REPORT

on the results of the work of the external expert commission on valuation
for compliance with the requirements of the standards for specialized
accreditation of educational programs
EP 6B05102 Biotechnology by Industry, 7M01504 Biology, 7M08102
Soil Science and Agrochemistry

NJSC "Kokshetau University named after Sh. Ualikhanov",
May 27-29, 2024

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Kokshetau   **May 27-29, 2024**

Content

(I) LIST OF NOTATIONS AND ABBREVIATIONS

AUP – Administrative and Managerial Personnel
DB – Basic Disciplines
VK – university component
VR – Educational Work
State Attestation Commission
State Educational Standards are the state compulsory standard of education
DLT – Distance Learning Technologies
UNT – Unified National Testing
ECTS – European Credit Transfer and Accumulation System
ICT – Information and Communication Technologies
IEP – Individual Curriculum
INO – Institute of Continuing Education
CV – optional component
KU – Kokshetau University named after Sh. Ualikhanov
KTO – credit technology of education
QED – Catalogue of Elective Disciplines
Ministry of Science and Higher Education of the Republic of Kazakhstan
MOP – Modular Educational Programs
MTB – material and technical base
NAS RK – National Academy of Sciences of the Republic of Kazakhstan
R&D – research work
SRWS/SRM – research work of students/undergraduates
NQF – National Qualifications Framework
STC – Scientific and Technical Council
OK is a mandatory component
OOD – general education disciplines
EP – Educational Program
PD – Major Disciplines
Teaching staff
RIO – Editorial and Publishing Department
RK – Republic of Kazakhstan
RUP – Working Curriculum
LMS – Distance Learning System
QMS – Quality Management System
SRMP – independent work of undergraduates
SRS – independent work of students
SRSP – independent work of students under the guidance of a teacher
TUP – standard curriculum
UVP – Teaching and Support Staff
CMT – Educational and Methodological Complex
UMKD is an educational and methodological complex of the discipline
UMC – Educational and Methodological Council
PhD – PhD/PhD in Philosophy
EMC – Electronic Educational and Methodological Complex
EMCD is an electronic educational and methodological complex of the discipline

(II) **INTRODUCTION**

In accordance with the order No 93-24-OD dated 01.03.2024 of the General Director of the Independent Agency for Accreditation and Rating, from May 27 to May 29, 2024, an external expert commission assessed the compliance of educational programs 6B05102 Biotechnology by industry, 7M01504 Biology, 7M08102 Soil Science and Agrochemistry of Sh. Ualikhanov Kokshetau University NJSC(Kokshetau) standards for specialized accreditation of educational programs of higher and postgraduate education of the IAAR (No57-20-OD of 16.06.2020, sixth edition).

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

Composition of the EEC:
Chairman of the EEC – Akybaeva Gulvira Sovetbekovna, Ph.D. in Economics, Karaganda University named after Academician E.A. Buketov (Karaganda); *Off-line participation*

IAAR Foreign Expert − Natalia A. Kulagina, Doctor of Economics, Professor, MIREA – Russian Technological University (Moscow, Russian Federation); *On-line participation;*

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

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

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

IAAR expert – Zakirova Dilnara Ikramkhanova, PhD, Research Professor, Turan University (Almaty); *Off-line participation*

IAAR Expert – Oshakbayeva Zhuldyz Oryntaykyzy, Candidate of Biological Sciences, Associate Professor, Kostanay Engineering and Economic University named after M. Dulatov (Kostanay); *Off-line participation*

IAAR Expert – Musabalina Gulnar Toleugazievna, Doctor of Historical Sciences, Professor, L.N. Gumilyov Eurasian National University (Astana); *On-line participation*

IAAR Expert – Svetlana G. Karstina, Doctor of Physical and Mathematical Sciences, Professor of the Department of Physics and Nanotechnology of Academician E.A. Buketov Karaganda University (Karaganda); *Off-line participation*

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

IAAR expert – Baimagambetova Aigerim Askharovna, PhD, Dean of the School of Public Health and Management of the NJSC Astana Medical University (Astana); *Off-line participation*

IAAR expert, employer – Maxim Yurievich Sutula, PhD, Leading Researcher, National Center for Biotechnology (Astana) *On-line participation*

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

IAAR expert, student – Zholdasova Nazira Zhenisovna, 4th year student of the Kazakh Language and Literature Programme, Aktobe Regional University named after K. Zhubanov (Aktobe); *On-line participation*

IAAR expert, student – Omarova Adel Zhanatovna, 3rd year student of the Bachelor's Programme in Finance, S. Seifullin Kazakh Agrotechnical Research University (Astana); *On-line participation*

IAAR expert, student – Ekaterina Sergeevna Kandratyeva, 2nd year student of EP 7M05101 Biology, M. Kozybayev North Kazakhstan University (Petropavlovsk); *On-line participation*

IAAR expert, student – Dinara Yerkhankyzy, 2nd-year student of the Bachelor's Programme in History, Kyzylorda University named after Korkyt Ata (Kyzylorda); *On-line participation*

IAAR expert, student – Umirzakova Gulshat Armankyzy, 2nd year master's student EP 7M01501 – Mathematics, Aktobe Regional University named after K. Zhubanov (Aktobe); *On-line participation*

IAAR expert, student – Nariman Ruslanuly Kaiyrbekov, 1st year master's student of the Bachelor's degree program in Chemistry, Sarsen Amanzholov East Kazakhstan University (Ust-Kamenogorsk); *On-line participation*

IAAR expert, student – Makulbek Aygerim Serikpaikyzy, 1st year undergraduate student in public health of the Karaganda Medical University (Karaganda); *On-line participation*

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

(III) INTRODUCTION OF THE EDUCATIONAL ORGANIZATION

The history of Sh. Ualikhanov Kokshetau University *(hereinafter referred to as the University)* begins in 1996 through the merger of the Kokshetau Pedagogical Institute named after Ch.Ch. Valikhanov, a branch of the Karaganda Polytechnic Institute and the Institute of Agriculture (Order of the Ministry of Education and Science of the Republic of Kazakhstan dated May 23, 1996 No 143).

The university has a license No KZ94LAA00018491 dated 07/28/2020 to carry out educational activities in the field of higher and postgraduate education, issued by the Committee for Control in the Field of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan. https://drive.google.com/drive/folders/1HbKFtADjL0W0EeaYHnjpKb_n6NlHJ2vd

The structure of the university as of 05.03.2024 includes the Pedagogical Institute, the Agricultural Technical Institute named after S. Sadvakasov, the Higher School of Business and Law, the Higher School of Medicine, as well as the scientific library, the editorial and publishing department, the laboratory of the engineering profile of NMR spectroscopy, the Institute of Continuing Education and other divisions of scientific, educational and industrial areas.

The material and technical base of the University consists of 5 academic buildings, 5 student dormitories, 2 sports and recreation complexes, a student nutrition center, an educational, scientific and industrial complex "Elite", a bath and laundry complex.

According to the website of the University (https://www.shokan.edu.kz/ru/about/), the contingent is 7418 students, of which 414 are foreign students, 12 double-degree and joint educational programs, 19 departments.

The educational process at the University is provided by 551 teachers, of which 410 are full-time, including 19 Doctors of Science, 80 Candidates of Science, 34 Doctors of Philosophy (PhD), 221 Masters.

The contribution of teachers to the training of personnel is marked by awards and membership in various scientific communities, for example, teachers of the Department of Chemistry and Biotechnology (EP 6B05102 - "Food Biotechnology") have awards - "The best teacher of the University of the Ministry of Education and Science of the Republic of Kazakhstan" - 5, the Medal of Altynsarin - 2, the corresponding member of the Academy of Pedagogical Sciences of Kazakhstan - 3, the owner of state scientific scholarships for leading scientists of the Republic of Kazakhstan - 1; according to EP 7M01504 - "Biology" - 1 - holder of the state scholarship for young and talented scientists of the Ministry of Education and Science of the Republic of Kazakhstan and 1 holder of the title "The best teacher of the university-2012" of the Ministry of Education and Science of the Republic of Kazakhstan, scholarship holder of the program "Bolashak" -2).

The total fund of the scientific library is 739738 copies. Of these: educational literature - 517862; scientific literature – 102119; UML and other literature-119757. The library has 680 copies of printed works published in the 19th century in Kazakh, Russian, German and English. The main part of the entire fund is made up of encyclopedias, dictionaries and reference books. The university publishes the scientific journal "Bulletin of Sh. Ualikhanov KU".

The quality management system of the university is certified for compliance with the international standard ISO 9001:2015.

The university fully owns the academic resources to carry out educational activities under accredited EPs.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

On June 14, 2019, at the meeting of the IAAR Accreditation Council, the following decision was made on the accreditation of Sh. Ualikhanov Kokshetau State University: - on the

international specialized re-accreditation of educational programs "Biotechnology", "Biology", "Soil Science and Agrochemistry" for a period of 5 years.

Based on the results of the EEC assessment for EP 7M01504 "Biology", 6B05102 "Biotechnology", the following recommendations were given:

Standard "Management of the Educational Program"

1.1 Recommendation of the EEC on EP 7M01504 "Biology", 6B05102 "Biotechnology": *To ensure the availability on the university website of such documents as: the code of honor of teachers and staff of Sh. Ualikhanov KSU; the policy of academic honesty of Sh. Ualikhanov KSU*

1.2 Recommendation of the EEC on EP 7M01504 "Biology", 6B05102 "Biotechnology": *To continue work on the development of double-degree education and develop joint educational programs in the areas of accredited educational programs.*

1.3 EEC Recommendation on EP 7M01504 "Biology", 6B05102 "Biotechnology": *To expand international cooperation with partner universities.*

1.4 Recommendation of the EEC: *Translate and publish the quality policy of the university in English.*

1.5 Recommendation of the EEC on EP 7M01504 "Biology", 6B05102 "Biotechnology": *Pay attention to the need for the heads of EPs to take advanced training courses in education management programs.*

Information Management and Reporting Standard

2.1 EEC Recommendation on EP 7M01504 "Biology", 6B05102 "Biotechnology": *Timely update the content of the website and educational portal of the university, especially in the field of international cooperation and international educational programs.*

Standard "Development and Approval of Educational Programs"

3.1 EEC Recommendation on EP 7M01504 "Biology", 6B05102 "Biotechnology": *To complete the development of joint EPs with foreign educational organizations in the areas of accredited educational programs.*

3.2 EEC Recommendation: *Increase the number of educational trajectories in the EP "5B070100/6B05102 - Biotechnology".*

Standard "Continuous Monitoring and Periodic Evaluation of Educational Programs"

4.1 EEC Recommendation on EP 7M01504 "Biology", 6B05102 "Biotechnology": *Publish all changes made to the OP in a timely manner.*

Standard "Student-Centered Learning, Teaching and Assessment"

5.1 EEC Recommendation on EP 7M01504 "Biology", 6B05102 "Biotechnology": *Include a formula for calculating academic performance indicating the weight fractions of the final control, admission rating and current academic performance in the description of the EP.*

Standard "Students"

6.1 EEC Recommendation on EP 7M01504 "Biology", 6B05102 "Biotechnology": *The management of the university and the EP should take measures to participate in the Erasmus program for students and faculty of the university, as well as the development of joint EPs through the Erasmus+ Capacity Building program.*

6.2 EEC Recommendation on EP 7M01504 "Biology", 6B05102 "Biotechnology": *To bring the regulatory document regulating the procedure for organizing academic mobility of students at the university in line with changes in the legislation of the Republic of Kazakhstan on education and the Lisbon Convention on Recognition.*

6.3 Recommendation of the EEC on EP 7M01504 "Biology", 6B05102 "Biotechnology": *The management of the university and the EP should expand the geography*

and increase the number of students traveling on academic mobility to English-speaking countries in order to develop the existing multilingual potential of students.

Standard "Faculty and Teaching Effectiveness"
7.1 EEC Recommendation on EP 7M01504 "Biology", 6B05102 "Biotechnology": *Actively use information and communication technologies in the educational process (for example, on-line training, e-portfolio, MOOC, etc.), including licensed software in the field of geographic information systems.*

7.2 Recommendation of the EEC on EP 7M01504 "Biology", 6B05102 "Biotechnology": *To increase the number of faculty members leaving under academic mobility programs by 15%.*

Standard "Educational Resources and Student Support Systems"
8.1 EEC Recommendation on EP 7M01504 "Biology", 6B05102 "Biotechnology": *Expand the Wi-Fi operation area.*

8.2 Recommendation of the EEC on EP 7M01504 "Biology", 6B05102 "Biotechnology": *To carry out work to strengthen and update the material and technical base of accredited SEs.*

Public Awareness Standard
9.1 Recommendation of the EEC on EP 7M01504 "Biology", 6B05102 "Biotechnology": *Ensure timely updating of information on teaching staff in the context of EP on the university portal.*

9.2 Recommendation of the EEC on EP 7M01504 "Biology", 6B05102 "Biotechnology": *Ensure the publication of financial statements on the website of the university.*

9.3 EEC Recommendation on EP 7M01504 "Biology", 6B05102 "Biotechnology": *Optimize the structure of the university website for the convenience of finding the necessary information.*

Standard in the context of individual specialties
10.1 Recommendation of the EEC on EP 7M01504 "Biology", 6B05102 "Biotechnology": *To ensure the presence in the EP of disciplines that teach innovative teaching methods and learning planning, including interactive teaching methods, teaching methods with high involvement and motivation of students (games, consideration of cases/situations, use of multimedia tools).*

10.2 Recommendation of the EEC: *To ensure the possibility of choosing an educational trajectory for students by increasing the number of relevant educational trajectories in the EP "5B070100/6B05102 – Biotechnology", reflecting modern problems and achievements of both science and practice.*

Based on the results of the EEC assessment of the EP "Soil Science and Agrochemistry", the following recommendations were made:
Standard "Management of the Educational Program"
1.1 EEC Recommendation on EP 7M08102-Soil Science and Agrochemistry:
Using the university's experience in risk management, apply this system in the development of educational programs.
1.2 EEC Recommendation on 7M08102-Soil Science and Agrochemistry:
To ensure that the heads of EPs take courses in management in education.

Information Management and Reporting Standard
2.1 EEC Recommendation on EP 7M08102-Soil Science and Agrochemistry:

To improve the mechanism of communication and interaction of the EP management with teaching staff and students and other stakeholders.

Standard "Development and Approval of Educational Programs"

3.1 Recommendation of the EEC on EP 7M08102-Soil Science and Agrochemistry: *To carry out work on preparing students for professional certification in the context of EP at graduating departments.*

3.2 Recommendation of the EEC on EP 7M08102-Soil Science and Agrochemistry: *The management of the university should provide measures for the practical implementation of joint educational programs with domestic and foreign educational organizations.*

Standard "Continuous Monitoring and Periodic Evaluation of Educational Programs"

4.1 Recommendation of the EEC on EP 7M08102-Soil Science and Agrochemistry: *Provide information about any actions in relation to the EP and publish all changes made on the website and other information resources of the university.*

Standard "Student-Centered Learning, Teaching and Assessment"

5.1 EEC Recommendation on EP 7M0812-Soil Science and Agrochemistry: *To introduce an additional trajectory into the content of accredited postgraduate educational programs in order to provide students with a choice.*

5.2 Recommendation of the EEC on 7M08102-Soil Science and Agrochemistry: *The management of the EP should provide advanced training for teaching staff in the field of assessment of training outcomes in accordance with the amendments to the RK RLA.*

Standard "Students"

6.1 EEC Recommendation on 7M08102-Soil Science and Agrochemistry: *To increase the number of undergraduate and graduate students participating in programs for the development of internal and external academic mobility.*

6.2 EEC Recommendation on EP 7M08102-Soil Science and Agrochemistry: *To involve students more widely in research activities, in particular through participation in scientific competitions, Olympiads, and the implementation of funded scientific topics.*

6.3 EEC Recommendation on EP 7M08102-Soil Science and Agrochemistry: *Develop a mechanism and implement a system of support for gifted students.*

Standard "Faculty and Teaching Effectiveness"

7.1 Recommendation of the EEC on EP 7M08102 – Soil Science and Agrochemistry: *To strengthen the work on academic mobility of teaching staff (to increase the number of teaching staff participating in academic mobility programs by 10%) and to attract the best foreign and domestic teachers.*

7.2 Recommendation of the EEC on EP 7M08102-Soil Science and Agrochemistry: *To ensure the active use of information and communication technologies (Internet resources, mobile learning, etc.) in the educational process.*

Standard "Educational Resources and Student Support Systems"

8.1 Recommendation of the EEC on EP 7M08102-Soil Science and Agrochemistry: *To provide modern information resources in the profile of the EP.*

8.2 Recommendation of the EEC on EP 7M08102-Soil Science and Agrochemistry: *To ensure the normal functioning of WI-FI throughout the university.*

Public Awareness Standard

9.1 EEC Recommendation on EP 7M08102-Soil Science and Agrochemistry: *Ensure the publication of regularly updated up-to-date information on graduate employment opportunities on the university website.*

9.2 EEC Recommendation on EP 7M08102-Soil Science and Agrochemistry: *Ensure the publication of audited financial statements on the website.*

To carry out specialized accreditation at the University, the visit of the EEC was carried out on May 28-30, 2019.

Post-monitoring control to assess the implementation of the IAAR EEC recommendations, formed based on the results of specialized accreditation of educational programs 7M01504 "Biology", 6B05102 "Biotechnology", 7M08102-Soil Science and Agrochemistry, the IAAR expert group conducted the first post-accreditation monitoring - 10/21/2021, the second post-accreditation monitoring - 05/05/2023.

The expert group made sure that, in general, the planned activities in accordance with the work plan for the implementation of the recommendations were implemented: on an ongoing basis, the heads of EPs take advanced training courses in education management programs; the content of the website and the educational portal of the university is updated and filled with relevant materials; the formula for calculating academic performance with an indication of the weight fractions of the final control, admission rating and current academic performance are included in the syllabuses; the Regulation on the organization of academic mobility was developed and approved; The profile of the EP is provided with modern information resources, the opportunity to choose the educational trajectory of students is provided by increasing the number of current educational trajectories in the EP "5B070100/6B05102 – Biotechnology", reflecting modern problems and achievements of both science and practice.

Analysis of reports on the results of work within the framework of post-accreditation monitoring of educational programs 7M01504 "Biology", 6B05102 "Biotechnology", 7M08102 - Soil Science and Agrochemistry showed that 90% of the recommendations were implemented. However, according to the following recommendations, EEC experts noted 0% fulfillment: those leaving under academic mobility programs for teaching staff and students; implementation of joint educational programs with domestic and foreign educational organizations; introduction of an additional trajectory into the content of accredited postgraduate education programs in order to provide students with a choice; measures for participation in the Erasmus program for students and faculty of the university, as well as the development of joint EPs through the Erasmus+ Capacity Building program.

(V) DESCRIPTION OF THE VISIT OF THE EEC

The work of the EEC was carried out on the basis of the approved Visit Program of the Expert Commission for Specialized Accreditation of the Educational Program.

In order to coordinate the work of the EEC, on May 24, 2024, an online kick-off meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and an agreement was reached on the choice of examination methods for the evaluated EPs.

In order to obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, all events were held according to the program of the visit, meetings with the Chairman of the Board, vice-rectors of the university in areas of activity, heads of structural divisions, directors, heads of educational programs, teaching staff, students, graduates, employers. A total of 277 representatives took part in the meetings (Table 1).

Table 1 – Information about employees and students who took part in meetings with the EEC IAAR according to the program:

Category of participants	Quantity
Chairman of the Board-Rector (Acting)	1
Members of the Board-Vice-Rectors	4
Heads of structural divisions	13
Deans	4
Heads of Educational Departments	10
Teachers	80
Studying	91
Graduates	35
Employers and representatives of the practice base	39
Altogether	**277**

The visual inspection was carried out in order to obtain a general idea of the University in terms of educational, scientific and methodological processes, material and technical base, creating equal conditions and barrier-free access to educational services for students with special educational needs, determining its compliance with standards, as well as for contacts with students and staff at their workplaces, library, gyms, medical center, etc.

During their work, the EEC members visited the following practice bases: Baltic Control KZ Certification LLP, Department of Survey, Land Monitoring and Laboratory Research, Akmola Region Branch of the State Corporation "Government for Citizens" NJSC, ECO-DUMP LLP.

In accordance with the accreditation procedure, a survey of 60 teaching staff and 52 students was conducted.

In order to confirm the information presented in the Self-Assessment Report, external experts requested and analyzed the working documentation of the university. Along with this, the experts studied the Internet positioning of the university through the official website of the university https://shokan.edu.kz/ru/.

As part of the planned program, recommendations for improving the accredited educational programs of the CU, developed by the EEC based on the results of the examination, were presented at a meeting with the management on 05/29/2024.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard "Management of the Educational Program"

● *The university must demonstrate the development of the goal and strategy for the development of the EP based on the analysis of external and internal factors with the wide involvement of a variety of stakeholders.*

● *Quality assurance policies should reflect the link between research, teaching and learning.*

● *The university demonstrates the development of a culture of quality assurance.*

● *Commitment to quality assurance should apply to any activities performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility.*

● *The management of the EP ensures the transparency of the development plan of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students.*

● *The management of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP.*

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

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

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

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

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

● *The management of the EP should carry out risk management.*

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

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

● *The management of the programme must demonstrate its openness and accessibility to teaching staff, employers and other stakeholders.*

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

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

Evidence

The quality policy is reflected in a set of the following documents: Development Program of Sh. Ualikhanov Kokshetau University for 2023-2029 approved by the decision of the Board of Directors of Sh. Ualikhanov CU NJSC dated December 28, 2023, Minutes No14; Quality Policy of Sh. Ualikhanov Kokshetau University; Academic Integrity Policy of Sh. Ualikhanov KU dated November 30, 2020, University Standard "Development of Quality Policy and Goals" QMS STU 2.02. -2020 of October 29, 2020 https://shokan.edu.kz/ru/documents/

According to internal regulatory documents, the Rector is responsible for the organization, coordination and final result of the work on the development and management of the Quality Policy and the University's quality goals. Responsibility for the development and achievement of quality goals in the structural divisions rests with the heads of the structural divisions of the https://shokan.edu.kz/ru/documents/polozheniya/.

The link between research and teaching involves conducting research and implementing its results in education, as well as expanding the research and entrepreneurial component with an emphasis on practice-orientation.

Commitment to quality assurance for accredited EPs is implemented through the conclusion of agreements with practice bases on internships, as well as with leading foreign and domestic universities on student exchange and academic mobility, joint educational

programs/double-diploma educational programs. The following cooperation agreements have been concluded with the following foreign organizations: University of Nebraska (Omaha, USA) (memorandum) in 2021, Omsk State Pedagogical University (Omsk, Russian Federation) in 2021, Omsk State Agrarian University named after P.A. Stolypin (Omsk, Russian Federation) in 2016 (with extension), Southern Federal University (Rostov-on-Don, Russian Federation) in 2021, Altai State University (Omsk, Russian Federation). Barnaul, Russian Federation) 2021, Russian Research and Design Institute of Sorghum and Maize (Saratov, Russian Federation) 2021, Warsaw University of Life Sciences (Warsaw, Poland) (memorandum) 2021, Mykolas Romeris University (Vilnius, Republic of Lithuania) (memorandum) 2021, Tomsk State University (Tomsk, Russian Federation) 2021, Tyumen State University (Tyumen, Russian Federation) 2019, Belarusian State Agrarian Technical University (Minsk, Belarus) 2017 (with extension), Penza State University (Penza, Russian Federation) 2019, University of Gdansk (Gdansk, Poland) (agreement), 2022, Federal Scientific Center for Forage Production and Agroecology named after V.R. Williams (Moscow region, Russian Federation) 2020, and Kazakh Agrotechnical University named after S. Seifullin, Kazakh State Agrarian University research university, Al-Farabi Kazakh National University, L.N. Gumilyov Eurasian National University, M. Kozybayev North Kazakhstan University, Toraigyrov University, Kazakh Research Institute of Horticulture LLP, Kazakh Research Institute of Animal Husbandry and Fodder Production LLP and other universities. The university management outsourced the security of the university's facilities and part of the canteens. The above examples of the use of outsourcing, positioning of EPs, transparency of the management system in the development of EPs and their implementation, generally meet the main goals of the accredited EPs.

The management of the EP annually determines the sufficiency of available resources for the implementation of the EP development strategy by conducting monitoring, questioning among students and faculty.

The management of accredited EPs on an ongoing basis involve employers, interested persons and students in the development of educational programs, the development plan of the EP, which is reflected in the relevant documents, such as: educational programs, development plan, discussion minutes. According to EP 6B05102 - "Biotechnology by industry", the employers are: Bondarenko E.V. - Director of Baltic Control KZ Certification LLP (Kokshetau), Danyarov S.Kh. - Director of JSC "National Center for Expertise and Certification", Zhaksylykov E.D. - General Director of Gormolzavod LLP, Kokshetau, Kirillov V.Y. - Candidate of Chemical Sciences, Deputy General Manager. Director for Scientific Work of Kazakh Research Institute of Forestry and Agroforestry LLP. According to OP 7M01504 – "Biology", the employers are: heads of schools in Kokshetau, director of the KSU "Secondary School - Lyceum No18 named after Saken Zhunusov" of the NGO of Kokshetau, teacher of the highest category in biology Sarsembayeva B.V., director of the KSU "IT Lyceum named after Al-Farabi" of the NGO of the city of Kokshetau Koshanova A.B., biology teacher of the regional specialized boarding school No3 for gifted children (with Kazakh language of instruction) named after Abay in Kokshetau, teacher-researcher Torsunova B.R., Senior Researcher of the RSE on the REM "Institute of Botany and Phytointroduction" of the Committee for Forestry and Wildlife of the Ministry of Ecology, Geology and Natural Resources of the Republic of Kazakhstan, Candidate of Biological Sciences Kurmantayeva A.A., Senior Researcher "Astana Botanical Garden" - Branch of the Republican State Enterprise on the Right of Economic Management "Institute of Botany and Phytointroduction" of the Committee for Forestry and Wildlife of the Ministry of Ecology, Geology and Natural Resources According to EP 7M08102 – "Soil Science and Agrochemistry", the employers are: Head of the Department of Surveys, Land Monitoring and Laboratory Research Branch of NJSC "State Corporation "Government for Citizens" in the Akmola region Tashenov A.B.

The leadership of the EP demonstrated the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization. The development and management of educational programs 6B05102 - "Biotechnology by Industry", 7M08102 - "Soil Science and

Agrochemistry", 7M01504 - "Biology" was carried out on the basis of the State Educational Standards order of the Ministry of Higher Education No2 dated 07/20/2022, TUP, order of the Ministry of Education and Science of the Republic of Kazakhstan No 79 dated 09/23/2022; and the Dublin Descriptors, harmonized with the European Qualifications Framework, the National Qualifications Framework (approved by the protocol of March 16, 2016 by the Republican Tripartite Commission on Social Partnership and Regulation of Social and Labor Relations); Professional standards: "Production of grain crops", "Cultivation of legumes and oilseeds", "Production of greenhouse vegetables and berries", "Feed production for farm animals" No263 dated 12/26/2019, "Cultivation of vegetables and potatoes" No339 dated 12/11/2018". Professional standard: "Yeast production" (order of the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken" dated 26.12.2019 No 263), "Teacher" (approved by order of the Acting Minister of Education of the Republic of Kazakhstan dated December 15, 2022 No 500).

The internal quality assurance system includes a set of organizational structure of Sh. Ualikhanov University, internal documentation, indicators, processes and resources necessary for continuous improvement of the quality of education and the development of a quality culture. The university management has developed the Regulation on the Internal Quality Assurance System, approved by the Chairman of the Academic Council on November 30, 2020.

To prevent potential risks, the management of the SE carries out the following activities: career guidance among schoolchildren, graduates of biological EP universities of the city, region; conducting advanced training of teachers of the departments in accordance with the approved plan and external and internal academic mobility of students and teaching staff; systematic renewal of the material and technical base of graduating departments. To reduce the foreseeable risks, the EP Management plans activities, for example, the development plans 6B05102 - "Biotechnology by Industry", 7M01504 "Biology" and 7M08102 - "Soil Science and Agrochemistry" provide for advanced training of teaching staff, increasing the publication activity of teaching staff of departments in scientific journals with an impact factor (Scopus and Web of Science journals), etc.

At the University level, the collegial bodies that consider the development of educational programs are the Academic Council of the University (Regulations on the Academic Council, https://shokan.edu.kz/ru/documents/polozheniya/), the Academic Council (Regulations on the Academic Council, https://drive.google.com/file/d/14KtYgygQCtBa-VB2LWgcKXpIQD1c7Gsh/view), the Industrial Committee (Regulations on the Industrial Committee of Kokshetau University named after Sh. Ualikhanov, https://drive.google.com/file/d/1w1fYIClU3wdHFoWptj4Ds1LS7vqEDACN/view) and others, in which the participation of representatives of employers, teaching staff, students and other interested persons is ensured.

The openness and accessibility of the management and its interest in developing feedback from stakeholders is characterized by the fact that everyone has the opportunity to make an appointment with the rector and vice-rectors according to the approved schedule.

The management of the EP confirms the completion of training in education management programs, for example, the heads of the departments of the graduating departments of accredited PAE Durmekbayeva Sh.N., Nurmukhanbetova N.N. took advanced training courses at ULTTYQ USTAZ online academy, on the topic: Management in Education. Development of the university strategy. Development of the university's HR policy, No 2113, No2118, from 11.11.2021 to 17.12. 2021 in the amount of 72 academic hours.

In 21.10.2021 and 05.05.2023, the accredited EPs underwent post-accreditation monitoring to implement the recommendation of the previous accreditation, in accordance with which improvement measures were taken.

Analytical part

During the visit of the EEC, the experts conducted a detailed analysis of the compliance of the accredited EPs with the requirements of the modern education market, the effective

functioning of educational programs focused on students and all interested parties in the educational service, as well as the principles and methods of organizing educational, research and educational processes.

The Commission notes that the following issues related to this standard are not fully reflected in the self-report and were not confirmed during the visit of the EEC: the self-report notes that the university ensures that stakeholders are informed about the content of the EP development plan and the processes of its formation by posting information on the website that is accessible to a wide range of people, however, the related documents EP 6B05102 Biotechnology by industry, 7M01504 Biology, 7M08102 Soil Science and Agrochemistry, including the EP Development Plan, are not available on the university's website, and during a conversation with representatives of employers and students, they noted that they do not have information about the existence of the EP Development Plan. The management of the EP did not sufficiently demonstrate on a regular basis the revision of the EP development plan and monitoring of its implementation, the development plan was approved for 2022-2027. There are no regulatory documents on risk management on the University's website https://shokan.edu.kz/ru/documents/.

During the questionnaire to the question "What attention does the management of the educational institution pay to the content of the educational program?" 42 (70%) of the teaching staff answered "very good", 18 (30%) "good".

To the question "How is the innovative activity of teaching staff encouraged?" 32 (53.3%) of the teaching staff answered "very good", 27 (45%) "good", 1 (1.7%) "relatively bad".

Students rated the question "Information support and explanation before entering the university of the rules of admission and strategy of the educational program (specialty)" 38 (73.1%) - "completely satisfied", "partially satisfied" - 13 (25%), "partially dissatisfied" 1 (1.9%). Students rated the question "The level of accessibility and responsiveness of the management (university, school, faculty, department)" 44 (84.6%) - "completely satisfied", "partially satisfied" - 7 (13.5%), "partially dissatisfied" - 1 (1.9%).

Strengths/Best Practices:
- The management of the programme has demonstrated its openness and accessibility to students, faculty, employers and other stakeholders.

Recommendations of the EEC:
- by the beginning of the 2024-2025 academic year, the management of the EP to ensure the functioning of mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP. The results of monitoring should be communicated to all interested parties.

Conclusions of the EEC on the criteria of the "Management of the Educational Program" standard:
- *Strong – 1*
- *Satisfactory – 14*
- *Expect improvements – 2*
- *Unsatisfactory – 0*

6.2. Information Management and Reporting Standard
● *The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software.*
● *The management of the EP demonstrates the systematic use of processed, adequate information to*

improve the internal quality assurance system.

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

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

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

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

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

● *The university must measure the degree of satisfaction of the needs of faculty, staff and students within the framework of the EP and demonstrate evidence of the elimination of the identified shortcomings.*

● *The university must assess the effectiveness and efficiency of activities, including in the context of the EP.*

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

● *key performance indicators;*
● *the dynamics of the contingent of students in the context of forms and types;*
● *the level of academic performance, student achievements and expulsion;*
● *students' satisfaction with the implementation of the EP and the quality of education at the university;*
● *the availability of educational resources and support systems for students;*
● *employment and career growth of graduates.*
● *Students, staff and teaching staff must document their consent to the processing of personal data.*
● *The management of the EP should contribute to the provision of all necessary information in the relevant fields of science.*

Evidence

Information Management and Reporting EP 6B05102 Biotechnology by Industry, 7M01504 Biology, 7M08102 Soil Science and Agrochemistry is carried out on the basis of the collection, analysis and use of relevant information.

In addition to the collection and analysis of statistical data, the university systematically conducts sociological surveys of students, teachers and staff, as well as graduates, pupils of secondary schools in Kokshetau and employers, to identify and analyze their ideas, assessments and attitudes that characterize both the internal and external environment of the university. Information openness is implemented through the publication of information about the educational activities of the University, focused on the to interested target audiences on the official website of the university, as well as the media and social media. Applicants, students, graduates, parents, employers and the general public have free access to information of interest through social networks http://www.shokan.edu.kz/ru/ , https://www.facebook.com/kgu.kz.17 , https://www.instagram.com/shoqan.edu.kz/, https://www.instagram.com/chem_i_biotech/, https://www.facebook.com/profile.php?id=100085549598894, https://www.facebook.com/profile.php?id=100072212410111&mibextid=LQQJ4d, https://www.facebook.com/ku.im.s.ualihanova.kafedra.biologii.i.mp?mibextid=LQQJ4d, https://www.facebook.com/profile.php?id=100007216723312&mibextid=LQQJ4d.

The university regularly publishes information about its activities. The university talks about the educational programs being implemented and the qualifications awarded, the achievements of students, the success of graduates, academic, scientific and social events. As well as about interaction with enterprises and organizations of science, business, culture, the media, about the employment opportunities of graduates, reliable information about the contingent of students, information about the teaching staff, reports, etc.

To provide a more convenient form of feedback and response to students' complaints, the University has introduced an electronic feedback system (Questionnaire https://feedback.shokan.edu.kz/ , https://shokan.edu.kz/ru/rector_message/), where students will be able to report problems or suggestions and receive prompt responses from teachers and administration. The system includes: online application forms, the ability to track the status of appeals and automatic notification of students about the results of consideration of their requests.

For the information support of the educational process at the university , the AIS "Platonus" is used to support the processes of collecting, analyzing and managing information, assessing students' knowledge by organizing exams by computer testing and providing online applications to the student service center. The system consists of separate systems and modules that exchange data with each other: the CU website, the automated information system AIS "Platonus", online schedule of Sh. Ualikhanov University, Taza University (Questionnaires, questions, complaints, suggestions), Virtual laboratory work, Internship registration, electronic catalog (search in the electronic catalog), applications to the dormitory (Applications for the provision of places in the dormitory), dormitory management (Management of applications for the provision of places in the dormitory), reports on Platonus, Testing (System for testing), portal of the career center, electronic library, control and management system access, the program for organizing and controlling testing, as well as the Graduate programs, printing applications, generator of requests and reports, Calculation of workload and compilation of RUEs, IPP, Registration in the dormitory, Talapker. Access to the AIS "Platonus" is carried out by clicking on the link https://platonus.kgu.kz/ and is divided by the principle of delegating roles in the system: student, teacher, employee, head of department / department, director, etc.

The University has a Student Service Center (SSC). The SSC provides a range of services to assist in the educational process. Students and their parents can contact on issues of interest to them. In particular, acceptance of documents, expulsion, transfers, reinstatement, provision of academic leave, establishment of an individual payment schedule for tuition, accommodation in a dormitory, etc.

Principles of the Center's activities: confidentiality of the information provided; cooperation based on trust; objectivity in resolving issues; provision of reliable information. The SSC
contributes to the optimization of the university's digital services in relation to university students, who can get information in one place.

Within the framework of the EP, a system of regular reporting is carried out, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the departments. Annual reports of the department on the results of activities are considered at the meeting of the department, at the Council of the Institute. At the meeting of the Council of the Institute, reports on the implementation of the main measures for the development of the educational process, improvement of its methodological support and the organization of independent work of students, reports on the organization of educational work are considered; plans and reports of research work are considered. On the basis of these data, the analysis of the state of the department on the issues of educational, methodological, scientific, as well as educational work with students is carried out, the state of the level of training of students and other issues related to the assessment of the effectiveness and efficiency of the department is considered.

The University has developed and operates an information policy, which determines the procedure and conditions for disclosing information https://drive.google.com/file/d/1-rOpxG3r_YM29hECoMoSLydNUBkz7Gyb/view .

When written complaints and claims appear, established procedures are used to solve certain problems in accordance with the Regulations on Work with Complaints, Appeals and Requests QMS P 5.0-2020 developed at the University.

The University's standard "Management of Library Information Resources" QMS STU 3.02-2021 establishes requirements for information resource management processes. Teachers and students use all the educational resources available at Sh. Ualikhanov University:

– electronic versions of educational and scientific literature, digitized funds of the CU library;

– electronic databases of scientific periodicals, educational literature, etc., the use of which is available through the scientific library of the CU

The total fund of the scientific library is 739738 copies. Of these: educational literature - 517862; scientific literature – 102119; UML and other literature-119757. The CU library uses

modern ones: Apache web server (ensures the availability of the library's website); PHP interpreter (interpretation of PHP code into ready-made scripts); MySQL databases (used to store data and optimize work); Openfire Jabber server (interaction between library staff); FTP server (availability of all catalogs and e-books for external libraries); IIS server (ensuring the operation of the KABIS web module); web module of the KABIS program (providing public access to library catalogs).

Access to electronic resources is possible through the website of the library of the CU http://library.shokan.edu.kz/megapro/web and a is carried out through the KABIS program.

Analytical part

Analyzing the EP in terms of the content and semantic load of the standard "Information Management and Reporting" in the areas of accreditation, the commission notes that the university has a system for managing information and reporting on student recruitment, academic performance, movement of the contingent, personnel, etc., which is presented in regular reports at meetings of the departments, the rector's office and the Academic Council of the university.

The management of accredited EPs ensures that work is carried out to assess the degree of satisfaction of students, employees and teachers by means of their questionnaires. EEC notes that the information collected as part of the university's activities, including through statistical processing of information and reporting, makes it possible to generate analytical reports. The results of the questionnaire are summarized in the relevant reports, but there was no further procedure for making further management decisions.

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

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

Based on the results of the survey, students answered the question: *"Informing students about courses, educational programs and academic degrees"* - "completely satisfied" - 42 (80.8%), "partially satisfied" - 7 (13.5%), "partially dissatisfied" - 2 (3.8%), "not satisfied" - 1 (1.9%); to the question "*Content and information content of the website of educational organizations in general and faculties (schools) in particular; to the question "Content and information content of the website of educational organizations in general and faculties (schools) in particular*40 (76.9%) answered "completely satisfied", 10 (19.2%) "partially dissatisfied", 1 (1.9%) "partially dissatisfied", 1 (1.9%) "not satisfied"; to the question "*Speed of response to feedback from teachers on the educational process*" 41 (78.8%) answered "completely satisfied", 9 (17.3%) were "partially satisfied", 2 (3.8%) were "partially dissatisfied".

According to the results of the survey of teaching staff, 16 (26.7%) answered the question "*How do the management and administration of the university perceive criticism of themselves*?" "very good", 41 (63.8%) "good", 3 (5%) "relatively bad". To the question "*Assess the openness and accessibility of the management*: teachers", 37 (61.7%) answered "very good", 23 (38.3%) "good".

Strengths/Best Practices:
Strengths have not been identified.
Recommendations:

- by the beginning of the second semester of the 2024-205 academic year, to determine the criterion for the effectiveness and efficiency of educational programs, to conduct an annual assessment based on approved indicators.

Conclusions of the EEC on the criteria of the "Information Management and Reporting" standard:
- • *Strong – 0*
- • *Satisfactory – 16*
- • *Expect improvements – 1*
- • *Unsatisfactory – 0*

6.3. Standard "Development and Approval of the Educational Program"
● *The university must demonstrate the existence of a documented procedure for the development of EPs and its approval at the institutional level.*
● *The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes.*
● *The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes.*
● *A university can demonstrate the presence of a model of a graduate of the EP, describing learning outcomes and personal qualities.*
● *Qualifications awarded at the end of the EP should be clearly defined, explained and correspond to a certain level of NQS, QF-EHEA.*
● *The EP management must demonstrate a modular structure of the programme based on the European Credit Transfer and Accumulation System (ECTS), ensure that the EP and its modules (in terms of content and structure) are aligned with the objectives set with a focus on achieving the planned learning outcomes.*
● *The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral studies).*
● *The management of the EP must demonstrate that external reviews of the SE have been conducted.*
● *The management of the EP must provide evidence of the participation of students, faculty and other stakeholders in the development of the EP and ensuring their quality.*
● *The leadership of the program must demonstrate the positioning of the program in the educational market (regional/national/international), its uniqueness.*
● *An important factor is the possibility of preparing students for professional certification.*
● *An important factor is the presence of a double-degree EP and/or joint EPs with foreign universities.*

Evidence
The process and procedure for the development and approval of accredited EPs is carried out in accordance with the requirements of the State Educational Standards. The university develops its educational programs in accordance with the university standard QMS STU 4.03 "Design, development of educational services, management of educational and organizational processes".

EPs undergo the procedure of internal and external examination. The following persons took part in the development and examination of the EP:

EP 6B05102 "Biotechnology by Industry" Bondarenko E.V. - Director of Baltic Control KZ Certification LLP (Kokshetau), Zhakupov M.M. - Specialist of the 1st category of JSC "National Center for Expertise and Certification", Zhaksylykov E.D. - General Director of Gormolzavod LLP, Koshetau, Kirillov V.Y. - Candidate of Chemical Sciences, Deputy General Manager. Director for Scientific Work of Kazakh Research Institute of Forestry and Agroforestry LLP; Zhaksylykov E.D. Director of Gormolzavod LLP.

EP 7M01504 "Biology" - Sarsembayeva B.V., Director of the School-Lyceum No 18 of the city of Kokshetau named after Saken Zhunusov of the Department of Education in the city of Kokshetau of the Department of Education of the Akmola region, teacher of biology, master;

EP 7M08102 "Soil Science and Agrochemistry"

Tagaev K.Zh. - Chairman of the Board of Kokshetau Experimental Production Farm LLP, Kanafin E.A. - Head of the Crop Production Department of Atameken-Agro JSC.

The goals of the EP in accordance with the competencies and learning outcomes are discussed and agreed at the meetings of the EP, taking into account the recommendations of employers and students.

The purpose of EP 6B05102 Biotechnology by Industries is to train specialists with basic knowledge in the theoretical and applied aspects of biotechnology, who are able to develop and apply professional skills, who have fundamental knowledge in the field of chemistry, biology, engineering and other related fields, as well as professional competencies that allow the future biotechnologist to carry out technological processes in large-scale industrial biotechnological production, in health, agriculture, food and chemical industries with skills in laboratory equipment, https://shokan.edu.kz/ru/educational-programs/biotehnologiya-po-otraslyam/ .

The purpose of EP 7M01504 Biology is to train competitive masters in the pedagogical and scientific sphere, to develop students' personal qualities and the formation of general cultural and professional competencies, to improve the skills of their implementation in pedagogical and research activities in the context of modern modernization of the system of education and science, https://shokan.edu.kz/ru/educational-programs/biologiya-7m01504/ .

The purpose of EP 7M08102 Soil Science and Agrochemistry is scientific and pedagogical training of professional personnel for the agricultural sector based on the development of fundamental knowledge and practical skills in the application of innovative, resource-saving technologies for increasing soil fertility in Northern Kazakhstan, https://shokan.edu.kz/ru/educational-programs/pochvovedenie-i-agrohimiya/ .

All types of professional practice are carried out in accordance with the Program of the relevant practice, the standard of the University "Procedure for organizing and conducting professional practice" https://drive.google.com/file/d/1sUkeun7UpfKYi4-FRgmhahce_mQUbc7s/view , contracts for internships have been concluded.

The awarded degree and qualification are awarded upon completion of the EP in accordance with the areas and levels of education specified in the State Educational Standards and Vocational Education Standards.

Analytical part

The procedure for the development, structure, examination procedure, requirements for the design, coordination, approval of educational programs at Sh. Ualikhanov Kokshetau University are regulated by the following internal documents: Academic Policy of Sh. Ualikhanov University; University standards: "Design, development of educational services, management of educational and organizational processes"; "Policy for Assessing Students' Educational Achievements"; Regulations on the Procedure for the Development and Implementation of Double-Degree Education Programs and Joint Educational Programs; Regulations on the Student Research Competence Assessment System (IROS).

The university demonstrated its participation in the working groups for the development of the EP PP, students and employers. The composition of the working group is indicated in the structure of each subdivision.

The content of the EP and the sequence of their implementation comply with the regulatory requirements and demands of the labor market. Learning outcomes in each discipline and professional practice correspond to the learning outcomes of the educational programme as a whole.

The management of accredited EPs should strengthen the work on the development of joint/double-degree educational programs with universities of near and far abroad. The University has developed a Regulation on the procedure for the development and implementation of double-degree education programs and joint educational programs, there is a sufficient number of cooperation agreements with foreign universities.

The self-report says that the formation of individual educational trajectories is carried out on the basis of the QED, which contains a list of all disciplines of the elective component with an indication of the purpose of study, brief content and expected results of the study, as well as students who participate in a questionnaire to determine educational trajectories by choice, the

choice of elective disciplines for the QED. During the conversation with the students, this procedure was confirmed.

A survey of teaching staff conducted during the visit of the IAAR EEC demonstrated a satisfactory assessment of the question "*What attention does the management of the educational institution pay to the content of the educational program?*» "very good" - 42 (70%), "good" 18 (30%). To the question "*To what extent does the content of the educational program meet your scientific and professional interests and needs?"* 43 (71.7%) answered "very good", 17 (28.3%) answered "good". Faculty members rated the support of the university and its management for the "*Development of new educational programs/academic disciplines/teaching methods*" as "very good" - 40 (66.7%), "good" 20 (33.3%).

A survey of students showed that they were satisfied with the level of speed of response to feedback from teachers regarding the educational process.

Strengths/Best Practices:
Strengths have not been identified.

Recommendations:
- by the beginning of the 2024-2025 academic year, the leadership of the EP should develop an action plan to harmonize the content of the EP with similar EPs of foreign universities in order to form and implement a double-degree EP and/or joint EP.

Conclusions of the EEC on the criteria of the standard "Development and Approval of Educational Programs":
- *Strong – 0*
- *Satisfactory – 11*
- *Expect improvements – 1*
- *Unsatisfactory – 0*

6.4. Standard "Continuous Monitoring and Periodic Evaluation of Educational Programs"
● *The university must ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.*

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

Monitoring and periodic evaluation of EP s should consider:

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

● *changes in the needs of society and the professional environment;*

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

● *the effectiveness of student assessment procedures;*

● *the needs and satisfaction of students;*

● *compliance of the educational environment and the activities of support services with the goals of the educational program.*

● *All stakeholders should be informed of any actions planned or taken in relation to the EP. All changes made to the EP must be published.*

● *Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of learning, teaching, assessment, and the development of EP as a whole.*

Evidence
The University conducts constant monitoring and periodic evaluation of educational programs, using the feedback mechanism (surveys, interviews, questionnaires of students, key

employers), to ensure that the goals of the EP are achieved and meet the needs of students and the labor market.

The source of information for monitoring is the processed results of the survey of students and employers. The results of the assessment of the programme are discussed at the Faculty Council, meetings of the programme that make decisions on measures to ensure the quality of education. The forms of the final control (oral, written, computer testing) are approved by the Faculty Council. All procedures for approving EP documents are carried out in accordance with the regulatory documents of the Ministry of Higher Education of the Republic of Kazakhstan.

Quality control of educational programs includes internal assessment of the educational program, internal assessment of the university's activities and external assessment of the educational activities of the university, measures for the development of educational programs with the participation of employers and other stakeholders, are registered in the form of protocols, acts, certificates, reports, etc., and are discussed at meetings of the educational program and the Educational and Methodological Council, as well as at meetings of the academic of the Faculty Council.

A clear definition of the logical sequence of courses of disciplines, which are reflected in the working curricula and the basic requirements for learning outcomes, is observed. The logic of drawing up the PM and training programs meet all the requirements for the implementation of the EP. The renewal of the EP is systematic, taking into account the interests of employers. The conditions for the effective advancement of a student along an individual educational trajectory in order to develop the individual characteristics, needs and cultural experience of students meet all the requirements for the implementation of the EP.

The university has developed a methodological instruction "Methodology for conducting SRO and PSRO" QMS MI 02-2021, the instruction determines the content and organization of independent work of the CG named after Sh. Ualikhanov, as well as a methodological instruction for the organization and conduct of practical and laboratory classes (QMS MI 03-2021), regulated by the standards design, development of educational services, management of educational and organizational processes (QMS STU 4.03-2022), structure, content, procedure for the development and approval of the educational and methodological complex (CMT) in the direction of training groups of educational programs (QMS STU 4.02-2022), etc. https://shokan.edu.kz/ru/documents/ .

The university has developed a university standard "Policy for Assessing Students' Educational Achievements". The procedure for assessing students consists of the technology of conducting current monitoring of progress and intermediate certification. As means of current control, the following are used: point-rating assessment of students' speeches and activity at seminars and practical classes; homework; preparation of reports on a given topic; presentation of the work performed; written report on the work performed; writing an essay. Intermediate means of control for each discipline and evaluation criteria are indicated in the work programs of the academic discipline https://drive.google.com/file/d/1tcvZgifhoKJIzfNmdbqlnmVR6BHEQ-ZI/view .

Analytical part

The analysis of the procedures for monitoring and periodic evaluation of the EP is carried out on the basis of: analysis of curricula, the catalog of elective disciplines, individual plans of students' programs, internal regulatory documents governing the implementation of educational programs, their monitoring and evaluation; minutes of collegial bodies and meetings of departments; interviews and questionnaires of students, teaching staff and stakeholders; the results of observations of the activities of support services.

In the course of interviewing focus groups, visiting departments, and analyzing the documentation provided, EEC representatives note that in practice, the monitoring and periodic evaluation of the EP does not fully take into account the effectiveness of the procedures for

assessing students, and the mechanism for informing all stakeholders about any planned or taken actions in relation to the EP is not sufficiently defined.

Informing interested parties about changes in the content of the EP is periodic, but it should be noted that it is necessary to publish the changes made to the EP for wider access to all categories of stakeholders https://shokan.edu.kz/ru/educational-programs/biotehnologiya-po-otraslyam/. in the form of the minutes of the round table meeting of January 24, 2023, where it was decided to introduce disciplines, on EP 7M01504 Biology and 7M08102 Soil Science and Agrochemistry is not confirmed.

The Commission notes the need to monitor and assess the quality of EP and discuss the results of monitoring at meetings of collegial management bodies and post information reflecting the results of the EP quality assessment on the university's website.

According to the results of the survey of students, 44 (84.6%) are completely satisfied with the level of accessibility and responsiveness of the management (university, school, faculty, department), 7 (13.5%) are partially satisfied.

Strengths/Best Practices:
Strengths have not been identified.

Recommendations:
- The university administration should annually monitor and assess the quality of the EP and discuss the results of the monitoring at meetings of collegial management bodies.

- The management of the programme should publish the changes made to the educational programmes on the website and other information resources of the university on an ongoing basis.

Conclusions of the EEC on the criteria of the standard "Continuous Monitoring and Periodic Evaluation of Educational Programs":
• *Strong – 0*
• *Satisfactory – 8*
• *Expect improvements – 2*
• *Unsatisfactory – 0*

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

● *The management of the EP should ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths.*

● *The EP management should ensure teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies and skills for performing scientific work at the required level.*

● *The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the mastery of the content and achievement of the goals of the EP by each graduate.*

● *An important factor is the availability of our own research in the field of methods of teaching EP disciplines.*

● *The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP.*

● *The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP. Criteria and methods for assessing learning outcomes should be published in advance.*

● *Assessors must be proficient in modern methods of assessing learning outcomes and regularly improve their qualifications in this area.*

● *The management of the EP should demonstrate the existence of a feedback system on the use of various teaching methods and assessment of learning outcomes.*

● *The EP leadership must demonstrate support for the autonomy of learners while providing guidance and assistance from the teacher.*

● *The management of the program must demonstrate the existence of a procedure for responding to students' complaints.*

Evidence

According to the Academic Policy of the University, the university provides a system of measures and planning for the management of educational activities aimed at the implementation of student-centered education (hereinafter referred to as CES) and improving the quality of education. In accordance with the Bologna Declaration, student-centered education is presented as a fundamental principle in higher education: a shift in emphasis in the educational process with the translation of teaching staff knowledge to the development of the student's cognitive activity. At the University, CES is represented by the theory of learning based on constructivism, where the student is an active "subject" and not a passive "object" of the educational process. This teaching is characterized by innovative teaching methods that aim to promote learning based on the cooperation of teachers and undergraduates, promoting the active role of students in controlling the process of their own learning, thus contributing to the development of personal skills such as problem solving, critical and reflective thinking.

The following forms and types of activities contribute to the effective organization of education in accredited EPs: a combination of individual, pair and group work; work with various sources of information (including electronic educational resources, digital educational resources); heuristic conversation; educational dialogue; case methods; game and role-playing forms of activity, independent work of students in improving their knowledge of languages, as well as the Leadership of the EP Nurmukhanbetova N.N., the teaching staff participate in the international educational project Erasmus Plus and the project 598377-EPP-1 -2018-1 -IT-EPPKA2-CBHE-SP "Universities of Kazakhstan for improving quality assurance processes in teaching using new technologies" (KUTEL, 2018-2021), Head of the Department of Biology and MP Durmekbaeva Sh.N. in the international project of the World Bank "Strengthening the Capacity of Teacher Education (2021-2022), Modernization of Secondary Education (2023-2024).

Lecturer of EP 7M08102 - "Soil Science and Agrochemistry", PhD Uraganov M.N. is a member of the working group of the scientific project Erasmus+ 618715-EPP-1-2020-1-DE-EPPKA2-CBHE-JP "Development of the circular economy (circular economy) in partner countries based on the development and implementation of the Master's program "Waste Management" UnWaste.

The result of the introduction and effective application of innovations in educational programs is the availability of their own research and development on electronic textbooks.

For students with special educational needs, access to library and information resources, free movement around the educational buildings, dormitories and social facilities of the university are provided, ramps and pictograms are installed. For inclusive education, the teaching staff of accredited EPs, together with the trainers of inclusive education of the Department of Social and Age Pedagogy of Sh. Ualikhanov University, are developing an addendum to the syllabus, electronic UMKD has been introduced in the AIS "Platonus", teachers of the departments of accredited EPs use specialized methods of teaching basic and professional disciplines and provide support to students with special educational needs.

At the University, the mechanism for assessing the knowledge, skills and qualities acquired by students in the process of training includes current control, midterm control, intermediate and final certification. The following forms of intermediate certification are provided: exam (oral, written, testing). The student is given the right to appeal the results of the intermediate certification. For this purpose, by order of the rector of the university, an appeal commission is created from among teachers whose qualifications correspond to the profile of the discipline being appealed. This procedure is regulated by the following documents: Regulations on working with complaints, appeals and requests, Regulations on appeals - Minutes of meetings of the department with the analysis and approval of forms of control in all disciplines, test tasks, tickets; - Protocols of appeals.

The organization of the process of writing and defending diploma theses (projects) is carried out in accordance with the regulatory document "QMS STU 5.03-2022 - Diploma Design" dated 01/15/2022. The topics of diploma works (projects) are discussed at the meetings of the department, the International Council and approved at the meeting of the Academic Council of the University.

The teaching staff of accredited EPs are constantly improving their qualifications in the field of disciplines, teaching methods, inclusive education, information and communication technology, etc.

Analytical part

Assessment of the CES and the objectivity of knowledge assessment processes is carried out on the basis of: analysis of curricula, catalog of elective disciplines, schedules, internal regulatory documents governing the implementation of educational programs; analysis of teaching methods and organization of independent work of the student; analysis of the applied methods and technology for assessing learning outcomes; interviews and questionnaires of students, faculty, employers and stakeholders. At the University, activities on the development and formation of educational programs, as well as their implementation, are carried out with a focus on students.

At the same time, experts emphasize the lack of their own research in the field of methods of teaching EP disciplines. The university is the generation of new knowledge and the disclosure of the intellectual potential of the region, and in connection with this, it is advisable to mobilize cognitive, research and other resources of the subjects of educational interaction, allowing to achieve the goals set taking into account the needs of consumers of educational services and employers in the region.

The EEC notes that it is expedient to hold methodological seminars on an ongoing basis to discuss the objectivity of mechanisms for assessing learning outcomes, it is also necessary to publish criteria and methods for assessing learning outcomes, as well as to include in the plan for the development of EPs activities aimed at improving the qualifications of teaching staff in the field of applying modern methods for assessing the academic achievements of students.

According to the results of the survey, students answered the question: *"Completely satisfied"* - 42 (80.8%), "partially satisfied" - 10 (19.2%); *The activities of the financial and administrative services of the educational institution* were answered "completely satisfied" - 36 (69.2%), "partially satisfied" - 15 (28.8%), "partially dissatisfied" - 1 (1.9%); *The existing educational resources of the university were* answered by 42 (80.8%), "partially satisfied" - 8 (15.4%), "partially dissatisfied" - 1 (1.9%), "not satisfied" - 1 (1.9%); *The quality of educational programs in the EP* was answered "completely satisfied" - 43 (82.7%), "partially satisfied" - 9 (17.3%); *41 (78.8%) answered "fully satisfied" with the academic load/requirements for a student in the EP*, 9 (17.3%) were "partially satisfied", and 2 (3.8%) were "not satisfied"; *The requirements of the teaching staff for the student* were answered by "fully satisfied" - 42 (80.8%), "partially satisfied" - 9 (17.3%), "not satisfied" - 1 (1.9%).

According to the results of the survey, the teaching staff evaluated the relationship with students as completely satisfied - 100%. 47 (78.3%) are fully satisfied with the activities of the university administration, 13 (21.7%) are partially satisfied. 47 (78.3%) are fully satisfied with the working conditions, the list and quality of services provided at the university, 13 (21.7%) are partially satisfied. Rate the level of feedback from the teaching staff with the management very good - 32 (53.3%), good -25 (41.7%), relatively bad -3 (5%).

Strengths/Best Practices:

Strengths have not been identified.

Recommendations:

- by the beginning of the 2024-2025 academic year, include a clause in the plan for the development of the EP on conducting its own research in the field of teaching the academic

disciplines of the EP with the receipt of protective documents and implement it;

- Ensure the consistency, transparency and objectivity of the mechanism for assessing the results of educhional programs on an ongoing basis, the publication of criteria and methods of assessment, and include these issues at meetings of the collegial bodies of the university.

Conclusions of the EEC on the criteria of the standard "Student-Centered Learning, Teaching and Assessment"*:*
- *Strong – 0*
- *Satisfactory – 7*
- *Expect improvements – 3*
- *Unsatisfactory – 0*

6.6. Standard "Students"

● *The university must demonstrate the policy of forming the contingent of students and ensure the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be determined, approved, and published.*
● *The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students.*
● *The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and non-formal education.*
● *The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for study.*
● *The university should 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 HEI must demonstrate cooperation with other educational institutions and national centres of the "European Network of National Information Centres for Academic Recognition and Mobility/National Academic Information Centres for Recognition" ENIC/NARIC in order to ensure comparable recognition of qualifications.*
● *The university must provide students with internships, demonstrate the procedure for promoting the employment of graduates, and maintaining contact with them.*
● *The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the results achieved.*
● *The management of the programme must demonstrate that graduates of the programme have skills that are in demand in the labour market and that these skills are indeed in demand in the labour market.*
● *The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*
● *An important factor is the presence of a valid alumni association/union.*

Evidence

Admission of students is carried out in accordance with the Model Rules for Admission to Study in Educational Organizations Implementing Educational Programs of Postgraduate Education, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 № 600, acceptance of applications for admission to higher and postgraduate education organizations is carried out online through the information system of the National Testing Center. Information for admission to the university is indicated on the website University (https://shokan.edu.kz/ru/undergraduate/), and the necessary information and explanatory materials are presented in the form of brochures, booklets, posters, available to the public and other interested parties, distributed during the agitation and career guidance campaigns held by the admission committee. On the website of the university (section "Admission", https://shokan.edu.kz/ru/undergraduate/) there are information materials on admission to the university: standard rules, state order. The University conducts career guidance such as visiting schools, colleges, etc., organizing meetings within the framework of open days, participating in scientific conferences, competitions, preparing joint scientific projects, for example, OSSHIOD No3 named after Abay, secondary school №12, IT school-lyceum named

after Al-Farabi in Kokshetau, KSU "Specialized Gymnasium № 3 named after M. Gabdullin in Kokshetau. Graduates of previous years are invited to conduct career guidance work and organizational events.

Students take an active part in various social events held within the region, city and university. The following scientific and methodological seminars were held on:

EP 7M01504 "Biology":

1. Scientific seminar on the topic "Modern achievements of biology". Moderators of the seminar: Candidate of Biological Sciences, Associate Professor Safronova N.M.; Master Khamitova G.Zh. (04/13/2021); https://www.facebook.com/100007216723312/posts/pfbid021StYn65YEbwU7qvrsw1EyE7Udv5r8STYHsJeSRR7Qg3y9VHKZhmt4Fg6dsN7Yq9al/?d=w&mibextid=unz460

2. Round table on the topic: "The role of plants in the region in nature and human life". This meeting was held online on the Zoom platform (15.04.2021) https://www.facebook.com/100007216723312/posts/pfbid036JKfMuVVNVgDGv5eUm6cnajV7Es7SYNvTsgEg2caY5N8KyezJ864ph4BS5x9D3sUl/?d=w&mibextid=unz460

3. Scientific seminar on the topic "Methods used in biological and environmental research" for 1st and 2nd year undergraduates studying in EP 7M01504-Biology. The seminar was moderated by the lecturer of the Department of Biology and Teaching Methods, PhD in Ecology Kyzdarbekova G.T. (05.05. 2022);

4. Scientific and methodological seminar on the topic "Ethics of scientific research" for undergraduates of the 1st and 2nd courses, studying in EP 7M01504-Biology. The moderator of the seminar is Assistant Professor of the Department of Biology and Teaching Methods, PhD in the specialty 26D060700-Biology" Babenko Olga Nikolaevna. Master's students clarified some aspects of ethical standards in biological research (24.02.2023).

https://www.facebook.com/100089907536895/posts/pfbid0xGykhZTy2BPybFT6YMKn1tWgXBWh9aXQ43ULvZvvj3yakaYUuA3npDTVaWjH7zn4l/?d=w&mibextid=unz460

EP 7M08102 - Soil Science and Agrochemistry:

1. Open lecture by the invited foreign scientist Professor Giuseppe Lo Papa (University of Palermo, Italy) for undergraduates and doctoral students on the scientific foundations of soil science and agrochemistry (03.11.2023).

https://www.facebook.com/share/p/XBkWgH1Rbiqtbt11/?mibextid=oFDknk

2. International Scientific and Practical Conference "Science and Business: Innovations in Production" for teaching staff of the department, bachelors, undergraduates and doctoral students. Master's students of EP 7M08102 - Soil Science and Agrochemistry Sharifolla Altyn, Sovetkyzy Zhuldyzai (04.03.2024) also made their reports.

https://www.facebook.com/share/p/juAR7cH62fLrdCAx/?mibextid=oFDknk

3. Scientific and practical seminar "Results of the development of Virgin lands in the context of the modern development of the agro-industrial complex of Kazakhstan" for teaching staff of the department, bachelors, undergraduates and doctoral students. The seminar was moderated by Doctor of Biological Sciences, Professor Khusainov A.T. (02.04.2024).

https://www.facebook.com/share/p/MyuXW3A9SerTVJ4Z/?mibextid=oFDknk

4. Round table with the participation of an invited foreign scientist, PhD Bazilevskaya Ekaterina Anatolyevna (University of Pennsylvania, USA), where teachers of the Department of Agriculture and Bioresources, undergraduates and doctoral students took part (04/25/2024).

https://www.facebook.com/share/p/HzdfXL8xQq3DcNNS/?mibextid=oFDknk

To maintain feedback from graduates, group advisors monitor their professional activities, organize meetings with graduates, and receive recommendations from employers.

The contingent for EP 6B05102 "Biotechnology by Industry" for the 2021-2022 academic year is 2 students, for the 2022-2023 academic year it is 10 students. The dynamics of the contingent of students showed increases, but in the 2023-2024 academic year there is none. For the 2022-2023 academic year, EP 7M01504 "Biology" was 11, of which 4 were in the 1st year (of which: -4 on grant), 6 in the 2nd year (-6 on grant), 10 in the 2023-2024 academic year, of which -7 in the 1st year (of which: -7 on grant), 3 in the 2nd year (-3 on grant), the dynamics

shows a decrease in the contingent. According to EP 7M08102 "Soil Science and Agrochemistry" for the 2022-2023 academic year, the contingent is 2 people, of which: on grant -2, for the 2023-2024 academic year 3 students, of which in the 1st year - (of which: on grant -), 2 in the 2nd year (on grant -2), the dynamics shows an increase in the contingent.

To consolidate theoretical knowledge and practical skills, bachelor's and master's students of accredited EPs undergo internships. The practice bases are organizations that have a material and technical base and qualified personnel that meet the profile of personnel training and the requirements of the educational program.

The final document confirming the fact of training under the mobility program is a transcript. Students will be awarded an academic degree upon completion of the full cycle of study.

Students entering on an educational grant, who are nonresident students, are provided with a dormitory in accordance with the Regulations on the student dormitory of the Sh. Ualikhanov University of Ukraine SMK P 3.05-2023, https://shokan.edu.kz/ru/documents/ .

Analytical part

The EEC notes that the university ensures compliance in terms of recognition of learning outcomes acquired in other Kazakhstani or foreign educational institutions with constant career guidance work to form a contingent; creating conditions of the educational environment for students to achieve the required professional level; representatives of students in the collegial management bodies of the University, methods of feedback and informing students, and the cultural and social life of students. The university does not discriminate against people with disabilities and creates positive conditions.

At the same time, the self-assessment report on accredited EPs, conducted by the EEC during the visit, interviews with the leadership of the EP and students showed that there is a need to strengthen domestic and international cooperation, since academic mobility contributes to the development of the mobility capital of university students.

According to the results of the survey, students answered the question: *"Fully* satisfied" - 42 (80.8%), "partially satisfied" - 7 (13.5%), "partially dissatisfied" - 2 (3.8%); *The relationship between the student and the teacher* was answered "completely satisfied" - 42 (80.8%), "partially satisfied" - 10 (19.2%); *The quality of medical care at the university* was answered by "completely satisfied" - 33 (63.5%), "partially satisfied" - 16 (30.8%), "partially dissatisfied" - 1 (1.9%); *The content and information content of the website of educational organizations in general and faculties (schools) in particular* answered "completely satisfied" - 40 (76.9%), "partially satisfied" - 10 (19.2%), "partially dissatisfied" - 1 (1.9%); *The clarity of the procedures for taking disciplinary measures* was answered by "completely satisfied" - 40 (76.9%), "partially satisfied" - 10 (19.2%), "not satisfied" - 1 (1.9%), "difficult to answer" - 1 (1.9%); *The quality of educational programs in the EP* was answered "completely satisfied" - 43 (82.7%), "partially satisfied" - 9 (17.3%); *The speed of response to feedback from teachers on the issues of the educational process* was answered by 41 (78.8%), "partially satisfied" - 9 (17.3%), "partially dissatisfied" - 2 (3.8%); *The quality of teaching in general* was answered by 42 (80.8%), "partially satisfied" - 9 (17.3%), "partially dissatisfied" - 1 (1.9%); *Information support and explanation of the rules of admission and strategy of the educational program (specialty) before entering the university* were answered by "completely satisfied" - 38 (73.1%), "partially satisfied" - 13 (25%), "partially dissatisfied" - 1 (1.9%).

Strengths/Best Practices:
Strengths have not been identified.

Recommendations:
- from the 2024-2025 academic year, the leadership of the programme will strengthen work on academic mobility of students (increase the number of students and undergraduates participating in academic mobility programmes by 10%).

Conclusions of the EEC on the criteria of the "Students" standard:
• *Strong – 0*
• *Satisfactory – 12*
• *Expect improvements – 0*
• *Unsatisfactory – 0*

6.7. Standard "Teaching Staff"

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

Evidence

The personnel policy of the university is aimed at effective support for the implementation of the university's strategy with a corporate culture and quality assurance system. The internal regulatory documents governing the personnel policy of the University are the documented procedure "Personnel Management" QMS DP 05-2020 approved by the Chairman of the Academic Council of Sh. Ualikhanov University of Ukraine dated 10/29/2020, the Regulation on the Commission for the Placement of Young Specialists and (or) Doctors Philosophy (PhD); Regulations on the status of a teacher-researcher of Sh. Ualikhanov Kokshetau University QMS P 3.08-2021; Regulation on mentoring QMS P 3.10 – 2021; Regulation on hourly wages QMS P 3.13-2022; Regulations on the corporate dress code for employees and students QMS P 1.03-2023, etc. Each teaching staff has access to information, existing and current regulations and regulations, https://shokan.edu.kz/ru/documents/polozheniya/ .The teaching load of the teacher is 600 hours. teaching in master's degree programs is primarily attended by teachers with a doctoral or candidate of sciences degree.

The formation and implementation of human resources are based on the following principles: personnel management; selection and placement of personnel; formation and preparation of a personnel reserve for promotion to managerial positions; competition, certification of personnel; advanced training; motivation and stimulation.

Quantitative and qualitative indicator of the teaching staff in EP 6B05102 – Biotechnology by industry there are 27 teachers in total, the share of teachers with an academic degree is 50.1%, in EP 7M01504 "Biology" - 16 teaching staff, the share of teachers with an academic degree is 87.5%, in EP 7M08102 "Soil Science and Agrochemistry" - 5 teaching staff, the share of teachers with an academic degree is 80%, which meets the qualification

requirements for educational activities of organizations, according to the order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated January 5, 202 No4. The teaching staff of the accredited EPs are holders of the title "The Best Teacher of the University" (Durmekbaeva Sh.N., Candidate of Chemical Sciences, Professor Seilkhanov T.M.; Candidate of Chemical Sciences, Associate Professor Nurmukhanbetova N.N. and Khamitova A.S.; Candidate of Biological Sciences, Associate Professor Ostretsova I.B., Makhanova S.K., PhD Ponomareno O.V. and others).

Teaching staff of accredited EPs on an ongoing basis improve their qualifications in the profile of disciplines, teaching methods, IT, inclusive education, certificates are available on the following topics: ULTTYQ USTAZ; Trends in digital education; Strengthening the Capacity of Teacher Education KZEMP\QCBS-03; Methodology of applied research; Implementation of the model of teacher education and strengthening of its content" KZEMP\DS-02; «New Innovative Courses in Precision Agriculture» (NICOPA); Innovative technologies for the cultivation of perennial grasses; About effective fodder production in arid regions, resource-saving technologies in agriculture, fertilization strategy and increasing soil fertility, biological and chemical methods of plant protection; Effective optimal resource-saving technologies for restoring soil fertility of arable land, etc.

In general, the teaching staff has a high professional, scientific and pedagogical level, which fully corresponds to the goals and objectives of training.

Analytical part

The EEC members confirm that the formation of the quantitative and qualitative composition of the university's teaching staff is implemented in accordance with the development strategy and is aimed at meeting the needs of the university in professional labor resources. All procedures for managing the university's personnel are transparent and accessible, strictly documented and meet the requirements of the current regulatory legal acts.

Indicators on the qualitative and quantitative composition of the teaching staff confirm the availability of human resources necessary for the implementation of the entire range of educational programs and corresponding to the qualification requirements for licensing educational activities.

According to the results of the survey of teaching staff, to the question: *How do you assess the opportunities provided by the University,* 38 (63.3%) answered "very good" for the professional development of teaching staff, 22 (36.7%) answered "good"; "Assess the involvement of the teaching staff in the process of making managerial and strategic decisions" *answered* "very good" - 20 (33.3%), "good" - 37 (61.7%), relatively bad - 3 (5%); "How is the innovative activity of faculty encouraged?" answered "very good" - 32 (53.3%), "good" - 27 (45%), "relatively bad" - 1 (1.7%); "How do you assess the work on the organization of medical care and disease prevention at the university?" answered "very good" - 34 (56.7%), "good" - 23 (38.3%), "relatively bad" - 3 (5%); "Assess the level of feedback from the teaching staff with the management" *answered* "very good" - 32 (53.3%), "good" 25 (41.7%), "relatively bad" 3 (5%).

At the same time, there is a low involvement of the teaching staff of accredited EPs in the processes of academic mobility and the involvement of the best foreign and domestic teachers in the educational process.

Strengths/Best Practices:
Strengths have not been identified.

Recommendations:
- from the 2024-2025 academic year, the leadership of the programme should strengthen the work on academic mobility of teaching staff (increase the number of teaching staff participating in academic mobility programmes by 10%) and attract the best foreign and domestic teachers.

Conclusions of the EEC on the criteria of the "Teaching Staff" standard:
- *Strong – 0*
- *Satisfactory – 10*
- *Expect improvements – 0*
- *Unsatisfactory – 0*

6.8. Standard "Educational Resources and Student Support Systems"

● *The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the goals of the educational program.*

● *The management of the EP must demonstrate the availability 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 EP being implemented, including in the following areas:

● *technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs);*

● *library resources, including a fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;*

● *examination of the results of research work, graduation works, dissertations for plagiarism;*

● *access to educational Internet resources;*

● *the functioning of WI-FI on its territory.*

● *The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of faculty, staff and students.*

● *The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy.*

● *The EP management should demonstrate that there are procedures in place to support different groups of learners, including information and counselling.*

● *The management of the EP must show the availability of conditions for the student's advancement along an individual educational trajectory.*

● *The university should take into account the needs of various groups of students (adults, workers, foreign students, as well as students with special educational needs).*

● *The university must ensure that the infrastructure meets safety requirements.*

Evidence

Kokshetau University named after Sh. Ualikhanov has 5 academic buildings, 2 dormitories, 3 Student Houses, a House of Scientists, 2 sports and recreation complexes. The structure of the library complex includes 2 subscriptions, 6 reading rooms for 315 seats, 2 electronic reading rooms equipped with computers connected to the local network and having access to the Internet.

In the Zerenda resort area (Akmola region, Zerenda village) there is a sports and recreation camp "Tulpar", owned by the Kokshetau University named after Sh. Ualikhanov. For the implementation of high-quality meals in educational buildings and dormitories there is a Student Nutrition Center, canteens and buffets. Orphan students have the opportunity to receive a free lunch in these canteens.

In order to create favorable conditions for improving the life of students and teachers of the university, a bath and laundry complex was opened.

To organize free medical care, the university has 4 medical centers and a multidisciplinary medical and health complex "Arasan". There is an editorial and publishing department.

To organize the educational process, the university is sufficiently equipped with educational and laboratory facilities, modern equipment in classrooms, lecture halls and in all departments of the university.

To organize research work and create appropriate conditions for students in the areas of bachelor's training and postgraduate professional education, there are 44 multimedia classrooms and 21 computer classes equipped with equipment that meets modern requirements: interactive whiteboards, projectors, modern computers connected to the Internet. The university has 830

computers (322 of which are used in the educational process), united by a common local network. Each building is equipped with high-speed Internet.

The total fund of the scientific library is 739738 copies. Of these: educational literature - 517862; scientific literature – 102119; UML and other literature-119757. The CU library uses modern ones: Apache web server (ensures the availability of the library's website); PHP interpreter (interpretation of PHP code into ready-made scripts); MySQL databases (used to store data and optimize work); Openfire Jabber server (interaction between library staff); FTP server (availability of all catalogs and e-books for external libraries); IIS server (ensuring the operation of the KABIS web module); web module of the KABIS program (providing public access to library catalogs).

Access to electronic resources is possible through the website of the library of the CU http://library.shokan.edu.kz/megapro/web and a is carried out through the KABIS program.

Accredited EPs are equipped with the necessary classroom facilities, training laboratories, computer classes, gyms, classrooms, lecture halls, and a research laboratory. For laboratory and practical classes in basic and specialized disciplines, there are laboratories and classrooms: "General and Inorganic Chemistry", "Analytical Chemistry", "Biochemistry", "Physical and Colloid Chemistry", "Organic and Bioorganic Chemistry", "Methods of Teaching Chemistry", "Botany", "Zoology", "Biology", "Methods of Teaching Biology "General Chemistry", "Chemistry of Elements", "Technologies for Storage and Processing of Plant Products", "Agrochemistry and Soil Science", Geology", etc. For the organization of training of persons with special needs, it is planned to use adaptive educational technologies (inclusive education), taking into account the characteristics of their psychophysical development, individual capabilities and providing, if necessary, the correction of development and social adaptation of these persons.

The university uses the automated system "Antiplagiat" to check the following written works of students: master's theses, diploma and term papers, research projects, scientific works taking part in the republican competition.

To ensure an appropriate level of security and safety of tangible assets, the university is equipped with a video surveillance system, including 236 cameras and an access control system (ACS).

In order to ensure the safety of the educational process, the university is equipped with automatic fire alarm systems.

Analytical part

The EEC confirms the existence of student support systems, including through the university's website.

During the EEC visit, as well as at meetings with focus groups, in most cases, there are problems with the possibility of using WI-FI within the walls of the University.

According to the results of the survey of students, 39 (75%) are completely satisfied with the support of educational materials in the learning process, 12 (23.1%) are partially satisfied, 1 (1.9%) is partially dissatisfied; 42 (80.8%) are completely satisfied with the level of accessibility of library resources, 8 (15.4%) are partially satisfied, and 2 (3.8%) are partially dissatisfied. The quality of services provided in libraries and reading rooms is completely satisfied - 38 (73.1%), partially satisfied - 12 (23.1%), partially dissatisfied - 2 (3.8%). - 20 (57.7%) are completely satisfied with the availability and quality of Internet resources, -11 (21.2%) are partially dissatisfied, -9 (17.3%) are partially dissatisfied, -2 (3.8%) are not satisfied.

According to the results of the survey, teaching staff rated inappropriate conditions for classes in classrooms sometimes - 21 (35%), never - 39 (65%). Lack of access to the Internet/weak Internet often - 3 (5%), sometimes - 36 (60%), never - 21 (35%). Lack of technical means of training in classrooms often – 1 (1.7%), sometimes -33 (55%), never -26 (43.3%). Evaluate the level of conditions created that take into account the needs of different groups of students: very good - 25 (41.7%), good - 35 (58.3%).

Strengths/Best Practices:
Strengths have not been identified.

Recommendations:
- from the 2024-2025 academic year, the university administration should strengthen the provision of WI-FI throughout the university.

Conclusions of the EEC on the criteria of the standard "Educational Resources and Student Support Systems":
- *Strong – 0*
- *Satisfactory – 13*
- *Expect improvements – 0*
- *Unsatisfactory – 0*

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

Evidence
Information about the university's activities and the implementation of accredited programmes is posted on the official website of the university https://shokan.edu.kz/ru/ in three languages. The site is intended for posting operational information regarding the main areas of the university's activities. The information resource of the site is open, publicly accessible and is aimed at forming the image of the university for prompt and objective public information. Accuracy, objectivity, relevance published by the university within the framework accredited by the EP is ensured by the responsibility of the head of the EP.

Information about the activities of the university is carried out by the press service of KSU through publications, television programs, interviews, advertising image products. The activities of the university are constantly covered on the local television channel "Kokshe" (http://kokshetautv.kz).

The university administration uses a variety of ways to disseminate information - these are accounts in social networks: the official website of the university https://shokan.edu.kz/ru/, in Kontakte, Facebook, Instagram and video hosting youtube (Sh. Ualikhanov KU). Information

about the activities of the departments is posted on the pages of the teaching staff of the department on Facebook, Instagram, on the university website, etc. http://www.shokan.edu.kz/ru/, https://www.facebook.com/kgu.kz.17, https://www.instagram.com/shoqan.edu.kz/, https://www.instagram.com/chem_i_biotech/, https://www.facebook.com/profile.php?id=100085549598894, https://www.facebook.com/profile.php?id=100072212410111&mibextid=LQQJ4d, https://www.facebook.com/ku.im.s.ualihanova.kafedra.biologii.i.mp?mibextid=LQQJ4d, https://www.facebook.com/profile.php?id=100007216723312&mibextid=LQQJ4d.

The site includes sections: "University", "Admission", "Education", "Science", "Erasmus", "Global", and there is a structure of the university dated 05.03.2024, approved by the Board of Directors, minutes №3, which contains the names of all its structural divisions, provides information about the heads, deans and heads of departments. To communicate with the rector, students, their parents, as well as employers and any other user can use the contact information. Information is also contained in the "Guidebook". Feedback can be provided through the rector's blog available on the website.

The University has portals with authorized access: distance education, the WEBSITE of the automated system "PLATONUS", an electronic library, a schedule of classes, the modules "Online registration of applicants", "Workload of teaching staff", "Schedule", "Electronic IPP". Accounting of student attendance (both on the part of the university and parents) is provided by an electronic access control system (ACS), for which there is an author's certificate.

The university is registered on the site of massive open online courses (MOOC) of Al-Farabi Kazakh National University. The educational process is provided with 40 digital learning resources (EDCs).

To provide various categories of students at the University, the following information and educational complexes and systems operate: the website of the university "https://shokan.edu.kz/ru/departments/library/", the library site with access to the electronic library of the https://shokan.edu.kz/ru/departments/library/, the information system of distance learning.

As a platform to provide a single point of access to electronic information resources, a library website (http://library.shokan.edu.kz/megapro/web) has been developed with access to the university's electronic library, distributed electronic catalog, remote access resources, organization of the virtual reference service, news feed and other services.

Analytical part

The university publishes information on all areas of activity on the official website. The information on the university's website is presented in Kazakh, Russian and English and includes the mission and strategy of the university, international cooperation, academic policy, information for applicants and students. However, the University's website provides little information about the educational programme in terms of teaching and learning approaches, as well as the system (procedures, methods and forms) of assessment, taking into account the specifics and profile of the programme, and the website does not reflect the Programme Development Plan for accredited educational programmes.

According to the results of the survey of students, the content and information content of the website of educational organizations in general and faculties (schools) in particular are fully satisfied - 40 (76.9%), partially satisfied - 10 (19.2%), partially dissatisfied - 1 (1.9%), dissatisfied - 1 (1.9%), information about the requirements in order to successfully complete this educational program (specialty) - fully satisfied - 43 (82.7%), partially satisfied - 8 (15.4%), partially dissatisfied - 1 (1.9%). 42 (80.8%) are fully satisfied with informing students about courses, educational programs and academic degrees, 7 (13.5%) are partially satisfied, 2 (3.8%) are partially dissatisfied, and 1 (1.9%) are not satisfied.

Based on the results of the survey, the teaching staff rated the question "How often do you face the following problems in your work: untimely receipt of information about events" - never - 42 (70%), sometimes - 17 (28.3%), often - 1 (1.7%).

Strengths/Best Practices:
Strengths have not been identified.

Recommendations:
- by the beginning of the 2024-2025 academic year, the management of the programme should supplement the information on the educational programme on the approaches of teaching, learning, as well as the system (procedures, methods and forms) of assessment, taking into account the specifics and profile of the programme;
- By the beginning of the 2024-2025 academic year, the management of the programme should update the information characterizing it as a whole on the web resource (Programme Development Plan, Graduate Model, Programme, etc.).

Conclusions of the EEC on the criteria of the "Public Information" standard:
- *Strong – 0*
- *Satisfactory – 12*
- *Expect improvements – 0*
- *Unsatisfactory – 0*
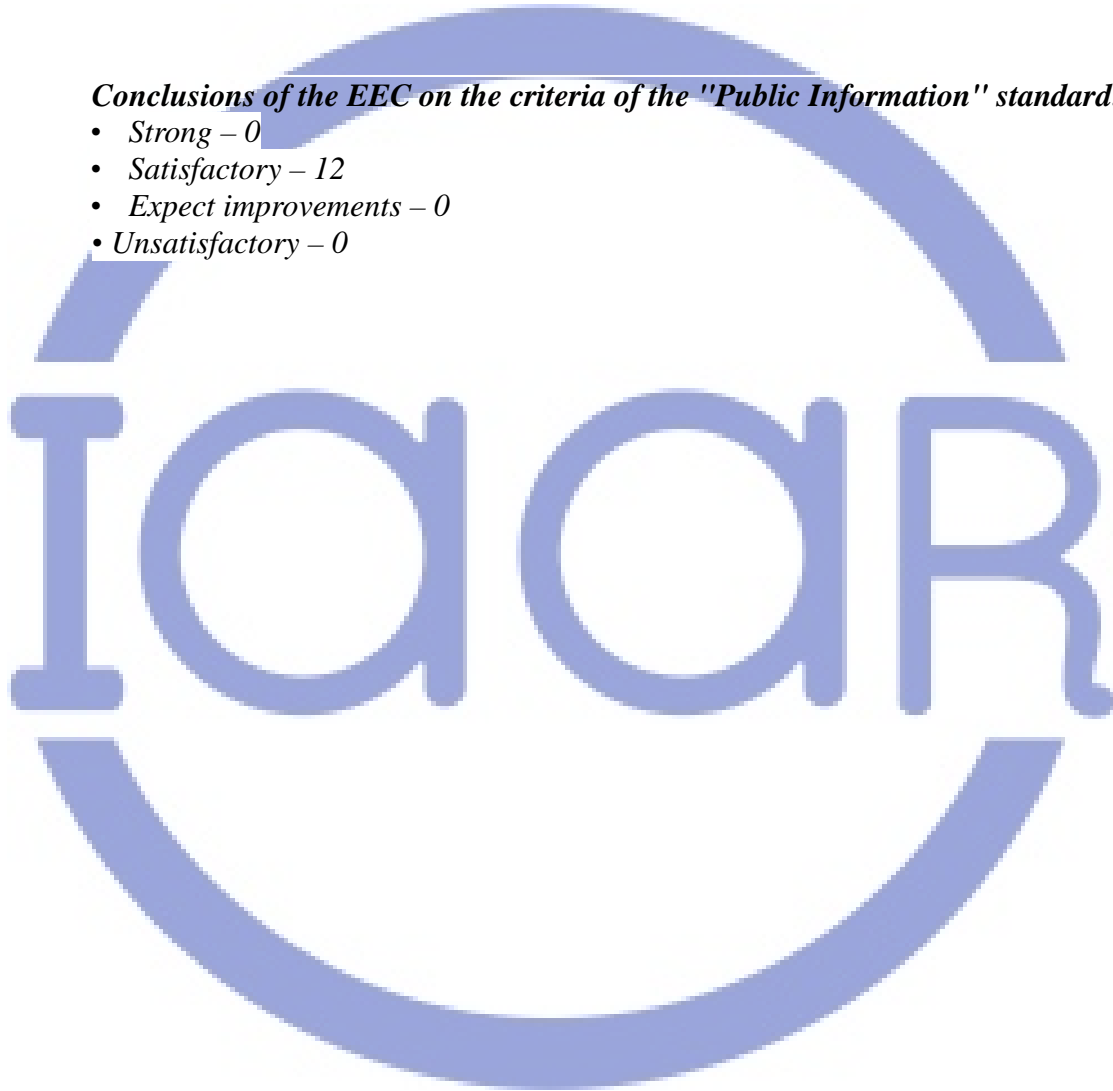
(VII) OVERVIEW OF STRENGTHS/BEST PRACTICES FOR EACH STANDARD

According to the "Educational Program Management" standard:
- The management of the programme must demonstrate its openness and accessibility to students, faculty, employers and other stakeholders

According to the "Information Management and Reporting" standard:
- According to this standard, the OP does not have strengths.

According to the standard "Development and approval of educational programs":
- According to this standard, the EP does not have strengths.

According to the standard "Continuous Monitoring and Periodic Evaluation of Educational Programs":
- According to this standard, the EP does not have strengths.

According to the standard "Student-Centered Learning, Teaching and Assessment":
- According to this standard, the EP does not have strengths.

According to the "Students" standard:
- According to this standard, the EP does not have strengths.

According to the standard "Teaching staff":
- According to this standard, the EP does not have strengths.

According to the standard "Educational Resources and Student Support Systems":
- According to this standard, the EP does not have strengths.

According to the "Public Information" standard:
- According to this standard, the EP does not have strengths.
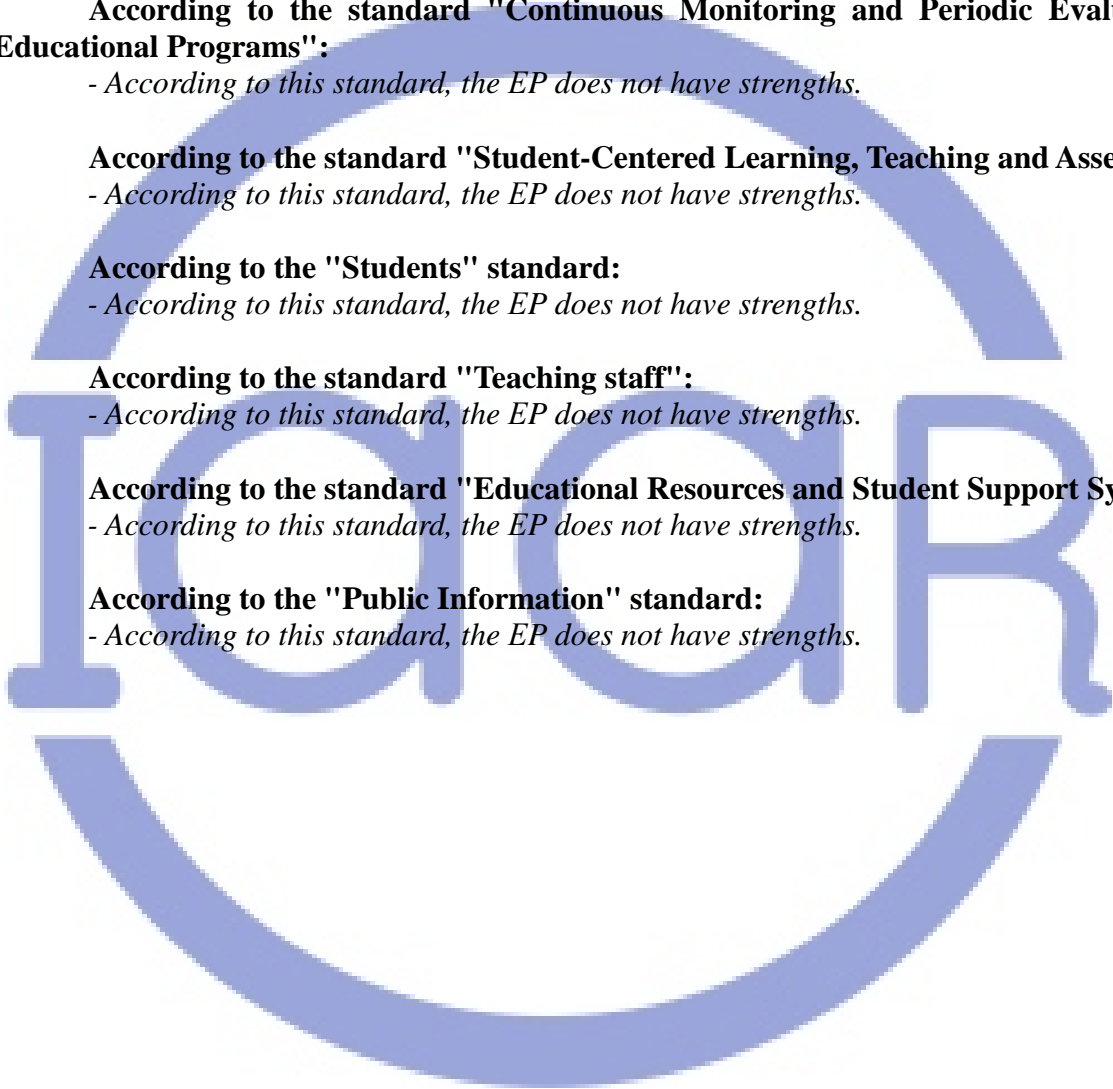
(VIII) OVERVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

EEC recommendations for EP 6B05102 Biotechnology by industry, 7M01504 Biology, 7M08102 Soil science and agrochemistry:

According to the standard "Management of the educational program"

- by the beginning of the 2024-2025 academic year, the management of the EP to ensure the functioning of mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP. The results of monitoring should be communicated to all interested parties.

According to the standard "Information Management and Reporting"

- by the beginning of the second semester of the 2024-205 academic year, to determine the criterion for the effectiveness and efficiency of educational programs, to conduct an annual assessment based on approved indicators.

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

- by the beginning of the 2024-2025 academic year, the leadership of the EP should develop an action plan to harmonize the content of the EP with similar EPs of foreign universities in order to form and implement a double-degree EP and/or joint EP.

According to the standard "Continuous monitoring and periodic evaluation of educational programs"

- The university administration should annually monitor and assess the quality of the EP and discuss the results of the monitoring at meetings of collegial management bodies.
- The management of the programme should publish the changes made to the educational programmes on the website and other information resources of the university on an ongoing basis.

According to the standard "Student-centered learning, teaching and assessment"

- by the beginning of the 2024-2025 academic year, include a clause in the plan for the development of the EP on conducting its own research in the field of teaching the academic disciplines of the EP with the receipt of protective documents and implement it;
- Ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP on an ongoing basis, the publication of evaluation criteria and methods, and include these issues at meetings of the collegial bodies of the university;

According to the "Students" standard

- from the 2024-2025 academic year, the leadership of the programme will strengthen work on academic mobility of students (increase the number of students and undergraduates participating in academic mobility programmes by 10%).

According to the standard "Teaching staff"

- from the 2024-2025 academic year, the leadership of the programme should strengthen the work on academic mobility of teaching staff (increase the number of teaching staff participating in academic mobility programmes by 10%) and attract the best foreign and domestic teachers.

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

- from the 2024-2025 academic year, the university administration should strengthen the provision of WI-FI throughout the university.

According to the "Public Information" standard

- by the beginning of the 2024-2025 academic year, the management of the programme should supplement the information on the educational programme on the approaches of teaching, learning, as well as the system (procedures, methods and forms) of assessment, taking into account the specifics and profile of the programme;

- by the beginning of the 2024-2025 academic year, the management of the EP should update the information characterizing it as a whole on the web resource (EP Development Plan, Graduate Model, EP, etc.).

(IX) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The external expert commission made a unanimous decision to recommend to the Accreditation Council to accredit educational programs 6B05102 Biotechnology by industry, 7M01504 Biology, 7M08102 Soil Science and Agrochemistry of NJSC "Sh. Ualikhanov Kokshetau University" for a period of 5 (five) years.

Appendix 1. Evaluation Table "Conclusion of the External Expert Commission"

Conclusion of the external expert commission on quality assessment
6B05102 Biotechnology by Industry, 7M01504 Biology, 7M08102 Soil Science and
Agrochemistry of Sh. Ualikhanov Kokshetau University

No p\n	No p\n	Evaluation criteria	Position of the educational organization			
			Strong	Satisfying	Involves the improvement of	Unsatisfactory
Standard "Management of the Educational Program"						
1	1.	The university must demonstrate the development of the goal and strategy for the development of the program based on the analysis of external and internal factors with the wide involvement of various stakeholders		+		
2	2.	Quality assurance policies should reflect the link between research, teaching and learning		+		
3	3.	The university demonstrates the development of a culture of quality assurance		+		
4	4.	Commitment to quality assurance should apply to any activities carried out by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
5	5.	The management of the EP ensures the transparency of the development plan of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students		+		
6	6.	The management of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP			+	
7	7.	The management of the SE should involve representatives of stakeholder groups, including employers, students and faculty, in the formation of the EP development plan		+		
8	8.	The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization		+		
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of staff responsibilities, and the delineation of functions of collegial bodies		+		
10	10.	The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involves all stakeholders in this process		+		
11	11.	The management of the EP must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the EP should manage risks		+		
13	13.	The management of the programme should ensure the participation of representatives of interested parties (employers, faculty, students) in the collegial management bodies of the educational programme, as well as their representativeness in decision-making on the management of the educational programme		+		
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals			+	

15	15.	The management of the programme must demonstrate its openness and accessibility to teaching staff, employers and other stakeholders	+			
16	16.	The management of the EP confirms the completion of training in education management programs		+		
17	17.	The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure		+		
		Total according to the standard	**1**	**14**	**2**	
Information Management and Reporting Standard						
18	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	OP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance		+		
21	4.	The university must determine the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, and senior management		+		
22	5.	The university must demonstrate a mechanism for ensuring information security, including the identification of persons responsible for the reliability and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and faculty in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The management of the EP must demonstrate the existence of mechanisms for communication with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university must ensure that the degree of satisfaction of the needs of faculty, staff and students within the framework of the EP is measured and demonstrate evidence of the elimination of the identified shortcomings		+		
26	9.	A university should assess the effectiveness and efficiency of activities, including in the context of EP		+		
		The information collected and analyzed by the university within the framework of the program should take into account:				
27	10.	Key Performance Indicators			+	
28	11.	dynamics of the contingent of students in the context of forms and types		+		
29	12.	Academic Achievement, Student Achievement, and Expulsion		+		
30	13.	students' satisfaction with the implementation of the EP and the quality of education at the university		+		
31	14.	Availability of educational resources and support systems for students		+		
32	15.	Employment and career development of graduates		+		
33	16.	Students, staff and teaching staff must document their consent to the processing of personal data		+		
34	17.	The leadership of the EP should contribute to the provision of all the necessary information in the relevant fields of science		+		
		Total according to the standard		**16**	**1**	
Standard "Development and Approval of the Educational Program"						
35	1.	The university must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The management of the EP should determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	A university can demonstrate the presence of a model of a graduate of the EP, describing the results of learning and personal qualities		+		
39	5.	Qualifications awarded at the end of the EP must be clearly defined, explained and correspond to a specific level of NQS, QF-EHEA		+		

No.		Description				
40	6.	The management of the programme must demonstrate the modular structure of the programme based on the European Credit Transfer and Accumulation System (ECTS), ensure that the programme and its modules (in terms of content and structure) are in line with the objectives set with a focus on achieving the planned learning outcomes		+		
41	7.	The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of education (bachelor's, master's, doctoral studies)		+		
42	8.	The management of the SE must demonstrate the conduct of external reviews of the EP		+		
43	9.	The management of the educational program must provide evidence of the participation of students, faculty and other stakeholders in the development of the educational program, ensuring their quality		+		
44	10.	The leadership of the EP must demonstrate the positioning of the EP in the educational market (regional/national/international), its uniqueness		+		
45	11.	An important factor is the ability to prepare students for professional certification		+		
46	12.	An important factor is the presence of a double-degree EP and/or joint EPs with foreign universities			+	
		Total according to the standard		**11**	**1**	
Standard "Continuous Monitoring and Periodic Evaluation of Basic Educational Programs"						
47	1.	The university must ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society		+		
48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP			+	
		Monitoring and periodic evaluation of EPs should consider				
49	3.	the content of the programs in the context of the latest achievements of science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	workload, academic performance and graduation of students		+		
52	6.	Effectiveness of Student Assessment Procedures		+		
53	7.	needs and satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		
55	9.	All stakeholders should be informed of any actions planned or taken in relation to the EP. All changes made to the EP must be published			+	
56	10.	Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of learning, teaching, assessment, and the development of EP in general		+		
		Total according to the standard		**8**	**2**	
Standard "Student-Centered Learning, Teaching and Assessment"						
57	1.	The management of the EP should ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The EP management should ensure teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies and skills for performing scientific work at the required level		+		
59	3.	The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the mastery of the content and achievement of the goals of the EP by each graduate		+		
60	4.	An important factor is the availability of our own research in the field of methods of teaching EP disciplines			+	
61	5.	The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP			+	

№	№	Criteria			
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP. Criteria and methods for assessing learning outcomes should be published in advance			+	
63	7.	Assessors must be proficient in modern methods of assessing learning outcomes and regularly improve their qualifications in this area		+		
64	8.	The management of the EP must demonstrate the existence of a feedback system on the use of various teaching methods and assessment of learning outcomes		+		
65	9.	The EP leadership should demonstrate support for the autonomy of learners while providing guidance and assistance from the teacher		+		
66	10.	The management of the EP must demonstrate the existence of a procedure for responding to students' complaints		+		
		Total according to the standard		**7**	**3**	
Standard "Students"						
67	1.	The university must demonstrate the policy of forming the contingent of students and ensure the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be determined, approved, and published		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and informal education		+		
70	4.	The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training		+		
71	5.	The university should actively encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the availability of a mechanism to support gifted students		+		
73	7.	The HEI must demonstrate cooperation with other educational institutions and national centres of the "European Network of National Information Centres for Academic Recognition and Mobility/National Academic Recognition Information Centres" ENIC/NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university must provide students with internship places, demonstrate the procedure for promoting the employment of graduates, and maintaining contact with them		+		
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the results achieved		+		
76	10.	The leadership of the program must demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are actually in demand in the labor market		+		
77	11.	The management of the program must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the presence of a valid association/alumni union		+		
		Total according to the standard		**12**		
Standard "Teaching Staff"						
79	1.	The university should have an objective and transparent personnel policy in the context of the EP, including hiring (including invited faculty), professional growth and development of personnel, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the educational program		+		
81	3.	The leadership of the EP must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and		+		

		teaching				
82	4.	The university should provide opportunities for career growth and professional development of faculty, including young teachers		+		
83	5.	The university must attract specialists in the relevant fields with professional competencies that meet the requirements of the EP		+		
84	6.	The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of information and communication technologies and software in the educational process (for example, on-line learning, e-portfolio, MOOCs, etc.)		+		
86	8.	The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic honesty at the university, determine the contribution of faculty, including those invited, to the achievement of the goals of the EP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
Total according to the standard				**10**		
Standard "Educational Resources and Student Support Systems"						
89	1.	The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the goals of the educational program		+		
90	2.	The management of the EP must demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the OP		+		
		The university must demonstrate the compliance of information resources with the needs of the university and the EP being implemented, including in the following areas:				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		
92	4.	library resources, including the fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of the results of research work, graduation works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	Functioning of WI-FI on its territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, employees and students		+		
97	9.	The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The EP management must demonstrate that there are procedures in place to support different groups of learners, including information and counselling		+		
99	11.	The management of the EP must show the availability of conditions for the student's advancement along an individual educational trajectory		+		
100	12.	The university should take into account the needs of various groups of students (adults, workers, foreign students, as well as students with special educational needs)		+		
101	13.	The university must ensure that the infrastructure meets safety requirements		+		
Total according to the standard				**13**		
Public Awareness Standard						
102	1.	The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the framework of the educational program		+		
103	2.	Public awareness should include support and explanation of the country's national development programmes and the system of higher and		+		

		postgraduate education				
104	3.	The university administration should use a variety of methods of information dissemination (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		The information published by the university about the educational program must be objective and up-to-date and include:				
105	4.	the purpose and planned results of the EP, the qualification awarded		+		
106	5.	information on the system for assessing the educational achievements of students		+		
107	6.	information on academic mobility programs and other forms of cooperation with partner universities, employers		+		
108	7.	information on opportunities for the development of personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of the program in the market of educational services (at the regional, national, international levels)		+		
110	9.	An important factor is the publication of reliable information about the teaching staff on open resources, in the context of personalities		+		
111	10.	A university must publish audited financial statements on its own web resource		+		
112	11.	The university should post information and links to external resources based on the results of the external evaluation procedures		+		
113	12.	An important factor is the placement of information on cooperation and interaction with partners, including with scientific/consulting organizations, business partners, social partners and educational organizations		+		
		Total according to the standard		**12**		
		ALTOGETHER	**1**	**103**	**9**	

Appendix 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL ORGANIZATION

AGREED
Chairman of the Board – Rector
NJSC "Kokshetau University named after Sh. Ualikhanov"

_____M. Syrlybayev
 «……» May 2024

APPROVED
General Director of the Independent Agency for Accreditation and Rating

_____ A. Zhumagulova
«....» May 2024

PROGRAM
VISIT OF THE IAAR EXTERNAL EXPERT COMMISSION
AT NJSC "KOKSHETAU UNIVERSITY NAMED AFTER SH. UALIKHANOV"
(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 industry
	7M01504 Biology

Cluster 4 (specialized accreditation)	7M08102 Soil Science and Agrochemistry
	8D02201 History
	7M02201 History and Socio-Religious Sciences
Cluster 5 (Primary Accreditation)	8D01501 Methodology of Scientific Research in Mathematics Education
Cluster 6 (Initial Accreditation)	7M05203 Waste Management
	7M05303 Chemistry of Biologically Active Compounds
Cluster 7 (Primary Accreditation)	6B10102 Public Health

Date and time	EEC work with target groups	Position and Surname, name, patronymic of the participants of the target groups	Contact Form
May 24, 2024			
16.00-17.00 (Astana time)	Preliminary meeting of the EEC *(discussion of key issues and the program of the visit)*	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
On track during the day	Arrival of members of the External Expert Commission		
18.00	Supper	*IAAR External Experts*	
		Day 1: May 27, 204	
09.00-09.30	Distribution of responsibility of experts, solution of organizational issues	*IAAR External Experts*	Connect to a Zoom meeting 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 a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969

			Hall of the Academic Council, main building, 2nd floor
10.00-10.15	Technical break		
10.15-11.00	Meeting with Members of the Board - Vice-Rectors	*Member of the Board for Academic Affairs – Medetov Nurlan Amirovich, Doctor of Physical and Mathematical Sciences;* *Member of the Board for Scientific Work and Interaction with the Region – Zhakupova Aigul Doszhanovna, Doctor of Philology, Professor* *Member of the Board for Internationalization and Infrastructure Development –* *Sagyndykova Zhailagul Oralovna, Candidate of Philological Sciences* *Member of the Management Board for Social and Cultural Development* *Kapyshev Ardak Kaiyrzhanovich, Candidate of Historical Sciences*	Connect to a Zoom meeting https://us02web.zoom.us/j/46417329 69 Conference ID: 464 173 2969 Hall of the Academic Council, main building, 2nd floor
11.00-11.10	Technical break		
11.10-11.50	Meeting with heads of business units	*Head of the Rector's Office – Baimanova Lyazzat Seitzievna, Candidate of Philological Sciences* *Head of the Department of Academic Development - Memeshov Sansyzbai Koishibayevich, Candidate of Agricultural Sciences* *Head of the Department of Science and International Cooperation - Marden Baydalin, PhD* *Head of the Department of Postgraduate Education – Kusainova Aiman Akaevna, Candidate of Economic Sciences* *Head of the Department of Youth Policy - Mukhamedieva Zhadyra Tanatovna* *Head of the Department of Economic Affairs - Bagatbekov*	Connect to a Zoom meeting https://us02web.zoom.us/j/46417329 69 Conference ID: 464 173 2969 Hall of the Academic Council, main building, 2nd floor

		Nurlan Kadyrbekovich *Head of the Department of Strategy, Accreditation and Quality Management – Turtkaraeva Gulnara Bayanovna, Candidate of Pedagogical Sciences* *Head of the Center for Planning of Educational and Methodological Work - Ergaliyeva Galiya Manasovna* *Head of the Registrar's Office – Kenzhesarina Aidana Zhumabekovna* *Head of the Career and Employment Center - Tazhmiyeva Aizhan Alikulovna* *Head of the International Project Management Center - Kakabayev Anuarbek Ayazbayevich, Candidate of Biological Sciences* *Head of the International Cooperation Department – Toktarova Ainur Baurzhanovna* *Head of the Digitalization Department – Almusaev Olzhas Sadenovich*	
11.50-12.00	Exchange of views of members of the external Expert Commission	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/46417329 69 Conference ID: 464 173 2969
12.00-12.40	Meeting with directors of institutes/higher schools of accredited EPs	*Director of the Pedagogical Institute – Bekseitova Akbota Tastanbekovna, Candidate of Historical Sciences* *Director of the S. Sadvakasov Agrotechnical Institute – Sayagul Beketovna Japarova, Candidate of Technical Sciences* *Director of the Higher School of Medicine – Muratbekova Svetlana Kabdenovna, Doctor of Medical Sciences* *Director of the Higher School of Business and Law – Iskakov Abay Zhantasovich, Doctor of Economics*	Connect to a Zoom meeting https://us02web.zoom.us/j/46417329 69 Conference ID: 464 173 2969 Hall of the Academic Council, main building, 2nd floor
12.40-13.00	EEC Work	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/46417329

			69
			Conference ID: 464 173 2969
			Conference hall, main building, 2nd floor
13.00-14.00	Dinner		
14.00-14.15	EEC Work	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/46417329 69 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor

14.15-15.00	Meeting with heads of departments and heads of educational programs	*Head of the Department of English Language and Teaching Methods –* *Ryspaeva Dinara Sarsenbaevna, Candidate of Philological Sciences* *Head of the Department of 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 –* *Durmekbaeva Shynar Nurlybekovna, Candidate of Biological Sciences* *Head of the Department of Agriculture and Bioresources –* *Shegenov Serikbay Tayshibayevich, Candidate of Agricultural Sciences* *Head of the Department of History, Geography and Social Sciences and Humanities –* *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 – Natalia Vasilievna Khvatina* *Head of the Department of Morphology, Physiology and General Pathology – Zhangalov Banurzhan Bayanovich, Candidate of Medical Sciences*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Hall of the Academic Council, 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 EP	Clusters 1, 4, 5 *(Appendix No1) (zoom breakout room 1)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Hall of the Academic Council, main building, 2nd floor
		Clusters 3, 6 *(Appendix No1) (zoom 2 breakout room)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Oud. № 207
		Cluster 7 *(Appendix No1) (zoom breakout room 3)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
		Cluster 2 *(Appendix No1) (zoom breakout room 4)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Oud. № 106
16.00-17.00	Survey of teaching staff (parallel)	*(Appendix No 2)*	The link is sent to the teacher's e-mail personally

16.00-16.10	Exchange of views of members of the external Expert Commission		Connect to a Zoom meeting 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 programme	Clusters 1, 4, 5 *(Appendix No3) (zoom breakout room 1)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Hall of the Academic Council, main building, 2nd floor
		Clusters 3, 6 *(Appendix No 3) (zoom 2 breakout room)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Oud. № 207
		Cluster 7 *(Appendix No3) (zoom breakout room 3)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
		Cluster 2 *(Appendix No3) (zoom breakout room 4)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Oud. № 106
17.00-18.00	Questionnaire of EP students (parallel)	*(Appendix No 4)*	The link is sent to the student's e-mail personally

17.00-17.50	Visual inspection of the EP and the material, technical, educational and laboratory base	*(Appendix No 9)*	*From*
17.50-18.00	EEC Work: Discussion of the Results of the First Day	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/46417329 69 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
18.00-19.00	Supper	*IAAR External Experts*	
Day 2: May 28, 2024			
09.00-09.30	EEC Work	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/46417329 69 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
09.30-11.30	Selective visits to the bases of EP practices	*IAAR external experts according to the itinerary (Appendix No 7)*	

11.30-13.00	Work with documents of departments and attendance of teaching staff classes according to the schedule	*(Appendix No 8)*	
13.00-14.00	Dinner		
14.00-14.20	Exchange of views of members of the external Expert Commission	*IAAR External Experts*	Connect to a Zoom meeting 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)	Clusters 1, 4, 5 *(Appendix No6) (zoom breakout room 1)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Hall of the Academic Council, main building, 2nd floor
		Clusters 3, 6 *(Appendix No6) (zoom 2 breakout room)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Oud. № 207
		Cluster 7 *(Appendix No6) (zoom breakout room 3)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor

		Cluster 2 *(Appendix No6) (zoom breakout room 4)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Oud. № 106
15.10-15.30	Technical break		
15.30-16.10	Meeting with EP alumni (hybrid)	Clusters 1, 4, 5 *(Appendix No5) (zoom breakout room 1)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Hall of the Academic Council, main building, 2nd floor
		Clusters 3, 6 *(Appendix No5) (zoom breakout room 2)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Oud. № 207
		Cluster 7 *(Appendix No5) (zoom breakout room 3)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor

		Cluster 2 *(Appendix No5) (zoom breakout room 4)*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Oud. № 106
16.10-16.30	Technical break		
16.30-19.00	EEC work, discussion of the results of the second day and profile parameters *(recording is underway)*	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
19.00-20.00	Supper	*IAAR External Experts*	
Day 3: May 29, 2024			
09.00-11.30	Work of the EEC: development and discussion of recommendations	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor

11.30-11.40	Technical break		
11.40-12.30	EEC Work: Development and Discussion of Recommendations (*Recorded*)	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
12.30-13.00	EEC Work	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
13.00-14.00	Dinner		University Canteen
14.00-16.00	EEC work: discussion, decision-making by voting *(recorded)*	*IAAR External Experts*	Connect to a Zoom meeting https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
16.00-16.30	Work of the EEC, Discussion of the results of the quality assessment	*IAAR External Experts*	Connect to a Zoom meeting 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 EEC with the leadership		Connect to a Zoom meeting https://us02web.zoom.us/j/46417329

	of the university		[69](#) Conference ID: 464 173 2969 Hall of the Academic Council, main building, 2nd floor
18.00-19.00	Supper		

Appendix 3. RESULTS OF THE SURVEY OF TEACHERS

Faculty Questionnaire

1. Total number of questionnaires: 60

2. Position, %

Professor	6 (10%)
Associate Professor/Associate Professor	8(13,3%)
Senior Lecturer	26(43,3%)
Teacher	12(20%)
Head. Department	1(1,7%)
Assistant lecturer	1(1,7%)
Lecturer	1(1,7%)
PhD Doctor, Professor, 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%)
D.Sc	1(1,7%)
Candidate of science	10(16,7%)
Master	34(56,7%)
PhD	12(20%)
Professor	0(0%)
Associate Professor/Associate Professor	5(8,3%)
No	3(5%)
He graduated from doctoral studies	1(1,7%)
Other	

4. Work experience at this university

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

№	Questions	Very good	Ok	Relatively bad	Not good	Very bad	Did not respond
1	To what extent does the	43(71,7%)	17(28,3%)	0 (0%)	0	0 (0%)	0 (0%)

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	content of the educational program meet your scientific and professional interests and needs?				(0%)		
2	How do you assess the opportunities provided by the University for the professional development of teaching staff?	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 the career growth of teaching staff?	33(55%)	27(45%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
4	How do you assess the degree of academic freedom of the faculty?	38(63,3%)	22(36,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	To what extent teachers can use their own						
5	• Learning 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 Innovation	41(68,3%)	18(30%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
8	How do you assess the work on 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	What attention does the management of the educational institution 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 availability of the necessary scientific and educational literature in the library?	28(46,7%)	29(48,3%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
11	Assess the level of conditions created that take into account the	25(41,7%)	35(58,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

	needs of different groups of students?						
	Evaluate the openness and accessibility of the guide						
12	• Students	39(65%)	20(33,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
13	• Teachers	37(61,7%)	23(38,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
14	Assess the involvement of faculty in the process of making managerial and strategic decisions	20(33.3%)	37(61,7%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
15	How are the innovative activities of faculty members encouraged?	32(53,3%)	27(45%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
16	Assess the level of feedback from the faculty to the management	32(53,3%)	25(41,7%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
17	What is the level of stimulation and involvement of young professionals in the educational process?	33(55%)	26(43,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
18	Evaluate the professional and personal growth opportunities created for each faculty member and staff	28(46,7%)	31(51,7%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
19	Assess the adequacy of the recognition by the university management of the potential and abilities of teachers	26(43,3%)	32(53,3%)	2(3,3%)	0 (0%)	0 (0%)	0 (0%)
	How the work is set up						
20	• Academic Mobility	29(48,3%)	30(50%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
21	• For advanced training of teaching staff	38(63,3%)	22(36,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

					0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Evaluate the support of the university and its management							
22	• Research Initiatives of the Faculty	39(65%)	21(35%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
23	• Development of new educational programs/academic disciplines/teaching methods	40(66,7%)	20(33,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Assess the level of faculty's ability to combine teaching							
24	• with scientific research	23(38,3%)	33(55%)	4(6,7%)	0 (0%)	0 (0%)	0 (0%)
25	• with practical activities	19(31,7%)	40(66,7%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
26	Assess how the knowledge of students received at the university corresponds to the realities of the requirements of the modern labor market	34(56,7%)	26(43,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
27	How do the management and administration of the university perceive criticism addressed to them?	16(26,7%)	41(63,8%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
28	Assess how your study load meets your expectations and capabilities?	18(30%)	41(68,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)

29	Assess the focus of educational programs/curricula on the formation of students' skills and abilities to analyze the situation and make forecasts?	29(48,3%)	30(50%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
30	Assess how the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation	35(58,3%)	25(41,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

Why do you work at this university?

Everything suits me

Good team and students

Team, like to teach

There is an opportunity to combine teaching with scientific research

Degree Incentives

Good working conditions, listening management, the opportunity to improve qualifications

The university provides good opportunities for professional growth and development

Sebebi ,óńirdegi básekege qabiletti mamandardy daıarlaıtyn oqý orny

I believe that this university is in line with my career development

I like working with students

The university in this region and city is the leading and the best.

Allows me to realize opportunities in my area of interest

I like the atmosphere, the team, the work with students

Salary, participation in projects, team

My favorite university, Alma matr

I am a graduate of the university and from the moment of graduation to this day I have been working at the department

A patriot of this university, the best university in our region

Professional approach, adequate and responsible management

I grew up in Kokshetau, studied, and live here

I received my education and worked at this university for over 50 years

By invitation

This university has all the conditions for pedagogical development.

Patriot of this university

Because this is my native university, my native department, I want to be as useful as possible for students

By place of residence

I graduated from this University and want to support

Scientific orientation of the university

Opportunity for professional development,

As a university graduate, you want to work together with professionals in your field, grow and develop under the guidance of highly qualified specialists

Maman daıyndaý úshin

I studied at this university in a bachelor's degree, master's degree. I like the atmosphere at the department. Great opportunities

Soltústik óńirde eń sapaly bilim beretin bilim ordasy

Good working conditions

Soltústik óńirdegi betke ustar JOO

Strong teachers, high university rating

Men búl joǵary oqý ornyna mınıstrlik joldamasymen kelgem.

The working conditions satisfy me

The best university was in the post-Soviet space

Because there are all the conditions that suit us

Oqý ornyn óte jaqsytkóremin! Túlegimin!barlyq jaǵdaı jasalǵan!

I like to combine research work with teaching. It is possible to plan your free time.

Career Opportunities

Like

I am satisfied with the working conditions

The university provides good opportunities for both students and teachers. It is pleasant to work in a circle of intelligent people who are professionals.

Búl oqý ornynda shyndyq adaldyq bar. Ustazdyń ózin-ózi jetildirdi ne jaǵdaı jasalǵan.

Kásibı damýyma barynsha jaǵdaı jasalǵan

I am a graduate of this university in 2004-2008, since my student years I have been the winner of competitions, Shokan zhuldyzy-2007, graduated from the master's program in 2008-2010 there, became the Curator of the Year -2017, Deputy Dean for VR from 2010-2015. He graduated from targeted doctoral studies. There was support at the university from the very beginning, at any stage.

I studied here, a good team

This is my alma mater

I wanted to start teaching

This is the best university in the region

Áleýeti jaqsy

32. How often do you have workshops and practitioners as part of your course?

very often	often	sometimes	very rare	never
15(25%)	39(65%)	6(10%)	0 (0%)	0 (0%)

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

very often	often	sometimes	very rare	never
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 give an answer in each line)

Questions	Often	Sometimes	Never	No response
Lack of classrooms	2(3,3%)	17(28,3%)	41(68,3%)	
Imbalance of the teaching load by semesters	4(6,7%)	16(26,7%)	40(66,7%)	
Unavailability of the necessary literature in the library	1(1,7%)	32(53,3%)	27(45%)	
Overcrowding of study groups (too many students in a class)	2(3,3%)	14(23,3%)	44(73,3%)	
Inconvenient schedule		17(28,3%)	43(71,7%)	
Inappropriate classroom conditions		21(35%)	39(65%)	
No Internet access/weak internet	3(5%)	36(60%)	21(35%)	
Students' lack of interest in learning		29(48,3%)	31(51,7%)	
Late receipt of information about events	1(1,7%)	17(28,3%)	42(70%)	
Lack of technical means of training in classrooms	1(1.7%)	33(55%)	26(43,3%)	
Other issues	Barlyq jaǵdaılar jasalǵan There are no obvious problems in the dynamics Sometimes there are problems with the Internet and technical Salary increase Low salaries Listed above Auditorium renovation Másele joq Small little things that can be solved in the current order There were no situations that could not be solved			

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

Questions	Highly Satisfied ,(1)	Partially satisfied (2)	Not satisfied (3)	Difficult to answer (4)
The attitude of the university administration to you	47(78,3%)	12(20%)	0 (0%)	1(1,7%)
Relations with direct management	51(85%)	7(11,7%)	1(1,7%)	1(1,7%)
Relations with colleagues at the department	58(96,7%)	2(3,3%)	0 (0%)	0 (0%)
The degree of participation in	45(75%)	15(25%)	0 (0%)5	0 (0%)

managerial decision-making				
Relations with students	60(100%)	0 (0%)	0 (0%)	0 (0%)
Recognition of your successes and achievements by the administration	51(85%)	8(13,3%)	1(1,7%)	0 (0%)
Support for your suggestions and comments	46(76,7%)	14(23,3%)	0 (0%)	0 (0%)
Activities of the university administration	47(78,3%)	13(21,7%)	0 (0%)	0 (0%)
Terms of remuneration	25(41,7%)	28(46,7%)	7(11,7%)	0 (0%)
Working conditions, list and quality of services provided at the university	47(78,3%)	13(21,7%)	0 (0%)	0 (0%)
Occupational health and safety	48(80%)	12(20%)	0 (0%)	0 (0%)
Management of changes in the activities of the university	41(68,3%)	19(31,7%)	0 (0%)	0 (0%)
Provision of a social package: recreation, sanatorium treatment, etc.	34(56,7%)	13(21,7%)	7(11,7%)	6(10%)
Organization and quality of food at the university	33(55%)	23(38,3%)	2(3,3%)	2(3,3%)
Organization and quality of medical care	41(68,3%)	15(25%)	1(1,7%)	3(5%)

Annex 4. RESULTS OF THE STUDENT SURVEY

Questionnaire for students

Total number of questionnaires: 52

Gender:

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

Rate how satisfied you are:

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	Difficult answer
1. Relations with the dean's office (school, faculty, department)	45(86,5%)	7(13,5%)	0 (0%)	0 (0%)	0 (0%)
2. The level of accessibility of the dean's office (school, faculty, department)	42(80,8%)	10(19,2%)	0 (0%)	0 (0%)	0 (0%)
3. The level of accessibility and responsiveness of the management (university, school, faculty, department)	44(84,6%)	7(13,5%)	1(1,9%)	0 (0%)	0 (0%)
4. Availability of academic counseling	43(82,7%)	8(15,4%)	1(1,9%)	0 (0%)	0 (0%)
5. Support with educational materials in the learning process	39(75%)	12(23,1%)	1(1,9%)	0 (0%)	0 (0%)
6. Availability of counseling on personal problems	42(80,8%)	7(13,5%)	2(3,8%)	1(1,9%)	0 (0%)
7. Student-teacher relationship	42(80,8%)	10(19,2%)	0 (0%)	0 (0%)	0 (0%)
8. The activities of the financial and administrative services of the educational institution	36(69,2%)	15(28,8%)	1(1,9%)	0 (0%)	0 (0%)
9. Access to health services	41(78,8%)	10(19,2%)	1(1,9%)	0 (0%)	0 (0%)

10. Quality of medical care at the university	33(63,5%)	16(30,8%)	1(1,9%)	1(1,9%)	1(1,9%)
11. The level of accessibility of library resources	42(80,8%)	8(15,4%)	2(3,8%)	0 (0%)	0 (0%)
12. Quality of services provided in libraries and reading rooms	38(73,1%)	12(23,1%)	2(3,8%)	0 (0%)	0 (0%)
13. Existing educational resources of the university	42(80,8%)	8(15,4%)	1(1,9%)	1(1,9%)	0 (0%)
14. Accessibility of computer labs	33(63,5%)	11(21,2%)	5(9,6%)	3(5,8%)	0 (0%)
15. Accessibility and quality of Internet resources	20(57,7%)	11(21,2%)	9(17,3%)	2(3,8%)	0 (0%)
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	40(76,9%)	10(19,2%)	1(1,9%)	1(1,9%)	0 (0%)
17. Classrooms, classrooms for large groups	36(69,2%)	12(23,1%)	2(3,8%)	2(3,8%)	0 (0%)
18. Student lounges (if any)	23(44,2%)	11(21,2%)	4(7,7%)	8(15,4%)	6(11,5%)
19. Clarity of procedures for taking disciplinary measures	40(76,9%)	10(19,2%)	0	1(1,9%)	1(1,9%)
20. The quality of the educational program as a whole	43(82,7%)	9(17,3%)	0 (0%)	0 (0%)	0 (0%)
21. Quality of Curricula in EPs	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. Quick response to feedback from teachers on the educational process	41(78,8%)	9(17,3%)	2(3,8%)	0 (0%)	0 (0%)
24. Overall quality of teaching	42(80,8%)	9(17,3%)	1(1,9%)	0 (0%)	0 (0%)
25. Academic Load/Student Requirements	41(78,8%)	9(17,3%)	0 (0%)	2(3,8%)	0 (0%)

26. Faculty requirements for students	42(80,8%)	9(17,3%)	0 (0%)	1(1,9%)	0 (0%)
27. Information support and explanation of the admission rules and strategy of the educational program (specialty) before entering the university	38(73,1%)	13(25%)	1(1,9%)	0 (0%)	0 (0%)
28. Informing the requirements in order to successfully complete this educational program (specialty)	43(82,7%)	8(15,4%)	1(1,9%)	0 (0%)	0 (0%)
29. Quality of examination materials (tests and examination 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 educational achievements	39(75%)	12(23,1%)	0 (0%)	1(1,9%)	0 (0%)
31. Existing computer labs	33(63,5%)	13(25%)	3(5,8%)	3(5,8%)	0 (0%)
32. Existing 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 academic degrees	42(80,8%)	7(13,5%)	2(3,8%)	1(1,9%)	0 (0%)
35. Providing students with a dormitory	29(55,8%)	14(26,9%)	3(5,8%)	2(3,8%)	4(7,7%)

Assess how much you agree:

Assertion	Complete consent	I agree	Partially agree	I disagree	Full disagreement	Did not respond
36. The course program was clearly presented	39(75%)	9(17,3%)	4(7,7%)	0 (0%)	0 (0%)	
37. The course content is well structured	40(76,9%)	9(17,3%)	3(5,8%)	0 (0%)	0 (0%)	
38. The key terms are sufficiently explained	40(76,9%)	10(19,2)	2(3,8%)	0 (0	0 (0%	

		%)		%)	)	
39. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	39(75%)	8(15,4%)	4(7,7%)	1(1,9%)	0	
40. The teacher uses effective teaching methods	38(73,1%)	9(17,3%)	5(9,6%)	0 (0%)	0 (0%)	
41. The teacher knows the material taught	39(75%)	11(21,2%)	2(3,8%)	0 (0%)	0 (0%)	
42. The teacher's presentation is clear	41(78,8%)	8(15,4%)	3(5,8%)	0 (0%)	0 (0%)	
43. The teacher presents the material in an interesting way	37(71,2%)	8(15,4%)	6(11,5%)	1(1,9%)	0 (0%)	
44. Objectivity of assessment of knowledge, skills and other educational achievements	35(67,3%)	13(25%)	4(7,7%)	0 (0%)	0 (0%)	
45. Timeliness of assessment of students' educational achievements	35(67,3%)	14(26,9%)	3(5,8%)	0 (0%)	0 (0%)	
46. The teacher meets your requirements and expectations for professional and personal development	37(71,2%)	9(17,3%)	6(11,5%)	0 (0%)	0 (0%)	
47. The teacher stimulates the activity of students	37(71,2%)	13(25%)	2(3,8%)	0 (0%)	0 (0%)	
48. The teacher stimulates students' creative thinking	33(63,2%)	14(26,9%)	4(7,7%)	1(1,9%)	0 (0%)	
49. The appearance and manners of the teacher are adequate	39(75%)	10(19,2%)	3(5,8%)	0 (0%)	0 (0%)	
50. The teacher shows a positive attitude towards students	34(65,4%)	14(26,9%)	4(7,7%)	0 (0%)	0 (0%)	
51. The system of assessment of educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	37(71,2%)	11(21,2%)	3(5,8%)	1(1,9%)	0 (0%)	
52. The evaluation criteria used by the teacher are clear and accessible	37(71,2%)	11(21,2%)	4(7,7%)	0 (0%)	0 (0%)	
53. The teacher objectively evaluates the students' achievements	32(61,5%)	16(30,8%)	4(7,7%)	0 (0%)	0 (0%)	
54. The teacher speaks the professional	35(67	15(2	2(3,8	0	0	

language	,3%)	8,8 %)	%)	(0 %)	(0%)
. The organization of education provides sufficient opportunities for sports and other leisure activities	31(59 ,6%)	16(3 0,8 %)	5(9,6 %)	0 (0 %)	0 (0%)
56. Facilities and equipment for students are safe, comfortable and modern	30(57 ,7%)	13(2 5%)	9(17, 3%)	0 (0 %)	0 (0%)
57. The library is well equipped and has a sufficient fund of scientific, educational and methodological literature	33(63 ,2%)	17(3 2,7 %)	1(1,9 %)	1(1 ,9 %)	0 (0%)
58. Equal opportunities for the development of EP and personal development are provided to all students	34(65 ,4%)	15(2 8,8 %)	3(5,8 %)	0 (0 %)	0 (0%)

Other problems regarding the quality of teaching:

Completely satisfied with everything

No problem

Additional places to relax with classmates or complete group projects. More lighting in the hallway

A Chinese teacher must observe subordination

Everything is fine

Water coolers