



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

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

6B07511 Standardization and quality management in industry

7M07513 Standardization and Quality Management in industry (2 years)

Study programs of

M.Kh.DULATY TARAZ REGIONAL UNIVERSITY

in the period from May 23 to 25, 2024

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(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

AIS- automated information system
AC – Academic Committee
AW - Automated workplace
AC – Academic Council
EEC - External Expert Commission
D.t.s – Doctor of Technical Sciences
UHEP – Unified Higher Education Platform
ZhB – Zhambyl branch
MSI - municipal state institution
PRC – People's Republic of China
C.t.s – Candidate of Technical Sciences
CE - Catalog of electives
IC –Individual curriculum
MSHEofRK –Ministry of Science and Higher Education of the Republic of Kazakhstan
MESofRK – Ministry of Education and Science of the Republic of Kazakhstan
MSP – Modular study programs
IAAR - independent accreditation and rating agency
NPO - non-profit organization
NDFZ– Novodzhambul phosphorus plant
R&D – Research work
RLA – regulatory legal acts
NQF – National Qualifications Framework
SP – Study programs
IQF – Industry Qualifications Framework
AS – Academic staff
RSI - Republican state institution
WI – Working Instructions
RK – Republic of Kazakhstan
RIEL– Republican Interuniversity Electronic Library
WC – Working curriculum
MM – Mass media
EDMS – Electronic document management system
M.Kh. Dulaty TarRU – M.Kh. Dulaty Taraz Regional University
LLP– Limited Liability Partnership
TSS – Training and support staff
UShCO- University of the Shanghai Cooperation Organization
ELS – Electronic library system

(II) INTRODUCTION

In accordance with Order No. 89-24- General education disciplines dated 02/26/2024 of the Independent Agency for Accreditation and Rating, from May 23 to May 25, 2024, an external expert commission conducted an assessment of the compliance of study programs 6B07511 Standardization and Quality Management in Industry, 7M07513 Standardization and Quality Management in Industry (2 years) of M.Kh.Dulaty Taraz Regional University with the standards of specialized accreditation of the IAAR (dated June 16, 2020 No. 57-20-GED, sixth edition) in a hybrid format.

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

The composition of the EEC:

1. Chairman of the IAAR Commission – Urmashev Baydaulet Amantaevich, Candidate of Physical and Mathematical Sciences, Associate Professor, Al-Faraby Kazakh National University (Almaty, Republic of Kazakhstan)
2. IAAR expert – Aurica Chirsanova, PhD, Associate Professor, Head of the Department of 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 (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 – Ismailova Aisulu Abzhapparovna, PhD, Associate Professor, Kazakh Agrotechnical Research University named after S. Seifullin (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 NAO "Toraigyrov University" (Pavlodar, Republic of Kazakhstan)
8. IAAR expert – Zhanat Beisembayevich Isabekov, PhD, NAO "Toraigyrov University" (Pavlodar, Republic of Kazakhstan)
9. IAAR expert – Abilev Madi Baltabaevich, PhD, Associate Professor, Al-Faraby Kazakh National University (Almaty, Republic of Kazakhstan)
10. IAAR expert – Kopishev Eldar Yertayevich, Candidate of Chemical Sciences, L.N.Gumilev 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 of SP 8D07201 Food Technology, Semey Shakarim University (Semey, Republic of Kazakhstan)

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

17. Expert student of IAAR -Kozhan Akerke Yerzhankyzy, 2nd year student of SP 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 SP 6B07102-Automation and Control, L.N. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan)

19. Expert student of IAAR -Amangali Altyn Ruslankyzy, 3rd year student of SP 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 SP 7M07501 Standardization and certification, NPJSC "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) PRESENTATION OF THE EDUCATIONAL ORGANIZATION

Taraz Institute was established in 1958. A branch of the Kazakh Chemical Technology Institute was opened in the regional center. The educational institution was established in order to train qualified personnel for such enterprises of the regional center as a sugar factory, a meat factory, and a shoe factory. The non-profit Joint-stock Company "M.Kh. Dulaty Taraz Regional University" carries out its activities according to the state license No. KZ19LAA00018483, issued on 07/27/2020.

The university has 911 full-time teachers, of which: 336 with academic degrees and titles, 28 doctors of sciences, 230 candidates of sciences, 78 doctors of Philosophy (PhD), 554 masters, the total number of part-time students is 194. The total number of students at the university is 12984, of which: 12496 in bachelor's degree, 452 in master's degree, 36 in doctoral studies. The total number of foreign students is 155. Study programs 6B07511 - "Standardization and quality management in industry" and 7M07513 – "Standardization and quality management in industry (2 years)" are implemented from the 2019-2020 academic year. Currently, 74 people study at the bachelor's degree, 2 at the master's degree.

The quality of specialist training at M.Kh.Dulaty University is also recognized internationally. The university entered the QSWorldUniversityRankings-2024 world ranking, taking a position in the range of 1201-1400. Among the 21 universities of Kazakhstan included in the rating, Dulaty University is in 17th place. Inclusion in this rating indicates the recognition of the university in the world scientific and educational community. The results of the rating reflect the stability of the university and the high employment prospects of graduates.

In the higher education system of Kazakhstan, Dulaty University occupies a leading position due to its good reputation in academic and scientific circles, highly qualified academic staff and modern material and technical base. In May 2022, Dulaty University successfully passed the international institutional accreditation conducted by the Independent Agency for Quality Assurance in Education (IAQA), which resulted in a certificate with registration number IA-A No. 0134 dated 05/28/2022.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Study programs 6B07511 – "Standardization and quality management in industry", 7M07513 – "Standardization and quality management in industry" (2 years) are accredited by the IAAR for the first time.

(V) DESCRIPTION OF VISIT OF THE EEC

The work in the EEC was carried out on the basis of the approved Program of the visit of the expert commission on specialized accreditation of study programs of the M.Kh.Dulaty Taraz Regional University in the period from 23 to 25 May 2024. In order to coordinate the work of the EEC, an on-line policy 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 study 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 64 representatives took part in the meetings (table 1).

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

Category of participants	Number
Rector	1
The Vice-Rector's building	4
Heads of structural divisions	27
Deans	1
Heads of departments	6
Teachers	7
Students, undergraduates	6
Graduates	9
Employers	3
Total	64

During the visual inspection, the members of the EEC got acquainted with the state of the material and technical base, visited the laboratories for the examination of goods, methods and means of measurement and control, and a virtual laboratory. At the meetings of the EEC IAAR with the university's target groups, the mechanisms for implementing the university's policy were clarified and the individual data presented in the university's self-assessment report were specified. The members of the EEC visited the practice bases of accredited programs: JS "National Center for Expertise and Certification", LLP "Group for Standardization, Certification and Metrology "ZHAMBYL STANDART", LLP "Kazphosphate".

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. Along with this, the experts studied the Internet positioning of the university through the official website of the university <https://dulaty.kz/>

As part of the planned program, recommendations for improving accredited study programs of M.Kh.Dulaty 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 " Management of Study Programs "

The university should demonstrate the development of a goal and strategy for the development of the SP 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 SP ensures transparency in the development of the SP 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 SP demonstrates the functioning of mechanisms for the formation and regular revision of the development plan of the SP 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 SP.

The management of the SP should involve representatives of groups of interested persons, including employers, students and academic staff in the formation of a development plan for the SP.

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 SP, the distribution of staff responsibilities, and the differentiation of functions of collegial bodies.

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

The management of the SP must 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 SP should carry out risk management.

The management of the educational institution should ensure the participation of representatives of interested persons (employers, academic staff, students) in the collegial management bodies of the study program, as well as their representativeness in making decisions on the management of the study program.

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

The management of the educational institution should demonstrate its openness and accessibility to students, academic 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 SP 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

The university has defined and documented procedures for assessing the quality of education. The formation and management of study programs is carried out on the basis of scientifically based approaches to planning, methodological support, and learning technologies. The implementation of the SP complies with the legislation of the Republic of Kazakhstan in the field of education, including the State Budget of the Republic of Kazakhstan. The SP is implemented in accordance with the mission, vision and Development Program of "M.Kh. Dulaty Taraz Regional University" for 2023-2029, approved by the Board of Directors on 03/19/2024 (Protocol No. 1).

The quality assurance policy reflects the relationship between scientific research, teaching and learning. The mechanisms for the formation, revision, monitoring and implementation of the development plan of the SP are defined; transparency and awareness of the processes of forming the SP with the involvement of employers are ensured; the degree of satisfaction with the needs of academic staff, staff and students is measured. The academic staff of the SP are systematically trained in educational management programs.

The activities of the Non-profit Joint Stock company "M.Kh. Dulaty Taraz Regional University" are regulated by the Charter of the university, the Quality Policy, the Program for the Development of a non-profit joint-stock company, Plans for the development of study programs 6B07511 - "Standardization and quality management in industry" and 7M07513 - "Standardization and quality management in industry (2 years)", and a series of documents, determining the academic policy of the university. Dulaty University regularly monitors employers' satisfaction with university graduates.

The mission, strategic goals and objectives of the university correspond to the state policy in the field of education, are consistent with national priorities and development programs in the field of education and science of the Republic of Kazakhstan. Prospective and strategic issues of the development of the SP are resolved taking into account the opinions of students, teachers,

university staff and employers. The model of training a specialist in accredited study programs is focused on reflecting in the educational process the sphere of future professional activity of students, their working conditions, necessary knowledge and skills, skills and personality qualities. It includes curricula and programs, various activities, forms of communication with production and other means of communication of a specialist of a given profile.

The assessment of the effectiveness of the mission, goals and objectives of the university, as well as the progress of the implementation of the SP is carried out on the basis of monitoring the main performance indicators and deadlines for the implementation of planned activities, the results of which are discussed at meetings of departments, the Faculty of Technology, the Academic Council and the Rector's Office. The decisions taken at the meetings of the above-mentioned collegial bodies are brought to the attention of interested persons, and questions about the implementation of the decisions taken are regularly heard. The University regularly reviews the strategic objectives of the university, taking into account changes in external factors, new key areas of public policy. Documented procedure of the University standard 06-2020, approved on November 19, 2020, defines the processes of analysis of the management system by the management of Dumaty University in order to ensure the continued suitability, adequacy and effectiveness of the quality assurance system through periodic analysis and assessment of its condition, as well as to find opportunities to improve this system.

The members of the EEC were convinced that the university has developed a quality assurance policy aimed at continuous improvement of the educational process, research activities, and the implementation of innovative projects. This policy is based on the mission, development program, vision and values of the university. On the basis of DP UST 03-2020 dated November 19, 2020, an internal audit is conducted at the university through monitoring the implementation of work plans of structural divisions, sociological surveys, and monitoring studies of the quality of students' knowledge.

However, the university does not always and insufficiently ensure the awareness of stakeholders and transparency of the content of the main strategic documents and development plans of the University, conducts public discussions with representatives of all interested parties, and discussions at collegial bodies. SP 6B07511 - "Standardization and quality management in industry" and 7M07513 – "Standardization and quality management in industry (2 years)" were agreed with employers: "Kazakhstan Institute of Standardization and Certification", Kazphosphate LLP, Zhambyl-Standard LLP.

Accredited SP are designed in accordance with the State Educational Standards, consistent with the mission of the university and the relevant requests of employers. The planning of the educational process is represented by a structure of interrelated documents (standard curricula, CE, basic work curricula, individual student curricula, work curricula of specialties) and a complex of various types of educational and methodological documentation. For the implementation of the SP, catalogs of elective disciplines are being developed, which describe the disciplines of the component of choice, indicating brief contents, pre- and post-requirements.

The analytical part

Dulaty University ensures the quality of study programs strictly in accordance with the legislation of the Republic of Kazakhstan and its own mission. Assessment, planning and management procedures have been developed, including interaction with employers and continuous professional development of teachers. The experts were convinced of the consistency of the strategic goals of the university, the adequacy of the mission, vision, strategy to the available resources: financial, information, personnel, material and technical base. At the same time, EEC NIAR notes that the management of the SP has not demonstrated, either documented or based on interviews, information on the identification, assessment and management of risks associated with the formation and implementation of OPTIMIZED.

The risks that may arise during the implementation of the SP can be very diverse: non-compliance of the program with the requirements of the State Educational Standard; lack of necessary (human, material, natural, financial, organizational, etc.) resources; insufficient qualifications of teachers; low student involvement; changes in legislation or labor market requirements; financial problems, etc. Identification, assessment and risk management are an integral part of an effective quality management system. The lack of documentary evidence of identification, assessment and risk management may indicate an insufficient elaboration of the quality management system of the SP.

Experts note that not all teachers, staff and students are aware of the content of the University's Development Program and are not sufficiently aware of their contribution to its implementation. At the same time, the EEC confirms the existence of Plans for the development of study programs, which allows for the simultaneous development of various study programs in the context of the University's Development Program. The analysis of the documentation of the department and the university, interviews with students and employers demonstrated: - lack of identification, assessment and management of risks associated with the formation and implementation of an SP; - lack of analysis of the resources (human, material, financial, organizational, etc.) necessary for the implementation of the SP. It is practically impossible to implement SP Development Plans without providing them with the necessary resources.

The results of the survey showed that the content of the survey meets the scientific and professional interests and needs of the academic staff (very well – 60.7% (34 people) and well – 37.5% (21 people)). The survey of academic staff conducted during the visit of the EEC IAAR showed that the involvement of academic staff in the process of making managerial and strategic decisions is very good and good – 23.2% (13 people) and 66.1% (37 people), respectively, answered "Very bad" – 7.1%. The survey showed that the content of the SP meets the needs of the TS, but the involvement of the TS in decision-making raises concerns. The majority considers the content of the SURVEY to be good, but only 23.2% (13 people) rate the involvement in decision-making as very good.

Based on meetings, conversations and interviews with vice-rectors in areas of activity, the Dean of the Faculty of Technology and heads of departments, heads and employees of structural divisions, faculty, students and employers, the EEC IAAR notes the distribution of staff duties and the differentiation of functions of collegial bodies involved in the implementation of the SP. According to the results of interviewing, familiarization with various documentation, material and

technical base and information and methodological resources of the university and departments, questionnaires of students and academic staff, EEC IAAR notes the following:

Strengths/best practices of SP 6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified.

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): - Develop and implement a risk analysis plan that includes the stages of identification, assessment and management of risks associated with the implementation of the SP. Responsible is the head of the Department of Textiles, Materials Science and Standardization. Due date: 30.06.2025.

The conclusions of the EEC according to the criteria: According to the standard "Management of Study program", Study programs 6B07511 - "Standardization and quality management in industry" and 7M07513 – "Standardization and quality management in industry (2 years)" do not have strong sides, 16 satisfactory positions, 1 criterion suggests improvement.

6.2 The standard "Management of Information and Reporting"

The university must demonstrate the development of a goal and strategy for the development of the SP 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 SP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.

The management of the SP demonstrates the existence of a reporting system reflecting the activities of all structural divisions and departments within the framework of the SP, including an assessment of their effectiveness.

The university must determine the frequency, forms and methods of evaluating the management of the SP, 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 academic staff in the processes of collecting and analyzing information, as well as making decisions based on them. The management of the SP 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, academic staff and staff within the framework of the SP 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 SP. The information collected and analyzed by the university within the framework of the SP 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 SP and the quality of education at the university;

availability of educational resources and support systems for students;

employment and career development of graduates. Students, academic staff and staff must document their consent to the processing of personal data.

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

The evidentiary part

Dulaty University uses modern information communication technologies and software tools to manage students' information: the official website, the network folder "Public\$", "PLATONUS" in a Single Higher Education Platform (<https://epvo.kz/#/>). The University Library, a member of the IFLA and the Association of University Libraries of the Republic of Kazakhstan, is the main information resource for the SP "Standardization and quality management in Industry".

Responsibility for information systems is assigned to the Press Secretary, the Director of the Technical Support Center, the Director of the Registrar's Office. The functioning of the systems is regulated by the normative documents of the university (order on the creation of a resource group No. 109 dated 11/27/2015; order on conducting a survey among students on the basis of "PLATONUS" No. 28 dated 04/14/2018). The information on the SP is structured by categories: "Students", "Employees", "General information about the university". The analysis of information is carried out by methods of comparing indicators. Since 2013, the PLATONUS has been implemented and is being upgraded annually, providing collection, analysis and management of academic information.

Dulaty University uses automated information systems to analyze data on applicants, students and learning outcomes. The analysis is carried out on the basis of standard AIS criteria and allows you to predict the risks of loss of the contingent. To manage these risks, the university carries out a set of measures, including marketing research, advertising policy, career guidance and the creation of favorable conditions for students: highly qualified academic staff, individual approach, access to resources, social adaptation and financial support.

The university has a reporting system based on individual work plans of academic staff, reports of departments, faculties and vice-rectors. Every year, the Rector submits a report on the activities of the University to the Board of Directors and the Ministry of Education of the Republic of Kazakhstan. The university is managed on the principles of a combination of unity of command, collegiality, electability and openness. Antivirus software, firewall and regular monitoring are used for the security of Internet resources. In case of data loss, a backup system is provided.

Dulaty University provides backup of the PLATONUS AIS data and uses a monitoring system to improve the quality of study programs. The evaluation of the university's activities is carried out through monitoring of the quality management system, including analysis of the results of the work of departments, assessment of customer satisfaction and monitoring of the main indicators of the university's activities. The University uses the practice of discussions and decision-making based on information analysis, including meetings of departments, faculty councils and the Academic Council. As part of the development of the corporate governance system, teachers participate in the work of collegial bodies.

The University focuses on strengthening the role of student government and provides open communication with participants in the educational process. Meetings with graduates, forums and questionnaires are held to collect feedback on the quality of student training. Special rules and mechanisms are in place at the university to resolve conflict situations (DP 3.09-2023). The Anti-Corruption Compliance Service ensures compliance with the legislation of the Republic of Kazakhstan and the implementation of anti-corruption measures. In order to improve the efficiency of employees, internal corporate culture studies are conducted, which allows timely adjustments to management decisions.

Dulaty University uses questionnaires, testing, observation and surveys to assess student satisfaction with the SP "Standardization and Quality Management in Industry". The data is used to make personnel decisions, evaluate the work of the QMS, as well as to analyze the needs and expectations of students. The training model reflects the learning objectives, expected results, teaching methods and assessment of the quality of training. The university has a system of internal and external evaluation of the effectiveness of the SP, including ongoing control, intermediate and state final certification, internal monitoring, internal audits, licensing, accreditation, state control and ratings. The key performance indicators of the structural units are reflected in the university's development program.

The University has developed a Regulation on the storage of personal data, ensures the reliability of information and regularly compares it with alternative sources. To support the requests of students, teachers and staff, open access to global resources of scientific publications has been provided, including Web of Science, SpringerLink, Scopus ScienceDirect, Elsevier, IPR books, EBSCO DiscoveryService, CNKI, ENVOY, EBS University Library Online, EBS Lan, RMEB, KazNEB, Adebiet, Patents of Kazakhstan.

The analytical part

Dulaty University actively uses information technology to manage student data, including the official website, the network folder "Public\$" and the AIS "PLATONUS". The University library is a key information resource. The quality management system includes an assessment of

student satisfaction, internal and external monitoring, as well as a reporting system. The University focuses on strengthening the role of student government, provides open communication with participants in the educational process and implements anti-corruption measures. Antiviruses and firewalls are used to ensure the security of Internet resources.

75% of the employment of graduates of the SP can be considered a high indicator. This indicates that the university successfully trains personnel who are in demand in the labor market. According to the experts of the EEC IAAR, attention should be paid not only to the total percentage of employment, but also to the quality of employment. The information collected and analyzed by the university within the framework of the SP does not take into account the employment and career growth of graduates of the SP. It is important that graduates find jobs in their specialty (and specialization), have career growth and receive a decent salary. The self-assessment report of the SP describes in sufficient detail the aspects of evaluating the effectiveness and efficiency of activities in the context of the SP. It follows from the self-assessment report of the SP that the management of the SP understands the concepts of "effectiveness" and "efficiency" as synonymous words and does not distinguish them in essence. It is important that the management of the SP understands the difference between effectiveness and efficiency and takes both of these aspects into account when evaluating the activities of the SP.

In this regard, the management of the SP has not defined criteria that distinguish effectiveness from efficiency in the framework of the implementation of the SP. Consequently, there is no analysis of the relationship between the achieved result and the resources used, and the degree of implementation of planned activities and achievement of planned results is not determined. EEC IAAR, having held meetings, conversations and interviews with focus groups, as well as conducting questionnaires of students and teaching staff, familiarizing experts in detail with information and methodological resources, as well as the necessary documents, notes the following:

Strengths/Best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): - Rating analysis is used as one of the key indicators of the effectiveness of academic staff and the work of departments at the university, the purpose of which is to stimulate the growth of qualifications, professionalism, productivity of pedagogical and scientific work, the development of creative initiative of teachers.

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): - To define criteria and systematize the evaluation of the effectiveness and efficiency of the SP's activities. Responsible is the head of the Department of Textiles, Materials Science and Standardization. Deadline: 12/31/2024. - To supplement the university's website with information about the employment and career growth of graduates of the SP. Responsible is the head of the Department of Textiles, Materials Science and Standardization. Due date: 30.09.2024.

The conclusions of the EEC according to the criteria: According to the Information Management and Reporting standard, the study programs 6B07511 - "Standardization and quality management in industry" and 7M07513 – "Standardization and quality

management in Industry (2 years)" have 1 strong side, 14 satisfactory positions, 2 criteria suggest improvements.

6.3. The standard "Development and approval of the study programs"

The university must demonstrate the existence of a documented procedure for the development of an SP and its approval at the institutional level.

The university must demonstrate the compliance of the developed SP 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 SP describing learning outcomes and personal qualities.

The qualification awarded upon completion of the SP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA. The management of the SP should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the SP 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 SP must demonstrate the conduct of external expertise of the SP. The management of the SP must provide evidence of the participation of students, academic staff and other stakeholders in the development and quality assurance of the SP. The management of the educational institution should demonstrate the uniqueness of the study 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 SP was developed in accordance with the regulatory legal acts of the Republic of Kazakhstan in the field of education and regulated by the Regulation on the design and updating of study programs (No. PR-339 dated 06/09/2022), approved on the basis of the decision of the Academic Council dated May 25, 2022 (Protocol No. 13). The development of the SP is carried out taking into account the proposals of employers, students and interested parties, as well as the expertise of employers. They have clearly formulated goals that are consistent with the mission of the university, the National Qualification System and take into account the possibilities of international exchange.

The SP provides complete material reflecting the learning outcomes, taking into account the choice of modules by students. The accessibility of the SP content is ensured by posting on the website of the University of SSO, a guidebook, lesson schedules, QED, the availability of educational materials in the library. The processes of development, approval, examination, implementation and implementation of the SP are regulated by the internal regulatory documents of the university.

The University has concluded practice agreements with Kazphosphate LLP, POSH-Taraz LLP, National Center for Expertise and Certification JSC, Burnenskaya Dairy Company LLP, etc. Branches of the department have been opened on the basis of Kazphosphate LLP and the National Center for Expertise and Certification JSC, where production practices, laboratory and practical classes are held. Students who demonstrate a high level of knowledge and skills are invited to work. The involvement of employers in the development and implementation of the SP is carried out in the format of guest lectures, master classes, round tables.

The standards are updated annually taking into account the interests of the labor market, including the introduction of state standards, standard curricula and regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan. Meetings and round tables with employers are held. The department is implementing the international Erasmus+ project on the topic "Strengthening the capacity of universities to train specialists in the field of leather and leather products in Uzbekistan and Kazakhstan". The teachers of the SP have completed an internship under the REILEAP project of the Erasmus+ program at universities.

The analytical part

They take into account the proposals of employers, students and interested parties, and are also coordinated with the mission of the university. The university has concluded practice agreements with leading specialized enterprises in the region, where production practices, laboratory and practical classes are held. Based on meetings, conversations, interviews, questionnaires of employees, academic staff, students, familiarization with the educational infrastructure of the university and various documents, the EEC IAAR notes the following.

Taking into account modern professional requirements, the needs of the labor market and the proposals of employers, the content of the SP is systematically reviewed and improved. However, the development of the EMCD does not always ensure that the content of academic disciplines and learning outcomes correspond to the level of education (bachelor's degree, master's degree). The goals of the SP in 2 levels of study (bachelor's, master's) are the same. The CE does not specify which disciplines or work are used to form certain competencies.

Strengths/best practices of SP 6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified.

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): - The management of the Educational institution should ensure that the content of academic disciplines corresponds to the results of training until 09/01/2024. - - The management of the educational institution should provide a different set of disciplines and competencies in accredited bachelor's and master's degree educational institutions, depending on the level of education, by 09/01/2024. - - The management of the SP should review the SP for the positioning of accredited PLOS in the educational market, including at the national and international levels, by 09/01/2024.

The conclusions of the EEC according to the criteria: According to the standard "Development and approval of the study program", study programs 6B07511 - "Standardization and quality management in industry" and 7M07513 – "Standardization

and quality management in industry (2 years)" have no strong sides, 9 satisfactory positions, 3 criteria suggest improvements.

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

The university should ensure the revision of the structure and content of the SP, 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 SP and continuous improvement of the SP. Monitoring and periodic evaluation of the SP 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 SP.

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

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 SP in general.

The evidentiary part

A system of monitoring and analysis of study programs has been created at Dulaty University to meet the requirements of government agencies, stakeholders and the quality management system (QMS). The purpose of the SP is coordinated with the mission of the university and the National Qualification System. The monitoring of students is carried out on the basis of an analysis of examination sessions, sociological research and the rules of current academic performance monitoring. The information system "Platonus v3.0" is used for data storage and processing. The assessment of the quality of the development of the SP and the progress of the student is carried out in accordance with legislative and regulatory documents. Workload planning, monitoring and analysis of academic performance, graduation of students takes place in accordance with regulatory documents. Information about the practices conducted according to the academic calendar is available on the university's website. The management of the SP has concluded agreements with leading enterprises of the industry on conducting student internships.

The management of the SP has concluded agreements with leading specialized enterprises of the industry on conducting student internships (<https://dulaty.kz/ru/education/implemented-edu-pro.html>). Branches of the department have been opened at some enterprises, where not only industrial practice, but also laboratory and practical classes are held. The assessment of the results of the internship by students is taken into account when considering the appointment of a

scholarship, when calculating the total GPA and transferring a student to the next year of study. The curricula of the disciplines are subject to the approval procedure with representatives of the industry. The university has internal rules for the development and approval of the SP - "Regulations on the design of modular study programs" (PD 11/1.18-2018 No. 207 dated 02/14/2018).

The catalogs of electives in the SP are updated annually. To ensure equal opportunities for students, regardless of the language of instruction, the CE are developed in the state and Russian languages. Work curricula are reviewed and updated annually taking into account changes in the labor market, the interest of employers, and the desire for innovation. Work curricula are reviewed and updated once a year, at the end of the academic year, and approved at the beginning of the next academic year. Dulaty University provides the implementation of study programs using distance learning technologies (DLT). DLT is implemented using 2 technologies – case and network, providing students with access to an information and educational environment and creating favorable conditions for learning. Consultations are conducted both online and offline.

The University demonstrates the possibility of continuing education in SP 6D073200 – "Standardization and certification" in the doctoral program of the Kazakh National Agrarian Research University, as well as other central universities of the Republic of Kazakhstan. Innovative forms and methods of assessment are widely used in the university in all disciplines. In order to improve the functional and practical training of students, elements of the dual system are being introduced into the educational institution due to the functioning of the department's branch in production: in Kazphosphate LLP and JS National Center for Expertise and Certification.

The effectiveness and systematic use of the assessment results is achieved through constant monitoring of the quality of the implementation of the SP: conducting surveys of students, employers, assessing employment indicators. The list of stakeholders of the SP includes students, employers, academic staff. This information is transmitted to remote users from among the interested parties by e-mail. Students receive information from advisors leading academic staff. All changes made to the WSP of study programs are posted on the university's website <https://dulaty.kz/ru/education/implemented-edu-pro.html>.

The analytical part

The university has defined and documented the procedure for assessing the quality of SP; the frequency, forms, methods of assessing and monitoring the quality of SP have been established; documents have been developed that make up the structure of the study program. An external examination of the SP has been provided. The conditions for the organization and conduct of professional practice are demonstrated. Taking into account modern professional requirements, the needs of the labor market and the proposals of employers, the content of the SP is systematically reviewed and improved. At the same time, the EEC notes that the content of the educational disciplines of accredited educational institutions requires updating by introducing more modern approaches, sources, and literary texts over the past 3-5 years in the context of the latest achievements of science and technology in the field of standardization and quality management.

EEC also believes that it is necessary: - to include information on voluntary standards, SNIPS and standards that can be applied at industry enterprises to increase competitiveness in the study programs of the SP; - reflect in the curricula the requirements of the ST RK, technical regulations and other documents required for application in accordance with the legislation of the Republic of Kazakhstan in the field of standardization; - to include practical tasks and case studies reflecting real situations in enterprises in the training programs; - use digital resources, including online platforms and databases on standardization (Unified State Fund of Normative Technical Documents) to make learning more interesting and effective.

Strengths/best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified.

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): - The management of the SP to make changes to the content of the SP in the context of the latest achievements of science and technology in the field of standardization and quality management by 09/01/2024. - The management of the SP and the university should ensure timely informing of all interested parties about all changes in the current regulations, regulatory framework, content of the SP, and regularly publish news about these changes on the official website of the university.

The conclusions of the EEC according to the criteria: According to the standard "Continuous monitoring and periodic evaluation of study programs", study programs 6B07511 - "Standardization and quality management in industry" and 7M07513 – "Standardization and quality management in industry (2 years)" have no strong sides, 8 satisfactory positions, 2 criteria suggest improvements.

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

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

The management of the SP 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 SP, including competencies, skills to perform scientific work at the required level.

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

An important factor is the availability of own research in the field of teaching methods of the disciplines of the SP. The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and goals of the SP.

The university must ensure the consistency, transparency and objectivity of the mechanism for evaluating the results of SP 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 SP 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 study programs must demonstrate the existence of a procedure for responding to student complaints.

The evidentiary part

The University of Dulaty prioritizes Student-centered learning reflected in Academic Policy (<https://dulaty.kz/ru/education/academic-policy.html>) and the University's Development Program for 2020-2025. Students are active participants in the educational process, have access to individual educational trajectories and wide information resources of the university (www.dulaty.kz, www.lib.dulaty.kz, Platonus). The educational process is regulated by documents: "QMS of Dulaty University", "Academic Policy", No. 50 dated 05/25/2022 "Regulations of the educational process", No. 297 dated 04/27/2021, "Regulations on planning, control and reporting in the educational process", No. 68 dated 09/29/2022, Regulation "Policy for evaluating educational achievements of students", No. 15 dated 03/29/2022, "Rules for conducting ongoing monitoring of academic performance, intermediate and final certification of students", etc. The university has a system of social support for students, including financial assistance and provision of places in dormitories.

Information and communication technologies and innovative teaching methods are actively being introduced into the educational process: the project method, business and role-playing games, simulation trainings, discussions, brainstorming methods, and the creation of presentations. Students have the opportunity to contact the teacher via e-mail, as well as get advice within the fixed schedule. Independent work of students includes mandatory elements (preparation for classes, independent study of topics, preparation for control activities) and involves the performance of various tasks corresponding to the set learning goals. The university has a system of social support for students, including financial assistance and provision of places in dormitories. The educational process actively uses innovative teaching methods, an open knowledge assessment system based on a point-rating letter system is provided.

Students actively participate in scientific work, win Olympiads, competitions and receive the title of "Student Researcher". The University of Dulaty prioritizes flexible and student-centered learning. The summer semesters are held in two consecutive modules, which allows students to plan the educational process taking into account practice, military training and other activities. The level of academic achievement is assessed according to a point-rating system, including GPA (average score). The GPA requirements for transferring from course to course have been established. At the University, the assessment of learning outcomes is conducted transparently and openly using a point-rating system. The final assessment of the discipline includes an assessment of current academic performance (60%) and final control (40%). Study programs at the university are built on a modular principle, ensuring the development of the necessary competencies. Special

attention is paid to diploma design and state exams, which are conducted in a combined form (orally and in writing) using the "Anti-Plagiarism" system.

Innovative teaching methods are actively introduced into the educational process, and an open knowledge assessment system is provided. Students have access to a wide range of information resources of the university (www.dulaty.kz, www.lib.dulaty.kz, as well as to individual curricula developed taking into account their needs. Undergraduates actively participate in scientific work, win Olympiads and competitions. The University cooperates closely with the leading enterprises of the industry, providing students with practical training and training in the branches of the department. For undergraduates, the final certification is the defense of a master's thesis, performed under the scientific supervision of leading teachers. The university has an "Anti-plagiarism" system that ensures that theses and master's theses are checked for uniqueness. Innovative pedagogical technologies and assessment methods are being introduced at the university in the learning process.

The analytical part

Students are active participants in the educational process with access to individual educational trajectories and wide information resources (www.dulaty.kz, www.lib.dulaty.kz, Platonus). The educational process is strictly regulated and implemented using innovative teaching methods, information and communication technologies and a point-rating system for assessing knowledge. The University cooperates closely with the leading enterprises of the industry, providing practice and training in the branches of the department, as well as joint research and development of training courses. For undergraduates, the final certification is the defense of a master's thesis, performed under the scientific supervision of leading teachers. Teachers take advanced training courses and internships dedicated to modern technologies and teaching methods.

An analysis of the results of the student survey conducted during the EEC IAAR visit shows that students highly appreciate the objectivity and fairness of teachers. 93.6% of the respondents (82.5% + 11.1%) rated them as very good and good, and not a single student rated them as "Very bad". This is a positive indicator demonstrating the students' trust in the teaching staff. Having studied the CE, WSP, SP 6B07511 - "Standardization and quality management in industry" and syllabuses of the disciplines "Technical Regulations of the Customs Union", "Accreditation of certification bodies and testing centers", "International organizations for certification and conformity assessment", EEC IAAR informs the following: after the ratification of the Treaty on the Eurasian Economic Union (Law of the Republic of Kazakhstan dated October 14, 2014 No. 240-V SAM), the adoption of the NPA in the form of technical regulations of the Customs Union was discontinued. This type of NPA became known as the "Technical Regulations of the Eurasian Economic Union".

Regarding the discipline "Accreditation of certification bodies and testing centers". In the legislation of the Republic of Kazakhstan on accreditation in the field of conformity assessment, there is no term (concept) "certification body", unlike the Russian Federation, Kyrgyzstan and Belarus. In the legislation of the Republic of Kazakhstan on accreditation in the field of conformity assessment, there is a corresponding term – "conformity assessment body". At the same time, it should be noted that the concept of "testing center" includes the concepts of "conformity assessment body" and "testing laboratory". In this regard, the discipline can be referred to as

"Accreditation of conformity assessment bodies and testing laboratories". Regarding the discipline "International organizations for certification and conformity assessment". Firstly, certification is one of the types of conformity assessment. Secondly, International organizations in the field of conformity assessment may be one topic (not even a module) of the disciplines "Conformity assessment", "Certification".

Strengths/best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified.

Recommendations for SP 6B07511 - "Standardization and quality management in industry":
-As part of the annual monitoring of the SP, review the need to teach the following elective subjects: "Technical Regulations of the Customs-Union", "Accreditation of certification bodies and testing centers", "International organizations for certification and conformity assessment" with the results reflected in the protocols of the department. Responsible is the head of the Department of Textiles, Materials Science and Standardization. The deadline is 30.06.2024.

The conclusions of the EEC according to the criteria: According to the standard "Student-centered learning, teaching and assessment of academic performance", study programs 6B07511 – "Standardization and quality management in industry" and 7M07513 - "Standardization and quality management in industry (2 years)" have no strong sides, 9 satisfactory positions, 1 criterion suggests improvement.

6.6. The "Students" standard

The university must demonstrate the policy of forming a contingent of students and ensure transparency, publication of procedures governing the life cycle of students (from admission to completion).

The management of the educational institution should provide for special adaptation and support programs for newly enrolled and foreign students.

The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.

The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training.

The university should encourage students to self-education and development outside the main program (extracurricular activities).

An important factor is the availability of a support mechanism for gifted students.

The university should demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications.

The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, and maintain contact with them.

The university must demonstrate the procedure for issuing documents to graduates confirming their qualifications, including the achieved learning outcomes.

The management of the SP 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 existence of an active alumni association/association.

The evidentiary part

Dulaty University implements accredited SP 6B07511 and 7M07513 – "Standardization and Quality Management in Industry", based on Academic Policy (<https://dulaty.kz/ru/education/academic-policy.html>). Admission is carried out according to the Standard Rules (Order of the Ministry of Education and Science of the Republic of Kazakhstan dated 10/31/2018 No. 600, with an update of the Order of the Ministry of Internal Affairs of the Republic of Kazakhstan dated 12/15/2022 No. 189) and the Rules for awarding grants (Decree of the Government of the Republic of Kazakhstan dated January 23, 2008 No. 58, as amended by Decree of the Government of the Republic of Kazakhstan dated September 7, 2023 No. 772). The admission committee ensures the acceptance of documents, testing and the formation of a contingent. Information about the admission is posted on the website (www.dulaty.kz), on social networks and on information stands. Career guidance events are held to attract applicants. The University provides tuition discounts for students from different categories (subsidized region, socially vulnerable families, orphans, the disabled, large families).

The Department of International Cooperation provides support and adaptation to international students by organizing academic mobility, interaction with foreign universities, and participation of teachers and staff in academic mobility programs. The University cooperates with the Center for the Bologna Process and Academic Mobility (ENIC-NARIC) in the recognition of qualifications. Academic exchange of students is carried out under agreements with partner universities (Poland, Italy, Lithuania, Turkey). For students participating in the program, an individual curriculum is formed, which guarantees the credit of training for obtaining future qualifications. Internal academic mobility is implemented at the Almaty Technological University and the South Kazakhstan University named after M. Auezov. Students of SP 6B07511 are winners and prize-winners of international, national competitions and scientific and practical conferences. Students actively participate in the work of clubs, research conferences, Olympiads and prepare articles for participation in conferences.

Students of SP 6B07511 – "Standardization and quality management in industry" are among the winners of the subject Olympiads. Students of the SP annually participate in the competition for the assignment of the qualification "Student researcher" based on the results of scientific research. The university has a Student Television Studio (PSP 4-11.2.2022 "Regulations on the Center for the Development of Student creativity"), which is a center for educational, practical and

creative learning. In order to identify gifted youth, the Center for the Development of Creativity is actively campaigning. The university has a modeling studio, dance ensembles, a vocal studio, and folk instrument studios. Department 6B07511 – "Standardization and quality management in industry" of Dulary University cooperates with leading enterprises of the industry (RSE "Kazakhstan Institute of Standardization and Metrology", ZHF JSC "National Center for Expertise and Certification", LLP "QS Azia Sertik", LLP "Kazphosphate", etc.). Students practice at these enterprises, and on the basis of JSC National Center for Expertise and Certification and Kazphosphate LLP, branches of the department have been opened, where practices and classes are held.

The demand for graduates of SP 6B07511 in the labor market is consistently high (the rating of NCE "Atameken" for 2022 is 75%). To meet the requirements of the labor market, employers are actively involved in the development of the SP and the formation of the COED. Dulary University conducts a survey "Employer's opinion on the quality of training of a graduate of Dulary University" to identify their needs. Informing students about the requirements of study programs and the specifics of implementation before training is carried out by posting detailed information about the developed SP on the university's website (<https://dulaty.kz/2020-03-12-05-00-57/edu-programs-kaz/bachelor-course-kaz.html>). Undergraduate graduates are given a diploma supplement (transcript) using a point-rating letter system, which is important in the context of the Bologna process.

The analytical part

The training of accredited study programs 6B07511 and 7M07513 will be based on internal documents and regulations of the university <https://dulaty.kz/ru/education/academic-policy.html> and adheres to strict standards of admission of students based on Standard Rules (Order of the Ministry of Education and Science of the Republic of Kazakhstan dated 31.10.2018 No. 600, with an update of the Order of the Ministry of Internal Affairs of the Republic of Kazakhstan dated 12/15/2022 No. 189) and Rules for awarding grants (Resolution of the Government of the Republic of Kazakhstan dated January 23, 2008 No. 58, as amended by the Decree of the Government of the Republic of Kazakhstan dated September 7, 2023 No. 772). The University works closely with the leading enterprises of the industry: RSE "Kazakhstan Institute of Standardization and Metrology", ZHF JSC "National Center for Expertise and Certification", LLP "QS Azia Sertik", LLP "Kazphosphate", etc. Students have the opportunity to practice at these enterprises, as well as study at the branches of the department located on the basis of JSC National Center for Expertise and Certification and Kazphosphate LLP. The high demand for graduates of SP 6B07511 in the labor market is confirmed by the rating of NCE "Atameken" for 2022 (75%). Employers are actively involved in the development of study programs to ensure that training meets the requirements of the modern market. The University conducts regular surveys "Employer's opinion on the quality of training for a graduate of Dulary University" to identify the needs of employers.

Students have access to a wide range of additional development opportunities: work in clubs, participation in research conferences, Olympiads, preparation of articles for participation in conferences, as well as the opportunity to master the skills of working on television in a Student television Studio (PSP 4-11.2.2022 "Regulations on the Center for the Development of Students' creativity"). The University actively develops international cooperation, organizing academic

mobility of students with partner universities (Poland, Italy, Lithuania, Turkey), providing an individual curriculum for each participant of the academic mobility program. The university has a system of awarding the qualification "Student Researcher" based on the results of research work, which allows students to develop their scientific skills and gain valuable experience. Undergraduate graduates are issued a diploma supplement (transcript) using a point-rating letter system, which complies with the standards of the Bologna Process. At the same time, EEC IAAR notes that interviewing graduates revealed their ignorance about the existence of the alumni association. On the university's website in the "Graduates" section <https://dulaty.kz/ru/graduates.html> имеются documents of the alumni association, however, there are no records confirming the actual activities of the association. The list of all graduates of the SP is given as members of the association.

Strengths/best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified.

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): -Ensure the effective work of the alumni association, as well as informing graduates about the activities of the association. The deadline is 31.12.2024. The conclusions of the EEC according to the criteria: According to the "Students" standard, the study programs 6B07511 - "Standardization and quality management in industry" and 7M07513 – "Standardization and quality management in industry (2 years)" have no strong sides, 11 satisfactory positions, 1 criterion suggests improvement.

6.7. The standard "Academic staff"

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

The university must demonstrate that the qualitative composition of academic staff meets the established qualification requirements, the university's strategy, and the goals of the SP.

The management of the SP 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 academic staff, including young teachers.

The university should involve specialists in the relevant industries with professional competencies that meet the requirements of the SP in teaching.

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

The university should demonstrate the widespread use of academic staff of information and communication technologies and software in the educational process (for example, on-line training, e-portfolio, MOHS, 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 academic staff, including invited ones, to achieving the goals of the SP.

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

The evidentiary part

The personnel policy of the Department of Textiles, Materials Science and Standardization is based on the principles of stimulating the activities of academic staff, improving skills and providing equipped workplaces and classrooms for classes. The department consists of 10 teachers, of whom 8 are full-time: 6 have a PhD degree, 2 have an academic Master of Science degree. The average age of full-time teachers is 47 years. The settlement rate of the AS is 75%. The recruitment process is carried out by the Personnel Management Service together with the heads of structural divisions and in accordance with the staffing table. The decision to hire an employee is made to the rectors on the basis of the presentation of the head of the structural unit. There are two forms of employment at the university: competitive selection of applicants and conclusion of an employment contract. By setting requirements for the format of study programs, the university management constantly monitors the activities of teachers, assesses the competence and quality of teaching. The assessment of the teachers' activities is carried out by the university administration and the management of the department.

The formation of academic staff of the department is carried out by training masters of engineering and technology and PhD doctors according to the target program in the leading scientific centers of the Republic of Kazakhstan. (<https://dulaty.kz/ru/2020-01-21-04-22-41/item/5841-.html>) In 2020, Oraz G.T. and in 2021, Abutova R.D. after completing doctoral studies (according to the target program) Kazakh National Agrarian University according to SP 6D073200 – "Standardization and certification" (by industry) were accepted to the department as a senior lecturer. On 12/25/2023, senior lecturer of the Department of Oraz G.T. successfully defended her dissertation for the degree of Doctor of Philosophy (PhD) in the direction 8D076 – "Standardization and certification". The data obtained during interviews with academic staff indicate that the University has a system of awarding teachers and staff for personal contributions and achievements in their work. Allowances, financial assistance, and a recovery allowance are provided for financial incentives for employees. A system of financial incentives for academic staff based on the results of the rating has been developed.

The University management provides working conditions for teachers, providing free access to library resources (<http://lib.dulaty.kz/>), financially stimulating them (No. 07 PD "Moral and material stimulation of academic staff" dated 02/22/2023), organizing English language courses, creating conditions for the use of computer equipment and providing support for participation in competitions and grants. To improve the skills of the academic staff of the department, an annual plan is drawn up. Teachers undergo short-term seminars, advanced training courses, internships in

educational centers of the Republic of Kazakhstan and abroad. The university conducts training seminars by leading professors of educational institutions of the near and far abroad. In order to improve the system of technical regulation and metrology and the introduction of new training technologies, academic staff annually upgrade their qualifications in training seminars organized by the Committee for Technical Regulation and Metrology of the Ministry of Technical Sciences of the Republic of Kazakhstan and the RSE "Kazakhstan Institute of Standardization and Certification".

The University has an International Cooperation Department that promotes the participation of teachers in the Academic Mobility Program. The University actively cooperates on academic mobility with the Center for the Bologna Process and Academic Mobility of the Ministry of Education and Science of the Republic of Kazakhstan, which is part of the ENIC-NARIC information network. Leading scientists and specialists are invited to Duraly University on a regular basis to give lectures and conduct seminars, master classes. In order to attract foreign specialists to the educational process and develop academic mobility of academic staff in the 2019-2020 academic year, the department invited Professor E.M. Bitus of the Moscow State University of Food Production, who gave lectures and conducted seminars. In the autumn semester of the 2023-2024 academic year at Duraly University, Professor at the University of Petronas University of Technology (Malaysia) Ng Chen Ye held a seminar on the topic: "Features of writing scientific articles in scientometric publications Scopus and Web of Science".

In the spring semester of the 2022-2023 academic year, a meeting was organized and held between faculty, students and undergraduates of the department with Professor Andrei Krichi of Tomas Bati University in Zlina (Czech Republic), invited as part of the exchange of research experience. In order to attract highly qualified specialists from leading organizations and production from 2019 to 2024, the following are involved in the educational process: Director of JSC ZHF "National Center for Expertise and Certification" Akhmetova D.S., Doctor of Technical Sciences, Professor Niyazbekova R.K., leading engineer of Kazphosphate LLP Frolova Yu.V., chief specialist of ZHF RSE "Kazakhstan Institute of Standardization and Certification", Master's degree Karim E.A., Deputy Director of LLP "Zhambyl-Standard" Sarina R., Head of the sector of thermal engineering measuring instruments of JSC ZHF "National Center for Expertise and Certification" Amzekulov A., head of the laboratory of LLP "TarazKozHobuv" Kuznetsova I.Sh.

The analytical part

The Department of Textiles, Materials Science and Standardization implements a personnel policy aimed at the formation and effective use of motivated and high-performance personnel. The recruitment process is carried out by the Personnel Management Service together with the heads of structural divisions and in accordance with the staffing table. There are two forms of employment at the university: competitive selection of applicants and conclusion of an employment contract.

The University has developed regulatory documents regulating the activities of academic staff. The formation of scientific and pedagogical staff of the department is carried out by training masters of engineering and technology and PhD doctors according to the target program in the leading scientific centers of the Republic of Kazakhstan. The survey of students conducted during the visit of the EEC IAAR showed that the objectivity and fairness of teachers is very good and

good – 82.5% and 11.1%, respectively, answered "Very poorly" – 0%. An analysis of the results of the student survey conducted during the EEC IAAR visit shows that students highly appreciate the objectivity and fairness of teachers. 93.6% of the respondents (82.5% + 11.1%) rated them as very good and good, and not a single student rated them as "Very bad". This is a positive indicator demonstrating the students' trust in the academic staff.

EEC IAAR held meetings, conversations and interviews with vice-rectors, deans, heads of departments, heads and employees of structural divisions, students, faculty, representatives of employers' organizations and graduates, as well as conducted a survey of students and faculty, detailed familiarization of experts with the educational infrastructure of the university, logistical and information technology methodological resources, as well as the necessary documents, notes, that the individual plans and final reports of the AS are drawn up formally. There is no specifics in the wording. The final reports are analyzed by the management of the SP formally, corrective and preventive measures are not taken on them (minutes No. 15 of the meeting of the Department of Textiles, Materials Science and Standardization dated 06/23/2023).

Strengths/best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified.

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): -Implement a system for analyzing the final reports of the AS of the SP with specific evaluation criteria and a plan of measures to eliminate identified deficiencies, including corrective and preventive actions. Responsible is the head of the Department of Textiles, Materials Science and Standardization. The deadline is 30.06.2024.

The conclusions of the EEC according to the criteria: According to the standard "Academic staff", the study programs 6B07511 - "Standardization and quality management in industry" and 7M07513 - "Standardization and quality management in industry (2 years)" have no strong sides, 9 satisfactory positions, 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 study program.

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

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 academic staff in accordance with study 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 academic 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 study programs should demonstrate the availability of support procedures for various groups of students, including information and counseling.

The management of the SP 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 18 academic buildings that meet sanitary and epidemiological standards, as well as an extensive classroom fund. The University has 3 student dormitories, sports halls and playgrounds with a total area of 4,564.15 m². Students have access to the university's socio-cultural and sports facilities, as well as to a Wi-Fi network. The Department of Textiles, Materials Science and Standardization is equipped with modern classrooms and laboratories, including virtual laboratories, and has at its disposal the necessary classroom and regulatory fund for the implementation of SP 6B07511 and 7M07513 <https://dulaty.kz/ru/technological-faculty/standardization-and-metrology-rus> The university has support services that are ready to help students with any issues. Academic staff of the Department of Textiles, Materials Science and Standardization (<https://dulaty.kz/ru/technological-faculty/standardization-and-metrology-rus>) draws up applications for the purchase of furniture and educational equipment, and is also financially responsible for the safety of property.

Dulaty University has an infrastructure that ensures the implementation of the educational process and research work <https://dulaty.kz/ru/nauka/research-projects-and-research.html> An important role is played by the Library and Information Center (LIC) of the University, located in 6 academic buildings and occupying 4728.55 m². The LIC provides a wide range of services, including access to electronic resources and a university repository. The total fund of the LIC is 1,288,954 copies. (https://biblioclub.ru/index.php?page=static_red&id=106&contrast=0, <http://lib.dulaty.kz>). The Department of International Cooperation informs students about the possibilities of studying under academic mobility programs at leading Kazakhstani and foreign universities (<https://dulaty.kz/2020-01-30-02-50-58/item/5659-ishki-akademiyaly-t-yrly-badaramasy.html>, <https://www.facebook.com/share/v/kXdaGmMeU7VFmxou/?mibextid=ox5AEW>

<https://www.instagram.com/reel/C24g5iIs7Wy/?igsh=NmpqY2NlOHNmMXgx>). The University has an open and flexible approach to the recognition and crediting of credits acquired during academic mobility.

As a result of a survey of students during the EEC, it was revealed that an additional (summer) semester with the possibility of receiving academic support is organized for students who cannot cope with academic requirements. During the academic year, there are hours of ISW, consultations with academic staff, as well as additional information is provided in syllabuses on disciplines. The data obtained during interviews with students of the SP indicate that Dulary University provides support to students with special educational needs, as well as students who cannot cope with academic requirements. The university has a front office "SANALY URPAQ", focused on spiritual, moral and civic-patriotic education. There is also a center for psychological adaptation in inclusive education.

The analytical part

Dulary University demonstrates the desire to create a comfortable and modern educational environment. It has 18 academic buildings at its disposal that comply with sanitary standards, as well as an extensive classroom fund. Students have access to three student dormitories, gyms and playgrounds, as well as a Wi-Fi network.

The Department of Textiles, Materials Science and Standardization is equipped with modern classrooms and laboratories, including virtual laboratories. The department has a Fund of normative technical documents and documents on standardization. Dulary University is actively working to improve the material and technical base, ensuring the implementation of the educational process and research work (<https://dulary.kz/ru/nauka/research-projects-and-research.html>). An important role in this is played by the Library and Information Center (LIC), which provides access to electronic resources and the university repository (https://biblioclub.ru/index.php?page=static_red&id=106&contrast=0, <http://lib.dulary.kz>). Dulary University pays attention to the support of students by carrying out information work on the possibilities of academic mobility (<https://dulary.kz/2020-01-30-02-50-58/item/5659-ishki-akademiyaly-t-yrly-ba-darlamasy.html>), <https://www.facebook.com/share/v/kXdaGmMeU7VFmxou/?mibextid=ox5AEW> , <https://www.instagram.com/reel/C24g5iIs7Wy/?igsh=NmpqY2NlOHNmMXgx>).

The University has an open and flexible approach to the recognition and crediting of credits acquired during academic mobility. There is also an additional (summer) semester at the university, which helps students who cannot cope with academic requirements. The university also operates SANALY URPAQ, a front office focused on the education of students, and a center for psychological adaptation in inclusive education.

Strengths/Best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified.

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): Not available.

The conclusions of the EEC according to the criteria: According to the standard "Educational resources and student support systems", the study programs 6B07511 - "Standardization and quality management in industry" and 7M07513 – "Standardization and quality management in industry (2 years)" have no strong sides, 13 satisfactory positions.

6.9. The standard " Public awareness"

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 study program is objective, relevant and should include:

the purpose and planned results of the SP, 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 SP 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 AS, in terms of personalities.

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

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

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

The evidentiary part

The university's website provides information about the university as a whole: "About us", "Faculties/Institutes", "Admission", "Education", "Science", "Library", "Life DU". Channels for informing the public about the SP:

- web resources: Information about educational programs, curricula, events, achievements and development prospects of the department is published on the university's website (<https://dulaty.kz/ru/technological-faculty/standardization-and-metrology-rus>) and the web pages of the department;

- social networks. The department actively uses Facebook (m.facebook.com/100035275595153), Instagram (https://www.instagram.com/pi_2020_du/) and You tube (<https://www.youtube.com/channel/UC0aonFN0WdYqKOCUowJ5CBA>) to inform about news and events; - information stands.

Traditional information stands of the department and the university provide up-to-date information for students and staff.

- information materials. The department has developed information booklets and visual stands for applicants and students.

The purpose of informing:

- increase transparency. Ensure that information about the programs is accessible to all interested parties;

- improve the interaction.

To create a platform for communication between the university, students and the public;

- to attract attention. To attract future students and interested persons to the department and its educational programs.

The Department of Textiles, Materials Science and Standardization of Dulaty University is open for interaction with the public. Information about the academic staff, study programs and current research is available on the university's website in the section "Faculties", "Faculty of Technology", "Department of Textiles, Materials Science and Standardization". Students have access to important information through university portals, electronic libraries and online courses.

During the interview with the faculty, it was found that the department actively participates in open lectures, seminars and events, providing an opportunity for the university community to share their research and knowledge with a wide audience. To discuss important issues, establish feedback and develop joint solutions, the department organizes meetings with members of the public, discussions and forums.

Dulaty University attaches great importance to open dialogue and interaction with all stakeholders. Meetings of the rector, vice-rectors, deans and heads of departments with students, employers, teachers and staff are held regularly, where participants can ask any questions of interest and get reliable information.

Dulaty University actively conducts career guidance among high school students and college graduates of the city and region, helping future students to make an informed choice of profession. As part of this work, open days of departments and faculties, round tables, contests and Olympiads are held. Information sheets, faculty booklets, billboards and pocket calendars are published

annually. Detailed information about the study opportunities at the university is available on the website (<https://talapker.dulaty.kz>) and on the university's Instagram page (https://www.instagram.com/tmis_kafedra/). Dulaty University implements joint agreements and memorandums of cooperation with 111 higher educational institutions, organizations and research institutes from far and near abroad.

Information about teaching, training, and assessment procedures is provided in Kazakh and Russian in the "Training" section <https://dulaty.kz/ru/education/implemented-edu-pro.html>

Information about passing scores and educational opportunities is presented in full in the "Admission" section <https://dulaty.kz/ru/admission/admission-rules.html> Data on the positioning of study programs in national and international rankings are reflected in: <https://dulaty.kz/ru/2020-04-29-06-31-39.html> and <https://dulaty.kz/ru/2024-04-10-11-59-08/item/430-mezhdunarodnyj-rejting.html> The quality of graduate training and their relevance in the labor market are determined by high employment rates. In general, over the period from 2015 to 2023, on average, more than 70% of graduates were employed -<https://dulaty.kz/ru/ob-universitete/development-program-of-theuniversity.html>

The analytical part

Dulaty University is actively working to increase transparency and accessibility of information for all interested parties. The university's website provides a wide range of information about the university.

Information about specific study programs, curricula, events, achievements and prospects is available on the web pages of the departments, as well as on social media pages. The University uses a variety of information channels, including traditional information stands, information booklets and visual stands for applicants and students.

Dulaty University aims not only to inform, but also to improve interaction with the public, to create a platform for communication between the university, students and external partners. For this purpose, regular meetings of the management with various groups of interested persons are held, open days are organized, and active career guidance is carried out among high school students. Dulaty University implements joint programs with higher education institutions, organizations and research institutes from far and near abroad.

The high employment rates of graduates (more than 70% for the period from 2015 to 2023) indicate the quality of specialist training. Dulaty University strives to ensure transparency and accessibility of information, create a platform for dialogue and interaction with the public, as well as train in-demand specialists who are competitive in the labor market.

Strengths/best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified.

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): Not available.

The conclusions of the EEC according to the criteria: According to the standard "Informing the public", the study programs 6B07511 - "Standardization and quality management in industry" and 7M07513 – "Standardization and quality management in industry (2 years)" have no strong sides, 12 satisfactory positions.

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

According to the standard "Study program Management":

Strengths/best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified.

According to the Information Management and Reporting standard:

Strengths/best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in Industry (2 years): - Rating analysis is used as one of the key indicators of the effectiveness of academic staff and the work of departments at the university, the purpose of which is to stimulate the growth of qualifications, professionalism, productivity of pedagogical and scientific work, the development of creative initiative of teachers.

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

Strengths/best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified.

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

Strengths/best practices of SP6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): not identified.

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

Strengths/best practices of SP6B07511 – Standardization and quality management in industry and 7M07513 - Standardization and quality management in industry (2 years): not identified.

According to the "Students" standard:

Strengths/best practices of SP6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): not identified.

According to the standard "Academic staff":

Strengths/best practices of SP6B07511 - Standardization and Quality management in industry and 7M07513 – Standardization and Quality management in industry (2 years): not identified. According to the standard "Educational Resources and student support systems": Strengths/best practices of SP6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): not identified.

According to the standard " Public awareness":

Strengths/best practices of SP6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): not identified.

(VIII) OVERVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

According to the standard "Study program Management": Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years):

- Develop and implement a risk analysis plan that includes the stages of identification, assessment and management of risks associated with the implementation of the SP. Responsible is the head of the Department of Textiles, Materials Science and Standardization. Due date: 30.06.2025.

According to the Information Management and Reporting standard: Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years):

- To define criteria and systematize the evaluation of the effectiveness and efficiency of the SP's activities. Responsible is the head of the Department of Textiles, Materials Science and Standardization. Deadline: 12/31/2024.

- To supplement the university's website with information about the employment and career growth of graduates of the SP. Responsible is the head of the Department of Textiles, Materials Science and Standardization. Due date: 30.09.2024.

According to the standard "Development and approval of the study program": Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years):

- The management of the Educational institution should ensure that the content of academic disciplines corresponds to the results of training until 09/01/2024.

- The management of the educational institution should provide a different set of disciplines and competencies in accredited bachelor's and master's degrees, depending on the level of education, by 09/01/2024.

- The management of the SP to review the SP for the positioning of accredited SP in the educational market, including at the national and international level, by 09/01/2024.

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

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years):

- The management of the SP to make changes to the content of the SP in the context of the latest achievements of science and technology in the field of standardization and quality management by 09/01/2024.

- The management of the SP and the university should ensure timely informing of all interested parties about all changes in the current regulations, regulatory framework, content of the SP, and regularly publish news about these changes on the official website of the university.

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

Recommendations for SP 6B07511 - "Standardization and quality management in industry":

-As part of the annual monitoring of the SP, review the need to teach the following elective subjects: "Technical Regulations of the Customs Union", "Accreditation of certification bodies and testing centers", "International organizations for certification and conformity assessment" with the results reflected in the protocols of the department. Responsible is the head of the Department of Textiles, Materials Science and Standardization. The deadline is 30.06.2024.

According to the "Students" standard:

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years):

-Ensure the effective work of the alumni association, as well as informing graduates about the activities of the association. The deadline is 31.12.2024.

According to the standard "Academic staff":

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years):

-To implement a system for analyzing the final reports of the AS of the SP with specific evaluation criteria and a plan of measures to eliminate the identified shortcomings, including corrective and preventive actions. Responsible is the head of the Department of Textiles, Materials Science and Standardization. The deadline is 30.06.2024.

According to the standard "Educational resources and student support systems":
Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): Not available.

According to the " Public awareness" standard:

Recommendations for SP 6B07511 - Standardization and quality management in industry and 7M07513 – Standardization and quality management in industry (2 years): Not available.

(IX) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the EEC came to the unanimous opinion that the study programs 6B07511 – Standardization and Quality Management in Industry and 7M07513 – Standardization and Quality Management in Industry (2 years), implemented by the Non-profit Joint Stock Company Taraz Regional University named after M.Kh Dulaty, are recommended for accreditation for a period of 5 (five) years.

Appendix 1. Evaluation table "Conclusion of the external expert commission for study programs 6B07511 – "Standardization and quality management in industry" and 7M07513 – "Standardization and quality management in industry (2 years)"

N n/n	N n/n	Evaluation criteria	Position of the educational organization		
			strong	satisfac	low
The standard "Study Program Management"					
1		The university should demonstrate the development of a goal and strategy for the development of the SP based on an analysis of external and internal factors with the broad involvement of a variety of stakeholders			
2		The quality assurance policy should reflect the relationship between scientific research, teaching and learning			
3		The university demonstrates the development of a culture of quality assurance			
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		The management of the SP ensures transparency in the development of the SP 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		The management of the SP demonstrates the functioning of mechanisms for the formation and regular			

		revision of the SP 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		The management of the SP should involve representatives of groups of interested persons, including employers, students and academic staff in the formation of a development plan for the SP		
8		The management of the study program should demonstrate the individuality and uniqueness of the study institution's development plan, its consistency with national development priorities and the development strategy of the educational organization		
9		The university must demonstrate a clear definition of those responsible for business processes within the framework of the SP, the distribution of staff responsibilities, and the differentiation of functions of collegial bodies		
0	1	The management of the SP ensures coordination of the activities of all persons involved in the development and management of the SP, and its continuous implementation, as well as involves all stakeholders in this process		
1	1	The management of the SP 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		
2	1	The management of the SP should carry out risk management		
3	1	The management of the SP should ensure the participation of representatives of interested persons (employers, teaching staff, students) in the collegial management bodies of the study program, as well as their representativeness in making decisions on the management of the study program		
4	1	The university must demonstrate innovation management within the framework of the SP, including the analysis and implementation of innovative proposals		
5	1	The management of the SP should demonstrate its openness and accessibility to students, teaching staff, employers and other interested parties		
6	1	The management of the SP confirms the completion of training in educational management programs		
7	1	The management of the SP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparing for the next procedure		

Total according to the standard			6
The standard «Information Management and Reporting»			
8	1	The university must ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software	
9	1	The management of the SP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system	
0	2	The management of the SP demonstrates the existence of a reporting system reflecting the activities of all structural divisions and departments within the framework of the SP, including an assessment of their effectiveness	
1	2	The university should determine the frequency, forms and methods of evaluating the management of the SP, the activities of collegial bodies and structural units, and senior management	
2	2	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	
3	2	The university demonstrates the involvement of students, employees and academic staff in the processes of collecting and analyzing information, as well as making decisions based on them	
4	2	The management of the SP should demonstrate the availability of communication mechanisms with students, employees and other stakeholders, including conflict resolution	
5	2	The university must ensure the measurement of the degree of satisfaction of the needs of students, academic staff and staff within the framework of the SP and demonstrate evidence of the elimination of the detected shortcomings	
6	2	The university should evaluate the effectiveness and efficiency of its activities in the context of SP	
The information collected and analyzed by the university within the framework of the SP should take into account:			
7	2 0.	key performance indicators	
8	2 1.	dynamics of the contingent of students in the context of forms and types	
9	2 2.	the dynamics of the student body in terms of forms and types of academic performance, student achievements and expulsion	
0	3 3.	satisfaction of students with the implementation of the SP and the quality of education at the university	
1	3 4.	availability of educational resources and support systems for students	

2	3	5.	employment and career growth of graduates		
3	3	6.	Students, academic staff and staff must document their consent to the processing of personal data		
4	3	7.	The management of the SP should help to provide the necessary information in the relevant fields of science		
Total according to the standard					4
The standard "Development and approval of study program"					
5			the university must demonstrate the existence of a documented procedure for the development of an SP and its approval at the institutional level		
6			The university must demonstrate the compliance of the developed SP with the established goals and planned learning outcomes		
7			The management of the SP should determine the impact of disciplines and professional practices on the formation of learning outcomes		
8			The university demonstrates the existence of a graduate model of an SP describing learning outcomes and personal qualities		
9			The qualification awarded upon completion of the SP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA		
0			The management of the SP should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the SP meets the set goals with a focus on achieving the planned learning outcomes for each graduate		
1			The management of SP should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies)		
2			The management of the SP must demonstrate the conduct of external expertise of the SP		
3			The management of the SP must provide evidence of the participation of students, academic staff and other stakeholders in the development and quality assurance of the SP		
4			The management of the study program should demonstrate the uniqueness of the study program, its positioning in the educational market (regional/national/international)		
5			An important factor is the possibility of preparing students for professional certification		
6			An important factor is the availability of joint and/or double degree programs with foreign universities		
Total according to the standard					
The standard "Continuous monitoring and periodic evaluation of the study program"					
7			The university should ensure the revision of the structure and content of the SP, taking into account changes		

		in the labor market, the requirements of employers and the social demand of society		
8		The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the SP and continuous improvement of the SP		
Monitoring and periodic evaluation of the SP should consider:				
9		the content of the program in the context of the latest achievements of science and technology in a particular discipline		
0		changes in the needs of society and the professional environment		
1		load, academic performance and graduation of students		
2		effectiveness of student assessment procedures		
3		needs and the degree of satisfaction of students		
4		the compliance of the educational environment and the activities of support services with the goals of the educational program		
5		The management of the SP should publish information about changes to the SP, inform interested parties about any planned or undertaken actions within the framework of the SP		
6		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 SP in general		
Total according to the standard				
The standard "Student-centered learning, teaching and assessment of academic performance"				
7		the management of SP should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths		
8		The management of the SP 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 SP, including competencies, skills to perform scientific work at the required level		
9		The management of the SP should determine the mechanisms for distributing the educational load of students between theory and practice within the framework of the SP, ensuring the development of the content and achievement of the goals of the SP by each graduate		
0		An important factor is the availability of own research in the field of teaching methods of the disciplines of the SP		

1		The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and goals of the SP		
2		The university must ensure the consistency, transparency and objectivity of the mechanism for evaluating learning outcomes of the SP, the publication of criteria and methods for evaluating learning outcomes in advance		
3		Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area		
4		The management of the SP should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes		
5		The management of the SP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher		
6		The management of the educational institution must demonstrate the existence of a procedure for responding to student complaints		
Total according to the standard				
The "Students" standard				
7		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)		
8		The management of the study program should provide for special adaptation and support programs for newly enrolled and foreign students		
9		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		
0		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		
1		The university should encourage students to self-education and development outside the main program (extracurricular activities)		
2		An important factor is the availability of a support mechanism for gifted students		
3		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		

4		The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, and maintain contact with them		
5		The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes		
6		The management of the SP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really relevant		
7		The management of the SP should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		
8		An important factor is the presence of an active alumni association/association		
Total according to the standard				1
The «Academic Staff» standard				
9		The university should have an objective and transparent policy in the context of the SP, including hiring (including invited academic staff), professional growth and staff development, ensuring the professional competence of the entire staff		
0		The university must demonstrate that the qualitative composition of academic staff meets the established qualification requirements, the university's strategy, and the goals of the SP		
1		The management of the SP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		
2		The university should provide opportunities for career growth and professional development of academic staff, including young teachers		
3		The university should involve in teaching specialists from relevant industries with professional competencies that meet the requirements of the SP		
4		The university must demonstrate the existence of a mechanism for motivating the professional and personal development of academic staff		
5		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, u-portfolio, etc.)		
6		The university should demonstrate the focus of activities on the development of academic mobility, attracting the best foreign and domestic teachers		
7		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 academic staff, including invited ones, to achieving CERTAIN goals		

8		An important factor is the involvement of academic staff in the development of the economy, education, science and culture of the region and the country		
Total according to the standard				
The standard "Educational resources and student support systems"				
9	.	The university must ensure that the infrastructure, educational resources, including logistical, meet the goals of the educational program		
0	.	The management of the SP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the goals of the SP		
The university must demonstrate the compliance of information resources with the needs of the university and the implemented programs, including in the following areas:				
1	.	technological support for students and academic staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs)		
2	.	library resources, including a fund of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases		
3	.	examination of research results, graduation papers, dissertations on plagiarism		
4	.	access to educational Internet resources		
5	.	functioning of WI-FI on its territory		
6	.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of academic staff, staff and students		
7	.	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		
8	0.	The management of the SP should demonstrate the availability of support procedures for various groups of students, including information and counseling		
9	1.	The management of the SP should show the availability of conditions for the advancement of the student along an individual educational trajectory		
00	2.	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)		
01	3	the university must ensure that the infrastructure meets safety requirements		
Total according to the standard				3
The standard «Public awareness»				

02	.	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 study program		
03	.	Public awareness should include support and clarification of the national development programs of the country and the system of higher and postgraduate education		
04	.	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:				
05	.	the purpose and planned results of the SP, the assigned qualification		
06	.	information and the assessment system of educational achievements of students		
07	.	information on academic mobility programs and other forms of cooperation with partner universities, employers		
08	.	information about the opportunities for the development of personal and professional competencies of students and employment		
09	.	data reflecting the positioning of the SP in the educational services market (at the regional, national, and international levels)		
10	.	An important factor is the publication on open resources of reliable information about academic staff, in the context of personalities		
11	0.	The university must publish audited financial statements on its own web resource		
12	1.	The university must post information and links to external resources based on the results of external assessments.		
13	2.	An important factor is the placement of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations		
Total according to the standard				2
Total				01

Appendix 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL ORGANIZATION



СОГЛАСОВАНА

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

М. Байжанов
 М. Байжанов
 «6» мая 2024 года



УТВЕРЖДЕНА

Генеральный директор НУ «Независимое Агентство
 Экспертизы и Рейтинга»
 А. Жумагулова

А. Жумагулова
 «6» мая 2024 года

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

Дата проведения визита: 23-25 мая 2024 года

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

Date and time (local time, GMT+5)	EEC's work with target groups	Surname, first name, patronymic and position of the target group participants	Location of the event
May 17, 2024			
16.00-17.00	Preliminary meeting of the EEC (discussion of key issues and the program of the visit)	External IAAR experts	Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
1 st day: May, 23 2024			
09.00-09.30	Allocation of responsibility of experts, solution of organizational issues	External IAAR experts	Rector's office, office No. 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 Board - Rector	1. Chairman of the Board – Acting Rector Orynbayev Seitzhan Aueszhanovich, 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	External IAAR experts	Rector's Office, Meeting Room № 404
10.15-11.00	Meeting with Vice-rectors	<ol style="list-style-type: none"> 1. Member of the Board-Vice-Rector for Strategic Development and Internationalization Yessimova Sholpan Altynbekovna, Doctor of Economics, Professor 2. Director of Academic Affairs Alimbayeva Saule Kurmantaevna, Candidate of Social Sciences, Acting Associate Professor 3. Member of the Board-Vice-Rector for Science and Digitalization Yorybaev Seitzhan Aueszhanovich, PhD, Associate Professor 	Rector's Office, Academic Council Meeting Room, 4th floor, No. 403 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483

		<p>4. Member of the Board-Vice-Rector for Socio-Cultural Development, Aslan Yedilkhanovich Aslybek, PhD</p> <p>5. Board Member-Vice-Rector for Infrastructure Development Salimov Serik Zhaksylykovich</p>	
11.00-11.15	Technical break	External IAAR experts	Rector's Office ,Room№ 404
11.15-12.00	Meeting with heads of structural divisions	<p>1. Head of the educational and methodological department Mazhibaev Asylzhan Kenzhekereevich</p> <p>2. Head of the online learning department Beglyarova Svetlana Temirkhanovna</p> <p>3. Head of the Center for Career and Business Partnership Yerzhanova Mira Edygeevna</p> <p>4. Director of the office registrar Myrkalykov Bauyrzhan Seitzhanovich</p> <p>5. Head of the Marketing and Career Guidance Department Nazarbekova Aalua Ahmediyarovna</p> <p>6. Head of the digital archive Tolenov Zhasulan Zhaksilykovich</p> <p>7. Head of the Strategic Development Management Daribaev Zhanali Erkimbekovich</p> <p>8. Head of the Department of Strategic Planning and Coordination Teleuova Saltanat Orazalievna</p> <p>9. Head of the Department of Accreditation, rating and quality improvement Balkibaeva Gulmira Amangeldievna</p> <p>10. Head of the Department of the International Community Isabekova Gulnur Bolatbekovna</p> <p>11. Head of the Center for Advanced Training and retraining of personnel Alimbetova Gulzhan Syrgabaevna</p> <p>12. Head of the Library and Information Center Irzhanova Gulzhan Dzhenisbekkyza</p> <p>13. Aidar Abubakirovich Abildaev, Deputy Secretary of the Admissions Committee</p>	<p>Rector's Office, Academic Council Meeting Room, 4th floor, No. 403</p> <p>Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483</p> <p>Conference ID: 962 388 2483</p>

		<p>14. Director of the Department of Science and Commercialization Kabdushev Arman Arystangalievich</p> <p>15. Head of the Department of scientific research activity Zhankuanyshev Martebe Kuttykiyauly</p> <p>16. Head of the Commercialization Tanaev Zhaydarbek Tolepbegenuly</p> <p>17. Head of Project Management and digitalization Tolegenova Dina Muratkyzy</p> <p>18. Head of technical support and IT support Zhaukashkanovadilbek Kudaibergenuly</p> <p>19. Editor of the newspaper "University of Tynys" Absat Gulbakyt Berikkyzy</p> <p>20. Head of the Operational and Technical Department Aflatunov Ahmed Mursal-ogly</p> <p>21. Chief Accountant Mirtaeva Nurbike Shaizhanovna</p> <p>22. Head of the Personnel Management Service Esmakhanov Bauyrzhan Meirambekovich</p> <p>23. Head of the Office Orumbaeva Marzhan Abdusamatovna</p> <p>24. Head of the legal service Sambetov Serik Togusovich</p> <p>25. Director of the publishing house "Dulaty university" Abdrasilov Azat Ibatbekuly</p> <p>26. Head of the Planning and Economic Department Musayeva Aiganym Altaevna</p> <p>27. Chief specialist of the Department of accounting and student movement Kasenova Ayman Kalmahanovna</p>	
12.00-12.15	Technical break	External IAAR experts	Rector's Office ,Room№ 404
12.15-13.00	Meeting with deans/directors of institutes (schools)	<i>Dean of the Faculty of Technology Shardarbek Mukhamedzhan Zhardarbekuly</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

13.00-14.00	Lunch break	External IAAR experts	
14.00-14.10	EEC's work	External IAAR experts	Rector's office, office No. 404 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
14.10-15.00	Meeting with heads of departments and/or heads of departments	<p>1. Head of the Department of Food Production and Biotechnology Kenzhekhodjaev Mahamedkali Dosmanovich</p> <p>2. Head of the Department of Textiles, Materials Science and Standardization Kauymbaev Rakhym Zhantoktarbaevich</p> <p>3. Head of the Department of Applied Informatics and Programming Akhmetzhanov Madi Akhmetzhanovich</p> <p>4. The head of the department "Information Systems" Baymyrzaeva Gauhar Zhaksylykovna</p> <p>5. Head of the Department of Automation and Telecommunications Yesmakhanova Laura Nurlanovna</p> <p>6. Head of the Department of Chemistry and Chemical Engineering Kalmakhanova Marzhan Seitovna</p>	Rector's Office, Academic Council Meeting Room, 4th floor, No. 403 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
15.00-15.10	Technical break	External IAAR experts	Rector's Office ,Room№ 404
15.10-16.00	Meeting with Academic staff	Cluster 1, 2, 3 (Appendix No. 1) (session hall zoom 1) 4.5, 6 cluster (Appendix No. 2) (zoom2 session hall)	Rector's Office, Academic Council Meeting Room, 4th floor, No. 403 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
16.00-16.40	Survey of academic staff (in parallel)	Appendix 3 (list with valid e-mails)	The link is sent to the teacher's email address personally 5 minutes before the start of the survey Rector's office, office No. 302

16.00-16.20	Technical break	External IAAR experts	Rector's Office ,Room№ 404
16.20-18.00	Visual inspection of the OO	Appendix 4 (Route through clusters with responsible persons) A video clip (10-15-minute video about the SP infrastructure: classrooms, halls, laboratories, sports, etc. halls...) on clusters for online experts	Along the route
18.00-18.30	The work of the EEC (discussion of the results and summing up of 1 day)	External IAAR experts	Rector's office, office No. 404 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
18.30 – 19.30	Dinner	External IAAR experts	
2nd day: May 24,2024			
09.00-09.30	The work of the EEC (discussion of organizational issues)	External IAAR experts	Rector's office, office No. 404 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
09.30-10.30	Meeting with students	Cluster 1, 2, 3 (Appendix No. 5) (session hall zoom 1) 4.5, 6 cluster (Appendix No. 6) (zoom2 session hall)	Rector's Office, Academic Council Meeting Room, 4th floor, No. 403 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
10.30-11.30	Survey of students (in parallel)	Appendix No. 7 (list with valid e-mails)	The link is sent to the student's email personally 5 minutes before the start of the survey Rector's office, office No. 302
10.30-10.40	Technical break	External IAAR experts	Rector's office, office No. 404
10.40-13.00	Work with department documents (documents must be uploaded to the cloud by clusters in advance, if	Cluster 1 Link to the cloud:Link to the cloud: public:\\Academic activities\Department of Academic Work\Accreditation 2024	Rector's office, office No. 404 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483

	necessary, heads of departments will be invited to the online Zoom room) and attend academic staff classes on a schedule (Appendix 8)	Cluster 2 Cloud link: Cloud link: public:\\Academic activities\Department of Academic Work\Accreditation 2024 Cluster 3 Cloud Link: Cloud link: public:\\Academic activities\Department of Academic Work\Accreditation 2024 Cluster 4 Cloud Link: Cloud link: public:\\Academic activities\Department of Academic Work\Accreditation 2024 Cluster 5 Cloud Link: Cloud link: public:\\Academic activities\Department of Academic Work\Accreditation 2024 Cluster 6 Cloud Link: Cloud link: public:\\Academic activities\Department of Academic Work\Accreditation 2024	
13.00-14.00	Lunch break	External IAAR experts	
14.00-16.00	Visiting the databases of the SP practices (in parallel by clusters)	Appendix No. 9 (route by clusters)	Along the route
16.00-16.10	Technical break	External IAAR experts	Rector's office, office No. 404
16.10-16.50	Meeting with employers about SP	Appendix No. 10 (list for each cluster)	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	External IAAR experts	Rector's office, office No. 404
17.00-17.45	Meeting with graduates	Appendix No. 11 (list for each cluster)	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	External IAAR experts	Rector's office, office No. 404

18.00-20.00	Work of the EEC, discussion of the results of the second day and profile parameters (recording is underway)	External IAAR experts	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
20.00-21.00	Dinner	External IAAR experts	
3rd Day : May,25, 2024			
09.00-11.30	The work of the EEC (development and discussion of recommendations)(recording is underway)	External IAAR experts	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
11.30-11.40	Technical break	External IAAR experts	Rector's office, office No. 404
11.40-13.00	The work of the EEC, the development and discussion of recommendations	External IAAR experts	Rector's office, office No. 404 (Individual work of an offline expert)
13.00-14.00	Lunch break	External IAAR experts	
14.00-16.15	The work of the EEC, discussion, decision-making by voting (recording is underway)	External IAAR experts	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
16.15-16.30	Technical break	External IAAR experts	Rector's office, office No. 404
16.30-17.00	The final meeting of the EEC with the leadership of the university	Heads of the university and structural divisions	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>	External IAAR experts	

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, SP – study program, AS – academic staff.



Appendix 3. RESULTS OF THE ACADEMIC 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%)
the Head of the Department	1 (1,8%)
Assistant Professor	0 (0%)

3. Academic degree, academic title

Honored Worker	0 (0%)
Doctor of Science	3 (5,4%)
Candidate of Sciences	18 (32,1%)
Master	24 (42,9%)
PhD	11 (19,6%)
Professor	2 (3,6%)
Associate Professor/Associate Professor	4 (7,1%)
No	0 (0,0%)
Others	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%)
Others	0 (0%)

	Questions	very well	well	Relatively bad	bad	Very bad	They didn't answer
	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%)	0 (0 ,0%)
	How do you assess the opportunities provided by the University for the professional development of academic staff	24 (42 ,9%)	28 (50 ,%)	4 (7 ,1%)	0 (0 ,0%)	0 (0 ,%)	0 (0 ,0%)
	How do you assess the opportunities provided by the University for the career growth of academic staff	22 (39 ,3%)	29 (51 ,8%)	5 (8 ,9%)	0 (0 ,0%)	0 (0 ,%)	0 (0 ,0%)
	How do you assess the degree of academic freedom of the faculty	26 (46 ,4%)	25 (44 ,6%)	4 (7 ,1%)	1 (1 ,8%)	0 (0 ,0%)	0 (0 ,0%)
	To what extent can teachers use their own						
	• Learning strategies	32 (57 ,1%)	21 (37 ,5%)	2 (3 ,6%)	0 (0 ,0%)	1 (1 ,8%)	0 (0 ,0%)
0	• Teaching methods	31 (55 ,4%)	22 (39 ,3%)	3 (5 ,4%)	0 (0 ,0%)	0 (0 ,%)	0 (0 ,0%)
1	• Educational innovations	30 (53 ,6%)	25 (44 ,6%)	1 (1 ,8%)	0 (0 ,0%)	0 (0 ,%)	0 (0 ,0%)
2	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 (0 ,0%)
3	How is the management of the educational institution paying attention to the content of the educational program?	27 (48 ,2%)	26 (46 ,4%)	2 (3 ,6%)	0 (0 ,0%)	1 (1 ,8%)	0 (0 ,0%)
4	How do you assess the sufficiency and accessibility	33	23	0	0	0	0

	of the necessary scientific and educational literature in the library?	(58 ,9%)	(41 ,1%)	(0 %)	(0%)	(0 %)	(0%)
5	Do you assess the level of conditions created 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 management						
6	• students	23 (41 ,1%)	27 (48 ,2%)	4 (7 ,1%)	1 (1.8%)	1 (1 ,8%)	0 (0%)
7	• teachers	22 (39 ,3%)	29 (51 ,8%)	2 (3 ,6%)	2 (3,6%)	1 (1 ,8%)	0 (0%)
8	Evaluate the involvement of the AS in the process of making managerial and strategic decisions	13 (23 ,2%)	37 (66 ,1%)	4 (7 ,1%)	2 (3,6%)	0 (0 %)	0 (0%)
9	How is the innovation activity of academic staff encouraged?	25 (44 ,6%)	26 (46 ,4%)	3 (5 ,4%)	2 (3,6%)	0 (0 %)	0 (0%)
0	Evaluate the level of feedback between the academic staff and the management	20 (35 ,7%)	29 (51 ,8%)	4 (7 ,1%)	2 (3,6%)	1 (1 ,8%)	0 (0%)
1	What is the level of stimulation and involvement of young professionals in the educational process?	21 (37 ,5%)	27 (48 ,2%)	8 (1 4,3%)	0 (0%)	0 (0 %)	0 (0%)
2	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%)
3	Evaluate the adequacy of the recognition by the university management of the potential and abilities of teachers	14 (25 %)	33 (58 ,9%)	8 (1 4,3%)	1 (1,8%)	0 (0 %)	0 (0%)
	How is the work done						
4	• Academic mobility	18	31	5	1	1	0

		(32 ,1%)	(55 ,4%)	(8 ,9%)	(1,8%)	(1 ,8%)	(0%)
5	• Professional development of academic staff	23 (41 ,1%)	26 (46 ,4%)	6 (1 0,7%)	0 (0%)	1 (1 ,8%)	0 (0%)
	Appreciate the support of the university and its management						
6	• Scientific research initiatives of the Faculty	23 (41 ,1%)	29 (51 ,8%)	4 (7 ,1%)	0 (0%)	0 (0 %)	0 (0%)
7	• Development of new study programs/academic disciplines/teaching methods	19 (33 ,9%)	34 (60 ,7%)	3 (5 ,4%)	0 (0%)	0 (0 %)	0 (0%)
	Assess the level of faculty's ability to combine teaching						
8	• with scientific research	11 (19 ,6%)	37 (66 ,1%)	8 (1 4,3%)	0 (0%)	0 (0 %)	0 (0%)
9	• with practical activities	12 (21 ,4%)	33 (58 ,9%)	1 (1 9,6%)	0 (0,0%)	0 (0 %)	0 (0%)
0	Assess how well the students' knowledge acquired at the university corresponds to the realities of the requirements of the modern labor market	22 (39 ,3%)	29 (51 ,8%)	4 (7 ,1%)	0 (0%)	1 (1 ,8%)	0 (0%)
1	How do the management and administration of the university perceive criticism addressed to them?	7 (12 ,5%)	40 (71 ,4%)	7 (1 2,5%)	2 (3,6%)	0 (0 %)	0 (0%)
2	Assess how well your academic workload meets your expectations and capabilities?	17 (30 ,4%)	31 (55 ,4%)	7 (1 2,5%)	1 (1,8%)	0 (0 %)	0 (0%)
3	Assess the focus of study programs/curricula on developing students' skills and abilities to analyze the	16 (28 ,6%)	36 (64 ,3%)	3 (5 ,4%)	1 (1,8%)	0 (0 %)	0 (0%)

	situation and make forecasts?						
4	Assess how well the study program meets the expectations of the labor market and employers in terms of content and quality of implementation	18 (32 ,1%)	33 (58 ,9%)	5 (8 ,9%)	0 (0 0%)	0 (0 %)	0 (0 0%)

35. Why do you work at this university?

1. This is because I set my goal to finish my major here and continue to work in my chosen specialty.
2. It's my choice!
3. First of all, I studied at this university, and secondly, I like to work at the university and share my experience. I am a citizen of this region. I like to serve the university
4. As a teenager, good help was shown
5. I am a graduate of this university, I like it
6. It's my second home, I live here.
7. I am a graduate of this university, and I would like to contribute to the education of young people in this region
8. A lot of support is given to science.
9. I graduated from this university
10. Creative self-realization, doing science
11. Because I like it
12. Competence and knowledge of the team
13. I live in Taraz, I like my job.
14. The team is good, the university base is good
15. Likes
16. Because here there is an opportunity to grow both in your career and professionally, there are all the opportunities to do science and realize yourself in your professional activities.
17. A large regional university in Taraz
18. My alma mater
19. It is important for me to educate 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 available at our university. Since I studied for a doctorate at KazNTU named after K.I. Satpayev on a targeted grant from TarRU named after M.Kh. Dulaty, I want to stay here, make my contribution to the development of our specialty
22. I like teaching students. Supporting their ideas, implementing startups, etc.
23. I like my university
24. because I graduated from this university by specialty
25. The reason is that I studied at this university and chose it on the recommendation of the head of the department

- 26. Liked
- 27. I like to work with students who are not educated in this educational institution.
- 28. Good salary
- 29. I am a graduate of this university. That's why I chose to gain experience in this field and improve my knowledge
- 30. Teaching the results of many years of work in the field of education to young people
- 31. I learned from all stages and became a child, thank you!!
- 32. Long-term labor compensation for the purpose of youth policy
- 33. It's my Alma mater
- 34. It depends on the compatibility of my specialty
- 35. I am a graduate of this university and I like teaching at the university.
- 36. I live and work in this city.
- 37. My choice was this Dulaty University
- 38. I am a resident of this region, there is no other choice
- 39. This university is a multidisciplinary university that provides three-stage training of specialists
- 40. -
- 41. I was born in this city
- 42. I live in Taraz
- 43. I am a graduate of this university
- 44. sent by referral
- 45. TarRU named after M.Kh. Dulaty is a multidisciplinary university that trains highly professional specialists in various fields of activity.
- 46. By place of residence
- 47. Professional development
- 48. I have been working since I graduated from university.
- 49. I chose to work at this university for several reasons. Firstly, the university has an excellent reputation and recognition in the educational field, which gives me the opportunity to work with highly qualified colleagues and motivated students. Secondly, it has all the necessary resources for research and software development, including modern laboratories and library collections. Thirdly, the university actively supports innovative projects and initiatives, which allows me to develop my professional skills and contribute to the development of educational technologies. Finally, an important factor was the fact that the university is located in the region where I would like to live and work, providing comfortable conditions for life and professional growth.

36. How often do your courses include master classes and workshops with practitioners?

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
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12 (21,4%)	18 (32,1 %)	21 (37, 5%)	4 (7,1%)	1 (1,8%)
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38. How often do you encounter the following problems in your work: (please give an answer in each line)

Questions	Often	Sometimes	never	No answers
Lack of classrooms	4 (7,1%)	25 (44,6%)	27 (48,2%)	0 (0%)
Imbalance of the teaching load across semesters	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%)
Overcrowded 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%)
Inadequate conditions for studying in classrooms	2 (3,6%)	27 (48,2%)	27 (48,2%)	0 (0%)
No access to the Internet/weak Internet	9 (16,1%)	32 (57,1%)	15 (26,8%)	0 (0%)
Lack of interest in learning among students	3 (5,4%)	29 (51,8%)	24 (42,9%)	0 (0%)
Untimely receipt of information about events	1 (1,8%)	17 (30,4%)	38 (67,9%)	0 (0%)
Lack of technical teaching aids in classrooms	1 (1,8%)	25 (44,6%)	30 (53,6%)	0 (0%)
Other problems	No problem - No Not Absence of licensed software products If public works are materially evaluated, for example, the work of the secretary of the Academy of Sciences, a bachelor's			

	<p>degree in the department, responsible work for the production practice of master's students, doctoral students, etc.</p> <p>Lounges for teachers during their free time</p> <p>Low salaries</p> <p>I am satisfied</p> <p>When you are sick</p> <p>There are no problems</p> <p>There is a problem of insufficient integration between different faculties and departments, which makes interdisciplinary cooperation and knowledge sharing difficult. Another problem is the high workload of 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>No buffet</p> <p>An order was issued on payment for obtaining an academic title, it was said in the Ministry that they will pay not 17, but 25 mpp, we hope our university will pay, and the orders from the Ministry will be carried out</p> <p>There are no other problems</p> <p>No computer</p> <p>A lot of unnecessary paperwork and the urgency associated with it</p> <p>None.</p> <p>No problem</p> <p>There are no problems</p> <p>The experience of the older generation is not taken into account due to their retirement</p> <p>There are no problems</p>
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	<p>A lot of requested papers, reports, etc.</p> <p>There is no other answer</p> <p>If the factories are working at full capacity</p> <p>Internships of teachers in leading universities of the country and abroad are poorly organized</p>
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39. There are many different sides and aspects in the life of the university, which in one way or another affect every teacher and employee. Rate how satisfied you are:

Questions	Fully satisfied	Partially satisfied	No satisfied	I'm having trouble answering
My attitude to you is to guide you	27 (48,2)	25 (44,6%)	3 (5,4%)	1 (1,8%)
My relationship with my direct management	34 (60,7)	18 (32,1%)	4 (7,1%)	0 (0,0%)
Relations with colleagues at the department	46 (82,1)	10 (17,9%)	0 (0,0%)	0 (0%)
Degree of participation in making management decisions	32 (57,1)	20 (35,7%)	3 (5,4%)	1 (1,8%)
My relationship is with students	51 (91,1)	5 (8,9%)	0 (0%)	0 (0%)
Recognition of your successes and achievements from the administration	37 (66,1)	16 (28,6%)	3 (5,4%)	0 (0%)
In support of your suggestions and comments	32 (57,1)	22 (39,3%)	1 (1,8%)	1 (1,8%)
University of activity administration	31 (55,4)	19 (33,9%)	5 (8,9%)	1 (1,8%)
Terms of payment	25 (44,6)	28 (50%)	3 (5,4%)	0 (0%)
Conditions of work, list and quality of services provided at the university	29 (51,8)	25 (44,6%)	2 (3,6%)	0 (0%)

Work protection and ego safety	42 (75%)	12 (21,4%)	1 (1,8%)	1 (1,8%)
Management of changes in the activities of the university	27 (48,2 %)	26 (46,4%)	2 (3,6%)	1 (1,8%)
Provision of a social package: rest, sanatorium treatment, etc.	25 (44,6 %)	22 (39,3%)	6 (10,7%)	3 (5,4%)
Organization and quality of food 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 study program)

6B07214 Technology and engineering of food and processing production	2	3,2%
7M07201 Technology and engineering of food and processing production	2	3,2%
6B07211 Innovative textiles	3	4,8%
7M07211 Innovative textiles	2	3,2%
6B07215 Technology of food products	3	4,8%
6B06111 Informatics and computer science	4	6,3%
7M06111 Informatics and computer science	2	3,2%
7M06114 Programming and 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 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. Your gender

male 31 people 49,2%

female 32 people 50,8%

3. Rate how satisfied you are with the following situations: (Rate how satisfied you are:)

Questions	Fully satisfied	Partially satisfied	Partially don't satisfied	No satisfied	I'm having trouble answering
1. Relations with dean office	54 people(p)	6 people (p)	0 people (p)	1 people (p)	2 people (p)

Questions	Fully satisfied	Partially satisfied	Partially don't satisfied	No satisfied	I'm having trouble answering
2. The level of accessibility of the dean's office	(8 1 %)	(1 5,9 %)	(0 %)	(1,6 %)	(1,6 %)
3. The level of accessibility and responsiveness of the university management	54 people	7 people	0 people	1 people	1 people
4. Availability of academic counseling	(8 2,5 %)	(1 4,3 %)	(1,6 %)	(0 %)	(1,6 %)
5. Supporting educational materials during the training process	55 people	5 people	1 people	1 people	1 people
6. Availability of counseling on personal problems	(8 2,5 %)	(1 2,7 %)	(1,6 %)	(1,6 %)	(1,6 %)
7. Relations between the student and the teacher	54 p	7 p	1 p	0 p	1 p
8. Financial and administrative services of the school	(7 7,8 %)	(1 7,5 %)	(3,2 %)	(0 %)	(1,6 %)
9. Availability of healthcare services	47 p	9 p	4 p	1 p	2 p
10. Quality medical care at the university	(7 1,4 %)	(1 7,5 %)	(4,8 %)	(1,6 %)	(4,8 %)
11. Level of availability of library resources	56 p	5 p	1 p	0 p	1 p
12. Quality of services provided in libraries and reading rooms	(9 2,1 %)	(4, 8 %)	(1,6 %)	(0 %)	(1,6 %)
13. Satisfaction with the existing educational resources of the university	52 p	6 p	4 p	0 p	1 p
14. Availability of computer classes	(7 4,6 %)	(2 0,6 %)	(3,2 %)	(0 %)	(1,6 %)
15. Availability and quality of Internet resources	49 p	10 p	2 p	1 p	1 p

Questions	Fully satisfied	Partially satisfied	Partially don't satisfied	No satisfied	I'm having trouble answering
16. Content and informational content of the website of educational organizations in general and faculties (schools) in particular	(81 %)	(14,3 %)	(3,2 %)	(0 %)	(1,6 %)
17. Classrooms, auditoriums for large groups	52 p	8 p	2 p	0 p	1 p
18. Student lounges (if any)	(76,2 %)	(12,7 %)	(4,8 %)	(1,6 %)	(4,8 %)
19. Clarity of the procedure for taking disciplinary measures	51 p	7 p	2 p	0 p	3 p
20. Quality of the educational program as a whole	(77,8 %)	(17,5 %)	(1,6 %)	(1,6 %)	(1,6 %)
21. Quality of the educational programs in the EP	50 p	8 p	3 p	1 p	1 p
22. Teaching methods as a whole	(74,6 %)	(17,5 %)	(4,8 %)	(1,6 %)	(1,6 %)
23. Speed of response to feedback from teachers regarding the educational process	52 p	9 p	1 p	0 p	1 p
24. Quality of teaching as a whole	(81 %)	(14,3 %)	(3,2 %)	(0 %)	(1,6 %)
25. Academic workload/requirements for the student	50 p	11 p	1 p	0 p	1 p
26. Requirements of the teaching staff for the student	(81 %)	(15,9 %)	(1,6 %)	(0 %)	(1,6 %)
27. Information support and explanation before admission to the university of the rules for admission and strategy of the educational program (specialty)	50 p	10 p	2 p	0 p	1 p
28. Informing the requirements for successfully completing this educational program (specialty)	51 p	10 p	1 p	0 p	1 p

Questions	Fully satisfied	Partially satisfied	Partially don't satisfied	No satisfied	I'm having trouble answering
29 Quality of examination materials (tests and examination questions, etc.)	8 (1 %)	1 (2,7 %)	1 (3,2 %)	1 (1,6 %)	1 (1,6 %)
30. Objectivity of assessment of knowledge, skills and other academic achievements	52 p	9 p	1 p	0 p	1 p
31. Available computer classes	8 (1 %)	1 (4,3 %)	1 (3,2 %)	1 (0 %)	1 (1,6 %)
32. Available scientific laboratories	49 p	12 p	1 p	0 p	1 p
33. Objectivity and fairness of teachers	8 (2,5 %)	1 (1,1 %)	1 (4,8 %)	1 (0 %)	1 (1,6 %)
34. Informing students about courses, educational programs and the academic degree received	54 p	7 p	1 p	0 p	1 p
35. Providing students with a dormitory	7 (7,8 %)	1 (4,3 %)	1 (3,2 %)	1 (0 %)	1 (4,8 %)

4. Rate how much you agree:

Statement	Full agreement	Agree	Partially agree	I disagree	Totally disagree	Didn't answer
1. The course program was clearly presented	53 people	7 people	2 people	0 people	1 person	-
2. Course content is well structured	7 (9,4 %)	1 (15,9 %)	1 (3,2 %)	1 (0 %)	1 (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 of science and practice	7 (7,8 %)	1 (12,7 %)	1 (6,3 %)	1 (1,6 %)	1 (1,6 %)	-

5. The teacher uses effective teaching methods	49 people	1 2 p	2 p	0 p	0 p	-
6. The teacher knows the material being taught.	(8 1 %)	(15,9 %)	(3,2 %)	(0 %)	(0 %)	-
7. The teacher's presentation is clear	54 people	7 p	2 p	0 p	0 p	-
8. The teacher presents the material in an interesting way.	48 people	1 1 p	4 p	0 p	0 p	-
9. Objectivity in assessing knowledge, skills and other educational achievements	(7 6,2 %)	(19 %)	(4,8 %)	(0 %)	(0 %)	-
10. Timely assessment of students' educational achievements	49 people	1 2 p	2 p	0 p	0 p	-
11. The teacher meets my requirements for personal development and professional formation	(8 1 %)	(12,7 %)	(6,3 %)	(0 %)	(0 %)	-
12. The teacher stimulates students' activity	50 people	1 0 p	3 p	0 p	0 p	-
13. The teacher stimulates students' creative thinking	(7 3 %)	(23,8 %)	(3,2 %)	(0 %)	(0 %)	-
14. The teacher's appearance and manners are adequate	52 p	1 0 p	1 p	0 p	0 p	-
15. The teacher has a positive attitude towards students	52 p	1 0 p	1 p	0 p	0 p	-
16. The system of assessing academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	(8 1 %)	(17,5 %)	(1,6 %)	(0 %)	(0 %)	-
17. The assessment criteria used by the teacher are clear	48 p	1 3 p	2 p	0 p	0 p	-
18. The teacher objectively evaluates the students' achievements	(8 4,1 %)	(11,1 %)	(4,8 %)	(0 %)	(0 %)	-

19. The teacher has a command of the professional language	50	1	2	0	0	-
20. The organization of education provides sufficient opportunities for sports and other leisure activities	(7 6,2 %)	(15,9 %)	(7,9 %)	(0 %)	(0 %)	-
21. The facilities and equipment for students are safe, comfortable and modern	51	1	2	0	0	-
22. The library is well equipped and has a fairly good collection of books	(8 5,7 %)	(12,7 %)	(1,6 %)	(0 %)	(0 %)	-
23. Equal opportunities are provided to all students	52	7	4	0	0	-

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

Nope

No problem

There is no other problem

-

Super

No problem

+

no other problem)

No problem

There are no problems

Other problems regarding the quality of teaching (Other problems): 28 answers

A voluminous program often consumes a large amount of time, which leaves little personal time

I have no suggestion

Hdjsj

Everything will be considered

no problem

No problems, regarding the quality of teaching, no comments

everything pleases me satisfied

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

I didn't notice

The condition of the kitchen needs to be improved, the kitchen did not work at all this year

There are no problems