



«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  
assessment of compliance with the requirements of the standards of  
specialized accreditation of educational programs

6B01507-Chemistry-Biology, 6B05302-Chemistry and Nanomaterials,  
6B01510 –Geography-History, 7M11201-Life safety and Environmental  
protection, 8D05302-Chemistry

NPLC "Sarsen Amanzholov East Kazakhstan University"  
in the period from May 15 to May 17, 2024

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

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



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

DB - Database  
 HE - Higher education  
 SCC - State Certification Commission  
 SCES - State Compulsory Education Standard  
 DET - Distance educational technologies  
 UNT - Unified National Testing  
 ICT - Information and Communication Technologies  
 IS - Information systems  
 IC - Individual curriculum  
 CC - Component of choice  
 CYA - Committee on Youth Affairs  
 CQAFSHE - Committee for Quality Assurance in the Field of Science and Higher Education of the Ministry of Science and Higher Education of the Republic of Kazakhstan  
 CED - Catalog of elective disciplines  
 MES RK - Ministry of Education and Science of the Republic of Kazakhstan  
 MEP - Modular educational program  
 R&W - Research work  
 RWU - Research work of undergraduates  
 R&D - Research and Development work  
 RWS - Research work of students  
 NTC - National Testing Center  
 NSLCU - National Scientific Laboratory for Collective Use  
 RC - Required component  
 EP - Educational program  
 RUEKU - Rules of NPLC "Sarsen Amanzholov East Kazakhstan University"  
 REEKU - Regulations of the NPLC "Sarsen Amanzholov East Kazakhstan University"  
 TS - Teaching staff  
 RK - Republic of Kazakhstan  
 WC - Working curriculum  
 IQAS - Internal Quality Assurance System  
 JEP - Joint Educational Program  
 IWS - Independent work of students  
 IWSUGT - Independent work of students under the guidance of a teacher  
 EMCD - Educational and methodological complex of the discipline  
 University - NPLC "Sarsen Amanzholov East Kazakhstan University"  
 LSEP - Life safety and environmental protection

## (II) INTRODUCTION

In accordance with order No. 86-24- OD dated February 26, 2024 From May 15 to May 17, 2024, the independent accreditation and rating agency assessed the conformity of educational programs 6B01507-Chemistry-Biology, 6B05302-Chemistry and Nanomaterials, 6B01510-Geography-History, 7M11201-Life Safety and Environmental Protection, 8D05302- Chemistry Sarsen Amanzholov East Kazakhstan University to the standards of specialized accreditation of the IAAR (from June 16, 2020 No. 57-20-OD, sixth edition) in a hybrid format.

The report of the external expert commission (EEC) contains an assessment of the submitted educational programs according to the IAAR criteria, recommendations of the EEC for further improvement of educational programs and profile parameters of educational programs.

### **Composition of EEC:**

*Chairman of the EEC* - Elena Mikhailovna Efimova, candidate of historical sciences, associate professor, scientific director of the master's program "Pedagogical education", head of the department of educational policy and pedagogical innovations of the Federal State Scientific Institution "Sociocenter", honorary worker of higher education of the Russian Federation (Moscow, Russian Federation); *Off-line participation*

*Foreign expert of the IAAR* - Maris Klavins, Doctor of Chemical Sciences, Professor, University of Latvia (Riga, Latvia); *On-line participation;*

*Foreign expert of the IAAR* - Alexey Mikhailovich Gostin, Candidate of Technical Sciences, Associate Professor, Director of the Center for New Information Technologies, Ryazan State Radio Engineering University. V.F. Utkin (RGRTU) (Ryazan, Russian Federation); *On-line participation;*

*IAAR expert* – Aktymbaeva Aliya Sagyndykovna, Candidate of Geographical Sciences, Associate Professor, Kazakh National University. al-Farabi (Almaty); *On-line participation;*

*IAAR expert* – Madi Asetovich Gabdulov, Ph.D., Associate Professor, West Kazakhstan Agricultural-Technical University named after Zhangir Khan (Uralsk); *Off-line participation*

*IAAR expert* - Karuna Oksana Leonidovna, PhD, associate professor, International University of Engineering and Technology (Almaty); *Off-line participation*

*IAAR expert* - Mukhamedzhanova Rufina Rinatovna, Almaty University of Energy and Communications (Almaty); *On-line participation;*

*IAAR expert* - Apendina Ainagul Kenesovna, Candidate of Chemical Sciences, Associate Professor, Dean of the Faculty of Natural Sciences, Aktobe Regional University named after. K Zhubanova (Aktobe); *Off-line participation*

*IAAR expert, employer* - Ereemeva Yulia Nikolaevna, candidate of technical sciences, specialty 05.23.04 - “Water supply, sewerage, building systems for the protection of water resources”, senior researcher of the scientific and technical program within the framework of program-targeted financing of the Ministry of Education and Science of the Republic of Kazakhstan: “Assessment of the aquatic ecosystem of the river basin.” Ertis in the conditions of industrial Development and global processes” (Ust-Kamenogorsk); *Off-line participation*

*IAAR expert, student* – Lukpekova Ayaulym Sagdashkyzy , 3rd year student of the EP “Water Resources and Water Use”, East Kazakhstan Technical University named after. D. Serikbaeva (Ust-Kamenogorsk); *Off-line participation*

*IAAR expert, student* – Zharylkasyn Ulan Rashiduly, 2nd year student of the EP “Mathematics”, Korkyt Ata Kyzylorda University (Kyzylorda, Republic of Kazakhstan); *On-line participation*

*IAAR expert, student* – Talgatuly Dauren, 4th year student of the EP Chemistry, Kokshetau University named after Shokan Ualikhanov (Kokshetau); *On-line participation*

*IAAR EEC Coordinator* – Bekenova Dinara Kairbekovna, IAAR project manager (Astana, Republic of Kazakhstan). *Off-line participation.*

### (III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

The non-profit limited company "Sarsen Amanzholov East Kazakhstan University" (hereinafter referred to as the University), being a subject of the national system of higher professional education in Kazakhstan, positions itself as one of the leading educational, scientific, methodological and cultural centers in the Eastern region of the country.

The formation and Development of the University dates back 72 years, since 1952. Over the years of its existence, the University has trained more than 70 thousand specialists who successfully work in the Presidential Administration, the Government of the Republic of Kazakhstan, akimats, head large enterprises, courts, schools and colleges, are famous scientists, public, cultural and political figures, as in Kazakhstan, and abroad.

According to the website <https://EKU.edu.kz> the university structure has 4 higher schools: "Business and Law", "Humanities", "IT and Natural Sciences", "Pedagogy", which include 14 departments.

An agreement was concluded between the Non-Profit Joint Stock Company "East Kazakhstan University" and the Federal State Budgetary Educational Institution of Higher Education "Altai State University" on the network form of implementation of educational programs using online courses No. 69 dated April 11, 2022, in the form of a joint educational program.

The number of students (bachelor's, master's and doctoral degrees) at the University is 7,447 people. Education at the University is conducted in the state, Russian and English languages.

In the National Ranking of the Best Multidisciplinary Universities of Kazakhstan - 2023, conducted by the Independent Agency for Quality Assurance in Education (NPLCKO, IQAA), Sarsen Amanzholov EKV takes 2nd place.

In the National Ranking of Demand for Universities of the Republic of Kazakhstan - 2023, conducted by the Independent Agency for Accreditation and Rating (IAAR), Sarsen Amanzholov EKV takes 7th place.

In the ranking of educational programs of Universities - 2023, conducted by the NCE RK "Atameken", 47 educational programs of the Sarsen Amanzholov EKV were included in the rating, 26 EP were included in the top EP ten, 11 EP were included in the top EP three.

The university was included in the Times Higher Education 2024 world university ranking for the first time.

In the international ranking of higher educational institutions "QS Asia University Rankings" the University occupies 501-550 positions.

The educational activities of the NPLC "Sarsen Amanzholov East Kazakhstan University" for bachelor's, master's and doctoral programs are carried out on the basis of the Law "On Education" of the Republic of Kazakhstan dated July 27, 2007, state license for educational activities No. KZ74LAA00018463 dated July 22, 2020, issued by the Republican State Institution "Committee for Quality Assurance in the Field of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan" in Astana and regulated:

- The University Charter (approved by the chairman of the State Privatization Committee of the Ministry of Finance of the Republic of Kazakhstan (order No. 304 of May 21, 2020) <https://EKU.edu.kz> in the "University" section, subsection "Fundamental documents".

- Academic policy of the NPLC "Sarsen Amanzholov East Kazakhstan University" (fourth edition, approved by the Academic Council on December 30, 2021) <https://EKU.edu.kz> in the "Education" section, subsection "Academic Policy".

- Development program of the NPLC Sarsen Amanzholov East Kazakhstan University for 2024-2029 <https://EKU.edu.kz> in the "University" section, subsection "Fundamental documents".

According to the Development Program of the Sarsen Amanzholov East Kazakhstan University for 2024-2029, the University has 8 educational and laboratory buildings with a total area of 58,661.5 sq.m., including a teaching and laboratory area of 19,310.6 sq.m., area of physical



education and sports facilities - 8621.1 sq.m. The design capacity of the University is 11,200 places. In 2022, the Dana Bala Center for Continuing and Inclusive Education was Open ed. The Student Service Center “PARASAT”, the fitness center named after A. Trunov and other social facilities are actively working.

According to the Development Program of the Sarsen Amanzholov East Kazakhstan University for 2024-2029 for accommodation, the University provides four dormitories for 2050 places with a total area of 19992.9 sq.m. for non-resident students.

The university has a large scientific library, the total area is 2108 square meters. m. and 1,500,000 c EP ies. There is also a Center for Field Training named after Vistenius-Pankratev. Educational and Scientific Center for Practice “Sibins”, Museum of the History of the University, Scientific and Educational Complex “Pearls of Eastern Kazakhstan” (Bazhanov Museum of Nature, Geological Museum, Herbarium), Swimming Laboratory “Chaika”, Publishing House “Berel”.

According to the Development Program of the Sarsen Amanzholov East Kazakhstan University for 2024-2029, the number of scientific and teaching staff at the university is 302 people, of which 292 are full-time employees (96.6%), part-time workers - 10 (3.4% ). The composition of doctors of sciences, professors - 16 people (5.4%), candidates of sciences, associate professors - 114 (39%), the number of PhD doctors - 20 people (7%). The number of teachers with degrees and titles is 52%.

According to EP 6B01510 “Geography-History”, the qualitative composition of the teaching staff is 50%, of which 2 are Doctors of Science, 22 Candidates of Science, 3 PhDs; according to EP 7M11201-“BZhiZOS” the number of teaching staff is 6 people, the degree of regularity is 100%; according to EP 6B01507 - “Chemistry-Biology”, the qualitative composition of the teaching staff is 50% doctors of science - 1 person, candidates of science - 23, PhD doctors - 3 people; according to EP 6B05302 - “Chemistry and Nanomaterials”, the qualitative composition of the teaching staff is 46.6%, including 1 Doctor of Science, 21 Candidates of Science, 3 PhD; according to EP 8D05302- “Chemistry” there are only 6 people with a degree of maturity, which according to EP is 100%.

Personnel training for accredited EP 6B01510 - “Geography-History”, 7M11201 “BZhiZOS” is carried out by the Department of Ecology and Geography <https://EKU.edu.kz/it-natural-sciences/ecology-geography/> ; in EP 6B01507-“Chemistry-Biology”, 6B05302-“Chemistry and Nanomaterials”, 8D05302-“Chemistry” training is carried out by the Department of Chemistry, which is a structural unit of the Higher School of IT and Natural Sciences <https://EKU.edu.kz/it-natural-sciences/>.

The rating of EP 6B01510 “Geography-History” in NCE “Atameken” for 2023 takes 2nd place out of 12 EP s, EP 6B01507 “Chemistry-Biology” in NCE “Atameken” for 2023 takes 9th place out of 19 EP s [https://atameken.kz/ru/university\\_ratings?year=2023&ut=East Kazakhstan+university+named after+S.Amanzholov&epg=&speciality=277&region=&sort=epg\\_asc&profile=.](https://atameken.kz/ru/university_ratings?year=2023&ut=East+Kazakhstan+university+named+after+S.Amanzholov&epg=&speciality=277&region=&sort=epg_asc&profile=)

The number of students in the EP: 6B01510 - “Geography-History” 110 students, 7M11201-“BZhiZOS” 10 master’s students; EP 6B01507 – “Chemistry-Biology” 109 students, 6B05302 – “Chemistry and Nanomaterials” 54 students, 8D05302 – “Chemistry” 6 doctoral students.

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

In accordance with the order of the Independent Agency for Accreditation and Rating No. 10-17-OD dated February 24, 2017 c From May 22 to May 24, 2019, at the Sarsen Amanzholov East Kazakhstan University, an external expert commission assessed the compliance of educational programs 5B012500 - “Chemistry - Biology”, 6B08301 (5B080300) - “Hunting and Fur Farming”, 6M073100 - “Life Safety and Protection environment”, 6D060600 - "Chemistry" to the standards of specialized accreditation of the IAAR (No. 10-17-OD dated February 24, 2017, fifth edition).

Composition of the EEC at Sarsen Amanzholov East Kazakhstan University (2019):

1. Expert - Ruslan Zairovich Safarov, Candidate of Chemical Sciences, Eurasian National University. L.N. Gumilev (Astana);
2. Expert – Khamraev Sheripidin Itakhunovich, Ph.D., Professor, Kazakh National Pedagogical University named after. Abay (Almaty);
3. Expert - Burbekova Saule Zhorabekovna, Ph.D., Associate Professor Astana IT University (Astana);
4. IAAR coordinator – Bekenova Dinara Kairbekovna, project manager for accreditation of TVE organizations of the IAAR (Astana).

***Recommendations to the university within the framework of the previous accreditation procedure for educational programs 5B012500 - “Chemistry - Biology”, 6B08301 (5B080300) - “Hunting and Fur Farming”, 6M073100 - “Life Safety and Environmental Protection”, 6D060600 - “Chemistry” (2019) :***

##### ***1. Standard “Development and approval of educational programs”***

- 1.1 Recommendation of the EEC for EP 6M073100 - “Life safety and environmental protection” “Devel EP an updated unified model of a graduate, taking into account the recommendations of stakeholders”
- 1.2 Recommendation of the EEC for EP 1 of cluster “Carry out work to harmonize the content of educational programs with similar educational programs of leading foreign and Kazakh educational organizations, indicating specific disciplines”
- 1.3 Recommendation of the EXTERNAL EXPERT COMMITTEE for EP 6M073100 - “Life safety and environmental protection” “Increase the share of practical training in production”

##### ***2. Standard “Continuous monitoring and periodic evaluation of educational programs”***

- 2.1 Recommendation of the EEC for EP 1 cluster “Regularly analyze the effectiveness of student assessment procedures”
- 2.2 Recommendation of the EEC for EP of cluster 1 “Include the latest achievements in the field of teaching methods in accredited EPs”
- 2.3 Recommendation of the EEC for EP 1 cluster “Inform all interested parties of any planned or taken actions regarding the EP once a semester”

##### ***3. Standard “Student-centered learning, teaching and assessment”***

- 3.1 Recommendation of the EEC for EP 6B08301 (5B080300) - “Hunting and fur farming” “It is recommended to devel EP video lectures demonstrating practical work in the areas of “Beekeeping” and “Deer Breeding””
- 3.2 Recommendation of the EXTERNAL EXPERT COMMITTEE on EP 6M073100 - “Life safety and environmental protection” “It is recommended to devel EP training manuals in the core disciplines of the EP BZh&OOS”
- 3.3 Recommendation of the EEC for EP 5B012500 - “Chemistry - Biology” “Devel EP your own methods for teaching specialized disciplines in the EP “Chemistry-Biology”, systematically publish in the Open press as changes are made (including in electronic forms)”

##### ***4. Standard “Students”***

- 4.1 Recommendation of the EEC for EP 1 cluster “Draw up a Plan for expanding external and internal academic mobility of students and assist them in implementation”

##### ***5. Standard “Faculty and teaching staff”***



5.1 Recommendation of the EEC for EP 1 of cluster “Increase the share of participation of teaching staff and students in international and domestic competitions of research projects, as well as in the implementation of projects on a contractual basis”

5.2 Recommendation of the EEC for EP 1 cluster “Systematize the process of exchange of teaching staff within the framework of academic mobility within the country and abroad with inclusion in the Development Program”

5.3 Recommendation of the EEC on EP 6M073100 - “Life safety and environmental protection” “Organize advanced training for teaching staff”

#### ***6. Standard “Educational resources and student support systems”***

6.1 Recommendation of the EEC for EP 1 of the cluster “To more widely involve students in innovative and entrepreneurial activities in youth Start-Up clubs, business incubators with the possibility of professional certification” ;

6.2 Recommendation of the EEC for EP 1 cluster “Systematize work on the examination of research results for plagiarism”

6.3 Recommendation of the EEC for EP 1 of cluster “Provide access to the Internet, as well as high-quality functioning of WI-FI on the territory of the educational organization”

#### ***7. Standard “Informing the public”***

7.1 Recommendation of the EEC for the EP of cluster 1 “Provide personal information about each teacher implementing the EP of this cluster on the university website”

7.2 Recommendation of the EEC for EP 1 of cluster “Update information on the specifics of the EP on the website, including existing support systems”

#### ***8. Standard “Standards in the context of individual specialties”***

8.1 Recommendation of the EEC for EP 1 of cluster “The EP management should systematically harmonize educational programs with the programs of leading domestic and foreign universities and provide for the possibility of implementing joint EPs”

Based on the results of post-accreditation monitoring, some positive changes are observed in the Development of accredited EPs. 12 of 19 recommendations are marked as 80 percent or more completed.

Recommendations that have not been implemented are mainly due to the lack of formalized procedures confirming implementation. For example, the harmonization of educational programs should be carried out as a separate documented procedure. Expertise or feedback on the EP , in this case, is not an indicator of the implementation of this recommendation. Recommendation related to the Development of a mechanism should end with an approved document, rather than providing information on activities. There are difficulties associated with the creation of joint programs, which is quite natural due to limited international academic ties.

The average implementation rate for 19 recommendations is **74.7%**.

## (V) DESCRIPTION OF THE VISIT OF EEC

The work of the EEC was carried out on the basis of the approved Visit Program of the expert commission for specialized accreditation of educational programs of the Sarsen Amanzholov East Kazakhstan University in the period from May 15 to May 17, 2024.

In order to coordinate the work of the EEC, an on-line orientation meeting was held on May 13, 2024, during which powers were distributed among the commission members, the visit schedule was clarified, and agreement was reached on the choice of examination methods.

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, and to clarify the content of self-assessment reports, meetings were held with the rector, vice-rectors of the university in areas of activity, heads of structural divisions, heads of departments, teachers, students, graduates, and employers. A total of **154 representatives** took part in the meetings (Table 1).

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

Category of participants	Quantity
Rector	1
Pro-rector's building	5
Heads of structural divisions	18
Dean of accredited educational programs	1
Head of departments and/or heads of educational programs	8
Teachers who participated in the interviews and surveys	31
Students, undergraduates who participated in interviews and surveys	72
Graduates	7
Employers	eleven
<b>Total</b>	<b>154</b>

During a visual inspection, members of the EEC got acquainted with the state of the material and technical base, visited educational building No. 1: the Department of Chemistry, which implements accredited educational programs, is located on the fourth floor. The department has at its disposal 12 educational laboratories equipped with modern instruments, equipment and reagents necessary for classes, and one research laboratory for students. Room 407 – laboratory of colloid chemistry, room 413. – laboratory of chemistry of macromolecular compounds, room 417. – laboratory of phytochemistry, pharmacology, pharmacognosy, room 418. – laboratory of chemistry teaching methods, equipped for the implementation of STEM education, room 418A. – preparatory room, 421 room. – laboratory of chemical technology, room 423. – laboratory of chemical analysis, room 425. – laboratory of general and inorganic chemistry, room 429. – laboratory of physical chemistry, room 429a. – laboratory of biochemistry, room 434. – laboratory of analytical chemistry, room 435. – weight room, 436 room. – research laboratory for master's and doctoral students, room 426. – laboratory of physical and chemical methods of analysis, room 424. – laboratory of organic chemistry. There are 3 named audiences: 430 auditoriums. – lecture hall named after Professor Uvaliev Yu.K., room 416. – office of general chemistry named after academician Mambetkaziev E.A., room 414. – IT office named after Professor Akhmetov A.S.

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

EEC members visited practice bases of accredited programs: The practice bases of accredited EPs are enterprises, secondary schools, lyceums and city gymnasiums. According to EP 6B05302-“Chemistry and Nanomaterials”, one of the practice bases is the branch of the RSE

at the Kazhydromet PCV in the Abay and East Kazakhstan regions. The company's laboratories are equipped with modern equipment, trainees perform all types of laboratory research carried out at the enterprise from sampling to conducting research and analyzing the results obtained, final work is carried out on the basis of practice. Many employees are graduates of Sarsen Amanzholov EKUa. Branch Director Bolathan L.S. formerly a graduate of the EP “Chemical Forensic Expertise”, currently studying at the EP 7M05302-“Chemistry”. In general, Kazhydromet employees have positive reviews of students and graduates of accredited educational programs. Members of the EEC visited the school-lyceum No. 3 named after Ch. Valikhanov. A modern standard school-lyceum located in the city center. The chemistry room is equipped with modern equipment, instruments and reagents. On the basis of this school-lyceum, students annually undergo internships twice a year: teaching and industrial teaching practice. During practice, students show good theoretical and practical preparation. Some graduates who have proven themselves to be the best remain at the school as a chemistry teacher. School director Gazizova K.K. She is also a graduate of this university.

EEC members attended training sessions:

– in the discipline “Methods of teaching chemistry”, t EP ic: “Chemistry on undiristerdi okytu adistemesi”, 3rd year EP 6B01507-“Chemistry-biology” – ass. Professor Tantibaeva B.S. (416 audiences);

– in the discipline “Physical and colloidal chemistry”, t EP ic of the lesson: “Bettik-activi zattardan alyngan kobikterdin turak-tylygyn anyktau”; “Boyaulardyn matadagy adsorption”, 3rd year EP 6B01507-“Chemistry-Biology” – teacher, senior lecturer Abilmazhinova G.A. (417 audiences).

In accordance with the accreditation procedure, a survey was conducted of 46 teachers and 77 students, including junior and senior students.

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

As part of the planned program, recommendations for improving the accredited educational programs of the Sarsen Amanzholov East Kazakhstan University, devel EP ed by the EEC based on the results of the examination, were presented at a meeting with the management on May 17, 2024.

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

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

- *The university must demonstrate the Development of a goal and strategy for the Development of the EP based on an analysis of external and internal factors with the wide involvement of a variety of stakeholders.*
- *The quality policy should reflect the relationship between research, teaching and learning.*
- *The university demonstrates the Development of a quality assurance culture.*
- *A commitment to quality assurance must apply to all activities carried out by contractors and partners (outsourcing), including joint/double degree education and academic mobility.*
- *The management of the Open sures transparency in the Development of the EP Development plan based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students.*
- *The management of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP Development plan and monitoring its implementation, assessing the achievement of learning goals, compliance with the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP.*
- *The management of the EP should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of a Development plan for the EP.*
- *The leadership of the EP must demonstrate the individuality and uniqueness of the Development plan of the EP, its consistency with national Development priorities and the Development strategy of the educational organization.*
- *The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of job responsibilities of staff, and the delimitation of the functions of collegial bodies.*
- *The management of the Open sures coordination of the activities of all persons involved in the Development and management of the EP, and its continuous implementation, and also involves all interested parties in this process.*
- *The management of the EP must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the ad EP tion of appr EP riate decisions.*
- *EP management must implement risk management.*
- *The management of the educational program must ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial bodies governing the educational program, as well as their representativeness when making decisions on issues of managing the educational program.*
- *The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative pr EP osals.*
- *The management of the EP must demonstrate its Open ness and accessibility to teaching staff students, employers and other interested parties.*
- *The management of the EP confirms completion of training in educational management programs.*
- *EP management should ensure that progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

### **Evidence**

All documents regulating the academic activities of the university, and, above all, its Academic Policy ( approved at a meeting of the Academic Council of the S. Amanzholov University of Kazakhstan on December 30, 2021, protocol No. 6), are posted on the University website in the "Education" section [https://EKU.edu.kz/wp-content/uploads/2023/12/EKU\\_Academic-policy-2022-rus-4-ed.pdf](https://EKU.edu.kz/wp-content/uploads/2023/12/EKU_Academic-policy-2022-rus-4-ed.pdf)

The principles of quality assurance follow from the University Development Program for 2024-2029. <https://EKU.edu.kz/wp-content/uploads/2024/03/society-Development-program-for-2024-2029-years.pdf>, as well as all responsible persons and functional responsibilities for business processes in the organization activities are shown and described in the Regulations on the policy and standards of internal quality assurance of NPLC "Sarsen Amanzholov East Kazakhstan University" approved by the Chairman of the Board-Rector, minutes of meeting No. 8 dated March 12, 2024 (P EKU 005-24, No. 2 from 03/12/2024) <https://EKU.edu.kz/wp-content/uploads/2024/04/Regulation-rus.pdf>

The university has improved its management system, has an internal quality assurance system, and has defined a quality policy, goals and objectives. An Academic Council has been created, the efficiency of the activities of the Academic Council and student government bodies



has been increased, and the degree of participation of business partners in the work of the university has increased. The university's regulatory framework has been updated and brought into line with modern requirements, resource management schemes have been worked out, and work to ensure the image of EKV has been significantly improved. A strategic planning system has been introduced and work on the transition to university autonomy has been completed. The corporate culture of the university is based on common spiritual values, traditions and history. EKV has developed and approved the “Teacher Code of Honor”, “Student Honor Code”, “Rules of Academic Honesty” , [https://EKU.edu.kz/wp-content/uploads/2023/12/EKV\\_Academic-policy-2022-rus\\_-4th\\_edition.pdf](https://EKU.edu.kz/wp-content/uploads/2023/12/EKV_Academic-policy-2022-rus_-4th_edition.pdf) which defines the basic ethical rules of conduct for teachers and students. Annual monitoring of satisfaction with the university management system among employees and teaching staff (teaching staff) allows us to improve the corporate governance system.

The management of the EP is constantly working to improve internal quality assurance: a committee on the quality of educational services has been created, activities are being carried out to review the content of academic disciplines, control and measurement materials for assessing learning outcomes, which are reflected in the minutes of meetings and annual reports of the department. <https://EKU.edu.kz/wp-content/uploads/2024/04/Regulation-rus.pdf>

Strategic, tactical and operational activities of the University are reflected in the planning, reporting and regulatory documents of the Sarsen Amanzholov EKV, which specify the strategy for individual areas of the University's activities and reflect the Quality Policy.

The management of accredited EP demonstrates the presence of developed EP Development plans (in the Methodological work section) ( [https://EKU.edu.kz/wp-content/uploads/2024/05/05/Development\\_Program-EP\\_for-2024-2029-22-3.pdf](https://EKU.edu.kz/wp-content/uploads/2024/05/05/Development_Program-EP_for-2024-2029-22-3.pdf) (Chemistry-nanomaterials); [https://EKU.edu.kz/wp-content/uploads/2024/04/Development\\_Program-EP-Chemistry-Biology.pdf](https://EKU.edu.kz/wp-content/uploads/2024/04/Development_Program-EP-Chemistry-Biology.pdf) ; [https://EKU.edu.kz/wp-content/uploads/2024/05/Development\\_Program-EP-510-Geography-History.pdf](https://EKU.edu.kz/wp-content/uploads/2024/05/Development_Program-EP-510-Geography-History.pdf) ; [https://EKU.edu.kz/wp-content/uploads/2024/04/Development\\_Program-EP-8D05302-Chemistry\\_for-2024-29-1.pdf](https://EKU.edu.kz/wp-content/uploads/2024/04/Development_Program-EP-8D05302-Chemistry_for-2024-29-1.pdf) ; terms of implementation of the plan from 2024 to 2027 (4 years)), which indicate the terms of implementation, goals, objectives, SWOT analyzes for determining the external and internal environment, for students and teaching staff. *There is no Development plan according to EP 7M11201 – Life safety and environmental protection .*

The EP Development program indicates potential risks and actions of the university and EP management to prevent them. In accordance with the University Development Program, the university has developed a “Development Program” for accredited EPs , in which goals and strategies for the Development of EPs are developed based on an analysis of external and internal factors with the wide involvement of various stakeholders, through a SWOT analysis of EP Development procedures are shown as mechanisms identifying and assessing risks. This document only presents external and internal risks, which does not provide a clear mechanism for risk management and does not reveal the mechanism for managing and reducing them when a high level is reached for certain types of risk. The system of measures aimed at reducing the risk needs to be improved.

Establishing risk criteria allows you to rank process risks and subsequently develop preventive actions that correspond to the obtained degree of risk significance, which ensures effective management of industrial processes.

A mechanism for ensuring transparency in the Development of a Development program for accredited EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other interested parties is presented on the university website <https://EKU.edu.kz/wp-content/uploads/2024/03/society-Development-program-for-2024-2029-years.pdf>

The leading role in the Development and updating of accredited educational programs is given to the Academic Council , which, along with teachers, graduates and students of the university, includes representatives of partner employers. Since 2019, the university has introduced a Project Office for the Development and Development of EP (Regulation P EKV 023-

21 <https://EKU.edu.kz/wp-content/uploads/2023/12/P-EKU-023-21-Regulation-about-the-Project-office-with-changes-from-23.09.2022.pdf>).

The Academic Council performs the functions of examining curricula, discussing the curricula of disciplines, considering various issues of educational and methodological work, etc. (<https://EKU.edu.kz/wp-content/uploads/2024/03/Regulation-EKU-017-21-about-Academic-Council.pdf>). The Project Office includes project committees that carry out the design and updating of the EP. The project committee includes the head of the educational program (head of the department or leading teacher), manager (teacher with experience in working with educational and methodological documentation), teacher responsible for practice, representative of employers, representative of students. According to the new Regulations on the Project Office (<https://EKU.edu.kz/wp-content/uploads/2024/03/P-EKU-023-21-Regulations-on-Project-Office-as-amended-from-23.09.2022.pdf>)

Current plans for the Development of educational programs are coordinated with the mission and strategic documents of the Development of the university, and are also developed in accordance with national Development priorities, the National Qualification Framework, the Industry Qualification Framework, the Professional Standard (if any), the coordination of the Development of EP with the strategic programs of the region and country is not disclosed.

The institutional mechanism for designing an EP involves the involvement of all stakeholders: employers are included in the process of developing an EP at the initial stage - the Development of a competency model of a graduate, and at the final stage - examination and review of the EP; The teaching staff, in accordance with the competency model, formulates learning outcomes and develops modules to achieve the expected results. Students, having studied QED, must build their educational trajectory by forming an individual curriculum, which today is formal, since the individual educational trajectories of students are not considered.

The management of accredited EPs provides evidence of the involvement of representatives of business structures in their design and examination, which was not revealed during interviews with employers.

In ensuring the quality of the educational program, a mandatory procedure is the mechanism for the formation and regular review of the Development plan of the educational program; the management of the educational program annually draws up a work plan for the project office and, according to the plan, holds meetings where discussions and advisory support of the processes of developing strategies and programs for the Development of educational programs take place; issues of improving the quality of the educational process, the competitiveness of EP in the domestic and international markets of educational services, developing proposals for the EP Development Program; quality control of design, Development of educational programs, ensuring the quality and competitiveness of educational programs implemented by the department; monitoring the content of EP, training courses, list and sequence of studying disciplines; Development and analysis of a list of topics for final qualifying works; Development of cooperation between the university and employers in order to update the content of the EP, their expertise, take into account regional needs, implement the principle of practice-oriented training, as well as with partner universities in Kazakhstan and abroad in order to coordinate the EP; creating conditions for the formation of motivation of teaching staff, focused on the quality of the educational process, increasing professional competence.

The uniqueness of the accredited educational programs lies in their focus on the labor market of the region. The uniqueness of accredited educational programs, goals, objectives, learning outcomes and other information 6B01510 Geography-History <https://EKU.edu.kz/wp-content/uploads/2024/02/Passport-6B01510-Г-И.pdf>, 7M11201 – BZhiZOS <https://EKU.edu.kz/wp-content/uploads/2024/02/Passport-7M11201-BZhiZOS.pdf>.

When developing management mechanisms, the competitive advantages of the EP are taken into account. In particular, one of the main competitive advantages of EP 6B01510 “Geography- History”, 7M11201 – BZhiZOS is the presence of the National Scientific Laboratory for collective use, a branch of the department (Ecobiocenter Institute of the Akimat of Ust-



Kamenogorsk), KSU "School-Lyceum No. 44 named after O. Bokeya", KSU "Secondary School No. 15", KSU "Secondary School No. 20 named after A. Baitursynov", TASS "Korgan", State Institution "Department of Emergency Situations for East Kazakhstan Region", LLP "Ecoservice S" close co EP eration with practice bases, which allows University students to undergo professional teaching practice directly on the basis of city schools, government institutions, and contributes to maximum employment of graduates of the EP, creating conditions to meet the needs and interests of the region.

Transparency of the processes of formation and content of Development plans of the EP cluster is carried out through informing teaching staff, employees, students and interested parties in the following ways: clarification of the plan, goals and objectives when hiring employees, teachers, and during supervisory hours for students; posting information on information stands and on the official website of the university.

The management of the EP will undergo training in educational management programs, which was presented during the visit of EEC experts.

The EEC notes the lack of documented mechanisms for managing innovation within the EP, but does not deny the presence of innovative Developments and educational methods during the implementation of the EP.

The management of the university demonstrates the Development of a culture of quality assurance at the institutional level through the annual update of Quality Objectives.

The meeting participants were unable to demonstrate the commitment of the EP management to quality assurance of activities performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility, innovation management mechanisms within the framework of accredited EPs.

According to the survey results, the question about the accessibility of the manual to students and teachers was generally rated as good and the following result was obtained from the students' point of view: 88.3% answered very well, 11.7% answered well. Among the teaching staff, the following survey results were obtained: 34% responded very well, 12% responded well. Analyzing the results of the survey, we can conclude that on this issue there are some respondents among the teaching staff who refrained from answering this question.

To the question about stimulating innovative activities of teaching staff, respondents answered as follows: 67.4% answered very well, 14% answered well, 1% responded relatively poorly. To the question of the involvement of teaching staff in the process of making managerial and strategic decisions, respondents answered as follows: 54.3% answered very well, 43.5% answered well, 1% responded relatively poorly. Based on the results of the survey, we can conclude that the management of the university supports the mechanism for introducing innovative activities of teaching staff into the educational process.

### *Analytical part*

An analysis of the submitted documents showed that the quality assurance policy is recorded in the regulatory documents of the university, which are posted on its website, which indicates accessibility, Open ness and transparency for all interested parties.

The leadership of the EP demonstrated the mechanism for forming and regularly reviewing the EP Development plan and monitoring its implementation, assessing the achievement of learning goals, compliance with the needs of students, employers and society, and making decisions aimed at constantly improving the EP for accredited EPs.

The management of accredited EPs has done work to formulate EP Development plans. Aspects of the uniqueness of accredited EPs are revealed, and the strengths of the EP are given. EP specifications and their descriptions are posted on the website.

The mechanism for regular review and monitoring of the EP Development plan is of a framework nature: the monitoring results are noted in the minutes of the department, which does not list specific indicators used to assess the effectiveness of the EP.

Benchmark indicators for the Development of accredited EPs are structured by types and areas of activity and contain management, educational and methodological, personnel, logistics, information and library resources, which are the basis for organizing planning, Development and continuous improvement.

Risk management work is carried out within the framework of the University Development Plan for 2024–2029, a commission has been created to analyze the current situation and risk management, EP Development plans have a risk map and corrective measures. In general, the results of work on risk management in the context of accredited EPs can be considered satisfactory.

Targeted measures for managing EP risks are developed with the aim of implementing integrated control over possible adverse events; they are included in the annual work plan of the faculty/department. This document only presents external and internal risks indicating the level of risk criticality: high, medium, low, which does not provide a clear mechanism for risk management and does not reveal the mechanism for managing and reducing them when a high level is reached for certain types of risk. The system of measures aimed at reducing the degree of risk needs to be improved.

Establishing risk criteria allows you to rank process risks and subsequently develop preventive actions that correspond to the obtained degree of risk significance, which ensures effective management of industrial processes.

The connection between scientific research, teaching and learning in accredited EP is carried out through the introduction of scientific research results into the educational process (writing teaching aids, conducting project research), conducting joint research, involving students in research, but members of the commission note the lack of implemented teaching methods and technologies indicating specific disciplines for accredited EP.

It is necessary to develop and implement on a systematic basis a plan for assessing activities performed by contractors and partners (outsourcing), including in the implementation of joint/double-degree education and academic mobility.

In addition, aspects of the uniqueness of accredited EPs are disclosed in a general form; it is necessary to clarify the specific competitive advantages of the EP over the programs of other universities and reflect this in the EP Development plan, specifications and descriptions on the website; there is also a need to clarify the mechanism for guaranteeing the implementation of decisions of collegial bodies in the EP activities and the management of the university, as well as ensuring the quality of their practical implementation.

The mechanism for regular review and monitoring of the EP Development plan is of a framework nature: the monitoring results are noted in the minutes of the department, which does not list specific indicators used to assess the effectiveness of the EP.

Benchmark indicators for the Development of accredited EPs are structured by types and areas of activity and contain management, educational and methodological, personnel, logistics, information and library resources, which are the basis for organizing planning, Development and continuous improvement.

The conclusions presented as a result of the implementation of the EP Development plan should follow from the results of its implementation, and not be a separate list of activities that do not have deadlines for completing the activities. The presented approach cannot be considered as a documented representation of monitoring results.

This drawback, in turn, follows from the fundamental approach to the formation of an EP Development plan in terms of defining its tasks: some of them are formulated in a general form, there are no quantitative indicators or specific deadlines for achieving results. Thus, the mechanisms for forming and regularly reviewing the EP Development plan and monitoring its implementation require improvement.

#### ***Strengths/Best Practices:***

The management of the Open ensures the active participation of representatives of interested parties (employers, teaching staff, students, various stakeholders) in the collegial management

bodies of the EP, as well as their representativeness when making decisions on management issues of the EP, leading to concrete results in the Development of the EP.

***Recommendations:***

The management of the EP should make adjustments to the Development plans of the EP in terms of quantitative indicators of internal academic mobility of teaching staff and students by 09/01/2024.

The management of the EP should expand the circle of students and employers involved in the formation of the Development plan of the EP by 09/01/2024.

The management of the EP should develop EP risk management regulations for the implementation of the EP by 09/01/2024.

The management of the EP, with the involvement of industrial partners, should develop EP mechanisms for the commercialization of scientific projects by 06/01/2025.

***EXTERNAL EXPERT COMMITTEE conclusions based on the criteria:***

***According to the standard “Educational Program Management” educational programs EP 6B01510 – “Geography-History”, 7M11201 – “BZhiZOS”, 6B01507 – “Chemistry-Biology”, 6B05302 – “Chemistry and Nanomaterials”, 8D05302 – “Chemistry” 17 criteria, of which 1 is strong, 16 are satisfactory.***



### 6.2. Information Management and Reporting Standard

- The university must ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software.
- EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.
- The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance.
- The university must determine the frequency, forms and methods of assessing the management of the educational program, the activities of collegial bodies and structural divisions, and senior management.
- The university must demonstrate a mechanism for ensuring the protection of information, including identifying responsible persons for the accuracy and timeliness of information analysis and data provision.
- The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on it.
- EP management must demonstrate the presence of communication mechanisms with students, employees and other stakeholders, including conflict resolution.
- The university must ensure that the degree of satisfaction of the needs of teaching staff, staff and students within the EP is measured and demonstrate evidence of eliminating the identified deficiencies.
- The university must evaluate the effectiveness and efficiency of activities, including in the context of EP. Information collected and analyzed by the university within the framework of the EP must take into account:
  - key performance indicators;
  - dynamics of the student population in terms of forms and types;
  - level of academic performance, student achievement and expansion;
  - students' satisfaction with the implementation of the EP and the quality of education at the university;
  - availability of educational resources and support systems for students;
  - employment and career growth of graduates.
- Students, employees and teaching staff must document their consent to the processing of personal data.
- The management of the EP should help provide all the necessary information in the relevant fields of science.

#### **Evidence**

NPLC “Sarsen Amanzholov East Kazakhstan University” has implemented information management processes, including its collection and analysis. Maintaining the mission, goals, objectives and assessing their effectiveness is carried out in accordance with current documented procedures, according to which the University collects and analyzes data to assess the effectiveness of activities, determine the degree of implementation of the mission, goals and objectives, and EP opportunities for continuous improvement of the services provided.

Software and technical support in organizing the educational process in departments is provided by the Center for Information Technology Support and Digitalization. The official website of the university <https://EKU.edu.kz> serves as an important source of information about the university for students, their parents, teachers, staff, potential employees, applicants, employers, alumni and the community as a whole.

To organize the educational process, an Automated Information System (AIS) has been introduced, which includes subsystems for student administration, educational process support ( <https://euniver.EKU.edu.kz/> ) and a distance education portal ( <https://edu.EKU.edu.kz/> ), a mobile version of the "eUniver" system has been developed.

To prevent plagiarism when writing and defending written works (dissertations, master's theses), Anti-Plagiarism software purchased by the university is used.

Students, teaching staff and employees confirm their consent to the processing of personal data, which confirms the legality of the university's activities in accordance with the Law of the Republic of Kazakhstan “On Personal Data and Their Protection” dated May 21, 2013 No. 94-V, statements of consent are available in the Personnel Management Department and legal support.

For the prompt transmission of information, the university creates a corporate email ( <https://mail.EKU.edu.kz/mail/> ). Every teacher and university employee has the opportunity to use a corporate email address.

In order to improve the quality of educational services provided, the University's activities are supported by 11 servers, among which the Proxy server, mail server, Moodle server, DNS server, etc. are actively used. There is access to Wi-Fi in academic buildings and student homes.



The Internet access speed in educational building No. 4 is 120 Mb/s, there are 2 WI-FI points with a speed of 15 Mb/s.

The university has opened a Student Service Center “PARASAT”, focused on the implementation of the state program “Digital Kazakhstan”, the purpose of which is to provide students with administrative and advisory services on the “one-stop EP” principle based on high standards of service.

Information about academic performance is reflected in the electronic databases of the registration office and information and educational portal. The information on the site is systematically updated, and feedback from respondents has been established.

Information on the implementation of the process of involving students, teaching staff and employers in the processes of analyzing the EP is carried out through questionnaires, meetings of project offices (Minutes, feedback from employers on the EP and on the quality of training of specialists).

Feedback from employers, questionnaires, and surveys are used as sources of information about consumer satisfaction with the level of educational services. Information obtained from these sources of information is used in the analysis by the University management and in carrying out corrective actions. Information obtained from these sources of information is used in the analysis by the University management and in carrying out corrective actions.

Research workers, teaching staff and students have access to scientific literature funds through the ECU library website <https://library.ECU.edu.kz>. On the main page there are links to go to resources: Web Irbis, RIEB, Epigraph, LANTAR, Aknupress, Bibliographic indexes, Portal of the Open University of Kazakhstan. It is also possible to receive virtual services “Ask a bibliographer” <https://library.ECU.edu.kz/>. Through this tab, students have the opportunity to get advice from a library employee if “you are writing an article or scientific work and don’t know where to start the search, which databases to conduct it in, which books are best to use; you do not know which department to contact for advice on an issue of interest; you cannot find a book in the Electronic Catalog, although you know that this book should be in the Library.” In the “For Students” subsection there is an information block for first-year students, samples of the design of bibliographic links of teaching staff are provided, employees have the opportunity to obtain information on scientometrics (<https://library.ECU.edu.kz/ru>) and obtain useful links to databases (<https://library.ECU.edu.kz/ru/page/poleznye-ssylki.html>) Web of Science, Scopus, NNP RK, RSCI, KAZNEB, etc.

Forms and methods for assessing management of accredited educational institutions are carried out on the basis of the collection, system analysis and use of relevant information. The teaching staff of the department ensures this process based on the rational use of modern information and communication technologies and software in the process of implementing the goals and objectives of postgraduate education.

The university uses various forms of processing, evaluation and analysis of information. ECU ensures information protection and safety.

One of the main mechanisms for systematically assessing the competence of teachers is the rating of teaching staff. This form of monitoring the quality of teaching staff activities is carried out annually on the basis of the Regulations “On incentive bonuses for teaching staff and employees of the Sarsen Amanzholov ECU”. The results are used by the University management when making decisions on contract extensions, personnel appointments and in determining the amount of salary bonuses for teaching staff, heads of departments, deans and their deputies.

During the reporting period, no conflicts of interest or relationships arose between students and the management of the EP.

Feedback on the implementation of mechanisms for resolving conflicts with students, employees and other interested parties, on the processes of evaluating various types of educational and extracurricular activities of the teaching staff is carried out regularly both at the level of the Higher School and at the department level. Reception hours have been established for the rector,

vice-rectors, dean of the Graduate School of IT and Natural Sciences and the head of the department.

In order to inform students, employees, and the public reflecting the activities of all structural divisions and departments within the EP, including assessment of their effectiveness and efficiency of activities in the context of the EP, the official website of the university, registered at <https://EKU.edu.kz/>, and the website of the higher education institution EP erate School of IT and Natural Sciences: <https://EKU.edu.kz/it-natural-sciences/>. Email address of the department – e-mail: [ecology-2018@mail.ru](mailto:ecology-2018@mail.ru)

Feedback from employers, questionnaires, and surveys are used as sources of information about consumer satisfaction with the level of educational services. Information obtained from these sources of information is used in the analysis by the University management and in carrying out corrective actions. Information obtained from these sources of information is used in the analysis by the University management and in carrying out corrective actions.

In accordance with the Employment Cycle, the Marketing, Career and Employment Center annually sends a “Graduate Questionnaire” to graduates of current and previous years (<https://forms.gle/QSA8b88Azhs1Ggi5A>), where graduates mark their current position (specialist, head of department, head of organization), as well as information on salary levels.

The procedure for assessing the effectiveness and efficiency of activities in the context of EP is carried out through a survey of teaching staff and students.

The management of the EP should help provide the necessary information in the relevant fields of science.

In addition, during the inspection of the material and technical base and dormitories, it was revealed that there is free access to WiFi throughout the entire territory, which was also confirmed during interviews with students and teaching staff.

During the survey, students rated the quality of the EP as a whole very highly, i.e. 89.6% answered very well, 10.4% answered well.

To the question “ How much attention is paid by the management of the educational institution to the content of the educational program? » The teaching staff of the university rated it well and the following result was obtained: very good - 69.6%, good - 13%, relatively bad - 1%.

### *Analytical part*

Based on the analysis of compliance with the criteria of the “Information Management and Reporting” standard for accredited EP, the commission notes the following: the university has an information management and reporting system. Most information is stored in electronic format, which significantly reduces some risks. The results of processing university information on the results of enrollment, academic performance, movement of the contingent, number of graduates, financial resources, personnel, number of publications, business trips, contracts with foreign universities, etc. are widely used, which are presented in regular reports of the relevant services to the rector’s office and the Academic advice, at the request of the Ministry of Education and Science of the Republic of Kazakhstan, etc.

At the same time, the EEC, during the interview, revealed the lack of a procedure for analyzing the results and using the results obtained in the process of improving the activities of the structural divisions of the university and the dynamics of the Development of EP, such as summing up the activities of departments, teaching staff, and university management with clear indicators for achieving improvement in the functioning of the EP, activities of the management of the EP and informing interested parties and the public about them, indicating the timing of the relevant actions and the persons responsible for them.

The introduction of a feedback mechanism can strengthen the university’s capabilities in the EP erational control and management of EP, as well as in making decisions aimed at devel EP ing EP.

Further, during the audit, current advanced methods for assessing the effectiveness and efficiency of the university’s activities during the implementation of the EP were not presented.



**Strengths/Best Practices:**

No strengths were identified within this standard

**Recommendations:**

The management of the EP should ensure the Development of an electronic document management system to automate university processes related to the formation of university reporting and student support by 06/01/2025.

The management of the university should ensure the use of performance assessment of graduating departments by September 1, 2024.

Improve the reporting system, establish effective communication between structural divisions and departments with mandatory assessment of results by 02/01/2025.

**EXTERNAL EXPERT COMMITTEE conclusions based on the criteria:**

**According to the standard “Information Management and Reporting” educational programs EP 6B01510 – “Geography-History”, 7M11201 – “BZhizOS”, 6B01507 – “Chemistry-Biology”, 6B05302 – “Chemistry and Nanomaterials”, 8D05302 – “Chemistry” 17 criteria, from of which there are 17 satisfactory criteria.**

**6.3. Standard “Development and approval of an educational program”**

- The university must demonstrate the existence of a documented procedure for development of EP and its approval at the institutional level.
- The university must demonstrate compliance of the development of EP with the established goals and planned learning outcomes.
- EP management must determine the influence of disciplines and professional practices on the formation of learning outcomes.
- The university can demonstrate the presence of a graduate model of EP, describing learning outcomes and personal qualities.
- The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NQF, QF-EHEA.
- The management of the EP must demonstrate the modular structure of the program, based on the European Credit Transfer and Accumulation System (ECTS), ensure that the EP and its modules (in content and structure) comply with the set goals with a focus on achieving the planned learning outcomes.
- The management of the EP must ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral studies).
- The management of the EP must demonstrate that external examinations of the EP have been carried out.
- The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the Development of the EP and ensuring their quality.
- The management of the EP must demonstrate the positioning of the EP in the educational market (regional/national/international), its uniqueness.
- An important factor is the ability to prepare students for professional certification.
- An important factor is the presence of a double-degree EP and/or joint EP with foreign universities.

**Evidence**

At the university, the procedure for development of EP is regulated by the following regulations and internal regulatory documentation: order of the Ministry of Education and Science of the Republic of Kazakhstan dated July 20, 2022 No. 2 “On approval of state compulsory standards of higher and postgraduate education”; by order of the Ministry of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 152 “On approval of the Rules for organizing the educational process in credit technology of education”; Academic policy, Regulation P EKV 007-23 “On the Development of educational programs” <https://EKU.edu.kz/wp-content/uploads/2024/03/P-EKV-007-23-Regulation-on-Development-EP -1-1.pdf>

The Development and updating of EP at the University is carried out according to the algorithm reflected in the regulation P EKV 007-23 “Regulations on the Development of educational programs”, as well as the “Rules for maintaining the register of educational programs

implemented by organizations of higher and (or) postgraduate education, as well as the grounds for inclusion in register of educational programs and exclusions from it” approved by Order of the Ministry of Education and Science of the Republic of Kazakhstan dated October 12, 2022 No. 106.

At the first stage, the activities of the department and the university to Open an EP are planned and a list of areas of training is determined, an analysis of the personnel training market is carried out, as well as an analysis of the University’s capabilities for implementing the EP. After determining the List of areas of training, the University creates Academic Committees (hereinafter - AK) for areas of training and/or groups of EP. The decision to create is formalized by order of the chairman of the board-rector. The activities of academic committees are regulated by Regulation P EKV 023-21 “On the project office for the Development and Development of educational programs at the Sarsen Amanzholov East Kazakhstan University” <https://EKU.edu.kz/wp-content/uploads/2024/03/P-EKV-023-21-Regulations-on-the-Project-office-with-amendments-from-09.23.2022.pdf>.

The quality of the EP Development is assessed by a quality assurance commission with the involvement of stakeholders. In order to determine the quality of EP Development, EP devel EP ers receive feedback and a review of the EP. The review is given by a representative of employers, and the review is given by a representative of third-party ORGANIZATION OF HIGHER AND POSTGRADUATE EDUCATION s.

The Development of accredited EPs involves the teaching staff, the Academic Committee, which includes employers and students, at whose meetings the content of the EP, the directions of their Development, the working curricula of the EP, the content of educational teaching, t EP ics of diploma and master's theses, etc. are discussed.

The structure of the EP is formed by the university independently on a collegial basis. An important factor in the effective management of EP is data from the requests of EP consumers: students, teaching staff and employers ( Kazzinc LLP, secondary educational organizations) .

For example, according to EP 6B01510 “Geography-History”, the project committee includes the head of the Department of Ecology and Geography N.Zh. Zhensikbaeva, teachers of the department:

- according to EP 6B01510-Geography-History, Egorina A.V., Beisembaeva R.S., Kaisarova A.S., Sabyrbaeva B.T., Kabdrakhmanova N.K., Bakin S.A., 3rd year student Malgadzharova A. Sadykov B.O. – director of the school No. 20 named after Baitursynov, Ust-Kamenogorsk, Nazarbayev Zh.K. – Director of KSU “Lyceum No. 44 named after Oralkhan Bokey” in Ust-Kamenogorsk

- according to EP 7M11201-Life safety and environmental protection, Egorina A.V., Abdugalieva G.Yu., Manapova S.S., Zhaznaeva Zh.K., Kalelova G.Zh., master’s student 2 years of study Zaripova Z.K. . employers - Tsyganov A.P., Ph.D., Director of the Educational and Research Ecobiocenter of the Education Department for Ust-Kamenogorsk, UO East Kazakhstan Region, Garmashova S.A. – Director of PC “Promkhimeko”, Tungushbaeva Z.K. – Deputy Director of VNIITsvetmet.

When devel EP ing professional competencies, employers’ recommendations must be taken into account. In 2020, on the recommendation of employers under EP 6B01510-Geography-History, the following disciplines were included in the curriculum: “Use of Internet resources in geography”, in 2021 – “Nature management and geoecology”, in 2022 – “Historical demography”, in 2023 - "Historical Local History". These disciplines, according to employers, allow the formation of professional competencies. Also, according to EP 7M11201 - BZHIZOS in 2019, on the recommendation of employers, the discipline “Organization and management in ecology” was included in the curriculum, in 2022 - “Environmental monitoring using GIS technologies”, in 202 4 - “ Methods for identifying hazards in the environment” . These disciplines, according to employers, allow the formation of professional competencies.

The passport of accredited EP provides learning outcomes and their relationship with the taught disciplines, which are reflected in the Educational programs section [https://epvo.kz/#/register/education\\_program/application/50285](https://epvo.kz/#/register/education_program/application/50285) . The learning outcomes that are

reflected in the EP's passport correspond to the learning outcomes specified in the EDUCATIONAL COMPLEX OF DISCIPLINE.

The devel EP ed QED is presented on the university website

[http://ais.EKU.edu.kz/vkgn/uch\\_plan\\_new/ved\\_view.php?rup=4612](http://ais.EKU.edu.kz/vkgn/uch_plan_new/ved_view.php?rup=4612)

graduate model of accredited EP was devel EP ed at the department, teaching staff of the departments, employers, and students took part in its Development (there are Minutes of department meetings, meetings of higher schools of IT and natural sciences). Employers who constantly collaborate with the department, representatives of the practice base, and social partners are involved in drawing up the graduate model.

In the 2023-24 academic year, employers and foreign partners were involved in the examination of the EP: for the EP 6B05302-“Chemistry and Nanomaterials”, the director of the branch of the Russian State Enterprise on the PVC in the East Kazakhstan region “Kazhydromet” Bolathan L.S. was involved from foreign partners in the examination of the EP 8 D 05302 – “Chemistry”, EP 6B05302 – “Chemistry” was attended by Professor of Istanbul Medical University, PhD Ahmet Biatli, Associate Professor PhD (University of Maroua, Department of Chemistry (Cameroon, Africa) Amadou Dawe. For the examination of EP 6B01507 - Chemistry and Biology were involved: the director of the KSU “School-lyceum No. 3 named after Shokan Ualikhanov” of the education department for the city of Ust-Kamenogorsk, the education department of the East Kazakhstan region, the director of the KSU “Secondary school No. 1 named after Shakarim” of the akimat of the city of Ust-Kamenogorsk Saylaubek Ə.

For EP 6B01507 – “Chemistry and Biology”, branches of the Department of Chemistry were created on the basis of: KSU “East Kazakhstan Regional Specialized Lyceum “Bilim-Innovation” for gifted children of the city of Ust-Kamenogorsk” of the Education Department of East Kazakhstan region (headed by Oksyuz Rahman and KSU “Secondary school No. 16 named after Zaki Akhmetov” of the education department for the city of Ust-Kamenogorsk, education department of East Kazakhstan region (head - Sauyrbaeva Gulzikan Kusainovna).

The graduate model of accredited EP is devel EP ed in accordance with the State Educational Standard and is updated annually taking into account the requirements of employers and the Development of the economy, science and education [https://EKU.edu.kz/wp-content/uploads/2024/02/Passport-6B01510-Г-И\\_.pdf](https://EKU.edu.kz/wp-content/uploads/2024/02/Passport-6B01510-Г-И_.pdf), <https://EKU.edu.kz/wp-content/uploads/2024/02/Passport-7M11201-BZhiZOS.pdf>, <https://EKU.edu.kz/wp-content/uploads/2024/04/.pdf>

According to the Regulations “On the Development of Educational Programs”, an external expert assessment of educational programs is carried out annually. Reviewers for the EP were reviewed and discussed at a meeting of the Department of Ecology and Geography. The main criterion for selecting a reviewer was independence, extensive practical experience in preparing EP graduates, knowledge of information and the requirements of the labor market. Reviews: on EP 6B01510 Geography-History (internal) provided by Doctor of Geography, Professor of the Eurasian National University named after Gumilev Saparov K.T., Doctor of Geography, Emin Atasoy of the University of Bursa Uludag (Turkey) (external); on EP 7M11201 - BZhiZOS was provided by the director of ACC Korgan LLP Nurasylov A.K. (internal), associate professor of Altai State University Krupochkin E.P., Emin Atasoy of the University of Bursa Uludag (Turkey) (external); for EP 6B01507 Chemistry and Biology was provided by PhD Dr. Ahmet Beyatli (Turkey) (external), director Rakisheva G.B. KSU "secondary school No. 15" in Ust-Kamenogorsk (internal).

The organization and conduct of professional practice is carried out on the basis of PR EKU 009-2 2 “Rules for conducting professional practice and identifying organizations as practice bases” <https://EKU.edu.kz/wp-content/uploads/2023/09/PR-EKU-009-22-Rules-for-organization-of-professional-teaching-practice-and-definition-of-organizations-as-bases-of-practice-.pdf>, which reflect the procedure for organizing and conducting all types of internships in the educational programs of the University, define the forms of organizational and reporting documents (form of basic and individual contracts, title pages of internship programs and student reports on the results of internships, minutes of installation and final conferences).



All types of professional practice are carried out in accordance with learning outcomes, individual plans, learning paths and on the basis of 2-party basic agreements and 3-party agreements concluded between the University, the student and the enterprise (institution) on the basis of a standard agreement put into effect by order of the Ministry of Education and Science RK No. 93 dated March 11, 2016

The qualification obtained upon completion of accredited EP corresponds to the NQF, PS and QF-EHEA. Information about the awarded qualifications is posted on the university website.

One of the indicators of the effectiveness and efficiency of the EP is the professional certification of students, as well as the presence of a double-diploma EP and/or joint EP with foreign universities, which ensures the relevance of the EP in the international educational market. Unfortunately, these areas require improvement at the university .

A survey of teaching staff conducted during the visit of the IAAR EEC demonstrated a fairly high assessment (87%) of the focus of educational programs/curricula on developing in students the skills and abilities to analyze the situation and make forecasts, and also gave a good assessment of the content and quality of implementation of EP and their compliance with the expectations of the labor market and employers: very good - 89.6%, good - 10.4%.

### ***Analytical part***

As a result of the analysis of the submitted documentation, the commission noted that the QED contains pre- and post-requisites, goals, a summary of the discipline, expected learning outcomes and competencies in the disciplines.

An analysis of the documents studied, as well as the results of interviews with teaching staff, students and employers, allows us to conclude that they are actively involved in the process of forming educational programs. At the same time, in the process of analyzing the submitted documentation, the commission came to the conclusion that in the undergraduate EP it is necessary to strengthen the competencies that develop research skills , as well as develop a plan for preparing graduate courses for professional certification.

The EEC notes that monitoring of similar EPs of domestic universities is carried out, but to a lesser extent, monitoring of similar EPs of foreign universities is carried out, which can help identify international partners and expand international relations in the direction of developing joint EPs, especially since teaching staff went abroad to improve their professional qualifications

### ***Strengths/Best Practices:***

No strengths were identified within this standard

### ***Recommendations:***

The management of the EP must provide the conditions and the possibility of opening joint EPs with foreign universities by 06/01/2025. Ensure the enrollment of students for these EPs by 1/09/2025.

that the management of the EP "6B01510" – *Geography-History* provide the opportunity for training and assistance in obtaining professional certification for students, taking into account the scope of industry activity, until 12/01/2024.

The management of accredited EPs should strengthen the graduate model with competencies that develop the research skills of undergraduate level graduates in accordance with the requirements of the modern educational labor market until 09/01/2024.

### ***EXTERNAL EXPERT COMMITTEE conclusions based on the criteria:***

***According to the standard "Development and approval of educational programs" educational programs EP 6B01510 – "Geography-History", 7M11201 – "BZhiZOS", 6B01507 – "Chemistry-Biology", 6B05302 – "Chemistry and Nanomaterials", 8D05302 – "Chemistry" 12 criteria, of which 11 are satisfactory and 1 criterion suggests improvement .***

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

- The university must ensure a revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demands of society.
- The university must demonstrate the existence of a documented procedure for monitoring and periodically evaluating the EP to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP.

Monitoring and periodic evaluation of the EP should consider:

- content of programs in the context of the latest achievements of science and technology in a specific discipline;
- changes in the needs of society and the professional environment;
- workload, performance and graduation of students;
- effectiveness of student assessment procedures;
- needs and degree of satisfaction of students;
- compliance of the educational environment and the activities of support services with the goals of the EP.
- All interested parties must be informed of any planned or undertaken actions regarding the EP. All changes made to the EP must be published.
- Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and Development of EP in general.

#### **Evidence**

Accredited educational programs EP 6B01510 - "Geography-History", 7M11201 - "BZhiZOS", 6B01507 - "Chemistry-Biology", 6B05302 - "Chemistry and Nanomaterials", 8D05302 - "Chemistry" are constantly monitored and periodically assessed in order to identify progress and learning outcomes. The quality of the Development of working educational curricula is ensured through control at the departmental, faculty, and university levels. The working curricula of the MEP are developed, reviewed and analyzed at the departments, by the Academic Council, and approved by the university's management board. The MEP is reviewed annually and updated taking into account changes in the labor market, State Standards of Education, the interest of employers, and the desire for innovation, which contribute to improving the quality of training of specialists and the adaptation of graduates in production activities and the business environment. Review and updating of working curricula occurs once a year, and is approved for the next academic year, in accordance with Regulation P/EKU 007-23 "Regulations on the Development of educational programs" <https://EKU.edu.kz/wp-content/uploads/2024/03/P-EKU-007-23-Regulations-on-Development-EP-1-1.pdf>

The developed EP "Catalog of elective disciplines of the EP" are aimed at developing the master's key competencies, determined by the Dublin descriptors, consistent with the European and National Qualifications Framework, and contributes to the personal Development of the student. The developed EP QED is presented on the university website [http://ais.EKU.edu.kz/vkgu/uch\\_plan\\_new/ked\\_view.php?rup=4612](http://ais.EKU.edu.kz/vkgu/uch_plan_new/ked_view.php?rup=4612)

In order to control the quality of the EP, various procedures are carried out for assessing and recognizing the quality of the EP, external, internal and indirect, in particular by updating the EP in the Register of Educational Programs - EHEA, as well as based on the recommendations of employers for the EP "6B01510 – "Geography-History" on For the 2023-2024 academic year, the following disciplines were developed and included in the QED: "Development and use of electronic maps and other educational resources", "Historical local history", etc., also for the EP "7M11201 - BZhiZOS" for the 2021-2024 academic year developed and the following disciplines are included in QED: "Environmental monitoring using GIS technologies", "Environmental modeling", "Methods for identifying hazards in the environment", etc.

Measures to improve the EP, analyze and implement innovative proposals are reflected in the minutes of the meeting of project offices EP 6B05302 - Chemistry (Minutes No. 1 of 2023). Having studied the labor market, the map of new professions of the future, based on the presence of a scientific school on the synthesis, analysis and application of nanomaterials and composite materials based on them, the developers of EP 6B05302 - "Chemistry" decided to rename it to EP 6B05302 - "Chemistry and Nanomaterials". The disciplines "Nanotechnologies and

Nanomaterials” and “Methods of Diagnostics and Analysis of Micro- and Nanostructures” were introduced into the catalog of elective disciplines.

The level EP ed elective courses of accredited EPs are aimed at level EP ing the key competencies of a bachelor, which are also determined by the MoE of accredited EPs and are regularly updated, while the requirements of the labor market and employers are taken into account when level EP ing elective courses and level EP ing the content of the professional practice program.

Carrying out procedures for external assessment of the quality of individual EPs is carried out in accordance with the requirements of internal regulatory documents and legislation of the Republic of Kazakhstan in the field of education. A survey of employers is being conducted to determine satisfaction with the quality of graduate training “Employers’ satisfaction with the quality of graduate training” (<https://docs.google.com/forms/d/e/1FAIpQLSckooQJc7v1QCPXzmW8FEuCF7Sj2CqNtueLkqLqln7159S40w/viewform>)

The university has established a procedure for monitoring, analysis and revision of EP, which includes an analysis of the content of the program in the light of the latest scientific achievements in specific disciplines of the EP being assessed, changes in the needs of society and the professional environment, workload, academic performance and graduation of students, the effectiveness of student assessment procedures, expectations, the needs and satisfaction of students with EP training in this cluster, as well as the educational environment and support services. The UMC has approved methodological recommendations for the Development of M EP . The implementation of the M EP is carried out in accordance with internal procedures: Educational and methodological work, Quality control of the educational process, Evaluation of learning results, Formation of a contingent, etc.

The university EP erates educational <https://euniver.EKU.edu.kz/> and distance learning <https://edu.EKU.edu.kz/> portals. The disciplines of the educational program are provided with educational, methodological and didactic materials. The educational documentation for students is presented on the university's educational portal. QED, UMCD for all disciplines are available both in paper and on electronic media. Students have access to a complete database of electronic educational publications, updated by the University library staff, as well as republican and international electronic databases of educational and scientific literature, including the Web of Science database.

The University monitors and periodically evaluates the EP in order to ensure that the goal is achieved and meets the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.

### *Analytical part*

The EEC confirms that the university monitors and periodically evaluates the EP in order to ensure that the goal is achieved and meets the needs of students and society. The results are aimed at continuous improvement of the EP. Monitoring and periodic evaluation of EP are reflected in the minutes of department meetings. Members of the EEC also confirm that the management of the EP regularly monitors and periodically evaluates the program; those responsible for updating the content and structure of the program are appointed taking into account changes in the labor market, the needs of employers and public demand. The content of curricula and programs is updated annually based on recommendations from employers. However, experts, after meetings with employer representatives and graduates, note that not all stakeholders are aware of the measures planned or taken. Changes made to the EP are not always published on the university website.

Experts note that when conducting regular monitoring and periodic evaluation of educational programs, the university takes into account such indicators as workload, academic performance and the number of students, which is confirmed by information on the activities of the university. However, the official website of the university does not have a function to notify



all interested parties about planned or ongoing activities within the educational program. The EEC notes that it is necessary to ensure constant and timely informing of students, teaching staff and employers about all innovations in the EP; this is a requirement of the standard, i.e. all interested parties must be informed of any planned or undertaken actions regarding the EP. All changes made to the EP must be published. To do this, you should use various means of information, as well as provide access to all materials related to the Development of the educational program. The EEC notes that according to the latest trends in the Development of scientific and technological processes in the educational market, there is a need to introduce proficiency in artificial intelligence tools into RO, as well as to reflect additions to the content of accredited EP

Indicators of the effectiveness of achieving the goals of the educational program are the results of external and internal monitoring: a high degree of demand for program graduates in the labor market; students' complete satisfaction with the content of the educational program, teaching methods, and organization of the educational process was 76%; the academic performance and quality of knowledge of students in accredited educational programs at the time of preparation of the report were 100% and 100%, respectively.

A survey of the teaching staff showed that the knowledge of students acquired at this university corresponds to the realities of the requirements of the modern labor market was rated as "very good" and "good" by 97.9% (45 people) who took part in the survey and only 2.2% (1 person) rated it as "relatively bad."

To the question "Rate how well your academic workload corresponds to your expectations and capabilities," 95.7% (44 people) rated it as "Very good" and "Good", 4.3% - "relatively bad."

Also, it should be noted that 100% of teaching staff who took part in the survey assessed the compliance of the educational program in terms of content and quality of implementation with the expectations of the labor market and employers as "very good" and "good".

A survey of students showed that the students were completely satisfied with the academic load/requirements for the student - 100%. Also, 100% of students completely agree with the opinion that the material per EP used by the teacher is relevant and reflects the latest achievements of science and practice.

***Strengths/Best Practices:***

No strengths were identified within this standard

***Recommendations:***

The management of the EP is required to make changes to the RO and the content of the EP in the context of the Development of technologies in the field of artificial intelligence by 09/01/2024.

The management of the EP must ensure the publication of the contents of the EP, as well as all changes to the EP on the university website in the section of the graduating department on an ongoing basis.

***EXTERNAL EXPERT COMMITTEE conclusions based on the criteria:***

***According to the standard "Continuous monitoring and periodic evaluation of educational programs" educational programs EP 6B01510 – "Geography-History", 7M11201 – "BZhizOS", 6B01507 – "Chemistry-Biology", 6B05302 – "Chemistry and Nanomaterials", 8D05302 – "Chemistry" 10 criteria, of which 10 are satisfactory.***

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

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

### **Evidence**

The university's strategy includes all types of activities that are aimed at the interests of students, their personal and professional Development. The university has a truly student-centered learning environment. Students participate in the university management process with the right to vote at meetings of departments and all important committees. The University establishes a high quality and efficient process for addressing student suggestions and complaints. The University conducts a thorough analysis of students' decisions to discontinue their studies at the University to understand the reasons for such decisions.

Student-centered learning is the basis of the Bologna process, where the main principle of the educational process is the student's initiative, his ability to mobility, choice of place of study, employment, and devel EP ed competencies. The modern approach to education requires the student's transition from passive action to his active participation in the formation of various aspects of the educational process, which is enshrined in the Academic Policy of the University [https://EKU.edu.kz/wp-content/uploads/2023/12/EKU\\_Academic-policy\\_-2022-rus-4-ed.pdf](https://EKU.edu.kz/wp-content/uploads/2023/12/EKU_Academic-policy_-2022-rus-4-ed.pdf)

The university supports student initiatives through the implementation of an Open door policy; students have access to all university structures and every teacher. The university annually conducts a survey of students, including questions on satisfaction with the quality of education at the university and the educational program. An analysis of a survey of students regarding their satisfaction with the work of support services showed that the university provides students with all the conditions for learning. Along with this, once a semester a survey “A teacher through the eyes of a student ” is conducted on a specialized university platform for surveying students, teachers and employers <https://docs.google.com/forms/d/e/1FAIpQLSckooQJc7v1QCPXzmW8FEuCF7Sj2CqNtueLkqLqln7159S40w/viewform> .

An individual educational trajectory is built, while the student chooses both disciplines in the main educational program and in additional ones, CED ( Minor ) is freely available on the university website <https://EKU.edu.kz/ /catalogue-additional-education/>

One of the effective methods in training competitive specialists is practice-oriented training. To achieve this goal and ensure high-quality Development of educational programs, practitioners are involved as part-time workers (including for the purpose of implementing dual training).

The implementation of dual education for EP 6B05302 – “Chemistry” is carried out on the basis of the Kazstandart Branch, VNIITsvetmet, RSE at the REP “Kazhydromet in East Kazakhstan region”. In the 2020-2021 academic years, a 2-sided agreement was concluded between the Sarsen Amanzholov EKU and the RSE at the RSE "Kazhydromet in East Kazakhstan region", the RSE at the RSE "Kazakhstan Institute of Standardization and Metrology" of the Committee for Technical Control and Metrology MTIVK and the Branch of the RSE " National Center" for complex processing of mineral raw materials of the Republic of Kazakhstan "VNIITsvetmet". Dual education for EP 6B01507 – “Chemistry and Biology” is implemented on the basis of KSU “Secondary School No. 15”.

To organize and regulate the activities of the university in relation to students with special educational needs (SEN), changes have been made to the following local regulatory documents of the university: “Academic policy of the university” (section 19 - “Policy for the implementation of inclusive education”); Regulation EKU-029-21 “On the procedure for organizing and conducting ongoing monitoring of academic performance, intermediate and final certification of students at the Sarsen Amanzholov EKU”; Regulations “On the Development of inclusive education at EKU” <https://EKU.edu.kz/inclusive-education/>.

Every year, the teaching staff of the department takes part in scientific and methodological seminars “Inclusive education: experience, problems, Development prospects”, “Inclusive education: technologies of training and support”.

The university is preparing the physical and educational environment for students with special educational needs: access to the buildings of buildings No. 1, 2 and 5 is organized (ramps, special stands, markings for the visually impaired on the entrance doors); in the reading room of building No. 1 there are places for students with musculoskeletal disorders; the official website of EKU is adapted for visually impaired users; The scientific library acquires literature, magazines, and periodicals on issues of inclusive education. An agreement was signed with the specialized library for visually impaired and blind people “Arman” to expand the EP opportunities for visually impaired students with special educational needs to use audiobooks and books in Braille.

The management of accredited EPs provides teaching based on modern achievements of world science and practice to achieve the goals of the EP, learning outcomes and competencies. Only in the current 2023-2024 academic year, the University held methodological seminars on current EP ics: Adaptive learning technologies in the context of the concept of active learning, Introduction of new forms of assessment: formative assessment, Bilim alushylardyn oku zhetistigin bagalau, Methodological aspects of preparing future teachers for inclusive education and a number of others <https://EKU.edu.kz/methodological-work-of-the-university-2/>

According to accredited EP, students of different categories are provided with equal EP opportunities for training. Thus, different age groups study (on the basis of secondary general education, on the basis of secondary vocational education, those who have served in the army), as well as multinational groups, disabled people, by family status (married and with children), students with different social status and financial support , orphans, foreign students, people belonging to different religious denominations. During the training process, their needs are constantly identified through conversation, questioning, and during supervisory hours. The main role in this process is played by the group advisor-curator.

The university uses various forms of social support for students for achieved learning results; there are discounts and benefits on tuition fees for various categories of persons and for achievements.

At the university, all conditions for learning have been created for people with disabilities, there are places in the library, ramps, elevators, and places for people with disabilities in the parking lot. Nonresidents and orphans are provided with a hostel. There is free access to the Internet on the territory of the university and the dormitory. Within the framework of accredited EP, various forms and methods of teaching and learning are used, which have been repeatedly tested in the publication of methodological articles in journals and collections of conference materials of the Republic of Kazakhstan and foreign countries.



When choosing a learning path and forming a student's IEP, the teacher provides individual assistance and counseling during the student's mastery of the discipline, the teacher becomes an assistant, and both the teacher and the student are responsible for learning; The learning process is not only the transfer of knowledge, but also a deeper understanding and the formation of critical thinking. The teaching of disciplines is carried out taking into account modern educational technologies and comprehensive methodological support for all its components. The educational process is equipped with multimedia classrooms and specialized classrooms constantly in accordance with the requirements of the standards.

The teaching staff's own research methods are used in teaching disciplines using blended learning techniques and research projects. To monitor the satisfaction of teaching staff with methodological innovations, the methods used and active learning methods are analyzed at department meetings at the end of each semester during discussions of ongoing Open and demonstration classes. The methods are associated with the introduction of digital technologies into the educational process, with the introduction of 3D atlases and educational simulators, as well as a variety of methods of conducting lectures and practical classes. A website for a massive Open online course with interactive participation and the use of e-learning technologies has been created at the university and has Open access via the Internet <https://online.EKU.edu.kz/dashboard>. The following online MOOC courses "Economic, social and political geographies of the world" have been developed [https://online.EKU.edu.kz/courses/course-v1:amanzholov\\_university+GEO01+2022\\_GEO/about](https://online.EKU.edu.kz/courses/course-v1:amanzholov_university+GEO01+2022_GEO/about) login and password for login [zsarynova@vkgu.kz cxezd8], "Bioindication of the environment", "Bioindication of the environment" [https://online.EKU.edu.kz/courses/course-v1:amanzholov\\_university+BOS01+2021\\_bos/about](https://online.EKU.edu.kz/courses/course-v1:amanzholov_university+BOS01+2021_bos/about) (login and login password [zsarynova@vkgu.kz cxezd8]), "General Chemistry" <https://sergaliyev7.wixsite.com/chemistry>.

An important element of the student-centered learning system is regular monitoring of student satisfaction with the quality of the educational process, which is carried out through questionnaires. The results of monitoring are reviewed and discussed at meetings of departments and faculties, where measures are taken to eliminate deficiencies. The university has created the necessary conditions for SROs. Tasks for SROs are defined in the syllabuses and working curriculum of the disciplines. The complexity of students' independent work is determined depending on the credit allocated for studying the discipline in accordance with the RUP.

According to the academic calendar and schedule of the educational process, approved by the university's educational system, during the academic year the level of students' knowledge is checked through various forms of control of current, midterm and final certification. Current monitoring of academic performance is systematically carried out during classroom and extracurricular activities during the academic period, and milestone monitoring at the end of it.

Control activities include periods of midterm control, intermediate control and final state certification. To check educational achievements, various forms of current, midterm and final control are provided.

Based on the results of current and midterm monitoring, the office registrar's department compiles academic ratings of students' current performance. Any student can obtain reasoned information about his academic rating from the Office of the Registrar. The final control (interim certification) is carried out in the form of an exam. The forms of examinations are computer testing, oral and written surveys of students. The student's final grade in the discipline is assigned based on the sum of points earned by the student on all types of current and midterm control, for completing SRO tasks and in the exam.

The procedure by which a student who does not agree with the result of the final control has the opportunity to protest the final assessment is carried out in accordance with P EKU 029-21 "Regulations on the procedure for organizing and conducting ongoing monitoring of progress, intermediate and final certification of students at the Sarsen Amanzholov EKV" <https://EKU.edu.kz/wp-content/uploads/2024/03/P-EKU-029-21---About-the-order-of-organizing->

[and-conducting-current-monitoring-of-intermediate-and-final-performance-certifications- compressed-1.pdf](#) -student

The Registrar's Office reviews the application and decides whether to appeal. For the period of the examination session (interim certification), by order of the head of the university, an appeal commission is created from among teachers whose qualifications correspond to the profile of the disciplines being appealed .

The university regulates various services for students, including the provision of academic leave, reinstatement, transfer and expulsion of students ( P E KU 009-21 - “On the procedure for reinstatement, transfer, expulsion and provision of academic leave” ).

The procedure for responding to student complaints is carried out at the university through the rector’s blog, “trust boxes” that are installed in each academic building, as well as through individual conversations with the leadership of the educational program.

The results of the survey demonstrate that the university provides sufficient EP portunity for sports and other leisure activities, more than 96% of students agreed, equal EP portunities are provided to all students - 100%. Also, the level of created conditions that take into account the needs of various groups of students is assessed by 96.8% of teaching staff as “Very good” and “Good”.

### *Analytical part*

Based on the results of the visit, the EEC notes that the university focuses on a student-centered approach to learning. This assumes that students have the freedom to choose their own educational path and teacher. Regular surveys of students and employers help improve the educational process. The institution aims to improve the quality of educational programs, using objective methods and tools to improve teaching and assess student knowledge, adhering to the principles of student-centered learning.

The EEC also notes that departments implementing educational programs create conditions for various groups of students in accordance with their needs, providing flexible educational trajectories. For students in these categories, conditions are created for activity in their studies. For various groups and categories of students, regulatory documents have been devel EP ed at the university, such as a plan for organizing psychological and pedagogical support, working groups, and coordinators from the teaching staff. In addition, students with special educational needs and from vulnerable groups are provided with tuition discounts.

One of the most important stages in the implementation of modern teaching methods is the creation of educational and methodological literature, the Development of educational materials, the writing of methodological recommendations and the conduct of scientific research at the faculty. To achieve the planned learning outcomes, it is necessary to actively use a variety of information sources, electronic libraries and maintain constant interaction with teachers. The organization of feedback with students showed the administration’s readiness to co EP erate with students at all levels, which indicates the Development of trusting relationships with them. This promotes transparency in assessing the level of educational achievements and the process of monitoring learning outcomes.

The presence of a university procedure for recording complaints from students indicates the readiness of the administration of the educational institution to improve the situation and atmosphere in the educational environment. Students receive attention and care from teachers, which is essential for their professional growth.

A survey of students showed that 96% (74 people) of students who took part in the survey fully or partially agree that the facilities and equipment for students are safe, comfortable and modern and that the library is well equipped and has a fairly good collection of books. The EEC also notes that 100% (77 people) of students are fully or partially satisfied with the speed of response to feedback from teachers regarding the educational process. More than 98.7% (75 people) of students were satisfied with the level of accessibility and responsiveness of the university management (100%) (77 people) and the availability of academic counseling.

**Strengths/Best Practices:**

No strengths were identified within this standard

**Recommendations:**

To the management of EP “6B01510” – *Geography-history* organize an annual scientific and methodological conference on the use of modern teaching methods in practical activities.

**EXTERNAL EXPERT COMMITTEE conclusions based on the criteria:**

**According to the standard “Student-centered learning, teaching and assessment of academic performance” educational programs EP 6B01510 – “Geography-History”, 7M11201 – “BZhizOS”, 6B01507 – “Chemistry-Biology”, 6B05302 – “Chemistry and Nanomaterials”, 8D05302 – “Chemistry” 10 criteria, of which 10 are satisfactory.**

**6.6. Standard “Students”**

- The university must demonstrate a student enrollment policy and ensure the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be defined, approved, and published.
- The management of the educational program should provide for special adaptation and support programs for newly admitted and foreign students.
- The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the presence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and informal learning.
- The university must provide EP opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for studying.
- The university must actively encourage students to self-education and Development outside the main program (extracurricular activities).
- An important factor is the presence of a mechanism to support gifted students.
- The university must demonstrate cooperation with other educational organizations and national centers of the “European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers” ENIC/NARIC in order to ensure comparable recognition of qualifications.
- The university must provide students with places of practice, demonstrate a procedure for promoting the employment of graduates, and maintaining contact with them.
- The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the achieved learning outcomes.
- EP management must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are actually in demand in the labor market.
- The management of the educational program must demonstrate the presence of a mechanism for monitoring the employment and professional activities of graduates.
- An important factor is the presence of an active alumni association/union.

**Evidence**

The admission policy to the Sarsen Amanzholov EKV is regulated by the following legal acts: Law of the Republic of Kazakhstan No. 319-III “On Education” dated July 27, 2007; Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 600 “On approval of the Standard Rules for admission to training in educational organizations implementing educational programs of higher and postgraduate education”; by order of the Minister of Education and Science of the Republic of Kazakhstan dated October 8, 2018 No. 548 “On approval of the Rules for selecting applicants for participation in scholarship programs”, P EKV 034-20 “On the procedure for reinstatement, transfer and expulsion of students”, etc.

The university is interested in enrolling students with high academic performance who will be able to achieve high results in the professional field in the future. The admission procedure for students is based on the principles of Openness and transparency. Teacher-advisers supervise the adaptation process of students admitted to the University; conduct supervisory hours that are aimed at support, assistance and advice in mastering the features of credit technology, the features of training in higher education institutions, the choice of elective disciplines/elective components



<https://EKU.edu.kz/wp-content/uploads/2024/academic.discipline.rus.pdf>

05

05/Rules-registration-for-

Admission to master's programs is carried out on a full-time basis.

Currently, full-time students, master's students, and doctoral students of the department are studying at the EP on the basis of a state grant (Table 1 ).

Table 1 - Contingent of students at Sarsen Amanzholov EKU for the 2019-2023 academic year for accredited EP

Academic year	full-time	Full-time on the basis of VO	Total
6B01510 Geography-History			
2019-2020		6	
2020-2021	2	14	16
2021-2022	eleven	36	47
2022-2023	19	35	54
2023-2024	20	23	43
6B05302 – “Chemistry and nanomaterials”			
2019-2020	25	-	25
2020-2021	16	-	16
2021-2022	31	-	31
2022-2023	43	-	41

Table 2 - Contingent of students at Sarsen Amanzholov EKU for 2019-2024 academic year for accredited EP

Academic year	Profile direction (1 year)	Scientific and pedagogical direction (2 year)	Total
7M11201 BZhiZOS			
2019-2020	5	2	7
2020-2021	5	8	13
2021-2022	-	7	7
2022-2023	5	5	10
2023-2024	-	5	5
8D05302-Chemistry	-	7	7

In order to conduct professional guidance for applicants, systematic career guidance work is carried out. Explanatory work is organized among specialists from research centers and school teachers in the city of Ust-Kamenogorsk and the region. For the duration of the admissions committee, according to the approved schedule, the teaching staff of the departments familiarizes students with the university's EP. Complete information is provided about all EP departments for the correct choice of future profession. Directories of educational programs have been prepared for students and teachers in Russian and Kazakh languages, containing information about the features of educational programs, as well as future professional activities.

The university website has a special adaptation program (Freshman's Guide [https://EKU.edu.kz/wp-content/uploads/2024/01/First-Year\\_Guide.pdf](https://EKU.edu.kz/wp-content/uploads/2024/01/First-Year_Guide.pdf)) and support for newly admitted and foreign students <https://EKU.edu.kz/about-2/departments-ru/strategies-for-international-co-EP-eration/for-international-students-rus/>

The university demonstrates the compliance of its actions with the Lisbon Recognition Convention, including the presence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and informal learning. For students participating in the academic mobility program, an individual curriculum is formed as agreed by the parties. The individual study plan is the basis for the provisional academic

recognition process, which in turn guarantees that this learning will count towards a future qualification.

Upon completion of their stay at the partner university, students submit to the academic mobility coordinator a transcript with a list of disciplines studied, including exam results according to the individual curriculum, academic certificate, and information about internships. Based on the transcript, in accordance with the standard curriculum and catalog of elective disciplines, mandatory transfer of credits according to the ECTS type is carried out.

The Department of Chemistry has a plan for the implementation of external and internal mobility.

The management of the university actively encourages students to self-education, organizing training on various platforms, for example, Coursera, courses in English and other languages.

The university has a mechanism to support gifted students in the form of: personalized scholarships, benefits for studying from low-income families, educational grants from the Rector, material support for students who demonstrate success in science, sports, social life of the university, material incentives for teaching staff and employees, the opportunity to relax at a recreation center on campus.

The university cooperates with other educational organizations and national centers of the “European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers” ENIC/NARIC to ensure comparable recognition of qualifications. Data on cooperation is presented on the university website in the international activities section <https://EKU.edu.kz/international-activities/>

The university provides students with internship places. The departments have bilateral and trilateral agreements with leading enterprises and educational institutions of the city and region. The university has a “Careers and Employment” center; the main task of the center is to attract applicants and monitor the employment of graduates. The issue of graduate employment is under special control of the university management and educational program. When planning work on the employment of graduates, feedback is maintained with graduates of the department, with external and internal consumers. Data on graduate employment is posted on the university website. The procedure for employing graduates is posted on the website. The university has a regulation “On the employment of young specialists and doctors of philosophy (PhD) of NPLC ‘Sarsen Amanzholov East Kazakhstan University’”, which spells out the functions of structural units to assist in the employment of graduates and doctors of philosophy (PhD), the procedure for the creation and activities of the Distribution Commission for the work of young specialists and doctors of philosophy (PhD), the procedure for the distribution and placement of young specialists and doctors of philosophy (PhD). There are reviews from employers about the quality of training for graduates and Doctors of Philosophy (PhD), a work plan for the employment of graduates, a report on the employment of graduates, a journal of employment of graduates, information on the preliminary employment of graduates, sample applications and job referrals.

Graduates of accredited programs have skills that are in demand in the labor market; this fact can be seen in the reviews of employers posted on the university website <https://EKU.edu.kz/career-and-employment-ru/> (employer reviews section). Professional skills were demonstrated during visits to practice bases, where the heads of practice bases gave a positive assessment of the theoretical and practical preparedness of graduates. All practice managers are graduates of accredited educational programs.

Graduates of bachelor's degree 6B05302 Chemistry, 6B01507-Chemistry, Biology, 6B01510 Geography-History annually successfully pass the “Teacher Knowledge Assessment” procedure. For three years, graduates of the university's pedagogical specialties have been ranked first in Kazakhstan.

Graduates of bachelor's degree 6B05302-Chemistry, 6B01507 Chemistry-Biology, 6B01510-Geography-History are employed in educational organizations, enterprises of the city of

Ust-Kamenogorsk and the region <https://EKU.edu.kz/career-and-employment-ru/> ( employer reviews section ) .

The university pays special attention to scientific research of students and teaching staff. The university has a National Scientific Laboratory for Collective Use. The established school of nanomaterials and nanocomposites provides an EP opportunity to conduct research not only for doctoral and master's students, but also for students of almost all courses. A project is being carried out on the topic of the research, the results of which have published articles in science-intensive journals. Foreign scientists are involved in research conducted under the auspices of the school, for example, professors from Mahama Gandhi University, India; foreign scientists are involved in research conducted under the auspices of the school, for example, professors from Mahatma Gandhi University, India, Kadukatti Pramod Santa Yosha Kunveli.

Within the framework of the Department of Chemistry, there are circles “Khimikterdin kishi kogamy”, the circle includes 2-4 year students of EP 6B05302 (5B060600), 6B01504-Chemistry (k/o) in the amount of 18 people. Direction of the circle: “Study of humic compounds obtained from the products of processing solid fuel from the Kenderlyk deposit.” Chemical circle “Tabigi kosylstar khimiyasy”. The direction of the circle is “Study of the chemical composition of natural plant objects in Eastern Kazakhstan.” The circle includes 2-4 year students of specialties 6B05302 - Chemistry, 6B01507 (5B012500) - Chemistry-Biology, 5B072800 - Chamber of Commerce and Industry in the amount of 31 people; master's students of the specialty 7M05302-Chemistry consisting of 5 people and 2 doctoral students of the specialty 8 D 05302 - Chemistry , <https://EKU.edu.kz/scientific-student-circles/>

Traditional forms of research work of students and undergraduates are the Development and defense of diploma (graduation) theses and master's theses, participation in international, republican scientific and practical conferences, in subject Olympiads in chemistry, publication of articles and theses in scientific journals, including in the "Bulletin of the University of S. Amanzholov". The university traditionally celebrates Science Day with competitions: “Best in specialty”, “Granite of Science”, “Best Young Scientist”, “Best Start-up Project”.

In the nomination “Best in specialty - chemist 2024” and the owner of a personal scholarship named after Professor Yu.K. Uvaliev in the amount of 50 thousand tenge, became a 4th year student of the EP 5B060600/6B05302-Chemistry and Nanomaterials Zhasasynov Elzhas for excellent academic performance, active participation in research and public life of the university, faculty and department.

One of the achievements of the Department of Chemistry is the Opening of doctoral studies in the specialty 8D05302-Chemistry of the scientific and pedagogical direction in 2018, the Opening of the Dissertation Council, the defense of doctoral dissertations by Akatan Kydymolly and Mukazhanova Zh.B. <https://EKU.edu.kz/science/scientific-advice/>

During the interview and visual inspection of the material and technical base, it was determined that students are actively involved in innovative and entrepreneurial activities. When participating in a grant project, doctoral students, master's students and students receive a salary, since this is a business project. For example, 1st year doctoral student EP 8 D 05302- Chemistry Bolatkhan Dana holds the position of junior researcher , 4th year student EP 6B01507-Chemistry-Biology Tursyngazy Altynai - position of laboratory assistant in the project on the topic: “Development and research of innovative technologies, materials and devices for the production, storage of hydrogen and generation of electricity” from 11/30/2023 to 12/01. 2025

When assessing the results of all types of professional internships in undergraduate studies, the basis is the assessment of the supervisor from the organization or enterprise that is the place of practice. This assessment can be adjusted by the decision of the department committee, which hears and checks reports on practice.

Also, the EEC revealed that there is no active alumni association.

Thus, the transparency and objectivity of the system for assessing students' knowledge is determined by the following factors: systematic control of knowledge; presence of an independent examiner at the exam; acceptance of reports on all types of practices by specially created and

approved commissions; Admission of state exams, defense of final works is carried out by the state certification commission, the chairman of which is invited from a third-party organization.

In general, the University applies approved and published rules that cover all periods of the student “life cycle”: admission conditions; orientation when entering a university; assessment criteria and conditions for transfer from one course to another; tools for collecting, monitoring and managing information about students’ progress.

### ***Analytical part***

The EEC Commission is convinced that the procedure for selecting students to the university is carried out in strict accordance with the academic policy of the educational institution and the relevant legislative acts in the field of higher education. To receive documents and form a student population of all forms of education, there is a special admissions committee. All necessary regulatory and legal information on the admission of applicants is posted on the official website of the university and information stands of the admissions committee. Moreover, the admissions office maintains activity on popular social media platforms such as Instagram and Facebook, where relevant information is regularly published.

The assessment of the correspondence between the admission process and subsequent training within the framework of implemented educational programs is carried out through monitoring, information about which is discussed at meetings of collegial bodies. The university provides the necessary support to students from the moment of enrollment until graduation. This process is described in detail in the rules published on the university website, where students can obtain all the necessary information about their studies at all stages. Students also receive the necessary help and support throughout the entire first period of study thanks to close interaction with consultants, management of departments and faculties.

The university accepts foreign citizens and has clearly defined procedures for their admission, residence and adaptation. The university has developed documents that comply with the Lisbon Convention, which establish procedures for recognizing learning outcomes and competencies acquired abroad or in other educational institutions. After successful completion of training and passing the final control, the university issues diplomas of its own type, accompanied by an application for completion of the full amount of educational credits.

The EEC Commission also notes low academic mobility in accredited EPs both within the country and abroad, which is one of the indicators of the Development of EP in the educational space. During the interview, the work of the Alumni Association at the university was not confirmed and there is no tab on the University website about the Alumni Association. Separately, the EEC commission notes the absence of EP “6B01510” – Geography-history some points of the standard, such as a mechanism for stimulating students to self-education and Development outside the main program, which contributes to the expansion of knowledge and a practice-oriented approach in the learning process, and also notes the small number of students participating in scientific activities within the framework of the EP “6B01510” - Geography-History, “7M11201» – Life safety and environmental protection, which is an integral part of the competencies of university graduates of Kazakhstan.

Students express full or partial satisfaction with the availability of academic counseling (98.7%, 75 people), the objectivity and fairness of teachers (98.7%, 75 people), the level of accessibility of library resources (97.4%, 74 people), existing educational resources of the university (95%, 73 people), availability of counseling on personal problems (96.1%, 74 people), availability of healthcare services (96.1%, 74 people), general quality of educational programs in the EP (100%, 77 people) and the quality of the educational program as a whole (100%, 77 people).

### ***Strengths/Best Practices:***

The university has a mechanism to support gifted students in the form of awarding personalized scholarships, educational benefits for students from low-income families, educational



grants from the Rector, and material support for students who demonstrate success in science, sports, and the social life of the university. At the Department of Chemistry, extensive work is being carried out to introduce scientific work into the educational process. Students, undergraduates and doctoral students are involved in scientific research activities, there are publications in knowledge-intensive international journals with a high impact factor.

### ***Recommendations:***

The management of the EP and the university should ensure a gradual increase in external and internal academic mobility of students on a systematic basis, reflecting this in the indicators of the Development programs of the university and each EP until 09/01/2024.

The management of the university should organize the work of the Alumni Association on an ongoing basis. Create a section for Graduates on the university website by September 1, 2024.

The management of the EP “6B01510” – *Geography-History* and the university should ensure the gradual introduction of mechanisms to encourage students to self-education and Development outside the main program, develop EP an implementation plan by 09/01/2024.

The management of the EP “6B01510” – *Geography-History*, “7M11201” – *Life safety and environmental protection* is recommended to systematize and fully update the work of research work, in particular, to enhance the participation of students and undergraduates in grant, funded, initiative projects, in subject Olympiads, international conferences, the work plan for research and Development work of the department should be finalized until 09/01/2024.

### ***EXTERNAL EXPERT COMMITTEE conclusions based on the criteria:***

***According to the standard “Learners” educational programs EP 6B01510 – “Geography-History”, 7M11201 – “BZhiZOS”, 6B01507 – “Chemistry-Biology”, 6B05302 – “Chemistry and Nanomaterials”, 8D05302 – “Chemistry” 12 criteria, of which 1 is strong position, 10 satisfactory, and 1 requires improvement.***

#### ***6.7. Standard “Faculty and teaching staff”***

- *The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and Development of personnel, ensuring the professional competence of the entire staff.*
- *The university must demonstrate compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP.*
- *EP management must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching.*
- *The university must provide EP opportunities for career growth and professional Development of teaching staff, including young teachers.*
- *The university must involve in teaching specialists from relevant industries who have professional competencies that meet the requirements of the EP.*
- *The university must demonstrate the presence of a mechanism for motivating the professional and personal Development of teaching staff.*
- *The university must demonstrate the widespread use of information and communication technologies and software in the educational process by teaching staff (for example, on-line learning, e-portfolios, MOOCs, etc.).*
- *The university must demonstrate a focus on developing EP in academic mobility and attracting the best foreign and domestic teachers.*
- *The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including invited ones, to achieving the goals of the EP.*
- *An important factor is the involvement of teaching staff in the Development of the economy, education, science and culture of the region and country.*

### ***Evidence***

During the EEC visit, it was revealed that the university as a whole has a transparent personnel policy, which includes procedures for hiring, professional growth and Development of all personnel, ensuring the professional competence of the entire staff.

The election of teaching staff to vacant positions of scientific and pedagogical workers is carried out on the basis of competitive selection, information will first be posted in periodicals of the Republic of Kazakhstan and on the official website of the university.

Information about the qualifications of teaching staff is on the website in the tab of the department “Teaching staff of the Department of Ecology and Geography” and is publicly available to everyone <https://EKU.edu.kz/it-natural-sciences/ecology-geography/>, Department of Chemistry <https://EKU.edu.kz/it-natural-sciences/chemistry/> where data on the teaching staff is presented.

The personnel potential of teaching staff corresponds to the profile and specifics of accredited educational programs, the qualification requirements for licensing educational activities, the requirements of the state mandatory standard and the university Development strategy.

Teachers of the department constantly carry out advanced training both at the republican and international levels.

The research results are reflected in the courses taught, the report provides specific examples of performers, the name of the projects, the number of scientific publications in journals recommended by KOKSNVO MNERO RK and in a journal indexed in the Sc EP us database with a percentile index according to Site Score Q1, Q3, Q1, G-2 (40, 90.54).

The university has created favorable conditions for the work of teaching staff: an Open personnel policy, a transparent system of incentives and social support for employees.

The EEC notes that the student-centered education implemented at the university is based on the technology of the credit education system; educational programs are a balanced combination of general theoretical training and practice-oriented classes. Teaching staff implementing EP use innovative methods of active learning.

The EEC confirms the participation of teaching staff in international and republican scientific-practical and scientific-theoretical conferences and projects devoted to current problems of law and education, as well as the publication of the results of scientific research of teaching staff in domestic and foreign publications, including those with an impact factor (RSCI), international Sc EP us databases, materials of republican and international conferences and the presence of acts of implementation in the educational process.

The university provides the EP portunity for professional Development of teaching staff through master's and doctoral studies, promotion to positions (teacher, senior lecturer, associate professor, etc.), as well as through participation in scientific and practical courses, seminars, private internships, and trainings.

Judging by the data provided in the report, issues of scientific and pedagogical activity, advanced training (72 hours), retraining of personnel, as well as training in educational management programs through courses are effectively resolved.

Most of the teachers of the departments completed advanced training courses under the program “Advancement of qualifications for teachers of pedagogical universities” in the amount of 240 hours at JSC “NTsPK “Orleu”.

Teacher of the Department of Chemistry Orazova S.S. completed a professional Development program abroad - at the Valencia Polytechnic University (Spain), PhD Doctor Nykmukanova M.M. completed a professional Development program for teachers of pedagogical specialties at universities of the Republic of Kazakhstan (240 hours) at ISEP (Portugal). Teachers of the Department of Chemistry undergo inter-university and intra-university advanced training courses every 3 years.

The EEC notes that leading practitioners in the relevant field are actively involved in the implementation of accredited EPs

The report provides examples of lectures, international scientific and scientific training, winter and summer schools, creative meetings for teaching staff and students with Russian universities

The EEC confirms the participation of accredited EPs in various scientific events,

including: international scientific and practical conferences, round tables, scientific seminars, master classes.

The University has developed a system for stimulating the professional and personal Development of teaching staff, including encouragement for the integration of scientific activities and education, which includes awarding diplomas, prizes, and submission to the competition “Best Scientist of the University”, “Best Teacher of the University”.

One of the main mechanisms for systematically assessing the competence of teachers is a professional rating in the form of *KPI teaching staff (P EKU 005-20)*.

One of the main mechanisms for systematically assessing the competence of teachers is the rating of teaching staff. This form of monitoring the quality of teaching staff activities is carried out annually on the basis of the Regulations “On incentive bonuses for teaching staff and employees of Sarsen Amanzholov EKU”. The results are used by the management of EKU when making decisions on contract extensions, personnel appointments and in determining the amount of salary bonuses for teaching staff, heads of departments, deans and their deputies. To improve the quality of teaching teaching staff, in 2017, the Institute of Additional Professional Education was created on the basis of EKU, on the basis of which advanced training courses are conducted with the invitation of foreign specialists and international internships are organized.

The rating results are used by management when making decisions on contract extensions, personnel appointments and in determining the amount of salary bonuses for teaching staff, heads of departments, deans and their deputies. Monitoring of the quality of teaching activities is carried out on the basis of the “Regulations on the planning and conduct of Open classes and mutual visits of teaching staff of the departments of Sarsen Amanzholov EKU” [https://EKU.edu.kz/wp-content/uploads/2024/03/Regulations-about-otk\\_classes-and-mutual-attendance-rus-1.pdf](https://EKU.edu.kz/wp-content/uploads/2024/03/Regulations-about-otk_classes-and-mutual-attendance-rus-1.pdf)

The HR Department carries out ratings of teaching staff in accordance with the Regulations on the rating system for assessing the activities of teaching staff of university departments, teachers of the EP Egorina A.V., Zhensikbaeva N.Zh. among the university teaching staff received the highest score.

One of the important factors of the EP is the readiness to develop academic mobility and attract foreign and domestic teachers. Thus, the report provides specific examples of the events carried out, in particular, lectures with the participation of foreign lecturers, for example: Associate Professor, PhD Ahmet Beyatli (Turkey, Istanbul); Associate Professor, PhD (University of Maroua, Department of Chemistry (Cameroon, Africa) Amadou Dawe, Associate Professor, PhD Santa Yoshi, Mahatmagandi University (India), N. G. Bazarnova (Altai State University, Russia)

The university management strongly supports the desire of teaching staff to improve their qualifications and write articles in journals with a non-zero impact factor, the latter is regulated by the Regulations on measures to encourage teaching staff and employees based on the results of publications in scientific journals with a non-zero impact factor.

Teachers of all accredited EPs received patents (or EP right certificates). The total number of patents over the past 5 years was 9.

The EEC confirms that there are procedures in place to support different groups of students. The university has identified the following groups: children from large families, single-parent families, low-income families, disabled people, orphans, foreign students and those studying under the academic mobility program. Each group has its own chat; curators create group passports with the necessary information. Free access to a permanent English-language and Russian-language database is provided.

The EEC notes that the leadership of the EP has not demonstrated a change in the role of the teacher in connection with the transition to student-centered learning and teaching, and the University has not demonstrated the focus of its activities on developing academic mobility and attracting the best foreign and domestic teachers.

The EEC notes the compliance of information resources with the specifics of accredited educational programs, in particular, technological support for students: the use of innovative active



learning technologies (situational learning technologies, case-study, brainstorming, group discussion), tools and methods of online learning (MOOC), the use of digital e-learning technologies in the educational process and the creation of the necessary conditions for the integration of science into the educational process, the participation of students and teaching staff in research work.

### *Analytical part*

Teaching staff meet the qualification requirements for licensing educational activities.

Indicators on the qualitative and quantitative composition of the teaching staff of accredited EPs demonstrate the presence of personnel potential sufficient for the implementation of accredited EPs.

Professional and personal Development of teachers is ensured through participation in various creative events, scientific conferences, advanced training courses, professional trainings, and master classes. The results of teaching staff research are introduced into the educational process in the form of elective courses, scientific, methodological and teaching aids; are reflected in scientific articles, published journals, and presentations at scientific conferences at various levels.

The EEC confirms that the links are working and fully reflect the features of the university's personnel policy and its compliance with the requirements of the Ministry of Education and Science of the Republic of Kazakhstan; placement of the main documents forming the university's personnel policy on the university's website meets the requirements of its transparency.

During accreditation, EEC members were asked to attend several classes, according to the schedule. Based on the results of the visit, one can note the use of innovative teaching methods and the active use of ICT by the teaching staff. According to feedback from students whom the EEC met during the survey, in general, students are satisfied with the educational process, teaching methods and the professional level of the teachers themselves.

Favorable conditions have been created for the effective activities of the university teaching staff, which is confirmed by publication activity. EP teaching staff regularly undergo advanced training courses.

The management of the university conducts targeted training of scientific and pedagogical personnel of the highest category through master's studies, doctoral qualifications, providing scientific trips, participation in international and national conferences, visiting large universities and research centers, and taking pedagogical courses.

The implementation of the connection between teaching and learning, scientific research and innovative Developments is built on the basis of the university's innovation and entrepreneurial system. In accordance with the mechanisms developed by the university, stakeholders are involved in assessing the quality of education - representatives of the business community, the scientific community, teaching staff, and students.

Assessment of the competence of teaching staff is carried out in the form of separate procedures. Assessment of the quality of teaching and the level of satisfaction of the teaching staff is carried out by surveying the teaching staff and students. The results are taken into account when certifying the teaching staff and passing the competitive contract commission, but it is also recommended that the university management and structural divisions create the conditions and motivation for the teaching staff of the EP "6B01510" - Geography-History, "7M11201" - Life safety and environmental protection to participate in funded research projects, competitions for the implementation of grant projects, since participation in research projects increases publication activity and strengthens, replenishes the research database.

The EEC notes one of the strengths of this standard is the developed mechanism for stimulating the professional and personal Development of teaching staff by the university management, but at the same time, it is necessary to note the absence of differentiated remuneration for teaching staff.



At the same time, the EEC notes the need for teaching staff to participate in seminars and international scientific and practical conferences (online/offline), as well as to increase the publishing activity of teaching staff in scientific publications with a high impact factor.

At the same time, the EEC notes the need to develop EP and expand the academic network of partners in the academic program. mobility based on connections with foreign partner universities, since an agreement was presented with only one Russian university where both students and teaching staff undergo academic mobility.

A survey of teaching staff conducted during the visit of the IAAR EEC showed that 100% are satisfied with the EP opportunities provided by the university for the professional Development of teaching staff; EP opportunities provided for career growth 97.8%, the content of the educational program that meets the scientific and professional interests and needs of the teaching staff are satisfied by 100%, the degree of academic freedom of the teaching staff is satisfied - 97.8%; the level of EP opportunity to combine teaching with scientific research was rated as very good and good by 91.3% of the teaching staff, the receptivity of criticism by the management and administration of the university to their address was rated as relatively poor - 2.2% of the teaching staff

#### ***Strengths/Best Practices:***

EP teaching staff make a great contribution to the implementation of the university strategy and are involved in the life of society (the role of teaching staff in the education system, in the Development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.), in connection with The importance of the role of the teaching staff in achieving the rating indicators of the University has developed a mechanism for motivating the professional and personal Development of teaching staff, which is visually demonstrated by the results of the teaching staff survey.

#### ***Recommendations:***

The management of the educational program and the university should create conditions for the career and professional growth of teaching staff at the university, including with the help of KPI indicators that provide differentiated wages until September 1, 2024.

The management of the educational program and the university should ensure a gradual increase in external and internal academic mobility of teaching staff on a systematic basis, reflecting this in the indicators of the Development programs of the university and each educational program until 01/05/2025.

The management of the EP and the university must ensure the involvement of foreign and domestic teachers from rating universities in the implementation of the EP by 06/01/2025.

The management of the university and structural divisions is recommended to create conditions and motivation for teaching staff within the framework of the accredited EP "6B01510" – *Geography-History*, "7M11201" - *Life Safety and Environmental Protection* for participation in funded research work, competitions for the implementation of grant projects until 2025.

#### ***EXTERNAL EXPERT COMMITTEE conclusions based on the criteria:***

***According to the standard "Faculty and teaching staff" educational programs EP 6B01510 – "Geography-History", 7M11201 – "BZhizOS", 6B01507 – "Chemistry-Biology", 6B05302 – "Chemistry and Nanomaterials", 8D05302 – "Chemistry" 10 criteria, of which 1 is a strong position, 7 are satisfactory and 2 need improvement.***

### 6.8. Standard “Educational Resources and Student Support Systems”

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

### **Evidence**

The university has sufficient material, technical, information and library resources used to organize the process of training and education of accredited students.

The EEC confirms that accredited EPs have all the necessary educational and material assets, devel EP ed infrastructure and material and technical base for educational and scientific activities. The area of educational premises, special laboratories and offices meets the requirements for educational premises by the State Standard of the Republic of Kazakhstan on Higher Education. Indicators of the state of the classroom fund and the provision of laboratory equipment comply with regulatory requirements and quality conditions for the educational services provided by the university. The necessary conditions for playing sports, living conditions and cultural environment have been created,

Accredited EPs are equipped with the necessary classroom facilities, educational laboratories (Testing laboratory for physical and chemical research of the National Laboratory for Collective Use), computer classes for conducting research and Development work, equipped in accordance with the requirements.

Systematic work is being carried out to update and improve the material and technical base of the department’s educational programs.

To devel EP material resources for EP 6B01510 “Geography-History”, according to EP 7M11201- “BZhiZOS”, a computer class was Open ed in room 9, which is equipped with computers with Microsoft Office, ArcGis, MapInfo 7 software and an interactive whiteboard. Department of Chemistry in 2020, office of IT technologies on the estate of A.S. Akhmetov, a lecture hall named after Professor Yu. Uvaliev was Open ed in 2023

PARASAT Student Service Center provides more than 30 types of services for students, undergraduates, doctoral students and parents of students. In order to implement inclusive education for students with disabilities, ramps have been installed in educational buildings No. 1 and No. 4, No. 5, No. 7.

In order to organize the training of students of the EP field of education “Pedagogical Sciences” in the basics of inclusive education, the discipline “Inclusive Education” has been devel EP ed and taught. The course is provided with modern educational and methodological literature of more than 20 titles by Kazakh authors in book and electronic versions.

General and educational premises, classrooms and special rooms, computer classes, reading rooms comply with sanitary and epidemiological standards and requirements. The conditions of the working environment comply with the requirements of the current Sanitary Rules “Sanitary and Epidemiological Requirements for Educational Facilities.” The formation of classrooms and laboratories is based on the principle of specialization in EP.

There is a functioning system to support the living conditions of students, there is a medical office, a nutrition center, a fitness room, a library, and student houses. The Student Houses have: a relaxation room, a reading room, a shower room, a laundry room, etc. The reading room contains a small library and also has WiFi access.

Catering facilities EP erate in all educational buildings according to lease agreements. The total occupied area is 948.3 square meters. m.

Medical care for employees and students is provided by the health center and city hospital No. 1. All of the above material resources are used in the educational process of accredited EP.

At the beginning of the academic year, each study group conducts curatorial hours to familiarize itself with the Internal Regulations and the Code of Honor for students of the Sarsen Amanzholov ECU.

To prevent plagiarism when writing and defending written works (dissertations, master's theses), Anti-Plagiarism software purchased by the university is used. To create an academic environment that recognizes and EP erates on the rules of strict implementation of regulated procedures for handling information and the principles of academic honesty, the Academic Policy of the Sarsen Amanzholov University has been devel EP ed and posted on the university website. [https://EKU.edu.kz/wp-content/uploads/2023/12/EKU\\_Academic-policy-2022-rus-4-ed.pdf](https://EKU.edu.kz/wp-content/uploads/2023/12/EKU_Academic-policy-2022-rus-4-ed.pdf)

The University Library is located in all academic buildings. The total area of the library is 2690 sq.m. The number of seats in the reading rooms is 480. Services for library readers are provided at 14 service points, incl. on 2 subscriptions, in 3 reading rooms and 5 specialized branches in different educational buildings. During the visit, the growth of book supply and the dynamics of growth of the library collection were confirmed.

The main book stock as of January 1, 2024 is 1,051,529 items. Of these, 375,093 items are in the state language. Updated educational fund 634,063 storage units.

Wi-Fi Internet access is available in all reading rooms of the library.

The university library is Open seven days a week.

The entire process of processing and searching library documents is automated, carried out using the automated library and information system “IRBIS 64+”. The volume of the electronic catalog is 250,018 bibliographic records. The electronic catalog is available on the university’s corporate network and on the Internet on the library website <http://library.EKU.edu.kz/> .

The electronic catalog of the library includes the databases “Books”, “Works of ECU Scientists”, “Articles”, “Rare Fund”, “Library of Electronic Full-Text Documents - “Rukhaniyat”, etc. The catalog is available on the corporate network of the University and on the Internet on the website libraries <https://library.EKU.edu.kz/> .

The library network unites 120 computers of all structural divisions of the library of the main building of the University and branch libraries of other educational buildings.

The information capabilities of the library are expanded through access to international and national resources available via the Internet:

Republican Interuniversity Electronic Library (RIEL); project of the Kazakhstan National Electronic Library (EGBF-KazNEB), initiated by the National Library of the Republic of Kazakhstan; National subscription project for the use of resources from the international databases Sc EP us and WebofScience; EB "Epigraph", LANTAR , Aknurpress , EB "Lan", EB "Kasipkor", EB "Nash Abay", Regional project of libraries of Ust-Kamenogorsk for corporate bibliographic processing of periodicals of the Republic of Kazakhstan.

To organize the educational process, an Automated Information System (AIS), eUniver, has been introduced, which includes subsystems for student administration, support for the educational process and distance learning.



At Sarsen Amanzholov EKV there is a Student Service Center “Parasat” (SSC), which operates on the principle of “one window” and provides students with relevant services on administrative, educational and advisory issues. According to the State Enterprise, “Digital Kazakhstan”, approved by Decree of the Government of the Republic of Kazakhstan No. 827 dated December 12, 2017, the main direction of the University’s activities is the transition to the “Digital University”.

### *Analytical part*

During the inspection and analysis of the submitted documents, the EEC was convinced of the availability of the material and technical base necessary to provide high-quality educational services to students in educational programs for EP 6B01510 - “Geography-History”, 7M11201 - “BZhZOS”, 6B01507 - “Chemistry-Biology”, 6B05302 - “Chemistry and nanomaterials”, 8D05302 - “Chemistry”.

During the inspection of the university premises, interviews with students and teaching staff, the presence of a free Wi-Fi wireless network was demonstrated in all educational buildings.

Based on the submitted documents, the commission confirms the availability of all necessary resources for the educational process - educational and auxiliary materials, video and audio materials, etc. All necessary materials are posted on the University website, planned and made changes to accredited educational programs, employers, teaching staff and students have access.

The library fund of the university is constantly replenished with educational and scientific literature, periodicals from Kazakhstan and foreign publications. Every year the library subscribes to periodicals; as of the first half of the year, 73 titles were subscribed.

There is a functioning student support system, a medical office, a nutrition center, a gym, a library, and a dormitory.

There is technological support for students and teaching staff in accordance with educational programs (online library, presentations, information on academic performance, social networks), access to the Internet and WiFi is provided, there are classrooms, auditoriums, and educational laboratories.

The university has developed procedural mechanisms for supporting various groups of students, and has created an effective system of counseling and individual assistance to students on issues of the educational process (the Institute of Advising and the Registrar's Office). This applies to both clarification of the content of the educational process and material support for various groups of students (discount on tuition fees).

The university has identified groups of students: children from large families, single-parent families, low-income people, disabled people, etc. The departments, together with the dean's offices, study the needs of these students and promptly respond to problems that arise. Support for foreign students and students with disabilities is also provided, including information, counseling and support.

Interviews and Open conversations with teachers and students, as well as their questionnaires during the accreditation examination of the EP, showed the degree of satisfaction with the resources and services of the university.

Also, during the inspection of the MTB University, the EEC commission noted the need to purchase modern teaching and laboratory equipment in accordance with the Development plans of the ongoing EPs to strengthen the scientific research of undergraduates and doctoral students of accredited EPs, as well as to consider the possibility of expanding the area of classrooms and creating recreational areas, co-working spaces centers for students, which will improve the infrastructure of accredited educational programs.

To strengthen international relations in the scientific community, the EEC commission for the EP “6B01510” - Geography-History, “7M11201” - Life safety and environmental protection notes the need to provide conditions for conducting scientific research on a paid basis with the integration of the results of research work of teaching staff and students into the educational



process in the form of acts of implementation to strengthen the methodological foundations of the educational process and competencies of EP graduates. Also, during an interview with graduates of the EP “6B01510” – Geography-History, the fact was revealed about the need to devel EP individual educational trajectories within the EP, as well as to strengthen the relationship between teaching staff and students of the EP “6B01510” – Geography-History, it is necessary to devel EP methods of supporting various groups of students, including consulting and information, which will strengthen the positioning of accredited educational programs in the domestic educational market and improve the mastery of new materials by students.

According to the results of the survey, the following number of students participating in the survey were completely satisfied: the level of accessibility of library resources - 100% (77 people); quality of services provided in libraries and reading rooms - 98.7% (76 people); existing educational resources of the university - 100% (77 people); support with educational materials during the learning process – 95% (73 people); classrooms, auditoriums for large groups - 98.7% (76 people); availability of computer classes – 98.7% (76 people); available computer classes – 100% (77 people); lounges for students – 90.9% (70 people); availability and quality of Internet resources – 100% (77 people); providing students with a dormitory – 100% (77 people); accessibility of health care services for students – 98.7% (76 people); quality of medical care at the university - 94.8% (73 people).

Based on the results of the interview and survey of teaching staff, the frequency of encounters at the university with the following problems was revealed: lack of classrooms - sometimes - 17.4% (8 people), never - 82.6% (38 people); inappr EP riate conditions for classes in classrooms - sometimes 15.2% (7 people), never - 84.8% (39 people); lack of technical equipment in classrooms - sometimes 30.4% (14 people), never - 69.6% (32 people); lack of access to the Internet - sometimes 28.3% (13 people), never - 71.7% (33 people); inaccessibility of necessary books in the library - sometimes 19.6% (9 people), never - 80.4% (37 people).

And also the degree of satisfaction of teaching staff with the following parameters: labor protection and safety - completely satisfied - 97.8% (45 people), partially satisfied - 2.2% (1 person); working conditions, list and quality of services provided at the university - completely satisfied - 100% (46 people); the organization and quality of medical care - completely satisfied - 93.5% (43 people), partially satisfied - 2.2% (1 person).

***Strengths/Best Practices:***

No strengths were identified within this standard

***Recommendations:***

The management of the EP and the university must ensure the purchase of modern educational and laboratory equipment in accordance with the Development plans of the implemented EP by 06/01/2025.

The management of the university should consider the possibility of expanding the area of classrooms and ensure the creation of recreational recreation areas and co-working centers for students by 01/01/2025.

To the management of EP “6B01510” – *Geography-history*, “7M11201” – *Life safety and environmental protection* and the university to provide conditions for conducting scientific research on a paid basis with the integration of the results of research work of teaching staff and students into the educational process.

The management of the EP should consider the possibility of promoting individual educational trajectories within the framework of the EP “6B01510” – *Geography-History*.

Devel EP methods for supporting various training groups, including counseling and information. Improve the methodology by conducting various consultations on EP “6B01510” – *Geography-history* until 08/01/2024.

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

*According to the standard “Educational resources and student support systems” educational programs EP 6B01510 – “Geography-History”, 7M11201 – “BZhiZOS”, 6B01507 – “Chemistry-Biology”, 6B05302 – “Chemistry and Nanomaterials”, 8D05302 – “Chemistry” 13 criteria, of which 13 are satisfactory.*



### 6.9. Public Information Standard

- Information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the educational program.
- Public information should include support and explanation of the country's national Development programs and the system of higher and postgraduate education.
- University management must use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and interested parties.

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

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

### **Evidence**

Sarsen Amanzholov EKV has a website: <https://EKU.edu.kz/>, presented in three languages. The content of the language versions is equivalent. The information resource of the site is Open, publicly accessible, aimed at building the image of the university for promptly and objectively informing the public about the activities of the university. Information published by the university is accurate, objective and up-to-date.

The EEC confirms that self-reporting under this standard sufficiently reflects the process of informing the public about various aspects of the functioning of the EP and the university as a whole. Thus, the website contains information about ongoing educational programs

In the "Admission" section there is information on the rules for admission to study, a list of required documents, data on specialties, and there is also a presentation of the Higher School which also contains information on accredited educational programs.

In the section of higher schools - VSHITiEN in the subsection of the department there is information on accredited EP, information about the teaching staff of the department in the electronic portfolio section, which reflects the disciplines read, publications, achievements and awards of the teaching staff.

The official website of the university provides personal information about each teacher implementing the EP <https://EKU.edu.kz/it-natural-sciences/ecology-geography/>, <https://EKU.edu.kz/it-natural-sciences/chemistry/>

On the pages of popular social networks, information about the results of the educational and educational activities of the department and the university is published, and public events are reported. For example, in the Internet space EKV is represented by the following accounts: Facebook <https://www.facebook.com/mtolegen?mibextid=LQQJ4d> - more than 6000 subscribers, Instagram [https://instagram.com/amanzholov\\_university?igshid=MmJiY2i4NDBkZg](https://instagram.com/amanzholov_university?igshid=MmJiY2i4NDBkZg) - more than 9000, [https://instagram.com/eco\\_geo\\_EKV?igshid=MmJiY2i4NDBkZg](https://instagram.com/eco_geo_EKV?igshid=MmJiY2i4NDBkZg) - Instagram of the department, more than 463 subscribers, YouTube <https://www.youtube.com/@amanzholovuniversity/about> - 1.51 thousand subscribers, Telegram [https://t.me/Amanzholov\\_University\\_1952-110](https://t.me/Amanzholov_University_1952-110), VKontakte [https://vk.com/amanzholov\\_university](https://vk.com/amanzholov_university).

Admission conditions for all levels of education are located in the "Applicants" tab.

Information about the possibilities for assigning qualifications upon completion of the EP, about teaching, learning and assessment procedures, information about passing scores and educational EP opportunities, is presented in the “For Students” section.

The university annually takes part in the National Ranking of the Best Universities in Kazakhstan, information about the results is published in the news block on the official website of the university <https://EKU.edu.kz/about-2/rating/>.

The annual financial statements, the Development Plan and the report on the implementation of the Development Plan are annually posted on the Internet resources of the financial reporting depository on the web portal <https://www.gosreestr.kz/>. Audited financial statements for accredited educational institutions are not presented on the website .

Together with the methodological department at the Ministry of Education and Science, passports of educational programs were developed and published on the website <https://EKU.edu.kz/wp-content/uploads/2024/02/Passport-6B01510-Г-И.pdf> , <https://EKU.edu.kz/wp-content/uploads/2024/02/Passport-7M11201-BZhiZOS.pdf> .

### ***Analytical part***

An analysis of the information presented on the university’s website showed that the results of the university’s activities as a resource of educational, scientific networks and a national information resource are reflected in sufficient volume. The University pays special attention to the issues of informing the public, preserving the image of the university and creating competitive advantages in the education market.

The university website contains information materials about the expected results of educational programs, payment for the period of study by level (bachelor's, master's, doctoral), rules for admission to the university, materials on organizing the educational process; scientific and innovative activities, international relations of the university, partners of the university, materials about the events of the current life of the university, events held at the university, etc.

The university is actively carrying out career guidance work; a career guidance group is created from among the university teaching staff, which, according to the approved schedule, is sent to prepare and inform graduates of secondary schools of East Kazakhstan region.

During the analysis of the provided materials and platforms, the management of the EP and the University revealed the absence of materials on the English version of the website for applicants, which is necessary for the international integration of EP students and the international collaboration of teaching staff; the commission also notes the absence on the website, in the public domain, of audited financial statements in the context each EP to eliminate anti-corruption risks.

Satisfaction with the activities of the university, the features and progress of implementation of accredited educational programs is assessed annually through a survey, receiving feedback, and also through the rector’s blog.

Interviews and Open conversations with teachers and students during the EEC visit, as well as their questionnaires during the accreditation examination of the EP, showed the degree of satisfaction with the university’s information resources.

According to the results of the survey, the following number of students participating in the survey were completely satisfied: the content and information content of the website of the educational organization in general and faculties in particular - 98.7%; information support and explanation before entering the university of the rules of admission and the strategy of the educational program (specialty) - 100%.

### ***Strengths/Best Practices:***

No strengths were identified within this standard

### ***Recommendations:***

The management of the university must ensure the functionality of the English version of the website for applicants by 07/01/2024.



The management of the university must ensure the publication on the website of audited financial statements for each EP by 09/01/2024.

***EXTERNAL EXPERT COMMITTEE conclusions based on the criteria:***

***According to the standard “Informing the public” educational programs EP 6B01510 – “Geography-History”, 7M11201 – “BZhiZOS”, 6B01507 – “Chemistry-Biology”, 6B05302 – “Chemistry and Nanomaterials”, 8D05302 – “Chemistry” 12 criteria, of which 12 satisfactory, 2 require improvement.***



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

### **According to the “Educational Program Management” standard:**

The management of the Open ensures the active participation of representatives of interested parties (employers, teaching staff, students, various stakeholders) in the collegial management bodies of the EP, as well as their representativeness when making decisions on management issues of the EP, leading to concrete results in the Development of the EP.

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

No strengths were identified within this standard

### **According to the standard “Development and approval of educational programs”:**

No strengths were identified within this standard

### **According to the standard “Continuous monitoring and periodic evaluation of educational programs”:**

No strengths were identified within this standard

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

No strengths were identified within this standard

### **According to the “Students” standard:**

The university has a mechanism to support gifted students in the form of awarding personalized scholarships, educational benefits for students from low-income families, educational grants from the Rector, and material support for students who demonstrate success in science, sports, and the social life of the university. At the Department of Chemistry, extensive work is being carried out to introduce scientific work into the educational process. Students, undergraduates and doctoral students are involved in scientific research activities, there are publications in knowledge-intensive international journals with a high impact factor.

### **According to the “Faculty and Teaching Staff” standard:**

EP teaching staff make a great contribution to the implementation of the university strategy and are involved in the life of society (the role of teaching staff in the education system, in the Development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.), in connection with the importance of the role of teaching staff in achieving the rating indicators of the University, a mechanism for motivating the professional and personal Development of teaching staff has been developed, which is visually demonstrated by the results of a survey of teaching staff

### **According to the standard “Educational resources and student support systems”:**

No strengths were identified within this standard

### **According to the “Public Information” standard:**

No strengths were identified within this standard

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

### **According to the “Educational Program Management” standard**

The management of the EP should make adjustments to the Development plans of the EP in terms of quantitative indicators of internal academic mobility of teaching staff and students by 09/01/2024.

The management of the EP should expand the circle of students and employers involved in the formation of the Development plan of the EP by 09/01/2024.

The management of the EP should develop EP risk management regulations for the implementation of the EP by 09/01/2024.

The management of the EP, with the involvement of industrial partners, should develop EP mechanisms for the commercialization of scientific projects by 06/01/2025.

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

The management of the EP should ensure the Development of an electronic document management system to automate university processes related to the formation of university reporting and student support by 06/01/2025.

The management of the university should ensure the use of performance assessment of graduating departments by September 1, 2024.

Improve the reporting system, establish effective communication between structural divisions and departments with mandatory assessment of results by 02/01/2025.

### **According to the standard “Development and approval of an educational program”**

The management of the EP must provide the conditions and the possibility of opening joint EPs with foreign universities by 06/01/2025. Ensure the enrollment of students for these EPs by 1/09/2025.

that the management of the EP “6B01510” – *Geography-History* provide the EP opportunity for training and assistance in obtaining professional certification for students, taking into account the scope of industry activity, until 12/01/2024.

The management of accredited EPs should strengthen the graduate model with competencies that develop the research skills of undergraduate level graduates in accordance with the requirements of the modern educational labor market until 09/01/2024.

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

The management of the EP is required to make changes to the RO and the content of the EP in the context of the Development of technologies in the field of artificial intelligence by 09/01/2024.

The management of the EP must ensure the publication of the contents of the EP, as well as all changes to the EP on the university website in the section of the graduating department on an ongoing basis.

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

To the management of EP “6B01510” – *Geography-history* organize an annual scientific and methodological conference on the use of modern teaching methods in practical activities until 04/01/2025.

### **According to the “Students” standard**

The management of the EP and the university should ensure a gradual increase in external and internal academic mobility of students on a systematic basis, reflecting this in the indicators of the Development programs of the university and each EP until 09/01/2024.

The management of the university should organize the work of the Alumni Association on an ongoing basis. Create a section for Graduates on the university website by September 1, 2024.

The management of the EP “6B01510” – *Geography-History* and the university should ensure the gradual introduction of mechanisms to encourage students to self-education and Development outside the main program, devel EP an implementation plan by 09/01/2024.

The management of the EP “6B01510” – *Geography-History*, “7M11201” – *Life safety and environmental protection* is recommended to systematize and fully update the work of research work, in particular, to enhance the participation of students and undergraduates in grant, funded, initiative projects, in subject Olympiads, international conferences, the work plan for research and Development work of the department should be finalized until 09/01/2024.

#### **According to the “Faculty and Teaching Staff” standard**

The management of the educational program and the university should create conditions for the career and professional growth of teaching staff at the university, including with the help of KPI indicators that provide differentiated wages until September 1, 2024.

The management of the educational program and the university should ensure a gradual increase in external and internal academic mobility of teaching staff on a systematic basis, reflecting this in the indicators of the Development programs of the university and each educational program.

The management of the EP and the university must ensure the involvement of foreign and domestic teachers from rating universities in the implementation of the EP by 06/01/2025.

The management of the EP will expand the program of external and internal academic mobility until 02/02/2025. It is necessary to attract the best foreign and domestic teachers.

The management of the university and structural divisions is recommended to create conditions and motivation for teaching staff within the framework of the accredited EP “6B01510” – *Geography-History*, “7M11201” – *Life Safety and Environmental Protection* for participation in funded research work, competitions for the implementation of grant projects until 2025.

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

The management of the EP and the university must ensure the purchase of modern educational and laboratory equipment in accordance with the Development plans of the implemented EP by 06/01/2025.

The management of the university should consider the possibility of expanding the area of classrooms and ensure the creation of recreational recreation areas and co-working centers for students by 01/01/2025.

To the management of EP “6B01510” – *Geography-history*, “7M11201” – *Life safety and environmental protection* and the university to provide conditions for conducting scientific research on a paid basis with the integration of the results of research work of teaching staff and students into the educational process.

The management of the EP should consider the possibility of promoting individual educational trajectories within the framework of the EP “6B01510” – *Geography-History*.

Devel EP methods for supporting various training groups, including counseling and information. Improve the methodology by conducting various consultations on EP “6B01510” – *Geography-history* until 08/01/2024.

#### **According to the “Public Information” standard**



The management of the university must ensure the functionality of the English version of the website for applicants by 07/01/2024.

The management of the university must ensure the publication on the website of audited financial statements for each EP by 09/01/2024.



**(IX) RECOMMENDATION TO THE ACCREDITATION BOARD**

Members of the external expert commission came to the unanimous opinion that educational programs 6B01510 – “Geography-History”, 7M11201 – “Life Safety and Environmental Protection”, 6B01507 – “Chemistry-Biology”, 6B05302 – “Chemistry and Nanomaterials”, 8D05302 – “Chemistry”, implemented by the NPLC "Sarsen Amanzholov East Kazakhstan University", can be accredited for a period of 5 years

