



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

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

7M02201 History and Social-Religious Studies, 8D02201 History

HAO «Kokshetau University named after Sh. Ualikhanov»,  
from 27 to 29 May, 2024

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

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



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**Kokshetau**

**«29» May 2024**

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

NAO KU – Non-profit joint-stock company "Kokshetau University named after Sh. Ualikhanov"

AUP – administrative and managerial staff

BD – basic disciplines

UC – university component

EW – educational work

GAC – state attestation commission

GOSO – state mandatory education standard

DOT – distance educational technologies

ENT – unified national testing

ECTS – European Credit Transfer and Accumulation System

ICT – information and communication technologies

IUP – individual study plan

INO – Institute of Continuous Education

EC – elective component

CTE – credit technology of education

CED – catalog of elective disciplines

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

MOP – modular educational programs

MTB – material and technical base

NAN RK – National Academy of Sciences of the Republic of Kazakhstan

NIR – scientific research work

NIRM – scientific research work of master's students

NIRD – scientific research work of doctoral students

NRK – National Qualifications Framework

OK – mandatory component

OOD – general education disciplines

OP – educational program

PD – specialized disciplines

PPS – teaching staff

RIO – editorial and publishing department

RK – Republic of Kazakhstan

RUP – working study plan

SDO – distance learning system

SMK – quality management system

SRMP – independent work of master's students

SRS – independent work of students

TUP – standard study plan

UVP – educational support staff

UMK – educational and methodological complex

UMKD – educational and methodological complex of the discipline

UMS – educational and methodological council

PhD – Doctor of Philosophy

## (II) INTRODUCTION

In accordance with order 93-24-OD dated March 1, 2024, the Independent Agency for Accreditation and Rating conducted an external expert commission assessment of the compliance of the Non-Profit Joint Stock Company "Kokshetau University named after Sh. Ualikhanov" with the standards of specialized accreditation of NAAR from June 16, 2020, No. 57-20-OD, sixth edition, from May 27 to 29, 2024.

The report of the external expert commission (EEC) contains an assessment of the educational programs 7M02201 History and Socio-Religious Studies, 8D02201 History, implemented by the NAO "KU named after Sh.Ualikhanov", recommendations from the EEC for further improvement of the educational programs, evaluation tables of specialized profile parameters, the EEC visit program, results of surveys of teachers and students regarding the evaluated educational programs, and compliance with NAAR criteria.

### **Composition of the Expert Commission:**

*Chairperson of the Expert Commission – Akibaeva Gulvira Sovetbekovna, PhD in Economics, Karaganda State University named after Academician E.A. Buketov (Karaganda); Off-line participation*

*Foreign expert IAAR – Kulagina Natalia Alexandrovna, Doctor of Economic Sciences, Professor, MIREA – Russian Technological University (Moscow, RF); On-line participation;*

*Foreign expert IAAR – Astanov Shavkatbek Mominjanoovich, responsible for clinical training of students, Senior Lecturer of the Department of Hospital Therapy, Faculty of Medicine of Jalalabad State University named after Bekmamat Osmonov (Jalalabad, Kyrgyzstan); On-line participation*

*Expert IAAR – Kulakhmetova Mergul Sabitovna, PhD in Philology, Associate Professor of the Department of Foreign Languages of Pavlodar Pedagogical University named after Alkey Marghulan (Pavlodar); Off-line participation;*

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

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

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

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

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

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

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

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

*Expert IAAR, student – Zholdasova Nazira Zhenisovna, 4th-year student of the OP "Kazakh Language and Literature", NAO "Aktobe Regional University named after K. Zhubanova" (Aktobe); On-line participation*

*Expert IAAR, student – Omarova Adel Zhanatovna, 3rd-year student of the OP Finance, NAO "Kazakh Agro-Technical Research University named after S. Seifullin" (Astana); On-line participation*

*Expert IAAR, student – Kandratyeva Ekaterina Sergeevna, 2nd-year student of the OP 7M05101 Biology of NAO "North Kazakhstan University named after M. Kozybaev" (Petropavlovsk); On-line participation*

*Expert IAAR, student – Erkhankyzy Dinara, 2nd-year student of the OP "History", Kyzylorda University named after Korkyt Ata (Kyzylorda); On-line participation*

*Expert IAAR, student – Umirzakova Gulshat Armanqyzy, 2nd-year Master's student of the OP 7M01501 – Mathematics of NAO "Aktobe Regional University named after K. Zhubanova" (Aktobe); On-line participation*

*Expert IAAR, student – Qairbekov Nariman Ruslanuly, 1st-year Master's student of the OP Chemistry, East Kazakhstan University named after Sarsen Amanzholov (Ust-Kamenogorsk); On-line participation*

*Expert IAAR, student – Makulbek Aigerim Serikpaykyzy, 1st-year Master's student in Public Health at NAO "Karaganda Medical University" (Karaganda); On-line participation*

*Coordinator of the Expert Commission IAAR – Bekenova Dinara Kairbekovna, Project Manager of IAAR (Astana); Off-line participation.*



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

Kokshetau University named after Sh. Ualikhanov was established in 1996 based on the merger of Kokshetau Pedagogical Institute named after Ch.Ch. Ualikhanov, a branch of 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), and has become one of the leading centers of education, science, and culture in Northern Kazakhstan.

The university has a license No. KZ94LAA00018491 dated July 28, 2020, for conducting 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.

The structure of the university includes a pedagogical institute, the S. Sadwakasov Agrotechnical Institute, a higher school of business and law, a higher school of medicine, a scientific library, an editorial and publishing department, a laboratory of engineering profile NMR spectroscopy, an institute of continuous education, and other divisions of scientific, educational, and production directions.

The institutes/higher schools consist of 19 departments preparing specialists in 75 higher education programs and 52 postgraduate education programs. In January 2019, the university underwent institutional accreditation, and 95% of educational programs were accredited.

There are 19 departments within institutes/higher schools, training personnel in 75 programs of higher education and 52 programs of postgraduate education. In January 2019, the university passed institutional accreditation, 95% of educational programs are accredited.

NAO "Kokshetau University named after Sh. Sh. Ualikhanov" on its balance sheet has 5 academic buildings, 5 student dormitories, 2 physical fitness and health complexes, student nutrition center, educational and scientific-production complex 'Elite', bath and laundry complex. The University publishes a scientific journal "Bulletin of KU named after Sh. Ualikhanov".

Currently, the contingent of students is 7744 people, including: bachelor's degree - 7344, master's degree - 376, PhD doctoral degree - 24. The educational process is carried out by 551 teachers, 410 of them are full-time, including doctors of sciences - 19, candidates of sciences - 80, doctors of philosophy (PhD) - 34 people, 221 masters. The University publishes a scientific journal "Bulletin of KU named after Sh. Ualikhanov".

The University fully owns academic resources for the implementation of educational activities on accredited EPs.



#### **IV. DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE**

NAO “Kokshetau University named after Sh. Sh. Ualikhanov” for the first time undergoes specialized accreditation in the Independent Accreditation and Rating Agency from 24 to 29 May 2024.

#### **V. DESCRIPTION OF THE EEC VISIT**

The work of the EEC was carried out on the basis of the Program of the visit of the expert commission on specialized accreditation of educational programs in NAO “Sh. Ualikhanov Kokshetau University” in the period from 24 to 29 May 2024.

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings with the rector, members of the Board - vice-rectors for areas of activity, heads of structural units, heads of departments, teachers, students, graduates, employers were held.

In total 38 people took part in the meetings on educational programs 7M02201 History and socio-religious sciences, 8D02201 History (Table 1).

Table 1 - Information about employees and students who participated in meetings with the VEC IAAR:

<b>Category of participants</b>	<b>Quantity</b>
Rector	1
Board members	4
Heads of structural divisions	14
Deans of faculties	1
Heads of departments	1
Teachers	5
Master students	3
Doctoral students	3
Graduates	4
Employers	3
<b>Total</b>	<b>38</b>

While watching the video, the members of the EEC got acquainted with the bases of practice, with the state of the material and technical base of the department, responsible for educational programs 7M02201 History Social and Religious Sciences, 8D02201 History.

Members of the VEC in online format were familiarized with the library, classrooms, specialized rooms, computer labs, dormitory, department, departments and sports complex.

The events planned within the framework of the IAAR EEC visit contributed to the detailed acquaintance of the experts with the educational infrastructure of the University, material and technical resources in the context of educational programs 7M02201 History, 8D02201 History, teaching staff, representatives of employers' organizations, students and graduates. This allowed the IAAR EEC members to conduct an independent assessment of the compliance of the data set out in the self-assessment reports of the university's educational programs with the criteria of specialized accreditation standards.

In accordance with the accreditation procedure, 60 teachers, 52 students, including undergraduate and graduate students, were surveyed. This allowed the IAAR EEC members to conduct an independent assessment of the compliance of the data stated in the self-assessment



reports of the university's educational programs with the criteria of the IAAR specialized accreditation standards.

In general, the external experts requested and analyzed the working documentation of the university (in online mode according to the OP data). Along with this, the experts studied the internet positioning of the university through the official website of the university <https://shokan.edu.kz/ru/about/>.

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



## **VI. COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS**

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

- • *The university must demonstrate the development of the purpose and strategy of the EP development based on the analysis of external and internal factors with broad involvement of a variety of stakeholders.*
- *The quality assurance policy should reflect the link between research, teaching and learning.*
- *The HEI demonstrates the development of a quality assurance culture.*
- *The commitment to quality assurance should apply to any activities performed by contractors and partners (outsourcing), including in the implementation of joint/dual degree education and academic mobility.*
- *The EP management ensures transparency of the EP development plan elaboration based on the analysis of its functioning, real positioning of the HEI and orientation of its activities to meet the needs of the state, employers, stakeholders and learners.*

*The EP management demonstrates the functioning of the mechanisms of formation and regular revision of the EP development plan and monitoring of its implementation, assessment of the achievement of learning objectives, compliance with the needs of students, employers and society, decision-making aimed at continuous improvement of the EP.*

- *The EP management should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan.*

- *The EP management should 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 should demonstrate a clear definition of those responsible for business processes within the OP, distribution of staff job responsibilities, delimitation of functions of collegial bodies.*

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

*The management of the RP should ensure that the management system is transparent, that the internal quality assurance system is functioning, including its design, management and monitoring, and that appropriate decisions are taken.*

- *The management of the RP should carry out risk management.*
- *The EP management should ensure the participation of representatives of stakeholders (employers, faculty, students) in the collegial management bodies of the educational program, as well as their representativeness when making decisions on the management of the educational program.*

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

- *Management of the EP should demonstrate its openness and accessibility for students, employers and other stakeholders.*

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

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

### ***Evidentiary part***

Management of accredited educational programs is carried out in accordance with the Development Program of Kokshetau Sh. Ualikhanov University for 2023-2029. [https://shokan.edu.kz/documents/1312/%D0%9F%D0%A0%D0%9E%D0%93%D0%A0%D0%90%D0%9C%D0%9C%D0%90\\_%D0%A0%D0%90%D0%97%D0%92%D0%98%D0%A2%D0%98%D0%AF\\_%D0%9A%D0%A3\\_%D0%B8%D0%BC.%D0%A8.%D0%A3%D0%B0%D0%BB%D0%B8%D1%85%D0%B0%D0%BD%D0%BE%D0%B2%D0%B0\\_%D0%BD%D0%B0\\_2023-2029\\_%D0%B3%D0%B3.pdf](https://shokan.edu.kz/documents/1312/%D0%9F%D0%A0%D0%9E%D0%93%D0%A0%D0%90%D0%9C%D0%9C%D0%90_%D0%A0%D0%90%D0%97%D0%92%D0%98%D0%A2%D0%98%D0%AF_%D0%9A%D0%A3_%D0%B8%D0%BC.%D0%A8.%D0%A3%D0%B0%D0%BB%D0%B8%D1%85%D0%B0%D0%BD%D0%BE%D0%B2%D0%B0_%D0%BD%D0%B0_2023-2029_%D0%B3%D0%B3.pdf) University mission: Inspiring ideas, creating the future! We nurture talents capable of solving global problems using advanced technologies for the development of the region and the country. Vision: An innovative university that introduces global technologies into the regional economy to improve the quality of life of the society. <https://shokan.edu.kz/ru/about/>

NAO “Kokshetu University named after Sh.Ualikhanov” has a published policy of quality assurance which is placed on open resources on the link: ([https://shokan.edu.kz/documents/1412/%D0%9F%D0%BE%D0%BB%D0%B8%D1%82%D0%B8%D0%BA%D0%B0\\_%D0%9A%D0%A3\\_2023\\_%D0%B3%D0%BE%D0%B4.pdf](https://shokan.edu.kz/documents/1412/%D0%9F%D0%BE%D0%BB%D0%B8%D1%82%D0%B8%D0%BA%D0%B0_%D0%9A%D0%A3_2023_%D0%B3%D0%BE%D0%B4.pdf))

The unified policy of the University management and implementation of OP 7M02201 History Social and Religious Sciences, 8D02201 History, is carried out in accordance with the

state license and annexes to the license issued by the Ministry of Education and Science of the Republic of Kazakhstan, with the normative legal documents of the Ministry of Education and Science of the Republic of Kazakhstan.  
<https://shokan.edu.kz/documents/1343/%D0%93%D0%BE%D1%81.%D0%BB%D0%B8%D1%86%D0%B5%D0%BD%D0%B7%D0%B8%D1%8F%D0%9C%D0%B0%D0%B3%D0%B8%D1%81%D1%82%D1%80%D0%B0%D1%82%D1%83%D1%80%D0%B0.pdf>

Quality assurance of educational, scientific and educational activities as a primary task is perceived at all levels and is the subject of discussion of collegial bodies. Students, teaching staff and other stakeholders are involved in purposeful activities to ensure quality. The quality management system of the University is certified for compliance with the international standard ISO 9001:2015. The university has developed documented procedures <https://shokan.edu.kz/ru/documents/dokumentirovannye-procedury/> and standards of the university (Master's degree, doctoral degree, evaluation policy, procedure for organizing and conducting professional practice) <https://shokan.edu.kz/ru/documents/standarty-universiteta/>

In the framework of the OP clearly defined responsible for business processes, unambiguously distributed job responsibilities of staff, as well as the functions of collegial bodies and transparency of the management system of the OP.

At the beginning of each academic year, the Rector at an extended meeting of the Academic Council with the participation of faculty, staff and students makes a report on the results of NAO “KU named after Sh. Ualikhanov” for the past academic year and the tasks of the university staff for the current academic year. On the basis of the analysis stated in the report, the main goals and objectives for the new academic year are determined, the university's goals in the field of quality are defined.

The university has introduced several types of procedures for assessing the effectiveness of structural units and the university as a whole: evaluation carried out by the founder; independent evaluation; self-assessment; monitoring.

The quality assurance policy of the university reflects the link between research, teaching and learning and can be traced in the university's support of scientific research of the teaching staff. The teaching staff of the accredited educational programs implement 2 initiative research projects.

The connection between the educational process and scientific research is ensured, among other things, by publishing in SCOPUS scientific journals. Publications in journals with non-zero impact factor according to SCOPUS database - 8.

NAO “Kokshetau University named after Sh. Ualikhanov” has demonstrated the availability of the OP development plan for accredited programs, involvement of representatives of stakeholder groups, including employers, students and faculty in the formation of the OP development plan. Development plan 7M02201 History and Socio-religious Sciences, 8D02201 History and Goals are made with the involvement of all stakeholders based on the analysis of the external and internal environment, monitoring the satisfaction of students and faculty.

The annual audit of the OP through the survey of students and employers ensures transparency on the basis of analyzing its functioning, meeting the needs of stakeholders, on the basis of the experience gained by the teaching staff in the framework of professional development, through the analysis of syllabuses, available resources, survey of students and employers, based on the results of which, taking into account the wishes and comments, the study plans for future periods are drawn up.

Transparency of the OP development plan is ensured on the basis of personal communication and electronic means of communication. For each OP the circle of employers interested in the development of the OP is defined, contacts with them are maintained in the whole range of interaction areas, including the development of the development plan and the development of the OP. Representatives of stakeholders (employers, teaching staff, students) are included in the main collegial management bodies of the EP. During the development of educational programs employers are invited to the department meeting, where the issues of

educational and methodological support of the OP, problems of improving the quality of teaching within the OP, the content of the disciplines taught are considered.

In 2022-2023 academic year 14.01.2023 was held a joint discussion of OP 7M02201 History socio-religious sciences, OP 8B02201 History with employers: Abil E.A., Dr.I.N., Director of the Institute of History and State KN MONRC Tileubaev N.N., deputy head of KSU CARMO of the Department of Religious Affairs of Akmola region, Begaidarova D.S., head of information-organizational department of the State Archive of Akmola region, Duisenbaeva A.A., deputy for scientific work of Akmola Museum of History and Local History, Abilkadyrov A.B., head teacher of school №18, Kokshetau city. In 2023-2024 academic year, the meeting of the Department of OP 7M02201 History socio-religious sciences, 8D02201 History visited the following employers: Ayagan B.G., Dr., deputy director of the Institute of History and State KN MONRC, Muratov N.B., head of department, KU “Center for Analysis and Development of Interfaith Relations of Akmola region, Begaidarova D.S., deputy director of the State Archive of Akmola region, Duisenbaeva A.A., deputy director of scientific work of Akmola Museum of History and Local History, Bekesheva R.S., head teacher of school number 6, Kokshetau city, who gave recommendations on the competencies of graduates of these educational programs.

The system of reviewing the accredited educational programs by employers works effectively in the university. In 2022-2023 academic year in the review of EP participated representatives of employers: Tileubaev N.N., deputy head of KU “Center for Analysis and Development of Interfaith Relations” of the Department of Religious Affairs of Akmola region, Pusermanov N.S., director of the Institute of History of the State of MES RK.

The students of accredited programs are provided with training, lecture materials in the form of presentation. All teaching materials are sent to the students' corporate e-mail accounts one week before the start of lectures and practical classes. Within the framework of the university policy, the graduate departments adhere to the principle of “zero tolerance” to plagiarism and cheating. Within the framework of the conference NIRS, including reports, theses and master's theses are subject to mandatory check by the specialized system StrikePlagiarism.com to detect and prevent plagiarism.

In order to deepen professional training and taking into account the opinions of employers, appropriate elective disciplines have been introduced at all educational levels, which reflect the current needs of the labor market in specialists with knowledge and skills in the relevant professional field.

Heads of OPs annually provide evidence of the transparency of the educational program management system by submitting an annual report on the results of the HEI, department. Official information is disseminated on the HEI website, interested groups can get the information they are interested in.

The university has created and maintains an environment favorable for communication of the university management and the EP with students, faculty, employers and other stakeholders. Communication channels are established at the formal and informal level. Traditional and electronic means are used. During the interviews, representatives of different target groups (students, faculty, employers) actively shared examples of openness and the results of its provision.

Although innovation activity is defined as a priority of the university, innovation activity is not a value of corporate culture. There is no planning of innovation activity, including the lack of its goals, and consequently there is no control. The incentive system does not pay attention to the search, development and implementation of innovations, there are no persons and structural units responsible for innovation activity.

In the system of personnel development much attention is paid to training in educational management programs. It is mentioned in the documented procedure “Personnel Management”, item 10.6. However, not all the representatives of the EP management have undergone such training.



According to the results of the questionnaire, the faculty members were evaluated as follows.

*Openness and accessibility of guidance to students: very good - 39 (65%)-, good -20 (33.3%); relatively bad -1(1.7%);*

*Openness and availability of guidance to faculty members: very good - 61.7%, good - 38.3%; relatively poor -0%.*

*Encouragement of innovative activity of teaching staff: very good - 53,3%, good - 45%,. relatively bad -1,7%;*

*Level of faculty feedback to management: very good -(53.3%, good - 41.7%, relatively bad -5%;*

Faculty members expressed satisfaction:

- *Degree of participation in management decision making: fully satisfied -75%; partially satisfied 25%;*

- *Management of changes in the university activity: fully satisfied - 68.3%, partially satisfied - 31.7%, not satisfied - 0%; difficult to answer - 0%.*

*According to the results of the questionnaire the students evaluated as follows.*

*Relations with the dean's office (school, faculty, department): fully satisfied - 86.5%, partially satisfied - 13.5%, partially dissatisfied - 0%, difficult to answer - 0%.*

*Level of accessibility of the dean's office (school, faculty, department): fully satisfied - 80.8%; partially satisfied - 19.2%, difficult to answer - 0%.*

*Level of accessibility and responsiveness of the management (university, school, faculty, department): fully satisfied - 84.6% (44), partially satisfied - 13.5% (7), partially dissatisfied -1 (1.9%); I find it difficult to answer - 0%.*

### **Analytical part**

As a result of analysis of the self-assessment report, submitted internal documents during the online visit, online conversations with master and doctoral students, teachers and employers are informed about the availability of the University Development Program, Quality Policy, internal regulatory documents. The management of the OP has demonstrated the operability of the internal quality management system.

The activity of the OP management ensures the elaboration of the OP development plan only for the faculty members, which limits the opportunities of stakeholders. "Development plans of OP 7M02201 History socio-religious sciences", 'Development plans of OP 8D02201 History for 2023-2028' are formed from 2023 (Minutes No. 1 29.08.2023) and recommended by the Academic Quality Council of the Pedagogical Institute (Minutes No. 1 , 30.08.2023). The list of activities of the OP realization plan represents general information on the main types of activities. There are no specific data on all items of the plan and regular revision of OP development plans, including their individuality and uniqueness.

In its self-assessment report, in the OP development plans the university itself notes the presence of certain risks in the implementation of the OP - it is the reduction of the contingent of students, lack of qualified personnel and in this regard, the management of the OP needs to carry out the actualization of risks and take effective measures to eliminate them.

The university needs systematization and formalization of innovation management process. It is necessary to establish the role and importance of innovations for the university, to ensure the regularity of the processes of search, development and implementation of innovations, stimulation of personnel and their involvement in innovation activities, analysis of innovative proposals and results of their implementation.

The established system of communication of the university management and EP with students, faculty, employers and other stakeholders generally corresponds to the goals and objectives of the university, provides comfortable working conditions and contributes to the development of the university.

Training on educational management programs should be expanded to cover all representatives of EP management.

In NAO “Kokshetau University named after Sh. Ualikhanov” cooperates with universities of near and far abroad. Opportunities for the implementation of the program of academic mobility are available. The department has no plan for external and internal academic mobility of teaching staff and students. When developing the work plan it is necessary to include the conclusion of agreements on academic mobility, seminars on academic mobility programs for all levels of students, stimulation of independent study of foreign languages by students, to think over the possibility of expanding training in related educational programs (anthropology, political science) and financial support from the university administration. The department should develop a work plan for the realization of internal and external academic mobility as soon as possible.

***Strengths/best practices on the standard “Management of the educational program” for the OP”: 7M02201 History and socio-religious sciences, 8D02201 History.***

- The management of the OP has demonstrated its openness and accessibility to learning faculty, employers and other stakeholders.

***Recommendations:***

In order to further develop and improve the activities on the implementation of accredited educational programs, EEC IAAR recommends:

- The OP management to conduct a detailed analysis of risks within the framework of educational programs development and to develop a mechanism for their reduction, in particular, on staffing, contingent formation in time until 01.12.2024;
- To develop an action plan to introduce new innovative methods of teaching and assessment in the educational process by 01.09.2024.
- The management of the OP to introduce target indicators for the organization of internal and external academic mobility in the OP development plans within the term till 01.12.2024;

***EEC conclusions on the criteria:***

EEC notes that according to the standard “Educational Program Management” 1 strong, 15 - satisfactory positions and 1 criterion suggests improvement.

***6.2. Standard “Information Management and Reporting”***

- *The university must ensure the functioning of the system of collection, analysis and management of information based on modern information and communication technologies and software tools.*
- *The EP management demonstrates systematic use of processed, adequate information to improve the internal quality assurance system.*
- *The EP management demonstrates the availability of the reporting system reflecting the activities of all structural units and departments within the framework of the EP, including the assessment of their performance.*
- *The University is obliged to determine the frequency, forms and methods of evaluation of the EP management, activities of collegial bodies and structural units, top management.*
- *The University is obliged to demonstrate the mechanism of information protection, including the identification of responsible persons for the reliability and timeliness of information analysis and data submission.*
- *The University demonstrates the involvement of students, employees and faculty in the processes of collecting and analyzing information, as well as decision-making on their basis.*
- *The management of the EP should demonstrate the presence of mechanisms of communication with students, employees and other stakeholders, including conflict resolution.*
- *The University is obliged to ensure the measurement of the degree of satisfaction of the needs of the teaching staff, staff and learners within the framework of the EP and demonstrate evidence of eliminating the identified shortcomings.*
- *The University is obliged to assess the effectiveness and efficiency of activities, including in the context of the OP.*

*The information collected and analyzed by the HEI within the framework of the OP should take into account:*

- *key performance indicators;*



- *dynamics of the contingent of students in the context of forms and types;*
- *level of academic performance, students' achievements and dropouts;*
- *satisfaction of students with the implementation of the OP and the quality of education at the university;*
- *availability of educational resources and support systems for students;*
- *employment and career development of graduates.*
- *Students, staff and teaching staff should document their consent to the processing of personal data.*
- *OP management should facilitate the provision of all necessary information in the relevant fields of sciences.*

### ***Evidentiary part***

Kokshetau Sh. Ualikhanov University has demonstrated the following systems of information collection, analysis and management in the context of accredited OPs: Information management within the framework of the official website of the university <https://shokan.edu.kz/ru/> ;

official pages of the university in social networks to disseminate information to stakeholders: Instagram <https://instagram.com/shoqan.edu.kz?igshid=YmMyMTA2M2Y=> , Facebook <https://www.facebook.com/kgu.kz.174> ; Telegram [https://t.me/shoqan\\_university\\_bot](https://t.me/shoqan_university_bot) (Bot for students and teachers of Sh. Ualikhanov University).

Through the site provides communication with all stakeholders (students and their parents, employers, faculty). All information about accredited educational programs is placed on the web page of the Pedagogical Institute and the Department of "History, Geography and Socio-Humanitarian Disciplines" <https://shokan.edu.kz/ru/schools/pedagogical-institute/kafedra-istorii-kazahstana-i-ruhani-hayru/>

On the website of KU named after Sh. Ualikhanov operates an electronic educational portal, which includes the following sections: Platonus, an information system that automates the processes of credit and distance learning systems, and the electronic library of the University named after Sh. Ualikhanov. Online schedule of the KU named after Sh. Ualikhanov, "Taza University" (Questionnaire), internship registration, electronic catalog (electronic catalog search), dormitory management, reports on Platonus, Testing (Testing System), Career center portal, access control and management system, testing organization and control program, as well as Graduate programs, generator requests and reports, Load calculation and preparation of reports, PPI, Registration at the hostel, Talapker. Access to AIS "Platonus" is carried out by clicking on the link <https://platonus.kgu.kz/> / and are separated by the principle of delegating roles in the system: student, teacher, employee, head of department/ department, director, etc. All structural divisions carry out their activities in AIS Platonus and constantly update their sections and information in the system, keeping it up to date.

During the interview process, students confirmed that they have the opportunity to use their personal account in AIS Platonus to familiarize themselves with syllabuses of disciplines, register for elective subjects and form their individual curriculum, view the schedule of training sessions. Personal information (academic performance, payment, correspondence, etc.) is available only to the owner. The AIS is logged in using the user's username and password. For example, a master's student. the doctoral student will not see the academic performance of another student, the teacher does not see information about student tuition fees. At the same time, an employee posting information on a corporate portal can restrict access on their own.

In order to prevent conflict situations at the university, the regulations "Policy of Academic Integrity" have been approved and put into effect [https://shokan.edu.kz/documents/1436/%D0%9F%D0%BE%D0%BB%D0%B8%D1%82%D0%B8%D0%BA%D0%B0\\_%D0%B0%D0%BA%D0%B0%D0%B4%D0%B5%D0%BC%D0%B8%D1%87%D0%B5%D1%81%D0%BA%D0%BE%D0%B9\\_%D1%87%D0%B5%D1%81%D1%82%D0%BD%D0%BE%D1%81%D1%82%D0%B8\\_VTkXL7F.pdf](https://shokan.edu.kz/documents/1436/%D0%9F%D0%BE%D0%BB%D0%B8%D1%82%D0%B8%D0%BA%D0%B0_%D0%B0%D0%BA%D0%B0%D0%B4%D0%B5%D0%BC%D0%B8%D1%87%D0%B5%D1%81%D0%BA%D0%BE%D0%B9_%D1%87%D0%B5%D1%81%D1%82%D0%BD%D0%BE%D1%81%D1%82%D0%B8_VTkXL7F.pdf).

The University maintains a quality management system. Key business processes are regulated by an internal database of documents, which employees of all departments have access to. On the website of Kokshetau University named after Sh. Ualikhanov has a set of

documentation, which significantly increases the transparency of the management system. <https://shokan.edu.kz/ru/documents/dokumentirovannye-procedury/> ;  
<https://shokan.edu.kz/ru/documents/standarty-universiteta/>.

The University provides a system of regular reporting at all levels of the information management structure. There is a continuous reporting system within the framework of the OP. At the meeting of the Department of History, Geography and Socio-humanitarian Disciplines, the results of activities are discussed, information is exchanged and reports on the implementation of educational programs and research projects are provided (the annual report for the 2022-2023 academic year, approved by the Director of the Pedagogical Institute (Higher School) dated 06/16/2023). Then, in order to analyze the control of the compliance of the educational process with regulatory documents, constant ongoing monitoring of the organization of the quality system of the educational process is conducted by listening to reports from the heads of departments at meetings of the Council of the Pedagogical Institute.

Students, teachers, and stakeholders are involved in the processes of collecting and analyzing information through questionnaires, interviews, and decision-making based on them during meetings of collegial bodies.

In addition to collecting and analyzing statistical data, the university systematically conducts sociological surveys in the form of questionnaires of students, teachers, staff, and employers, allowing them to identify and analyze their views, assessments, and attitudes that characterize both the internal and external environment of the university. These surveys in the form of sociological monitoring are conducted by the Quality Assessment Department.

Regular questionnaires, the rector's forum on the university's website, and the rector's personal reception are mechanisms for studying the needs and expectations of students and for dialogue with senior management. The survey is conducted in order to organize feedback, to identify the needs of stakeholders, to study the quality of educational processes, to improve and improve the activities of all departments of the University. When interviewing undergraduates, all aspects of the learning process and the life of undergraduates are covered.

The rector's Blog is functioning on the website [https://shokan.edu.kz/ru/rector\\_message/](https://shokan.edu.kz/ru/rector_message/).

Students and teachers note the accessibility of the leadership, the possibility of meetings and conversations, including with the rector. Resources for communication with the university include a telegram bot, and contact details of management and faculty, ensuring accessibility for undergraduates and doctoral students. Communication is also carried out through the organization of various seminars, conferences and meetings, meetings, etc.

Starting in 2023, students consent to the processing of personal data when filling out an agreement on the provision of educational services under an educational grant (order) or a paid form of study. In the employment contract, the employee agrees to the processing of personal data, and students' consent is mandatory when signing the contract online and offline.

Modern technologies and remote access to foreign full-text resources are used to ensure access to global information, prompt and effective search. The scientific library has access to national databases: the Republican Interuniversity Electronic Library <http://rmebrk.kz> ; to foreign databases: Scopus – a single bibliographic and abstract database [www.scopus.com](http://www.scopus.com)

### ***Analytical part***

The university has demonstrated the existence and evidence of the use of a system for collecting and analyzing statistics on the number of students and graduates, available resources, personnel, research and international activities in the management of the educational institution, through which it manages both the educational institution itself and other areas of activity, using a variety of methods.

The WEC believes that the internal regulatory documentation developed at the university (university standards, regulations, methodological instructions) determines the structure and volume of the information collected, its reliability and timeliness, allows for the formation of analytical reports and making decisions based on facts. Information management and reporting

processes are assessed by analyzing methods and forms of information collection and analysis, decisions of collegial bodies and management, examining university information resources, systems and software, and interviewing all stakeholders.

During online meetings with target groups, in accordance with the program of the online visit, having familiarized with the University's educational infrastructure, material and technical resources, methodological materials and intra-university documents, the EEC notes that Kokshetau University named after Sh. Ualikhanov uses appropriate information systems, information and communication technologies and software tools for the purpose of adequate information management.

The information collected and analyzed covers the dynamics of the student body and their academic performance, taking into account students' satisfaction with the quality of the educational program, the availability of learning resources, the demand for graduates of the educational program in the labor market and their career growth; teaching effectiveness, monitoring performance of the department. During meetings with members of the EEC, the heads of the OP provided examples of OP indicators and their use for the development of the OP. However, at the same time, there is no single approach to determining key indicators of OP and monitoring them.

The survey of the teaching staff revealed satisfaction with:

- the level of feedback from the teaching staff with the management -32 (53.3%) - very good) and 25 (41.7%) (good);
- the level of perception of criticism by the university administration is 26.7% (very good) and 63.8% (good); The survey of students revealed satisfaction:
- the content and information content of the website of educational organizations in general and faculties (schools) in particular - 76.9%, (very good), 40(76.9%) (good);
- informing students about courses, educational programs and academic degrees – 42 (80.8%) - very good, 7 (13.5%) - good; partially dissatisfied – 2 (3.8%).

***Strengths/best practices according to the Information Management and Reporting standard for the OP:7M02201 History and Socio-Religious Studies, 8D02201 History.***

***According to this standard, the assessed OPs have no strengths.***

***Recommendations:***

- *The management of the OP needs to develop key performance indicators of the OP, as well as bring this information to the attention of the teaching staff by 12/01/24;*
- *The management of the OP on an ongoing basis during the admission campaign to conduct career guidance to increase the number of students.*

***Conclusions of the EEC according to the criteria:***

According to the Information Management and Reporting standard, there are 16 satisfactory positions and 1 criterion suggests improvement.

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

- *The university must demonstrate the existence of a documented procedure for the development of an OP and its approval at the institutional level.*
- *The university must demonstrate the compliance of the developed educational program with the established goals and planned learning outcomes.*
- *The management of the educational institution should determine the impact of disciplines and professional practices on the formation of learning outcomes.*
- *The university can demonstrate the availability of a graduate's model of learning outcomes and personal qualities.*
- *Qualifications awarded upon completion of the OP should be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA.*



- *The management of the OP should demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), ensure that the OP and its modules (in terms of content and structure) meet the goals set with a focus on achieving the planned learning outcomes.*
- *The management of the educational institution 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 OP should demonstrate the conduct of external expertise of the OP.*
- *The management of the OP should provide evidence of the participation of students, teaching staff and other stakeholders in the development of the OP, ensuring their quality.*
- *The management of the OP should demonstrate the positioning of the OP 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 availability of a double-degree OP and/or joint OP with foreign universities.*

### ***Evidentiary part***

The development of OP 7M02201 "History and socio-religious sciences", 8D02201 "History" is carried out at the Department of "History, Geography and socio-humanitarian disciplines". An analysis of the self-assessment report, additional materials provided by the university, as well as the results of meetings with students, teaching staff, employers and graduates confirmed that the priorities of the development of the educational institution correspond to the national policy in the field of education. The development of the OP is carried out in accordance with the provisions of regulatory legal acts in the field of higher education, as well as internal documentation developed by the university to ensure transparency and clarity in the implementation of the directions of the development strategy. The University develops its educational programs in accordance with the University's QMS standard STU 4.03 "Design, development of educational services, management of educational and organizational processes" (dated 09/01/2022), as well as "Academic Policy", which contains paragraph 2.1 of the development and approval of the OP, as well as paragraphs 2.2 on assessing the quality of the OP, frequency, forms and methods quality monitoring of the OP (No. 108, dated 12/21/2023).

The University has defined the procedure for the development and approval of an educational program, including procedures for the examination and monitoring of the quality of educational programs and documents. The process of developing and approving an educational program includes the following stages: Educational programs are developed in stages: stage 1 – joint discussion of graduate competencies with employers, taking into account professional standards; Stage 2 – development by academic committees of the content of the educational program, a catalog of elective subjects, taking into account the proposals of employers and regulatory documents in the field of education; stage 3 – protection of the educational program with the invitation of all interested parties – employers, students, graduates, teaching staff; stage 4 – approval of the educational program at a meeting of the educational and methodological council.

The University has developed a Regulation "On the procedure for the development and implementation of double-degree education and joint educational programs" <https://drive.google.com/drive/folders/12fYRwlU-MbYULj84Z7zbqrY3mKq1vFj> creation of double-degree programs (including international educational programs) and the approval scheme of the educational program has been clarified.

The objectives of accredited educational programs are aimed at preparing graduates for professional and research activities. Over the past five years, the goals of educational programs have been revised taking into account national regulatory documents, the needs of society, the economy and the labor market, and the Atlas of New Professions. Teaching staff, students, and employers are involved in the development and management of educational programs. For all educational programs, the graduating department demonstrated graduate models of educational programs. The proposed models of graduates of educational programs identify the necessary sets of competencies for a given level of training, which should be achieved upon graduation. The graduate model contains qualification characteristics, types of professional activity, functions of professional activity, and learning outcomes. Learning outcomes are expected indicators of what

the learner should know, understand, and/or be able to accomplish at the end of the learning process. The qualifications obtained upon completion of the OP are clearly defined, explained and correspond to the 7th and 8th levels of the NSC. A graduate model of Kokshetau University named after Sh. Ualikhanov was discussed at a meeting with employers, during which such indicators as competencies are included. At a joint meeting of the Department of History, Geography and Socio-humanitarian Disciplines, the competencies of graduates of the University were discussed with employers.

According to the University's standard QMS STU 4.03 "Design, development of educational services, management of educational and organizational processes", educational institutions undergo external expertise from employers. The examination of educational programs is carried out by independent specialists. Experts are selected based on their knowledge, experience and expertise in the relevant field. However, the requirements for the content of the examination are not reflected in the regulatory documents. For example, there is an examination report on OP 7M02201 History Tileubaev N.N., deputy head of the KSU TSARMO Department of Religious Affairs of the Akmola region (01/16/2023). In OP 7M02201 History and socio-religious sciences, at the request of employers, the discipline "Modern Archaeography" was introduced in the amount of 5 credits.

The assessment of the quality of educational programs in the OP was carried out on the basis of an analysis of the work curriculum for the academic year, the individual curriculum of undergraduates and doctoral students, the Master's degree program, and a survey of teaching staff and students.

The survey results for the analyzed period show that: 82.7% are fully satisfied with the overall quality of university curricula, 17.3% of students are partially satisfied; 32 (80.8%) are fully satisfied with informing students about courses and educational programs, 7 (13.5%) students are partially satisfied.

The program of basic and profile disciplines contains modern achievements of world and national historical sciences. There is a balance between theoretical and practice-oriented disciplines, the name and content of the disciplines correspond to the current directions of development of the OP.

The management of the OP ensures that the content of academic disciplines and learning outcomes correspond to each other and to the level of master's and doctoral studies. The accredited courses include elective subjects aimed at achieving goals, achieving expected results, and developing students' professional and personal qualities. When developing the OP, the continuity of the learning content, the logic of the academic interrelation of all disciplines, their sequence and continuity are taken into account.

Professional practice is a mandatory component of all university educational programs. The practice bases are determined by the availability of highly qualified specialists who are able to provide practice management, as well as taking into account the material and technical equipment of institutions. The practice bases of accredited educational institutions are the State Archive of the Akmola Region, the Museum of Local Lore in Kokshetau, and the Office of the Center for Analysis and Development of Interfaith Relations of the Department of Religious Affairs of the Akmola Region.

The organization and conduct of professional practices is carried out in accordance with the University standard "The procedure for organizing and conducting professional practice." The department, which implements accredited educational programs, has developed and approved guidelines for professional practice. Programs have been developed for each type of practice. They provide general guidelines for practice planning, types and duration of practice, goals and objectives, the content of each type of practice, requirements for interns, responsibilities of the head of practice from the department, responsibilities of the head of practice from the organization, requirements for the preparation of a student's practice report. During the interviews, the graduate students noted the satisfactory work of the OP management in providing practice bases.

The learning outcomes of the accredited OP 7M02201 History and Socio-religious Studies, 8D02201 History are mutually agreed upon and clearly defined to verify the achievements of students after completion of the program. Learning outcomes are linked to the appropriate teaching and assessment methods provided by the programs.

***Analytical part***

Analyzing the criteria of the standard "Development and approval of educational programs", the members of the EEC came to the conclusion that the university has defined and documented the methodology for developing educational programs, as well as the procedure for conducting all approval procedures for educational programs, and the structure of educational programs has been developed. The labor intensity of the OP is defined in Kazakhstani credits and ECTS, which is reflected in all documents for the implementation of accredited educational programs.

The assessment of the quality of accredited ops was carried out on the basis of an analysis of the OPS, a catalog of elective subjects, a work curriculum for the academic year, and a survey of teaching staff and students. As part of the accreditation procedure, the members of the WEC confirmed that the process of designing an OP begins with the approval of the stakeholders' vision of the future graduate's competencies. In the interests of each assessed OP, management requests an expert report from an external expert in the subject area. For this purpose, the University uses a special feedback collection form. It is confirmed that Kokshetau University named after Sh. Ualikhanov forms working groups, including students, teaching staff and other interested parties to actively participate in the development and updating of the OP. More details can be found in the minutes of the department meetings.

Through interviews with students, teaching staff, employers, and graduates, as well as through an analysis of the submitted documents, the members of the EEC confirmed that the management of the OP achieves satisfaction with the quality of graduate training from internal and external stakeholders through regular review of the OP. The graduate model of accredited educational institutions determines that graduates of educational institutions should be ready for any changes, be able to adapt quickly and effectively to new conditions, constantly update their knowledge and skills, strive for self-development, be ready to work in an innovative mode, to flexibly and promptly respond in their professional activities to the constantly changing needs of society and the individual.

Accredited educational programs are implemented in other universities of the Republic of Kazakhstan, as well as in many foreign universities, however, the management of the educational program has not demonstrated the uniqueness of accredited educational programs in the educational services market. The department does not have a double-degree program and a joint educational program with Kazakhstani and foreign universities.

***Strengths/Best practices: according to the standard "Development and approval of the educational program" for the OP":7M02201 History and socio-religious sciences, 8D02201 History.***

According to this standard, the assessed OPs have no strengths.

***Recommendations:***

- The management of the EP should analyze existing contracts and agreements with universities, and develop an action plan to harmonize the content of accredited educational institutions with similar educational institutions of foreign universities in order to form and implement double-degree educational institutions and joint educational programs by 05/01/2025.

***Conclusions of the EEC according to the criteria:***

According to the standard "Development and approval of educational programs", 11 positions are satisfactory and 1 criterion implies improvement.



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

- *The university should ensure the revision of the content and structure of the educational program, 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 OP in order to achieve the goal of the OP. The results of these procedures are aimed at continuous improvement of the OP. The monitoring and periodic evaluation of the OP should consider:*
  - *the content of the programs in the context of the latest achievements of science and technology in a particular discipline;*
  - *Changing needs of society and professional environment;*
  - *workload, academic performance and graduation of students;*
  - *Effectiveness of student assessment procedures;*
  - *Students' needs and satisfaction levels;*
  - *compliance of the educational environment and the activities of support services with the objectives of the OP.*
- *All stakeholders should be informed of any planned or undertaken actions regarding the OP. All changes made to the OP must be published.*
- *Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and mastering the OP in general.*

#### ***Evidentiary part***

Based on the results of the visit and the meetings held, the EEC notes that a feedback mechanism (survey, interview, questionnaire of students) is used during monitoring. The results of these processes lead to continuous improvement of the OP. The monitoring and evaluation of the program is carried out at the level of the department, the directorate and the rector's office, with mandatory analysis and review of reports on the dynamics of the program's activities at meetings and making appropriate decisions for their implementation.

The information collected based on the monitoring results is analyzed and adjusted to meet modern requirements, the latest scientific achievements in a particular discipline, and the changing needs of society. Stakeholders actively participate in the processes of updating the OP due to a high degree of awareness. The amendments are approved by the minutes of the department's meetings and the Academic Council of the University.

In order to determine the expectations, needs of students, and their level of satisfaction with the learning process and conditions, the Department of Educational Work systematically monitors student satisfaction with accredited educational programs. Periodically, monitoring is carried out to determine satisfaction with: the level of accessibility of modern information technologies to students; the learning process as a whole; and the achievement motivation system. The optimality of the academic load, academic performance and the results of the assessment of the quality of training of students and graduates are monitored, which is confirmed by the minutes of the meetings of the GEK, the minutes of the meetings of the faculty's UMC and the minutes of the Academic Council.

The departments implementing OP 7M02201 History and Socio-religious Studies, 8D02201 History, regularly monitor, periodically evaluate and review the strategy of these programs, taking into account the instructions and recommendations of the Ministry of Science and Higher Education of the Republic of Kazakhstan, as well as other participants in the educational process.

Learning outcomes are formulated both at the level of the entire program, as well as at the level of a module or a separate discipline. The results of monitoring and evaluation of educational programs are discussed at meetings of the Educational and Methodological Council and at meetings of the Academic Committee.

Based on educational programs and a catalog of elective subjects, students form individual curricula with the help of advisors, posted in AIS Platonus, in which the individual educational trajectory of each student is determined.

The Department of History, Geography and Socio-Humanitarian Disciplines provides a review of the content and structure of accredited educational institutions, taking into account changes in the labor market, employers' requirements and the social demand of society.

The procedure for reviewing the objectives of educational programs is defined in the university's documents "Design, development of educational services, management of educational and organizational processes." When reviewing the existing OP, the labor market needs for the development of certain graduate competencies, the number of jobs, and the potential of the profession are regularly monitored. The competencies are regularly monitored by the working group and academic committees.

Changes to the curriculum are made based on various forms of feedback from students and are made in the form of a protocol or a short research report. Taking into account the proposals of stakeholders, students and the results of scientific research, those responsible for accredited ops are developing a RUP, a catalog of disciplines.

Employers are actively involved in the process of ensuring the quality of educational programs. The OP is reviewed annually by employers when it is updated. The review is carried out by external experts from among employers who have sufficient experience and knowledge to review the OP (expert opinion).

Employers can influence the introduction of changes to the educational program in terms of the development of certain competencies, skills, learning outcomes, literature used, and an increase in the number of hours for a particular type of work. Proposals for making changes from employers are drawn up in the form of protocols and stored at departments.

When monitoring and reviewing OP 7M02201 History and socio-religious studies, 8D02201 History, the opinion of the faculty of the department and the institute as a whole is taken into account. At the meetings of the department and at the meeting of the educational and methodological council of the pedagogical Institute, the results of monitoring the OP, the need for its revision and amendments to the OP are discussed.

The content of the program is monitored and evaluated, taking into account the latest scientific achievements in all disciplines, to ensure the relevance of its teaching within the framework of accredited educational programs. For example, according to OP 7M02201 History and socio-religious sciences, the discipline "Modern Archeography" is included on the recommendation of the State Archive of the Akmola region. The University conducts quality monitoring under the supervision of the Department of Education Quality Assessment and Monitoring. The quality of education is monitored in accordance with the approved documented procedures and regulations of the Kokshetau University named after Sh. Ualikhanov.

Meeting the needs of internal student stakeholders is monitored through questionnaires. <https://shokan.edu.kz/ru/news/uvazhaemye-obuchayushiesyav-celyah-izucheniya-udovletvorennosti-kachestvom-obrazovatelnyh-uslug/?query=%D0%B0%D0%BD%D0%BA%D0%B5%D1%82%D0%B8%D1%80%D0%BE%D0%B2%D0%B0%D0%BD%D0%B8%D0%B5>

The survey is conducted to determine the quality of educational services, to identify the degree of student satisfaction with the quality of the subjects taught (the quality of teaching lectures, seminars and laboratory classes, the quality of assignments and time to complete them, educational and methodological support) and to receive suggestions from students in this field.

Based on the survey results, reports and recommendations are generated to increase student satisfaction with the quality of educational services. The analysis of the survey showed that, in general, students of accredited educational programs are satisfied with the quality of educational services provided. Thus, according to the survey results, 58.3% of teaching staff (35 people) believe that the educational program meets the expectations of the labor market and employers "very well" in terms of content and quality of implementation, 41.7% (25 people) - "well". 78.8% of students (41 people) are fully satisfied with the academic workload and student requirements, 17.3% (9 people) are partially satisfied, 3.8% (2 people) are not satisfied.

**Analytical part**

The analysis of the procedures for monitoring and periodic evaluation of educational programs is carried out on the basis of: an analysis of curricula, a catalog of elective subjects, individual program plans for students, internal regulatory documents regulating 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 on the activities of services support services. However, during the interviewing of focus groups and the analysis of the documentation provided, the representatives of the Higher School of Economics note that the university does not have a documented procedure for monitoring and periodic evaluation to achieve the goals of the OP and continuous improvement of the OP. The heads of the OP were unable to demonstrate this document.

During a detailed analysis of the educational programs 7M02201 History and socio-religious Studies, 8D02201 History and working curricula, representatives of the EEC note that the essence and content of a number of disciplines correspond to modern achievements of historical science.

The mechanism for making changes to the OP assumes that all proposals for changing the OP from teaching staff, stakeholders and employers are initially discussed at a meeting of the graduating departments. Proposals for changing the CES, OP are made by employers in the expert opinions they submit to the OP. Expert opinions are discussed at a meeting of the department and an appropriate decision is made, which is submitted to a meeting of the academic committee and then the institute's council.

The members of the EEC were convinced that the automation of the learning management process (AIS "Platonus") made it possible to achieve transparency of the knowledge control system for all participants in the educational process, all academic performance results are available for viewing online.

A survey of students conducted during the EEC visit showed:

1. The course program was clearly presented, 39 (75%) students expressed full agreement, 9 (17.3%) agreed, and 4 (7.7%) partially agreed.;
2. The course content is well structured, 40 (76.9%) students expressed full agreement, 9 (17.3%) agreed, and 3 (5.8%) partially agreed.

***Strengths/best practices according to the standard "Continuous monitoring and periodic evaluation of educational programs" for the OP 7M02201 History and socio-religious studies, 8D02201 History.***

According to this standard, the assessed OPS have no strengths.

***Recommendations:***

- By the beginning of 2024-2025, the university's management will develop and document regulatory procedures for monitoring and periodic evaluation to achieve the goals of the OP and continuous improvement of the OP.

***Conclusions of the EEC according to the criteria:***

According to the standard "Continuous monitoring and periodic evaluation of educational programs", 10 positions are satisfactory.

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

- *The management of the educational institution should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.*
- *The management of the educational institution 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 educational institution, including competencies and skills to perform scientific work at the required level.

- The management of the OP should determine the mechanisms for distributing the educational load of students between theory and practice within the framework of the OP, ensuring that each graduate learns the content and achieves the goals of the OP.
- An important factor is the availability of in-house research in the field of teaching methods of OP disciplines.
- The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and objectives of the educational program.
- The university should ensure consistency, transparency and objectivity of the learning outcomes assessment mechanism. Criteria and methods for evaluating learning outcomes should be published in advance.
- Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly upgrade their skills in this area.
- The management of the educational institution should demonstrate the existence of a feedback system on the use of various teaching methods and assessment of learning outcomes.
- The management of the educational institution should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.
- The management of the educational institution should demonstrate the existence of a procedure for responding to student complaints.

### ***Evidentiary part***

Analyzing the standard "Student-centered learning, teaching and assessment of academic performance" for the accredited cluster, the commission concluded that the leadership of the OP showed a systematic development and implementation of various forms and methods of teaching and learning, but at the same time, the commission notes that the leadership of the OP should pay attention to the issues of having its own research on teaching methods within the framework of the implemented OP.

KU named after Sh.Ualikhanov is ready to provide students with disabilities and people with disabilities with the opportunity to master the educational programs implemented at the university. At the time of the visit of the EEC commission, there were no such students studying at the university under accredited educational programs.

When forming the OP, the opinion of students is taken into account, which indicates such an organization of training for subjects of the educational process, which is maximally focused on their individual characteristics and the specifics of their personal understanding of the world. Students can express their wishes for improving accredited educational programs at student council meetings, make suggestions to departments, indicate them in the questionnaire, and inform the adviser during consultations.

The University has approved a graduate model that contains the core competencies of future professionals. In order to achieve indicators of the graduate attribute, the university is working to involve students in discussing educational programs and participating in collegial bodies.

An important stage of student-centered learning is the independent choice of a learning trajectory, which is facilitated by the CES developed at the university. The department has appointed advisors for undergraduates and doctoral students. The advisor carries out his work with students during the advising hours.

Students choose the optimal individual learning profile at the department in consultation with advisors. The registration procedure for disciplines from the CES is carried out once a year (in March for 2-4 courses, in the first days of September - for the 1st year).

The procedure for entering the selected learning trajectory into the AIS of educational process management is carried out by the Office Registrar. The methods of conducting lectures and practical classes are continuously improved, modern technologies and teaching methods are used to enhance the cognitive activity of students. For example, the teacher Bekseitova A.T. conducted open classes on the discipline "Modern Archaeography", applied the methodology of discussion, worked with video materials and photographic documents, historical maps, etc., conducted problematic lectures focused on setting research tasks). The results of the training are

reflected in the protocols of open classes (Protocol of open classes No. 1 dated February 29, 2024).

In order to optimally distribute the educational load of students between theory and practice, representatives of employers who conduct training sessions on their own territory are involved in the implementation of accredited educational programs.

The results of the research work of the teaching staff of the department are actively being implemented in the educational process, which is reflected in teaching materials and manuals.

The choice of the learning trajectory allows us to present the OP as a kind of model for achieving learning outcomes. The use of a point-rating system for monitoring and evaluating students' educational achievements while mastering the OP, determining the forms and procedures for ongoing academic performance monitoring, boundary control, intermediate certification, and state final certification is aimed at determining the level of students' competencies upon completion of the educational module or module discipline and their compliance with the OP competencies. This approach is regulated by the documentary procedure "Policy for assessing students' academic achievements" (No. 113, dated 30.03.2023).

The university monitors the results of all types of control of intermediate certification, final control (at meetings of the department, the Council of the pedagogical institute, the UMS, the Academic Council of the university). The general criterion for evaluating knowledge is a working curriculum based on state educational standards and setting the scope of knowledge, skills and abilities. The criteria for assessing knowledge are communicated to students on curatorial hours, in syllabuses of academic disciplines. The assessment of students' knowledge is available to them on the AIS "Platonus" portal.

The management of the Educational Institution, together with the university management, create conditions for students to have access to information on the subjects they study through the Educational Portal of the University named after Sh. Ualikhanov (Platonus). In the office of the undergraduate and doctoral student, registration for disciplines, a catalog of elective disciplines, the composition of teaching staff in disciplines, and a module for registration for disciplines are carried out, through which an individual curriculum is formed. Undergraduates and doctoral students have the opportunity to view the schedule of classes and sessions by setting various conditions for searching and presenting the schedule (by teacher, by discipline, etc.). The student's personal account contains educational materials on disciplines.: educational and methodological complex of the discipline, multimedia materials with which you can deepen your knowledge.

Students are provided with personal passwords to access information in the Master's and doctoral Student's Office. The personal account is designed to provide students with up-to-date information about academic achievements, academic calendar, schedule of training sessions, examination sessions, and consultations. With the help of a personal account, a learning trajectory is formed.

Student complaints related to all areas of the educational process are accepted by the director of the pedagogical institute, the head of the department. The department has a Book of greedy students. There were no complaints from students during the visit. The degree of satisfaction of students and teaching staff with teaching methods is monitored through questionnaires.

The satisfaction of students and teaching staff is monitored through questionnaires. According to the results of the survey "Assess how satisfied you are", the average assessment of students' satisfaction with the quality of teaching was revealed. 80.8% are satisfied with the quality of teaching within the framework of the studied OP, 17.3% are partially satisfied, and 1.9% are partially dissatisfied.

The results of the survey are brought to the attention of the teaching staff, discussed at the department meeting, and influence the decision-making process to ensure the conditions for the implementation of the OP.

**Analytical part**

Analyzing the criteria of the standard "Student-centered learning, teaching and assessment of academic performance", it was found that the university and the management of the educational institution demonstrate a purposeful policy to implement measures to take into account the needs and individual characteristics of students in both academic and extracurricular activities.

Analyzing the educational and methodological documentation of the Department of Education, as well as internal regulatory documents, the commission notes that evaluators should possess modern methods of evaluating learning outcomes and regularly improve their skills in this area. Teaching staff need to be trained in a variety of modern methods, tools and tools for evaluating learning outcomes, which will help to more accurately and comprehensively assess the knowledge, skills and abilities of students in order to get a more complete picture of how successfully students have mastered the educational material and achieved their goals.

For students to successfully master OP disciplines, university teachers use both traditional and innovative teaching methods during training sessions. In the process of using various teaching and learning methods, educational materials, teaching aids, and educational and methodological complexes are being developed and created. EEC believes that improving the quality of the educational process will be facilitated by its own research both in the field of teaching methods of OP disciplines and in the development of methodological recommendations in these disciplines. This information was also not confirmed during the visit of the expert commission to the university.

*A survey conducted during the EEC IAAR visit showed that 38 (73.1%) students expressed full satisfaction with the quality of exam materials (tests and exam questions, etc.), 11 (21.2%) students expressed partial satisfaction; 0% were partially dissatisfied, -1(1.9%) students found it difficult to answer;*

*43 (82.7%) expressed full satisfaction and 9 (17.3) - teaching methods in general; the quality of teaching in general – 42 (80.8%) are fully satisfied, partially satisfied - 9(17.3%);*

*the objectivity of the assessment of knowledge, skills and other academic achievements is fully satisfied – 39(75%), partially satisfied -12(23.1%);*

*the timeliness of the assessment of students' academic achievements is fully satisfied - 35(67.3%, partially satisfied -14(26.9%);*

*equal opportunities are provided for the development of professional education and personal development for all students full consent -34(65.4%), agree - 15(28.8%), partially agree - 3(5.8%).*

***Strengths/Best practices: according to the standard "Student-centered learning, teaching and assessment of academic performance" for the OP «7M02201 History and socio-religious studies», «8D02201 History».***

According to this standard, the assessed OPs have no strengths.

***Recommendations:*** - In the 2024-2025 academic year, the management of the educational institution should plan training and advanced training of teaching staff in modern methods of evaluating learning outcomes.

***Conclusions of the EEC according to the criteria:***

**There are 10 satisfactory positions according to the "Student-centered learning, Teaching and Academic Performance Assessment" standard.**

**6.6. Standard "Students"**



- *The university must demonstrate the policy of forming a contingent of students and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, and published.*
- *The management of the educational institution should provide for special adaptation and support programs for newly enrolled and international students.*
- *The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.*
- *The university should provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for training.*
- *The university should actively encourage students to self-education and development outside the main curriculum (extracurricular activities).*
- *An important factor is the availability of a support mechanism for gifted students.*
- *The university should demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/ National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications.*
- *The university should provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, and maintain contact with them.*
- *The university must demonstrate the procedure for issuing documents to graduates confirming their qualifications, including the achieved learning outcomes.*
- *The management of the OP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really in demand in the labor market.*
- *The management of the educational institution should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*
- *An important factor is the presence of an active alumni association/association.*

### ***Evidentiary part***

The University implements a policy of admission and selection of students in accordance with standard procedures that meet the requirements of the EOM in accordance with the Order of the Minister of Education and Science of the Republic of Kazakhstan dated December 31, 2018 No. 600 "On approval of the Standard Rules for admission to study in educational organizations implementing educational programs of higher and postgraduate education", on the basis of which internal Rules for admission to university.

All information about the rules for registration and admission to Master's and doctoral programs is available on the University's website in the "Admission" section. <https://www.shokan.edu.kz/ru/>.

The student body is formed based on criteria such as: meeting the needs of the region and the country in the profile of specialists with postgraduate education; placing a state educational order for the training of specialists; the number of students at their own expense and other sources.

To form a contingent of students of OP 7M02201 "History and socio-religious studies", 8D02201 "History", the faculty of the department conducts career guidance in scientific organizations and educational institutions in Kokshetau and other regions of Kazakhstan, as well as through the active involvement of undergraduate and graduate students in scientific and experimental activities, forming their interest in scientific research as well as stimulating interest in continuing education at specially organized meetings with doctoral students. Potential candidates are informed about the number of grants allocated to OP 8D02201 "History" and about the directions of research work carried out by the faculty of the department.

From the presented tables of the self-assessment report, it can be seen that there is a growth trend in the contingent of the educational program 7M02201 "History and socio-religious sciences". Admission to the doctoral program 8D02201 "History" was opened at the University in the 2015-2016 academic year. In general, there is a dynamic growth of the doctoral student body, which is formed on the basis of a large competition at the entrance exams. These figures confirm the relevance of OP 8D02201 – "History". The contingent of doctoral students during

the reporting period was formed due to the provision of state educational grants and targeted orders from universities and scientific organizations.

Students actively participate in research and development, participate in scientific projects, scientific conferences, and publish articles. For example, the scientific project of Professor K.K. Abuev, funded by the Akimat of the Akmola region "Figures of history and culture of the Akmola region" involved G.B. Karsakova (3rd year doctoral student), A.T. Shukeeva (2nd year doctoral student), E.B. Kikkarinov, Zh.K. Osipova (1st year doctoral students).

A research practice is provided for the preparation and writing of a dissertation thesis. Undergraduates of OP 7M02201 "History and socio-religious studies", 8D02201 – "History" undergo research internships both at the university and at the State Archive of the Akmola region. The content of the research practice is determined by the topic of the thesis.

Doctoral students with accredited EP have the opportunity to complete a scientific internship both in domestic organizations and in foreign universities. The topics of master's and doctoral theses are relevant and diverse, updated annually and approved by the rector's order.

The management of the OP systematically conducts work with graduates of the OP and makes sufficient efforts to provide them with places of practice, facilitating the employment of graduates and maintaining contact with them. This is confirmed by the department's documents and in the process of watching videos on practice databases.

For the 2022-2023 academic year, the employment rate of graduates of the assessed OP 4 clusters is more than 90%.

The department is actively expanding cooperation with prominent scientists and universities from near and far abroad. So, over the past three years, the following scientists have been invited within the framework of international cooperation: on the initiative of the department, Doctor of Historical Sciences, Professor Honored Scientist of the Republic of Bashkortostan R.G. Bukanova (January, 2024), Doctor of Sciences Talent Maukanuly from the University of Washington (September 2023) was invited to lecture doctoral students from Bashkir State University.

The university has established an Alumni Association. During an interview with graduates of the OP, information was provided that Abilkadyrov A.B. is a member of the Alumni Association.

### ***Analytical part***

The WEC notes that the KU named after Sh. Khalikhanov has developed guidelines and procedures governing the academic mobility of students, and there are relevant agreements with partner universities. However, the management of accredited educational institutions confirmed the lack of academic mobility of students and teaching staff.

Based on the information provided, the EEC members were able to confirm the high percentage of graduate employment and the presence of positive employer feedback about graduates, which certainly confirms that graduates of the assessed OP 7M02201 "History and Socio-religious Studies", 8D02201 – "History" have skills that are in demand in the labor market, and that these skills are valid. relevant in modern realities.

In the course of the survey of students conducted within the framework of the WEC, 42 (80.8%) "full" and 10 (19.2%) "partial" satisfaction were noted by students answering the questions: that they are satisfied with the level of accessibility of the dean's office (school, faculty, department). When asked about satisfaction with the level of accessibility and responsiveness of the management (university, school, faculty, department), 44 (84.6%) indicated "full" and 7 (13.5%) - "partial" satisfaction.

Regarding the question of satisfaction with the availability of academic counseling, 43 (82.7%) respondents indicated "full" and partially satisfied -8 (15.4%); 42(80.8%) respondents indicated "full" and 10 (19.2%) "partial" satisfaction with the student-teacher relationship.

It is worth noting that in the process of interviewing students, information was confirmed that students form IEP, have the opportunity to independently build educational trajectories, using the opportunity to choose both a teacher and an academic discipline, taking into account their needs in obtaining relevant competencies within the framework of the chosen OP. However, the implementation of external and internal mobility programs is not developing at the proper level.

***Strengths/Best practices: according to the standard "Students" for the OP": 7M02201 "History and socio-religious studies", 8D02201 "History".***

According to this standard, the assessed EPs have no strengths.

***Recommendations:*** - The management of the EP needs to include in the Educational Development Plan criteria for the implementation of academic mobility of teaching staff and students by 09/01/2024.

***The conclusions of the EEC according to the criteria:***

According to the "Students" standard, 11 satisfactory positions, 1 presupposes improvement.

#### ***6.7. The "Teaching staff" standard***

- *The university should have an objective and transparent HR policy in the context of the OP, including hiring (including invited teaching staff), professional growth and staff development, ensuring the professional competence of the entire staff.*
- *The university must demonstrate that the quality of the teaching staff meets the established qualification requirements, the university's strategy, and the goals of the educational program.*
- *The management of the educational institution should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching.*
- *The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.*
- *The university should involve specialists from relevant industries with professional competencies that meet the requirements of the educational standard.*
- *The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff.*
- *The university should demonstrate the widespread use of information and communication technologies and software tools by teaching staff in the educational process (for example, on-line learning, e-portfolio, MOSS, etc.).*
- *The university should demonstrate the focus of its activities 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 integrity at the university, and determine the contribution of teaching staff, including invited ones, to achieving 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.*

#### ***Evidentiary part***

The university approved the documented procedure "Personnel Management" on 10/30/2020, this document was developed in accordance with the Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 (with amendments and additions dated 06/25/2020 No. 347-VI); Order of the Minister of Education and Science of the Republic of Kazakhstan "On approval of Standard Qualification characteristics of teaching staff positions and persons equated to them" (with amendments and additions dated 30.04.2020). This document establishes the personnel management procedure and applies to all teaching staff and University staff.

HR policy of the KU named after Sh. Ualikhanov is carried out in accordance with the main priorities of the university's development. Indicators on the qualitative and quantitative



composition of teaching staff confirm the availability of human resources necessary for the implementation of educational programs and corresponding to the qualification requirements for licensing educational activities. Personnel selection is based on an analysis of the needs of the educational program, according to the results of which a competition is announced to fill vacant positions.

The university's official website contains all the necessary information about the University administration's reception hours, as well as the rector's blog. Directors of institutes and heads of structural divisions receive visitors on supervised issues during working hours.

The selection and placement of scientific and pedagogical staff is carried out by concluding employment contracts and being elected by competition in accordance with the Regulations on competitive replacement of positions of the teaching staff of the KU named after Sh. Ualikhanov). The university has established qualification requirements for candidates applying for positions, defined the procedure and organization of the work of the competition committee, the reception and review of documents.

To attract young employees, the university offers the opportunity to engage in scientific work and improve their skills, as well as differentiated remuneration. There is a mentoring of young teachers and a Council of Young Scientists at the university. The University has developed Regulations "On mentoring" (No. 60, dated 11/12/2021), "On the Council of Young Scientists and Specialists" (No. 52a. 08/31/2021).

The analysis of the quantitative and qualitative composition of the teaching staff is the object of constant attention of the leadership of the pedagogical Institute and the OP.

Personnel of OP 7M02201 "History and socio-religious sciences", OP 8D02201 "History": Utegenov M. Z., Head of the Department, Candidate of Historical Sciences, Professor, Bekseitova A.T., Director of the Pedagogical Institute, Professor, Seitkasymov A.A., Candidate of Historical Sciences Shumatov E. G., Candidate of Philology, Kushpaeva A.B., Candidate of Historical Sciences Shukeeva A.T., PhD, Associate Professor, Osipova Zh.K. – Master's degree, Shapkenov A.A. – Master's degree, Sharipov A.A. – Master's degree, Karsakova G.B. – Master's degree. 9 people work. There are no doctors of historical sciences in the staff. The teacher A. Shukeeva defended her doctoral thesis and was awarded the degree of Doctor of Phd.

The management of the EP needs to improve the quality of teaching staff by attracting scientists from other domestic universities and scientific organizations.

Information about the teachers involved in the implementation of the OP is posted on the website of the KSU named after Sh. Ualikhanov, which contains contact information, area of scientific interests, main achievements, availability of developments, and information on professional development. This information is available to everyone.

All teachers of the department of accredited educational institutions have a basic education in their field. Employment contracts and contracts have been concluded with all teachers based on the decision of the competition commission for the replacement of positions. All teachers with academic degrees carry out their academic workload in accordance with the standards for the allocation of hours.

Among the teaching staff who teach undergraduates of EP 7M02201 "History and socio-religious studies" and doctoral students of EP8D02201 "History", the holder of the title "Best University teacher" is PhD, Professor Bekseitova A.T., 9 teachers of the department have completed advanced training courses. In order to improve the educational process and identify the professional level of teaching staff, namely, to determine the average rating of a high-quality and responsible approach to conducting classes, a survey is conducted. The results of the survey are brought to the attention of the heads of departments for discussion at the department meetings. Information on the survey is taken into account by the competition commission for filling vacant positions.

Teachers of the department participate in the implementation of fundamental and applied scientific research. Utegenov M.Z. is the head of the program "Archaeological scientific and experimental research at the Botai settlement and modeling of support systems, lifestyle and

worldview-sacred contexts of the Botai culture bearers" at the Russian State State Historical and Cultural Museum-Reserve "Botai" of the ISS RK BR10162994 (2021-2023).

Based on the results of the activities of the faculty of the Department of History, Geography and SRS over the past five years, 3 monographs have been prepared, 9 articles have been published in international scientific publications Scopus, 1 article in Web of Science, and 24 articles in journals recommended by the KKSON of the Ministry of Education and Science of the Republic of Kazakhstan.

It is worth noting separately that the assessed EPs are implemented by teaching staff with high professional achievements. So, for example: Bekseitova A.T. – director of the Pedagogical Institute Shukeeva A. defended her doctoral thesis. Seitkasymov A.A. was awarded in 2024 with the badge of the Ministry of Internal Affairs of the Republic of Kazakhstan "Gylymdy damytuga sinirgen yenbegi ushin".

Based on the results of the analysis in the context of the "Teaching staff" standard, the commission concluded that the University named after Sh. Ualikhanov has an objective and transparent personnel policy. The personnel potential of accredited educational institutions corresponds to the qualification requirements, level and specifics of educational programs. The university's management pays great attention to the development of human resources and the training of its own established staff from among its graduates and young teachers.

### *Analytical part*

It is confirmed that the personnel policy, being one of the strategic priorities of the university's development, is aimed at ensuring the qualification requirements for the implementation of educational programs, preserving the professional potential of teaching staff, creating conditions for increasing professional motivation and the psychological climate in the team. It is carried out in accordance with the main priorities of the University's strategy. The academic policy developed in this regard includes various elements related to the provision of educational programs for teaching staff who have a basic education corresponding to the profile of the discipline being taught, areas of training for accredited specialists, and who are systematically engaged in scientific and methodological activities.

It is confirmed that meetings are held with the participation of practitioners, experts, researchers in the form of lectures and seminars. This information was obtained by the members of the WEC during a conversation with students on the assessed OP.

The management of the EP needs to improve the quality of the teaching staff, as well as continue the practice of attracting scientists from other domestic universities and scientific organizations. As part of the management of doctoral studies, colleagues are involved from other organizations, for example, the director of the Institute of State History, Abil E., the deputy director of the Institute of State History, Ayagan B.G. scientific consultants of doctoral dissertations are involved.

Teaching staff in accredited OP 7M02201 "History and socio-religious studies", 8D02201 "History" are the authors of textbooks, teaching aids, which are actively used by them in the educational process.

According to the 4th cluster of the OP, the faculty of the department take part in the life of the region, and are also engaged in research activities, which were funded by the republican budget.

Academic mobility programs for teaching staff and students are regulated by the Regulation "On the organization of academic mobility" for students and teaching staff, approved by the Rector of the university (dated 31.01.2020). The department, based on an agreement between partner universities, sends invitation letters to the rector for each invited scientist. A number of foreign scientists have given lectures for undergraduates and doctoral students accredited by the OP. But the management of the OP did not demonstrate an example of outgoing academic mobility of the faculty of the department. Separately, the members of the WEC note the existence of a mechanism for encouraging teaching staff.

In the survey of teaching staff, 20 (33.3%) respondents answered "very well", 37 (61.7%) answered "well" to questions about how you assess the involvement of teaching staff in the process of making managerial and strategic decisions; 16 (26.7%) responded "well" to questions about how the university management and administration perceive criticism of themselves respondents answered "very well" and 41 (63.8%) answered "well"; how do you assess the opportunities provided by the University for the professional development of teaching staff? 38 (63.3%) respondents answered "very well" and 22 (36.7%) – "well"; how do you assess the opportunities provided by the University for the career growth of teaching staff? 33 (55%) of respondents answered "very well" and 27 (45%) - "well";

As for the question about the level of feedback between the teaching staff and the management, the survey results indicate that 32 (53.3%) of respondents answered "very well" and 25 (41.7%) - "well".

At the same time, there are also representatives of the FACULTY who are not satisfied with the quality of Internet access, so to the question: "How often do you encounter the following problems in your work: (please give an answer in each line) - Lack of Internet access/weak Internet," 3(5%) of respondents answered "often".

**Strengths/Best practices: according to the standard "Teaching staff" for the OP": 7M02201 "History and socio-religious studies", 8D02201 "History".**

**According to this standard, the assessed ops have no strengths.**

**Recommendations: - The management of the Educational Institution should constantly work to improve the quality of teaching staff, attracting scientists from other domestic universities and scientific organizations, including young teachers.**

**Conclusions of the EEC according to the criteria:**

**According to the "Faculty" standard, there are 9 satisfactory positions, 1 criterion implies improvement.**

#### 6.8. Standard "Educational Resources and student Support systems"

- The university must ensure that educational resources, including logistical and infrastructure, meet the objectives of the educational program.
- The management of the OP should demonstrate the presence 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 implemented educational programs, 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 the collection of educational, methodological and scientific literature on general education, basic and specialized disciplines on paper and electronic media, periodicals, access to scientific databases;
  - examination of research results, graduation papers, dissertations for plagiarism;
  - Access to educational Internet resources;
  - The operation of WI-FI on your territory.
- The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of the research work of teaching staff, 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 management of the educational institution should demonstrate the availability of support procedures for various groups of students, including information and counseling.
- The management of the educational institution should show the availability of conditions for the student's advancement along an individual educational trajectory.
- The university should take into account the needs of different groups of students (adults, working people, foreign students, as well as students with special educational needs).
- The university must ensure that the infrastructure meets the security requirements.



***Evidentiary part***

Infrastructure and logistical base at the KU named after Sh. Ualikhanov is represented by administrative, educational and laboratory buildings, auxiliary facilities and dormitories for students and staff, has modern resources, and provides the conditions necessary to provide high-quality educational services.

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

There is a wireless WI-FI network with free Internet access in the university buildings, on its territory and in student dormitories. All computers at the university are also provided with high-speed Internet access.

The Scientific Library named after Sh. Ualikhanov is a member of the Association of University Libraries of the Republic of Kazakhstan. The following databases are available: KAZNEB (Kazakhstan National Electronic Library electronic State National Fund). Language – Kazakh, Russian, English; RMEB (Republican Interuniversity Electronic Library of Kazakhstan) – a single database combining electronic resources of universities of the Republic of Kazakhstan; databases of electronic resources of Scopus, Web of Science, Springer, eLIBRARY.RU.

The main book collection of the library is 744156 copies, out of 232381 in Kazakh; 77771 in English (educational - 497674 copies (68% of the total fund), scientific literature 110549 copies (15% of the total fund), educational, methodical and other literature 124613 copies. (17% of the total fund).

The university operates the PLATONUS information system, which includes technological support for students and teaching staff. The results of research and graduation papers for borrowing are checked by the system StrikePlagiarism.com. The university has created all conditions for the training of undergraduates, doctoral students, for conducting scientific research, publishing research results of teaching staff, staff and students.

There is a necessary classroom fund, computer classes, and a rich book fund for the implementation of accredited educational programs. The university publishes the scientific journal "Bulletin of the KU named after Sh. Ualikhanov." Every year, the head of the department, in the context of accredited educational institutions, draws up applications for the purchase of necessary material and technical resources addressed to the rector.

During the online inspection, the Commission of the Higher School of Economics showed all specialized classrooms where the safety precautions of students are observed in the classrooms, there are information stands regulating the rules of behavior of students, there are passports of classrooms and appropriate equipment. The Higher School of Economics confirms the availability of student support systems, including support through the university's website.

During an online visual inspection of the facilities, the members of the expert commission made sure that the accredited educational institutions were provided with all the necessary conditions and educational and material assets to ensure the educational process.

***Analytical part***

The University has a material and technical base that ensures the conduct of all types of practical training and research work for students provided for in the educational programs of the university and in accordance with current sanitary, epidemiological and fire safety standards and regulations. The creation of an effective educational infrastructure is a prerequisite for the successful fulfillment of the university's mission.

Material and technical resources and infrastructure of the KU named after Sh. Ualikhanov are quite sufficient to ensure the necessary quality of education and serve as a guarantee of the sustainable development of the university. The university has created all the conditions for teaching students, conducting scientific research and publishing the results of research conducted by faculty, staff and students. The continuous development and improvement

of material, technical and information resources is the strategic goal of the university. Departments and computer classes are provided with access to the Internet and the university's local network.

The university buildings comply with current sanitary standards and fire safety requirements, and are in good condition. A comfortable and safe environment has been created for students and teaching staff.

Educational programs are provided with educational and electronic resources, as well as periodicals. Conditions have been created for conducting scientific research, integrating science and education, and publishing the results of the research work of teaching staff, staff, and students.

Graduation papers are checked for the degree of borrowing in the system StrikePlagiarism.com.

According to the results of the survey of students, 39 (75%) are fully satisfied with the support of educational materials in the learning process, 12(23.1%) are partially satisfied, 42(80.8%) are fully satisfied with the level of accessibility of library resources, 8(15.4%) are partially satisfied; 36 (69.2%) are fully satisfied with classrooms, classrooms for large groups, 12(23.1%) are partially satisfied;

23(44.2%) are fully satisfied with rest rooms for students, 11(21.2%) are partially satisfied;

20(57.7%) are fully satisfied with the availability and quality of Internet resources, 11(21.2%) are partially satisfied; 30(57.7%) are fully satisfied with the available scientific laboratories, 15(28.8%) are partially satisfied;

33(63.5%) are fully satisfied with the available computer classes, 13(25%) are partially satisfied; 29 (55.8%) are fully satisfied with the provision of the hostel, 14 (26.9%) are partially satisfied.

***Strengths/Best practices: according to the standard "Educational resources and student support systems" for OP": 7M02201 "History and socio-religious studies", 8D02201 "History".***

**According to this standard, the assessed ops have no strengths.**

***Recommendations:*** Missing.

***Conclusions of the EEC according to the criteria:***

**According to the standard "Educational resources and student support systems", there are 13 satisfactory positions.**

### 6.9. Sstandard "Informing the Public"

• *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 national development programs of the country and the system of higher and postgraduate education.*

• *University management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties. The information published by the university about the educational program should be objective and relevant and include:*

• *the purpose and planned results of the OP, the assigned qualification;*

• *information about the assessment system for students' academic achievements;*

• *information about academic mobility programs and other forms of cooperation with partner universities and employers;*

• *information about the opportunities for the development of personal and professional competencies of students and employment;*

• *Data reflecting the OP's positioning in the educational services market (at the regional, national, and international levels).*

• *An important factor is the publication on open resources of reliable information about the teaching staff, in terms of personalities.*

- *The university must publish audited financial statements on its own web resource.*
- *The university should post information and links to external resources based on the results of external assessment procedures.*
  - *An important factor is the posting of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.*

### ***Evidentiary part***

Kokshetau University named after Sh. Ualikhanov publishes information about the university's activities and the implementation of the OP on open resources in accordance with the Regulations on the "Website" at the link <https://www.shokan.edu.kz/ru/> / in Kazakh, Russian and English. The structure of the website is user-friendly and is aimed at all categories of stakeholders: applicants, students, parents, teaching staff, employers, graduates and other categories of visitors.

The university's website contains the following functional elements: "University", "Admission", "Education", "Science", "Erasmus", "Global", "Rector's blog", news, institute pages.

Following the principles of openness and accessibility to the public of the University named after Sh.Ualikhanov posted sufficient and reliable information about the university's activities, admission rules, educational programs, terms and form of study, international programs and partnerships of the university, advantages of the university and institutes, information about the employment of graduates, contact and other information useful for applicants and students in various information sources <https://www.shokan.edu.kz/ru/>.

Students and teaching staff receive information about the learning process. Information about employment is posted for employees and potential employees. The website contains the mission, vision, values and history. <https://www.shokan.edu.kz/ru/about/> /, as well as the structure <https://www.shokan.edu.kz/ru/university-structure/> / and achievements of the university <https://www.shokan.edu.kz/ru/>.

Facebook, Instagram, YouTube, and other social networks are used to enhance the interactivity of interaction with the audience and facilitate feedback. Information booklets are also subject to annual updating and republication: general ones containing full information about accredited educational institutions in Kazakh, Russian and English, booklets of institutes for applicants and separate booklets for foreign citizens, freely distributed. The OP, as well as the admission criteria for applicants, are presented in Kazakh, Russian, and English. Heads of structural divisions carry out control over ensuring the level of relevance of information, timely making appropriate adjustments by contacting the information technology department. Information about the learning process, including the student body, the implementation of the OP, assessment procedures for students and teaching staff is presented in AIS "Platonus".

Public awareness provides for the university's support and explanation of the country's national development programs and the system of higher and postgraduate education.

The website of the university has a web page of the Pedagogical Institute, which contains information from the Department of History, Geography and Socio-humanitarian Disciplines. <https://www.shokan.edu.kz/ru/schools/pedagogical-institute/kafedra-istorii-kazahstana-i-ruhani-zhayru/>

The scientific results of the teaching staff on the OP are actively published on the web page of the Pedagogical Institute. [https://docs.google.com/spreadsheets/d/1qIyX7lupridfB4gJAhEPldd1WKIfpbxjGjx8\\_3wRIk/edit#gid=0](https://docs.google.com/spreadsheets/d/1qIyX7lupridfB4gJAhEPldd1WKIfpbxjGjx8_3wRIk/edit#gid=0)

The VEK notes that the university's official website does not present national programs and the university's audited financial statements for the reporting periods.

Information about each educational program is objective and up-to-date on the official website in the section "Education-Educational programs", as well as on the web page of the Department of History, Geography and Socio-humanitarian Disciplines.

Academic mobility programs for teaching staff have been published on the university's website <https://www.global.shokan.edu.kz/ru/vozmozhnosti-globalnogo-professionalnogo-razvitiya/>

В разрезе образовательных программ представлена следующая информация: цель и планируемые результаты ОП, присваиваемую квалификацию <https://www.shokan.edu.kz/ru/schools/pedagogical-institute/kafedra-istorii-kazahstana-i-ruhani-zhayru/>

The members of the EEC confirm that the university's website for accredited programs provides reliable and detailed information about teaching staff in terms of personalities. The portfolio of each teacher contains his photo and position, contact phone number, corporate mail, education, place of work, field of research, published articles in the context of foreign journals, monographs, etc., scientific papers published in rated (peer-reviewed) foreign scientific journals <https://www.shokan.edu.kz/ru/schools/pedagogical-institute/kafedra-istorii-kazahstana-i-ruhani-zhayru/utegenov-marat-zennatovich/>

Information on the results of external assessment procedures is presented in detail on the website in the section "Accreditation of educational programs" <https://www.shokan.edu.kz/ru/accreditation/>, but does not contain links to external resources.

Teaching staff regularly appear on television and radio, and participate in the life of the region. An analysis of the information presented in the media showed a sufficient level of public awareness of the implemented OP.

A survey of students conducted during the visit of the Higher Attestation Commission for Higher Education showed that 76.9% of respondents were fully satisfied with the content and information content of the website of educational organizations in general and faculties (schools) in particular; 19.2% were partially satisfied, 1.9% were not satisfied, 1.9% were partially dissatisfied, 0% were at a loss reply.

In addition, 80.8% of the surveyed students are fully satisfied with the students' awareness of courses, educational programs and academic degrees. 13.5% - partially satisfied, 3.8% partially dissatisfied, 1.9% - dissatisfied, 0% - students find it difficult to answer.

### ***Analytical part***

The EEC confirms the posting of accurate, objective, up-to-date information on the university's official website. <https://www.shokan.edu.kz/ru/>, the website of the Pedagogical Institute <https://www.shokan.edu.kz/ru/schools/pedagogical-institute/>, as well as on social networks and in the media. The information is posted in three languages (Kazakh, Russian, English) and indicates that the public and all interested parties are widely informed about the university as a whole and the programs being implemented.

At the same time, experts note that the university's official website does not provide audited financial statements or links to external resources based on the results of external evaluation procedures.

In the context of educational programs, there is no information about academic mobility programs and other forms of cooperation with partner universities, employers, as well as information about the system for evaluating students' academic achievements within the framework of the educational program.

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

***Strengths/Best practices: according to the standard "Informing the public" for the OP": 7M02201 "History and socio-religious studies", 8D02201 "History".***

**According to this standard, the assessed EPs have no strengths.**

### ***Recommendations:***



- By the end of the 2023-2024 academic year, the University's management should post on the university's website in the section dedicated to each educational program: information about academic mobility programs and other forms of cooperation with partner universities, employers; information and the system for evaluating students' academic achievements.

***Conclusions of the EEC according to the criteria:***

There are 12 satisfactory positions according to the "Informing the Public" standard.



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

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

-The management of the EP has demonstrated its openness and accessibility to students of teaching staff, employers and other interested persons.

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

According to this standard, the assessed EPs have no strengths.

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

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

According to this standard, the assessed EPs have no strengths.

**According to the standard "Student-centered learning, teaching and assessment of academic performance":**

According to this standard, the assessed EPs have no strengths.

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

According to this standard, the assessed EPs have no strengths.

**According to the "Teaching staff" standard:**

According to this standard, the assessed EPs have no strengths.

**According to the standard "Educational resources and student support systems":**

According to this standard, the assessed EPs have no strengths.

**According to the "Informing the Public" standard:**

According to this standard, the assessed EPs have no strengths.

## VIII. OVERVIEW OF RECOMMENDATIONS FOR QUALITY IMPROVEMENT FOR EACH STANDARD

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

- *The management of the Educational Program should conduct a detailed risk analysis within the framework of the development of educational programs and develop a mechanism for their reduction, in particular, staffing, contingent formation by 12/01/2024;*
- *The management of the Educational Program should develop an action plan for the introduction of new innovative teaching and assessment methods into the educational process by 09/01/2024G.*
- *The management of the EP should include target indicators for the organization of internal and external academic mobility in the development plans of the EP by 12/01/2024.*

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

- *The management of the EP needs to develop key performance indicators of the EP, as well as bring them to the attention of the teaching staff by 01.12.24;*
- *The management of the EP on an ongoing basis during the admission campaign to conduct career guidance to increase the number of students.*

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

- *The management of the EP should analyze existing contracts and agreements with universities, and develop an action plan to harmonize the content of accredited educational institutions with similar educational institutions of foreign universities in order to form and implement double-degree educational institutions and joint educational programs by 05/01/2025.*

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

- *By the beginning of 2024-2025, the university management will develop and document regulatory procedures for monitoring and periodic evaluation to achieve the goals of the OP and continuous improvement of the OP.*

### **According to the standard "Student-centered learning, teaching and assessment of academic performance"**

- *In the 2024-2025 academic year, the management of the EP should plan training and advanced training of teaching staff in modern methods of evaluating learning outcomes.*

### **According to the "Students" standard**

*the management of the EP must include in the Educational Development Plan criteria for the implementation of academic mobility of teaching staff and students by 09/01/2024.*

### **According to the "Teaching staff" standard**

- *The management of the EP should constantly work to improve the quality of teaching staff, attracting scientists from other domestic universities and scientific organizations, including young teachers.*

### **According to the standard "Educational resources and student support systems"**

*There are no recommendations.*

### **According to the "Informing the Public" standard**

- *By the end of the 2023-2024 academic year, the University's management should post on the university's website in the section dedicated to each educational program: information about*

*academic mobility programs and other forms of cooperation with partner universities, employers; information and the system for evaluating students' academic achievements.*





**VIII. RECOMMENDATION TO THE ACCREDITATION COUNCIL**

The members of the external expert commission came to the unanimous opinion that the educational programs 7M02201 "History and socio-religious studies", 8D02201 "History", implemented by the NAO "Kokshetau University named after Sh. Ualikhanov", can be accredited for a period of 5 years.



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

**Conclusion of the external expert commission on the quality assessment of educational programs 7M02201 "History and Social-Religious Studies", 8D02201 "History" of the NAO "Kokshetau University named after Sh.Ualikhanov"**

№	№	Evaluation criteria	Позиция организации образования			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
<b>Standard «Educational Program Management»</b>						
1	1.	The university should demonstrate the development of a goal and strategy for the development of an EP based on an analysis of external and internal factors with the broad involvement of a variety of stakeholders.		+		
2	2.	The quality assurance policy should reflect the relationship between scientific 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 activity carried out by contractors and partners (outsourcing), including in the implementation of joint/double-degree education and academic mobility		+		
5	5.	The management of the EP ensures transparency in the development of an educational development plan based on an analysis of its functioning, the real positioning of the university and the orientation of its activities to meet the needs of the state, employers, stakeholders and students.		+		
6	6.	The OP management demonstrates the functioning of mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning objectives, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the OP		+		
7	7.	The management of the EP should involve representatives of groups of stakeholders, including employers, students and teaching staff in the formation of a development plan for the OP		+		
8	8.	The management of the EP should demonstrate the individuality and uniqueness of the educational institution's development plan, its consistency with national development priorities and the educational organization's development strategy.		+		
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the framework of the management system, the distribution of staff duties, and the differentiation of functions of collegial bodies.		+		
10	10.	The management of the EP ensures coordination of the activities of all persons involved in the development and management of the OP, and its continuous implementation, as well as involves all stakeholders in this process.		+		
11	11.	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 appropriate decision-making.		+		
12	12.	The management of the OP should carry out risk management		+		
13	13.	The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.		+		
14	14.	The university must demonstrate innovation management within the			+	

		framework of the EP, including the analysis and implementation of innovative proposals.				
15	15.	The management of the EP should demonstrate its openness and accessibility to students of teaching staff, employers and other interested parties.	+			
16	16.	The management of the EP confirms the completion of training in educational 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 when preparing for the next procedure.		+		
<b>Total according to the standard</b>			<b>1</b>	<b>15</b>	<b>1</b>	
<b>Standard «Information management and reporting»</b>						
18	1.	The university should ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software tools.		+		
19	2.	The OP's management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
20	3.	The management of the OP demonstrates the existence of a reporting system reflecting the activities of all structural divisions and departments within the OP, including an assessment of their effectiveness.		+		
21	4.	The university should determine the frequency, forms and methods of evaluating the management of the educational institution, the activities of collegial bodies and structural divisions, and senior management.		+		
22	5.	The university must demonstrate a mechanism for ensuring information protection, including identifying those responsible for the accuracy and timeliness of information analysis and data provision.		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.		+		
24	7.	The management of the educational institution should demonstrate the availability of communication mechanisms with students, employees and other stakeholders, including conflict resolution.		+		
25	8.	The university should ensure the measurement of the degree of satisfaction of the needs of teaching staff, staff and students within the framework of the educational program and demonstrate evidence of the elimination of the identified deficiencies.		+		
26	9.	The university should evaluate the effectiveness and efficiency of its activities, including in the context of OP		+		
		The information collected and analyzed by the university within the framework of the educational program should take into account:				
27	10.	key performance indicators			+	
28	11.	the dynamics of the student body in terms of forms and types		+		
29	12.	the level of academic achievement, student achievements and expulsions		+		
30	13.	student satisfaction with the implementation of the educational program and the quality of education at the university		+		
31	14.	the availability of educational resources and support systems for students		+		
32	15.	employment and career growth of graduates		+		
33	16.	Students, staff, and teaching staff must document their consent to the processing of personal data.		+		
34	17.	The management of the OP should help to provide all the necessary information in the relevant fields of sciences.		+		
<b>Total according to the standard</b>				<b>16</b>	<b>1</b>	
<b>Standard «Development and approval of the educational program»</b>						
35	1.	The university must demonstrate the existence of a documented procedure for the development of an 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.	The university can demonstrate the availability of a graduate's model of learning outcomes and personal qualities.		+		

39	5.	The qualifications awarded upon completion of the OP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA		+		
40	6.	The management of the OP should demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), ensure that the OP and its modules (in terms of content and structure) meet the goals set with a focus on achieving the planned learning outcomes.		+		
41	7.	The management of the educational institution 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).		+		
42	8.	The management of the OP must demonstrate the conduct of external expertise of the OP		+		
43	9.	The management of the OP should provide evidence of the participation of students, teaching staff and other stakeholders in the development of the OP, ensuring their quality		+		
44	10.	The management of the OP should demonstrate the positioning of the OP in the educational market (regional/ national/ international), its uniqueness		+		
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the availability of a double-degree OP and/or joint OP with foreign universities.			+	
<b>Total according to the standard</b>				<b>11</b>	<b>1</b>	
<b>Standard «Continuous monitoring and periodic evaluation of the main educational programs»</b>						
47	1.	The university should ensure the revision of the content and structure of the educational program, 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 OP in order to achieve the goal of the OP. The results of these procedures are aimed at continuous improvement of the OP		+		
		The monitoring and periodic evaluation of the OP 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.	the workload, academic performance and graduation of students		+		
52	6.	the effectiveness of student assessment procedures		+		
53	7.	the needs and degree of student satisfaction		+		
54	8.	the compliance of the educational environment and the activities of support services with the goals of the educational program		+		
55	9.	All stakeholders should be informed of any planned or undertaken actions regarding the OP. All changes made to the OP must be published.		+		
56	10.	Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and mastering the OP in general.		+		
<b>Total according to the standard</b>				<b>10</b>		
<b>Standard «Student-centered learning, teaching, and academic performance assessment»</b>						
57	1.	The management of the EP should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.		+		
58	2.	The management of the EP 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 educational institution, including competencies and skills to perform scientific work at the required level.		+		
59	3.	The management of the EP should determine the mechanisms for distributing the educational load of students between theory and practice within the framework of the EP, ensuring that each graduate learns the		+		



		content and achieves the goals of the EP.			
60	4.	An important factor is the availability of our own research in the field of teaching methods of EP disciplines		+	
61	5.	The university must ensure that the procedures for evaluating learning outcomes comply with the planned results and objectives of the educational program.		+	
62	6.	The university should ensure the consistency, transparency and objectivity of the learning outcomes assessment mechanism. Criteria and methods for evaluating learning outcomes should be published in advance.		+	
63	7.	Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly upgrade their skills in this area.		+	
64	8.	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.		+	
65	9.	The management of the EP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.		+	
66	10.	The management of the EP should demonstrate the existence of a procedure for responding to student complaints.		+	
<b>Total according to the standard</b>				<b>10</b>	
<b>Standard «Students»</b>					
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, and published.		+	
68	2.	The management of the educational institution should provide for special adaptation and support programs for newly enrolled and international students.		+	
69	3.	The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.		+	
70	4.	The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training.			+
71	5.	The university should actively encourage students to self-education and development outside the main curriculum (extracurricular activities)		+	
72	6.	An important factor is the availability of a mechanism to support gifted students		+	
73	7.	The university should demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications		+	
74	8.	The university should provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, and maintain contact with them.		+	
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming their qualifications, including the achieved learning outcomes.		+	
76	10.	The management of the OP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really in demand in the labor market.		+	
77	11.	The management of the educational institution should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.		+	
78	12.	An important factor is the presence of an active alumni association/association		+	
<b>Total according to the standard</b>				<b>11</b>	<b>1</b>
<b>Standard «Teaching staff »</b>					

79	1.	The university should have an objective and transparent HR policy in the context of the OP, including hiring (including invited teaching staff), professional growth and staff development, ensuring the professional competence of the entire staff.		+		
80	2.	The university must demonstrate that the quality of the teaching staff meets the established qualification requirements, the university's strategy, and the goals of the educational program.			+	
81	3.	The leadership of the OP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.		+		
83	5.	The university should involve specialists from relevant industries with professional competencies that meet the requirements of the EP.		+		
84	6.	The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff		+		
85	7.	The university should demonstrate the widespread use of information and communication technologies and software tools in the educational process (for example, on-line learning, u-portfolio, MOSS, etc.)		+		
86	8.	The university should 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 integrity at the university, and determine the contribution of teaching staff, including invited ones, to achieving the goals of the educational program.		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country.		+		
<b>Total according to the standard</b>				<b>9</b>	<b>1</b>	
<b>Standard «Educational resources and student support systems»</b>						
89	1.	The university must ensure that educational resources, including logistical and infrastructure, meet the objectives of the educational program.		+		
90	2.	The management of the OP should 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 implemented educational programs, 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 collection of educational, methodological and scientific literature on general education, basic and specialized disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of research results, graduation papers, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	WI-FI access on your territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of the research work of teaching staff, staff, 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 management of the educational institution should demonstrate the availability of support procedures for various groups of students, including information and counseling		+		
99	11.	The management of the educational institution should 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 different groups of students (adults, working people, foreign students, as well as students with special educational needs)		+		
101	13.	The university must ensure that the infrastructure meets the security requirements		+		
<b>Total according to the standard</b>				<b>13</b>		
<b>Standard "Informing the Public"</b>						
102	1.	The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the framework of the educational program.		+		
103	2.	Public awareness should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.		+		
104	3.	The university management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties.		+		
		The information published by the university about the educational program should be objective and relevant and include:				
105	4.	the purpose and planned results of the OP, the assigned qualification		+		
106	5.	information about the assessment system for students' academic achievements		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
108	7.	information about the opportunities for the development of personal and professional competencies of students and employment		+		
109	8.	data reflecting the EP's positioning in the educational services market (at the regional, national, and international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about the teaching staff, in terms of personalities		+		
111	10.	The university must publish audited financial statements on its own web resource.		+		
112	11.	The university should post information and links to external resources based on the results of external assessment procedures.		+		
113	12.	An important factor is the posting of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.		+		
<b>Total according to the standard</b>				<b>12</b>		
<b>IN TOTAL</b>			<b>1</b>	<b>107</b>	<b>5</b>	

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



**AGREED**  
**Chairman of the Management Board – Rector**  
**NAO "Kokshetau University named after Sh. Ualikhanov"**

\_\_\_\_\_ **M. Syrlybaev**  
 May «.....» 2024

**APPROVED**  
**General Director of NU "Independent**  
**Agency of Accreditation and Rating"**

\_\_\_\_\_ **A. Zhumagulova**  
 May «.....» 2024

**PROGRAM**  
**VISIT OF THE IAAF EXTERNAL EXPERT COMMISSION IN THE NAO "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 business (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 7M08102 Soil science and agrochemistry
Cluster 4 (specialized accreditation)	8D02201 History 7M02201 History and socio-religious studies
Cluster 5 (primary accreditation)	8D01501 Methodology of scientific research in mathematical education
Cluster 6 (primary accreditation)	7M05203 Waste management 7M05303 Chemistry of biologically active compounds



Cluster 7 (primary accreditation)		6B10102 Public health	
Date and time	The work of the VEC with target groups	Position and Surname, first name, patronymic of the target group members	Form of communication
<i>May 24, 2024</i>			
16.00-17.00 (Astana time)	Preliminary meeting of the WEC (discussion of key issues and the program of the visit)	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<i>According to the schedule during the day</i>	Arrival of the members of the External Expert Commission		
18.00	Supper	<i>IAAR External Experts</i>	
<i>Day 1: May 27, 2024</i>			
09.00-09.30	Distribution of experts' responsibilities, solving organizational issues	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
09.30-10.00	Meeting with the Chairman of the Board-Rector	<i>Chairman of the Board – Rector – Syrlybaev Marat Kadiruly</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969  Academic Council Hall, main building, 2nd floor
10.00-10.15	Technical break		
10.15-11.00	Meeting with Board Members - Vice-Rectors	<i>Member of the Board of Academic Affairs – Medetov Nurlan Amirovich, Doctor of Physico-mathematical Sciences; Member of the Board for Scientific Work and Interaction with the</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a>

		<p><i>region – Zhakupova Aigul Doszhanovna, Doctor of Philology, Professor Member of the Board for Internationalization and Infrastructure Development – Sagyndykova Aigul Oralovna, Candidate of Philological Sciences</i></p> <p><i>Member of the Board for Social and Cultural Development</i></p> <p><i>Kapyshev Ardak Kayyrzhanovich, Candidate of Historical Sciences</i></p>	<p>Conference ID: 464 173 2969</p> <p>Academic Council Hall, main building, 2nd floor</p>
11.00-11.10	Technical break		
11.10-11.50	Meeting with heads of structural divisions	<p><i>Head of the Rector's Office – Baymanova Lyazzat Seitzievna, Candidate of Philological Sciences</i></p> <p><i>Head of the Department of Academic Development - Memeshov Sansyzbai Koishibaevich, Candidate of Agricultural Sciences</i></p> <p><i>Head of the Department of Science and International Cooperation - Baidalin Marden Ersainovich, PhD</i></p> <p><i>Head of the Department of Postgraduate Education – Kusainova Aiman Akaevna, Candidate of Economic Sciences</i></p> <p><i>Head of the Department of Youth Policy - Mukhamedieva Zhadira Tanatovna</i></p> <p><i>Head of the Department of Economic Affairs - Bagatbekov Nurlan Kadyrbekovich</i></p> <p><i>Head of the Department of Strategy, Accreditation and Quality Management – Turtkarayeva Gulnara Bayanovna, Candidate of Pedagogical Sciences</i></p> <p><i>The head of the center for planning educational and methodical work is Yergalieva Galiya Manasovna</i></p> <p><i>The head of the registrar's office is Kenzhesarina Aidana Zhumabekovna</i></p> <p><i>Head of the Career and Employment Center - Tazhmieva Aizhan Alikulovna</i></p> <p><i>Head of the International Project Management Center - Kakabaev Anuarbek Ayazbayevich, Candidate of Biological Sciences</i></p> <p><i>Head of the International Cooperation Department – Toktarova</i></p>	<p>Connect to the conference Zoom</p> <p><a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a></p> <p>Conference ID: 464 173 2969</p> <p>Academic Council Hall, main building, 2nd floor</p>

		<i>Ainur Baurzhanovna Head of the Digitalization Department – Almusaev Olzhas Sadenovich</i>	
11.50-12.00	Exchange of opinions of the members of the external expert commission	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
12.00-12.40	Meeting with directors of institutes/higher schools accredited by the OP	<i>Director of the Pedagogical Institute – Bekseitova Akbota Tastanbekovna, Candidate of Historical Sciences Director of the S. Sadvakasov Agrotechnical Institute – Japarova Sayagul Beketovna, 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 Abai Zhantasovich, Doctor of Economics</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor
12.40-13.00	Work of the VEC	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
13.00-14.00	Lunch		
14.00-14.15	Work of the VEC	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor

14.15-15.00	Meeting with heads of departments and heads of the OP	<p><i>Head of the Department of English Language and Teaching Methods – Ryspaeva Dinara Sarsenbayevna, Candidate of Philological Sciences</i></p> <p><i>Head of the Department of Kazakh Language and Literature – Molgadzharov Kasiyet Kakenovich, Candidate of Philological Sciences</i></p> <p><i>Head of the Department of Business and Services – Utegenova Zhuldyz Sairanovna, Candidate of Economic Sciences</i></p> <p><i>Head of the Department of Chemistry and Biotechnology – Nurmukhanbetova Nurgul Nurkenovna, Candidate of Chemical Sciences</i></p> <p><i>Head of the Department of Biology and Teaching Methods – Durmekbayeva Shynar Nurlybekovna, Candidate of Biological Sciences</i></p> <p><i>Head of the Department of Agriculture and Bioresources – Shegenov Serikbai Taishibaevich, Candidate of Agricultural Sciences</i></p> <p><i>Head of the Department of History, Geography and Social Sciences and Humanities – Utegenov Marat Zinatovich, Candidate of Historical Sciences</i></p> <p><i>Head of the Department of Mathematics, Physics and Computer Science – Kostangeldinova Alma Akzhanovna, Candidate of Pedagogical Sciences</i></p> <p><i>Head of the Department of Mining, Construction and Ecology – Natalia Vasilyevna Khvatina,</i></p> <p><i>Head of the Department of Morphology, Physiology and General Pathology – Zhangalov Banurzhan Bayanovich, Candidate of Medical Sciences</i></p>	<p>Connect to the conference Zoom  <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a>          Conference ID: 464 173 2969          Academic Council Hall, main building, 2nd floor</p>
15.00-15.10	Technical break		Conference hall, main building, 2nd floor



15.10-16.00	Meeting with the teaching staff of the OP	Clusters 1, 4, 5 ( <i>Appendix №1</i> ) ( <i>session hall zoom 1</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor
		Clusters 3, 6 ( <i>Appendix №1</i> ) ( <i>session hall zoom 2</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Room № 207
		Cluster 7 ( <i>Appendix №1</i> ) ( <i>сеcсионный зал zoom 3</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
		Clusters 2 ( <i>Appendix №1</i> ) ( <i>session hall zoom 4</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Room № 106
16.00-17.00	Survey of teaching staff (in parallel)	( <i>Appendix № 2</i> )	The link is sent to the teacher's personal e-mail.
16.00-16.10	Exchange of opinions of the members of the external expert commission		Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
16.10-17.00	Meeting with students of	Clusters 1, 4, 5 ( <i>Appendix №3</i> ) ( <i>session hall zoom 1</i> )	Connect to the conference Zoom

	the EPs		<a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor
		Clusters 3, 6 ( <i>Appendix № 3</i> ) ( <i>session hall zoom 2</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Room № 207
		Cluster 7 ( <i>Appendix №3</i> ) ( <i>session hall zoom 3</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
		Cluster 2 ( <i>Appendix №3</i> ) ( <i>session hall zoom 4</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Ауд. № 106
17.00-18.00	Survey of EP students (in parallel)	( <i>Appendix № 4</i> )	The link is sent to the student's personal e-mail.
17.00-17.50	Visual inspection of the OP and the material, technical, educational and laboratory base	( <i>Appendix № 9</i> )	Along the route
17.50-18.00	Work of the VEC discussion of the results of the first day	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd

			floor
18.00-19.00	Supper	<i>IAAR External Experts</i>	
<i>Day 2: May 28, 2024</i>			
09.00-09.30	Work of the VEC	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
09.30-11.30	Selective visits to OP practice bases	<i>IAAR External Experts according to the itinerary (Appendix № 7)</i>	
11.30-13.00	Work with department documents and attend scheduled teaching staff classes	<i>(Appendix № 8)</i>	
13.00-14.00	Lunch		
14.00-14.20	Exchange of opinions of the members of the external expert commission	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
14.20-15.10	Meeting with stakeholders (representatives of practice bases and employers) (hybrid)	<i>Clusters 1, 4, 5 (Appendix №6) (session hall zoom 1)</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor

		Clusters 3, 6 ( <i>Appendix №6</i> ) ( <i>session hall zoom 2</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Room № 207
		Cluster 7 ( <i>Appendix №6</i> ) ( <i>session hall zoom 3</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
		Cluster 2 ( <i>Appendix №6</i> ) ( <i>session hall zoom 4</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Room № 106
15.10-15.30	Technical break		
15.30-16.10	Meeting with graduates of the OP (hybrid)	Clusters 1, 4, 5 ( <i>Appendix №5</i> ) ( <i>session hall zoom 1</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor
		Clusters 3, 6 ( <i>Appendix №5</i> ) ( <i>session hall zoom 2</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Room № 207



		Cluster 7 ( <i>Appendix №5</i> ) ( <i>session hall zoom 3</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
		Cluster 2 ( <i>Appendix №5</i> ) ( <i>session hall zoom 4</i> )	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Room № 106
16.10-16.30	Technical break		
16.30-19.00	Work of the VEC, discussion of the results of the second day and profile parameters (recording)	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
19.00-20.00	Supper	<i>IAAR External Experts</i>	
<i>Day 3: May 29, 2024</i>			
09.00-11.30	The work of the VEC: development and discussion of recommendations	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
11.30-11.40	Technical break		
11.40-12.30	Work of the VEC: development and discussion of recommendations (recorded)	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor

			floor
12.30-13.00	Work of the VEC	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
13.00-14.00	Lunch		University Canteen
14.00-16.00	The work of the VEC: discussion, decision-making by voting (recorded)	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
16.00-16.30	The work of the VEC, Discussion of the results of the quality assessment	<i>IAAR External Experts</i>	Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
16.30-17.00	The final meeting of the WEC with the university leadership		Connect to the conference Zoom <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor
18.00-19.00	Supper		

### Appendix 3. THE RESULTS OF THE TEACHER SURVEY

#### The questionnaire of the teaching staff

1. Total number of questionnaires: 60

2. Post, %

Professor	6 (10%)
Associate Professor/Associate Professor	8(13,3%)
Senior Lecturer	26(43,3%)
Lecturer	12(20%)
Head of Department	1(1,7%)
Assistant Lecturer	1(1,7%)
Lecturer	1(1,7%)
PHD Doctor, 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 figure	0(0%)
Doctor of Sciences	1(1,7%)
Candidate of Sciences	10(16,7%)
Master	34(56,7%)
PhD	12(20%)
Professor	0(0%)
Associate Professor/Associate Professor	5(8,3%)
No	3(5%)
Completed doctoral studies	1(1,7%)
Others	

4. Length of service at this university

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

N <sub>o</sub>	Questions	Excellent	Good	Relatively bad	Bad	Very bad	No answer
1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	43(71,7%)	17(28,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
2	How do you rate the	38(63,3%)	22(36,7%)	0 (0%)	0	0 (0%)	0 (0%)

	opportunities provided by the University for the professional development of the teaching staff				(0%)		
3	How do you rate the opportunities provided by the University for career growth of the faculty	33(55%)	27(45%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
4	How do you rate the degree of academic freedom of the faculty	38(63,3%)	22(36,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	<b>To what extent can teachers use their own</b>						
5	• Teaching strategies	39(65%)	21(35%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
6	Teaching methods	42(70%)	18(30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
7	• Educational innovations	41(68,3%)	18(30%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
8	How do you rate the work on organizing 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 rate 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	Evaluate the level of conditions created that take into account the needs of various groups of students?	25(41,7%)	35(58,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	<b>Assess the openness and accessibility of the management</b>						
12	• For students	39(65%)	20(33,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
13	• For teachers	37(61,7%)	23(38,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
14	Assess the involvement	20(33.3%)	37(61,7%)	3(5%)	0	0 (0%)	0 (0%)



	of the faculty in the process of making management and strategic decisions				(0%)		
15	How is the innovative activity of the faculty 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 specialists in the educational process?	33(55%)	26(43,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
18	Assess the opportunities created for professional and personal growth for each teacher and employee	28(46,7%)	31(51,7%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
19	Assess the adequacy of the university management's recognition of the potential and abilities of teachers	26(43,3%)	32(53,3%)	2(3,3%)	0 (0%)	0 (0%)	0 (0%)
	<b>How the work is organized</b>						
20	• On academic mobility	29(48,3%)	30(50%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
21	• Rate the support of the university and yts management	38(63,3%)	22(36,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	<b>Rate the support of the university and its management</b>			0 (0%)	0 (0%)	0 (0%)	0 (0%)
22	• Research and development initiatives of the teaching staff	39(65%)	21(35%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
23	• Development of new educational programs/disciplines/teaching methods	40(66,7%)	20(33,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	<b>Assess the level of ability of the teaching staff to combine</b>						

	<b>teaching</b>						
<b>24</b>	• with scientific research	23(38,3%)	33(55%)	4(6,7%)	0 (0%)	0 (0%)	0 (0%)
<b>25</b>	• with practical activities	19(31,7%)	40(66,7%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
<b>26</b>	Assess how well the knowledge students receive 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%)
<b>27</b>	How do the university management and administration perceive criticism directed at them?	16(26,7%)	41(63,8%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
<b>28</b>	Assess to what extent your academic workload corresponds to your expectations and capabilities?	18(30%)	41(68,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
<b>29</b>	Assess the focus of educational programs/curriculums on developing students' abilities and skills to analyze the situation and make forecasts?	29(48,3%)	30(50%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
<b>30</b>	Assess to what extent the educational program in terms of content and quality of implementation meets the expectations of the labor market and employers	35(58,3%)	25(41,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

### **Why do you work at this university?**

Everything is fine good staff and students Team, like to teach

It is possible to combine teaching activities with scientific research.

Degree rewards good working conditions, listening management, the opportunity to improve skills

The university provides good opportunities for professional growth and development

I believe that this university corresponds to my career development.

I like working with students.

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

It allows me to realize opportunities in the field of my interests I like the atmosphere, the team, and the work with students Salary, participation in projects, team

My favorite university, Alma Mater

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

The patriot of this university is the best university in our region

Professional approach, adequate and responsible leadership

I grew up in Kokshetau, studied, and live here.

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

By invitation

This university has all the conditions for pedagogical development.

The patriot of this university

Because this is my home university, my home department, and I want to be as useful as possible to students.

By place of residence

I graduated from this University and I want to support Scientific orientation of the university

The opportunity for professional development,

Being a university graduate, I want to work together with professionals in my field, grow and develop under the guidance of highly qualified specialists

Studied at this university in bachelor's degree, master's degree.

I like the atmosphere at the department.

Great opportunities good working conditions

Strong teachers, high university rating

The working conditions satisfy me.

The best university was in the Post-Soviet space

Because there are all the conditions that suit us.

I like to combine research with teaching.

There is an opportunity 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's nice to work with intelligent people who are professionals.

I am a graduate of this university in 2004-2008, since my student years I was the winner of competitions, Shokan zhuldyzy-2007, graduated from the magistracy in 2008-2010 in the same place, became the Curator of the year -2017, Deputy dean for BP from 2010-2015.

He completed a targeted doctoral program.

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

It is the best university in the region.

**32. How often do master classes and classes with the participation of practitioners take place as part of your course?**

Very often	Often	Sometimes	Very seldom	Never
15(25%)	39(65%)	6(10%)	0 (0%)	0 (0%)

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

Very often	Often	Sometimes	Very seldom	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 answer
Lack of classrooms	2(3,3%)	17(28,3%)	41(68,3%)	
Unbalanced academic load by semester	4(6,7%)	16(26,7%)	40(66,7%)	
Unavailability of necessary literature in the library	1(1,7%)	32(53,3%)	27(45%)	
Overcrowding of study groups (too many students in a group)	2(3,3%)	14(23,3%)	44(73,3%)	
Inconvenient schedule		17(28,3%)	43(71,7%)	
Inappropriate classroom conditions		21(35%)	39(65%)	
Lack of Internet access/weak internet connection	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 training facilities in classrooms	1(1,7%)	33(55%)	26(43,3%)	
Other issues	<p>There are no obvious problems in the dynamics. Sometimes there are problems with the Internet and those. provision  Salary increase Low salaries  The above are listed Repairs are small things that can be solved in the current order. T  here were no situations that couldn't be solved.</p>			

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

Questions	Fully satisfied (1)	Partially satisfied (2)	Not satisfied (3)	I find it difficult to answer (4)
The attitude of the university management towards you	47(78,3%)	12(20%)	0 (0%)	1(1,7%)
Relationships with immediate management	51(85%)	7(11,7%)	1(1,7%)	1(1,7%)
Relationships with colleagues in the department	58(96,7%)	2(3,3%)	0 (0%)	0 (0%)
The degree of participation in making management decisions	45(75%)	15(25%)	0 (0%)	0 (0%)
Relationships with	60(100%)	0 (0%)	0 (0%)	0 (0%)



students				
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 university's activities	41(68,3%)	19(31,7%)	0 (0%)	0 (0%)
Provision of a social package: rest, 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%)

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

Sex:

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

**Rate how satisfied you are:**

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	Difficult to answer
1. Relations with the dean's office (school, faculty, department)	45(86,5%)	7(13,5%)	0(0%)	0(0%)	0(0%)
2. Level of accessibility of the dean's office (school, faculty, department)	42(80,8%)	10(19,2%)	0(0%)	0(0%)	0(0%)
3. 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 during 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. Relations between the student and the teacher	42(80,8%)	10(19,2%)	0(0%)	0(0%)	0(0%)
8. Activities of financial and administrative services of the educational institution	36(69,2%)	15(28,8%)	1(1,9%)	0(0%)	0(0%)
9. Availability of 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 availability of library resources	42(80,8%)	8(15,4%)	2(3,8%)	0(0%)	0(0%)
12. The quality of services provided in libraries and reading rooms	38(73,1%)	12(23,1%)	2(3,8%)	0(0%)	0(0%)
13. The existing educational resources of the university	42(80,8%)	8(15,4%)	1(1,9%)	1(1,9%)	0(0%)
14. The availability of computer classes	33(63,5%)	11(21,2%)	5(9,6%)	3(5,8%)	0(0%)
15. The availability and quality of Internet resources	20(57,7%)	11(21,2%)	9(17,3%)	2(3,8%)	0(0%)
16. The content and informational 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, auditoriums 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 disciplinary procedures	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. The quality of the educational programs in the EP	43(82,7%)	9(17,3%)	0(0%)	0(0%)	0(0%)
22. The teaching methods as a whole	43(82,7%)	9(17,3%)	0(0%)	0(0%)	0(0%)
23. The speed of response to feedback from teachers on issues of the educational process	41(78,8%)	9(17,3%)	2(3,8%)	0(0%)	0(0%)
24. The quality of teaching as a whole	42(80,8%)	9(17,3%)	1(1,9%)	0(0%)	0(0%)
25. The academic workload/requirements for the student	41(78,8%)	9(17,3%)	0(0%)	2(3,8%)	0(0%)
26. The teaching staff requirements for the student	42(80,8%)	9(17,3%)	0(0%)	1(1,9%)	0(0%)
27. Information support and explanation before entering the university of the rules of admission and	38(73,1%)	13(25%)	1(1,9%)	0(0%)	0(0%)

strategy of the educational program (specialty)			%)	)	
28. Informing the requirements for successfully completing 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 academic achievements	39(75%)	12(23,1%)	0(0%)	1(1,9%)	0(0%)
31. Available computer classes	33(63,5%)	13(25%)	3(5,8%)	3(5,8%)	0(0%)
• Existing scientific laboratories	30(57,7%)	15(28,8%)	3(5,8%)	1(1,9%)	3(5,8%)
• The objectivity and fairness of the teachers	40(76,9%)	8(15,4%)	3(5,8%)	1(1,9%)	0(0%)
• Informing students about courses, educational programs, and academic degrees	42(80,8%)	7(13,5%)	2(3,8%)	1(1,9%)	0(0%)
• Providing students with a dormitory	29(55,8%)	14(26,9%)	3(5,8%)	2(3,8%)	4(7,7%)

Rate how much you agree:

Statement	Full consent	I agree	I partially agree	I disagree	Complete disagreement	Didn't answer
• The course program was clearly presented	39(75%)	9(17,3%)	4(7,7%)	0(0%)	0(0%)	
• The course content is well structured	40(76,9%)	9(17,3%)	3(5,8%)	0(0%)	0(0%)	
• The key terms are sufficiently explained	40(76,9%)	10(19,2%)	2(3,8%)	0(0%)	0(0%)	
• 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	
• The teacher uses effective teaching methods	38(73,1%)	9(17,3%)	5(9,6%)	0(0%)	0(0%)	
• The teacher knows the taught material	39(75%)	11(21,2%)	2(3,8%)	0(0%)	0(0%)	
• The teacher's presentation is clear	41(78,8%)	8(15,4%)	3(5,8%)	0(0%)	0(0%)	



• The teacher presents the material in an interesting way	37(71,2%)	8(15,4%)	6(11,5%)	1(1,9%)	0(0%)	
• The objectivity of the assessment of knowledge, skills and other educational achievements	35(67,3%)	13(25%)	4(7,7%)	0(0%)	0(0%)	
• Timely assessment of students' academic achievements	35(67,3%)	14(26,9%)	3(5,8%)	0(0%)	0(0%)	
• 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%)	
• The teacher stimulates the activity of students	37(71,2%)	13(25%)	2(3,8%)	0(0%)	0(0%)	
• The teacher stimulates students' creative thinking	33(63,2%)	14(26,9%)	4(7,7%)	1(1,9%)	0(0%)	
• The teacher's appearance and manners are adequate	39(75%)	10(19,2%)	3(5,8%)	0(0%)	0(0%)	
• The teacher shows a positive attitude towards the students	34(65,4%)	14(26,9%)	4(7,7%)	0(0%)	0(0%)	
• The academic achievement assessment system (seminars, tests, questionnaires, etc.) reflects the content of the course	37(71,2%)	11(21,2%)	3(5,8%)	1(1,9%)	0(0%)	
• The assessment criteria used by the teacher are clear and accessible	37(71,2%)	11(21,2%)	4(7,7%)	0(0%)	0(0%)	
• The teacher objectively evaluates the achievements of the students	32(61,5%)	16(30,8%)	4(7,7%)	0(0%)	0(0%)	
• The teacher speaks a professional language	35(67,3%)	15(28,8%)	2(3,8%)	0(0%)	0(0%)	
• The organization of education provides sufficient opportunities for sports and other leisure activities	31(59,6%)	16(30,8%)	5(9,6%)	0(0%)	0(0%)	
• Facilities and facilities for students are safe, comfortable and modern	30(57,7%)	13(25%)	9(17,3%)	0(0%)	0(0%)	
• The library is well equipped and has a sufficient fund of scientific, educational and methodological literature	33(63,2%)	17(32,7%)	1(1,9%)	1(1,9%)	0(0%)	
• Equal opportunities for the development of professional education and personal development are provided to all students	34(65,4%)	15(28,8%)	3(5,8%)	0(0%)	0(0%)	

**Other problems regarding the quality of teaching:**

Barlygyna konglim tolyktai tolady

Musseler zhok

An additional place to relax with classmates or perform group projects.

More lighting in the hallway

A Chinese teacher must follow the chain of command

Everything's fine

Water coolers

