



«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 evaluation commission
for compliance with the requirements of the standards of specialized
accreditation of educational programs

6B06111 Informatics and Computer Science
7M06111 Informatics and Computer Science
7M06114 Programming and Software Development

TARAZ REGIONAL UNIVERSITY NAMED AFTER M. H. DULATI

during the period from May 23 to May 25, 2024

INDEPENDENT ACCREDITATION AND RATING AGENCY
External Expert Commission

Addressed to
To the Accreditation Center
NAAR Council



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(I) LIST OF SYMBOLS AND ABBREVIATIONS

AI	– Artificial intelligence
AIS	– Automatic information system
LIC	– Library and Information Center
EEC	– External Expert Commission
SPPC	– State Pension Payment Center
ECTS	– European Credit Transfer System
UNT	– Unified national testing
ICTs	– Information and communication technologies
IT	– Information technology
MSI	– Municipal state institution
CES	– Catalog of elective subjects
MSHE	– Ministry of Science and Higher Education
MOOC	– Massive open online course
MEP	– Modular educational program
IAAR	– Independent Accreditation and Agency of Rating
NPJSC	– Non-public joint-stock company
RESEARCH PROJECT	– Research work
IKAQAE	– Independent Kazakhstan Agency for Quality Assurance in Education
NOU	– National Open University
NCE	– National Chamber of Entrepreneurs
EP	– Educational program
SD	– Specialized disciplines
Teaching staff	– Academic staff
RK	– Republic of Kazakhstan
RIEL	– Republican Interuniversity Electronic Library
QMS	– Quality management system
MASS MEDIA	– Mass media
EDMS	– Electronic document management system
LLC	– Limited Liability Company
EMCD	– Educational and methodical complex of the discipline

(II) Introduction

In accordance with the order No. 89-24-OD of 26.02.2024 of the Independent Accreditation and Rating Agency, from May 23 to May 25, 2024, an external expert commission assessed the compliance of educational programs 6B06111 Informatics and Computer Science, 7M06111 Informatics and Computer Science, 7M06114 Programming and Software Development of Taraz Regional University named after M. H. Dulati with the standards of specialized accreditation of the NAAR (dated June 16, 2020, No. 57-20-OD, sixth edition) in hybrid format.

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

The composition of the EEC:

1. Chairman of the IAAR Commission-Baidalet Amantayevich Urmashiev, Candidate of Physical and Mathematical Sciences, Associate Professor, Al-Farabi Kazakh National University (Almaty, Republic of Kazakhstan)

2. IAAR Expert-Aurica Chirsanova, PhD, Associate Professor, Head of the Department of Nutrition and Nutrition, Technical University of Moldova (Chisinau, Republic of Moldova)

3. IAAR expert-Alexey Gostin, Candidate of Technical Sciences, Associate Professor, Ryazan State Radio Engineering University (RSREU) (Ryazan, Russian Federation)

4. IAAR expert-Dina Kurmangalieva, Doctor of Technical Sciences, Professor, S. Seifullin Kazakh Agrotechnical Research University (Astana, Republic of Kazakhstan)

5. IAAR expert-Indira M. Dzhurinskaya, PhD, Associate Professor, Almaty University of Technology (Almaty, Republic of Kazakhstan)

6. IAAR expert-Aisulu Abzhapparovna Ismailova, PhD, Associate Professor, S. Seifullin Kazakh Agrotechnical Research University (Astana, Republic of Kazakhstan)

7. IAAR expert-Marina A. Skiba, Candidate of Pedagogical Sciences, Associate Professor, Acting Head of the Center for Academic Excellence of NPJSC "Toraigyrov University" (Pavlodar, Republic of Kazakhstan)

8. IAAR expert-Zhanat Beisembayevich Isabekov, PhD, "Toraigyrov University" (Pavlodar, Republic of Kazakhstan)

9. IAAR expert-Madi Baltabayevich Abilev, PhD, Associate Professor, Al-Farabi Kazakh National University (Almaty, Republic of Kazakhstan)

10. IAAR expert-Kopishev Eldar Yertayevich, Candidate of Chemical Sciences, L. N. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan)

11. IAAR expert-Bulashev Berdibek Kabkenovich, Candidate of Agricultural Sciences, Associate Professor, Chairman of the Technical Committee for Standardization No. 100 "Organic products" on the basis of NPJSC "Kazakh Agrotechnical Research University named after S. Seifullin" (Astana, Republic of Kazakhstan)

12 IAAR expert – Sheripidin Tikhonovich Khamraev, Candidate of Technical Sciences, Professor, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan)

13. Эксперт-работодатель IAAR – Ералиева Дана Бакирановна, начальник отдела IAAR expert-employer – Yeralieva Dana Bakiranovna, Head of the Human Capital Development Department, RCE of Zhambyl region (Taraz, Republic of Kazakhstan)

14. Expert-employer of IAAR – Alimbayev Said Tolegenovich, Candidate of Technical Sciences, Chief Manager for Competition Issues of the Self-regulatory Organization Association of Kazakhstan Freight Rail Carriers (Astana, Republic of Kazakhstan)

15. IAAR student expert - Dinara Akimova, 3rd year student EP 8D07201 Food Technology, Semey Shakarim University (Semey, Republic of Kazakhstan))

16. Expert student of IAAR - Abdibekov Gaziz Zhalgasbaevich, 2nd year student of OP 7M01503 – Informatics, NAO Aktobe Regional University named after K. Zhubanov (Aktobe, Republic of Kazakhstan)

17. Expert student of IAAR - Kozhan Akerke Yerzhankyzy, 2nd year student of OP 7M01507-Informatics, Kazakh National Pedagogical University named after Abai (Almaty, Republic of Kazakhstan)

18. Expert student of IAAR - Layykova Asima Arturovna, 3rd year student of OP 6B07102-Automation and Control, L.N. Gumilev Eurasian National University (Astana, Republic of Kazakhstan)

19. Expert student of IAAR - Amangali Altyn Ruslankyzy, 3rd year student of OP 6B01510 Chemistry, Kazakh National Pedagogical University named after Abai, member of the Alliance of Students of Kazakhstan (Almaty, Republic of Kazakhstan)

20. Expert student of IAAR – Koilybai Anel Kenesbaykyzy, 1st year student of OP 7M07501 Standardization and certification, NPJSC "Kazakh S. Seifullin Agrotechnical Research University"(Astana, Republic of Kazakhstan)

21. IAAR Coordinator – Kydyrmina Nurgul Alimovna, PhD, Head of the IAAR Information and Analytical project (Astana, Republic of Kazakhstan)

22. IAAR Coordinator – Auyezkhanova Zhulduz Aubakirovna, Head of the IAAR Post-accreditation Monitoring Project (Astana, Republic of Kazakhstan)



(III) REPRESENTATION OF AN EDUCATIONAL ORGANIZATION

The history of Taraz Regional University named after M. H. Dulati dates back to 1958. Taraz State University named after M. H. Dulati was established in 1998 on the basis of three higher educational institutions: Zhambyl University, Zhambyl Hydro-Reclamation and Construction Institute and Zhambyl Technological Institute of Light and Food Industry.

On June 16, 2020, RSE REM " Taraz State Pedagogical University "of the Ministry of Internal Affairs of the Republic of Kazakhstan and RSE REM " Taraz State University named after M. H. Dulati "of the Ministry of Internal Affairs of the Republic of Kazakhstan were transformed into NPJSC "Taraz Regional University named after M. H. Dulati" by merger.

In different years, the university was headed by: Seitov S. Kh., Mukhametkaliev T. M., Miller V. I., Madiyev O. K., Zhulaev R. Zh., Urkumbaev M. F., Suleimenov Zh. T., Bishimbayev U. K., Bekturganov A. E., Akhmetov A. S., Sarybekov M. N., Amirbekuly E., Yeshenkulov T. I. Since December 1, 2022, the university is headed by Mukhtar Baizhumanov.

Currently, the university has 1 institute, 6 faculties and Karatau Mining and Technology College.

According to the official website of the university <https://dulaty.kz/ru/> institutes and faculties have 48 departments and a military department that train personnel in 98 bachelor's degree programs, 59 master's degree programs, and 9 doctoral programs.

Educational activities at Dulati University are carried out according to the state license number KZ19LAA00018483 issued on 27.07.2020

The university has 24 teaching and laboratory buildings and 8 sports facilities. Comfortable accommodation for students is provided by three dormitories, the total area of which is 14,623 km. meters. The total capacity of all university dormitories is 1,220 beds.

The university has 911 full-time teachers, including 336 with academic degrees and titles (28 doctors of science, 230 candidates of science, 78 doctors of Philosophy (PhD), 554 masters, and a total of 194 part-timers. The total number of students enrolled in the university is 12,984, including 12,496 undergraduate students, 452 graduate students, and 36 doctoral students. The total number of international students is 155.

The "Quality Management System of ST RK ISO 9001-2016", implemented in 2014 and undergoing an interim audit, contributed to the growth of the university's management efficiency, which streamlined the vital processes of educational, scientific and educational work. The quality management system is constantly being developed and improved and provides uniform requirements for document flow, introduction of customer feedback and, based on it, improvement of the quality of services provided (Appendix D).

The main competitors of Dulati University in the market of educational services are 20 leading multidisciplinary universities in Kazakhstan, including 1 university in Taraz.

The quality of training specialists at the university is also confirmed at the international level. According to the results of the world ranking, Dulati University was included in the QS World University Rankings 2024. Its position in the rating is 1201-1400, and among the 21 universities of the Republic of Kazakhstan that are included in the rating, Dulati University occupies the 17th position. Getting into this rating is a sign of recognition of Dulati University in the world scientific and educational community. The results of the rating determine the stability of the university and the employment opportunities of graduates (<https://clck.ru/36Bidi>).

Over the past 5 years, the university has trained more than 13,000 highly qualified specialists for the region and the country. The quality of training and demand for graduates are determined by a fairly high level of their employment (in the 2019-2020 academic year-71.66%, according to employment indicators). Overall, an average of 77% of graduates were employed between 2019-2023.

In May 2022, Dulati University successfully passed the international institutional accreditation conducted by the Independent Agency for Quality Assurance in Education

(IQAA, NAOAE), which resulted in a certificate with registration number IA-A No. 0134 dated 28.05.2022.

Educational programs 6B06111 - "Informatics and Computer Science", 7M06111 - "Informatics and Computer Science", 7M06114 - "Programming and Software development" are accredited in the NAAR for the first time. These educational programs are implemented at the Faculty of Technology.

Currently, the Faculty of Technology provides training in 30 bachelor's degree programs, 26 master's degree programs, and 4 doctoral programs.

The Faculty has extensive international relations. Thus, close contacts and business cooperation were established with leading research and training centers in the USA, Italy, Germany, Switzerland, Sweden, Turkey, Latvia, Poland, Lithuania, France, Russia, Belarus, Uzbekistan, Kyrgyzstan. Joint research projects are being implemented in the chemical, food and electronics industries, as well as Erasmus+ educational projects for educational programs in the field of light industry.

Faculty members are winners of various competitions and grants. For example, following the results of 2023, Candidate of Technical Sciences, Professor M. Sh. Dzhunisbekov and Master of Chemistry R. M. Kudaibergenova became the winners of the competition of the Ministry of Education and Science of the Republic of Kazakhstan "Best University teacher". Earlier, the title "Best University teacher" of the Ministry of Education and Science of the Republic of Kazakhstan was awarded to PhD doctor, Kasenova Tolkyn, PhD doctor, Kalmakhanova Marzhan Seitovna, Candidate of Physical and Mathematical Sciences, Associate Professor Abiev N. A. and Candidate of Technical Sciences, Associate Professor Keikimanova M. T., Doctor of Technical Sciences, Professor A. Nurymbetov, Candidate of Technical Sciences, Associate Professor G. Zhidekulova. The faculty pays great attention to the research work of students.

In order to develop the dual training system, the faculty maintains close ties with industrial enterprises, IT companies and educational institutions of the city and region. For example, LLP "Kazphosphate", ZHF JSC "Sberbank", SEC "Tuymekent", RSE "Kazhydromet", Kazakh Research Institute of Water Management, LLP "Republican Radiological Center", LLP "Astyk-Merki", etc. On the basis of Kazphosphate LLP, branches of departments successfully operate, where students master practical skills in their chosen specialty.

The contingent of EP 6B06111 - "Informatics and Computer Science" is 17 students, of which 17 students study in the 1st year (9-on a state order, 8-on a contractual basis).

The contingent of EP 7M06111 - "Informatics and Computer Science" consists of 8 undergraduates, of which 2 undergraduates are trained in the 1st year (1-on a state order, 1-on a contractual basis), 6 undergraduates are trained in the 2nd year (5-on a state order, 1 - on a contractual basis).

The contingent of EP 7M06114 - "Programming and software development" consists of 6 undergraduates, of which 6 undergraduates are trained in the 1st year (2-on a state order, 4-on a contractual basis).

Qualitative and quantitative composition of the EP's teaching staff:

- 6B06111 - "Informatics and Computer Science" -there are 30 staff members in this faculty: 26 full-time teachers (86.7%); 12 of them with academic degrees and titles (40 %); 18 masters (60 %); 4 part-time employees (13.3 %)

- 7M06111 - "Informatics and Computer Science" - there are 13 students in this faculty: 11 of them with academic degrees and titles (84.6 %); the number of masters is 2 people (15.4 %).

- 7M06114 - "Programming and software development" -there are 13 people in this faculty: 11 of them with academic degrees and titles (84.6 %); the number of masters is 2 people (15.4 %).

To date, the Department of "Applied Informatics and Programming" of accredited OP implements self-funded research "Purification of biogas from hydrogen sulfide and carbon dioxide by adsorption to the quality of motor fuel "(Professor, Doctor of Technical Sciences M. B. Tlebayev, Akzhar LLP, 2 million tenge).

The project "Introduction of a hybrid power plant for generating electricity, biogas and eco — friendly fertilizer from renewable energy sources" (Professor, Doctor of Technical Sciences M. B. Tlebaev, Seitkhan LLP, 100 million tenge, co-financing-34 million tenge) was submitted for the competition for grant financing in 2024-2026 of the most promising projects for commercialization of research results.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational programs 6B06111 Informatics and Computer Science, 7M06111 Informatics and Computer Science, 7M06114 Programming and Software development are accredited in the NAAR for the first time.

(V) DESCRIPTION OF THE EEC SESSION

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 Taraz Regional University named after M. H. Dulati in the period from May 23 to May 25, 2024.

In order to coordinate the work of the EEC, an on-line installation meeting was held on 17.05.2024, 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, to clarify the content of self-assessment reports, meetings were held with the rector, vice-rectors of the university in their areas of activity, heads of structural divisions, heads of departments, teachers, students, graduates, employers. A total of 63 representatives participated in the meetings (Table 1).

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

Category of participants	Number
Rector	1
Vice-rector	5
Heads of structural divisions	27
Deans	1
Heads of departments	6
Teachers	6
Students, undergraduates, doctoral	8
Graduates	7
Employers	2
Total	63

During the visual inspection, the EEC members got acquainted with the state of the material and technical base, visited the laboratories "Robotics and Mechatronics", "Microcontroller Laboratory", computer and lecture halls, library.

At the meetings of the IAAR EEC with the university's target groups, 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 the practice bases of accredited programs:PUI "Center for Project Management and Digitalization of Zhambyl region" of the Digital Technologies Department of the Akimat of Zhambyl region".

According to the program of the visit, classes were not held in accredited educational institutions according to the approved schedule.

In accordance with the accreditation procedure, 6 teachers and 8 students, including junior and senior students, were interviewed.

In order to confirm the information provided in the Self-assessment Report, external experts requested and analyzed the university's working documentation. Along with this, the experts studied the Internet positioning of the university through the official website of the university <https://dulaty.kz/>

Within the framework of the planned program, recommendations for improving the accredited educational programs of Taraz Regional University named after M. H. Dulati, developed by the EEC based on the results of the expert examination, were presented at a meeting with the management on 25.05.2024.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Educational Program Management Standard

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

Proof part

The EC experts note that the organizational structure of the university is traditional and operates in accordance with the regulatory framework of the national education system. Traditional management principles promote a clear distribution of functional responsibilities, compliance with official subordination, and participation in making collegial decisions of the university.

Direct management of the university is carried out by the Chairman of the Management Board – Rector in accordance with the legislation of the Republic of Kazakhstan. Management of current activities is carried out by the rector's office represented by 4 vice-rectors, heads of structural divisions, deans of faculties. The activities of officials, collegiate and structural divisions of the University are regulated by the Regulations on structural divisions and job descriptions.

The Board of Directors, the Rectorate, the Academic Council, the Academic Council, the Faculty Council, and the Quality Assurance Commission are the collegial bodies that consider the development of EE at the university level. Currently, the highest governing body of the University is the Board of Directors, whose composition is approved by the Ministry of Internal Affairs of the Republic of Kazakhstan. The Board of Directors of Taraz Regional University named after M. H. Dulati includes heads of scientific and industrial enterprises, representatives of state authorities, business, and educational management bodies.

The university has a published Quality Policy of Taraz Regional University named after M. H. Dulati (approved by the Chairman of the Board-Rector on 27.08.2021). The quality assurance policy of Taraz Regional University named after M. H. Dulati is defined by the mission and vision of the university, the Development Program of Taraz Regional University named after M.H. Dulati for 2023-2029. (approved by the Board of Directors, Minutes No. 1 of 19.03.2023), and is aimed at ensuring high quality of educational services and scientific research. The quality management system that meets the requirements of MS ISO 9001:2015 is a tool for implementing the quality policy. Quality assurance at the university is a process approach within the framework of the QMS functioning at the university and a number of tools used to ensure and control quality.

EEC members note that the current quality assurance policy reflects the relationship between research, teaching and learning, taking into account the national and intra-university context. Scientific research of Dulati University is formed taking into account the scientific competence, research experience and material and technical base of the issuing department of accredited educational institutions, which is confirmed by the approbation of scientific research at various interuniversity competitions and scientific and practical conferences, in which students and undergraduates of educational institutions actively participate.

Plans for the development of educational programs with specific measurement indicators were developed and discussed at the meeting of the Department of Accredited Educational programs (Minutes No. 11 of 29.06.2023 of the meeting of the Department "Applied Informatics and Programming"). During the analysis of the submitted documents, the EEC members were convinced that the development of EE development plans is carried out on the basis of an analysis of the functioning of the EE, the real positioning of the university, as well as taking into account the personnel and scientific potential of the university departments that implement the process of demand for specialists in this profile in the region.

Planning, management and implementation of accredited educational programs is carried out in accordance with the regulatory documents of the Republic of Kazakhstan and the Ministry of Internal Affairs of the Republic of Kazakhstan, taking into account the mission and strategic development goals of Taraz Regional University named after M. H. Dulati, the Department of Applied Informatics and Programming and the development plans of the educational program.

The analysis of the real positioning of the bachelor's and Master's degree educational programs conducted by the experts of the Higher School of Economics and the Department of Applied Informatics and Programming showed the demand for graduates of the program, as evidenced by a high percentage of employment. Further implementation of the program is supported by the need for IT specialists at the current stage of development of the region and the country who are well versed in information technology and have perfect knowledge of modern working methods.

Monitoring of the EP development plan is carried out through: collecting reports on the implementation of the EP operational development plan, annual reports of the department, monitoring the readiness of departments for the academic year, examination of the quality of the EP, EMCD, educational, methodological and material support of the EP, readiness of the classroom fund and educational and laboratory base of the EP, etc., as well as through questionnaires of students, graduates, employers on the question of the degree of satisfaction with the educational services received.

Dulati University provides the educational process for each EP with adequate and accessible resources. Planning and implementation of educational programs is carried out on the basis of an analysis of the material, financial, human and intellectual resources of the team and an assessment of

the possibility of their implementation, while taking into account the dynamically changing requirements of modern production and the needs of both the regional and republican educational services market.

In order to improve the efficiency of the university, feedback is provided in all areas of its activities. The university has an official website <https://dulaty.kz/ru/> with pages containing necessary information about the university for applicants, students, university employees and other stakeholders, as well as links to various electronic resources. To get objective information about the university's activities in various aspects, the possibility of making suggestions for improving the university's activities, the rector's blog on the university's website, the rector's appointment schedule for personal matters, the university newspaper "Universit Tynsy" and other tools for monitoring the management process at the university are available.

Experts note that the results of research work and innovative teaching technologies are being introduced into the educational process of the university. To implement modern methods of student-centered approach in the educational process, innovative teaching tools are used, including multimedia technologies. In order to support the university's teaching staff, the university has a Center for Technical Support and IT Technologies. Innovation management in the framework of educational programs includes analysis, implementation, control over the result of an innovative proposal in the educational process of the program being implemented. One of the innovative activities of teachers is to conduct open classes using modern educational technologies, as well as the development and use of electronic courses and MOOCs.

The EP management participates in educational management programs for further improvement. In order to control the quality of work of all departments and perform the established functions, relevant documentation has been developed and implemented based on the requirements of the quality management system. A career and professional development center has been established at the University to teach modern management methods and introduce innovations.

The University has successfully passed certification for compliance with the requirements of international standards in the field of quality, and the annual external inspection / recertification audit confirms the continuous improvement of work in this direction. In 2022, the university passed the National Institutional Accreditation in the Independent Agency for Quality Assurance in Education (NIAIAQAE).

Analytical part

The EEC notes that all the main business processes regulating the development and implementation of the EP are documented for accredited cluster EP; the EP management analyzes information on the implementation of the EP and considers them at a meeting of graduate departments with the involvement of employers. The Academic Council and the Academic Council actively work on the management of the EP.

However, in the course of meetings with teachers, students and employers, EEC experts found out that none of the surveyed stakeholders participated in the development of Programs for the development of educational programs, students did not participate in the collegial management bodies of the educational program, the results of planned changes in the educational program based on the results of the survey of teaching staff and students are not published. This indicates a low quality culture, formal management procedures, and an insufficient level of interaction between students and teachers with the management of the EP and the university, which is partially confirmed by the results of the survey. According to the results of the survey, only 23.2% (13 people) of respondents rated the involvement of teaching staff in the process of making managerial and strategic decisions as "very good", 66.1% (37 people) - consider it "good" and 7.1% (4 people) - "relatively bad".

As a result of studying the content of EP Development Programs, VEC experts note that most of them are not reviewed annually, and analytical indicators are not adjusted.

During the interviews with the EP management, experts noted the importance of training in risk management and adhering to the quality culture of both the EP management and target focus groups in implementing the EP. Experts also note that there is no action plan to reduce the risks of

implementing the EP, despite the fact that the risk assessment procedure itself is spelled out in the regulatory documents.

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not identified.

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The university management should develop a road map for improving the quality culture, including these measures in the development plan of the EP by 01.09.2024.
- The university management should conduct training of the EP management in the field of risk management, develop a plan of measures to reduce risks by 01.01.2025.
- The University management should analyze the content of the University Development Programs and adjust them in accordance with the Adopted strategic development program of the University by 01.09.2024.
- To expand the number of trainees and employers involved in the formation of development plans for the EP by 01.09.2024.
- The management of the EP and the university should provide stable feedback to students and teaching staff regarding the management and development of the EP by 01.09.2024.

WEC's conclusions based on the following criteria:

According to the standard "Educational program management" in EP 6B06111- Informatics and Computer Science, 7M06111-Informatics and Computer Science, 7M06114- Programming and Software development, 17 criteria are disclosed, of which 14 have a satisfactory position, 3-suggests improvements.

6.2. Information Management and Reporting Standard

- ✓ The university must demonstrate the development of a goal and strategy for the development of OP based on the analysis of external and internal The university must ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software tools.
- ✓ The EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.
- ✓ The EP management demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance.
- ✓ The university should determine the frequency, forms and methods of evaluating the management of the OP, the activities of collegial bodies and structural divisions, and top management.
- ✓ The university must demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision.
- ✓ The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.
- ✓ The EP management should demonstrate the existence of mechanisms for communication with students, employees, and other stakeholders, including conflict resolution.
- ✓ The university should measure the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of addressing the identified shortcomings.
- ✓ The university should evaluate the effectiveness and efficiency of its activities in the context of OP.
- ✓ Information collected and analyzed by the university within the framework of the EP should take into account:
 - ✓ key performance indicators;
 - ✓ dynamics of the number of students in the context of forms and types;
 - ✓ the level of academic performance, student achievements, and deductions.
 - ✓ satisfaction of students with the implementation of the OP and the quality of education at the university;
 - ✓ availability of educational resources and support systems for students;
 - ✓ employment and career development of graduates.
- ✓ Students, teaching staff and staff must document their consent to the processing of personal data.
- ✓ The management of the EP should help to provide the necessary information in the relevant fields of science.

Proof part

The University has implemented information management processes, including the processes of collecting and analyzing information, the functioning of information systems, software resources and the reliability of information used at Dulati University, responsible persons are identified who are responsible for the information and technical support of accredited educational institutions.

Dissemination of information and receiving feedback is carried out through meetings of collegial bodies, working groups created to solve current problems.

In order to automate the process of collecting, analyzing and managing information, the University has implemented and operates systems for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools: information management within the framework of the official website of the university www.dulaty.kz, network folder for information exchange between structural divisions "Public\$", academic information management in the framework of AIS "Platonus" 6.0, integrated library information system <http://lib.dulaty.kz/index.php/kz/>, programs "1C Enterprise" and "1C Personnel accounting".

All software used in the educational process and for administrative and managerial purposes is licensed.

For conducting online lectures, a center for recording video lectures by teachers on the subjects of educational programs read, which are placed in the distance learning system, has been created.

The Career Center regularly works with employers, employment centers, and other businesses, organizes annual job fairs, and monitors the employment and career growth of graduates.

EEC experts note that the information collected by the university within the framework of the EP is analyzed in the following categories: the number of students, the level of academic performance, student satisfaction with the content of the EP, the availability of educational resources, and the employment of graduates.

To monitor the implementation of the EP plan and the implementation of corrective actions, reports of heads of structural divisions are used, as well as questionnaires. Assessment is carried out in all areas of educational, educational-methodical, informational, scientific, educational activities and material and technical support of the educational process. Evaluation of the effectiveness of the implementation of the EP is considered at meetings of the department, faculty, Rector's Office, Academic Council and is drawn up in the form of minutes.

Transparency of the EP management system is implemented through the awareness of teaching staff, employees, students and interested parties in the following ways: posting information on information stands, the faculty's Internet portal; explaining the plan, goals and objectives when instructing newly arrived employees, teachers, and curatorial hours for students.

Analysis of the activities of structural divisions related to the organization of the educational process and ways to improve its effectiveness is considered at operational meetings, scheduled meetings of the university's rectorate and Academic Council.

Minutes of meetings of the Academic Council, Academic Council and other collegial bodies, regulations on the organization of work of these bodies, the agenda of meetings, orders of the rector are placed on the network folder of the local network of the university "Public\$" in specific folders assigned to a particular division or collegial body and are available to the teaching staff and all responsible employees.

Experts note that Dulati University conducts a rating of teaching staff, which reflects indicators that are consistent with the overall strategic development plan of the university and the work plan of structural divisions. The overall strategic development of the university, faculty and department is ensured by the strategic indicative planning adopted by the university. Summary reports are presented at intervals ranging from once a semester to once a year for senior management, on the basis of which strategic decisions are made and general control of activities is carried out. Based on the above analysis, the main goals and objectives for the new academic year are determined, and the university's goals in the field of quality are determined. In higher education institutions, the effectiveness and efficiency of the departments' activities is assessed during internal audits.

The Academic Council annually reviews the forms and methods of assessing the management of the EP. The Academic Council recommends that the Academic Council of the university consider updating the EP and entering them into the register of educational programs. When evaluating the EP, the Accreditation, Rating and Quality Assurance Department of the university is involved in the evaluation process within the framework of the EP. Based on the results of reviewing reports on the assessment of the management of the University, decisions are made by collegial bodies: the Academic Council, the Academic Council of the University.

To ensure the security of Internet resources at the university, the "Regulation on Information Security of NJSC "Taraz Regional University", approved by the decision of the Board of Directors of 20.08.2021, Protocol No. 6, posted on the university's website, is used.

Based on the results of the analysis of students' current academic performance, decisions are made on the organization of additional classes, consultations, administrative measures to encourage or punish students. As one of the methods of analysis, the university uses rating analysis, the purpose of which is to stimulate the growth of qualifications, professionalism, productivity of pedagogical and scientific work, and the development of creative initiative of teachers.

The EEC Commission notes that students, teachers and employees of the university have the opportunity to file a complaint about the quality organization of the educational process and social and creative development, as well as with a request for their permission to the public reception. Conflict situations are resolved in the University Ethics Council. Also, the rector's blog is organized on the site for feedback from students with the university management.

The exchange of operational information between the university's structural divisions is carried out in the internal document management system "Documentolog". Each user's incoming and outgoing messages are displayed on their work page. The Documentolog EDMS is used for exchanging, approving, and signing documents within the university.

Experts confirm that according to the adopted Regulations, university employees and students give written consent to the collection and processing of their personal data. A form of "Employee and student consent to the collection and processing of their personal data" has been developed.

Information about the progress and results of research work of teaching staff and students of the university, about scientific ideas, innovative proposals and projects is reflected in the local network folder " Public", on the website of the scientific journal of the University "Mechanics and Technologies", as well as on the official website of the university.

Analytical part

As a result of the analysis of the submitted documents, the EEC commission notes that the university has a well-developed information and reporting management system. Data is stored in electronic and paper formats in accordance with the nomenclature.

Information systems available at the university allow you to create a variety of analytical reports that are used by the management of the EP and the university for making managerial decisions. EEC experts note that the results of the rating analysis are used by the university's management when making decisions on contract extensions, personnel appointments, and when determining the amount of salary allowances for teaching staff, department heads, and deans to their deputies.

Regular surveys of students, employees, teaching staff, and employers are conducted, and appropriate measures are taken to eliminate shortcomings and improve the eP.

There is feedback from students, which makes it possible to identify their satisfaction with the quality of implemented educational programs. During the conversation with students, they noted the possibility of contacting the management with certain problems. However, the analysis of the university's website, conducted by the experts of the Higher Economic Commission, showed that the rector's blog contains a lot of unanswered questions, and the university does not have rules for considering questions.

Interviews of EEC members with teachers and students showed that although the university regularly conducts a survey of satisfaction with the needs of teaching staff, employees and students, these target groups are not sufficiently involved in the process of informational analysis of the survey

results and decision-making based on them. Not a single example of a positive decision by the management of any questions stated by the respondents was given, which indicates the formal attitude of the university to the questionnaire procedure. Thus, only 35.7% (20 people) of teachers rated the level of feedback between the teaching staff and the management as "very good", 7.1% (4 people) of the teacher considered it relatively bad, and 5.4% (3 people) of the teacher considered it bad and very bad.

To organize effective work on employment and career development, the University operates a Career and Business Partnership Center. However, in the course of meetings with graduates, EEC concluded that there is insufficient organization of work on the employment of students at the university, which mainly boils down to the publication of materials on employment on the website. EC experts note that most of the graduates who attended the meeting were looking for employment independently, without the participation of the university.

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

Rating analysis is used as one of the key indicators of the effectiveness of teaching staff and the work of departments at the university, the purpose of which is to stimulate the growth of qualifications, professionalism, productivity of pedagogical and scientific work, and the development of creative initiative of teachers.

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The university management should develop and implement regulations for answering questions in the rector's blog by 01.09.2024.
- The management of the EP and the university should develop an action plan to eliminate the shortcomings found as a result of assessing the degree of satisfaction of the needs of teaching staff, staff and students by 01.09.2024.
- The university management should plan to hold permanent meetings of representatives of the Career and Business Partnership Center at the faculties with students on employment issues until 01.09.2024.

EEC's conclusions based on the following criteria:

According to the standard "Information Management and reporting" in EP6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software development, 17 criteria are disclosed, of which 1 has a strong position, 14-a satisfactory position, and 2-suggest improvement.

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

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

- ✓ *The EP management should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/ international).*
- ✓ *An important factor is the ability to prepare students for professional certification.*
- ✓ *An important factor is the existence of a joint and / or two-degree EP with foreign universities.*

Proof part

The University has developed a procedure for approving, periodically reviewing and monitoring the EP and documents regulating this process. QMS quality assurance is formulated in PD 2-1-19-2021 "Regulations on planning, control and reporting in the educational process" and other documents of the university's QMS.

Educational programs are compiled on the basis of regulatory legal acts in force in the field of education. The procedure for developing and approving educational programs is regulated in PD 3-1.07-2022 "Regulations on designing and updating educational programs".

During the visit, the EEC experts made sure that all accredited educational institutions are provided with educational and methodological documentation in accordance with the following requirements: state mandatory education standards; standard and working curricula; standard and working curricula of disciplines.

Evaluation of the quality of educational programs is carried out on the basis of an analysis of curricula, a catalog of elective disciplines, modular educational programs, educational and methodical complexes of EP, educational and methodical complexes of disciplines, schedules, individual plans of students, internal regulatory documents regulating the implementation of educational programs, questionnaires of students.

Planning the content of university educational programs is based on modular and competence-based approaches based on the results of the annual analysis of educational programs, taking into account the opinions of students, teaching staff and employers, recommendations of corporate partners. The EP with all its modules is verified and validated in accordance with the established procedure. Developed graduate models describing learning outcomes and personal qualities were presented to the EC experts for each accredited EP.

EC experts note that the achievement of the planned results of training in accredited EOS is ensured by organizing internships for students at key enterprises in the region, which was documented and actually confirmed when visiting the practice bases.

For each accredited EP, a **MOE** has been developed, which indicates the labor intensity of cycle disciplines in Kazakhstan and ECTS credits, as well as in hours, with the allocation of lectures, practical (seminar) classes, independent work of students under the guidance of a teacher and independent work of a student, all types of professional practice, intermediate certification.

The **MOE** of accredited EP is formed by the graduating departments with the participation of employers, practitioners and students, and a mandatory examination of their content and quality of compilation by employers is carried out, which is confirmed by the submitted documents.

The most important indicator of the quality and effectiveness of educational activities of the university, recognition of its prestige at the national and international levels is the presence of foreign students in the accredited Master's degree programs 7M06111 Informatics and Computer Science.

When planning accredited educational programs implemented by the graduating department, the trend of mathematization of many sciences and fields of activity occurring at the present stage, the development of game technologies, mobile application development, and big data analysis was taken into account, which was reflected in the elective component disciplines in CED, and emphasizes the individuality and uniqueness of educational programs in the region's educational services market.

The graduate department of the accredited EP "Applied Informatics and Programming" has a good material and technical base, including modern computer classes and a laboratory of network equipment, as well as highly qualified teaching staff, which confirms the possibility of preparing students for professional certification.

EC experts note that there is currently no partnership with foreign educational institutions to implement joint/two-degree programs of the accredited cluster, but this work is carried out at the

institutional level and is planned in the development programs of the accredited cluster for the coming years.

Analytical part

During the conversation with the students and the analysis of the documents of the accredited EP, the EEC experts could not confirm the participation of students in the development of the EP. The employers present at the EEC meetings also failed to confirm their participation in the development of the accredited EP and the proposals made to improve them, which indicates the formal nature of this procedure.

EEC members note that the submitted reviews of EP 6B06111 and 7M06111 from employers are signed by the same person, and all reviews of accredited EP are signed by the same employer. In this regard, experts recommend developing criteria for selecting experts for a more objective assessment and review of the EP.

In the course of analyzing the EP documents, the website of ICE "Atameken" and the international EP ratings, the experts of the EEC did not find evidence of sufficient positioning and promotion of accredited EP at the national and international level.

As a result of visiting the graduate department "Applied Informatics and Programming", the experts of the Higher School of Economics concluded that the work of the EP management in terms of preparing students for professional certification was not sufficiently done. The laboratory base of the department includes classes with modern network equipment, working with which in production often implies the presence of professional certificates. In this regard, the EEC experts recommend establishing contacts with regional representatives of international telecommunications equipment manufacturers to open specialized training classes, for example, the Cisco Academy or the Huawei training center.

As a result of the analysis of the content of curricula and CED EP 6B06111 Informatics and Computer Science and 7M06111 Informatics and Computer Science, the EC experts noted the same composition of some specialized disciplines and learning outcomes. Experts note that the results of undergraduate and graduate studies should differ by level. Also, in the content of master's degree courses accredited by the EP, little attention is paid to the research component, which is necessary for a master's degree graduate.

According to the results of the survey of teaching staff, the majority of respondents assessed the compliance of students' knowledge obtained at this university with the realities of the modern labor market requirements at the level of "very good" 39.3 % (22 people) and "good" 51.8 % (29 people), the focus of educational / training programs on the formation of students' skills to analyze situations and make forecasts 92.9% (52 people) rated the teacher as "very good" and "good", which, of course, graduates should have today.

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not detected.

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The EP management should expand the number of students and employers involved in the development of the OP by 01.09.2024.

- The EP management should develop criteria for selecting experts for a more objective assessment and review of the OP by 01.09.2024.

- The EP management should review the OP for positioning the accredited OP in the educational market, including at the national and international level, by 01.06.2025.

- The EP management should develop a plan for training students for professional certification by 01.01.2025.

ДополнительнAdditional recommendations for EP 7M06111-II Informatics and computer Science, 7M06114-Programming and Software development::

- The EP management should ensure that the content of academic disciplines corresponds to the results of training until 01.09.2024.

- Provide the management of the EP with a different set of disciplines and competencies in the accredited bachelor's and master's degree programs, depending on the level of education, by 01.09.2024.

EEC's conclusions based on the following criteria:

According to the standard "Development and approval of an educational program" in EP 6B06111-Computer Science and Computer Science, 12 criteria are disclosed, of which 11 have a satisfactory position, 1-suggests improvements.

According to the standard "Development and approval of an educational program" in EP 7M06111-II Informatics and computer science, 7M06114-Programming and software development, 12 criteria are disclosed, of which 9 have a satisfactory position, 3-suggest improvements.

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

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

Proof part

The University defines mechanisms for monitoring and periodically evaluating the implementation of the EP to ensure the achievement of the goals and needs of students and society. The criteria for the effectiveness of the implementation of the EP are: student recruitment, academic performance and employment.

All processes related to the implementation of accredited educational programs at the university are documented and checked by the quality service. The basic strategic documents of the Republic of Kazakhstan are used for planning and monitoring the EP for each specific discipline.

Every year, the management of the educational institution reviews the content of accredited educational institutions with the involvement of employers, which is confirmed by the minutes of meetings of the graduate Department "Applied Informatics and Programming". Also, the Commission of the EEC was presented with external expertise on the developed MES with proposals for making changes to educational programs.

Students', teachers' and employers' satisfaction with the places, conditions, and content of internships, as well as the level of students and teachers, results in opinions and feedback from organizations in the region that provide places for internships. The EEC Commission was presented with employer reviews of the best graduates of accredited educational institutions on the

university's website, reviews of professional practice managers on students of accredited educational institutions, and interviews were conducted at meetings with employers.

The university has organized activities for the employment of graduates, an annual job fair is held, in which representatives of enterprises of the region — potential employers-take an active part.

Departments monitor the employment of university graduates on an ongoing basis by collecting information on the professional employment of graduates. One of the confirming factors of the external assessment of the EP is the employment of graduates.

Monitoring and evaluation of the EP is carried out at the graduating departments, a report on the implementation of the EP is compiled, where self-assessment and analysis of the success of the implementation of the EP development strategy using quantitative and qualitative indicators are carried out. The monitoring report is based on the analysis of the main issues identified during the monitoring of the scientific and educational process and evaluation of internal and external factors. The main criterion for successful implementation of the EP is the employment rate of graduates according to the EP and employer reviews of university graduates, admission of graduates to the master's program and their academic performance.

To monitor the quality of implementation of educational programs and student satisfaction, a student survey is conducted annually. The questionnaire "Satisfaction of students of Dulati University with the quality of the educational program implementation" includes characteristics of the quality of the educational program, such as learning conditions, the quality of the educational process and the quality of learning outcomes.

Analytical part

As a result of comparing the contents of the accredited EP and the development plans of the EP, the members of the EEC revealed insufficient consideration of scientific achievements and modern technologies in the content of the accredited EP. In particular, students do not study the principles of development and functioning of artificial intelligence (AI) systems: Although the discipline of studying neural networks is included in the Master's CED, it only considers probabilistic models - deep learning and other AI algorithms are not studied. There is also no topic of practical use of AI technologies in professional activities, which is very relevant at present, including for bachelors.

CEK experts note that the university has recently developed and operates a lot of strategic and operational planning documents, QMS regulations, and regulatory acts. Collective coordination of these documents, documentary support of university processes and their correct implementation in such cases is a complex and difficult task. In this regard, the management of the EP underestimated the role of the official website in terms of timely informing stakeholders about all changes made in the implementation of the EP. For example, news pages on the official website are not used to inform teachers and students about ongoing changes in the implementation of the EP.

According to the results of the survey of teaching staff, it was established that:

- for 85.8 % (48 people) of teaching staff, the training load "very good" and "good" corresponds to their expectations and capabilities;

Based on the results of a survey of students, it was established that:

-77.8 % (49 people) of students are completely satisfied with the relevance of the materials proposed by the teacher and the fact that they reflect the latest achievements in science and practice.

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not identified.

Recommendations for eP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The EP management should make changes to the content of the OP in the context of the latest achievements of science and technology in the field of artificial intelligence by 01.09.2024.
- The management of the EP and the university should provide timely information to all interested parties about all changes in the current regulations, regulatory framework, and content of the EP, and publish news about these changes on the official website of the University on an ongoing basis.

EEC's conclusions based on the following criteria:

According to the standard "Continuous monitoring and periodic evaluation of educational programs" in OP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software development, 10 criteria are disclosed, of which 9 have a satisfactory position, 1-suggests improvements.

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

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

Proof part

The academic policy of the university is aimed at meeting the needs of various categories of students. Implementation of inclusive education is one of the university's priorities. Experts note that the university's infrastructure fully takes into account the needs of students with disabilities and special educational needs. The needs of this category of students are taken into account when drawing up the schedule of classes and exams.

International students study under EP 7M06111 – "Informatics and Computer Science" and EP 6B06111 – "Informatics and Computer Science". Groups of foreign students are provided with language training during the 1st year of study.

To support the bilingual environment, document forms in Russian and Kazakh are developed and updated annually, which are available in the corporate network Public.University QMS forms, information stands, university website, posters, signs and signs are compiled in two languages, most university teachers speak Kazakh and Russian.

Within the framework of student-centered education, the graduate department has introduced a comprehensive approach to the development and teaching of educational programs, and the assessment of learning outcomes. Students who wish to acquire knowledge and competencies from a different field of specialization have the opportunity to study additional credits during the summer period on a paid basis.

In order to increase the effectiveness of educational activities in the learning process, teachers use a variety of forms and methods of training that ensure the development of communication, organizational and managerial skills of future graduates. Both traditional and

innovative methods are widely used: case studies, video lectures, discussions, trainings, creative reports and presentations, business games, etc. Issues related to the introduction of innovative technologies are considered annually at the meetings of the graduating department.

To implement modern methods of student-centered approach in the educational process, innovative teaching tools are used, including multimedia technologies. Every year, the university staff provides effective assistance to teachers in the development of electronic products. The experts were shown a set of lectures in English with subtitles in Kazakh for accredited EP in the discipline of the university component "Information and Communication Technologies".

Based on the results of conversations with teachers, the HEC members were established to use external electronic training courses based on the NOU INTUIT, as well as the development of their own MOOCs by the university.

The university has defined the mechanisms for ensuring that each graduate of the OP develops learning outcomes and ensures the completeness of their formation. The main criterion for completing bachelor's degree programs is that the student has completed at least 240 academic credits for the entire period of study, including all types of academic activities of the student.

The full academic load of one academic year is at least 60 academic credits or 1,800 academic hours. The full academic load of one academic year is at least 60 academic credits. At the same time, students complete at least 20 academic credits in one semester.

The mechanism for ensuring that each graduate develops learning outcomes is regulated by the following documents:

- RI 2-6-1-2021 Working instruction "Organization of defense of theses (projects) and master's theses in digital format using the IGA module of the Sirius ACS", reg. No. 271 dated 25.03.2021;
- PD 3-1. 01-2022 "Academic policy of Taraz Regional University named after M. H. Dulati";
- PD 3.04-2023 "Regulations on final certification of students";
- PD 3-4. 02-2022 "Rules for conducting current monitoring of academic performance, intermediate and final certification of students".

Students who have fully completed the educational process in accordance with the requirements of the working and individual curriculum and working curricula are allowed to complete the final certification. Students have access to individual consultations of academic supervisors when writing their thesis and master's thesis, while preparing for exams they are provided with textbooks, study guides, handouts, guidelines for independent work of the student, electronic textbooks and access to online educational resources.

The university keeps in touch with graduates of previous years in order to track the achievements of graduates, monitor their employment and success in career growth.

EEC experts note that the goals and objectives set out in the curricula of each discipline correlate with the competencies, goals and objectives that are presented in the MOE. The degree of students' acquisition of certain competencies and skills is evaluated throughout the entire educational process from the moment of admission to the final state certification. Monitoring of academic achievements of students is carried out through current, milestone and final monitoring of student performance using a point-rating system for assessing knowledge.

Transparency of the assessment procedure is ensured both by publishing the criteria in the syllabus and by publishing the results of the control in the Student's Portal <https://dulaty.edu.kz/ru/platonus-rus>, operating on the basis of the "Platonus 6.0" AIS system.

In the process of conducting intermediate control, various methods of evaluating learning outcomes are used at the discretion of the teacher. During the final control, the leading teacher uses the form of control specified in the EP.

Feedback from students in order to analyze the effectiveness of using certain methods of evaluating the control of the educational process is carried out through their personal appeals to the teacher. In addition, in order to establish such a connection, according to the requirements of the QMS, students are systematically interviewed about the conditions and organization of the

educational process, the use of which will improve the quality of training. Assessment of the work of teaching staff in the implementation of the EP is carried out by questionnaires, feedback from students after completing the course, and discussion of lectures and teaching methods by students. The survey usually includes the content of the subjects studied; teaching methods; teaching strategy and study of subjects; equipment used, information technologies and resources; educational literature; knowledge assessment processes; class schedules; availability of libraries and other teaching aids.

If there are complaints from students regarding the grades received at the end of the session, the university has a system of appeals and appeals based on the Rules for conducting current monitoring of academic performance, intermediate and final certification of students, and Regulations on final Certification of Students. Students' complaints are considered by a specially organized appeals commission, which includes experienced teachers of the department. The decision of the appeal commission is made on the basis of repeated commission review of the student's written work or exam results in test form.

To work with complaints and appeals from students, a feedback system has been created with the university's management bodies: ballot boxes for collecting written complaints and appeals from students; the rector's blog on the university website; a Call center; the procedure for applying students through the dean's office.

Analytical part

Analyzing the criteria of the standard "Student-centered learning, teaching and assessment of academic performance", the EC experts found that the university and the EP management demonstrate a purposeful policy of implementing measures to take into account the needs and individual characteristics of various groups of students in both academic and non-academic activities.

The EEC experts found that the workload of students is taken into account when developing EP documents and meets the requirements for implementing the credit training system.

The educational trajectory of training is formed by each student individually, under the guidance of an adviser. All the necessary information of students and teachers of the EP is available in the AIS "Platonus" 6.0 in the individual account of each participant in the educational process.

The EP management ensures the availability and effectiveness of a mechanism for objective evaluation of learning outcomes, a peer appeal mechanism, and transparency of evaluation criteria and tools. In case of disputes about the results of final assessments, an appeal commission is created, which includes experienced teachers of the department. However, in the course of interviews with students and graduates, the EEC experts found that when passing the intermediate certification, the test form of passing the exam prevails and that the procedure for evaluating learning outcomes does not always correspond to the planned results and goals of the EP.

In the course of conversations between the EEC members and students, it was established that the university provides comprehensive support to students, compensates for the costs of participation in international conferences, republican Olympiads, and competitions.

Based on the results of a survey of students, it was established that:

- 76.2 % (48 people) of students are completely satisfied with the objectivity of their assessment of knowledge, skills and other academic achievements;
- 76.2 % (48 people) of students are fully satisfied with the clarity of the assessment criteria used by the teacher;
- 84.1 % (53 people) of students are completely satisfied with the objectivity of the teacher's assessment of their achievements.

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not identified.

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The EP management should ensure that the procedures for evaluating learning outcomes comply with the planned results and goals of the EP by 01.09.2024.

EEC's conclusions based on the following criteria:

According to the standard "Student-centered learning, teaching and evaluation of academic performance" according to EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software development, 10 criteria are disclosed, of which 9 have a satisfactory position, 1 suggests improvement.

6.6. The "Students" standard

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

The proof part

Admission and admission to study at the University takes place in accordance with the normative documents of the Ministry of Education and Science of the Republic of Kazakhstan. The university does not impose additional conditions on applicants. The policy of forming a contingent of students is to accept the number of students who are most prepared for studying at the university, who consciously chose the direction of training and scored the required number of points according to the results of the UNT. During the year, additional grants are being considered, which are allocated by public funds. Students of the EP participate in the competition, according to the current requirements. So, in the 2022-2023 academic year, the holder of the vacant educational grant, released in the process of obtaining higher education, in the context of educational programs on a competitive basis, became a student who studied on a paid basis according to EP 6B06111 –

"Informatics and Computer Science", Oraz I (ac. gr. 6B06111-19-1). A favorable factor for admission to the university is a system of tuition discounts depending on the academic achievements of students, discounts for socially vulnerable students (orphans, disabled people of groups I and II). The system of social support for students developed by the university responds promptly to changes in the economic environment associated with a decrease in the solvency of the population (PD 4-10.01-2022 Regulation on the provision of benefits for tuition fees for educational programs of the NJSC "M.H. Dulati Taraz Regional University". Students can apply for transfer and reinstatement to deans, departments, and the registrar's Office. The number of students by academic year of accredited students is shown in Table 2:

Table 2 -The number of students enrolled in the EP for the last 3 years

EP	6B06111 - Computer Science and Computer Science	7M06111 - "Computer Science and Computer Science"	7M06114 - "Programming and Software development"
ACADEMIC Year			
2021-2022	3	5	1
2022-2023	-	15	-
2023-2024	26	3	6

The organization of work with international students studying under the programs of external incoming degree mobility at Dulati University is supervised by the Department of International Cooperation. Documents have been developed and used: PD 3-5-3-2021 "The situation with foreign students", "The program of adaptation of foreign students to the conditions and requirements of the educational process of the university". Academic mobility agreements concluded with foreign and domestic universities <https://dulaty.kz/ru/university-partnery.html>

At the departments implementing the EP, at the meetings of the department, curatorial hours, the issues of education, academic performance, accommodation, etc. are considered. international students and undergraduates. In 2021-2023, 1 undergraduate student from Uzbekistan studied under EP 7M06111 – "Computer Science and Computer Science". In 2023-2024, 1 student from Uzbekistan is studying in EP 6B06111 – "Computer Science and Computer Science" and 1 undergraduate student from Turkmenistan in EP 7M06114 – "Programming and software Development".

Cooperation with foreign universities on academic mobility, as well as the admission of foreign students, is fully consistent with the Convention on the Recognition of Qualifications Related to Higher Education in the European Region, the purpose of which is to ensure that the qualifications of a signatory from one country can be recognized in another country. The final document confirming the academic mobility program is a transcript. The recalculation of ECTS credits into loans of the Republic of Kazakhstan and back is carried out on the basis of uniform conversion coefficients for higher education in accordance with PD 03.10-2023 "Regulation on the policy of academic recognition of learning outcomes at the NJSC Taraz Regional University named after M.H. Dulati".

The main sources of financing for external credit mobility programs are: funds from the Ministry of Science and Higher Education of the Republic of Kazakhstan; funds from the ERASMUS+ program; own funds of the University.

In the period from February 5 to 9, 2024, undergraduate student Raikulov Zh., studying under the educational program 7M06111 – "Computer Science and Computer Science", took part in the HCIA Security training held in Almaty, organized by Huawei Technologies Kazakhstan together with the authorized training center Human Growth Kazakhstan.

In 2024, in the period from March 14-15, student Akhmetshin Rim participated in the international competition of scientific papers and creative projects of students and undergraduates on the use of ICT in Karaganda, where he took 3rd place.

In the current academic year, undergraduate student Raikulov Zhanibek, studying in EP 7M06111 – "Computer Science and Computer Science", successfully completed the HCIA Datacom course and received a certificate.

The procedure for admitting students from other universities, recognizing and crediting credits acquired during academic mobility is carried out in accordance with the "Rules for organizing the educational process on credit technology of education in organizations of higher and (or) postgraduate education", approved by Order No. 152 of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011 (updated 07/25/2023)., PD 03.10-2023 "Regulation on the policy of academic recognition of learning outcomes at the Taraz Regional University named after M.H. Dulati".

Conditions have been created at Dulati University to improve the self-educational activities of students and undergraduates. Thus, undergraduates of OP 7M06111 – "Computer Science and Computer Science", 7M06114 – "Programming and software development" are involved in authoring teams for writing scientific articles.

In their free time, students study in student scientific circles operating at the departments of the university. Within the framework of EP 6B06111 – "Programming in Python" – from 10 students and more. The university has a support mechanism for gifted students and undergraduates. For example, in 2022, undergraduate student Shayunusov Ramil, studying under EP 7M06111 – "Computer Science and Computer Science" participated in the republican hackathon "Atyrau SmartTeam Hackathon", held among students of higher educational institutions and took the 2nd prize (<https://www.instagram.com/p/CrTJQoXNli2/?igsh=MTMybDBsdnhicDdldQ==>).

On March 14-15, 2024, Israilova Anel Usenovna, a student studying in EP 6B06111 – "Informatics and Computer Science", participated in the VII international competition of scientific papers and creative projects of students and undergraduates on the use of ICT, held at the Karaganda University named after Academician E.A. Buketov.

The practice is an integral part of the educational program. Within the framework of EP 6B06113, 6B06114, students undergo practical training at the enterprises of Taraz – Kazphosphate LLP, Birlik-Tuymekent SEC, iQYZMET LLP

The effectiveness of the employment of graduates of Taraz Regional University is monitored by the Career and Business Partnership Center and confirmed by the data of the State Pension Payment Center. To support students in finding employment, a job fair "Zhas Maman" is held annually at the Youth Palace. Every year, during the traditional Job Fair, a survey is conducted "The employer's opinion on the quality of graduate training at Taraz Regional Dulati University", which allows you to track the level of professional activity of graduates.

Table 3 - Employment of graduates by year in the context of EP

Name of the OP	Number of graduates	Number of employed	Percentage of employment
2020-2021			
5B060200 "Informatics"	45	24	53,3%
7M06111 - «Информатика и компьютерные науки»	2	2	100%
2021-2022			
5B060200 «Информатика»	29	22	75,8%
7M06111 - «Информатика и компьютерные науки»	5	5	100%
7M06117 - "Programming and software development"	1	1	100%
2022-2023			
6B06111 - " Informatics and Computer Science"	8	6	75%

7M06111 - " Informatics and Computer Science"	5	4	80%
7M06117 - "Programming and software development"	1	1	100%

Graduates of accredited educational institutions have skills in demand in the labor market, which is confirmed by a high percentage of employment. So, a graduate of the master's degree in 2021, A.N. Kuralbayeva, who studied under EP 7M06111 – "Informatics and Computer Science", works as deputy director for educational work at the Shuisky district secondary school named after Abai, G.E. Zhaksylykova works as a sales manager at BELASAR-777 LLP in the village of Shaulder, Ermekova Amina works as a computer science teacher in secondary school No. 35 named after A. Gaidar.

Masters who graduated from the master's degree in 2022, who studied under EP 7M06111 – "Informatics and Computer Science": R.T. Shainusov carries out professional activities in the organization of the Housing and Communal Services LLP " Novodzhambul Phosphorus Plant" in Taraz as a specialist in the plant management workshop, Ilyas D. works in LLP "ZHTK Kazphosphate" in Taraz in due to the operator and Abdizhadil N. works in Dosaly LLP as a programmer.

According to the survey data, students express full satisfaction with the availability of academic counseling – 82.5%; the quality of the student health service – 71.4%; the availability of library resources – 92.1%; existing educational resources – 81%; the overall quality of educational programs – 79.1%; the relationship between student and teacher – 85.7%.

The analytical part

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

At the same time, the external commission notes that the external and internal academic mobility of students under accredited educational programs is low, units travel to cities of Kazakhstan to study in a number of disciplines, specializations and semester studies under the academic mobility program. In particular, there are no opportunities for external academic mobility of students, as well as to assist them in obtaining external grants for training. At the same time, the external commission notes that the external and internal academic mobility of students under accredited educational programs is low, units travel to cities of Kazakhstan to study in a number of disciplines, specializations and semester studies under the academic mobility program. In particular, there are no opportunities for external academic mobility of students, as well as to assist them in obtaining external grants for training. During the interview, the students confirmed that the students are not interested in traveling to other cities, countries, referring to the high cost of accommodation and meals.

During a visit to the practice bases of the PUI "Center for Project Management and Digitalization of the Zhambyl region" of the Department of Digital Technologies of the Akimat of the Zhambyl region", they saw the places of practical training and concluded agreements on the passage of professional practice of students. However, it turned out that for During a visit to the practice bases of the PUI "Center for Project Management and Digitalization of the Zhambyl region" of the Department of Digital Technologies of the Akimat of the Zhambyl region", they saw the places of practical training and concluded agreements on the passage of professional practice of students. However, it turned out that for undergraduates of the EP "7M06111-Computer Science and Computer Science", "7M06114-Programming and software development" there are not enough

bases of research-oriented practices.

During interviews with all interested parties, visits to the department, the management of the eP could not demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them, as well as the existence of a mechanism for monitoring the employment and professional activities of graduates, even if there is a Career Center and business partnership. The university also developed a document "Regulations on the Dulaty Alumni Association", however, it turned out that the work of the Association is not conducted, graduates join the Association upon graduation, then communication is interrupted, only a few keep in touch with the department. During the interview, the university management said that this issue had been brought under control and a number of events were planned to activate the work of the Alumni Association.

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The management of the EP to begin the implementation of external and internal academic mobility of students, as well as assistance in obtaining external grants for training in accordance with the development plans of the educational institution until 09/01/2024.

- The management of the EP should draw up an indicative plan (with an indication of deadlines) for attracting foreign students by 09/01/2024.

- The management of the university on a regular basis to inform and involve graduates in the work of the current Alumni Association.

Additional recommendations for EP 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The management of the EP should expand the list of practice bases, ensuring that these bases correspond to the level of education of the master's degree (research orientation) on 01.01.2025.

The conclusions of the EEC according to the criteria:

According to the standard "Students" educational programs 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and software development, 12 criteria have been disclosed, of which 11 have a satisfactory position, 1 suggests improvement.

6.7. Standard "Teaching staff"

✓ *The university should have an objective and transparent HR policy in the context of EP, including hiring (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff.*

✓ *The university must demonstrate that the quality of teaching staff meets the established qualification requirements, the university's strategy, and the goals of the EP.*

✓ *The EP management should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching.*

✓ *The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.*

✓ *The university should involve in teaching specialists of relevant industries who have professional competencies that meet the requirements of the EP.*

✓ *The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff.*

✓ *The university must demonstrate the wide use of teaching staff of information and communication technologies and software tools in the educational process (for example, on-line training, e-portfolio, MOOCs, etc.).*

✓ *The university must demonstrate its focus on developing academic mobility and attracting the best foreign and domestic teachers.*

✓ *The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity in the university, and determine the contribution of teaching staff, including invited ones, to achieving the goals of the EP.*

✓ *An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country.*

Proof part

The University's HR policy is aimed at effectively supporting the implementation of the university's strategy with a corporate culture and quality assurance system. Internal regulatory documents regulating the personnel policy of the University STC 04-2020 "Personnel management", PSP 1-6-2020 "Regulations on the Personnel Management Service". The

University's current procedure ensures transparency of its personnel policy. On the university's website, in the "About us" tab, /"University structure"/ there is information from the HR management service (<https://dulaty.edu.kz/ru/ob-universitete/strukturnye-podrazdeleniya/otdel-organizatsionno-kadrovoj-raboty.html>).

The rights and duties, responsibilities and powers of university teaching staff are defined in job descriptions and regulations on structural divisions, as well as university plans and orders of the rector. In relation to the EP, the qualification requirements of teaching staff are applied in accordance with the document "Professional qualification requirements for the teaching staff of NJSC" Taraz Regional University named after M. H. Dulati "(posted on the university's website in the tab "University structure", "Personnel Management Service", "Regulatory documents" – <https://dulaty.kz/ru/ob-universitete/strukturnye-podrazdeleniya/otdel-organizatsionno-kadrovoj-raboty.html>) such as: higher (or postgraduate) education, academic degree, academic titles "professor", "associate professor (associate professor)" and work experience.

Teaching staff of the Department "Applied Informatics and Programming", implementing EP 6B06111 - "Informatics and Computer Science", 7M06111 – "Informatics and Computer Science", 7M06114 - "Programming and software development" has a basic education corresponding to the profile of the educational program. Information about teachers and their assigned disciplines is available on cathedral stands near the departments. On the website of the university there is information about teachers in the section "Faculties" / "Departments" /"Composition of the department" (<https://dulaty.kz/ru/technological-faculty/informatics-rus>).

In order for teaching staff to meet the new requirements for teaching within the framework of student-centered education, it is necessary to train teachers related to the development of general and professional competencies in this field. For this purpose, the university operates a Center for Advanced Training and retraining of personnel (<https://dulaty.kz/ru/ob-universitete/strukturnye-podrazdeleniya/professional-development-and-qualifications.html>). From 2020-2021 academic years, university teachers are trained at the republican level at the Institute of Advanced Training and Additional Education of the Al-Farabi Kazakh National University. So, in the 2020-2021 academic year, Acting Associate Professor of the Department of Applied Informatics and Programming Zh. K. was trained in the course "Modern methods of information data protection".Taszhurekova, and in 2022-2023 academic year on the course "Robotization and application of elements of artificial intelligence" – Associate professor S. K. Karauylbayev.

Acting Associate Professor S. K. Karauylbayev will conduct a course with the same name for EP 6B06111 in April 2023-2024 academic year PhD, Acting Associate Professor S. K. Karauylbayev was trained in EP 7M06111, 7M06114 from 19.02.2024 to 19.02.2025 at the international level under the program "500 scientists" of the Central Research University JSC "Bolashak" in the scientific direction "Research in the field of information and communication technologies" at the Lomonosov Moscow State University (Moscow, Russian Federation). Senior lecturer Zh. E. Doumcharieva is a 2nd-place nominee of the IPunk Republican hackathon "Atyrau Smart Team Hackathon" (April 21, 2023), received a Letter of Thanks from the Vice-rector for Educational Work and Social Development (2021). Department teacher M. Yesenalieva is a 3rd-degree nominee of the interuniversity competition "Best Multimedia Product of the University-2023" in the category "Innovative content of the discipline", received a letter of Thanks from the rector of the university on the occasion of the 30th anniversary of Independence (2021).Taszhurekova received a letter of Thanks from the Minister of Science and Higher Education S. Nurbek (2023). Zhanibek Raikulov successfully completed the course HCIA Datacom Huawei (23.02.2024) , HCIA Security Huawei (09.02.2024).

Within the framework of educational programs, practical teachers are: university teachers who have experience in the relevant industry or work part-time in relevant organizations; highly qualified specialists who work part-time at the university. In 2023-2024 academic year, a specialist from Kazphosphate LLP, M. A. Kantaev, teaches the discipline "Industrial database management systems" in the branch of the department in Kazphosphate LLP according to the schedule of classes for EP 6B06111.

The EP management supports the development of young teachers. The University has a Council of Young Scientists (<https://dulaty.kz/ru/ob-universitete/2020-01-30-06-03-49/sovet-molodykh-uchenykh.html>), which is an important element of the infrastructure of research activities.

Based on PD 3.07-2023 "Regulations on moral and material incentives for employees (teaching staff, internal affairs departments and employees) NJSC "Taraz Regional University named after M. H. Dulati" Taraz Regional University effectively uses measures of moral and material incentives for teaching staff and employees for their professionalism and dedication. Children of employees studying at the university, in accordance with PD 4-10.01.-2022 "Regulations on the provision of benefits for tuition fees for educational programs of NJSC "Taraz Regional University named after M. H. Dulati" have discounts for tuition fees in the amount of 10-20%.

Every year, the department's schedule includes the section "Schedule of open classes using interactive technologies". The work is supervised by the sector of innovative technologies and trilingual education (<https://dulaty.kz/ru/ob-universitete/strukturnye-podrazdeleniya/2020-01-30-05-49-58/item/2356>).

At Dulati University, systematic work is being carried out to attract foreign and domestic teachers. The work is organized by the Department of International Cooperation and is regulated by the document PD 3-5-2022 "Regulations on the procedure for attracting foreign scientists and professors". In the 2021-2022 academic year, 33 teachers were invited (<https://dulaty.edu.kz/ru/priglashennye-professora/spisok-priglashennykh-professorov.html>).

In the 2023-2024 academic year, Hira Shabazz, an English language assistant from the United States, is working at the university. The teacher conducts seminars and "Speaking club", as well as lectures to students of Taraz Regional University named after M. H. Dulati. The system of work of a foreign specialist at Dulati University is being developed within the framework of the international Fulbright English Teaching Assistant program (<https://dulaty.kz/ru/2020-01-30-02-50-58/item/5491-asisitent-anglijskogo-yazyka-iz-ssha-prepodaet-v-universitete-dulati.html>).

In September 2023, within the framework of the VII World Congress of Mathematicians of the Turkic World, a round table "Climate change and the environmental crisis" was held with the participation of Rae Kwon Chung, Nobel Prize winner, Adviser to the UN Secretary-General on climate change. At the meeting, organized on the initiative of Dulati University, issues related to water resources management and environmental improvement were discussed (<https://dulaty.kz/ru/2020-01-30-02-50-58/item/5505-laureat-nobelevskoj-premii-vstretilsya-s-uchjonymi-dulaty-university.html>).

The survey of teaching staff conducted during the visit to the HEC NAAR showed that:

- the content of the educational program meets the scientific and professional interests and needs of teaching staff – "very good" and "good" – 98.2 % (55 people);
- opportunities provided by the University for the professional development of teaching staff - "very good" and "good" - 92.9 % (52 people);
- opportunities provided by the University for career growth of teaching staff – "very good" and "good" – 91.1% (51 people);
- the degree of academic freedom of teaching staff, teachers rated as "very good" and "good" – 100% (56 people);
- to what extent the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation, teachers rated it "very good" and "good" – 91.1 % (51 people).

Analytical part

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

During the interviews, the teaching staff confirmed that the university has created an opportunity for career growth and professional development, and active targeted actions are being taken to attract and develop young teachers professionally.

At the same time, the commission notes that teachers who do not have an academic degree, as well as teachers who have an academic degree and specialization not in the profile of the training area, are involved in giving lectures and conducting practical classes for undergraduates of the EP "7M06111-Computer Science and Computer Science", "7M06114-Programming and Software development",.

The staff list of the Department of Applied Informatics and Programming for the 2023-2024 academic year includes part-timers from the production department senior master of Instrumentation and Control Systems Mineral Fertilizers Kazphosphate LLP, a teacher of the Zhambyl Polytechnic Higher College. The experts of the Higher Economic Commission note that it would be advisable to attract IT specialists with professional competencies that meet the requirements of the EP.

The management of accredited cluster universities failed to demonstrate the focus of their activities on developing academic mobility, attracting the best foreign and domestic teachers to the University. Mostly short-term guest lectures were organized. The involvement of the department's teaching staff in organizing internal and external academic mobility, the involvement of teaching staff in the development of the economy and culture of the region and the country are not fully reflected in the self-report and were not confirmed during the visit of the EEC.

During the EEC visit, the management of the EP and the university failed to demonstrate the involvement of each teacher in promoting the quality culture, as well as the contribution of teaching staff to achieving the goal of the EP. The results of the analysis and evaluation of the department's activities showed that it is necessary to further expand the academic mobility of teaching staff, exchange experience and participate in scientific projects, including international ones, aimed at ensuring the quality of education and introducing innovative methods of teaching and evaluation.

EEC experts note that the Department's management needs to step up efforts to develop human resources, for example, young masters work at the department, and in order to gain practical experience, they should be sent for targeted training in the doctoral program in the direction of "8D061-Information and Communication Technologies".

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not detected.

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The EP management should plan and implement measures to attract the best foreign and domestic teachers for academic mobility for a period of at least 1 semester and to conduct joint research on the EP profile starting from 01.09.2024.

- The EP management should involve IT industry specialists with professional competencies that meet the requirements of the EP in teaching.

- The management of the university and EP to consider the possibility of internships for teaching staff and EP managers in other educational organizations that implement similar EP from 01.09.2024.

- The Regional Administration should include in the regional development plan events with the participation of teaching staff aimed at developing the economy, science and culture of the region and implement them from 01.09.2024.

Additional recommendations for EP 7M06111-III Informatics and computer Science, 7M06114-Programming and Software development::

- To ensure that the quality of the teaching staff meets the established qualification requirements and goals of the EP by 01.09.2024;
- The management of the EP will find an opportunity to submit research projects for grant funding with collaboration with domestic and foreign universities with the participation of master's students of the EP from 01.09.2024.

EEC's conclusions based on the following criteria:

According to the standard "Teaching staff", the educational program 6B06111- Informatics and computer science reveals 10 criteria, of which 8 have a satisfactory position and 2 suggest improvements.

According to the standard "Teaching staff", the educational programs 7M06111- Informatics and computer science, 7M06114- Programming and software development revealed 10 criteria, of which 7 have a satisfactory position and 3 suggest improvements.

6.8. Standard "Educational resources and student Support Systems"

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

Proof part

Today, the modern material, technical and social base, which is under the operational management of Taraz Regional University named after M. H. Dulati, is located in the cities of Taraz and Karatau. The material and technical base of the university includes 111 objects with a total area of 191,850. 92 sq. m. located in Taraz and Karatau. Including 22 academic buildings of 136,000 sq. m. (97,913. 98 sq. m. of study area), 136 educational laboratories equipped with modern equipment and measuring instruments, 9 sports complexes equipped with appropriate sports equipment, an outdoor stadium, a tennis court, sports grounds, a country sports and recreation camp, a Youth Palace for organizing leisure activities for students, "Zhastar Alemi" center, canteens, cafes and buffets.

For the effective organization of educational and scientific activities, the university has an extensive classroom fund. EP 6B06111, 7M06111, 7M06117 are equipped with specialized classrooms and laboratories included in the classroom fund of the Department of Applied Informatics and Programming. Specialized classrooms have multimedia projectors with interactive whiteboards, and new-generation computers. Every year, the university carries out work on equipping classrooms.

At the Department of Applied Informatics and Programming, subjects provided with laboratory classes are held in a computer class (rooms 2.5.310, 2.5.324), in an auditorium equipped with an interactive whiteboard and a projector, classroom classes are held, term papers and theses are defended

(rooms 2.5.337). Computer classes of the university are used in the educational process (aud. 2.5.310, 2.5.320, 2.5.343, 2.5.326, 2.5.345, etc.).

Table 4 shows information about specialized classrooms and laboratories of the Department of Applied Informatics and Programming available to students and teachers.

Tables A 4-Equipment of specialized classrooms and laboratories of the classroom fund of the Department of Applied Informatics and Programming

Classroom/Laboratory name	Equipment	Number of units
Network Security Laboratory 2.5 324	Cisco switches, Cisco routers	10
Diploma and Coursework Design Laboratory 2.5 345	Personal computers with IntelliJ IDEA software, Eclipse	10
Multimedia Interactive Complex Circuitry Laboratory 2.5 337	Projectors, interactive whiteboards. Personal computers with Visual Studio software, MATLAB	10
"Mathematical modeling and production management" 2.5.310	Trace Mode	6

Official website of the University <https://dulaty.kz/> modeled according to all modern standards and requirements. For effective work and creating comfortable conditions for students, teaching staff and employees of the university, free Internet access is provided in computer classes and electronic reading rooms. The corporate information and educational network of the university is provided with Internet access, the total speed of which is 900 Mbit / s. For Internet access, Wi-Fi antennas are installed in the university's reading rooms, dormitories and on-site.

The Library and Information Center (LIC) is located in 6 academic campuses and covers an area of 4728.55 m², including an area of 18 reading rooms-1752.5 m², has 22 points of issue (4 season tickets, 18 reading rooms).

LIC Virtual Representative Office – <http://lib.dulaty.kz/>

The volume of bibliographic records of the electronic catalog as of 01.09.2023 is 452316 titles.

As of 01.09.2023, the total library fund of the university was 1,288,954 copies, including 310,978 copies in the state language, 935,947 copies in Russian, and 39,545 copies in other languages.

The fund of educational and methodical literature – 1,037,588 copies, scientific literature-167,937 copies, other literature - 83429 copies. Every year there is a subscription to more than 100 titles of scientific periodicals in the university profile. The total fund of periodicals is 32,894 sets.

The fund of the media library on CD, DVD-discs is 10136 pcs. Of these, there are 5,491 units in the state language, 3,282 units in Russian, and 1,363 units in foreign languages.

In 2022, it was planned to purchase 1,068 copies of educational literature (250 titles) in the amount of 7,000,000 tenge for public procurement. To date, 134 titles (530 copies) have been purchased for the amount of 3,366,211.08 tenge from the following sources: Lantar Books LLP – 53 naim., 213 copies, 1454178 tenge, IP Aitmukhanbetov A. E.-42 naim., 159 copies, 569018 tenge, InterPress Distribution LLP – 4 naim., 65 copies, 414500.08 tenge, Almanac Publishing House LLP-11 naim., 46 copies, 319648 tenge, Electromash LLP – 24 naim., 47 copies, 608867 tenge, as well as from the publishing house "Dulaty University" received under the acts-17 naim., 190 copies, 116 naim., 208 copies were received as a gift from the Faculty of the University, 1 naim., 20 copies were received from the Kazakh National Academy of Arts named after T. K. Zhurgenov, 4 naim., 7 copies were received from the Kazakhstan Institute of Strategic Studies, 25 naim., 25 copies were received due to sponsorship. books.

Since April 2022, only 300 titles and 980 copies of publications have been purchased through public procurement, as well as from various sources of acquisition (book publishers, as a gift, etc.). Of

these, 511 copies are available in Kazakh, 390 copies in Russian, and 79 copies in other languages (Certificates and invoices are available).

For the 2022-2023 academic year, the total number of subjects studied is 4,730: 3,426 of them are undergraduate, 1,187 are master's, and 117 are doctoral.

The electronic library of the University consists of its own, subscribed and open electronic resources, the total volume of which is 480,795 titles for the reporting period, including 36,672 naim. full-text electronic resources of our own generation.

University users have access to 7 licensed subscription databases and electronic library systems (Appendix 8. Table 8.4): Republican Interuniversity Electronic Library (RIEL) (<http://rmebrk.kz/>); IPRsmart (<http://www.iprbookshop.ru/>); The library of the university ONLINE (https://biblioclub.ru/index.php?page=book_blocks&view=main_ub&lang=ru); Web of Science (http://apps.webofknowledge.com/WOS_GeneralSearch_input.do?product=WOS&search_mode=GeneralSearch&SID=D28eXW2HdaSN11mE2zx&preferencesSaved=); Scopus (<https://www.scopus.com>); Sciencedirect (<https://www.sciencedirect.com/#social-sciences-and-humanities>); «ZAN» (<http://zan.kz/>); "Paragraph" (<https://online.zakon.kz/>).

The reliability of graduate papers, master's theses, and research results presented by faculty members in monographs, scientific articles, and reports is evaluated by checking them for plagiarism in the "Anti-plagiarism" system. R & D reports and monographs are subject to external review through JSC NCNTE.

The total number of computers in the university is 2,451 sets, of which 60% are modern-generation computers. For example, in 2019, 233 computers were purchased, which is 9.7%; in 2020 – 200, which is 8.3%.

In the computer classes of the university departments, classes are provided with laboratory workshops in the disciplines OP 6B06111 - "Computer Science and Computer Science", 7M06111 - "Computer Science and Computer Science", 7M06114 – "Programming and software development", "Fundamentals of computer Modeling", "Programming in the high-level C# language", "Programming in Python". For these purposes, tools for developing and solving computer modeling and mathematical problems are installed. Students acquire skills in working with computer modeling and programming systems, such as Python, Trace Mode, Visual Studio 2022 for C#, and others.

Since 2016, Taraz Regional University named after M. H. Dulati has been providing inclusive education. In the 2016-2017 academic year, 20 students and 2 undergraduates with disabilities studied at the university, in the 2017-2018 academic year – 34 students, in the 2018-2019 academic year – 43 students, in the 2019-2020 academic year – 61 students, in the 2020-2021 academic year – 51 students. A noticeable increase in the number of students with disabilities predetermined the opening of the Center for Psychological Adaptation in Inclusive Education in 2018. Currently, the regulation "Psychological and pedagogical support" has been introduced, the forms of integration of students with disabilities into the general education environment have been defined, the document "Regulations on the Center for Support of Students with Disabilities in Higher Education" has been developed (the regulation on PPSIO of 25.03.2022). The discipline "Fundamentals of inclusive Education" has been introduced at the Faculty of Humanities and Social Sciences. Orders have been placed for books on inclusive education.

Social support mechanisms have been created for socially unprotected students (orphans and children left without parental care, students with disabilities), including benefits for tuition fees in accordance with PD 4.10.01-2022 "Regulations on the provision of benefits for training in educational programs of the Taraz Regional University named after M. H. Dulati". At the Department of Applied Informatics and Programming for the 2019-2023 academic year, 1 student of OP 6B06111 received financial support in the form of discounts on tuition fees.

Analytical part

As a result of the visual inspection of the objects of the material base by the members of the VEC, it should be noted that the university has enough necessary educational and material assets to ensure the educational process of accredited educational institutions. The classroom and

laboratory facilities, as well as training rooms in the field of Information and Communication Technologies comply with the established norms and rules. It should be noted that the library spaces have been upgraded to the OPEN SPACE format with a modern design. To promote reading and personal development, there are: "Creative zone", "Coworking zone", "Open Library", "101 - reading point", "102 - access point", "103-group study room", "104-chillout room".

During the interviews, students confirmed that there is free access to Wi-Fi in buildings and dormitories.

EEK notes that the university has sufficient information, telecommunications and library resources. At the university, the Internet provider is Kazakhtelecom JSC. The university buildings are connected to a fiber-optic Internet network with an access speed of 500 Mbit / s. University departments and structural divisions, deans' offices, computer classes are integrated into a single local network, and data exchange between buildings is carried out via an IP VPN network with a bandwidth of 100 Mbit / s. All university computers have access to the Internet. Faculty members and university employees exchange files using the \\internalpublic\$ public folder..

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not identified.

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The EP management should continue to work to ensure that material, technical and information resources meet the needs of the university and the implemented EP.

EEC's conclusions based on the following criteria:

According to the standard "Educational resources and student support systems" EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software development, 13 criteria are disclosed, of which 13 have a satisfactory position.

6.9. "Informing the Public" Standard

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

Proof part

The Center for Information and Media Communication of Dulati University works on interaction of the university with mass media, public and professional organizations (<https://dulaty.edu.kz/ru/ob-universitete/strukturnye-podrazdeleniya/cim.html>). The Center consists of the editorial office of the newspaper "University of Tynys", which is responsible for the preparation and publication of a mass socio-political newspaper published once a month. Publication of

information to the public is determined by the management in accordance with the Media Plan of the university, which is developed at the beginning of the academic year based on the media plans of departments. The specialists of the Center for Information and Media Communication are responsible for the accuracy of the published information, including for news releases, events, concert programs held at the university, conferences, while directing and controlling the publication of these news in the media.

The university carries out a policy to support and explain the national development programs of the country and the system of higher and postgraduate education: articles, appeals, speeches of the university's management are published in the media.

The official website of Taraz Regional University named after M. H. Dulati is a relevant tool for informing the general public about the activities of Taraz Regional University named <https://dulaty.kz/ru> after M. H. Dulati <https://dulaty.kz/ru>.

The University, in addition to its own website, has the following sources and services for publishing and reporting information: student TV studio; portal for employees and students (<https://platonus.dulaty.kz/>); advisory service and Registrar's Office; advisory services on the basis of departments, deans' offices and other departments of the university in terms of their powers; online consultant; official pages in social networks VK, Instagram, Facebook (https://www.instagram.com/dulaty_university/); information stands on the territory of the university. The pages are used as a platform for posting information about the achieved results of the university and its participants; registering for participation in interest clubs, public events; implementing advertising activities; encouraging outstanding students and employees; and conducting online contests and promotions. So, the Vkontakte platform has almost 2,900 subscribers (<https://vk.com/dulatykz>), on Facebook – more than 4800 (<https://www.facebook.com/groups/dulatykz/>), Instagram – more than 12,000, YouTube-about 7700 (<https://www.youtube.com/@dulatyuniversity>).

The university publishes the newspaper "University of Tynys" (<https://dulaty.kz/release-of-newspaper-kaz>), which is issued twice a month, both in hard copy format and online.

The media plan of the university includes planned publications of university teachers in the regional and republican media: the newspapers "Kazakhstanskaya Pravda", "Egemen Kazakhstan", "Ak Zhol", "Znamya Truda", "Zhambyl Taraz". Teachers of the Department of Applied Informatics and Programming published a poetic work "Kart zhauynger monologues" dedicated to the 75th anniversary of the Great Victory. Also published articles in social networks Instagram, Facebook, and the newspaper "University tynysy" ("anti – corruption generation education is a public principle!«).

International Cooperation Department (<https://dulaty.edu.kz/ru/ob-universitete/strukturnye-podrazdeleniya/center-for-international-cooperation.html>) provides information about academic mobility programs and other forms of cooperation with partner universities in the tab of the university's website / "International Cooperation Department" / "International programs" (<https://dulaty.kz/ru/mezhdunarodnoe-sotrudichestvo/o-programme/akademicheskaya-mobilnost-obuchayushchikhsya.html>). Taraz Regional University named after M. H. Dulati has more than 50 contracts with foreign partner universities (<https://dulaty.kz/ru/university-partnery.html>).

Marketing work that has a positive impact on the formation of the university's brand is carried out by the Marketing and Professional Orientation Department (<https://dulaty.kz/ru/ob-universitete/strukturnye-podrazdeleniya/marketing-center-ru.html>). Information reflecting the OP's positioning in the educational services market is available on the university's website <https://dulaty.kz/ru> in the "Recognition" tab.

The publication about the faculty, in the context of the personnel of the Department of the Department of Applied Informatics and Programming, is available on the official website of M. H. Dulati University (<https://dulaty.kz/ru/information-technology-automation-and-telecommunications/informatics-rus.html>).

Dulati University is included in the general ranking of Times Higher Education World University Rankings 2024 with the status of "reporter". This status indicates that they are active participants in the ranking process. Universities with the status of a reporter are marked and visible in

the list of world universities, which was not before, and they are candidates for entry into the world ranking of THE (<https://dulaty.kz/ru/2020-01-30-02-50-58/item/5529-dulaty-university-vklyuchen-v-generalnyj-rejting-times-higher-education-world-university-rankings-2024-so-statusom-reporter.html>).

Dulati University is included in the list of the best universities in the world, where for the first time in such a selection, 5 Kazakhstan universities were included in the QS World University Rankings ranking of the best universities in the world. Among them, Dulati University ranks 1201-1400. In 2023, three new indicators were added to the rating methodology, which consists of 9 main indicators, aimed at strengthening the requirements for scientific indicators in higher education institutions.

Information about the meeting in July 2023 between Vice-Rector Sh. A. Yessimova and Mr. Serdar Alemdar, General Director of METU (Middle East Technical University) TEKNOKENT, during which the experience of METU TEKNOKENT was studied and long-term cooperation plans and collaborations between our universities were discussed, which will allow creating the same technological development zones on the territory of Taraz Regional University named after Taraz State University were discussed. M. H. Dulati, available here <https://dulaty.kz/ru/2020-01-30-02-50-58/item/5354-ukreplyaetsya-sotrudnichestvo-s-zarubezhnymi-vuzami.html>.

Analytical part

EEC experts found that the university publishes information on all areas of activity on its official website. Information on the university's website is presented in Kazakh, Russian and English and includes the mission and strategy of the university, international cooperation, academic policy, information for applicants and students.

The university has official pages in VK social networks (<https://vk.com/dulatykz>), Instagram (https://www.instagram.com/dulaty_university/), Facebook (<https://www.facebook.com/groups/dulatykz/>) information stands on the territory of the university.

Nevertheless, the analysis of the content of the university's website by the members of the EEC allowed us to establish that the information posted on <https://dulaty.kz/ruit> is not presented in full and does not reflect the results of the university's activities. In particular, the teaching staff profile is not sufficiently developed, there is no complete information, it is not structured in the context of the EP, it is difficult to get objective and up-to-date information; insufficient presence on the university's website information about the scientific activities of the department, namely about the implemented scientific projects within the framework of the EP.

Visual inspection confirmed the adequacy of material and technical resources and the corresponding infrastructure for the implemented educational programs. There is data on the availability of library and information resources. The survey showed that 92.1% (56 students) highly assess the availability of library resources (56 чел.) and their quality by 92.1% (56 чел.students).

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not identified.

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The university management should structure, expand information and publish personal pages of teaching staff on the website: contact details, education, research areas, work experience, main scientific publications, information on advanced training and subjects read by 01.09.2024.

EEC's conclusions based on the following criteria:

According to the standard "Informing the public" EP 6B06111-Informatics and Computer Science, 7M06111-Informatics and Computer Science, 7M06114-Programming

and Software development, 12 criteria are disclosed, of which 12 have a satisfactory position.



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

According to the Educational Program Management standard:

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not detected.

According to the "Information Management and Reporting" standard:

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

Rating analysis is used as one of the key indicators of the effectiveness of teaching staff and the work of departments at the university, the purpose of which is to stimulate the growth of qualifications, professionalism, productivity of pedagogical and scientific work, and the development of creative initiative of teachers.

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

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not detected.

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

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not detected.

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

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not detected.

According to the "Students" standard:

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not detected.

According to the standard "Teaching staff":

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not detected.

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

Strengths/Best practices in EP 6B06111-Computer Science and Information Science,

7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not identified.

According to the "Informing the Public" standard:

Strengths/Best practices in EP 6B06111-Computer Science and Information Science, 7M06111-Computer Science and Information Science, 7M06114-Programming and Software Development:

not identified.



(VIII) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

According to the standard "Educational program management"

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The university management should develop a road map for improving the quality culture, including these measures in the development plan of the EP by 01.09.2024.
- The university management should conduct training of the EP management in the field of risk management, develop a plan of measures to reduce risks by 01.01.2025.
- The University management should analyze the content of the University Development Programs and adjust them in accordance with the Adopted strategic development program of the University by 01.09.2024.
- To expand the number of trainees and employers involved in the formation of development plans for the EP by 01.09.2024.
- The management of the EP and the university should provide stable feedback to students and teaching staff regarding the management and development of the EP by 01.09.2024.

According to the "Information Management and Reporting" standard

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The university management should develop and implement regulations for answering questions in the rector's blog by 01.09.2024.
- The management of the EP and the university should develop an action plan to eliminate the shortcomings found as a result of assessing the degree of satisfaction of the needs of teaching staff, staff and students by 01.09.2024.
- The university management should plan to hold permanent meetings of representatives of the Career and Business Partnership Center at the faculties with students on employment issues until 01.09.2024.

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

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The EP management should expand the number of students and employers involved in the development of the EP by 01.09.2024.
- The EP management should develop criteria for selecting experts for a more objective assessment and review of the EP by 01.09.2024.
- The EP management should review the EP for positioning the accredited EP in the educational market, including at the national and international level, by 01.06.2025.
- The EP management should develop a plan for training students for professional certification by 01.01.2025.

Допълнителни Additional recommendations for EP 7M06111-III Informatics and computer Science, 7M06114-Programming and Software development::

- The EP management should ensure that the content of academic disciplines corresponds to the results of training until 01.09.2024.
- Provide the management of the EP with a different set of disciplines and competencies in the accredited bachelor's and master's degree programs, depending on the level of education, by 01.09.2024.

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

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The EP management should make changes to the content of the EP in the context of the latest achievements of science and technology in the field of artificial intelligence by 01.09.2024.
- The management of the EP and the university should provide timely information to all interested parties about all changes in the current regulations, regulatory framework, and content of the EP, and publish news about these changes on the official website of the University on an ongoing basis.

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

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The EP management should ensure that the procedures for evaluating learning outcomes comply with the planned results and goals of the EP by 01.09.2024.

According to the "Students" standard

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The EP management should start implementing external and internal academic mobility of students, as well as assistance in obtaining external grants for training in accordance with the OP development plans until 01.09.2024.
- The EP management should draw up an indicative plan (with an indication of deadlines) for attracting foreign students by 01.09.2024.
- The university management should regularly inform and involve graduates in the work of the current Alumni Association.

Допълнителни Additional recommendations for EP 7M06111-II Informatics and computer Science, 7M06114-Programming and Software development::

- The EP management should expand the list of practice databases, ensuring that these databases correspond to the level of master's degree education (research orientation) by 01.01.2025.

According to the standard "Teaching staff"

Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:

- The EP management should plan and implement measures to attract the best foreign and domestic teachers for academic mobility for a period of at least 1 semester and to conduct joint research on the EP profile starting from 01.09.2024.
- The EP management should involve IT industry specialists with professional competencies that meet the requirements of the EP in teaching.
- The management of the university and EP to consider the possibility of internships for teaching staff and EP managers in other educational organizations that implement similar EP from 01.09.2024.
- The Regional Administration should include in the regional development plan events with the participation of teaching staff aimed at developing the economy, science and culture of the region and implement them from 01.09.2024.

Additional recommendations for EP 7M06111-II Informatics and computer Science, 7M06114-Programming and Software development::

- To ensure that the quality of the teaching staff meets the established qualification requirements and goals of the EP by 01.09.2024;
- The management of the EP will find an opportunity to submit research projects for grant funding with collaboration with domestic and foreign universities with the participation of master's

students of the EP from 01.09.2024.

According to the standard "Educational resources and student support systems"
Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:
- The EP management should continue to work to ensure that material, technical and information resources meet the needs of the university and the implemented EP.

According to the "Informing the Public" standard
Recommendations for EP 6B06111-Computer Science and Computer Science, 7M06111-Computer Science and Computer Science, 7M06114-Programming and Software Development:
- The university management should structure, expand information and publish personal pages of teaching staff on the website: contact details, education, research areas, work experience, main scientific publications, information on advanced training and subjects read by 01.09.2024.

(IX) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the EEC came to the unanimous opinion that the educational programs "6B06111-Computer Science and Computer Science", "7M06111-Computer Science and Computer Science", "7M06114-Programming and Software Development", implemented by the M.H. Dulati Regional University of Uzbekistan, are recommended for accreditation for a period of 5 (five) years.



Appendix 1. Evaluation table "Conclusion of the external expert Commission" (for EP "6B06111-Informatics and Computer Science")

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

11	11.	The EP management should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the EP should perform risk management			+	
13	13.	The EP management should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.		+		
14	14.	The university must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The EP management should demonstrate its openness and accessibility to students, teaching staff, employers, and other interested parties		+		
16	16.	The EP management confirms the completion of training in educational management programs		+		
17	17.	The EP management should strive to ensure that progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure			+	
Total for the standard				14	3	
Information Management and Reporting Standard						
18	1.	The university should ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software tools		+		
19	2.	EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The EP management demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance		+		
21	4.	The university should determine the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, and senior management		+		
22	5.	The university must demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision.		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The EP management should demonstrate the existence of mechanisms for communication with students, employees, and other stakeholders, including conflict resolution		+		
25	8.	The university should measure the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of addressing the identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of its activities in the context of EP			+	

<i>Information collected and analyzed by the university within the framework of the EP should take into account:</i>						
27	10.	key performance indicators	+			
28	11.	dynamics of the student body in terms of forms and types		+		
29	12.	academic performance, student achievement, and deduction		+		
30	13.	satisfaction of students with the implementation of the OP and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career development of graduates			+	
33	16.	Students, teaching staff and staff must document their consent to the processing of personal data		+		
34	17.	The management of the OP should help to provide the necessary information in the relevant fields of science		+		
Total for the standard			1	14	2	
Standard "Development and approval of an educational program"						
35	10.	The university must demonstrate the existence of a documented procedure for developing the EP and its approval at the institutional level		+		
36	11.	The university must demonstrate that the developed OP meets the established goals and planned learning outcomes			+	
37	12.	The OP management should determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	13.	The university demonstrates the existence of a graduate model of the OP, describing the results of training and personal qualities		+		
39	14.	The qualification awarded upon completion of the EP should be clearly defined, explained and correspond to a certain level of NSC, QF-EHEA		+		
40	15.	The EP management should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP meets the goals set, with a focus on achieving the planned learning outcomes of each graduate.		+		
41	16.	The OP management should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies).		+		
42	17.	The management of the OP must demonstrate the conduct of external reviews of the OP		+		
43	18.	The EP management should provide evidence of the involvement of students, teaching staff, and other stakeholders in the development and quality assurance of the EP		+		
44	19.	The OP management should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international)		+		
45	20.	An important factor is the ability to prepare students for professional certification		+		
46	21.	An important factor is the availability of joint(s) and/or two-degree OP with foreign universities		+		

Total for the standard				11	1	
Standard "Continuous monitoring and periodic evaluation of the educational program"						
47	1.	The university should ensure that the structure and content of the EP are reviewed, taking into account changes in the labor market, the requirements of employers and the social demand of society		+		
48	2.	The university must demonstrate that there is a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuously improve the EP		+		
<i>Monitoring and periodic evaluation of the EP should consider:</i>						
49	3.	content of the program in the context of the latest achievements in science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	students' workload, academic performance, and graduation rate		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and degree of student satisfaction		+		
54	8.	compliance of the educational environment and support services with the goals of the OP		+		
55	9.	The EP management should publish information about changes to the EP, inform interested parties about any planned or taken actions within the framework of the EP			+	
56	10.	Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and development of the OP in general		+		
Total for the standard				9	1	
Standard "Student-centered learning, teaching and assessment of academic performance"						
57	1.	The EP management should ensure respect and attention to different groups of students and their needs, and provide them with flexible learning paths.		+		
58	2.	The EP management should ensure that teaching is based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and evaluation of learning outcomes that ensure the achievement of the EP goals, including competencies, skills in performing scientific work at the required level		+		
59	3.	The EP management should determine the mechanisms for distributing the student's academic load between theory and practice. practice within the framework of the EP, ensuring the development of the content and achievement of the goals of the EP by each graduate		+		
60	4.	An important factor is the availability of their own research in the field of teaching methods of the disciplines of the EP		+		
61	5.	The university must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the EP			+	
62	6.	The university must ensure consistency, transparency and objectivity of the mechanism for evaluating learning outcomes of the EP, publication criteria and methods for evaluating learning outcomes in advance		+		

63	7.	Evaluators should be familiar with modern methods for evaluating learning outcomes and regularly improve their skills in this area		+		
64	8.	The EP management should demonstrate a feedback system for using various teaching methods and evaluating learning outcomes		+		
65	9.	The EP management should demonstrate support for students ' autonomy, while providing guidance and assistance from outside teacher		+		
66	10.	The EP management must demonstrate that there is a procedure in place to respond to student complaints		+		
Total according to standard				9	1	
Standard "Students"						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency and publication of procedures regulating the life cycle of students (from admission to completion).		+		
68	2.	The EP management should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university should demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The university should ensure that opportunity for external and internal academic mobility of students, as well as to assist them in obtaining external grants for training		+		
71	5.	The university should encourage students to self-educate and develop outside the main program (extracurricular activities)		+		
72	6.	An important factor is the availability of a mechanism for supporting gifted students		+		
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the " European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers " ENIC / NARIC to ensure comparable recognition of qualifications		+		
74	8.	The university must provide students with places of practice, demonstrate the procedure for promoting employment of graduates, maintaining communication with them		+		
75	9.	The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes		+		
76	10.	The management of the EP must demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really relevant		+		
77	11.	The EP management should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the existence of a functioning alumni association/association			+	
Total according to standard				11	1	
Standard "Teaching staff"						
79	1.	The university must have an objective and transparent HR policy in the context of the EP, including hiring (including invited teaching staff), professional growth and		+		

		development of personnel, ensuring professional competence of the entire staff				
80	2.	The university must demonstrate compliance of the quality of the teaching staff with the established qualification requirements, strategy		+		
+ 81	3.	The management of the university should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The university should attract specialists from relevant industries with professional competencies that meet the requirements of the EP			+	
84	6.	The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff		+		
85 The	7.	university must demonstrate the widespread use of information and communication technologies and software tools in the educational process (for example, on-line training, e-portfolio, MOOC, etc.)		+		
86	8.	The university must demonstrate the focus of its activities on the development of academic mobility, attracting the best foreign students The			+	
87	9.	university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity in the university, determine the contribution of teaching staff, including invited ones, to achieving the goals			of the OP+	
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
Total according to the standard				8	2	
Standard "Educational resources and student support systems"						
89	1.	The university must ensure that its infrastructure and educational resources, including material and technical resources, meet the goals			of the+	
90	2 educational program.	The OP management must demonstrate that classrooms, laboratories, and other facilities equipped with modern equipment are sufficient to meet the EP's goals		+		
<i>The university must demonstrate that the information resources meet the needs of the university and the implemented educational programs, including in the following areas:</i>						
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs)		+		
92	4.	library resources, including the collection of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of research results, graduation papers, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on its territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and		+		

		education, and publishing the results of research work of teaching staff, employees, and students				
97	9.	The university should strive to ensure that the educational equipment and software used for mastering educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The EP management should demonstrate that there are procedures in place to support various groups of students, including informing and advising		+		
99	11.	The EP management should show that there are conditions for the student's progress along the individual educational path		+		
100	12.	The university should take into account the needs of various groups of students (adults, working people, foreign students, as well as students with special educational needs).		+		
101	13	The university must ensure that the infrastructure meets the security requirements		+		
Total according to standard				13		
Standard "Informing the public"						
102	1.	The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework		of the+		
103	2 educational program.	Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	The university management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested persons		+		
<i>Information about the educational program is objective, relevant and should include:</i>						
105	4.	the purpose and planned results of the EP, the assigned qualification		+		
106	5.	information about the system for evaluating students ' academic achievements		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
108	7.	information on opportunities for developing students ' personal and professional competencies and employment		opportunities+		
109	8.	data reflecting the positioning of the EP in the educational services market (at the regional, national, and international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personnel		+		
111	10.	The university must publish on its own web resource the audited financial statements for EP		+		
112	11.	The university should post information and links to external resources based on the results of external assessment procedures		+		
113	12.	An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners, and educational organizations		+		
Total standard				12		

TOTAL	1	101	11	
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Appendix 2. Evaluation table "Conclusion of the external expert Commission" (for EP 7M06111-Informatics and Computer Science", "7M06114-Programming and Software Development")

p/n	p/n	evaluation Criteria	, the organization of education			
			Strong	Suit- tive	Involves improving	Unsatisfa- tional
Standard "Management of the educational program"						
1	1.	the University must demonstrate the development of goals and strategies for the development of EP based on the analysis of external and internal factors, with wider involvement of diverse stakeholders		+		
2	2.	quality assurance Policy needs to reflect the relationship between research, teaching and learning of		+		
3	3.	, the University demonstrates the development of a quality assurance culture		+		
4	4.	Commitment to quality assurance should relate to any activity carried out by contractors and partners (outsourcing), including the implementation of joint/double-diploma education, academic mobility		+		
5	5.	Manual EP ensures the transparency of the development plan EP based on the analysis of its functioning, the actual positioning of the University and focus its activities to meet the needs of students, the state, employers and other stakeholders		+		
6	6.	EP Guide demonstrates the mechanisms of formation and regular revision of the development plan EP and monitoring its implementation, and assessment of achievement of learning objectives, meet the needs of students, employers and society, decision-making, aimed at continuous improvement of EP		+		
7	7.	Guide EP should involve representatives of stakeholder groups, including employers, students and teachers to the formation of a development plan EP		+		
8	8.	Manual EP must demonstrate individuality and unikalnosti development EP consistency with national development priorities and development strategy to the organization of education			+	
9	9.	the Institution must demonstrate a clear definition of responsible for the business processes within the framework of the EP, the distribution of duties of personnel, segregation of collective bodies		+		
10	10.	Guide EP is coordinating the activities of all persons involved in the development and management of EP and its continuous implementation and involving in this process all stakeholders		+		
11	11.	Manual EP should maintain the transparency of the management system, the functioning of the internal		+		

		quality assurance system, including its design, control and monitoring, the adoption of the resolutions				
12	12.	Guide EP should implement risk management			+	
13	13.	Manual EP should ensure the participation of representatives of stakeholders (employers, faculty, students) in the composition of the collegial management bodies of the educational program, as well as their representation in decision-making on the management of the educational program		+		
14	14.	University must demonstrate innovation management in EP, including analysis and implementation of innovative proposals		+		
15	15.	The EP management should demonstrate its openness and accessibility to students, teaching staff, employers and other stakeholders		+		
16	16.	The EP management confirms training in educational management programs		+		
17	17.	The EP management should strive to ensure that progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure			+	
Total according to standard				14	3	
Standard "Information Management and reporting"						
18	1.	The university must ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software tools		+		
19	2.	The EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The EP management demonstrates the presence of a reporting system, reflecting the activities of all structural divisions and departments within the framework of the EP, including an assessment of their performance		+		
21	4.	The university should determine the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, and top management		+		
22	5.	The university should demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The management of the EP should demonstrate the existence of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university should measure the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of addressing the identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities in the context of the EP			+	
<i>Information collected and analyzed by the university within the framework of the EP should take into account:</i>						

27	10.	key performance indicators	+			
28	11.	dynamics of the number of students in the context of forms and types		+		
29	12.	level of academic performance, student achievements and deductions		+		
30	13.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career development of graduates			+	
33	16.	Students, teaching staff and staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should help to provide the necessary information in the relevant fields of science		+		
Total according to standard			1	14	2	
Standard "Development and approval of the educational program"						
35	1.	The university must demonstrate the existence of a documented procedure for the development of the educational program and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed educational program with the established goals and planned learning outcomes			+	
37	3.	The management of the educational program must determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university demonstrates the existence of a graduate model of the EP describing learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the OP should be clearly defined, explained and correspond to a certain level of NSC, QF-EHEA		+		
40	6.	The EP management should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the OP corresponds to the goals set to achieve the planned learning outcomes of each graduate		+		
41	7.	, the EP management must ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies).			+	
42	8.	The EP management should demonstrate that the OP has external expertise		+		
43	9.	The EP management should provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP		+		
44	10.	The EP management should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international)			+	
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the availability of joint(s) and/or two-degree EP with foreign universities		+		

Total according to standard			9	3	
Standard "Continuous monitoring and periodic evaluation of the educational program"					
47	1.	The university must ensure that the structure and content of the educational program are reviewed, taking into account changes in the labor market, employers' requirements, and social needs of society	+		
48	2.	The university must demonstrate that there is a documented procedure for monitoring and periodic evaluation to achieve the goal of the educational program and continuous improvement of the educational	program+		
<i>Monitoring and periodic evaluation of the EP should consider:</i>					
49	3.	the content of the program in the context of the latest achievements in science and technology in a particular discipline	+		
50	4.	changes in the needs of society and the professional environment	+		
51	5.	the workload, academic performance and graduation of students	+		
52	6.	the effectiveness of student assessment procedures	+		
53	7.	the needs and degree of satisfaction of students	+		
54	8.	compliance of the educational environment and OP	+		
55	9.	The management of the EP should publish information about changes to the EP, inform interested parties about any planned or undertaken actions within the framework of the EP		+	
56	10.	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 the EP as a whole	+		
Total according to standard			9	1	
Standard "Student-centered learning, teaching and assessment of academic performance"					
57	1.	The EP leadership should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths	+		
58	2.	The EP leadership should ensure that teaching is based on modern achievements of world science and practice in the field of training, use various modern teaching methods and assessment of learning outcomes that ensure the achievement of the EP goals, including competencies, skills of performing scientific work at the required level	+		
59	3.	The EP management should determine the mechanisms for distributing students' academic load between theory and practice within the EP, ensuring that each graduate learns the content and achieves the goals of the EP	+		
60	4.	An important factor is the availability of their own research in the field of teaching methods of disciplines of the EP	+		
61	5.	The university should ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the EP		+	
62	6.	The university should ensure that consistency, transparency and objectivity of the learning outcomes assessment mechanism of the EP, publication of criteria and methods for evaluating learning outcomes in advance	+		
63	7.	Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area	+		

64	8.	The EP management should demonstrate a feedback system on the use of various teaching methods and evaluation of learning outcomes		+		
65	9.	The EP Management should should demonstrate support for students 'autonomy with simultaneous guidance and assistance from the teacher		+		
66	10.	The EP management should demonstrate that there is a procedure in place to respond to students' complaints		+		
Total according to standard				9	1	
Standard "Students"						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency and publication of procedures regulating the life cycle of students (from admission to completion).		+		
68	2.	The EP management should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university should demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The university should ensure that opportunity for external and internal academic mobility of students, as well as to assist them in obtaining external grants for training		+		
71	5.	The university should encourage students to self-educate and develop outside the main program (extracurricular activities)		+		
72	6.	An important factor is the availability of a mechanism for supporting gifted students		+		
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the " European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers " ENIC / NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university should provide students with places of practice, demonstrate the procedure for promoting employment of graduates, maintaining communication with them		+		
75	9.	The university should demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes		+		
76	10.	The EP management should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really relevant		+		
77	11.	The EP management should demonstrate that there is a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the existence of a functioning alumni association+			+	
Total according to standard				11	1	
Standard "Teaching staff"						
79	1.	The university must have an objective and transparent HR policy in the context of the OP, including hiring (including invited teaching staff), professional growth and development of personnel, ensuring professional competence of the entire staff		+		

80	2.	The university must demonstrate compliance of the quality of the teaching staff with the established qualification requirements, strategy			+	
+ 81	3.	The management of the university should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The university should attract specialists from relevant industries with professional competencies that meet the requirements of the EP			+	
84	6.	The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff		+		
85 The	7.	university must demonstrate the widespread use of information and communication technologies and software tools in the educational process (for example, on-line training, e-portfolio, MOOC, etc.)		+		
86	8.	The university must demonstrate the focus of its activities on the development of academic mobility, attracting the best foreign students			+	
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity in the university, determine the contribution of teaching staff, including invited ones, to achieving the goals		of the OP+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
Total according to standard				7	3	
Standard "Educational resources and student support systems"						
89	1.	The university must ensure that its infrastructure and educational resources, including material and technical resources, meet the goals		of the+		
90	2 educational program.	The EP management must demonstrate that classrooms, laboratories, and other facilities equipped with modern equipment are sufficient to meet the EP's goals		+		
<i>The university must demonstrate that the information resources meet the needs of the university and the implemented educational programs, including in the following areas:</i>						
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs)		+		
92	4.	library resources, including the collection of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of research results, graduation papers, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on its territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of research work of teaching staff, employees, and students		+		

97	9.	The university should strive to ensure that the educational equipment and software used for mastering educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The EP management should demonstrate that there are procedures in place to support various groups of students, including informing and advising		+		
99	11.	The EP management should show that there are conditions for the student's progress along the individual educational path		+		
100	12.	The university should take into account the needs of various groups of students (adults, working people, foreign students, as well as students with special educational needs).		+		
101	13	The university must ensure that the infrastructure meets the security requirements		+		
Total according to standard				13		
Standard "Informing the public"						
102	1.	The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework		of the+		
103	2 educational program.	Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	The university management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested persons		+		
<i>Information about the educational program is objective, relevant and should include:</i>						
105	4.	the purpose and planned results of the EP, the assigned qualification		+		
106	5.	information about the system for evaluating students ' academic achievements		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
108	7.	information on opportunities for developing students ' personal and professional competencies and employment		opportunities+		
109	8.0	anonymous, reflecting the positioning of the EP in the educational services market (at the regional, national, and international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personnel		+		
111	10.	The university must publish on its own web resource the audited financial statements for EP		+		
112	11.	The university should post information and links to external resources based on the results of external assessment procedures		+		
113	12.	An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners, and educational organizations		+		
Total according to standard				12		
TOTAL				1	98	14

Приложение 3. ПРОГРАММА ВИЗИТА В ОРГАНИЗАЦИЮ ОБРАЗОВАНИЯ



СОГЛАСОВАНА

Председатель Правления
 НАО «Таразский региональный университет
 имени М.Х.Дулати»

М.Б. Баймухамбетов
 М.Б. Баймухамбетов
 «6» мая 2024 года



АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ
 ТӨУЕЛСІЗ АГЕНТТІГІ
 НЕЗАВИСИМОЕ АГЕНТСТВО
 АККРЕДИТАЦИИ И РЕЙТИНГА
 INDEPENDENT AGENCY FOR
 ACCREDITATION AND RATING

УТВЕРЖДЕНА

Генеральный директор НУ «Независимое Агентство
 аккредитации и рейтинга»

А.Жумагулова
 А.Жумагулова
 «6» мая 2024 года

ПРОГРАММА ВИЗИТА ВНЕШНЕЙ ЭКСПЕРТНОЙ КОМИССИИ IAAR
 В ТАРАЗСКИЙ РЕГИОНАЛЬНЫЙ УНИВЕРСИТЕТ ИМЕНИ М.Х.ДУЛАТИ
 (СПЕЦИАЛИЗИРОВАННАЯ АККРЕДИТАЦИЯ)

Дата проведения визита: 23-25 мая 2024 года

Кластер	Образовательная программа
Кластер 1.	1) 7M07201 Технология и инжиниринг пищевого и перерабатывающего производства 2) 6B07211 Инновационный текстиль 3) 7M07211 Инновационный текстиль 4) 6B07214 Технология и инжиниринг пищевого и обрабатывающего производства 5) 6B07215 Технология продовольственных продуктов
Кластер 2.	6) 6B06111 Информатика и компьютерные науки 7) 7M06111 Информатика и компьютерные науки 8) 7M06114 Программирование и разработка программного обеспечения
Кластер 3.	9) 6B06118 Информационные системы и технологии 10) 6B06120 Программная инженерия 11) 6B07122 Автоматизация и информатизация в системах управления
Кластер 4.	12) 7M05311 Химия 13) 6B05314 Химия 14) 7M07112 Химическая инженерия и процессы 15) 6B07115 Химическая инженерия и процессы
Кластер 5.	16) 6B07511 Стандартизация и управления качеством в промышленности 17) 7M07513 Стандартизация и управления качеством в промышленности (2 года)
Кластер 6.	18) 7M06113 Корпоративные информационные системы и технологии (двудипломная образовательная программа с Политехническим институтом Браганса, Португалия)

Date and time (local time, GMT+5)	VEK's work with target groups	Last name, first name, patronymic and position of target group participants	Location of the event
May 17 2024			
16.00-17.00	Preliminary meeting of the EEC (discussion of key issues and the program of the visit)	<i>IAAR External Experts</i>	Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
Day 1: May 23, 2024			
09.00-09.30	Distribution of responsibility of experts, solution of organizational issues	<i>IAAR External Experts</i>	Rector's office, office # 404 Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
09.30-10.00	Meeting with the Chairman of the Management Board-Rector	1. Chairman of the Management Board-Acting Rectora of <i>Orynbayev University Seytzhan Aueszhanovich</i> , PhD, Associate Professor	Rector's Office, Academic Council meeting Room, 4th floor, No.403 Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
10.00-10.15	Technical break	<i>IAAR External Experts</i>	Rector's office, office # 404
10.15-11.00	Meeting with vice-rectors	2. Member of the Management Board-Vice-Rector for Strategic Development and Internationalization <i>Yessimova Sholpan Altynbekovna</i> , Doctor of Economics, Professor 3. Director for Academic Affairs <i>Alimbayeva Saule Kurmantayevna</i> , Candidate of Social Sciences, Acting Associate Professor 4. Member of the Management Board-Vice-Rector for Science and Digitalization <i>Seytzhan Aueszhanovich Orynbayev</i> , PhD, Associate Professor	Rector's Office, Academic Council meeting Room, 4th floor, No.403 Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483

		<p>5. Member of the Management Board-Vice-rector for Social and Cultural Development <i>Turlybek Aslan Edilkhanovich</i>, PhDPhd</p> <p>6. Member of the Management Board-Vice-Rector for Infrastructure Development <i>Salemov Serik Zhaksylykovich</i></p>	
11.00-11.15	Technical break	<i>IAAR External Experts</i>	Rector's office, office # 404
11.15-12.00	Meeting with heads of structural divisions	<p>1. Head of the educational and methodological department <i>Mazhibayev Asylzhan Kenzhekereevich</i></p> <p>2. Head of the Online Learning Department <i>Svetlana Beglerova</i></p> <p>3. Head of the Career and Business Partnership Center <i>Mira Yerzhanova</i></p> <p>4. Director of the office registrar <i>Myr Kalykov Bauyrzhan Seytzhonovich</i></p> <p>5. Head of Marketing and Career Guidance Department <i>Alua A. Nazarbekova</i></p> <p>6. Head of the Digital Archive <i>Zhasulan Zhaksilykovich Tolenov</i></p> <p>7. Head of the Strategic Development Department <i>Zhanali Yerkimbekovich Daribayev</i></p> <p>8. Head of the Strategic Planning and Coordination Department <i>Saltanat Teleuova</i></p> <p>9. Head of the Accreditation, Rating and Quality Assurance Department <i>Gulzira Balkibayeva</i></p> <p>10. Head of the International Cooperation Department <i>Gulnur Bolatbekovna Isabekova</i></p> <p>11. Head of the Center for Advanced Training and Retraining of Personnel <i>Gulzhan Alimbetova</i></p> <p>12. Head of the Irzhanov Library and Information Center <i>Gulzhan Dzhenisbekkyzy</i></p> <p>13. Deputy Executive Secretary of the Admissions Committee <i>Aidar Abildaev</i></p> <p>14. Director of the Department of Science and Commercialization <i>Kabdushev Arman Arystangalievich</i></p>	<p>Rector's Office, Academic Council meeting Room, 4th floor, No.403</p> <p>Connect to the Zoom conference https://us02web.zoom.us/j/9623882483</p> <p>Conference ID: 962 388 2483</p>

		<p>15. Начальник отдела научно-исследовательской деятельности Жаңқуанышев Мәртебе Құттықияұлы</p> <p>16. Head of Commercialization Department Tanaev Zhaidarbek Tolepbegenuly</p> <p>17. Head of Project Management and Digitalization of Tolegenova Dina Muratkyzy</p> <p>18. Head of Technical Support and IT Support Zhaukashkanov Adilbek Kudaibergenuly</p> <p>19. Редактор газеты «Университет Тынысы» Әбсәт Гүлбақыт Берікқызы</p> <p>20. Head of the Operational and Technical Department Aflatunov Ahmad Mursal-oglu</p> <p>21. Chief Accountant Nurbike Shaizhanovna Amirtayeva</p> <p>22. Head of HR Management Service Yesmakhanov Bauyrzhan Meirambekovich</p> <p>23. Head of the Office of Orumbayeva Marzhan Abdusamatovna</p> <p>24. Head of the Legal Service Sambetov Serik Togusovich</p> <p>25. Director and Buildings of "Dulatyuniversity" Abdrasilov Azat Ibatbekuly</p> <p>26. Head of the Planning and Economic Department Musayeva Ayganym Altayevna</p> <p>27. Chief Specialist of the Department of accounting and Student Movement Kasenova Aiman Kalmakhanovna</p>	
12.00-12.15	Technical break	IAAR External Experts	Rector's office, office # 404
12.15-13.00	Meeting with deans / directors of institutes (schools)	<p>Dean of the Faculty of Technology</p> <p>Шардарбек Мухамеджан Шардарбекулы</p>	<p>Rector's Office, Academic Council meeting Room, 4th floor, No.403</p> <p>Connect to the Zoom conference https://us02web.zoom.us/j/9623882483</p> <p>Conference ID: 962 388 2483</p>
13.00-14.00	Lunch break	IAAR External Experts	
14.00-14.10	Work of the VEC	IAAR External Experts	Rector's office, office # 404

			Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
14.10-15.00	Meeting with department heads and / or OP managers	<ol style="list-style-type: none"> 1. Head of the Department of Food Production and Biotechnology <i>Kenzhekhodzhaev Mahamedkaly Dosmanovich</i> 2. Head of the Department "Textiles, Materials Science and Standardization" <i>Кауымбаев Рахымжан Токтарбаевич</i> 3. Head of the Department of Applied Informatics and Programming <i>Madi Akhmetzhanovich Akhmetzhanov</i> 4. Full name of the head of the Department "Information Systems" <i>Баймырзаева Гаухар Жаксылыковна</i> 5. Head of the Department of Automation and Telecommunications <i>Yesmakhanova Laura Nurlanovna</i> 6. Head of the Department of Chemistry and Chemical Engineering <i>Kalmakhanova Marzhan Seitovna</i> 	Rector's Office, Academic Council meeting Room, 4th floor, No.403 Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
15.00-15.10	Technical break	<i>IAAR External Experts</i>	Rector's office, office # 404
15.10-16.00	Meeting with the teaching staff	<ol style="list-style-type: none"> 1, 2, 3 cluster (App #1) (zoom session hall1) 4,5, 6 cluster (Appendix #2) (zoom2 session hall) 	Rector's Office, Academic Council meeting Room, 4th floor, No.403 Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
16.00-16.40	Teaching staff survey (in parallel)	<i>Appendix 3(list with current e-mail addresses)</i>	<i>The link is sent to the teacher's email address personally 5 minutes before the start of the survey</i> Rector's office, office # 302
16.00-16.20	Technical break	<i>IAAR External Experts</i>	Rector's office, office # 404

16.20-18.00	Visual inspection of the public Organization	<i>Appendix 4 (Route through clusters with responsible people)</i> <i>Video clip (10-15-minute video about the OP infrastructure: auditoriums, halls, laboratories , sports halls, etc.) by cluster for online experts</i>	<i>By route</i>
18.00-18.30	Work of the VEC (discussion of results and summing up the results of 1 day)	<i>IAAR External Experts</i>	Rector's office, office # 404 Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
18.30-19.30	<i>Dinner</i>	<i>IAAR External Experts Day</i>	
2: May 24, 2024			
09.00-09.30.30	Work of the EEC (discussion of organizational issues)	<i>IAAR External Experts</i>	Rectorate, office # 404 Connect to the Zoom https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
09.30-10.30.30	Meeting with students	<i>1, 2, 3 cluster (Appendix #5) (session hall zoom1)</i> <i>4,5, 6 cluster (Appendix #6) (session hall zoom2)</i>	Rector's Office, Academic Council Meeting Room, 4th floor, No.403 Connect to the Zoom https://us02web.zoom.us/j/9623882483 https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
10.30-11.30.30	Student survey (in parallel)	<i>Appendix No. 7 (list with current e-mail addresses)</i>	<i>The link is sent to the student's email address personally 5 minutes before the start of the survey</i> Rector's Office, office no. 302
10.30-10.40.40	Technical break	<i>IAAR External Experts</i>	Rectorate Office no. 404

10.40-13.00	Working with department documents (<i>documents must be uploaded to the cloud by cluster in advance, if necessary, department heads will be invited to online (Zoom) and scheduled attendance of teaching staff classes (Appendix 8)</i>)	<p>Cluster 1 Link to the cloud:Link to the cloud: <i>public:\\Academic activities\Department of Academic Affairs\Accreditation 2024</i></p> <p>Cluster 2 Link to cloud: Link to cloud: <i>public:\\Academic activities\Department of Academic Affairs\Accreditation 2024</i></p> <p>Cluster 3 Link to cloud: Link to cloud: <i>public:\\Academic activities\Department of Academic Affairs\Accreditation 2024</i></p> <p>Cluster 4 Link to cloud: Link to cloud: <i>public:\\Academic activities\Department of Academic Affairs\Accreditation 2024</i></p> <p>Cluster 5 Link to cloud: Link to cloud: <i>public:\\Academic activities\Department of Academic Affairs\Accreditation 2024</i></p> <p>Cluster 6 Link to cloud: Link to cloud: <i>public:\\Academic activities\Department of Academic Affairs\Accreditation 2024</i></p>	Rector's Office, office # 404 Connect to the Zoom https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
13.00-14.00	Lunch break	<i>IAAR External experts</i>	
14.00-16.00	Visit to the OP practice bases (parallel across clusters)	<i>Appendix # 9 (route by cluster)</i>	On the route
16.00-16.10	Technical break	<i>IAAR External experts</i>	Rectorate, office # 404
16.10-16.50	Meeting with employers OP	<i>Appendix # 10 (list for each cluster)</i>	Rector's Office, Academic Council Meeting Room, 4th floor, No.403 Connect to the Zoom https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
16.50-17.00	Technical break	<i>IAAR External experts</i>	Rectorate, office # 404
17.00-17.45	Meeting with graduates	<i>Appendix # 11 (list for each cluster)</i>	Rector's Office, Academic Council Meeting Room, 4th floor, No.403 Connect to the Zoom https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483

17.45-18.00	Technical break	<i>IAAR external experts</i>	Rectorate, office # 404
18.00-20.00	Work of the EEC, discussion of the results of the second day and profile parameters (<i>recorded</i>)	<i>IAAR External Experts</i>	Rectorate, office # 404 Connect to the Zoom https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
20.00-21.00	Supper	<i>IAAR External Experts Dinner Day</i>	
3: May 25, 2024			
09.00-11.30	Work of the EEC (development and discussion of recommendations)(<i>recording is underway</i>)	<i>IAAR External Experts</i>	Rectorate Office # 404 Connect to Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
11.30-11.40	Technical break	<i>IAAR External experts</i>	Rectorate, office # 404
11.40-13.00	Work of the EEC, development and discussion of recommendations IAAR	<i>External experts</i>	Rectorate, office # 404 (Individual expert work offline)
13.00-14.00	Lunch break	<i>IAAR External Experts</i>	
14.00-16.15.15	Work of the EEC, discussion, decision-making by voting (<i>recorded</i>)	<i>IAAR External Experts</i>	Rectorate, office # 404 Connect to the Zoom https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
16.15-16.30	Technical break	<i>IAAR External Experts</i>	Rectorate Office no. 404
16.30-17.0.00	Final meeting of the EEC with the university management	<i>Heads of the University and structural divisions</i>	Academic Council meeting Room 4th floor, No.403 Connect to the Zoom https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
18.00-19.00.00	Dinner	<i>IAAR External Experts</i>	

Date and Time (local time, GMT+5)	EEC's work with target groups	Last name, first name, patronymic and position of target group participants	Venue
May 17, 2024			
16.00-17.00	EEC preliminary meeting (discussion of key issues and the program of the visit)	<i>External experts of the IAAR</i>	to connect to the conference Zoom https://us02web.zoom.us/j/9623882483 the conference ID: 962 388 2483
day 1: 23мая 2024			
09.00-09.30	Allocation of responsibilities experts, the organizational issues	<i>External experts of the IAAR</i>	Administration, office No. 404 to connect to the conference Zoom https://us02web.zoom.us/j/9623882483 the conference ID: 962 388 2483
09.30-10.00	meeting with the Chairman of the Board - Rector,	7. Chairman of the management Board acting Rector and the Minister <i>seitghan Aunjanue</i> , doctor Phd, associate Professor,	the University Administration, the hall of the Academic Council, 4th floor, No.403 to connect to the conference Zoom https://us02web.zoom.us/j/9623882483 the conference ID: 962 388 2483
10.00-10.15	Technical break	<i>External experts of the IAAR</i>	Administration, office No. 404
10.15-11.00	meeting with the rectors of	8. member of the management Board-Vice-rector for strategic development and internationalization <i>Yessimov Sholpan Altynbekovna</i> , doctor of Economics, Professor, 9. Director of academic Affairs <i>alimbaeva Saule Kurmanaevka</i> , K. SOC. n, acting associate Professor 10. , the Member of the management Board-Vice-rector for science and digitalization <i>Orynbayev seitghan Aunjanue</i> , doctor Phd, associate Professor,	administration, the hall of the Academic Council, 4th floor, No.403 to connect to the conference Zoom https://us02web.zoom.us/j/9623882483 the conference ID: 962 388 2483

		<p>11. member of the management Board-Vice-rector for socio-kulturkalaset to <i>Turlybek Aslan Adilkhanovich</i>, doctor Phd</p> <p>12. member of the management Board-Vice-rector for development of the infrastructure of <i>Salema Serik zhaksylykovich</i></p>	
11.00-11.15	Technical break	<i>External experts of the IAAR</i>	Administration, office No. 404
11.15-12.00	Meeting with heads of structural divisions of	<p>27. the head of the educational-methodical Department <i>Mazhibayev Asylzhan Kengetareve</i></p> <p>28. Head of online learning <i>Bagirova Svetlana Temirkhanovna</i></p> <p>29. head of the center for career and business partnership <i>erzhanova World Adygeia</i></p> <p>30. Director of the office of the Registrar of <i>Mirgalimov Bauyrzhan Seitzhanovich</i></p> <p>31. Head of marketing and career guidance <i>Nazarbekov Aloys Ahmedyanova</i></p> <p>32. Head of digital archive <i>Talanov Zhasulan Zhaksylykovich</i></p> <p>33. Head of strategic development <i>Daribaev Janali Erkimbekova</i></p> <p>34. Head of strategic planning and coordination <i>Teleuova Saltanat Orazalieva</i></p> <p>35. head of the Department of accreditation rankings and quality assurance <i>Belgibaeva Gulzira Amangeldiyevna</i></p> <p>36. the head of the Department of international cooperation of the <i>Isabekov Gulnur Bolatbekovna</i></p> <p>37. the head of the Center of advanced training and retraining of personnel <i>Alimbetova Gulzhan Syrgabaeva</i></p> <p>38. Head of Library and information center <i>Irzhanova Gulzhan Genabackis</i></p> <p>39. Deputy responsible Secretary of the admission Commission <i>Abildayev, Aydar Abubakirovich</i></p> <p>40. Director of the Department of science and commercialization of <i>Gabdushev Arman Aristeguieta</i></p>	<p>administration, the hall of the Academic Council, 4th floor, No.403</p> <p>to connect to the conference Zoom https://us02web.zoom.us/j/9623882483</p> <p>the conference ID: 962 388 2483</p>

		<p>41. head of the Department of scientific and research activities <i>Jane Mertebe Thiel</i></p> <p>42. head of the Department of commercialization <i>Tanaev Zhaydarbek Tolepbergenova</i></p> <p>43. Head of project management and digitalization <i>T.LeGENova Dina M±ratYZ</i></p> <p>44. Head of technical support and IT support of <i>Jeucasino Adilbek Tibareni</i></p> <p>45. Editor of the newspaper "University Tynsy" <i>BST GLBT Berkiz</i></p> <p>46. Chief operating and technical Department of <i>Platunov Ahmed Mursal-oglu</i></p> <p>47. Chief accountant <i>Amirtaeva Nurbike Shiganova the</i></p> <p>48. head of the personnel management service of <i>Esmukhanov Bauyrzhan Meirambekov</i></p> <p>49. the Chief of staff <i>Orumbaev Marjane Abdusamatova</i></p> <p>50. Head of legal services <i>Sambetov Serik Torosowicz</i></p> <p>51. Director andstatelistand"Dulatyuniversity"<i>Abdrasilov Azat Ibatechuly</i></p> <p>52. Head of planning and economic Department<i>Musaeva Aiganym Altaevna</i></p> <p>27. Chief specialist of the Department of accounting and movement of students <i>Kassenova Ayman Kalmanova</i></p>	
12.00-12.15	Technical break	<i>External experts of the IAAR</i>	Administration, office No. 404
12.15-13.00	Meeting with the deans / Directors of institutes (schools)	<p>Dean of the Faculty</p> <p>of Technology Shardarbek Mukhamedzhan Shardarbekuly</p>	<p>Rector's Office, Academic Council Meeting Room, 4th floor, No.403</p> <p>Join the Zoom conference</p> <p>https://us02web.zoom.us/j/9623882483</p> <p>Conference ID: 962 388 2483</p>
13.00-14.00	Lunch break	<i>IAAR External Experts</i>	
14.00-14.10	EEC work IAAR	<i>External experts</i>	Rectorate office 404

			Join the Zoom conference https://us02web.zoom.us/j/9623882483 https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
14.10-15.00	Meeting with heads of departments and / or heads of OP	<ol style="list-style-type: none"> 1. Head of the Department of Food Production and Biotechnology <i>Kenzhekhodzhaev Mahamedkali Dosmanovich</i> 2. Head of the Department of Textiles, Materials Science and Standardization <i>Кауымбаев Рахымжан Токтарбаевич</i> 3. Head of the Department of Applied Informatics and Programming <i>Madi Akhmetzhanovich Akhmetzhanov</i> 4. I. o. Head of the Department "Information Systems" <i>Баймырзаева Гаухар Жаксылыковна</i> 5. Head of the Department of Automation and Telecommunications <i>Yesmakhanova Laura Nurlanovna</i> 6. Head of the Department of Chemistry and Chemical Engineering <i>Marzhan Kalmakhanova</i> 	Rector's Office, Academic Council meeting Room, 4th floor, No.403 Join the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
15.00-15.110	Technical break	<i>IAAR External experts</i>	Rectorate office No. 404
15.110-16.00.00	Meeting with teaching	<i>staff 1, 2, 3 cluster (Appendix # 1) (session hall zoom1)</i> <i>4,5, 6 cluster (Appendix #2) (zoom2 session hall)</i>	Rector's Office, Academic Council meeting Room, 4th floor, No.403 Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
16.00-16.40	Teaching staff survey (in parallel)	<i>Appendix 3(list with current e-mail addresses)</i>	<i>The link is sent to the teacher's email address in person 5 minutes before the start of the survey</i> Rector's office, office # 302
16.000-	Technical break	<i>IAAR external experts</i>	Rector's office, office # 404

16.20			
16.220-18.0.00	Visual inspection of the public organization	<i>Appendix 4 (Route through clusters with responsible persons)</i> <i>Video clip (10-15-minute video about the OP infrastructure: auditoriums, halls, laboratories, sports, etc. halls...) on clusters for online experts</i>	<i>On route</i>
18.0.00-18.30	Work of the VEC (discussion of results and summing up the results of 1 day)	<i>IAAR External Experts</i>	Rectorate Office # 404 Connect to Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
18.30 – 19.30	<i>Supper</i>	<i>IAAR External Experts Dinner Day</i>	
2: May 24, 2024			
09.00-09.30.30	Work of the EEC (discussion of organizational issues)	<i>IAAR External Experts</i>	Rectorate Office # 404 Connect to Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
09.30-10.30.30	Meeting with students	<i>1, 2, 3 cluster (Appendix #5) (session hall zoom1)</i> <i>4,5, 6 cluster (Appendix #6) (session hall zoom2)</i>	Rectorate, hall Academic Council meetings, 4th floor, No.403 Connect to <u>the Zoom conference</u> https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
10.30-11.30.30	Student survey (in parallel)	<i>Appendix No. 7 (list with current e-mail addresses)</i>	<i>The link is sent to the student's email address personally 5 minutes before the start of the survey</i> Rector's Office, office no. 302

10.30-10.40.40	Technical break	<i>IAAR External Experts</i>	Rectorate Office no. 404
10.40-13.00	Working with department documents (<i>documents must be uploaded to the cloud by cluster in advance, if necessary, department heads will be invited to online (Zoom) and scheduled attendance of teaching staff classes (Appendix 8)</i>)	Cluster 1 Link to the cloud:Link to the cloud: <i>public:\\Academic activities\\Department of Academic Affairs\\Accreditation 2024</i> Cluster 2 Link to cloud: Link to cloud: <i>public:\\Academic activities\\Department of Academic Affairs\\Accreditation 2024</i> Cluster 3 Link to cloud: Link to cloud: <i>public:\\Academic activities\\Department of Academic Affairs\\Accreditation 2024</i> Cluster 4 Link to cloud: Link to cloud: <i>public:\\Academic activities\\Department of Academic Affairs\\Accreditation 2024</i> Cluster 5 Link to the cloud: Link to the cloud: <i>public:\\Academic activities\\Department of Academic Affairs\\Accreditation 2024</i> Cluster 6 Link to cloud: Link to cloud: <i>public:\\Academic activities\\Department of Academic Affairs\\Accreditation 2024</i>	Rector's Office, office # 404 Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
13.00-14.00	Lunch break	<i>IAAR External experts</i>	
14.00-16.00	Visit to the OP practice bases (parallel across clusters)	<i>Appendix # 9 (route by cluster)</i>	On the route
16.00-16.10	Technical break	<i>IAAR External experts</i>	Rectorate, office # 404
16.10-16.50	Meeting with employers OP	<i>Appendix # 10 (list for each cluster)</i>	Rector's Office, Academic Council meeting Room, 4th floor, No.403 Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
16.50-17.00	Technical break	<i>IAAR External experts</i>	Rectorate, office # 404
17.00-17.45	Meeting with graduates	<i>Appendix # 11 (list for each cluster)</i>	Rector's Office, Academic Council meeting Room, 4th floor, No.403

			Connect to the Zoom conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
17.45-18.00	Technical break	<i>IAAR external experts</i>	Rectorate, office # 404
18.00-20.00	Work of the EEC, discussion of the results of the second day and profile parameters (<i>recorded</i>)	<i>IAAR External Experts</i>	Rectorate Office # 404 Connect to Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
20.00-21.00	Supper	<i>IAAR External Experts Dinner Day</i>	
3: May 25, 2024			
09.00-11.30	Work of the EEC (development and discussion of recommendations)(<i>recordin g is underway</i>)	<i>IAAR External Experts</i>	Rectorate Office # 404 Connect to Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
11.30-11.40	Technical break	<i>IAAR External experts</i>	Rectorate, office # 404
11.40-13.00	Work of the EEC, development and discussion of recommendations IAAR	<i>External experts</i>	Rectorate, office # 404 (Individual expert work offline)
13.00-14.00	Lunch break	<i>IAAR External Experts</i>	
14.00- 16.15.15	Work of the EEC, discussion, decision-making by voting (<i>recorded</i>)	<i>IAAR External Experts</i>	Rectorate Office # 404 Connect to Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
16.15-16.30	Technical break	<i>IAAR External Experts</i>	Rectorate Office no. 404
16.30-	Final meeting of the EEC	<i>Heads of the University and structural divisions</i>	Academic Council Meeting Room 4th

17.0.00	with the university management		floor, No.403 Connect to Zoom conferences https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
18.00-19.00.00	<i>Dinner</i>	<i>IAAR External Experts</i>	

Note: The program was developed on the basis of the Guidelines for the organization and conduct of the external assessment procedure in the process of accreditation of an educational organization and (or) an educational program (Order of the Director of the NAAR No. 42-17-OD dated June 30, 2017), Guidelines for the organization and conduct of an on-line visit of an external expert commission (including the visit of an expert group on post-accreditation monitoring) for the period of restrictive measures in connection with the COVID-19 pandemic (Order of the Director General of the IAAR No. 58-20-OD dated July 01, 2020)

Abbreviations IAAR – Independent Agency of accreditation and rating, EEC – External Expert Commission of IAAR, NGO – educational organization, EP – educational program, teaching staff – teaching staff.

Appendix 4. RESULTS OF THE TEACHING STAFF SURVEY

1. Total number of questionnaires: 56

2. Position,%

Professor	8 (14.3%)
Associate Professor / Associate Professor	20 (35.7%)
Senior teacher	27 (48.2%)
Teacher	0 (0%)
Head of Department Department	1 (1.8%)
Assistant Professor	0 (0%)

3. Academic degree, academic title

Honored Worker	0 (0%)
Doctor of Science	3 (5.4%)
Candidate of Science	18 (32.1%)
Master	24 (42.9%)
PhD	11 (19,6%)
Professor	2 (3.6%)
Associate Professor / Associate Professor	4 (7.1%)
No	0 (0.0%)
Other	0 (0.0%)

4. Work experience at this university

Less than 1 year	0 (0%)
1 year – 5 years	1 (1.8%)
Over 5 years	55 (98.2%)
Other	0 (0%)

№	Questions	Very good	Good	Relatively bad	Bad	Very bad	Not answered
5	To what extent does the content of the educational program meet your scientific and professional interests and needs?	34 (60,7%)	21 (37,5%)	1 (1,8%)	0 (0%)	0 (0%)	0 (0%)
6	How do you assess the opportunities provided by the University for the professional development of teaching	staff 24 (42,9%)	28 (50%)	4 (7,1%)	0 (0%)	0 (0%)	0 (0%)
7	How do you assess the opportunities provided by the University for career growth of teaching	staff 22 (39.3%)	29 (51,8%)	5 (8,9%)	0 (0%)	0 (0%)	0 (0%)
8	How do you assess the degree of academic freedom of teaching	staff 26 (46,4%)	25 (44,6%)	4 (7,1%)	1 (1,8%)	0 (0,0%)	0 (0%)
	To what extent can teachers use their own						
9	• Learning Strategies	32 (57,1%)	21 (37,5%)	2 (3,6%)	0 (0%)	1 (1,8%)	0 (0%)
10	• Teaching methods	31 (55,4%)	22 (39,3%)	3 (5,4%)	0 (0%)	0 (0%)	0 (0%)
11	• Educational innovations	30 (53,6%)	25 (44,6%)	1 (1,8%)	0 (0%)	0 (0%)	0 (0%)
12	How do you assess the work on the organization of medical care and disease prevention at the university?	17 (30,4%)	32 (57,1%)	7 (12,5%)	0 (0%)	0 (0,0%)	0 (0%)
13	How is the management of an educational institution paying attention to the content of the educational program?	27 (48,2%)	26 (46,4%)	2 (3,6%)	0 (0%)	1 (1,8%)	0 (0%)
14	How do you assess the adequacy and availability of the necessary scientific and educational literature in the library?	33 (58,9%)	23 (41,1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
15	Evaluate the level of created conditions that take into account the needs of different groups of students?	22 (39,3%)	32 (57,1%)	1 (1,8%)	0 (0%)	1 (1,8%)	0 (0%)

	Evaluate the openness and accessibility of the manual						
to 16	• Students	23 (41,1%)	27 (48,2%)	4 (7,1%)	1 (1,8%)	1 (1,8%)	0 (0%)
17	• for teachers	22 (39,3%)	29 (51,8%)	2 (3,6%)	2 (3,6%)	1 (1,8%)	0 (0%)
18	Evaluate the involvement of teaching staff in the management and strategic decision-making process	13 (23,2%)	37 (66,1%)	4 (7,1%)	2 (3,6%)	0 (0%)	0 (0%)
19	How is the innovative activity of teaching staff encouraged?	25 (44,6%)	26 (46,4%)	3 (5,4%)	2 (3,6%)	0 (0%)	0 (0%)
20	Evaluate the level of feedback between the staff and the management	team 20 (35,7%)	29 (51,8%)	4 (7,1%)	2 (3,6%)	1 (1,8%)	0 (0%)
21	What is the level of encouragement and involvement of young professionals in the educational process?	21 (37,5%)	27 (48,2%)	8 (14,3%)	0 (0%)	0 (0%)	0 (0%)
22	Evaluate the opportunities created for professional and personal growth for each teacher and employee	19 (33,9%)	34 (60,7%)	2 (3,6%)	1 (1,8%)	0 (0%)	0 (0%)
23	Assess the adequacy of the university management's recognition of the potential and abilities of teachers	14 (25%)	33 (58,9%)	8 (14,3%)	1 (1,8%)	0 (0%)	0 (0%)
	How is job						
24	• on academic mobility	set up? 18 (32,1%)	31 (55,4%)	5 (8,9%)	1 (1,8%)	1 (1,8%)	0 (0%)
25	• On advanced training of teaching staff	23 (41,1%)	26 (46,4%)	6 (10,7%)	0 (0%)	1 (1,8%)	0 (0%)
	Evaluate the support of the university and its management						
for 26	• research initiatives of teaching staff	23 (41,1%)	29 (51,8%)	4 (7,1%)	0 (0%)	0 (0%)	0 (0%)
27	• Development of new educational programs/учебных disciplines / teaching methods	19 (33,9%)	34 (60,7%)	3 (5,4%)	0 (0%)	0 (0%)	0 (0%)
	Assess the level of teaching staff's ability to combine teaching						

28	• with scientific research	11 (19,6%)	37 (66,1%)	8 (14,3%)	0 (0%)	0 (0%)	0 (0%)
29	• with practical activities	12 (21,4%)	33 (58,9%)	11 (19,6%)	0 (0,0%)	0 (0%)	0 (0%)
30	Evaluate how students ' knowledge obtained at the university corresponds to the realities of the modern labor market requirements	22 (39,3%)	29 (51,8%)	4 (7,1%)	0 (0%)	1 (1,8%)	0 (0%)
31	How does the management and administration of the university perceive criticism in their address?	7 (12,5%)	40 (71,4%)	7 (12,5%)	2 (3,6%)	0 (0%)	0 (0%)
32	Evaluate how much your training load meets your expectations and capabilities?	17 (30,4%)	31 (55,4%)	7 (12,5%)	1 (1,8%)	0 (0%)	0 (0%)
33	Evaluate the focus of educational programs/training programs on developing students ' skills and abilities to analyze the situation and make forecasts?	16 (28,6%)	36 (64,3%)	3 (5,4%)	1 (1,8%)	0 (0%)	0 (0%)
34	Evaluate the extent to which the educational program meets the expectations of the labor market and employers in terms of its content and quality of implementation	18 (32,1%)	33 (58,9%)	5 (8,9%)	0 (0%)	0 (0%)	0 (0%)

35. Why do you work at this university?

1. because I graduated here in my specialty, and then I set myself the goal of working in the specialty that I chose.

2. This is my choice

3. Firstly, I studied at this university, and secondly, I like to share my experience while working at the University. I am a citizen of this region. I like to serve in the University

4. good help provided as a young specialist

5. I am a graduate of this university, I like it

6. This is my 2nd home, my whole life has been spent here

7. I am a graduate of this university, I would like to contribute to the education of young people in this region

8. the field of Science is supported a lot.

9. graduated from this university

10. Creative self-realization, study science

11. Because I like it

12. Professional skills of teaching staff

13. I live in Taraz, I like my job
14. A very good team and university base
15. Like it
16. Because here there is an opportunity to grow both in career and professionally, there are all opportunities to engage in science and realize yourself in your professional activity.
17. A large regional university in Taraz
18. My alma mater
19. It is important for me to teach students, and the conditions for this are good at this university
20. I live in the city
21. Taraz Regional University is one of the largest, and the only one in our region, and the specialty "Automation" is only in our university. since I studied for a doctoral degree at KazNTU named after K.I. Satpayev under a targeted grant from M.H. Dulati TarSU, I want to stay here and contribute to the development of our specialty
22. I like to teach students. Support their ideas, implement startups, etc.
23. Because I like this university and the department
24. because I graduated from this University and I correspond to the specialty
25. because I studied at this university and chose it at the suggestion of the head of the Department
26. Like it
27. I was educated at this institution and I like working with students.
28. Good salary
29. I am a graduate of this university. Therefore, I chose to gain experience in this field and improve my knowledge
30. teaching young people the results of many years of work experience in the field of Education
31. I learned at all stages and now have a child, thanks!!
32. for the purpose of politicizing many years of work experience for young people
33. this is my almamater
34. due to the coincidence of my profession
35. I am a graduate of this university and I like to teach here
36. I live and work in this city.
37. my choice was this Dulati university
38. I am a resident of this region, no other choice
39. This vuz is a multi-profile vuz based on three-dimensional training of specialists
40. -
41. I am a native of this region
42. living in Taraz
43. I am a graduate of this university
44. sent by referral
45. tarru im. M. H. Dulati is a multi-profile university, trained by high-profile specialists in the field of activity.
46. on the spot lighting
47. professional development
48. I work from the moment I graduate from a higher educational institution.

49. I chose the work in this direction on the most important issues. First of all, the university has a specific reputation and reputation in the educational sphere, which also has the ability to work with highly qualified colleges and motivated students. In other words, there are all necessary resources for research and development of software, including modern laboratories and BiblioTech backgrounds. In third countries, it actively supports innovative projects and initiatives that allow me to develop my professional skills and introduce educational technologies into the development. The main factor is that the country is expanding in the region, where I want to live and work, providing comfortable conditions for life and professional growth.

36. How often do master classes and classes with the participation of practitioners take place within the framework of your course?

Very often	often	sometimes	rarely	never
9 (16,1%)	29 (51,8%)	16 (28,6%)	1 (1,8%)	1 (1,8%)

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

Very often	often	sometimes	rarely	never
12 (21,4%)	18 (32,1%)	21 (37,5%)	4 (7,1%)	1 (1,8%)

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

Questions	often	sometimes	never	No answer
Lack of classrooms	4 (7,1%)	25 (44,6%)	27 (48,2%)	0 (0%)
Unbalanced academic load by semester	6 (10,7%)	26 (46,4%)	24 (42,9%)	0 (0%)
Unavailability of necessary literature in the library	0 (0%)	25 (44,6%)	31 (55,4%)	0 (0%)
Overcrowding of study groups (too many students in a group)	3 (5,4%)	15 (26,8%)	38 (67,9%)	0 (0%)
Inconvenient schedule	7 (12,5%)	34 (60,7%)	15 (26,8%)	0 (0%)
Inappropriate classroom conditions	2 (3,6%)	27 (48,2%)	27 (48,2%)	0 (0%)
Lack of Internet access/weak internet	9 (16,1%)	32 (57,1%)	15 (26,8%)	0 (0%)
Students' lack of interest in learning	3 (5,4%)	29 (51,8%)	24 (42,9%)	0 (0%)
Late receipt of information about events	1 (1,8%)	17 (30,4%)	38 (67,9%)	0 (0%)

Lack of technical training facilities in classrooms	1 (1,8%)	25 (44,6%)	30 (53,6%)	0 (0%)
Other problems	<p>Мәселе жоқ</p> <p>-</p> <p>No</p> <p>No</p> <p>Lack of licensed software products If public works are evaluated in material terms, for example, the work of the secretary of the civil service, responsible work on the production practice of bachelors, undergraduates, doctoral students at the department, etc.</p> <p>NO</p> <p>Rest rooms for teachers in their free time</p> <p>Low wages</p> <p>Satisfied</p> <p>When you get sick</p> <p>There are no problems</p> <p>There is a problem of insufficient integration between different faculties and departments, which makes interdisciplinary collaboration and knowledge sharing difficult. Another problem is the high workload on teachers and researchers, which limits their opportunities to participate in additional projects and initiatives.</p> <p>Too much time is spent on extracurricular activities</p> <p>Lack of a buffet</p> <p>an order was issued on payment for obtaining an academic title, it was said in the Ministry that they would pay not 17, but 25 mci, we hope our university will pay, and orders from the Ministry will be fulfilled</p> <p>There are no other problems, the absence of a computer</p> <p>There is a lot of unnecessary paperwork and there is no urgency associated with it</p> <p>No problem</p> <p>The experience of the senior lecturer is not taken into account due to their retirement.</p> <p>No problem</p> <p>Numerous packages, reports and etc</p> <p>No other answer</p> <p>If the productions are fully operational</p> <p>The internship of teachers in leading universities of the country and abroad is poorly organized</p>			

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

Questions	Fully satisfied (0)	Partially satisfied (0)	Not satisfied (0)	Can't answer (0)
The attitude of the university's management towards you	27 (48,2%)	25 (44,6%)	3 (5,4%)	1 (1,8%)
Relationships with direct management	34 (60,7%)	18 (32,1%)	4 (7,1%)	0 (0,0%)
Relations with colleagues in the department	46 (82,1%)	10 (17,9%)	0 (0,0%)	0 (0%)
Degree of participation in management decision	-making 32 (57,1%)	20 (35,7%)	3 (5,4%)	1 (1,8%)
Relations with students	51 (91,1%)	5 (8,9%)	0 (0%)	0 (0%)
Recognition of your success and achievements by the administration	37 (66,1%)	16 (28,6%)	3 (5,4%)	0 (0%)
Support for your suggestions and comments	32 (57,1%)	22 (39,3%)	1 (1,8%)	1 (1,8%)
Activities of the university administration	31 (55,4%)	19 (33,9%)	5 (8,9%)	1 (1,8%)
Payment terms and conditions	25 (44,6%)	28 (50%)	3 (5,4%)	0 (0%)
Working conditions, list and quality of services provided at the university	29 (51,8%)	25 (44,6%)	2 (3,6%)	0 (0%)
Occupational health and safety	42 (75%)	12 (21,4%)	1 (1,8%)	1 (1,8%)
Managing changes in the university	's activities 27 (48,2%)	26 (46,4%)	2 (3,6%)	1 (1,8%)
Providing a social package: recreation, sanatorium treatment, etc	. 25 (44,6%)	22 (39,3%)	6 (10,7%)	3 (5,4%)
Organization and quality of nutrition at the university	12 (21,4%)	27 (48,2%)	13 (23,2%)	4 (7,1%)
Organization and quality of medical care	24 (42,9%)	26 (46,4%)	3 (5,4%)	3 (5,4%)

Appendix 5. RESULTS OF THE STUDENT SURVEY

Total number of questionnaires: 63

1. Your educational program?

6B07214 Food Processing Technology and Engineering	2	3.2%
7M07201 Food Processing Technology and Engineering	2	3.2%
6B07211 Innovative Textiles	3	4.8%
7M07211 Innovative Textiles	2	3.2%
6B07215 Food Technology	3	4.8%
6B06111 Computer Science and Computer Science	4	6.3%
7M06111 Computer Science and Computer Science	2	3.2%
7M06114 Programming and Programming Software development	2	3.2%
6B06118 Information Systems and Technologies	8	12.7%
6B06120 Software Engineering	5	7.9%
6B07122 Automation and Informatization in Control systems	3	4.8%
6B05314 Chemistry	8	12.7%
7M05311 Chemistry	3	4.8%
6B07115 Chemical Engineering and Processes	3	4.8%
7M07112 Chemical Engineering and Processes	1	1.6%
6B07511 Standardization and Management Quality Management in Industry	5	7.9%
7M07513 Standardization and Quality management in Industry (2 years)	2	3.2%
7M06113 Corporate Information Systems and Technologies	5	7.9%

Gender

male 31 people 49, 2%
female 32 people 50, 8%

3. Evaluate how satisfied you are:

Questions	Fully satisfied	Partially satisfied	Partially	unsatisfied Not satisfied	I can't answer
1. Relations with the dean	's office 54 people	6 people	0 people	1 person	2 people
2. The level of accessibility of the dean	's office (81 %)	(15,9 %)	(0 %)	(1,6 %)	(1,6 %)
3. The level of accessibility and responsiveness of the university management	54 people	7 people	0 people	1 person	1 person
4. The availability of academic advice	to you(82,5 %)	(14,3 %)	(1,6 %)	(0 %)	(1,6 %)

Questions	Fully satisfied	Partially satisfied	Partially	unsatisfied Not satisfied	I can't answer
5. Support with educational materials in the learning process	55 people	5 people	1 person	1 person	1 person
6. Availability of counseling on personal problems	(82,5 %)	(12,7 %)	(1,6 %)	(1,6 %)	(1,6 %)
7. Relations between student and teacher	54 pers	7 pers	1 pers	0 pers	1 pers
8. Financial and administrative services of the educational institution	(77,8 %)	(17,5 %)	(3,2 %)	(0 %)	(1,6 %)
9. Availability of health services	47 people	9 people	4 people	1 person	2 people
10. Quality of medical care in higher education institutions	(71,4 %)	(17,5 %)	(4,8 %)	(1,6 %)	(4,8 %)
11. The level of availability of library resources	56 people	5 people	1 person	0 people	1 person
12. The quality of services provided in libraries and reading rooms	(92,1 %)	(4,8 %)	(1,6 %)	(0 %)	(1,6 %)
13. Satisfaction with the existing educational resources of the university	52 people	6 people	4 people	0 people	1 person
14. Availability of computer classes	(74,6 %)	(20,6 %)	(3,2 %)	(0 %)	(1,6 %)
15. Availability and quality of Internet resources	49 people	10 people	2 people	1 person	1 person
16. Content and information content of the website of educational organizations in general and faculties (schools) in particular	(81 %)	(14,3 %)	(3,2 %)	(0 %)	(1,6 %)
17. Study rooms, auditoriums for large groups	52 people	8 people	2 people	0 people	1 person
18. Rest rooms for students (if available)	(76,2 %)	(12,7 %)	(4,8 %)	(1,6 %)	(4,8 %)
19. Clarity of the procedure for taking disciplinary measures	51 pers	7 pers	2 pers	0 pers	3 pers
20. The quality of the educational program as a whole	(77,8 %)	(17,5 %)	(1,6 %)	(1,6 %)	(1,6 %)
21. The quality of educational programs in the OP	50 people	8 people	3 people	1 person	1 person
22. Teaching methods in general	(74,6 %)	(17,5 %)	(4,8 %)	(1,6 %)	(1,6 %)
23. Quick response to feedback from teachers regarding the educational process	52 people	9 people	1 person	0 people	1 person
24. The quality of teaching in general	(81 %)	(14,3 %)	(3,2 %)	(0 %)	(1,6 %)
25. Academic load / student requirements	50 people	11 people	1 person	0 people	1 person
26. Teaching staff requirements for a student	(81 %)	(15,9 %)	(1,6 %)	(0 %)	(1,6 %)
27. Information support and explanation of the admission rules and strategy of the educational program (specialty)before entering the university	50 people	10 people	2 people	0 people	1 person

Questions	Fully satisfied	Partially satisfied	Partially	unsatisfied Not satisfied	I can't answer
28. Informing the requirements for successfully completing this educational program (specialty)	51 pers	. 10 pers.	1 pers.	0 pers.	1 pers. The
29. quality of exam materials (tests and exam questions, etc.)	(81 %)	(12,7 %)	(3,2 %)	(1,6 %)	(1,6 %)
30. Objective assessment of knowledge, skills and other academic achievements	52 persons	9	1 person	0 people	1 person
31. persons 1 persons 0 persons 1 persons Available computer classes	(81 %)	(14,3 %)	(3,2 %)	(0 %)	(1.6 %)
32. Available scientific laboratories	49 people	12 people	1 person	0 people	1 person
33. Objectivity and fairness of teachers	(82,5 %)	(11,1 %)	(4,8 %)	(0 %)	(1.6 %)
34. Informing students about courses, educational programs and academic degrees	54 people	7 people	1 person	0 people	1 person
35. Providing students with a hostel	(77,8 %)	(14,3 %)	(3,2 %)	(0 %)	(4,8 %)

4. Evaluate how much you agree with:

Approval	Full agreement	Agree	Partially agree	Disagree	Fully disagree	Not answered
1. The course program was clearly presented	53 people	7 people	2 people	0 people	1 person	-
2. The course content is well structured	(79,4 %)	(15,9 %)	(3,2 %)	(0 %)	(1,6 %)	-3
. Key terms are sufficiently explained	51 people	8 people	3 people	0 people	1 person	-
4. The material proposed by the teacher is relevant and reflects the latest achievements in science and practice	(77,8 %)	(12,7 %)	(6,3 %)	(1,6 %)	(1,6 %)	-5
. The teacher uses effective teaching methods	49 people	12 people	2 people	0 people	0 people	-
6.The teacher knows the taught material	(81 %)	(15,9 %)	(3,2 %)	(0 %)	(0 %)	-7
. The teacher's presentation is clear	54 people	7 people	2 people	0 people	0 people	-
8.The teacher presents the material in an interesting form	48 people	11 people	4 people	0 people	0 people	-
9. Objective assessment of knowledge, skills, and other academic achievements	(76,2 %)	(19 %)	(4,8 %)	(0 %)	(0 %)	-10
. Timely assessment of students ' academic achievements	49 people	12 people	2 people	0 people	0 people	-

11. The teacher meets my requirements for personal development and professional development	(81 %)	(12,7 %)	(6,3 %)	(0 %)	(0 %)	-12
. The teacher encourages the activity of students	50 people	10 people	3 people	0 people	0 people	-
13. The teacher encourages students ' creative thinking	(73 %)	(23,8 %)	(3,2 %)	(0 %)	(0 %)	-14
. The appearance and manners of the teacher are adequate	52 people	10 people	1 person	0 people	0 people	-
15. The teacher shows a positive attitude to students	52 people	10 people	1 person	0 people	0 people	-
16. The system of assessment of academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	(81 %)	(17,5 %)	(1,6 %)	(0 %)	(0 %)	-17
. Evaluation criteria, used by the teacher, clear	48 people	13 people	2 people	0 people	0 people	-
18. The teacher evaluates students ' achievements objectively	(84,1 %)	(11,1 %)	(4,8 %)	(0 %)	(0 %)	-19
. The teacher speaks a professional language	50 people	11 people	2 people	0 people	0 people	-
20. The organization of education provides sufficient opportunities for sports and other leisure	activities (76,2 %)	(15,9 %)	(7,9 %)	(0 %)	(0 %)	-21
. Facilities and equipment for students are safe, comfortable and modern	51 people	10 people	2 people	0 people	0 people	-
22. The library is well equipped and has a fairly good collection of books	(85,7 %)	(12,7 %)	(1,6 %)	(0 %)	(0 %)	-23
. Equal opportunities are provided to all students	52 people	7 people	4 people	0 people	0 people	-

5. Other problems regarding the quality of teaching: 28 responses

No

No problem

No other problem

-

Super

No problem

+

No other problem

There are no problems

A large program often spends a large amount of time, which leaves little personal time.

I have no suggestions

Everything is considered

there are no problems

I didn't notice any problems with the quality of teaching

everything will please me

satisfied

It is necessary to work with students individually to make them feel responsible for their potential

did not notice

It is necessary to correct the situation in the dining room, this year the dining room did not work
at all
No problem

