 (17.3%)	2 (3.8%)	0 (0%)	0 (0%)
24. Quality of teaching in general	42 (80.8%)	9 (17.3%)	1 (1.9%)	0 (0%)	0 (0%)
25. Academic workload/requirements for students	41 (78.8%)	9 (17.3%)	0 (0%)	2 (3.8%)	0 (0%)
26. Requirements of the PPS for students	42 (80.8%)	9 (17.3%)	0 (0%)	1 (1.9%)	0 (0%)
27. Information support and explanation of admission rules and educational program strategy (specialty) before	38 (73.1%)	13 (25%)	1 (1.9%)	0 (0%)	0 (0%)

entering the university					
28. Informing about requirements for successful completion of the educational program (specialty)	43 (82.7%)	8 (15.4%)	1 (1.9%)	0 (0%)	0 (0%)
29. Quality of exam materials (tests and exam questions, etc.)	38 (73.1%)	11 (21.2%)	0 (0%)	2 (3.8%)	1 (1.9%)
30. Objectivity of assessment of knowledge, skills, and other academic achievements	39 (75%)	12 (23.1%)	0 (0%)	1 (1.9%)	0 (0%)
31. Available computer labs	33 (63.5%)	13 (25%)	3 (5.8%)	3 (5.8%)	0 (0%)
32. Available scientific laboratories	30 (57.7%)	15 (28.8%)	3 (5.8%)	1 (1.9%)	3 (5.8%)
33. Objectivity and fairness of teachers	40 (76.9%)	8 (15.4%)	3 (5.8%)	1 (1.9%)	0 (0%)
34. Informing students about courses, educational programs, and the academic degree	42 (80.8%)	7 (13.5%)	2 (3.8%)	1 (1.9%)	0 (0%)
35. Provision of dormitories for students	29 (55.8%)	14 (26.9%)	3 (5.8%)	2 (3.8%)	4 (7.7%)

Please rate how much you agree:

Statement	Strongly Agree	Agree	Partially Agree	Disagree	Strongly Disagree	No Response
33. The course program was clearly presented	39 (75%)	9 (17.3%)	4 (7.7%)	0 (0%)	0 (0%)	0 (0%)
34. The course content is well structured	40 (76.9%)	9 (17.3%)	3 (5.8%)	0 (0%)	0 (0%)	0 (0%)
35. Key terms are sufficiently explained	40 (76.9%)	10 (19.2%)	2 (3.8%)	0 (0%)	0 (0%)	0 (0%)
36. The material presented by the instructor is relevant and reflects the latest scientific and practical advancements	39 (75%)	8 (15.4%)	4 (7.7%)	1 (1.9%)	0 (0%)	0 (0%)
37. The instructor uses effective teaching methods	38 (73.1%)	9 (17.3%)	5 (9.6%)	0 (0%)	0 (0%)	0 (0%)

38. The instructor is knowledgeable about the subject	39 (75%)	11 (21.2%)	2 (3.8%)	0 (0%)	0 (0%)	0 (0%)
39. The instructor's explanations are clear	41 (78.8%)	8 (15.4%)	3 (5.8%)	0 (0%)	0 (0%)	0 (0%)
40. The instructor presents the material in an engaging manner	37 (71.2%)	8 (15.4%)	6 (11.5%)	1 (1.9%)	0 (0%)	0 (0%)
41. The objectivity of assessing knowledge, skills, and other academic achievements	35 (67.3%)	13 (25%)	4 (7.7%)	0 (0%)	0 (0%)	0 (0%)
42. Timeliness of assessing students' academic achievements	35 (67.3%)	14 (26.9%)	3 (5.8%)	0 (0%)	0 (0%)	0 (0%)
43. The instructor meets your professional and personal development requirements and expectations	37 (71.2%)	9 (17.3%)	6 (11.5%)	0 (0%)	0 (0%)	0 (0%)
44. The instructor stimulates student activity	37 (71.2%)	13 (25%)	2 (3.8%)	0 (0%)	0 (0%)	0 (0%)
45. The instructor stimulates students' creative thinking	33 (63.2%)	14 (26.9%)	4 (7.7%)	1 (1.9%)	0 (0%)	0 (0%)
46. The instructor's appearance and manners are appropriate	39 (75%)	10 (19.2%)	3 (5.8%)	0 (0%)	0 (0%)	0 (0%)
47. The instructor demonstrates a positive attitude towards students	34 (65.4%)	14 (26.9%)	4 (7.7%)	0 (0%)	0 (0%)	0 (0%)
48. The assessment system (seminars, tests, questionnaires, etc.) reflects the course content	37 (71.2%)	11 (21.2%)	3 (5.8%)	1 (1.9%)	0 (0%)	0 (0%)
49. The assessment criteria used by the instructor are clear and accessible	37 (71.2%)	11 (21.2%)	4 (7.7%)	0 (0%)	0 (0%)	0 (0%)

50. The instructor objectively evaluates students' achievements	32 (61.5%)	16 (30.8%)	4 (7.7%)	0 (0%)	0 (0%)	0 (0%)
51. The instructor is proficient in professional language	35 (67.3%)	15 (28.8%)	2 (3.8%)	0 (0%)	0 (0%)	0 (0%)
52. The organization provides sufficient opportunities for sports and other recreational activities	31 (59.6%)	16 (30.8%)	5 (9.6%)	0 (0%)	0 (0%)	0 (0%)
53. Equipment and facilities for students are safe, comfortable, and modern	30 (57.7%)	13 (25%)	9 (17.3%)	0 (0%)	0 (0%)	0 (0%)
54. The library is well-equipped and has a sufficient collection of scientific, educational, and methodological literature	33 (63.2%)	17 (32.7%)	1 (1.9%)	1 (1.9%)	0 (0%)	0 (0%)
55. Equal opportunities for mastering the educational program and personal development are provided to all students	34 (65.4%)	15 (28.8%)	3 (5.8%)	0 (0%)	0 (0%)	0 (0%)

Other issues regarding the quality of teaching:

- I am completely satisfied with everything.
- No issues.
- Additional spaces for relaxing with classmates or working on group projects. More lighting in the corridor.
- The Chinese language teacher should observe professional boundaries.
- Everything is great.
- Water coolers.