



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

Report

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

6B06118 Information Systems and Technologies

6B06120 Software Engineering

6B07122 Automation and informatization in control systems

TARAZ REGIONAL UNIVERSITY NAMED AFTER
M.H.DULATI

in the period from May 23 to May 25, 2024

INDEPENDENT ACCREDITATION AND RATING AGENCY
External Expert Commission

Addressed to
To the Accreditation
Council of the PEOPLE



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(I) LIST OF SYMBOLS AND ABBREVIATIONS

- AIS "Platonus"** – automation information system "Platonus";
AC – Accreditation Council.
NAO – a non-profit joint-stock company.
AIS – an automated information system.
AMP – administrative and management personnel.
BD – basic disciplines.
PRS – point rating system.
BD-Bachelor's degree.
UNIVERSITY – a higher educational institution.
EEC – external expert commission.
SMSE – state mandatory standards of education;
DAA – Department of Academic Affairs;
DOT – distance learning technologies.
UNT – unified national testing.
ECTS – European Credit Transfer System;
IC – individual curriculum.
FC – final control.
IT-information technologies;
ICO, ISO – The International Standardization Organization
CES-catalog of elective subjects.
CTA-comprehensive testing of applicants.
MSHEofRK – Ministry of Science and Higher Education of the Republic of Kazakhstan;
MD-Master's degree.
MEP – a modular educational program.
IAAR is an independent accreditation and rating Agency.
NLA – normative legal acts.
NQF – national qualifications framework.
NQS – national qualification system.
R W – research work.
EP – educational program.
Teaching staff – faculty members.
PD – profile disciplines.
RSE REM – Republican state enterprise with the right of economic management
WC – working curriculum.
BC-border control.
QMS – quality management system.
IWS – independent work of students;
IWSGT – independent work of students under the guidance of a teacher;
MT – Master's thesis.
MP – Master's project.
Mass media – mass media.
SC – standard curriculum.
TSS– training and support staff.
EMCD – educational and methodical complex of the discipline.
EMC– educational and methodical council.
AEPMS-automated educational process management system

(II) INTRODUCTION

In accordance with Order No. 89-24-OD dated 02/26/2024 of the Independent Accreditation and Rating Agency, from May 23 to May 25, 2024, an external expert commission conducted an assessment of the compliance of educational programs 6B06118 Information Systems and Technologies, 6B06120 Software Engineering, 6B07122 Automation and informatization in management systems of the M.H.Dulaty Taraza Regional University with the standards of specialized accreditation of the NAAR (from "16" June 2020, No. 57-20-OD, sixth edition) in a hybrid format.

The report of the external expert commission (EEC) contains an assessment of the submitted educational programs according to the criteria of the NAR, recommendations of the EAC 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 – Urmashev Baydaulet Amantayevich, Candidate of Physical and Mathematical Sciences, Associate Professor, Al-Farabi Kazakh National University (Almaty, Republic of Kazakhstan)
2. IAAR expert – Aurica Chirsanova (Aurica Kirsanova), PhD, Associate Professor, Head of the Department of Nutrition and Nutrition, Technical University of Moldova (Chisinau, Republic of Moldova)
3. IAAR expert – Alexey Mikhailovich Gostin, Candidate of Technical Sciences, Associate Professor, Ryazan State Radio Engineering University (RSREU) (Ryazan, Russian Federation)
4. IAAR expert – Kurmangalieva Dina Bakytkozhaevna, Doctor of Technical Sciences, Professor S.Seifullin Kazakh Agrotechnical Research University (Astana, Republic of Kazakhstan)
5. IAAR expert – Jurinskaya Indira Mikhailovna, PhD, Associate Professor, Almaty Technological University (Almaty, Republic of Kazakhstan)
6. IAAR expert – Aisulu Abzhapparovna Ismailova, PhD, Associate Professor, S. Seifullin Kazakh Agrotechnical University (Astana, Republic of Kazakhstan)
7. IAAR expert – Skiba Marina Alexandrovna, Candidate of Pedagogical Sciences, Associate Professor, Acting Head of the Center for Academic Excellence of NJSC "Toraigrov University" (Pavlodar, Republic of Kazakhstan)
8. IAAR expert – Zhanat Beisembayevich Isabekov, PhD, NJSC "Toraigrov University" (Pavlodar, Republic of Kazakhstan)
9. IAAR expert – Abilev Madi Baltabaevich, 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 the Kazakh Agrotechnical Research University named after S.Seifullin (Astana, Republic of Kazakhstan)
12. IAAR expert – Sheripidin Itakhunovich Khamraev, Candidate of Technical Sciences, Professor, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan)

13. 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 Competition Manager of the Self-regulatory Organization Association of Kazakhstan Freight Rail Carriers (Astana, Republic of Kazakhstan)
15. IAAR student expert - Dinara Akimova, 3rd year student OP 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, NJSC 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 Abaya, 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, NJSC "Kazakh Agrotechnical Research University named after S. Seifullin" (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 –Auezkhanova Zhulduz Aubakirovna, Project Manager for post-accreditation monitoring of IAAR (Moscow Astana, Republic of Kazakhstan)

(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

Zhambyl Technological Institute of Light and Food Industry was established in 1963 on the basis of a branch of the Kazakh Chemical Technology Institute. M. KH. Dulaty Taraz State University 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, the RSE REM at the “Taraz State Pedagogical University” of the Ministry of Education and Science of the Republic of Kazakhstan and the RSE REM at the Taraz State University named after M.H. Dulaty” of the Ministry of Education and Science of the Republic of Kazakhstan by merging transformed into the NJSC "Taraz Regional University named after M.H. Dulaty".

The rector of the University since December 1, 2022 is Bayzhumanov Mukhtar Kazbekovich.

Currently, the university has 2 institutes and 7 faculties, including the military department. The university has 936 full-time teachers, of which 374 have academic degrees and titles, 510 have masters, and the total number of part-time teachers is 194. The total number of students at the university is 14928, of which: bachelor's degree – 14427, master's degree – 463, doctoral degree – 38. The total number of foreign students is 424. Training is carried out on the basis of license No. KZ19LAA00018483 issued on 07/27/2020. The university has 24 educational and

laboratory buildings, 8 sports facilities and 3 dormitories, the total area of which is 14,623 square meters, with a capacity of 1,220 beds.

Educational programs 6B06118 – Information Systems and Technologies and 6B06120 – Software Engineering are implemented at the Department of Information Systems, educational program 6B07122 – Automation and Informatization in Control Systems – at the Department of Automation and Telecommunications as part of the Faculty of Technology.

The University has an official website - <https://dulaty.kz/ru/> .

The mission of the university is to prepare human capital based on the formation of an educational space adapted to modern labor market conditions and the creation of unique opportunities for self-realization throughout life.

At the university, management is carried out on the basis of collegiality, quality management systems are certified for compliance with the ST RK ISO 9001-2016 Quality management system.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational programs 6B06118 Information Systems and Technologies, 6B07122 Automation and informatization in management systems are accredited by the IAAR for the first time.

In accordance with Order No. 110-19-od dated 10/22/2019 From November 28 to November 30, 2019, an external expert commission assessed the compliance of the educational PROGRAM 6B06120 Software Engineering of the M.H.Dulati Taraza State University with the standards of specialized accreditation of the IAAR (No. 10-17-OD dated February 24, 2017, fifth edition).

The composition of the previous CENTURY at M.H.Dulati TarSU (2019):

1. Chairman of the Commission –Turtkaraeva Gulnarab Ayanovna, PhD, Associate Professor, Kokshetau State University named after Sh.Ualikhanov (Kokshetau);
2. Foreign expert– Ignacio Menéndez Pidal de Navascués, Professor, Doctor in Civil Engineering, Polytechnic University of Madrid (Madrid, Spain);
3. Foreign expert– Livia Nistor-Lopatenco, Ph.D. in Engineering, Dean of the Faculty of Constructions, Geodesy and Cadastre, Technical University of Moldova (Chisinau, Moldova);
4. Expert– Ismaylovaguzalmitovna, PhD, Associate Professor, Kazakh National University. Al-Farabi (Almaty);
5. Expert – Kalymovakulziya A., M.Sc., L.Gumilyov Eurasian National University (Nur Sultan);
6. Expert– Shaikenovakimbathamitovna, Candidate of Agricultural Sciences, Associate Professor, Kazakh Agrotechnical University named after S.Seifullin (Nur-Sultan);
7. Эксперт Алдунгарова Алия Кайратовна, доктор PhD, ассоциированный профессор, Павлодарский государственный университет имени С.Торайгырова (Pavlodar);
8. Expert– Idrishevazhanatkabylbekovna, Candidate of Technical Sciences, D. Serikbayev East Kazakhstan State Technical University (Ust-Kamenogorsk);
9. Expert– Mursalimova Elmira Makarovna, PhD, Associate Professor, Kazakh National Agrarian University (Almaty);
10. Expert – Khamraevsheripidinitakhunovich, Candidate of Technical Sciences, Professor, Kazakh National Pedagogical University named after Abai (Almaty);

11. Expert–Bulashevberdibekkabkenovich, Candidate of Agricultural Sciences, Associate Professor, Kazakh Agrotechnical University named after S.Seifullin (Nur Sultan);
12. Expert – Abenova Elena Anatolyevna, PhD, Associate Professor, Narkhoz University (Almaty);
13. Expert – Sarsenvalazzatkadirgalieva, PhD, Al-Farabi Kazakh National University (Almaty);
14. Expert–Kopisheveldarertaevich, Ph.D., Acting Associate Professor, Eurasian National University named after L.N.Gumilyov (Nur-Sultan);
15. Employer – Akchalova Aigulsagimbekovna, head of IP "Akchalova", Restaurant "Marrakech", "Piala", "Monterey" (Taraz);
16. Employer–Ukasova Aidakhalilovna, head of the Rakhimov Company (Taraz);
17. Student – Bitenova Yana Bakytkyzy, 2nd year student of the OP "5B080110-Protection of quarantine plants", Taraz University of Innovation and Humanities (Taraz);
18. Student – Adilbek Kudaibergen Nazimbekuly, 4th year student of OP 5B070400-Вычислительная техника и программное обеспечение, Таразский инновационно-гуманитарный университет (г.Тараз)
19. Student–Kudaibergenovazhamilaserikbaykyzy, student of the 4th year "5B011200-Chemistry", Taraz State Pedagogical University (Taraz);
20. Student – Morialkhanovazizkhanazhimkhanuly, 4th year student of the OP "5B010900 MATHEMATICS", Taraz State Pedagogical University (Taraz);
21. The observer from the Agency is Kanapyanov Timur Yerbolatovich, PhD, Head of International Projects and Public Relations at the National Academy of Sciences (Nur–Sultan).

Recommendations to the university within the framework of the previous accreditation procedure for the educational program 6B06120 Software Engineering (2019):

The standard "Educational Program Management"

- by the beginning of the 2020-2021 academic year, the management of the EP should develop an updated graduate model and a development plan for the EP with specific measurable indicators and assign responsible plan fulfillment.

- - to ensure the completion of advanced training courses for the management of the EP in the field of education management.

The standard "The Information Management and Reporting"

--in order to improve the EP, regularly analyze the effectiveness of changes.

The standard "Development and approval of the educational program"

- to make changes and additions to the academic disciplines EP7M07514

–"Metrology and metrological support in industry", taking into account the updated provisions and norms of the new edition of the Law of the Republic of Kazakhstan "On Ensuring the Uniformity of measurements", which entered into force on April 11, 2019;

- to conclude contracts or agreements for the purpose of developing and implementing joint educational programs by domestic and foreign universities.

The standard "Continuous monitoring and periodic evaluation of educational programs"

- to ensure the practice-oriented nature of accredited educational programs, taking into account the requirements of the labor market and professional associations of employers, by increasing the time allocated to industrial practice at enterprises with related professions.

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

- is to develop programs for the development of educational and scientific laboratories and create conditions for the development of research teams, attracting students to research activities in the field of education.

The "Students" standard

- to draw up a work plan to update the work of the Alumni Association.

Additional for EP6B06120—"Software engineering":

- during the 2019/20 academic year, the Department of Information Systems will conclude agreements, in addition to the students available for the passage of production practice, in addition to their specialization.

The "Teaching Staff" standard

- take measures to encourage young teachers to participate in academic mobility programs, conferences of all levels, competitions, research projects in the field of education, mentoring development;

- to draw up a plan for the development of academic mobility, professional development of teaching staff, attracting the best foreign and domestic teachers and conducting joint research on the profile of OP in the implementation of accredited educational programs;

- to increase the number of scientific publications in accordance with the regulatory requirements of the university and the MES RK.

The standard "Educational resources and student support systems".

- the university library, together with the graduating department, should provide 100% provision of textbooks and teaching aids, especially in the Kazakh language, in accordance with licensing requirements,

- to create by the end of the 2019-2020 academic year an educational and methodological base on electronic media in accordance with the qualification requirements for the organization of educational activities in universities,

- to consider the possibilities of updating the material and technical base of the educational institution, since today technical training laboratories require capital investments to provide the educational process with modern equipment and software.

The standard "Informing the public"

- Update information about the activities of the university for the implementation of accredited educational programs, as well as create personal pages of teaching staff on the official website of the university.

On December 20, 2019, by the decision of the Accreditation Council of the NAAR, the educational PROGRAM6B06120 Software Engineering, implemented by the M.H.Dulatibyl State University, was accredited for 5 years.

To implement the recommendations, the university has developed an action plan approved on January 14, 2020. The results of the planned activities are reflected in the interim reports of the M.H.Dulati TarRU.

Post-monitoring control to assess the implementation of the recommendations of the VEK NAAR, formed based on the results of specialized accreditation of the educational program 6B06120 Software Engineering, was conducted at the M.H.Dulati TarRU on February 7, 2022 (Stage 1) and January 05, 2024 (Stage 2). Post-accreditation monitoring of the activities of the M.H.Dulati TarRU was carried out within the framework of the action plan for the implementation of the recommendations of the WEC and was carried out in accordance with the requirements of the regulations on post-accreditation monitoring.

Post-accreditation monitoring of the activities of the TarRU named after M.H.Dulati has shown that, in general, the recommendations given by the VEC are being implemented, with the exception of some recommendations.

At the same time, the members of the WEC who conducted the reaccreditation from 23 to 25 May 2024 found that the recommendations of the previous WEC were implemented, as evidenced by the expert opinion carried out during post-monitoring.

- The guide changed the results of the graduate model training within the framework of the OP and made changes to the Register of the OP, the development plan of the OP was developed and approved.

- The heads of the OP have certificates of advanced training courses for the management of the OP in the field of education management.

- departments interact with graduates.

- contracts for the passage of industrial practice have been renewed.

- A KPI system is being implemented to stimulate teachers, including young ones.

- the number of applications for participation in the EOM research competition has been increased,

- an analysis of the availability of educational literature has been carried out

- the material and technical base of the OP has been updated, the classrooms have been renovated.

- information about the teaching staff of the University is posted on the official website of the university.

(V) DESCRIPTION OF THE EEC VISIT

The work of the external expert commission was carried out on the basis of the approved Program of the visit of the expert commission on specialized accreditation of educational programs of M.H.Dulati Taraz Regional University in the period from 23 to 25 May 2024.

In order to coordinate the work of the EEC, an online meeting was held on 05/17/2024, during which powers were distributed among the members of the commission, the schedule of the visit 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 areas of activity, heads of structural divisions, heads of departments, teachers, students, graduates, employers. A total of 84 representatives took part in the meetings (table 1).

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

Category of participants	Quantity
Acting Rector	1
The Vice-Rector's building	5
Heads of structural divisions	27
Deans	1
Heads of departments	6
Teachers	14
Students, undergraduates, doctoral students	14

Graduates	10
Employers	6
Total	84

During the visual inspection, the members of the EEC got acquainted with the state of the material and technical base, visited administrative divisions, a medical center, computer and lecture halls, a conference hall, an assembly hall, dormitories, practice organizations, laboratories of the departments of information systems, automation, software engineering, including analog and digital electronics, telecommunications microcontrollers, mechatronics and robotics complex.

During the meetings of the EEK IAAR with the target groups of the university, during the interview, the mechanisms for implementing the university's policy were clarified, individual data presented in the university self-assessment report were confirmed and specified.

EEC members visited the practice bases of accredited programs: organizations of ZHB Kazphosphate LLP (NPF), Zhambyl Regional Information Technology Center, JSC "National Information Technologies". According to the program of the visit, according to the approved schedule, classes on accredited subjects were not held.

In accordance with the accreditation procedure, a survey was conducted of 56 teachers, 63 students, including junior and senior students.

In order to confirm the information provided in the Self-assessment Report, external experts requested and analyzed the working documentation of the university. At the same time, the experts assessed the information of the public and the university and actions aimed at positioning the university in the virtual space through the analysis of social networks and the official website of the university. <https://dulaty.kz/>

As part of the planned program, recommendations for improving accredited educational programs of M.KH.Dulati Taraz Regional University, developed by the EEC based on the results of the examination, were presented at a meeting with the management on 05/25/2024.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. The standard "Educational Program Management"

- ✓ *The university should demonstrate the development of a goal and strategy for the development of the EP based on an analysis of external and internal factors with the broad involvement of a variety of stakeholders.*
- ✓ *The quality assurance policy should reflect the relationship between scientific research, teaching and learning.*
- ✓ *The university demonstrates the development of a culture of quality assurance.*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including in the implementation of joint/double-degree education and academic mobility.*
- ✓ *The management of the EP ensures transparency in the development of the OP development plan based on an analysis of its functioning, the real positioning of the university and the orientation of its activities to meet the needs of students, the state, employers and other interested parties.*
- ✓ *The management of the EP demonstrates the functioning of mechanisms for the formation and regular revision of the development plan of the EP and monitoring its implementation, evaluating the achievement of learning goals, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP.*
- ✓ *The management of the EP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of a development plan for the EP.*
- ✓ *The management of the educational institution must demonstrate the individuality and uniqueness of the educational institution's 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 staff responsibilities, and the differentiation 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 management of the EP should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and appropriate decision-making.*
- ✓ *The management of the EP should carry out risk management.*
- ✓ *The management of the educational institution should ensure the participation of representatives of interested persons (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 management of the educational institution should demonstrate its openness and accessibility to students, teaching staff, employers and other interested persons.*
- ✓ *The management of the Educational Institution confirms the completion of training in educational management programs.*
- ✓ *The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

The evidentiary part

Educational programs are managed on the basis of the Charter of the Non-profit joint stock company "M.KH. Dulati Taraz Regional University", the Development Program for 2023-2029, Academic Policy, Quality Policy (approved by the Chairman of the Board on 08/27/2021), Quality Goals for the 2023-2024 academic year (approved at the meeting of the Academic Council of Dulati University on 09/27/2023, Protocol No. 1), the Concept of the education quality assurance system and a series of internal regulatory documents regulating the main and auxiliary processes of the university. These documents were developed by the university on the basis of regulatory legal acts of the Republic of Kazakhstan.

The development plans of the EP were developed in accordance with the Development Program of Dulati University for 2023-2029. Teaching staff and students, as well as employers, took part in their creation: Zhambyl branch of Phosphorous Plant LLP, Kazphosphate LLP, CGA "Center for Project Management and Digitalization of Zhambyl region" Department of Digital Technologies of the Akimat of Zhambyl region. When forming and tracking development plans, the results of an external evaluation of the EP, which includes the accreditation of the university; and the EP, participation in the rating of the EP of NCE "Atameken", external review of graduation papers, are used.

The management of the University develops plans for their implementation based on strategic documents of the university and decisions of collegial bodies. The Protocol of the Academic Council No. 1 dated August 28, 2023 contains a review of the university's tasks in the context of the Development Program. The work plans of the departments were presented to the WEC, drawn up in accordance with the established form. The plans were approved on September 25, 2023 by the Department of Automation and Telecommunications, on September 28 Protocol No. 2 of the Department of Software Engineering, etc. The plan contains the distribution of the academic load in the context of teaching staff, educational and methodological work (including the development of teaching aids, electronic textbooks, syllabuses), meetings of the department, educational work, scientific work. At the meeting of the department (Protocol No. 5 dated

December 15, 2024), the issues of developing educational and methodological support for the spring semester were considered. The elements of the implementation of the EP's work plan related to educational and methodological work were considered at meeting No. 8 of March 26, in particular regarding the development of educational literature. Issues related to the review of the implementation of the PPP activity plans were discussed at the departments implementing accredited programs at the end of January, the interim report and the final one at the end of the academic year - Protocol No. 11 of 06/23/2023.

In the texts of the minutes of the meetings of the department, monitoring is traced within the framework of the QMS certified according to the ISO standard (Protocol No. 5 of December 15, 2024, No. 6 of January 24, 2024, Department of Automation and Telecommunications). However, confirmation of the consideration of issues related to the implementation of the Development Plans of the EP, the results of the implementation of the EP in the context of the activities of the departments was not presented.

The development program of the Non-profit joint stock company " M.KH.Dulati Taraz Regional University" for 2023-2029 approved by the Board of Directors, Protocol No. 1 dated March 19, 2024 and contains strategic directions, goals, target indicators and tasks to achieve them. The University has identified the following strategic directions: "Academic direction", "Scientific leadership and global vision", "Operational excellence", "Development of chemical, engineering and technological schools", "Ensuring effective and sustainable development of water and energy industries", "Effective model of pedagogical education and science", "New model of legal education and business education." All these issues are reflected in the plans of departments and plans for the development of educational programs. At the same time, the minutes of the meetings on the approval of the Action Plan are formal, the details of the discussion are not recorded, the decision is general. The meeting of the department at the time of the visit does not contain questions related to the analysis of the EP.

A new motivation system has been introduced at the university as a whole: 25 scientists received payments by the end of 2023, and the results of the current academic year are currently being summarized. Scoring and determining the leaders is carried out automatically. 89 million tng has been allocated to award the TOP 100 teaching staff of the university. Personal development cards are defined for each employee. The Center for Advanced Training and Retraining of Personnel is planned to be transformed into a Competence Center with an annual budget of 20 million for external professional development.

The EEC notes that cascading the goals of the Development Program to the level of each employee through kpi will allow teachers and researchers to more clearly understand their personal contribution to the implementation of strategic documents, and creates incentives to achieve planned results. The EEC notes that the University is systematically expanding the areas of cascading, adding KPIs for administrative and managerial staff this year.

A scientific and methodological seminar is being held at the Department of Software Engineering, the EEC presented a plan of its meetings, which address the issues of introducing innovative technologies and conducting open classes.

The analytical part

After analyzing the documents and information provided by the University, and conducting interviews within the framework of the visit program, the experts of the EEC draw attention to the fact that the management of the EP is carried out at the institutional level, where general

management and quality control are carried out at the University level, while the heads of departments coordinate the activities of their structural divisions within the framework of the implementation of planned and strategic documents, without coordinating the activities of the entire EP in general. This function is implemented at the University level.

The management of the university and the EP includes management within the framework of the traditional university organizational culture, which is a symbiosis of management decisions of collegial bodies and top management, including the management of the EP at the level of the Institute and departments (dean and heads of departments). Collegiality of decision-making is ensured by the activities of collegial bodies both at the University level and at the level of the Institute and departments. The protocols reflect a summary of the issues under consideration. Teachers from other departments are not accountable to the head of departments, they cannot distribute the load, and even attend a class without prior approval from another head of the department. Currently, the position of the Vice-rector for academic Affairs is vacant, and the leadership of the departments is changing. Many department heads stressed during the audit that they occupy these positions for a relatively short time. Updating is a positive factor, provided there is feedback, a system for evaluating the quality of work of heads of departments and departments, as well as their systematic professional development.

Based on meetings and conversations in development plans, the EEC notes the presence of certain risks in the implementation of the EP – this is an insufficient contingent of students, an outflow of promising personnel to more attractive cities of Kazakhstan with higher wages. In this regard, at the level of the educational program, its management needs to update the risks and provide alternative measures in the development plan in case of their occurrence.

The EEC notes that the quality assurance policy is implemented at all levels of the university, affecting both the development program and annual activity plans and internal regulations. At the same time, the EEC notes that the Quality Assurance Policy has been developed on the basis of ISO standards, its integration with the guidelines and standards of Part 1 of the ESG makes it easier to manage and optimize the number of internal regulatory documents.

The EEC notes that the minutes of the meetings of the collegial bodies contain a brief description of the speeches, which does not fully give an idea of what is happening. In the future, detailing the records of ongoing processes will allow the management of the EP to fully and in detail demonstrate achievements within the framework of the EP, preserving institutional memory.

In general, the results of the Institute's activities demonstrate the existence of a quality assurance policy and its implementation aimed at achieving goals.

The transparency of the educational program management system is ensured by: the availability of information on all areas of the university's activities for interested parties on the university portal; the functioning of a feedback system; the participation of teaching staff and students in collegial bodies of the university; the formation of a regulatory documentation base and its accessibility to teaching staff and students; the transition to a new version of LMS supporting the implementation of educational programs; the functioning of a quality management system that ensures transparency of planning and reporting processes. The educational program guide is available for interaction with students and teachers.

The EEC emphasizes that during the visit to the University, not only the availability of the quality assessment procedure of the EP was confirmed, but also its compliance. In order to further improve, the frequency, forms and methods of assessing the quality of the EP should be defined in the development plans of the EP.

Interviewing teachers and employers, as well as an analysis of the development plans of the EP showed that the development plans have a standard content, the involvement of stakeholders in the development of the development plans of the EP is mainly formal and is reflected not in the real influence of employers, graduates, students, the public on this procedure, but in the presence of signatures in documents. There is no regular review of the development plans of the EP, based on the summing up at the end of the academic year, including the revision and clarification of the individuality and uniqueness of the EP. Thus, the EEC notes that the management of the EP needs to continue working to ensure broad real involvement for all stakeholders.

Strengths/best practices for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: not identified.

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The management of the OP, by December 1, 2024, to develop a Roadmap (Plan) to reduce the impact of risks associated with the design and implementation of the EP (including staffing, contingent formation, etc.), or to introduce appropriate measures into existing plans for the development of the EP, indicating specific indicators, deadlines and those responsible for implementation; systematically analyze risk management at the level of the structural unit and the EP.

- The management of the university, by September 1, 2025, to integrate the internal quality assurance system developed in the context of ESG and the Quality Management System developed in accordance with ISO 9001.

- The management of the EP, by December 1, 2024, to work on revising and specifying the development plan of the EP, taking into account changes in professional standards and other regulatory documents, as well as the daily Development Program university.

- The university management should make changes to the process of developing EP development plans by November 1, 2024, providing for their annual update for the coming period, taking into account the responsibility of risk owners to identify and minimize them, and monitoring and annual control of their implementation.

- By September 1, 2025, the management of the university should formalize (create a procedure or add to the existing ones) the process of determining the head of the EP, supplementing the job descriptions with an appropriate labor function, either assigning responsibilities, or creating a new position, or using the distribution of the teaching load, or fixing the decision of the collegial body for specific personalities, etc., while defining them responsibility for the entire educational program as a whole.

The conclusions of the EEC according to the criteria:

According to the standard "Educational program Management" according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems, 17 criteria are disclosed, of which 14 have a satisfactory position, 3 - suggests improvements.

6.2. The Information Management and Reporting Standard

- ✓ *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 The university must ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software.*
- ✓ *The management of the EP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.*
- ✓ *The management of the EP demonstrates the existence of a reporting system reflecting the activities of all structural divisions and departments within the framework of the EP, including an assessment of their effectiveness.*
- ✓ *The university should determine the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural units, and senior management.*
- ✓ *The university must demonstrate a mechanism to ensure the protection of information, including the identification of responsible persons for the reliability 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 management of the EP should demonstrate the availability of communication mechanisms with students, employees and other stakeholders, including conflict resolution.*
- ✓ *The university must ensure the measurement of the degree of satisfaction of the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of the detected shortcomings.*
- ✓ *The university should evaluate the effectiveness and efficiency of its activities in the context of the EP.*
- ✓ *The information collected and analyzed by the university within the framework of the EP should take into account:*
 - ✓ *Key performance indicators;*
 - ✓ *the dynamics of the contingent of students in the context of forms and types;*
 - ✓ *Academic performance, student achievements and expulsion;*
 - ✓ *students ' satisfaction with the implementation of the EP and the quality of education at the university;*
 - ✓ *availability of educational resources and support systems for students;*
 - ✓ *employment and career 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.*

The evidentiary part

Information management is carried out in a classical way through a combination of oral communication, paper and electronic document management, including issuing orders, approving local acts, memos, plans and reports, holding meetings and meetings of collegial bodies and familiarization with meeting minutes. In addition, information is transmitted through communication between employees and students of the university, including using smartphones. Traditional communication has been supplemented by portal chat and LMS (AIS Platonus), through corporate e-mail and communication on social networks and cloud platforms for video conferences.

Curatorial hours, individual and group conversations, "Clean Session" campaigns are held at the university, a trust box is placed, and the rector's blog is functioning on the university's website www.dulaty.kz, on social networks, etc. One of the main channels of interaction with students is the curators of the groups.

The university has combined systems – a complete transition to Platonus 6.0, which allows for the selection of teaching staff and academic disciplines, the graduate work module – the distribution

of topics and step-by-step implementation. The University is currently switching from the author's system, developed earlier at the university, to a system integrated with the AIS of the EOM. The EEC notes the accessibility of the university's management and EP for students and teachers – reception hours are allocated, feedback is provided through corporate mail and an electronic document management system.

The analytical part

An external expert commission confirms that the University is carrying out systematic actions to ensure the requirements of the Information Management standard. An analysis of the university's website, portal and official social networks has shown that it follows the principles of openness and accessibility for interested parties. The University publishes complete and reliable information for students and teachers, local acts, and news on the portal. The official website of the University contains information on the rules of admission of applicants, educational programs, terms and forms of study, structural divisions

Experts note that the information published on the portal is accurate, objective and relevant. The Commission confirms the access of students to the CMS, an electronic learning environment, which ensures transparency of the university's activities.

However, the EEC notes that special attention needs to be paid to paper document management, in particular, minutes of meetings of departments, consideration of reports on the implementation of educational programs at meetings of collegial bodies. The minutes of the meetings of the departments of the Institute do not contain sufficient information to get an idea of what is happening, while they are documents of permanent storage (75 years). The decisions are general in nature and do not contain time intervals for execution, responsible and specific measures. Issues of efficiency and effectiveness of the EP are considered only in the context of the activities of the reports of heads of departments, while expert opinions of employers are collected within the framework of educational programs.

The analysis of the protocols of the Academic Council and especially the meetings of the departments showed that the presentation of the consideration of issues and decisions is carried out briefly. The execution of earlier decisions is not considered in the protocols. Issues related to summarizing the results of the EP's activities were not considered as independent. The EEC confirms that the University has a feedback system with students and teachers, the main element of which is a questionnaire ("Student satisfaction with the quality of the educational process", "University graduate questionnaire on the quality of educational services provided", "Teacher through the eyes of students" through AIS "Platonus"). Information protection is provided by the internal document management system Directum and Platonus, access to which is protected by individual usernames and passwords. But at the same time, during the interview during the EEC visit, students, teachers and graduates did not always demonstrate awareness of the processes and events taking place at the university.

Strengths/best practices for EP 6B06118 – Information Systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: The University has an automated system for monitoring the implementation of KPIs by teachers, which ensures the objectivity of remuneration and transparency of the process.

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- By February 1, 2025, the university management will reengineer the processes of informing teachers and students about the current regulations, processes and standards, as well as about the changes being made.
- The management of the EP, heads of departments and chairmen of collegial bodies considering the implementation of accredited EP and ensuring their quality, until December 1, 2024, ensure that the minutes of meetings reflect the full reflection of the issues under consideration, including by analyzing previously adopted decisions.

The conclusions of the EEC according to the criteria:

According to the standard "Information Management and Reporting" according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems, 17 criteria are disclosed, of which 1 criterion is strong, 14 have a satisfactory position, 2 suggests improvements.

6.3. The standard "Development and approval of the educational program"

- ✓ The university must demonstrate the existence of a documented procedure for the development of an EP and its approval at the institutional level.
- ✓ The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes.
- ✓ The management of the educational institution 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 an EP describing learning outcomes and personal qualities.
- ✓ The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of the 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 meets the set goals with a focus on achieving the planned learning outcomes for each graduate.
- ✓ The management of the educational institution should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral studies).
- ✓ The management of the EP must demonstrate the conduct of external expertise of the EP.
- ✓ The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP.
- ✓ The management of the educational institution should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international).
- ✓ An important factor is the possibility of preparing students for professional certification.
- ✓ An important factor is the availability of joint and/or double degree programs with foreign universities.

The evidentiary part

The University demonstrated the development of educational programs based on Academic policy and internal regulatory document standard "Regulation on the design of modular educational programs" (dated 04/10/2019 Reg. No. 81), which defines the procedure for the development and approval of an educational program. The approval of the EP at the institutional level is procedurally determined and carried out by the decision of the Academic Council of the University. All changes are reflected in the Register of educational programs of the National Center for the Development of Higher Education. The programs EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems have been updated. These educational programs have links to current professional standards.

Teachers develop elective subjects that are developed taking into account the opinion of employers and the educational needs of the student. Elective subjects are discussed at the graduating department, presented by teaching staff to students in time for the annual procedure. Students form their individual curriculum (IC) using Platonus, which contains all the information on the goals and content of the EP.

Accredited educational programs contain an optional component, which includes the possibility of passing professional certification, mastering academic disciplines based on IT professional training providers, including Cisco. In addition, the University creates opportunities to expand the range of electability by integrating courses from recognized online platforms, primarily through national access to Coursera. During the study period, opportunities are created for students to receive additional education – driving courses are held on an ongoing basis. Students can study at the CISCO Laboratory/Academy and receive a certificate. Within the framework of the academy, certified instructors on Cisco network equipment conduct courses "CCNAv7: IntroductiontoNetworks", "CCNAv7: Switchig, Routing, andWireless", "CCNAv7:Enterprise Networking, Security, andWirelessEssentials", "CybersecurityEssentials", "IntroductiontoCybersecurity", "ITEssentials", etc. in Russian, Kazakh and English. During the work of the Cisco Academy, a total of more than 350 students and university staff have been trained in various programs. Also, another course of the ORACLE network laboratory has been opened at the University - the university has registered and received the right to conduct a course within the walls of the university by the teacher of the Department of Information Systems Altybaev G., who is a certified teacher.

According to the results of interviews with focus groups by experts of the EEK IAAR, it was confirmed that teachers, potential employers, representatives of employers, practitioners, persons involved in the organization and conduct of professional practice and students participate in the development of educational programs. On the basis of the departments, a series of events are being carried out aimed at developing interaction with employers, which include involving representatives in the educational process, discussing the relevance and content of academic disciplines and assessment methods.

The participation of employers in the formation of educational programs and amendments to existing educational programs is carried out by making proposals for the development of new learning outcomes and disciplines; changes in the content of academic disciplines, joint development of project topics and graduation papers. The topics of graduation papers in the field of cluster are related to automation, software engineering, information systems and technologies.

The analytical part

The EEC notes that the University has defined the graduate's competence model within the framework of accredited educational programs, and the learning outcomes developed on its basis are included in the current accredited educational programs.

The members of the EEC note that the accredited EP OP6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems is provided by Working curriculum, syllabuses, EMCD, which are compiled in accordance with regulatory documents and meet the specifics accredited by the EP. A set of CED disciplines, the choice of enterprises for practical training contributes to the formation of professional competencies of students.

During the visit, the EEC presented evidence of verification of the content of the EP and the involvement of employers in the process of developing the EP. However, the employers themselves who participated in the audit did not confirm their personal participation in the development of the EP. Thus, it was confirmed that the updating of work programs of disciplines and methodological materials takes place annually, they are placed in the LMS of the university.

The University management provided evidence of the participation of teaching staff in the development of the EP, interviews and questionnaires confirmed their involvement in the development of the EP. At the same time, there is no information confirmed during the meetings about the participation of students in the discussion of the content of the EP, teaching methods and assessment.

An analysis of the self-assessment report, additional materials submitted by the university, as well as the results of meetings with students, teaching staff, employers and graduates confirmed that the educational programs themselves and the priorities of the development of the educational institution correspond to the national policy in the field of education. Experts draw attention to the possibility of monitoring the compliance of learning outcomes within the framework of the EP with the professional European ICT Competence Framework (ECF), in order to ensure an international context, as well as the possibility of improving the formulations of learning outcomes in accordance with the current recommendations of the National Center for the Development of Higher Education.

The EEC notes that the development of accredited EP is carried out in accordance with the current state standard.

During the interviews, graduate students and graduates noted the satisfactory work of the management of the EP in providing practice bases. As a rule, the key employers of the region in the IT field are used as a base of practice, during the visit of the EEC, their visit took place, on the basis of which interaction is carried out, branches of departments operate.

During the visit, the IAAR experts visited the practice bases, where they received confirmation of the close connection of the University with the practice bases, the joint search for existing problems of digitalization and automation.

Strengths/best practices for EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:
Within the framework of accredited EP, the possibility of professional certification has been created, including on the basis of global software providers.

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The management of the educational institution should update educational programs, formulating active learning outcomes and ensuring constructive alignment of learning outcomes, the complexity of academic disciplines, teaching methods, training and assessment until 1.09.2025.

The conclusions of the EEC according to the criteria:

According to the standard "Development and approval of an educational program" according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems, 12 criteria have been disclosed, of which 10 criteria have a satisfactory position, 2 criteria suggest improvement.

6.4. The standard "Continuous monitoring and periodic evaluation of educational programs"

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

The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuous improvement of the OP.

- Monitoring and periodic evaluation of the EP should consider:
- the content of the program in the context of the latest achievements of science and technology in a particular discipline;
- changes in the needs of society and the professional environment;
- workload, academic performance and graduation of students;
- The effectiveness of student assessment procedures;
- needs and satisfaction of students;
- compliance of the educational environment and the activities of support services with the goals of the EP.

The management of the EP should publish information about the changes to the EP, inform interested parties about any planned or undertaken actions within the framework of the EP.

Support services should identify the needs of various groups of students and their degree of satisfaction with the organization of training, teaching, assessment, and mastering of the EP in general.

The evidentiary part

After analyzing local acts and conducting interviews, the EEC notes a sufficient level of change management. The procedure for making changes to the EP is regulated by local acts, the educational standard, the development plan of the EP and other regulatory documents ("The Development Program of the Taraz Regional University named after M.H. Dulati for 2023-2029", "Regulation on Planning, control and reporting in the educational process" dated 04/27/2021 No. 160). All changes to the educational program and internal regulations are approved in accordance with the established procedure by orders of the rector or decisions of the Academic Council.

The EEC notes the conduct of various types of monitoring of academic achievements, as well as conducting surveys. However, the EEC did not provide materials confirming the conduct

of a comprehensive multifactorial analysis of the educational program, which gives an idea of the mutual influence of factors.

Employers of the EP actively participate in its discussion and implementation, which was confirmed through the availability of written examinations. However, the employers who took part in the meeting during the visit of the WEC did not confirm their participation in this process. During the visit, the implementation of the elements of monitoring and evaluation of the educational process was confirmed, which include a survey of participants in the educational process, feedback from practice managers, and class visits. During the interview, the employers confirmed their intention to participate in the discussion of the content of the educational program in the future, during which suggestions were made about its improvement.

The EEC notes the mutual attendance of classes by teachers. The Commission was presented with certificates of attendance, the content of the assessment in points. There are also open classes. The attendance template contains an assessment of the conduct of classes in points, taking into account decimal fractions. However, there are no evaluation criteria. The Department of Automation presented 1 act of attendance at classes for the 2023 academic year from 5.10.2023, senior lecturer Isagulova Zh.A., and 3 acts of attendance at classes for the 2024 academic year, on March 12, 2024, senior lecturer Argynbayev B.M., topic "Dynamic display of symbols". At the same time, in the department's work plans, the number of open classes held was greater than the number of acts presented during the visit to the EEC.

The analytical part

After analyzing the results of the interview and questionnaire, the EEC notes the sufficiency of involving stakeholders in the processes of monitoring the EP and making changes. Representatives of employers, students, teachers and other interested parties are involved in making decisions on making changes through their discussion at extended meetings of departments and other collegial bodies. However, the minutes of the department meetings do not contain a discussion of issues related to the holistic discussion of the educational program.

At the same time, the Commission notes that this standard does not fully reflect the issues of informing interested parties about any planned or undertaken actions in relation to the EP. Informing interested parties about changes in the content of the EP is periodic, however, it should be noted that the changes made to the EP should be published for wider access by all interested parties. The WEC notes that it is necessary to ensure regular and timely informing of students, teaching staff, employers about all changes in the EP through various communication channels, as well as to provide access to all materials related to the development of the EP.

Strengths/best practices for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:
not identified.

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The management of the Educational Institution should review the procedure for continuous monitoring and periodic evaluation of the educational program using the capabilities of information technology and data analysis by May 1, 2025.

- The management of the EP should consider using the capabilities of LMS, electronic document management to create and store records based on the results of mutual visits and attendance of open classes until September 1, 2025.

- The management of the Educational Institution should introduce requirements into documented procedures and policies that determine the procedure for ensuring student participation in the revision of the content of educational programs before September 1, 2025.

- The management of the EP should inform interested parties about all changes made to the EP and its Development Plan by publishing them on the website / portal within 10 days from the date of making such changes.

The conclusions of the EEC according to the criteria:

According to the standard "Continuous monitoring and periodic evaluation of educational programs" according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in management systems, 10 criteria have been disclosed, of which 9 have a satisfactory position, 1 criterion suggests improvement.

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

The management of the educational institution should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.

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

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

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

The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and goals of the EP.

The university must ensure the consistency, transparency and objectivity of the mechanism for evaluating the results of EP training, publication of criteria and assessment methods in advance.

Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.

The management of the educational institution should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes.

The management of the educational institution should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.

The management of the educational institution must demonstrate the existence of a procedure for responding to student complaints.

The evidentiary part

The principles of student-centered learning are reflected in a set of internal regulations, including Academic Policy and Quality Assurance Policy, defining the university's quality

assurance system. Meetings with students are held at the University on a systematic basis in order to obtain objective information. Students' opinions are regularly collected through questionnaires through the AIS "Platonus" and analyzed for consideration and decision-making. The management of the educational program is available to students, there are reception hours at the University, in addition, there is an opportunity to discuss issues with the directorate of the Institute and with the heads of departments. The students confirmed this possibility during the interview.

The interviewing of students confirmed the possibility of electability of educational trajectories – which are educational programs in this university in general, and in particular the presence of electability of disciplines. The individual educational trajectory of students is fixed in individual curricula and its development is confirmed through transcripts.

When implementing an educational program, individual characteristics and needs are taken into account. For students with special educational needs, there is a specialized office "Center for Psychological Adaptation" and the "Regulation on psychological and pedagogical support of inclusive education" (No. 710 dated 04/07/2022). Gifted students are involved in research and take part in national competitions and Olympiads. But during meetings with teachers and students, they stressed the lack of funding for participation in competitive events taking place offline in other cities and countries. The University provides assistance in the development of startup projects, 9.2 million TNG is allocated at the university level for these purposes.

The students confirmed the possibility of academic mobility, which is usually carried out at their own expense. In addition, they confirmed the accessibility of the management, taking into account their opinions and wishes. To support students and develop their further academic career and professional development, the structural divisions of the university, the deans responsible for career development and employment, as well as for academic mobility, hold consultations and trainings on "How to participate in international programs: Bolashak, DAAD, Erasmus+", organize meetings and briefings with the moderator and universities for explanations of the conditions of academic mobility and admission to a foreign university for master's degree programs. Also, university graduates who have expressed a desire to participate in academic mobility or continue their studies abroad within the framework of international programs receive assistance in paperwork and correspondence with universities.

During the interview, the students confirmed the University's holding of student sports contests, dedication to students, international Student Day, debate tournaments, creative contests, scientific conferences, intellectual games, round tables, meetings, etc. The University has formed a motivation system to attract students to research. Students who have won in intra-university competitions of research papers, conferences, Olympiads, round tables, etc. are awarded with diplomas, certificates, letters of thanks and valuable gifts.

The analysis of the work programs of the disciplines, attendance and interviewing of teaching staff and students confirmed the teaching staff's mastery of active teaching methods and their appropriate application in a variety of educational situations.

The general principle of evaluating learning outcomes is fixed in the Academic Policy, the Regulation "Policy for evaluating students' academic achievements" (No. 68 of 29.09-2022), the Rules for conducting ongoing monitoring of academic performance, intermediate and final certification of students (No. 15 of 03/29/2022). The content of the requirements for each subject for the appropriate assessment is recorded in the syllabus. Students have the opportunity to appeal. LMS PLATONUS provides an opportunity for students to create, view and download an individual curriculum, access educational materials, get information about current, rating and final grades, file an appeal for disciplines, view and upload a transcript.

The analytical part

Based on meetings with students of classes, analysis of educational and methodological documentation, experts confirm that teachers possess a sufficient range of teaching methods and their appropriate and timely use.

In order to implement academic mobility, bilateral cooperation agreements have been concluded with partner universities, for example, with the Lublin University of Technology, etc., however, the management of the EP is not working on its implementation. There is no information on the implementation of academic mobility of students of accredited educational institutions. During the meetings, the students did not confirm information about their participation in academic mobility.

The survey conducted after the visit of the EEK IAAR showed that students express full and partial satisfaction with: teaching methods in general – 74.6%, the quality of teaching in general – 81%, the level of accessibility of library resources – 92.1%.

EEK notes that the University has created conditions for students with disabilities and gifted students. Different groups of inclusive students have the opportunity to build their educational trajectory and choose places of practice.

The EEC notes that the student assessment system within the academic disciplines reflects the specifics of the subject. However, during interviews with focus groups, it was found that the test form of passing the exam prevails, and therefore it is recommended to provide alternative forms of assessment and achievement of learning outcomes, taking into account the diversity of learning strategies.

Strengths/best practices for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: not identified.

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The University management should ensure that teachers of accredited external advanced training courses on assessing the level of student learning and the implementation of student-centered learning by June 1, 2025.

- When developing syllabuses, the management of the EP should ensure the inclusion of assessment forms corresponding to active verbs used in learning outcomes, and provide alternative forms of achieving and evaluating them, taking into account the diversity of learning strategies and the peculiarities of students' cognitive activity by September 1, 2025.

The conclusions of the EEC according to the criteria:

According to the standard "Student-centered learning and assessment of academic performance" according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 - Automation and informatization in management systems, 10 criteria are disclosed, of which 9 have a satisfactory position, 1 criterion implies 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 evidentiary part

The policy of contingent formation is reflected in a series of internal regulatory documents that are freely available on the university's website and are available to all interested parties. The process of admission, transfer and graduation of students is transparent. During the visit and inspection, the experts studied the current LMS Platonus, which is used to take into account student achievements and support the learning process.

Since 2018, a Student Service Center has been operating at the university on the principle of "one window", where students can quickly receive all the necessary documents accompanying the learning process at the University (academic certificates, transcripts, copies of diplomas, extracts from orders, certificates of study, etc.).

The university has organized an adaptation process for foreign students, which contributes to their adequate interaction with the socio-cultural and intellectual environment of the university, the psycho-emotional stability of foreign students, the development of new social roles, the acquisition of new values (PD 12/7.02-2018 Regulations on work with foreign students).

Taking into account the requirements for statistical data of universities concerning the number of employed graduates, the staff of the Center sends a quarterly request to the NAO-GC "Government for Citizens" for accurate calculation of percentage data. Based on the results of the request, graduates are assisted in finding a job.

The university provides consultations for graduates on employment strategies, career development, admission to master's degree programs, including foreign ones.

During the EEC visit, the graduates did not confirm information about their participation in the Graduates' Association, while expressing a desire to participate in its activities.

The analytical part

Experts note a decrease in the enrollment of students in the 2023-2024 academic year for accredited educational institutions, compared with 2022-2023, with an increase in the number of school graduates. Perhaps the management of the EP should change approaches to the organization of career guidance for accredited EP due to the lack of positive dynamics in the number of students in the 1st year.

The EEC notes that information about the activities of the Graduates' Association was not known to the graduates who took part in the meeting, which indicates that they were not sufficiently informed.

Strengths/best practices for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:
not identified.

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The management of the University and the EP to popularize the activities of the University Alumni Association. To provide for the development of an action plan for the activities of the University Alumni Association and its active involvement in key processes for the development and updating of educational programs, plans for their development, interaction with employers, and employment of graduates. The deadline is until 06/02/2025.

- The management of the EP should consider the transformation of career guidance work, taking into account the specifics of the EP and the transformation of marketing technologies and channels for attracting students.

The conclusions of the EEC according to the criteria:

According to the standard "Students" according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems, 12 criteria have been disclosed, of which 11 criteria have a satisfactory position, 1 criterion suggests improvement.

6.7. The standard "Teaching staff"

- ✓ *The university should have an objective and transparent HR policy in the context of the EP, including hiring (including invited teaching staff), professional growth and staff development, ensuring the professional competence of the entire staff.*
- ✓ *The university must demonstrate that the qualitative composition of teaching staff meets the established qualification requirements, the university's strategy, and the goals of the EP.*
- ✓ *The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching.*
- ✓ *The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.*
- ✓ *The university should involve specialists in the relevant industries with professional competencies that meet the requirements of the EP in teaching.*
- ✓ *The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff.*
- ✓ *The university should demonstrate the widespread use of teaching staff of information and communication technologies and software in the educational process (for example, on-line training, e-portfolio, MOOCs, etc.).*
- ✓ *The university should demonstrate the focus of its activities on the development of academic mobility, attracting the best foreign and domestic teachers.*
- ✓ *The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, 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*

The evidentiary part

The University's personnel policy regulates the formation of requirements for the personnel contingent, search and selection, recruitment, involvement of new personnel in the team and familiarization with corporate culture, monitoring and evaluation of activities, stimulation and organization of personal and professional growth, promotion, encouragement, imposition of disciplinary penalties, suspension from work in case of non-compliance qualification requirements

(P. 4.01-2016 Rules of the internal labor regulations of the TarRU named after M.H. Dulati dated 19.01.2016, STU 04-2019 "Personnel Management").

The University has implemented a kpi system that encourages teachers to achieve personal goals and contribute to the implementation of the University's development strategy. The results of the execution are calculated automatically.

During the audit of the EEC, information was provided in the context of the qualitative characteristics of teachers. There are 20 people in the Department of Information Systems, including Doctors of Technical Sciences, professors – 2, Ph.D., associate professors – 5, PhD – 3 and masters – 10. There are 17 people in the Department of Automation and Telecommunications, including Ph.D., associate professors – 3, PhD – 3 and masters – 11.

Sadirmekova Zhanna Bakirbayevna in 2021, on November 20, successfully defended her PhD thesis in the specialty 6D070300 - "Information systems". Associate Professor of the Department of Information Systems Sadirmekova Zh.B. completed a research internship at the Institute of Computer Science Systems named after A.P. Ershov SB RAS. Currently, he is undergoing an internship under the Bolashak program (from 1.09.2023 to 02/29/2024) at the University of Lincoln, Great Britain.

Murzakhmetov Aslanbeknurbekovich defended his PhD thesis in the specialty "Information Systems" on May 24, 2022 (defended himself in the dissertation council of Al-Farabi Kazakh National University).

Associate Professor of the Department of Information Systems Akhmetzhanova Sh.E. completed a research internship under the Bolashak program in Dundee (UK) at Dundee University.

Yeralieva B.S. completed a scientific internship "Fiber optic technology" (fiber optic technologies) at the Lublin University of Technology (Lublin, Poland) from July 1, 2022 to July 31, 2022. She participated in seminars, attended lectures by professors, together with foreign scientists Waldemar Vujcik, Peter Kisala published articles in the Scopus database and a monograph. According to the Erasmus project, the teacher Yeralieva B.S. was invited to give lectures on the topic "Applied microprocessor technology" at the Lublin Polytechnic University (Lublin, Poland), 02/14/2022-02/18/2022. Yeralieva B.S. In August 2023, she successfully defended her PhD thesis in her specialty at the Lublin University of Technology (Poland). She completed a research internship at the Lublin University of Technology.

Over the past three years, teachers of accredited educational programs have introduced 11 MOOC and video lecture courses into the educational process in the disciplines taught in order to improve the quality of education and increase the interest of students. For social support of teaching staff, a wide range of methods and incentive tools are used – moral, financial, corporate and cultural. Thus, the university's trade union pays 50% of the total cost of a trip to resorts and sanatoriums in the territory of the Republic of Kazakhstan. The work of the teaching staff is also stimulated by cash prizes, letters of thanks, diplomas and badges.

Social assistance is provided by the teaching staff in the event of special circumstances in the form of payment of financial assistance.

The analytical part

According to the results of the analysis of this standard, the EEC notes the existence of an objective personnel policy, the creation of conditions for career growth and professional development of teaching staff, and social support for employees. The University's personnel policy

is implemented in accordance with the development strategy and is aimed at meeting the needs of the university in professional labor resources.

At the same time, the EEC was provided with information confirming a single not quite correct distribution of the teacher's workload (G. E. Zhidekulova).

EEC experts emphasize the active position of teachers of accredited educational programs, their participation in various public, scientific, methodological and research, cultural, mass and other events at the regional and national level.

Guided by the university, a mechanism has been developed and work is systematically carried out to motivate the professional and personal development of EP teachers. One of the tools of such encouragement is the system of payment categories, which takes into account the publication activity of scientists and university teachers.

The members of the EEC note that, in general, the university has created conditions for the implementation of academic mobility. However, there is potential for its strengthening in accredited educational institutions in order to ensure the participation of each full-time teacher in academic mobility.

Strengths/best practices for EP 6B06118 – Information Systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

Teaching staff of accredited educational institutions actively introduce information and communication technologies and software tools (MOOC, etc.) into the educational process.

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The management of the EP and the university should analyze the compliance of the qualifications and education of teachers with the disciplines being read by conducting certification before 01.01.2025.

- The university management should ensure recognition of the results of previous formal and informal education by G. E. Zhidekulova if she is involved in teaching within the framework of accredited educational institutions.

The conclusions of the EEC according to the criteria:

According to the standard "Teaching staff" according to EP 6B06118 - Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in management systems, 10 criteria are disclosed, of which 1 criterion is strong, 8 criteria have a satisfactory position, 1 criterion suggests improvement.

6.8. The standard "Educational Resources and student support systems"

✓ *The university must ensure that the infrastructure, educational resources, including material and technical ones, meet the goals of the educational program.*

✓ *The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the goals of the EP.*

✓ *The university must demonstrate the compliance of information resources with the needs of the university and the implemented 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 specialized disciplines on paper and electronic media, periodicals, access to scientific databases;*
- ✓ *examination of research results, graduation papers, dissertations on plagiarism;*
- ✓ *access to educational Internet resources;*
- ✓ *the operation of WI-FI in its territory.*
- ✓ *The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of the research work of teaching staff, staff and students.*
- ✓ *The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy.*
- ✓ *The management of the EP should demonstrate the availability of support procedures for various groups of students, including information and counseling.*
- ✓ *The management of the EP should show the availability of conditions for the advancement of the student along an individual educational trajectory.*
- ✓ *The university should take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs).*
- ✓ *The university must ensure that the infrastructure meets the security requirements.*

The evidentiary part

The University has a sufficient material and technical base to ensure the conduct of all types of education, practical training and research provided for in the university's curriculum and in accordance with current sanitary, epidemiological and fire safety standards and regulations - 18 buildings, 3 colleges. There are student canteens in the academic buildings, and a buffet operates in building 9. Places in dormitories are issued according to the standard "On the issuance of places in the dormitory to university students". When issuing places, the social status of students is necessarily taken into account, and first of all, foreign students are provided with a hostel. Accredited educational programs are equipped with the necessary equipment, the following laboratories are located in the building: Web programming, Computer Networks, Laboratory of Circuit Engineering and Microprocessor Systems, laboratory of information systems design, laboratory of information security, CISCO laboratory, ORACLE network laboratory, laboratory of Nanoengineering Research Methods, as well as virtual laboratories. Accredited OP actively interact with employers and international IT providers and companies: Cisco, Intel, Oracle, and MentorGraphics. Since 2010, the Cisco TarazStateUniversity Academy (AcademyID 3077744) has been successfully operating at the department.

Well-known programs AVR Studio, SimaticStep 7, ElectronicsWorkbench, Multisim13, LTspice IV, Micro-Cap, ASIMEC, LabVIEW 13, MATLAB, Simulink, SCADA, VisSim, MVTU, SystemView, GPSS World are used in conducting disciplines related to electrical engineering, electrical circuits and electronics, system modeling, as well as microprocessors and microcontrollers, AutoCAD 14, VisualMicroLab.

At a meeting with all target groups, the problem of unstable operation of the Wi-Fi network at the University was voiced.

Dulati University provides all applicants with discounts on tuition fees in the amount of 10-15% due to the needs of the subsidized region. In accordance with PD 4-10.01-2022 "Regulations on the provision of benefits for tuition fees for educational programs of the non-profit joint stock company Dulati University", separate discounts of up to 50% are also provided to students from families of socially vulnerable segments of the population; for students without parents and left without parental care, a 100% discount on payment is provided. Round orphans who have guardians are given a 50% discount. Students with disabilities receive discounts from 30 to 50%. Each student from large families is given a discount of 15 to 50%. For example, in the 2022-2023 academic year, the following students of EP 6B06118 - "Information Systems and Technologies" and 6B06120 - "Software Engineering" Balpanova A., Shotbai K. were given tuition discounts. It should also be noted that the 1st year student of EP 6B07122 – "Automation and informatization in control systems" Sadykov A. received a 100% grant for the entire period of study based on the results of the city Olympiad among schoolchildren in robotics.

According to the survey results, students express "complete satisfaction" with:

- availability of academic counseling – 82.5%;
- accessibility of health services – 71.4%;
- the quality of services provided in libraries and reading rooms – 92.1%;
- the quality of teaching in general – 81%;
- providing students with a dormitory – 77.8%.

Based on the results of the student survey:

- 81% of students are "completely satisfied" with the availability and quality of Internet resources, 14.3% are "partially satisfied"; 3.2% are "satisfied"; I find it difficult to answer - 1.6%.
- 76.2% are "completely satisfied" with the rest rooms for students, 17.5% are "partially satisfied"; 1.6% are "satisfied"; I find it difficult to answer – 4.8%.
- 74.6% are "fully satisfied" with the availability of computer classes, 20.6% are "partially satisfied"; 3.2% are "satisfied".
- 71.4% are "completely satisfied" with the quality of medical care at the university, 1.6% are "partially dissatisfied", 17.5% are "satisfied"; I find it difficult to answer – 4.8%.

The analytical part

As a result of the inspection of the facilities of the material base, the members of the EEC note that the university has all the necessary resources to ensure the educational process. The buildings and structures of the University comply with current sanitary standards and fire safety requirements. A variety of learning resources and student support services are available at the university. The university has a sufficient amount of computer equipment and software.

The EEC confirms that the management of the EP, together with the management of the university, on a regular basis create conditions to ensure the sufficiency of material resources and infrastructure for conducting scientific research, providing databases of practices, integrating science into the educational process, and publishing the results of research work of students.

The EEC notes that the University Library meets modern requirements, has a sufficient fund of literature on paper and digital media and makes a significant contribution to the development of the educational community.

The EEC notes the involvement of curators, teachers, and the management of the EP in the process of supporting students.

Strengths/best practices for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

not identified.

Recommendations for EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:
None.

The conclusions of the EEC according to the criteria:

According to the standard "Educational resources and student support systems" according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems, 13 criteria are disclosed, of which 13 have a satisfactory position.

6.9. The standard "Informing the public"

The university guarantees that the published information is accurate, objective, relevant and reflects all areas of the university's activities within the framework of the educational program.

Public awareness should include support and clarification of the national development programs of the country and the system of higher and postgraduate education.

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.

Information about the educational program is objective, relevant and should include:

- the purpose and planned results of the EP, the assigned qualification;
- information about the assessment system of students' academic achievements;
- information about academic mobility programs and other forms of cooperation with partner universities and employers;
- information about the opportunities for the development of personal and professional competencies of students and employment;
- data reflecting the positioning of the EP 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 terms of personalities.

The university must publish audited financial statements about EP on its own web resource.

The university should post information and links to external resources based on the results of external assessment procedures.

An important factor is the posting of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.

The evidentiary part

The university management considers the process of informing the public as an important resource for the implementation of the mission, goals, quality policy and objectives set out in the University's Development Plan for 2023-2029.

The information is provided by:

- the official Internet resource of the University <https://dulaty.kz/>;
- official social networks Instagram, Facebook, Vkontakte, Twitter, Youtube;

- publications and speeches in republican, regional and city/trade union media;
- participation in the television programs of the agency "Jambyl", etc.

At the University, in all its structural divisions, an open dialogue with suppliers and consumers of educational services is constantly conducted. All information about the activities of the University and the department, about the conditions of admission, training, and development opportunities is available on the website. Special attention is paid at the University to informing potential applicants.

The analytical part

During the analysis of documents and the content of the Dulati University website, experts found that the leadership uses a variety of information dissemination capabilities: Mass media, web resources, information networks, etc.

The EEC notes that in the field of information dissemination policy, the university demonstrates a policy of openness and involvement in informing the public of applicants, employers, participants in the educational process and all interested parties. The management of the EP uses mass media and social networks to disseminate information. The website publishes information about the university's activities and financial statements.

Based on the analysis of the available information regarding EP, the commission notes that the information on the university's website is available to interested parties of the educational process (students, teachers, employers, the public), but it is not complete enough, the mechanism for its timely updating has not been determined. There are no examples of how stakeholders' satisfaction with the quality of the information received and its completeness is investigated.

The EEC notes that it is possible to supplement the information on the site in the main sections: in relation to the web pages of departments, the specifics and implementation of the EP, information about students and teaching staff, on cooperation and interaction with partners, on scientific projects, on academic mobility programs; on employment opportunities. In addition, it is important to present complete and reliable information about teaching staff on the open resources of the University, especially in the context of personalities and their qualitative characteristics.

Strengths/best practices for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: not identified.

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The university management should identify those responsible for the timely placement and monitoring of reliable and up-to-date information on the university's website, also paying special attention to the completeness of the placement of information about university teachers and practitioners involved in the implementation of the EP.

The conclusions of the EEC according to the criteria:

According to the standard "Informing the public" according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems, 12 criteria have been disclosed, of which 12 criteria have a satisfactory position.

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

According to the standard "Educational Program Management":

Strengths/best practices according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: not identified.

According to the Information Management and Reporting standard:

Strengths/best practices according to EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: The University has an automated system for monitoring the implementation of KPIs by teachers, which ensures the objectivity of remuneration and transparency of the process.

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

Strengths/best practices for EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: Within the framework of accredited EP, the possibility of professional certification has been created, including on the basis of global software providers.

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

Strengths/best practices according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: not identified.

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

Strengths/best practices according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 - Automation and informatization in management systems: not identified.

According to the "Students" standard:

Strengths/best practices for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: not identified.

According to the standard "Teaching staff":

Strengths/best practices according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: Teaching staff of accredited educational institutions actively introduce information and communication technologies and software tools (MOOCs, etc.) into the educational process.

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

Strengths/best practices according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: not identified.

According to the standard "Informing the public":

Strengths/best practices according to EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems: not identified.

(VIII) REVIEW OF RECOMMENDATIONS FOR IMPROVING THE QUALITY OF EACH STANDARD

The standard "Educational Program Management"

Recommendations for EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

-The management of the EP, by December 1, 2024, to develop a Roadmap (Plan) to reduce the impact of risks associated with the design and implementation of the EP (including staffing, contingent formation, etc.), or to introduce appropriate measures into existing plans for the development of the EP with specific indicators, deadlines and those responsible for implementation; systematically analyze risk management at the level of the structural unit and the EP.

- The management of the university, by September 1, 2025, to integrate the internal quality assurance system developed in the context of ESG and the Quality Management System developed in accordance with ISO 9001.

- The management of the EP, by December 1, 2024, to work on revising and specifying the development plan of the EP, taking into account changes in professional standards and other regulatory documents, as well as an updated Program the development of the university.

- The university management should make changes to the process of developing EP development plans by November 1, 2024, providing for their annual update for the coming period, taking into account the responsibility of risk owners to identify and minimize them, and monitoring and annual control of their implementation.

- By September 1, 2025, the university management should formalize (create a procedure or make an addition to the existing ones) the process of determining the head of the EP, supplementing the job descriptions with an appropriate labor function, either assigning responsibilities, or creating a new position, or using the distribution of the teaching load, or assigning specific personalities to the decision of the collegial body, etc., while defining them responsibility for the entire educational program as a whole.

The Information Management and Reporting Standard

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- By February 1, 2025, the university management will reengineer the processes of informing teachers and students about the current regulations, processes and standards, as well as about the changes being made.

- The management of the EP, heads of departments and chairmen of collegial bodies considering the implementation of accredited EP and ensuring their quality, until December 1, 2024, ensure that the minutes of meetings reflect the full reflection of the issues under consideration, including by analyzing previously adopted decisions.

The standard "Development and approval of the educational program":

Recommendations for EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The management of the educational institution should update educational programs, formulating active learning outcomes and ensuring constructive alignment of learning outcomes, the complexity of academic disciplines, teaching methods, training and assessment until 1.09.2025.

The standard "Continuous monitoring and periodic evaluation of educational programs"

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The management of the Educational Institution should review the procedure for continuous monitoring and periodic evaluation of the educational program using the capabilities of information technology and data analysis by May 1, 2025.

- The management of the EP should consider using the capabilities of LMS, electronic document management to create and store records based on the results of mutual visits and attendance of open classes until September 1, 2025.

- The management of the Educational Institution should introduce requirements into documented procedures and policies defining the procedure for ensuring student participation in the revision of the content of educational programs before September 1, 2025.

- The management of the EP should inform interested parties about all changes made to the EP and its Development Plan by publishing them on the website / portal within 10 days from the date of making such changes.

The standard "Student-centered learning and academic performance assessment"

Recommendations for EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The University management should ensure that teachers of accredited external advanced training courses on assessing the level of student learning and the implementation of student-centered learning by June 1, 2025.

- When developing syllabuses, the management of the EP should ensure the inclusion of assessment forms corresponding to active verbs used in learning outcomes, and provide alternative forms of achieving and evaluating them, taking into account the diversity of learning strategies and the peculiarities of students' cognitive activity by September 1, 2025.

The "Students" standard

Recommendations for EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The management of the University and the EP to popularize the activities of the University Alumni Association. To provide for the development of an action plan for the activities of the University Alumni Association and its active involvement in key processes for the development and updating of educational programs, plans for their development, interaction with employers, and employment of graduates. The deadline is until 06/02/2025.

- The management of the EP should consider the transformation of career guidance work, taking into account the specifics of the EP and the transformation of marketing technologies and channels for attracting students.

The standard "Teaching staff"

Recommendations for EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The management of the EP and the university should analyze the compliance of the qualifications and education of teachers with the disciplines being read by conducting certification before 01.01.2025.

- The university management should ensure recognition of the results of previous formal and informal education by G. E. Zhidekulova if she is involved in teaching within the framework of accredited educational institutions.

The standard "Educational Resources and student support systems"

Recommendations for EP 6B06118 – Information systems and technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

None.

The standard "Informing the public"

Recommendations for EP 6B06118 – Information systems and Technologies, 6B06120 – Software engineering, 6B07122 – Automation and informatization in control systems:

- The university management should identify those responsible for the timely placement and monitoring of reliable and up-to-date information on the university's website, also paying special attention to the completeness of the placement of information about university teachers and practitioners involved in the implementation of the EP.

(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the EEC came to the unanimous opinion that the educational programs 6B06118 – Information Systems and Technologies, 6B06120 – Software Engineering, 6B07122 – Automation and informatization in control systems 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 6B06118 Information Systems and Technologies, 6B06120 Software engineering, 6B07122 Automation and informatization in control systems)

n\п	п\п	Evaluation criteria	The position of the educational organization			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
The standard "Educational Program Management"						
1	1.	The university should demonstrate the development of a goal and strategy for the development of the EP based on an analysis of external and internal factors with the broad involvement of a variety of stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between scientific research, teaching and learning		+		
3	3.	The university demonstrates the development of a culture of quality assurance		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including in the implementation of joint/double-degree education and academic mobility		+		
5	5.	The management of the EP ensures transparency in the development of the EP development plan based on an analysis of its functioning, the real positioning of the university and the orientation of its activities to meet the needs of students, the state, employers and other interested parties		+		
6	6.	The management of the EP demonstrates the functioning of mechanisms for the formation and regular revision of the OP 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 operational		+		
7	7.	The management of the EP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of a development plan for the EP		+		
8	8.	The management of the educational institution should demonstrate the individuality and uniqueness of the educational institution's 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 staff responsibilities, and the differentiation of functions of collegial bodies		+		
10	10.	The management of the EP ensures coordination of the activities of all persons involved in the development and management of the OP, and its continuous implementation, as well as involves all stakeholders in this process		+		
11	11.	The management of the EP should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and appropriate decision-making		+		
12	12.	The management of the EP should carry out risk management			+	
13	13.	The management of the EP should ensure the participation of representatives of interested persons (employers, teaching staff, students) in the collegial management bodies of the educational		+		

		program, as well as their representativeness in making decisions on the management of the educational program				
14	14.	The university must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The management of the EP should demonstrate its openness and accessibility to students, teaching staff, employers and other interested parties		+		
16	1.	The management of the EP confirms the completion of training in educational management programs		+		
17	2.	The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure			+	
Total according to the standard				14	3	
The Information Management and Reporting Standard						
18	1.	The university must ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software		+		
19	2.	The management of the EP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the existence of a reporting system reflecting the activities of all structural divisions and departments within the framework of the OP, including an assessment of their effectiveness		+		
21	4.	The university should determine the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural units, and senior management		+		
22	5.	The university must demonstrate a mechanism to ensure the protection of information, including the identification of responsible persons for the reliability 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 availability of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university must ensure the measurement of the degree of satisfaction of the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of the detected shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of its activities in the context of EP			+	
<i>The 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 contingent of students in the context of forms and types		+		
29	12.	academic performance, student achievements and expulsion		+		
30	13.	students' satisfaction with the implementation of the EP and the quality of education at the university		+		
31	14.	accessibility of educational resources and 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 according to the standard			1	14	2	
The standard "Development and approval of an educational program"						
35	1.	The university must demonstrate the existence of a documented procedure for the development of an EP and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes			+	
37	3.	The management of the educational institution should 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 an EP describing learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the OP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA		+		
40	6.	The management of the EP should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP meets the set goals with a focus on achieving the planned learning outcomes for each graduate		+		
41	7.	The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral studies)			+	
42	8.	The management of the EP must demonstrate the conduct of external examinations of the EP		+		
43	9.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP		+		
44	10.	The management of the EP 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 double-degree EP with foreign universities		+		
Total according to the standard			1	9	2	
The standard "Continuous monitoring and periodic evaluation of the educational program"						
47	1.	The university should ensure the revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social request of society		+		
48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuous improvement of the EP		+		
<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 of science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	workload, academic performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	the needs and satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		

55	9.	The management of the EP should publish information about the 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 different groups of students and their degree of satisfaction with the organization of training, teaching, assessment, and mastering of the EP in general		+		
Total according to the standard				9	1	
The standard "Student-centered learning, teaching and assessment of academic performance"						
57	1.	The management of the educational institution should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The management of the EP should ensure teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and evaluation of learning outcomes that ensure the achievement of the goals of the EP, including competencies, skills to perform scientific work at the required level		+		
59	3.	The management of the EP should determine the mechanisms for distributing the educational load of students between theory and practice within the framework of the EP, ensuring 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 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 are consistent with the planned results and goals of the EP			+	
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for evaluating the results of the EP, the 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 management of the EP should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes		+		
65	9.	The management of the EP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher		+		
66	10.	The management of the EP must demonstrate the existence of a procedure for responding to student complaints		+		
Total according to the standard				9	1	
Стандарт «Обучающиеся»						
67	1.	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)		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the availability and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training		+		
71	5.	The university should encourage students to self-education and development outside the main program (extracurricular activities)		+		

72	6.	An important factor is the availability of a support mechanism for gifted students		+		
73	7.	The university should demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, and maintain contact with them		+		
75	9.	The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes		+		
76	10.	The management of the EP 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 management of the EP should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the presence of an active alumni association/association			+	
Total according to the standard				11	1	
The standard "Teaching staff"						
79	1.	the University must have an objective and transparent personnel policy in the context of the EP, including hiring (including invited PPP), professional growth and development of staff to ensure the professional competence of all staff		+		
80	2.	the Institution must demonstrate compliance with the qualitative part of the teaching staff qualification requirements, the strategy of the University, the objectives of EP			+	
81	3.	Manual EP must demonstrate the changing role of the teacher in connection with the transition to student-centred learning and teaching		+		
82	4.	the University shall provide opportunities for career growth and professional development of staff, including young teachers		+		
83	5.	the University must bring to the teaching professionals of the industry, with professional competencies that meet the requirements of EP		+		
84	6.	the University must demonstrate the existence of a mechanism of motivation of professional and personal development of the teaching staff		+		
85	7.	University must demonstrate the broad application of the teaching staff information and communication technologies and software tools in the educational process (e.g., on-line learning, e-portfolio, MOOC's , etc.)	+			
86	8.	University must demonstrate a focus on the development of academic mobility, attraction of the best international and local teachers		+		
87	9.	the University must demonstrate the involvement of teachers in the promotion of a culture of quality and academic integrity in the University, to determine the contribution of the teaching staff, including invited to achieving the objectives of EP		+		
88	10.	Important factor is the involvement of teachers in the development of the economy, education, science and culture of the region and country		+		
Total according to the standard				1	8	1
Standard "Educational resources and student support system"						

89	1.	The university must ensure that its infrastructure and educational resources, including material and technical resources, meet the goals		+		
90	2	The management of the EP must demonstrate that classrooms, laboratories, and other facilities equipped with modern equipment are sufficient to meet the goals of the EP		+		
<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 management of the EP should demonstrate the availability of support procedures for various groups of students, including informing and advising		+		
99	11.	The management of the EP 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 the standard				13		
The standard "Informing the public"						
stand ard 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		+		
103	2	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 on the 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 the standard				12		
TOTAL			3	99	11	





СОГЛАСОВАНА
 Председатель Правления
 НАО «Таразский региональный университет
 имени М.Х.Дулати»
 М.Б. [Signature]
 «6» мая 2024 года



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

УТВЕРЖДЕНА
 Федеральный директор НУ «Независимое Агентство
 аккредитации и рейтинга»
 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)	EEC's work with target groups	Last name, first name and position of target group participants	Location of the event
May 17 2024			
16.00-17.00	Preliminary meeting of the EEC (<i>discussion of key issues and the program of the visit</i>)	<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 Rector <i>Orynbayev Seitzhan 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 Sholpana 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>Orynbayev Seitzhan Aueszhanovich</i> , PhD, Associate Professor 5. Member of the Management Board-Vice-rector for Social and Cultural Development <i>Turlybek Aslan Edilkanovich</i> , PhD 6. Member of the Management Board-Vice-Rector for Infrastructure Development <i>Salemov Serik Zhaksylykovich</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
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	1. Head of the educational and methodological Department <i>Mazhibayev Asylzhan Kenzhekereevich</i> 2. Head of the Online Learning Department <i>Svetlana Beglerova</i> 3. Head of the Career and Business Partnership Center <i>Mira Yerzhanova</i> 4. Director of the office Registrar <i>Myrkalykov Bauyrzhan Seytzhonovich</i> 5. Head of the Marketing and Career Guidance Department <i>Nazarbekova Alua Ahmediyarovna</i> 6. Head of the Digital Archive <i>Tolenov Zhasulan Zhaksilykovich</i> 7. Head of the Strategic Development <i>Daribaev Zhanali Yerkimbekovich</i> 8. Head of the Strategic Planning and Coordination Department <i>Teleuova Saltanat Orazalievna</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

		<p>9. Head of the Accreditation, Rating and Quality Assurance Department <i>Balkibayeva Gulzira Amangeldievna</i></p> <p>10. Head of the International Cooperation Department <i>Isabekova Gulnur Bolatbekovna</i></p> <p>11. Head of the Center for Advanced Training and Retraining of Personnel <i>Alimbetova gulzhan syrgabayevna</i></p> <p>12. Head of the Library and Information Center <i>IrzhanovAgulzhaNjenisbekkyzy</i></p> <p>13. Deputy Executive Secretary of the AdmissionsCommittee <i>Aidar Abildaev</i></p> <p>14. Director of the Department of Science and Commercialization <i>Kabdushev Arman Arystangalievich</i></p> <p>15. 15. Head of the Research Department <i>Zhankuanyshev Status Kuttykiyayevich</i></p> <p>16. Head of Commercialization Department <i>Tanayev zhaydar Bektolepbegenuly</i></p> <p>17. Head of Project Management and Digitalization of <i>Tolegenova Dina Muratkyzy</i></p> <p>18. Head of Technical support and IT support <i>Zhaukashkanov Adilbek Kudaibergenuly</i></p> <p>19. Editor of the newspaper "Universitet Tynysy" <i>Absat Gulbakyt Berikovna</i></p> <p>20. Head of the Operational and Technical Department <i>Aflatunov Ahmad Mursal-oglu</i></p> <p>21. Chief Accountant <i>Amirtayeva nUrbike Shayzhanovna</i></p> <p>22. Head of HR Department <i>Esmakhanov Bauyrzhan Meirambekovich</i></p> <p>23. Head of the Office <i>Orumbayeva Marzhan Abdusamatovna</i></p> <p>24. Head of the Legal Service <i>Sambetov Serik Togusovich</i></p> <p>25. Director of the publishing house "Dulaty university" <i>Abdrasilov Azat Ibatbekuly</i></p> <p>26. Head of the Planning and Economic Department <i>MusayevaAiganymaltayevna</i></p> <p>27. Chief specialist of the Department of accounting and Student Movement <i>Kasenovaaymankalmakhanovna</i></p>	
12.00-12.15	Technical break	<i>IAAR External Experts</i>	Rector's office, office # 404
12.15-13.00	Meeting with deans / directors of institutes (schools)	Dean of the Faculty of Technology Shardarbek Mukhamedzhan Shardarbekuly	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
13.00-14.00	Lunch break	<i>IAAR External Experts</i>	
14.00-14.10	Work of the VEC	<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
14.10-15.00	Meeting with department heads and / or OP managers	<i>1. Head of the Department of Food Production and Biotechnology</i> <i>Kenzhekhodzhaev Mahamedkaly Dosmanovich</i>	Rector's Office, Academic Council meeting Room, 4th floor, No.403

		<p>2. Head of the Department "Textiles, Materials Science and Standardization" <i>КауымбаевРахымжанТокт арбаевич</i></p> <p>3. Head of the Department of Applied Informatics and Programming <i>Akhmetzhanovmadiakhmetzhano vich</i></p> <p>4. Full name of the head of the Department "Information Systems" <i>БаймырзаеваГаухарЖаксылыковна</i></p> <p>5. Head of the Department of Automation and Telecommunications <i>Yesmakhanova Laura Nurlanovna</i></p> <p>6. Head of the Department of Chemistry and Chemical Engineering <i>Kalmakhanovamarzhanseitovna</i></p>	<p>Connect to the Zoom conference https://us02web.zoom.us/j/9623882483</p> <p>Conference ID: 962 388 2483</p>
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	<p>1, 2, 3 cluster (App #1) (zoom session hall1)</p> <p>4,5, 6 cluster (Appendix #2) (zoom2 session hall)</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>
16.00-16.40	Teaching staff survey (in parallel)	<i>Appendix 3(list with current e-mail addresses)</i>	<p><i>The link is sent to the teacher's email address personally 5 minutes before the start of the survey</i></p> <p>Rector's office, office # 302</p>
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>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>	<p>Rector's office, office # 404</p> <p>Connect to the Zoom conference https://us02web.zoom.us/j/9623882483</p> <p>Conference ID: 962 388 2483</p>
18.30 – 19.30	Supper	<i>IAAR External Experts</i>	
Day 2: May 24, 2024			
09.00-09.30	Work of the VEC (discussion of organizational issues)	<i>IAAR External Experts</i>	<p>Rector's office, office # 404</p> <p>Connect to the Zoom conference https://us02web.zoom.us/j/9623882483</p> <p>Conference ID: 962 388 2483</p>
09.30-10.30	Meeting with students	<p>Cluster 1, 2, 3 (Appendix # 5) (session hall zoom1)</p> <p>4,5, 6 cluster (Appendix # 6) (zoom2 session hall)</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>

			Conference ID: 962 388 2483
10.30-11.30	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 questionnaire</i> Rector's office, office # 302
10.30-10.40	Technical break	<i>IAAR External Experts</i>	Rector's office, office # 404
10.40-13.00	Work with department documents (<i>documents must be uploaded to the cloud by cluster in advance, if necessary, department heads will be invited to the Zoom online room</i>) and attend scheduled teaching staff classes (<i>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 cloud: Link to 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	Visiting OP practice bases (in parallel across clusters)	<i>Appendix # 9 (route by cluster)</i>	By route
16.00-16.10	Technical break	<i>IAAR External Experts</i>	Rector's office, office # 404
16.10-16.50	Meeting with employers of the 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>	Rector's office, 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>	Rector's office, office # 404
18.00-20.00	Work of the EC, discussion of the results of the second day and profile parameters (<i>recorded</i>)	<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
20.00-21.00	Supper	<i>IAAR External Experts</i>	

Day 3: May 25, 2024			
09.00-11.30	Work of the VEC (development and discussion of recommendations)(<i>recording is underway</i>)	<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
11.30-11.40	Technical break	<i>IAAR External Experts</i>	Rector's office, No. 404
11.40-13.00	The work of the EEC, the development and discussion of recommendations	<i>IAAR External Experts</i>	Rector's office, No. 404 (Individual work of an offline expert)
13.00-14.00	<i>Lunch break</i>	<i>IAAR External Experts</i>	
14.00-16.15	The work of the EEC, discussion, decision-making by voting (recording is underway)	<i>IAAR External Experts</i>	Rector's office No. 404 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
16.15-16.30	Technical break	<i>IAAR External Experts</i>	Rector's office, No. 404
16.30-17.00	The final meeting of the EEC with the leadership of the university	<i>Heads of the university and structural divisions</i>	Academic Council Meeting Room, 4th floor, No. 403 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
18.00-19.00	<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 IAAR 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, EO – educational organization, EP – educational program, teaching staff – teaching staff.

Appendix 3. 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 lecturer	27 (48,2%)
Teacher	0 (0%)
Head of Department	1 (1,8%)
Assistant of the 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's degree	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 teaching 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/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 alma mater
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. taru 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	Мәселе жоқ -			

	<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>
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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)
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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 4. 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%

2. Жынысыңыз (Пол)

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

Questions	Fully satisfied	Partially satisfied	Partially	unsatisfied Not satisfied	I can't answer
4. The availability of academic advice	to you(82,5 %)	(14,3 %)	(1,6 %)	(0 %)	(1,6 %)
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	50 people	10 people	2 people	0 people	1 person

Questions	Fully satisfied	Partially satisfied	Partially	unsatisfied Not satisfied	I can't answer
program (specialty)before entering the university					
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

