



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

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

6B04128 Management

7M04120 Management

6B04118 Business Economics study programs of

M.Kh. DULATY TARAZ REGIONAL UNIVERSITY

for the period from May 20 to 22, 2024.

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Commission

*Addressed
to the IAAR
Accreditation Council*



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6B04128 Management
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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 the order No. 88-24-OD dated February 26, 2024 of the Independent Agency for Accreditation and Rating, from May 20 to May 22, 2024, an external expert commission assessed the compliance of educational programs 6B04128 Management, 7M04120 Management, 6B04118 Business Economics of the Taraz Regional University named after M.Kh. Dulaty with the specialized accreditation standards of the IAAR (dated June 16, 2020 No. 57-20-OD, sixth edition) in a hybrid format. The report of the external expert commission (EEC) contains an assessment of the submitted educational programs with the IAAR criteria, recommendations of the EEC for further improvement of educational programs and parameters of the profile of study programs.

Composition of the EEC:

1. Chairperson of the IAAR Commission – Gulnara Bayanovna Turtkaraeva, Candidate of Pedagogical Sciences, Associate Professor, Head of the Strategic Planning, Accreditation and Quality Management Service of the Kokshetau University named after Sh. Ualikhanov, Member of the Expert Council on Higher Education, Category 1 Expert (Kokshetau, Republic of Kazakhstan)

2. IAAR Expert – Natalya Vladimirovna Tsopa, Doctor of Economics, Professor, Crimean Federal University named after V.I. Vernadsky" (Simferopol, Russian Federation)

3. IAAR expert - Vakhobov Amirtimir Mannonovich, PhD in Technical Sciences, Polytechnic Institute of the Tajik Technical University named after Academician M.S. Osimi in Khujand (Khujand, Republic of Tajikistan)

4. IAAR expert - Sultanova Zamzagul Khamitovna, PhD in Economics, Associate Professor, West Kazakhstan Agrarian and Technical University named after Zhangir Khan (Uralsk, Republic of Kazakhstan)

5. IAAR expert - Zakirova Dilnara Ikramkhanovna, PhD, Turan University (Almaty, Republic of Kazakhstan)

6. IAAR expert – Gulnar Karimovna Dzholdasbaeva, Doctor of Economics, Professor, Almaty Technological University (Almaty, Republic of Kazakhstan)

7. IAAR Expert – Parida Bakirovna Isakhova, Doctor of Economics, Professor, Almaty Management University (Almaty, Republic Kazakhstan)

8. IAAR expert – Svetlana Bakhytovna Zharkenova, Candidate of Legal Sciences, Professor, Eurasian National University. L.N. Gumileva (Astana, Republic of Kazakhstan)

9. IAAR expert – Shynar Zhanybekovna Arynova, PhD, associate professor, NJSC “Toraigyrov University” (Pavlodar, Republic of Kazakhstan)

10. IAAR expert – Aliya Tobazhanovna Kozykeeva, Doctor of Technical Sciences, Associate Professor, Kazakh National Agrarian Research University (Almaty, Republic of Kazakhstan)

11. IAAR expert – Bauyrzhan Syrmaganbetovich Otarbaev, Candidate of Agricultural Sciences, Korkyt Ata Kyzylorda University (Kyzylorda, Republic of Kazakhstan)

12. IAAR expert – Natalya Valentinovna Ryvkina, Eurasian National University. L.N. Gumileva (Astana, Republic of Kazakhstan)

13. IAAR expert – Elmira Nurlybaevna Kalshabekova, Ph.D., Associate Professor, South Kazakhstan State University. M. Auezova (Shymkent, Republic of Kazakhstan)

14. Expert-employer IAAR – Abdykadyrov Aidar Kaynarovich, Deputy Director for Economic Affairs, RPP of Zhambyl region (Taraz, Republic of Kazakhstan)

15. IAAR Employer Expert – Asem Kairatovna Abisheva, PhD, Senior Researcher, Research Institute “Geotechnical Institute”, Senior Researcher, Grant Project of the Ministry of Higher Education of the Republic of Kazakhstan “Methodology for Determining Intermediate

Geotechnical Characteristics of Soils and Their Spatial Representation in GIS”, LLP “Solid Research Group” (Astana, Republic of Kazakhstan)

16. IAAR Student Expert – Anastasia Sergeevna Kuzmina, 3rd year student, Finance program, NAO “Kostanay Regional University named after A. Baitursynov” (Kostanay, Republic of Kazakhstan)

17. IAAR Student Expert – Adel Zhanatovna Omarova, 3rd year student, Management program, NAO “Kazakh Agrotechnical Research University named after S. Seifullin” (Astana, Republic of Kazakhstan)

18. IAAR Student Expert – Armankyzy Kyzgaldak, 3rd year student of the SP “Jurisprudence”, University “Turan” (Almaty, Republic of Kazakhstan)

19. IAAR student expert – Dzhumabayeva Zhansaya Smagulovna, 3rd year student of the program "Life Safety and Environmental Protection", West Kazakhstan Innovative Technological University (Uralsk, Republic of Kazakhstan)

20. IAAR student expert – Zhaksylykov Madi Maratuly, 2nd year student of the program "Water Resources and Water Use", Korkyt Ata Kyzylorda University (Kyzylorda, Republic of Kazakhstan)

21. IAAR student expert – Mukhamedzhan Alisher Sabyrzhanuly, 3rd year student of the program 6B07329 "Design of Buildings and Structures", L.N. Eurasian National University Gumileva (Astana, Republic of Kazakhstan)

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

23. IAAR Coordinator – Auezkhanova Zhulduz Aubakirovna, Head of the IAAR Post-Accreditation Monitoring Project (Astana, Republic of Kazakhstan)



(III) PRESENTATION OF THE EDUCATIONAL ORGANIZATION

NJSC "Taraz Regional University named after M.Kh. Dulaty" (Dulaty University) has a state license for the right to conduct educational activities KZ19LAA00018483 dated July 27, 2020.

Taraz Regional University named after M.Kh. Dulaty was established in 2020 in accordance with the Resolution of the Government of the Republic of Kazakhstan "On some issues of higher educational institutions of the Ministry of Education and Science of the Republic of Kazakhstan" dated October 11, 2019 No. 752 (paragraph 5) and the Order of the Ministry of Finance of the Republic of Kazakhstan No. 346 dated 03.06.2020. Taraz Regional University named after M.Kh. Dulaty (hereinafter referred to as Dulaty University) is a university implementing innovative academic, social and research activities with a wide range of educational programs, research projects in the field of technical, pedagogical, natural, humanitarian and social sciences. Dulaty University with high social responsibility in the field of continuous education initiates the implementation of social and public projects that contribute to improving the quality of human life. Dulaty University has taken into account the need to introduce new approaches to training competitive specialists into the university's activities, ensuring the quality of the educational process based on the integration of education, science and production, adequate to the needs of the economy and industrial and innovative development of the country, setting new strategic guidelines and planning the university's activities for the future. In the near future, the university is positioned as a regional educational, scientific, industrial and social complex in Central Asia with an international ranking image. The university's vision can be updated by defining the arithmetic of success based on the development of the application of a person's professional competencies throughout life, the introduction of new learning technologies, ensuring communication competencies, leadership, digital literacy formed in the process of training specialists. Dulaty University consists of 1 college, 1 institute, 6 faculties and 47 departments, a scientific library, 2 museums, 2 research institutes, 12 research centers, a scientific and educational production center "Phytochemistry", a research laboratory of engineering profile "Nanoengineering research methods named after A.S. Akhmetov".

Educational activities at Dulaty University are carried out on 173 educational programs. Of these, 103 SPs are for bachelor's degrees, 61 SPs are for master's degrees and 9 SPs are for doctoral studies.

The human resources of Dulaty University are 2190 people, including 1053 faculty members (including 112 faculty members teaching in English). The university employs 25 people who are members of the National Academy of Sciences, industry academies of sciences and professional associations of the Republic of Kazakhstan. The student body is 13,057 people, including 12,554 students, 467 master's students, and 36 doctoral students.

In 2023, Dulaty University entered the global QS World University Rankings and took 1200–1401 place. In the international ranking of the European Scientific and Industrial Chamber ARES-2020, Dulaty University took eighth place among 95 universities of the Republic of Kazakhstan with category A+.

NJSC Dulaty University carries out its activities in accordance with the Civil Code of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On Joint-Stock Companies", the Law of the Republic of Kazakhstan "On Education", regulatory documents, instructional letters and orders of the Ministry of Scientific and Higher Education of the Republic of Kazakhstan, the Charter of NPJSC Dulaty University. The accredited SP 6B04118 - "Business Economics", 6B04128 - "Management", 7M04120 - "Management" are implemented in accordance with the general license issued by the RSU "Committee for Quality Assurance in Science and Higher Education of the Ministry of Science and Higher Education of the Republic of Kazakhstan" (KZ19LAA00018483 dated July 27, 2020) and its Appendices.

There is a high-quality educational and methodological base and a powerful material and technical base. The contingent of students of the accredited educational programs as of May 20, 2024 is:

6B04128 – “Management” - 89 students

7M04120 – “Management” - 5 master's students

6B04118 – “Business Economics” - 81 students

Information about the Department of Economics and Management

Qualitative and quantitative composition of the department's faculty:

The faculty of the department for the 2023-2024 academic year is 25 people, including 11 candidates of science, 2 doctors of economic sciences and 2 PhD doctors. The number of faculty with a degree in the department is 60%, the staffing of the faculty according to the staffing table is 100%, the proportion of faculty teaching in Kazakh is 64%, the average age of faculty with academic degrees and titles is 56 years. The availability of basic education in the profile of the department is 100%.

The employment of graduates in SP 6B04128 "Management" is - 74%, 7M04120- "Management" - 100%, SP "6B04118-Business Economics" - 73.1%.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The study program 6B04118 Business Economics is being accredited by the IAAR for the first time.

In accordance with the order No. 109-19- dated October 22, 2019 of the Independent Agency for Accreditation and Rating, from November 25 to 27, 2019, an external expert commission assessed the compliance of the study programs 6B04128 "Management", 7M04120 "Management" of the Taraz State University named after M.Kh. Dulaty with the specialized accreditation standards of the IAAR (No. 10-17-SD dated February 24, 2017, fifth edition).

Composition of the previous EEC at Taraz State University named after M.Kh. Dulaty(2019):

1. Chairperson of the Commission – Gita Revalde, PhD in Physics, Corresponding Member of the Latvian Academy of Sciences, Professor of the Riga Technical University, Expert of the Latvian Scientific Council, Member of the Latvian Association of Science, President of the Almaty University of Power Engineering and Telecommunications (Almaty);

2. Foreign Expert – Kochkorbaeva Chinara Turgunbaevna, Head of Laboratory, Kyrgyz-Uzbek University (Osh, Kyrgyzstan);

3. Expert – Rakisheva Aigul Kuanyshbaevna, Candidate of Sciences (Econ.), Associate Professor, Project Manager (Nur-Sultan);

4. Expert – Zakirova Dilnara Ikramkhanovna, PhD, Turan University (Almaty);

5. Expert – Duzkeneva Nailya Akataevna, Candidate of Sciences (Hist.), East Kazakhstan State Technical University named after D. Serikbaeva (Ust-Kamenogorsk);

6. Expert – Omarbekova Aykumis Ilyasovna, PhD in Pedagogical Sciences, L. Gumilyov Eurasian National University (Nur-Sultan);

7. Expert – Smirnov Mikhail Borisovich, PhD in Engineering Sciences, Professor, Shakarim State University of Semey;

8. Expert – Moiseenko Oleg Viktorovich, PhD in Engineering Sciences, Associate Professor, M. Dulatov Kostanay University of Engineering and Economics (Kostanay);

9. Expert – Abdimuratov Zhubanyshbay Suynullaevich, PhD in Engineering Sciences, Associate Professor, Almaty University of Power Engineering and Communications (Almaty);

10. Expert – Ibragimov Aman Ilesovich, PhD in Pedagogical Sciences, Acting Associate Professor, Abay Kazakh National Pedagogical University (Almaty);

11. Expert - Adilbekova Lyazzat Makhaikyzy, PhD in Philology, Professor, Kazakh State Women's Pedagogical University (Almaty);

12. Employer - Azhmagambetova Maya Turarovna, Head of the Human Capital Development Department, Chamber of Entrepreneurs of Zhambyl Region (Taraz);

13. Employer - Toktybaeva Bakhytkul Egemberdievna, Director of the Dana-Del sewing workshop, member of the Council of Business Women of the Chamber of Entrepreneurs of Zhambyl Region (Taraz);

14. Student - Kuatbek Aliya Ergalikyzy, 3rd year student of the study program "5B051000 - State and Local Government", Taraz Innovative and Humanitarian University (Taraz);

15. Student - Sarymamedov Hasan Alievich, 1st year master's student of the study program "7M01601 - Training of history teachers", Taraz State Pedagogical University (Taraz);

16. Student - Turgyn Ansar Azamatuly, 3rd year student of the study program "1201000 Technical maintenance and repair of motor transport", Taraz College of Service and Technology (Taraz);

17. Student - Abitay Marzhan Sakenkyzy, 3rd year student of the study program "5B042100 Design", Taraz State Pedagogical University (Taraz);

18. Observer from the Agency – Kanapyanov Timur Erbolatovich, PhD, Head of International Projects and Public Relations of the IAAR (Nur-Sultan).

Recommendations to the university within the framework of the previous accreditation procedure for study programs 6B04128 "Management", 7M04120 "Management" (2019):

Standard "Study Program Management"

- to specify strategic indicators and cascade them to the level of study programs, teachers and employees;

- to review the structure of the study program development plan in order to harmonize it with the university's strategic documents, detail and specify key indicators;

- to clarify the list of implemented study programs included in the Register of study programs, taking into account the optimization and increase in the efficiency of their functioning;

- to determine the mechanism for reviewing and monitoring study program development plans;

- to clarify the uniqueness and individuality of the development plans of accredited study programs;- take measures to create a permanent employers' council at the university to develop joint and effective solutions aimed at improving and perfecting the university's educational activities;

- eliminate the formal nature of participation of students, faculty and other stakeholders in the procedures for designing, developing and updating the study program;

- improve the risk management system, ensure its cascading to the level of study programs, conduct quantitative and qualitative assessment, and also be guided by it not formally, but really in all areas of the university's activities;

- determine the real need for the appointment of heads of study programs, develop a document defining and regulating their activities;

- conduct training for the university management, heads of study programs on management issues in the context of study programs, management in education programs, project management, etc.

Standard "Information Management and Reporting"

- analyze information flows, identify shortcomings in existing processes and develop forms and procedures for information management and data analysis;

- develop and document a mechanism for measuring the degree of satisfaction of the teaching staff and employees within the framework of the SP, as well as eliminating the identified shortcomings;

- determine the criteria for the profitability and payback of study programs for their implementation;

- document the consent of students to the processing of personal data.

Standard "Development and approval of the study program"

- when designing the SP, review the approach to the formation of educational modules taking into account optimization, consolidation, and also being guided by regulatory documents;

- at the institutional level, develop a unified mechanism for the formation of graduate models, taking into account the analysis of the labor market, practical demands, as well as the learning outcomes recorded in the Register of Study Programs;

- determine the place of the graduate model formation process in the general algorithm for designing and developing the SP;

- eliminate the formal nature of the participation of students, faculty and other stakeholders in the procedures for developing the SP;

- eliminate formalism in conducting external examinations of the SP, involve leading scientists, representatives of domestic and foreign universities in this process;

- in the content of the SP Management, review the relevance and necessity of the discipline "Municipal Management" and others taking into account the realities of Kazakhstan; - in the educational and methodological complexes of disciplines, eliminate the values of credit volumes that correspond to outdated regulatory documents;

- provide the opportunity to prepare for professional certification of students (PMP (PMP/PMI), CIMA, ACCA, CFA, CIA, etc.) by including disciplines and/or modules included in professional certification programs in the structure of the SP;

- expand the list of foreign and Kazakhstani partner universities for the development and implementation of joint SPs and other types of interaction.

Standard "Continuous monitoring and periodic assessment of study programs"

- develop a mechanism for revising the SP and ensure its systematic functioning;

- conduct ongoing monitoring of the labor market, external environment, practice requests, and analyze employer satisfaction;

- determine the list of priority employers, develop and consistently implement a plan of joint activities;

- publish and communicate to all interested parties information on proposed and/or implemented changes in the implemented SPs.

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

develop an action plan for the introduction of new innovative teaching and assessment methods into the educational process, including our own, and provide feedback on the effectiveness of their use.

"Students" Standard

develop a marketing plan for promoting the study program in order to increase the number of students;

- continue work on developing external and internal academic mobility of students. Accredited study programs should develop an academic mobility plan with indicators and clearly define the time and quantitative framework;

- enhance the role of the Alumni Association in the activities of the university and the development of accredited study programs by developing and implementing annual work plans.

Standard "Academic staff"

- strengthen work on organizing external mobility, in particular, develop a plan for academic mobility with specific measurable indicators;

- continue work on establishing close ties with manufacturing enterprises in the field of professional exchange of experience and improving the quality of educational activities,

actively involving practitioners in teaching.

Standard "Educational resources and student support systems"

- open a working center at the university for self-realization and development of student youth, their active involvement in the life of society;
- develop the university infrastructure (open a brand store, increase the number of recreation areas for students, increase the number of parking spaces on the university campus, etc.);
- organize work to strengthen the WI-FI access signal on the university campus.

Standard " Public awareness"

update and post on the website relevant information about the university's activities, including about the study programs and the changes they undergo;

- post information about the teaching staff (portfolio) on the university's website in the tab of the departments of the accredited study programs, including a list of scientific publications.

Standard "Standards in Section of Individual Specialties"

- open a branch of the "Management" department within the framework of the implementation of study programs 6B04128-Management", "7M04120-Management" on the basis of a large enterprise in the region;

- include in the content of the accredited study programs disciplines that develop communication skills, public speaking skills, economic thinking (for example, courses "Technologies of Effective Business Communication", "Public Speaking", "Economics of Enterprises", etc.);

- update the content and strengthen the practice-oriented nature of the academic disciplines of the accredited study programs; - expand the bases for industrial internships (for example, include national companies, large manufacturing enterprises, etc.).

On December 20, 2019, by the decision of the Accreditation Council of the IAAR, study programs 6B04128 "Management", 7M04120 "Management", implemented by M.Kh. Dulaty TarSU were accredited for 5 years.

To implement the recommendations, the university developed an action plan approved on January 14, 2020. The results of the planned activities are reflected in the interim reports of M.Kh. Dulaty TarSU.

Post-monitoring control to assess the implementation of the recommendations of the IAAR EEC, formed based on the results of specialized accreditation of study programs 6B04128 "Management", 7M04120 "Management" was carried out at M.Kh. Dulaty TarSU on February 7, 2022 (stage 1). Post-accreditation monitoring of the activities of M.Kh. Dulaty TarSU. M.Kh. Dulaty, was carried out within the framework of the action plan for the implementation of the recommendations of the EEC and was carried out in accordance with the requirements of the regulation on conducting post-accreditation monitoring.

Postaccreditation monitoring of the activities of Taraz Regional University named after M.Kh. Dulaty showed that, in general, the recommendations given by the EEC are being implemented, with the exception of some recommendations.

At the same time, the members of the EEC who conducted re-accreditation from May 20 to May 22, 2024, established that the following work was carried out according to the recommendations of the previous EEC.

Dulaty University has developed a Development Program for "Taraz Regional University named after M.Kh. Dulaty" for 2020-2025, in accordance with which the Development Plans of the SP for 2020-2025 were revised, where all key indicators were detailed and specified, current SPs with the amendments were entered into the register of study programs, the Regulation on the development of the Development Plan of the SP was developed, which reflects the frequency of revision and monitoring of the development plans of the SP. In order to clarify the uniqueness and individuality of the development plans of the accredited SPs, the department held scientific and methodological seminars with the participation of students, academic staff and other stakeholders. The university has intensified work with students, faculty and employers in the procedures for

designing, developing and updating development plans for the study program by holding seminars and round tables.

In order to improve the risk management system, the university has developed a regulatory document RI "Risk Management". Risk management at the study program level is described in the Regulation on the design of study programs.

The university has formed working groups to manage and coordinate the functioning of the study program.

The university has developed a mechanism for measuring the degree of satisfaction of faculty, employees and employers; a survey of faculty is systematically conducted within the study program. The university carries out work on formalizing students' consent to the processing of personal data in accordance with the approved QMS forms.

A single mechanism for forming graduate models has been developed at the institutional level. The final list of competencies has been agreed upon with representatives of employers and approved by the dean of the faculty.

Students, faculty and other stakeholders take part in the procedures for developing the SP, the composition of the working committee is reflected in the structure of the SP. Employers are involved in the examination of the SP, there are reviews and feedback from them.

In order to prepare for professional certification, the disciplines "Fundamentals of Project Management in an Organization", "Project Analysis", "Risk Management and Project Analysis" have been introduced into MSP SP 6B04128 "Management". The University has developed the Regulation "On the Design of Study Programs", in accordance with paragraph 5.2.13 of this Regulation, the Department updates the SP as needed.

For the 2023-2024 academic year, a list of priority employers was formed, and a plan of joint activities for assessing and improving the SP was developed. Certificates from employers on the employment of graduates were presented.

The Department of Economics and Management, in order to increase the level of practical orientation of students, involves experienced specialists in conducting classes, and students also take classes directly in the branches of the department at enterprises.

A "COWORKING ZONE" with an area of 62 sq. m., equipped with furniture that meets modern requirements, was organized in the technological complex.

The university has increased the number of recreation areas for students and the number of parking spaces on the territory. In academic buildings 2-6, at the department and in the dormitories, special devices for transmitting Wi-Fi signals have been installed in order to increase the scale of IP addresses for ease of use by teachers, students and postgraduates.

On the university website (<http://dulaty.kz>) in the "News" section, information on various areas of activity is published in Kazakh and Russian. The structure of the SPs posted on the website (<https://dulaty.kz/ru/admission/edu-programs/bachelor-course-rus.html>) contains the minutes of department meetings where updates to the SPs were discussed.

The content of the accredited SP 6B04128 "Management" includes disciplines that develop communication skills, public speaking skills "Communication Management", "Business Communications and Emotional Intelligence".

In order to improve the level of practical orientation of students, the content of SP 6B04128 "Management" includes the disciplines "Fundamentals of Project Management in an Organization" and "Production Management".

The department has concluded agreements with 68 enterprises for the professional practice of students of the SP 6B04128 Management.

According to the interim reports on post-accreditation monitoring, as well as during the work of the EEK on assessing compliance with the requirements of the standards of specialized

accreditation of study programs 6B04128 Management, 7M04120 Management, it follows that more than 60% of the recommendations have been implemented fully and sufficiently.

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program of the visit of the expert commission for specialized accreditation of study programs of the Taraz Regional University named after M.Kh. Dulaty in the period from May 20 to May 22, 2024.

In order to coordinate the work of the EEC, an online kick-off meeting was held on May 16, 2024, during which powers were distributed among the commission members, the visit schedule was clarified, and an agreement was reached on the choice of examination methods.

In order to obtain objective information on 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 100 representatives took part in the meetings (Table 1).

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

Category of participants	Quantity
Chairman of the Board-Rector	1
Vice-rectors	5
Heads of structural divisions	27
Heads of departments, heads of educational programs	19
Teachers*	15
Students	13
Graduates*	11
Employers*	9
Total	100

During the visual inspection, the members of the EEC got acquainted with the state of the material and technical base, visited the conference hall, computer and lecture rooms. SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics": 2 teaching rooms of the department 1.3.407 and 1.3.412. computer class (room 1.3.309), classrooms named after E.M. Urkunchiev (1.3.401) and named after K.E. Ertaev (1.3.404). At the meetings of the IAAR EEC with the target groups of the university, the mechanisms for implementing the university policy were clarified and individual data presented in the university self-assessment report were specified. The EEC members visited the practice bases of the accredited programs: LLP Kozhobuv, branch of the department "Project Management Center of the Zhambyl Region", JSC "JusanBank". According to the program of the visit, according to the approved schedule, classes on the accredited study programs were not held. in connection with the summer examination summer session. In accordance with the accreditation procedure, a survey was conducted among 15 teachers and 13 students . In order to confirm the information presented in the Self-Assessment Report, external

experts requested and analyzed the university's working documentation. Along with this, the experts studied the university's online positioning through the official website of the university <https://dulaty.kz/>.

As part of the planned program, recommendations for improving the accredited study programs of Dulaty University, developed by the EEC based on the results of the examination, were presented at a meeting with the management on 05/22/2024

(VI) COMPLIANCE WITH SPECIALISED ACCREDITATION STANDARDS

Standard «Study program management»

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 should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and appropriate decision-making.

The management of the 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

IAAR experts note that the implementation and development of accredited study programs SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" are determined by the mission, quality policy, Development Program of the NPJSC "M.Kh. DulatyTaraz Regional University" for 2023-2029 Approved by the Board of Directors (Protocol No. 1, "19" March 2024), as well as the SP Development Plan for 2020-2025.

The management of the SP at the NPJSC Dulaty University is carried out on the basis of:

- Academic policy of the University (approved by the decision of the Academic Council, Protocol No. 7, dated 12/27/2023) <https://dulaty.kz/ru/education/academic-policy.html>

- Regulations on the system of internal quality assurance of education at the NPJSC "Dulaty University" (approved by Order of the Chairman of the Board- Rector No. 102 dated 03/25/2021) <https://dulaty.kz/ru/vnutrennie-normativnye-dokumenty-universiteta.html>

- Quality policy <https://dulaty.kz/index.php/ru / recognition-rus/qms-rus/item/1348>.

The University has demonstrated the existence of a policy and standards for quality assurance in the field of education, approved by the Rector on 06/21/2021, is available to all interested parties and is presented on the website (<https://dulaty.kz/index.php/ru/recognition-rus/qms-rus/item/1348>), the quality policy defines the goals for the 2023-2024 academic year. Accessibility, transparency and openness of the university's strategic documents, in particular, the University Development Program, have been ensured <https://dulaty.kz/ru/ob-universitete/development-program-of-theuniversity.html>, documents related to the quality assurance policy for all interested parties through their placement on the official website of the university in the public domain <https://dulaty.kz/index.php/ru/recognition-rus/qms-rus>.

The self-assessment report shows the research of the AS of the SP, which were conducted on the basis of contracts with enterprises, and presents contracts and acts on the implementation of research results. The results of the initiative research have been introduced into the educational process on the topic "Creating an innovative product" for practical classes in the discipline "Innovative entrepreneurship" for 4th year students of SP 6B04118 "Business Economics". For students of SP 6B04128 "Management", the results of research are implemented in the disciplines "Human resource management", "Project Analysis", and in SP 7M04120 "Management" - in the discipline "Effective regional management".

The University has demonstrated its focus on developing a culture of quality and values within the university. The University has adopted and approved the main regulatory documents defining the Policy in the field of quality culture: the Quality Manual of the Republic of Kazakhstan 01-2020 (Approved by the Rector on 12/29/2020), the University Standard for analysis by the management of STU 06-2020 (approved by the Rector on 11/19/2020), the standard "Internal Audits" of STU 03-2020 (approved by the Rector on 11/19/2020). Rector dated 11/19/2020), the University Student's Code of Honor (<https://dulaty.kz/ru/student-code-rus.html>), the Ethics Council is functioning (<https://dulaty.kz/ru/sostav-soveta>). The Council's activities are aimed at addressing issues of labor discipline, compliance with anti-corruption legislation, and the rules of academic integrity of the university.

In order to ensure quality, Dulaty University has concluded agreements with leading foreign and domestic universities on academic mobility of students and academic staff (Heilbronn University (Germany), Kastamonu University (Turkey), Maltepe University (Turkey), Adam Mickiewicz University (Poland), Budapest Metropolitan University (Hungary)

(<https://dulaty.kz/ru/university-partnership.html>). Dulaty University and Maltepe University (Turkey) are working on the creation of joint projects on double degrees, conducting joint research, in particular, an agreement has been reached on the creation of a hub in the field of public administration for the Turkic countries. (<https://dulaty.kz/ru/2020-01-30-02-50-58/item/5353-sotrudnichestvo-s-universitetom-maltepe.html>).

The commitment to quality assurance on the part of the university can also be traced in relation to partner universities that participate in academic mobility of students, conducting guest lectures, seminars, and trainings for academic staff. Outsourcing at the university is carried out by transferring part of the services to business structures, the provision of services provided is prescribed in the terms of the concluded contracts. The development plans of the SP are developed for 5 years and is the main document defining the strategy and tactics of improving the SP. The plans for the development of study programs in 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" were developed in accordance with the strategic priorities and development goals of the NPJSC "Dulaty University" for 2020-2025, aimed at meeting the needs of the state and interested parties and posted on the page of the Department of Economics and Management of the university's corporate website, available to all interested parties <https://dulaty.kz/index.php/ru/business-and-law/economy-rus> .

In order to take into account the needs of the state and all interested parties, the Development Plans of accredited PLOS were reviewed, discussed at a meeting of the department, the Faculty Council, the Scientific and Methodological Council of the University and approved by the Academic Council (2.02.2020). In order to ensure transparency in the development of an Educational Development Plan, the university has developed a Regulation on the development of the study program development plan (Approved by the Decision of the Academic Council of Dulaty University, Protocol No. 6 dated 01/15/2024). Transparency of the processes of forming an educational development plan is confirmed by the participation of interested parties in them. This is evidenced by the activities of the Academic Council, the rector's Office, the scientific and methodological council, which ensure the management of the main SP. The development plans of accredited PLOS are coordinated with the University's Development Program.

The university has created and operates a feedback mechanism with consumers of educational services, which is used to determine the degree of implementation of its own mission, goals and objectives, to assess the effectiveness of the university's activities, as well as to identify opportunities for improving the services provided. Thus, the University regularly collects and analyzes data, in particular, through annual sociological surveys among faculty and students, to identify the degree of satisfaction with various aspects of the university's activities. The results of the analysis are considered at various levels and serve as the basis for subsequent adjustments. Collegial bodies involved in the development of study programs include the Board of Directors, the Rector's Office, the Academic Council and the Academic Council at the university level, as well as the faculty council and the Quality Assurance Commission. The participation of representatives of interested parties is carried out through participation in these bodies.

All structural divisions, the graduating department, which are responsible for certain business processes within the framework of the SP, participate in the implementation, coordination, and control of the SP at the university. Based on meetings, conversations and interviews with the Rector of the University, vice-rectors in areas of activity, deans and heads of departments, heads and employees of structural divisions, academic staff, students, graduates and employers, the EEC IAAR notes the distribution of job responsibilities of staff and the differentiation of functions of collegial bodies involved in the implementation of the SP. The introduction of innovations is carried out through the use of modern information, computer and telecommunication technologies, the introduction of innovative teaching methods, the introduction of research results of teaching staff and students into the educational process.

In order to maintain the principles of openness and accessibility of management to students, academic staff at the university have developed a regulation on the consideration of student complaints "Management analysis" set the time of admission of managers at all levels of management, the rector's blog is available on the website <https://dulaty.kz/index.php/ru/obrashchenie-rektora> to address all questions. The management of the university monitors the training of SP managers in educational management programs, the head of the department, K.B. Shaldarbekov, completed advanced training in the course "Management in Education".

The analytical part During the visit, the IAAR experts analyzed the compliance of SP 6B04128 – "Management", 7M04120 – "Management", 6B04118 – "Business Economics" with the requirements of modern education, effective implementation of SP aimed at students and all interested parties. The EEC confirms that the university has a published quality assurance policy that reflects the relationship between scientific research, teaching and learning. Experts note that the university demonstrates the development of a culture of quality, measures to develop a culture of quality in the educational, research and educational process are reflected in the University's Development Program and included in the work plans of structural divisions.

The EEC notes that the university demonstrates the management of study programs in the context of the implementation of strategic documents. He also notes the focus of the mission, strategy and vision on meeting the needs of the state, society, sectors of the real economy, and potential stakeholders. The EEC notes the work on the revision of the Development Program of the M.Kh. Dulaty University for 2023-2029. (approved by the Board of Directors of Dulaty University, Protocol No. 1 dated March 19, 2024) taking into account the latest regulatory documents of the Republic of Kazakhstan, the changing external and internal environment. All documents on the management of study programs developed at the university are based on the Development Program, mission, policy and goals in the field of quality. Based on the accepted mission, goals and objectives of the university, all structural divisions of the university annually develop private goals and objectives at the beginning of the academic year.

The Development Plans of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" for 2020–2025 contain only the main target indicators, which do not reflect the passport of the SP Development Plan, analytical justification and information about SP, analysis of the external and internal environment, analysis of potential risks, risk leveling measures, mechanism the implementation of the SP, etc. The EEC notes that in order to ensure transparency in the development of an educational development plan, taking into account the needs of the state, employers, stakeholders and students, to update the Development Plan of accredited educational institutions in accordance with the approved Regulation on the development plan of the study program of Dulaty University dated 01/15/2024. In accordance with the Regulation on the development of the University's Study Program Development Plan (01/15/2024), according to paragraph 7 of the Procedure for developing, approving and monitoring the implementation of the development plan of the University, it follows that the head of the study program develops this plan with the participation of all interested parties, in particular employers, students, academic staff implementing this study program. However, the participation of employers and students is not reflected in the Development Plan and in the minutes of the meetings of the Department of all accredited educational institutions.

The self-assessment report describes that academic staff, employers and students are involved in the development of a Development Plan. However, this fact was not confirmed during the interview by the EEC experts of students and employers. The EEC believes that the management of accredited SP should involve students in the development of the SP Development Plan and carefully select employers from the real sector of the economy who have a real base of practice, interest in partnership with the university in solving urgent problems and implementing SP and record their participation in the minutes of the department meetings or in the SP

Development Plan. In accordance with the regulation on Monitoring the implementation of the SP development plan in order to ensure continuous and continuous improvement of the quality of educational activities, the quality of implemented SP and the quality of graduate training, the Department of Economics and Management, the Faculty of Economics and Law and the Department of Academic Work analyzes the annual reports of the Department, quality expertise of the EMC SP, logistics of the SP, and also, by questioning students on the degree of satisfaction with the educational services they receive.

However, the EEC notes that as a result of studying documents and reports on various types of activities, it did not find a report on the implementation of planned target indicators based on information from annual monitoring and the results of updating the Development Plan of accredited SP (making adjustments). The EEC recommends analyzing and evaluating the implementation of the Development Plan of the SP by compiling a report on the implementation of planned indicators, which will determine the effectiveness and reasons for the fulfillment or non-fulfillment of target indicators and make changes to the planned values of the indicators of the Development Plan. The uniqueness of the development plans of SP 6B04128 – "Management", 7M04120 – "Management" is given in the self-assessment report of accredited SP and when interviewed, the head of the department replied that the uniqueness of the SP plans are the organization of guest lectures, student participation in contractual and grant projects, the use of elements of dual training. EEC experts note that these types of work are not reflected in the SP Development Plan itself and recommend that they be included in the system of target indicators. The self-assessment report of accredited educational institutions lists a number of possible risks identified on the basis of SWOT analysis (a decrease in the student body, a low level of motivation of students, an insufficient level of competence of academic staff) and measures to eliminate them. The Development Plans of accredited SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" do not provide the results of analysis and assessment of external and internal environmental factors affecting the process of implementing SP, the causes of risks, the risk register is not defined, actions to prevent, level the negative impact of certain types of risk on the implementation of the SP. EEC experts recommend compiling a risk register, developing an action plan to prevent and mitigate risks. The head of the department is a member of the Academic Council of the University, a member of the Faculty Council, the faculty participates in the work of the Academic Council of the Faculty, the Scientific and Technical Council of the University, the Faculty commission on quality assurance, employers and students are part of the working group on the development of accredited standards.

The self-assessment report contains documents confirming the participation of student representatives in the collegial management bodies of the study program. However, during the interviewing of students by the experts of the Higher School of Economics, it was found that students were not informed about the possibility of participating in decision-making by involving them in collegial management bodies, since they found it difficult to answer the question of whether they are members of collegial management bodies. Therefore, the experts of the EEC recommend that students be more widely involved in various collegial management bodies to take into account their opinions and interests. The university provides on a regular basis conditions for advanced training of academic staff and for the management of the university, structural divisions and educational institutions to undergo training in educational management programs. The survey of academic staff conducted during the online visit of the EEC IAAR showed that the management and administration of the university positively perceive criticism in their address: 19.5% rated very well, 51.2% - good, relatively bad -26.8% and very bad -2.4%. In addition, teachers rate the involvement of teaching staff in the process of making managerial and strategic decisions – very good – 31.7%, good -56.1%, very bad -12.2%.

Strengths/best practices of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

not identified.

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the SP should update the Development Plan for all accredited SP in full in accordance with the Regulations on the development of the University study program development plan approved on 01/15/2024. Term 2024-2025 academic year

2. The management of the SP, based on the results of monitoring the target indicators of the Development Plan of the SP, to analyze and evaluate the implementation of the planned indicators by compiling a report on the effectiveness of the implementation of the Development Plan. The term starting from the 2024-2025 academic year, on an ongoing basis.

3. The management of the Department should draw up and approve a working group on the development and monitoring of the Development Plan of the Department and include representatives of employers and students in its composition, as well as show their proposals for improving the Development Plan in a more detailed form in the minutes of the meetings of the department (Round Table). The term is 2024-2025 academic year.

4. The management of the SP should continue to work in terms of concretizing the uniqueness of the Development Plan of the SP by including in the target indicators of the Development Plan of the SP such indicators as the organization of guest lectures, student participation in contractual and grant projects, the use of elements of dual training (from the self-assessment report of the SP) and others. The period is 2024-2025.

5. The management of the SP, together with the management of the SP, should provide a register of all possible risks in the Development Plan of the SP and develop an action plan for the prevention and leveling of risks for the SP. The term is 2024-2025 academic year.

6. The management of the university and the educational institution should consider the possibility of including representatives of students of accredited educational institutions in various collegial bodies/ student self-government bodies/working commissions to take into account their opinions and interests. The term is 2024-2025 academic year.

The conclusions of the EEC according to the criteria:

According to the standard "Management of the study program", SP 6B04128 – "Management", 7M04120 – "Management", 6B04118 "Business Economics" have 15 satisfactory, 2 - suggesting improvement of positions.

6.2. Standard «The Information Management 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 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.

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

During the visit, the members of the EEC studied the information collection, analysis and management system of the NPJSC "Dulaty University" and the members of the EEC note that it covers all aspects of the university's activities.

The collection, analysis and provision of reporting information on activities is described within the framework of processes built into the University's QMS (STU 01-2020 University Standard "Management of Documented Information" (approved by the Acting Chairman of the Board-Rector dated 11/19/2020) and information management is regulated in PD 3-1.01-2022 "Academic Policy of M.Kh. Dulaty Taraz Regional University."

At Dulaty University, the process of collecting, analyzing and managing information is based on the use of modern ICT and software tools. The official website of the university is used for information support of the main processes of operational and strategic management of the university <https://dulaty.kz/ru/>, Academic Information Management - AIS "Platonus" (<http://platonus.dulaty.kz/>), Resource management- Integrated library information system (<http://lib.dulaty.kz/index.php/ru/>), "1-C Enterprise" and "1-C Personnel Accounting", Student Service Center (<https://dulaty.kz/ru/ob-universitete/strukturnye-podrazdeleniya/otdel-obsluzhivaniya-obuchayushchikhsya.html>), to solve the problems of internal management - electronic document management system (<https://dulaty.documentolog.kz/user/login?back=%252F>), for operational interaction between structural units, the public - corporate e-mail (<https://dulaty.kz/roundcube>), the electronic journal of the WebTeacher teacher (<http://teacher.tarsu.kz/>), Electronic catalog (<https://ecat.tarsu.kz/>), an internal public network for operational interaction between structural units and university staff.

The university's corporate website contains information by sections: About us, Institutes/Faculties, Admission, Education, Science, Library, Life.

A web page of the Department of Economics and Management has been created on the university's website, which presents the mission, the composition of the academic staff, the list of implemented programs, partners, and the graduate model (<https://dulaty.kz/index.php/ru/business-and-law/economy-rus>). The Documentolog electronic document management system provides automation of document management, all major internal business operations, including protocol

meetings, financial document management, personnel document management, general document management and other business procedures, annual reports of the department, The management of the SP analyzes the results of the evaluation of the quality of the program, including data on student success, feedback from students and other stakeholders, as well as data on the implementation of the goals and standards of the program based on the Regulations on Monitoring and Evaluation of Study Programs (approved by the decision of the Academic Council of the National Academy of Sciences of Dulaty University dated 12/27/2023, Protocol No. 7), Regulations on the design and updating of studyprograms (Rector's Order No. 339 dated 09.06.2022).

Within the framework of accredited SP 6B04128 Management, 7M04120 Management, 6B04118 Business Economics, a regular reporting system is implemented, which includes annual reports of academic staff, departments, monitoring the readiness of departments for the academic year, quality expertise of SP and educational and methodological support of SP, structural divisions of the university to assess the effectiveness and efficiency of activities. According to the results of the academic year, the university annually monitors the reports of academic staff on the implementation of planned types of work on educational, methodological, scientific and educational work in the individual plans of teachers.

On the basis of individual academic staff plans, the annual report of the department is compiled, which is considered at meetings of the collegial governing bodies of the university and is the basis for making decisions that are included in the work plan for the new academic year of the department. Collegial management bodies are involved in the assessment of the management of the SP: the Academic Council, the Rector's Office, educational and methodological councils, scientific and Technical Council, Academic Council, meetings of the department, etc. The functions of collegial bodies are fixed in the regulations of the university. Collegial management bodies are involved in planning, monitoring and improving the educational system of the university. The frequency of performance evaluations depends on the specific processes being implemented. The methods, forms and structure of reports are regulated in the regulations on structural divisions and collegial bodies.

All internal regulatory documents regulating the educational activities of the university, including those describing documented business processes, are posted on the internal system <https://dulaty.kz/ru/vnutrennie-normativnye-dokumenty-universiteta.html>.

In order to ensure the protection of information, the University has developed a Regulation on information security of the of Dulaty University (Approved by the decision of the Board of Directors Protocol No. 6 dated 08/20/2021), which considers the principles of information security, protected information resources, the organization of the information security management system, the policy of providing access to information resources, password policy, etc., thus, the mechanism is prescribed ensuring confidentiality, integrity and accessibility of information. Information protection is provided in accordance with the internal regulatory documents of the university, the Center for Technical Support and IT Support backs up information, information protection at the department is carried out by means of differentiation, according to functional responsibilities, as well as the use of logins and passwords. In addition, the department provides storage of all information on paper. At Dulaty University, the Information and communication technologies support is provided by the Information and Media Communications Center of the University (<https://dulaty.kz/ru/ob-universitete/strukturnye-podrazdeleniya/cim.html>), the Center for technical support and IT support (<https://dulaty.kz/ru/ob-universitete/strukturnye-podrazdeleniya/tsentr-novykh-informatsionnykh-tehnologij.html>), Department of Academic Affairs(<https://dulaty.kz/ru/ob-universitete/strukturnye-podrazdeleniya/2020-01-30-05-49-58.html>); Registrar's office (<https://dulaty.kz/ru/ob-universitete/strukturnye-podrazdeleniya/2020-01-28-11-03-42.html>), which ensure the functioning of information systems, software resources, the reliability of the information used, the safety and protection of information.

Academic staff and students are involved in the process of collecting and analyzing information by conducting questionnaires, opinion polls, meeting management with students and using other data collection tools, the results of which are used to improve the quality of the content of the SP, the quality of the educational process, etc. Informing the participants of the implementation of the SP about the changes being made is carried out by announcing on the university's website, in the university's electronic document management system. Dulaty University is taking measures to constantly monitor compliance with academic integrity standards in accordance with the Rules of Academic Integrity of Teachers, Staff and Students (approved by the Rector on 03/04/2023), as well as monitoring the corruption situation in the relationship between students and academic staff. The University has an Anti-Corruption Compliance Service that monitors the compliance of the University's activities with the requirements of the legislation of the Republic of Kazakhstan and the implementation of anti-corruption measures. Conflict resolution is carried out at the level of the head of the department, the dean of the faculty in accordance with the Code of Corporate Ethics <https://dulaty.kz/images/doc/anti/kodeks/Corporate%20Ethics.pdf>.

In order to improve the quality of training of students, improve the content of study programs, satisfaction with the implementation of study programs of students and academic staff is monitored through questionnaires ("Satisfaction of students with the quality of the organization of the educational process and its content", "Satisfaction of academic staff with the university"). The questionnaires are integrated into AIS Platonus and are conducted electronically twice a year. The results of the survey are presented to the members of the Rector's office and persons responsible for the implementation of certain areas of activity. To assess the quality of study programs, an external examination is carried out by employers. The tools for ensuring the quality of education are: State mandatory standards of higher and postgraduate education, approved by Order of the Minister of Science and Higher Education of the Republic of Kazakhstan No. 2 dated 07/20/2022 and implemented in accordance with the "Rules for the organization of the educational process on credit technology of education in organizations of higher and (or) postgraduate education", approved by order of the Minister of Education and Science Republic of Kazakhstan No. 152 dated 04/20/2011 (with amendments and additions).; regulatory documents of the University of Dulaty; university-wide regular survey of students on the quality of teaching in study programs and more.

The University collects, processes and protects personal data in accordance with the legislation of the Republic of Kazakhstan "On Personal Data and their protection". EEC experts conducted a sample examination of the documents of students, academic staff and employees, where they gave their consent to the processing of personal data.

The University conducts systematic monitoring and evaluation of the quality of study programs with the participation of students, staff and other stakeholders based on the systematic collection, analysis and management of information, taking into account such indicators: information about the student body; the level of academic performance and quality of knowledge, student achievements and statistics on the movement of students; customer satisfaction (society, employers, students and etc.); availability of educational resources and student support services, employment and career growth of graduates.

In the 2019-2020 academic year, recruitment for these SP was carried out for the first time. The contingent of students enrolled in the SP is presented in the following table.

Table 2 - Admission of students and undergraduates

Academic	6B04118	6B04128 Management	7M04120 Management
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year	Business Economics		
2019-2020	19	19	4
2020-2021	17	26	3
2021-2022	21	18	4
2022-2023	22	25	3
2023-2024	21	20	2

According to the table, it can be seen that the admission of students in SP 6B04118 Business Economics and SP 6B04128 Management has a stable trend, and in the master's degree SP 7M04120 Management there is a decrease.

The academic performance of students in accredited SP 6B04128 Management, 7M04120 Management, 6B04118 Business Economics varies depending on the course of study (from 70% in the first and second years and up to 100% in the fourth year).

The employment of graduates in SP 6B04128 Management is 74%, SP 7M04120 Management is 100%, SP 6B04118 Business economics is -73.1%.

Each teacher, when applying for employment, together with personal documents, provides the HR management service with a signed consent to the collection and processing of personal data, as well as to the protection of their personal data in ways that do not contradict the legislation of the Republic of Kazakhstan.

The results of the assessment are reflected in the annual reports of the department, reviewed at meetings of departments, faculty and university councils, and used to plan the activities of departments, faculties and the university for the next academic year.

The analytical part

The analysis of compliance with the criteria of this standard allowed the EEC to conclude that the information collection and management system, reporting system and supported databases operating at Dulary University are favorable for compiling various reports and analytical reports.

The University ensures the functioning of the information collection, analysis and management system based on the use of a modern information system and information and communication technologies.

The process of collecting, analyzing and processing information is determined in accordance with the mission of the university and is aimed at improving the quality of implemented study programs, internal quality assurance system, meeting the needs of students, academic staff and employers.

Academic staff and students are involved in the process of collecting and analyzing information by using various information collection tools to improve the quality of the SP content, the quality of the educational process, etc.

The information collected and analyzed by the university takes into account such performance indicators as the dynamics of the student body in terms of forms and types, the level of academic achievement, student achievements and expulsion, student satisfaction with the implementation of the SP and the quality of education at the university, the availability of educational resources and support systems for students.

The EEC notes that when organizing the process of collecting and processing information on study programs, it is necessary to study the key performance indicators of the SP, which have numerical and measurable indicators, including the profitability and payback of the SP.

During the selective training of personal employees, EEC received confirmation of the fact that the university had received written consent to the processing of personal data.

To prevent and resolve conflict situations, the University conducts systematic work in internal corporate relations, which involves both the university administration from the rector's office, deans, and a team of staff and students. Students have the opportunity to answer all questions to the management orally and in writing or through the rector's Blog <https://dulaty.kz/index.php/ru/obrashchenie-rektora> No, it's not.

It should also be noted that in the process of interviewing focus groups, the members of the EEC were able to confirm that the university has formed a system for reviewing student complaints by the university management.

The survey of academic staff conducted during the online visit of the EEC IAAR demonstrates the level of feedback between academic staff and management: 31.7% (13 people) rated it "very good", 56.1 (23 people) – "good", relatively bad -12.2% (5 people).

The survey of students showed a high degree of awareness of students about courses, study programs and the academic degree they receive: 74.5% (35 people) indicated "completely satisfied", 21.3% (10 people)- "partially satisfied", 4.3 (2 people)- "not satisfied."

**Strengths/best practices of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.**

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the university and the SP to develop and approve a system of key indicators for collecting, analyzing and monitoring the quality and effectiveness of implemented SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics". The term is 2024-2026.

**The conclusions of the EEC according to the criteria:
According to the Information Management and Reporting standard, SP 6B04128 – "Management", 7M04120 – "Management", 6B04118 - "Business Economics" have 17 satisfactory positions.**

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

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

Accredited study programs SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" of Dulaty University are developed on the basis of the State Budget of the Republic of Kazakhstan (approved by Order of the Ministry of Education and Science of the Republic of Kazakhstan No. 2 dated 07/20/2022 (with amendments and additions as of 01/19/2023, Order of the Ministry of Education and Science No. 66 dated 02/20/2023), Standard Rules for the Activities of organizations of higher and Postgraduate Education (approved by Order of the Ministry of Education and Science of the Republic of Kazakhstan dated 10/30/2018 No. 595. (as amended by the order of MSHE of RK dated 08/02/2023 No. 379), taking into account the Dublin descriptors and the European Qualifications Framework, in accordance with the National Qualifications Framework, Professional Standards, the Classifier of areas of training with higher and postgraduate education, regulatory legal acts in the field of higher and postgraduate education, taking into account the needs of the labor market.

The University of Dulaty has defined a documented procedure for the development of an SP and its approval at the institutional level: - Regulations on the design and updating of study programs (Rector's Order No. 339 dated 06/09/2022) - DP Academic Policy (Approved by the decision of the Academic Council of "M.Kh. Dulaty Taraz Regional University" dated 12/27/2023, Protocol No. 7). - Regulations on the system of internal quality assurance of education at Dulaty University - Regulations on the development of the educational and methodological complex of the study program and discipline (approved by the rector on 08/13/2020) - Regulations on monitoring and evaluation of study programs (Approved by the decision of the Academic Council of M.Kh. Dulaty University" dated 12/27/2023, Protocol No. 7). - Rules for the development of higher and postgraduate education. The structure and content of accredited educational institutions have been defined and developed on the basis of a student-centered approach to learning, ensuring the achievement of planned goals and results, and the learning conditions in accordance with the European Union Directive 2005/36/EC have been taken into account.

Study programs submitted for accreditation are included in the Register of the National Center for the Development of Higher Education of the Ministry of Education and Science of the Republic of Kazakhstan (<https://enic-kazakhstan.kz/ru/>) on a single higher education platform (<https://epvo.kz/>) - register of the Ministry of Internal Affairs of the Republic of Kazakhstan (https://epvo.kz/register/education_program). The approved study programs are posted on the official website of the university <https://dulaty.kz/ru/education/implemented-edu-pro.html>, which indicates the goals, types of professional activity of the graduate, a list of professions that a graduate can perform after completing the SP, the graduate's competencies formed as a result of mastering the study program, a working curriculum for the SP, resource support for the SP, teaching staff, characteristics of the university environment that ensures the development of general competencies graduates. The requirements for the level of training of students are determined on the basis of the Dublin descriptors and reflect the acquired competencies expressed in the achieved learning outcomes. The learning outcomes of accredited students are reflected in the description of study programs and published on the university's website.

Study programs (SP) 6B04128 "Management", 7M04120 "Management", SP 6B04118 "Business Economics" have a modular structure, learning outcomes are determined for each module and discipline, and the basis for the inclusion of disciplines in the SP is given. The content

of academic disciplines and learning outcomes corresponds to the level of learning. The volume of the bachelor's degree program is at least 240 academic credits, and the master's degree program is 120 academic credits. The labor intensity of each academic discipline is determined in KZ as well as in academic hours.

The University has developed and published models of bachelor's and master's degree graduates common to all areas of training on the university's website <https://dulaty.kz/ru/education/graduate-model-ru.html>, (<https://dulaty.kz/ru/business-and-law/economy-rus.html>). The competence model of a graduate of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" was developed by the department on the basis of the State Educational Standard of the Republic of Kazakhstan, Industry qualifications framework, professional standards, as well as taking into account the proposals of employers, the Classifier of areas of training with higher and postgraduate education. Academic staff, employers, students, and representatives of business communities participate in the working groups on the development of the SP. This process is carried out by discussing professional competencies, expected results, a catalog of elective disciplines, and the formation of individual educational trajectories by students. The result of such work is reflected in the effectiveness of the formation and implementation of the SP.

There are expert opinions from employers on SP 6B04128–"Management" from the director of Kazagrofinance JSC Tazhenov K.A., on SP 7M04120 – "Management" from the director of Kazprojectingengineering LLP Turlybekov E.P., on SP 6B04118 –"Business Economics" from the director of Active Service LLP Iskakova M.

In connection with the approval of the State mandatory standards of higher and Postgraduate education (Order of the Ministry of Education and Science of the Republic of Kazakhstan dated July 20, 2022 No. 2) adjustments were made to the SP cycle (Approved at the meeting of the Academic Council of the University Protocol No. 1 dated September 12, 2022), in 2022 the content of the SP was updated and updated in the Register of Higher and Postgraduate Education.

New elective disciplines such as "Digital Management", "E-Commerce", "Time Management", "Communication Management", "Management Systems Research", "Enterprise Economics Management" were introduced into the work curricula and catalogs of elective disciplines of the 2021-2022 academic year SP 6B04128 "Management". According to SP 7M04120-Management in the 2021-2022 academic year, at the suggestion of potential employers, the following disciplines were introduced into the CE: "Human resource management"; "Crisis management".

For the 2023-2024 academic year, new elective disciplines were introduced according to SP 6B04128 "Management", such as: "Social management", "Business Ethics and corporate social responsibility", "Ethics of business and business communication in management activities", "Documentation support in management activities", "Personnel policy of the organization".

The results of training in each discipline and professional practices correspond to the results of training in the study program as a whole. At the same time, the main purpose of professional practices is the formation of practical skills in professional activities. The leading enterprises of the region have been identified as practice bases. The University has developed programs and guidelines for students to complete all types of practices based on internal documents (Regulations on professional practice, Regulations on research, pedagogical and industrial practice of undergraduates) <https://dulaty.kz/ru/vnutrennie-normativnye-dokumenty-universiteta.html> the content of which corresponds to the goals and objectives of training specialists; long-term and short-term contracts for conducting practices have been concluded.

For professional practice, students of SP 6B04128 "Management", 7M04120 "Management" signed contracts with 61 enterprises, SP 6B04118 "Business Economics" concluded contracts with 41 enterprises (JSC TF BankCentrCredit, JSC TF KazTransGazAimak, JSC ZHF JusanBank, GKP

Zhambyl-Su, LLP ZHZMK Instalcon, LLP "Kustar alemi", LLP "TarazKozHobuv", etc.).

Educational and methodological complexes of SP and disciplines are compiled on the basis of the Regulations on the development of the educational and methodological complex of the discipline <https://dulaty.kz/ru/vnutrennie-normativnye-dokumenty-universiteta.html>

The results of training in the SP and their compliance with the objectives of training are reflected in the system of normative documents of the university.

Within the framework of accredited educational institutions, it is planned to open joint study programs on SP6B04128 "Management" and 7M04120 "Management" with the University of Heilbronn (Germany).

The Department of Economics and Management has developed and included in the register of study programs the EMBA Master's program for middle and senior managers, which will be implemented by faculty of foreign universities of the university's partners such as Heilbronn University (Germany), Maltepe University (Turkey), Alfraganus University (Uzbekistan).

The analytical part

During the visit, the EEC experts analyzed study programs, educational and methodological support for their implementation. The documentation has been developed in accordance with the university guidelines and regulatory requirements of the Republic of Kazakhstan.

The content of the SP and the sequence of its implementation comply with regulatory requirements and the demands of the labor market.

The analysis of the developed study programs showed the presence of a description of learning outcomes and key competencies acquired by students. Depending on the level of education, students' knowledge, skills and abilities are deepened and improved from bachelor's to master's degree.

However, during the study of the content of study programs SP 6B04128 "Management", SP 7M04120 "Management, the catalog of elective disciplines, the quality of the content of disciplines and their compliance with the requirements for the formation of students' professional competencies, achievement of learning outcomes, by members of the EEC, it was revealed that the content and in the disciplines of Crisis management according to SP 6B04128 "Management" and Crisis management according to SP 7M04120 "Management are similar, which follows from the description of the content of these disciplines.

The University demonstrated participation in the working groups on the development of academic staff, employers and students. The self-assessment report says that the development and updating of the SP is carried out with the participation of employers and students. As well as the composition of the working group, which included employers and students, are indicated in the structure of each SP 6B04128 "Management", SP 7M04120 Management", SP 6B04118 "Business Economics".

However, the experts of the EEC, having studied the documents of the Department of Economics and Management, note that the minutes of the meetings of the department do not reflect the proposals of students, employers on making changes to the content of the SP during the development, updating of the SP, and there is also no documentary evidence of their participation in the discussion of the content of SP 6B04128 "Management", SP 7M04120 "Management", SP 6B04118 "Business Economics".

Thus, the experts of the EEC conclude that the participation of employers and students in the discussion of the content and updating of the SP is more formal.

An important factor is the possibility of preparing students for professional certification. The self-assessment report says that students of accredited educational institutions study courses such as "Project Management", "Project activities", the content of which is related to professional certification. However, supporting documents on obtaining certificates for students' micro qualifications were not provided for accredited students.

The survey of academic staff and students conducted during the visit of the EEC IAAR

showed that:

- the vast majority of students are generally satisfied with the quality of the SP: 74.5% (35 people) rated it "completely satisfied", 21.3% (10 people) rated it "partially satisfied", 4.3% (2 people) were not satisfied;

- similarly, the predominant part of the academic staff replied that the content of the SP meets their scientific and professional interests and needs: very good – 65.9% (27 people), good – 34.1% (14 people).

**Strengths/best practices of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.**

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the SP should develop a plan for passing professional certification of students and promote obtaining professional certificates in areas of study. The term is 2024-2025 academic year.

2. The management of the SP should expand the number and representativeness of the employers involved in the development and updating of the content of the SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" and ensure their real participation in the development, design, updating of the SP, reflect the proposals of stakeholders to improve the quality of the SP in the minutes of meetings of the department/The round table. Term: 2024-2025 academic year.

3. To align the content of accredited SP 6B04128 "Management", 7M04120 "Management", eliminating duplication of disciplines by levels of study. The term is 2024-2025 academic year.

The conclusions of the EEC according to the criteria:

According to the standard "Development and approval of the study program", SP 6B04128 – "Management", 7M04120 – "Management", 6B04118 "Business Economics" have 11 satisfactory, 1 - suggesting improvement of positions.

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

Monitoring and evaluation of the content of the SP at Dulary University is carried out on the basis of the Dulary University Development Program for 2023-2029, the Quality Manual RK 01-2020", PD 3-1.11-2022 "University internal quality assurance systems", Regulations on the design and updating of study programs,

Academic policy of the University (approved by the decision of the Academic Council, Protocol No. 7, dated 12/27/2023).

The NPJSC Dulary University has developed documented procedures for monitoring and periodic evaluation to achieve the goal of SP and continuous improvement of SP: Rules for conducting ongoing monitoring of academic performance, intermediate and final certification of students (approved by the decision of the Academic Council Protocol No. 8 dated 03/29/2022), "Regulations for planning, organizing and monitoring the educational process for study programs of higher and postgraduate education", Working instructions for checking written works for the presence of borrowings (Decision of the Academic Council Protocol No. 12 dated 04/21/2022), the Policy of evaluating students' academic achievements (Protocol No. 1 dated 09/29/2022), on a comprehensive assessment of the activities of academic staff, etc.

Monitoring of the contents of the SP is carried out by discussing their contents in the context of the latest achievements of science and technology at meetings of the Departments of Economics and Management with the participation of all interested stakeholders, reviewing the SP, analyzing curricula, catalog of objective disciplines, schedules, individual planned training, academic performance, student questionnaires, academic staff and class visits.

The assessment of study programs is carried out by employers and the positive experimental conclusions obtained by SP 6B04118 "Business Economics" of the director of Active-service-2006 LLP Iskakov M., on SP 6 AMBIG04128 "management" by the director of LLP "Kazagrofinance" Tazhenova K.A., on SP 7M04120 "management" by the director of the company "Kazproektinginiring" Tourl.P.

Monitoring of students' learning outcomes is carried out in accordance with PD 3-4.02-2022 "Rules for conducting ongoing monitoring of academic performance, intermediate and final certification of students" (approved by the decision of the Academic Council of Dulary University, Protocol No. 8 of March 29, 2022), the Policy for evaluating students' academic achievements (decision of the Academic Council, Protocol No. 1 of 09/29/2022), the Working Group instructions on the procedure for conducting and evaluating students' academic achievements" (decision of the Academic Council, Protocol No. 12 dated 04/21/2022). All educational achievements of students are registered and entered into the database of AIS "Platonus" (<https://platonus.dulary.kz/>). The mechanisms of procedures for evaluating all types of students' activities are given in the syllabuses of the disciplines accredited by the SP.

The progress of students based on the results of intermediate controls, examination sessions are discussed at meetings of departments and the faculty council, where decisions are made on the identified problems.

The analysis and assessment of students' satisfaction with the quality of the implementation of the study program is carried out by conducting their questionnaire "Student satisfaction with the quality of the educational program", which includes characteristics of the quality of the study program, the quality of the educational process and the quality of learning outcomes. The survey is conducted by the Department for Monitoring the Quality of Education and the results are discussed at a meeting of collegial bodies. Corrective actions are carried out based on the results of the identified inconsistencies.

To monitor the quality of classes, mutual visits and open classes of teachers are conducted, plans are approved by the Dean of the Faculty of Economics and Law (the schedule of mutual

visits and open classes was approved by the Dean of the Faculty of Economics and Law from 08/14/2023-2023-2024 academic year).

The results are reviewed at the meetings of the department, when inconsistencies are identified, measures are developed to eliminate them. Monitoring of the quality of classes is carried out by evaluating such parameters as the quality of classes and the teaching materials used, the timeliness of assignments for the SRS, the organization of monitoring and evaluation of students' academic performance, etc.

The analytical part

During the visit, the EEC studied study programs that were compiled in accordance with the internal regulatory documents of the University and methodological recommendations and meet the general regulatory requirements of the Republic of Kazakhstan. The NPJSC Dulary University systematically updates the study program, the Development Plan of the study program, the content of individual disciplines of educational programs, taking into account the achievements of science and industry, the priorities and needs of students and employers.

Internal monitoring of the quality of education is carried out annually. During internal monitoring, the content and structure of the SP, the quality of the content of the EMCD, syllabuses, student learning outcomes, the results of academic staff activities in all areas, the quality of classes and other documents are checked; checking the availability of relevant documentation on the websites of the department and faculty, analyzing the compliance of the educational environment and the activities of support services with the goals of the SP.

The EEC confirms that the development, approval and monitoring of study programs at the university is carried out in accordance with the internal regulatory documents of the university. The content of accredited AS was updated according to the self-assessment report in 2021, 2023 in accordance with changes in the requirements and needs of the labor market and employers.

However, when studying the official website of the university, the members of the EEC revealed that the changes made to the SP were not published in open resources, such as the university's website, pages on social networks, to inform all stakeholders.

According to the results of the AS survey, 65.9% (27 people) of respondents answered "very well", 34.1% (14 people) - "well" to the question "How much does the content of the study program meet your scientific and professional interests and needs?"

The results of the surveys of the trainees showing the satisfied with the quality of the study program in general, answered "satisfied" - 74.5% (35 People), "partially satisfied" - 21.3% (10 P.), partly not satisfied-0%, not satisfied -4.3% (2 P.).

Satisfaction of existing educational resources of universities responded "satisfied" - 78.7% (37 P.), "partially satisfied" - 17% (8 P.), partially unsatisfied-0%, not satisfied 4.3% (2 P.).

Financial and administrative services of educational institutions- "half satisfied" - 61.7% (29 P.), "partially satisfied" - 31.9% (15 P.), partially unsatisfied -2.1% (1 P.), not satisfied 4.3 % (2 P.).

The quality of examination materials (tests and examination questions, etc.)- "half satisfied" - 74.5% (35 P.), "partially satisfied" - 17.0% (8 P.), partially unsatisfied aposematic -2.1% (1 P.), not satisfied-4.3 % (2 P.).

Quality of study program op - "fully satisfied" - 78.7% (37 people.), "partially satisfied" - 14.9% (7 P.), partially unsatisfied -2.1% (1 P.), not satisfied-4.3 % (2 P.).

Strengths/best practices of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics": not identified.

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. Post information about the changes made to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" in open resources such as the university website, social media pages, to inform everyone interested parties. The implementation period starts from the 2024-2025 academic year on a permanent basis.

The conclusions of the EEC according to the criteria: According to the standard "Continuous monitoring and periodic evaluation of study programs", SP 6B04128 – "Management", 7M04120 – "Management", 6B04118 "Business Economics" have 9 satisfactory and 1 - suggesting improvement of positions.

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

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

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

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

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

The evidentiary part

In the Development Program of the NPJSC "M.Kh. Dulaty Taraz Regional University" for 2023-2029, the implementation of student-centered learning is highlighted as a priority. The educational activities of the University are based on an Academic Policy (approved by the decision of the Academic Council of the NPJSC "M.Kh.Dulaty Taraz Regional University" on 12/27/2023, Protocol No. 7) aimed at meeting the needs of students in obtaining quality education in accordance with the principles of student-centered learning. The management of the Educational institution provides equal opportunities for students, regardless of the language of instruction, to form an individual study program aimed at the formation of professional competence. The management of the SP strives to ensure attention to various groups of students (student athletes, students who actively participate in the activities of public organizations; international students) and their needs by providing them with flexible learning paths and using various forms and methods of teaching and learning. When compiling the academic load, consideration of the

individual characteristics, needs and cultural experience of students is carried out in various aspects of scientific and educational activities and is implemented through the advisory service, academic mobility program coordinators and the dean's office.

Every year, students register for educational trajectories, have the opportunity to choose disciplines, on the basis of which a student's schedule is compiled, available to each student in their personal account (web page) on the Platonus educational portal. The IUP of students is formed for the academic year and is placed in the AIS Platonus system. All the necessary information about the educational process is also posted there. The University's management constantly monitors the progress of students along the educational trajectory based on the results of exams and boundary control. Within the framework of student-centered learning, the university uses various teaching methods and technologies (lecture-discussion, problem lecture, case studies, business game, conference, brainstorming, training, etc.), which are aimed at meeting the needs, requests and learning opportunities. Students' autonomy is supported on the basis of the requirements of the credit technology of education and the possibility of building an individual learning trajectory. The main assistant of the student is the curator. The curator represents the academic interests of the students and participates in the preparation of all necessary information materials on the organization of the educational process.

The feedback forms are the rector's blog, as well as meetings with heads of departments, deans, and university management. To address student complaints on issues related to studying at the university, a working instruction "Working with complaints" has been developed.

During the session, in order to ensure openness and transparency, the following are organized: an appeals commission, a commission of teachers on duty at exams, a commission of student observers, a commission for quality control of the development and application of control and measuring materials. To consider appeals, by order of the first vice-rector, an appeals commission is created from among teachers whose qualifications correspond to the profile of the discipline. The appeal on examination grades is submitted in electronic format to the e-mail of the chairman of the appeals commission. Based on the application, the members of the appeals commission decide on further consideration by the substantive appeals commission. An appeal procedure is used to consider controversial issues arising during the interim certification and to achieve an objective assessment of students' knowledge at the University. The work of the appeals commission is regulated by the working instruction "The procedure for conducting an appeal during interim/final control" (approved 08/21/2023).

Criteria and methods for assessing students' knowledge at the stages of current, boundary and final control are reflected in syllabuses of disciplines and placed in the Platonus system. Students become familiar with these materials at the beginning of the study period.

Ensuring that graduates master the results of training in the SP is based on the principle of step-by-step control in a built-up chain: current control is the achievement of PRO classes, boundary control is the achievement of PRO modules, intermediate control is the achievement of PRO in the discipline, final certification is the achievement of PRO in the SP. The conformity of the procedures for assessing the level of knowledge of students with the planned learning outcomes and goals of the SP is ensured by the functioning of a versatile assessment system that includes various types of controls carried out both during the development of the discipline and during examination sessions, passing all types of professional practices, final state certification. All necessary information about the assessment procedure, including the conduct of intermediate certification in the form of an exam, current control, GPA score, is brought to students by posting information on the website, through the issuance of guidebooks, information stands of the faculty, department, curatorial hours. The mechanism of students' participation in the formation of the SP is to include students engaged in scientific activities and participants in academic mobility programs in the working group. So, as part of the working group on the development of the educational program of the SP "6B04118-Business Economics", 2nd year student Bekaidar A. participated In the SP "6B04128 - Management" Zhetibai B., student of group 6B20-MD-3,

Kulmagambetov A., student of group 6B21-MD-3, Zholdy T., student of group 6B21-MD-3, and in the SP "7M04120 Management" - undergraduates Toibai A. and Yergaraev Zh. (<https://dulaty.kz/ru/admission/edu-programs/bachelor-course-rus.html>, <https://dulaty.kz/ru/admission/edu-programs/master-edu-programs.html>).

Experts also noted that the qualifications of teachers meet the requirements of the discipline.

The university has an extensive base for practical training, permanent contracts have been concluded. The places of internship correspond to the profile of the specialty, all types of practice are provided with educational and methodological materials, the internship is issued in the form of diaries and reports, which are registered and issued in accordance with the requirements.

For the passage of industrial (pre-graduate) practice, contracts were concluded with practice bases with the possibility of subsequent employment - with such enterprises as the Zhambyl regional branch of JSC Halyk Bank of Kazakhstan, contract No. 42 until 2026, GKP Zhambyl-Su, contract No. 56 until 2026, KH "Maksat", Contract No. 52 until 2026, Agrospletsstroy LLP, agreement No. 25 until 2025, Zhambyl-Nedr LLP, Agreement No. 41 until 2026, etc.

The branches of the department are the "Center for Project Management of Zhambyl region" and LLP "ZHMK Imstalcon". This semester, according to SP 6B04118 "Business Economics" in the 3rd year, the branch conducts the course "Organization of production", according to SP 6B04128 "Management" in the 2nd year, the course "Management of the enterprise economy" is conducted.

The transparency of the knowledge assessment procedure is ensured by the placement in the Platonus system, entered by the teacher into the electronic journals of students' academic performance and attendance. Students will learn about their grades, exam results, and GPA scores in the Platonus system.

The analytical part

Based on the results of the analysis of the submitted documents and interviews with representatives of the University and stakeholders, the EEC experts concluded that the educational process at the University is conducted in accordance with the principles of student-centered learning, by providing teaching staff with the role of a curator-adviser responsible for systematizing the knowledge acquired by students.

The management of the Educational institution ensures transparency and accessibility of students to the assessment results, the ability to assess the professional qualities of academic staff, as well as the level of material and technical support of the educational process.

Based on the results of the analysis of the submitted documents and interviews with representatives of the University and stakeholders, the EEC experts concluded that the educational process at the University is conducted in accordance with the principles of student-centered learning, by providing academic staff with the role of a curator-adviser responsible for systematizing the knowledge acquired by students.

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

The members of the EEC, as a result of studying the documents of accredited SP, did not find supporting documents on their own research in the field of teaching methods of accredited SP disciplines, as well as the results of their use in the educational process, in particular by young teachers.

During the interview with the members of the EEC Faculty of the university, they were convinced that teachers use, along with traditional forms of evaluating final learning outcomes, modern forms that require a creative approach, such as project protection, business plan development and others in certain disciplines of the SP. However, when asked what modern teaching methods you use in lectures and practical classes, the teachers named a limited number

of methods. The experts of the EEC recommend wider use of modern, innovative teaching methods and practice-oriented teaching tools (problem-based learning, virtual and augmented reality, and others) in the disciplines of the SP.

Written works are being checked for plagiarism. During the work, the external expert commission noted that the University is working purposefully to improve the anti-corruption culture taking into account the development of communication skills, the ability to work in a team and the development of entrepreneurial skills.

A feedback system has been created and is clearly functioning at the university, there is constant interaction between academic staff and students, all students are provided with places for professional, research, and pedagogical practice, which is confirmed by existing concluded contracts.

The survey of the EEC students showed that: 72.3% (34 people) were completely satisfied with information support and clarification of the admission rules and the strategy of the study program (specialty) before entering the university, 23.4% (11 people) were partially satisfied, 0% were partially dissatisfied, 4.3% (2 people) of respondents were not satisfied.

70.2% (33 people) are fully satisfied with the availability of academic counseling, 23.4% (11 people) are partially satisfied, 4.3% (2 people) of respondents are not satisfied.

76.6% (36 people) are fully satisfied with the support of educational materials in the learning process, 19.1% (9 people) are partially satisfied, and -4.3% (2 people) of respondents are not satisfied.

**Strengths/best practices of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.**

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the educational institution should develop a plan for the publication of methodological recommendations (or methodological guidelines or guidelines) on the methodology of teaching disciplines for young teachers. The period is 2024-2026.

2. The management of the SP should develop a plan for the use of academic staff of modern, practice-oriented methods of teaching SP disciplines (for example, problem-based learning, virtual and augmented reality, and others) and monitor the effectiveness of their use based on a feedback system. The deadline is 2024-2026.

The conclusions of the EEC according to the criteria:

According to the standard "Student-centered learning, teaching and assessment of academic performance", SP 6B04128 – "Management", 7M04120 - "Management", 6B04118 "Business Economics" have 9 satisfactory and 1 - suggesting improvement of positions.

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

Admission of students to the NPJSC "Dulaty University" is carried out on the basis of the Standard Rules for admission to educational organizations implementing study programs of higher education (approved by Decree of the Government of the Republic of Kazakhstan dated January 19, 2012 No. 111, amended and supplemented by Decree of the Government of the Republic of Kazakhstan dated June 08, 2018 No. 334) and the Rules for awarding an educational grant to pay for higher education (approved by the Decree of the Government of the Republic of Kazakhstan dated January 23, 2008 No. 58).

The admission policy and procedures for applicants to the NPJSC "Dulaty University" are consistent with the mission, vision, and strategic goals of the university and are officially published on the university's website (<https://dulaty.kz/ru>).

Information about admission to the university is available on the university's website in the Admission section <https://dulaty.kz/ru/admission.html> All necessary documents and admission requirements are listed in detail.

Table 3 - The contingent of students enrolled in accredited educational institutions

Academic year	6B041118- Business Economics	6B04128- Management	7M04120- Management
2019-2020	19	19	4
2020-2021	17	26	3
2021-2022	21	18	4
2022-2023	22	25	3
2023-2024	21	20	2

In the 2023-2024 academic year, students are enrolled in SP 6B041118- Business Economics -21 students, SP 6B04128-Management-20 students and SP 7M04120-Management-2 undergraduates.

Admission is carried out according to applicants' applications on a competitive basis, in accordance with the points of the certificate issued according to the results of the UNT or CT. The

recruitment procedure and the rules for crediting credits when transferring from another university are carried out according to the Rules for transferring and restoring students in educational institutions.

For students enrolled in the 1st year, the following adaptation activities are carried out at the university, such as orientation classes with the dean of the faculty, heads of graduate departments, advisors, during which they are introduced to the departments, the rules of procedure and the charter of the university, the rules of residence in the dormitory, the code of corporate culture. An adviser is being appointed, familiarization with the scientific library, the organizational structure of the university is being carried out, a complex of works is being carried out to integrate students into the educational process. Advisors introduce students to the academic calendar, internal rules and regulations of the university, and also provide information about the possibilities of building an individual curriculum. In addition, students are provided with information about opportunities to participate in the social and scientific life of the university.

The University has a Center for Psychological Adaptation in Inclusive Education for people with special educational needs <https://dulaty.kz/ru/inclusive-ru.html> which helps students to integrate into a high-quality educational environment, regardless of physical, mental, intellectual, cultural, aesthetic, linguistic and other characteristics, eliminate all barriers, their social adaptation, integration into society to receive a quality education.

The members of the EEC confirm that students studying under accredited SP are provided with EMCD, syllabuses of all SP disciplines, professional practice programs, methodological guidelines for writing graduation papers, master's theses, catalogs of elective disciplines, and an individual curriculum.

The educational activities of the university are carried out in accordance with the Lisbon Recognition Convention, which is an important instrument of the Bologna process, ratified in the Republic of Kazakhstan by providing students and graduates with recognition of their qualifications related to higher education in the European region. In order to comply with the requirements of the Lisbon Recognition Convention, university staff assist students in collecting documents for applying for nostrification.

The University has adopted an open and flexible approach to the transfer and recognition of loans, credit transfer, disciplines and competencies based on the rules for credit transfer applied during transfer or restoration (Order No. 152 of the Ministry of Education and Science of the Republic of Kazakhstan as amended on September 27, 2016) and described in internal documents. The University has developed the document PD 11/13.04-201 "Regulation on the Policy of Academic Recognition at M.Kh. Dulaty TarSU" (approved by Rector's Order No. 451 dated 11/23/2017). The recognition policy has been developed in such a way that it is transparent and easily accessible.

The organization of educational work is carried out in accordance with the regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan.

In order to ensure the growth of the quality of educational services provided, a survey is systematically conducted on the subject of student satisfaction with the quality and conditions of study.

Recognition of learning outcomes at the university is carried out jointly by the deans, the Department of the Bologna Process and Academic Mobility and the registrar's office on the basis of conversion coefficients, defined as the ratio of the labor intensity of the loan of the Republic of Kazakhstan to the labor intensity of the ECTS loan.

The University actively cooperates on the recognition of qualifications 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. The geography of cooperation between M.Kh.Dulaty University and other universities, organizations of the near and far abroad in the recognition of diplomas/qualifications, confirmation of a state-issued education document (diploma) in connection with the completion of studies, etc. is constantly

expanding.

The university has developed a mechanism for recognizing learning outcomes acquired during academic mobility, additional, formal and informal learning.

The mechanisms for providing opportunities for external and internal mobility of students are regulated by the internal documents of the university "Regulations on the organization of external and internal academic mobility of students".

The University has concluded agreements on mutually beneficial cooperation in the field of academic mobility of students and academic staff with 50 foreign universities.

Table 4 –Information on academic mobility (offline) SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics"

No n/ n	Period	Full name	SP	Cours e	University	Country, city
TarPU students in mobility programs						
1	2020r	Abduakhanova Amina	5B050700 Management	3	University of Economics Katowice	Poland
2	2020r	Bakhbergenova Zhumagul	5B050700 Management	3	University of Economics Katowice	Poland
3	2023r	Altai Binazir	6B04118 Business Economics	3	Maltepe University	Turkey
	2023r	Smetova Merey	6B04118 Business Economics	3	Maltepe University	Turkey
Students who arrived in TarPU from other universities						
1	2020r	Bogdan Markus	5B050700 Management	3	University Heilbronn	Germany
2	2020r	Torben Hinrichs	5B050700 Management	3	University Heilbronn	Germany

As can be seen from the table, students study at foreign universities for academic mobility. There is also incoming mobility from foreign universities for accredited universities.

Students of SP 6B04105 Business Economics Seitova E.E. were trained in academic mobility in foreign countries at the Warsaw State University of Natural Sciences (Poland, 01.10.2022-02/18/2023), Rakhimzhanov D.E. at the University of Pertamina (Indonesia, 02/21/2023-06/29/2023), Sadvokasov E.E. completed an internship at DEULA-Nienburg "LOGO e.V" (Germany 05/15/2023-30.09.2023.).

In the first half of the 2023-2024 academic year, 3rd year students of the SP "6B04118 - Business Economics" Altai Binazir Yerlanovna and Smetova Merey Serikovna were sent under the academic mobility program to study at Maltepe University, Turkey (Order No. 515 of 09/12/2023) for one semester. In the 2020-2021 academic year, students of the SP "Management" - Abduakhanova Amina and Bakbergenova Zhumagul were sent to study in the 1st semester of the 2019-2020 academic year, students from the University of Heilbronn (Germany) Bogdan Markus and Torben Hinrichs were accepted for the 1st semester of the 2019-2020 academic year under the academic mobility program "Management" (https://m.facebook.com/story.php?story_fbid=pfbid02HcuqfJJVx1Z5h9cU3vDegJGANyK1J9mvBZfwZ5vF4vspA2tUt5Dicx6rvMnjTbZml&id=100008695630345&mibextid=2JQ9oc).

The main sources of funding for external academic mobility programs are the funds of the

Ministry of Internal Affairs of the Republic of Kazakhstan, the funds of the ERASMUS+ program; the university's own funds. Basically, the financing of academic mobility is carried out at the expense of the students' own funds and the university, the host country.

For professional practice, students of SP 6B04128 "Management", 7M04120 "Management" signed contracts with 61 enterprises (KSU "Center for Project Management and Digitalization of Zhambyl region", "Kazaktelecom" AK, LLP "Zhualy sut onimderi", Zhambyl oblysy Taraz kalasy akimdiginin kasipkerlik zhane onerkasip bolimi, ZHOF JSC "Kazpost", SK Entertainment LLP, Kazprojectingengineering LLP, etc.), SP 6B04118 "Business Economics" concluded contracts with 41 enterprises (JSC TF BankCentrCredit, JSC TF KazTransGazAimak, JSC ZHF JusanBank, GKP Zhambyl-Su, LLP ZHZMK Imstalcon, LLP "Kustar alemi", LLP "TarazKozHobuv", etc.).

The University regularly monitors the employment of graduates in the labor market.

Students are actively involved in research and development, together with academic staff, they prepare joint projects, publications, speeches at subject Olympiads, scientific and practical conferences.

Table 5 – Information on the involvement of practitioners from production and on the practice bases of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics"

Information	2020-2021 Academic year	2021-2022 Academic year	2022-2023 Academic year
SP6B04118 Business Economics			
The number of practitioners involved in teaching disciplines	1	1	2
Number of practice bases	36	38	41
Number of branches of the department	1	1	1
SP 6B04128 «Management»			
The number of practitioners involved in teaching disciplines	3	4	5
Number of practice bases	51	55	61
Number of branches of the department	1	1	1
SP 7M04120 «Management»			
The number of practitioners involved in teaching disciplines	3	4	2
Number of practice bases	51	55	61
Number of branches of the department	1	1	1

The results of participation in research by students of accredited educational institutions for

2020-2023 are prizes, diplomas, commendations, etc.

A student of the group SP 6B04128 "Management" Pak E. was awarded a diploma of the 1st degree for participation in the International Competition of scientific projects "Creative economy and its new manifestations in the context of the COVID – 19 pandemic" with a project on the topic: "Trends in effective flexible management of the creative economy in Central Asian countries (on the example of the Republic of Kazakhstan) co-authored with student 6B04112-19/4 Kuleshova A.

Student of SP 6B04128 "Management" Zhubaev A. was awarded a diploma of the 1st degree at the NIRS 2021-2022 competition (venue – Kazakh Academy of Labor and Social Relations), student of SP 6B04118 "Business Economics" Kenes D.E. was awarded a diploma of the 1st degree at the RWofS 2022-2023 competition (venue – Almaty Technological University), head – senior lecturer of the department Shaldarbekova K.B., student of SP 6B04118 - "Business Economics" Smetova M.S. She was awarded a diploma of the 2nd degree at the RWofS 2022-2023 competition (venue – Almaty Technological University, head – senior lecturer of the department Altaeva G.S.

Practitioners from enterprises are involved in the educational process. So, in the 2022-2023 academic year, two practical teachers were involved in SP 6B04118– "Business Economics", according to SP 6B04128 "Management" -5 and SP 7M04120 "Management" -2 practical teachers.

The individual educational trajectory is confirmed by the student's individual curriculum, which is based on the program of their own educational activities. At the same time, the construction of the educational trajectory of the student takes place with the participation of the adviser. Students are given a choice of an interesting and relevant topic for independent work within the framework of the discipline being studied, along with the topics offered by the teacher. Monitoring of the student's independent work is carried out through tests, control papers, abstracts, essays. Tasks for independent work of students are defined and given in the recommendations for the implementation of individual work of students, in accordance with approved curricula, the topics of which correspond to the syllabuses of disciplines. The complexity of students' independent work is determined by the knowledge gained in lectures and practical classes, when performing a project on an individual or group assignment and processing the results obtained taking into account existing standards.

Complaints and claims of students are necessarily registered, and the information received is analyzed and processed at the appropriate university level.

The employment and professional activities of graduates are constantly monitored.

The university has established a department for competence development and employment, which, in cooperation with the graduating department, solves employment problems. Every year, 4th year students take part in a Job Fair, provide their portfolios and resumes. A database of graduates has been created for the employment of graduates, communication and exchange of information with employment assistance centers (on vacancies) and cooperation with organizations and enterprises of the Zhambyl region acting as employers for university graduates are carried out.

Table 6 – Employment of graduates of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics"

Name of the SP	Number of graduates	Number of distributed graduates	Degree of employment,%
2020-2021 academic year			
6B04118 – «Business Economics»	34	25	73,5
6B04128 – «Management»	38	32	84,2
7M04120 – «Management»	4	4	100
2021-2022 academic year			

6B04118 – «Business Economics»	34	30	88,2
6B04128 – «Management»	17	17	94,1
7M04120 – «Management»	3	3	100
2022-2023 academic year			
6B04118 – «Business Economics»	21	17	80,9
6B04128 – «Management»	17	13	76,5
7M04120 – «Management»	4	4	100

In the 2022-2023 academic year, there is a slight decrease in the level of employment compared to the 2021-2022 academic year. According to SP 7M04120 – "Management", the employment rate is high and is 100% for all 3 academic years.

Student self-government is well developed, students cooperate with the youth organizations of the city, participate in competitions, festivals, meetings, literary readings, conferences.

The university has a graduate employment assistance service. The university pays attention to monitoring annual employment, analyzes the labor market, which allows monitoring the compliance of strategic plans with the real demand in the educational services market.

The university has an Alumni Association "Dulaty alumni" <https://dulaty.kz/ru/graduates.html> ,, the purpose of which is to maintain contacts with other graduates, to develop partnerships between graduates of Dulaty University, to maintain assistance in the employment of graduates through consultations through the portal www.enbek.kz . The Association consists of heads of various companies, high-level government officials, leaders of the non-profit sector and university professors. There is a work plan for the Association, graduates are invited to give guest lectures.

The analytical part

The policy of contingent formation at the university is regulated and reflected in the Academic Policy of the university. The principles of creating an educational environment for students to achieve the required professional level, methods of feedback and informing students, aspects of cultural and social life of students are presented.

The members of the EEC confirm that the university implements a transparent policy of forming a contingent of students, regulated throughout the full life cycle by the necessary procedures developed on the basis of national regulatory legal acts and internal documents of the university.

The faculty of the Department of Economics and Management conducts scientific work together with the students of the department.

Dulaty University has developed guidelines and procedures governing the academic mobility of students, and there are relevant agreements with foreign partner universities.

The university and the department provide students with places for internships and assist in finding employment. The degree of employment of graduates in accredited SP for 2023 was according to 6B04105 Business Economics – 80.9%, 6B04128 – "Management" – 76.9%, 7M04120 – "Management" -100%.

For professional practice, students of SP 6B04128 "Management", 7M04120 "Management" signed contracts with 61 enterprises, for SP 6B04118 "Business Economics" signed contracts with 41 enterprises.

The University regularly monitors the employment of graduates in the labor market.

One of the important criteria for assessing the quality of education is the achievements of students who have studied within the framework of academic mobility (at least one semester).

SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" during accreditation were able to demonstrate 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 informal education.

EEC experts note that the number of students who completed training under the outgoing academic mobility program according to SP 6B04128 "Management", 6B04118 "Business Economics" for 2020-2024 amounted to 4 people, and the number of students on incoming mobility was 2 people. The level of outgoing and incoming mobility for accredited SP is quite low.

During interviews with graduates and analysis of university documents, it turned out that despite the fact that the university has a University Alumni Association, it is not active enough. There is no annually approved work plan, systematic meetings and active participation of graduates in the activities of the university.

The University provides graduates with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of their education and certificates of completion.

During the interviews with graduates, the experts did not receive an answer to the question "What information do graduates have about the University Alumni Association?" The results of the survey of students conducted during the online visit of the EEC IAAR showed that:

- 74.5% (35 people) are fully satisfied with the quality of teaching, 21.3% (10 people) are partially satisfied, 4.3% of respondents are not satisfied;- the relationship between the student and the teacher is completely satisfied – 74.5% (35 people), partially satisfied – 21.3% (10 people), not satisfied – 4.3% (2 people);- the requirements of the teaching staff to the student are fully satisfied - 72.3% (34 people), partially satisfied - 23.4% (11 people), not satisfied 4.3% (2 people);- the speed of response to feedback from teachers regarding the educational process is fully satisfied – 74.5% (35 people), partially satisfied 21.3% (10 people), 4.3% (2 people) are partially dissatisfied.

**Strengths/best practices of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.**

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the university to conclude agreements with real partners – universities on the mutual exchange of students accredited by the SP for external academic mobility, the management of the SP to develop a plan for the development of external and internal academic mobility of students and begin its implementation. The term is 2024-2026.

2. The university management should activate the work of the Alumni Association in the activities of the university and the development of accredited educational institutions by developing and implementing a plan to promote graduate employment, conducting guest lectures on educational institutions 6B04128 – "Management", 7M04120 – "Management", 6B04118 – "Business Economics". The term is 2024-2025 academic year.

The conclusions of the EEC according to the criteria:

According to the standard "Students" SP 6B04128 – "Management", 7M04120 – "Management", 6B04118 "Business Economics" have 12 satisfactory positions.

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 teaching 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, 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 staff of the SP is staffed in accordance with the legislation of the Republic of Kazakhstan and the Rules of competitive replacement of positions of scientific and pedagogical staff of higher educational institutions. Recruitment is carried out on the basis of an analysis of the needs of the educational program, according to the results of which a competition is announced to fill vacant positions. Appointment and promotion are carried out on the basis of the order of the rector of the university, taking into account the professional competence of the staff and academic staff.

The quantitative and qualitative composition of the department in the context of accredited PLOS.

№ n/n	Academic years	The total number. Academic staff by staff. according to the schedule of people.	Including the state. Rev. pers. (%)	Including joint people (%)	Settling down, %	Average age, years
SP «6B04118 Business Economics»						
1	2019-2020	27	27 (100)	-	51,8	57,4
2	2020-2021	27	27 (100)	-	51,8	57,5
3	2021-2022	27	27 (100)	-	44,4	55,3
4	2022-2023	25	23 (92)	8	52,1	56,1
5	2023-2024	22	21 (95,5)	4,5	57,2	52,2
SP «6B04128- Management»						
1	2019-2020	22	22 (100)	-	36,6	43,7
2	2020-2021	24	24 (100)	-	37,5	45,2
3	2021-2022	23	23 (100)	-	47,8	47,4
4	2022-2023	23	23 (100)	30,4	39,1	46,5
5	2023-2024	22	19 (86,4)	13,6	50	48,5
SP«7M04120 Management»						
1	2019-2020	22	22 (100%)	-	100	54,2
2	2020-2021	22	22 (100%)	-	100	54,2
3	2021-2022	20	20 (100%)	-	100	54,2
4	2022-2023	18	18 (100 %)	-	100	50
5	2023-2024	18	18 (100 %)	-	100	48,7

The research activities of the Department of Economics and Management are carried out in accordance with the plan of scientific research and training of scientific personnel of the NPJSC "Dulaty University".

Table 8 – Information on the publication activity of the academic staff of the department in the context of the SP for the period 2020-2023

Publications: with non-zero impact factor, etc.	2020-2021 academic year	2021-2022 academic year	2022-2023 academic year
6B04118 «Business Economics»,			
WoS, Scopus	2	3	2
Scientific index of Russian digitalization	-	1	7
Committee for Control in the Sphere of Education and Science	9	2	10
university journals and other publications of the Republic of Kazakhstan	4	3	91
Patents, AC	1	5	4
Textbooks, study guides	2	3	8
Monographs	3	-	2
Total	19	17	124
6B04128 Management, 7M04120-Management			
WoS, Scopus	7	7	3
Scientific index of Russian digitalization	1	1	1
Committee for Control in the Sphere of Education and Science	8	7	1

university journals and other publications of the Republic of Kazakhstan	8	15	49
Patents, AC	-	-	5
Textbooks, study guides	3	3	3
Monographs	2	1	
Total	29	34	62

Teachers of the Department of Economics and Management have published 12 articles cited in the Scopus database.

The expert commission got acquainted with the interim report of the research work of the Faculty of the department on the topic "Features and problems of the development of the manufacturing industry in the region" approved by the Vice-rector for Science and Digitalization S.A.Orynbaev dated 03/25/2023.

SP teachers are constantly improving their skills. All teachers of the department have completed an online course without the right to credits from the University of London and UCL School of Management, offered on Coursera- Corporate Strategy and online courses at the National Open University "Intuit" in the amount of 72 academic hours.

The personnel potential of the academic staff corresponds to the specifics of the accredited OPS.

In the 2022-2023 academic year, lectures by professors from Turkey Sefa Cetin (Maltepe University) on the following topics were organized as part of academic mobility: "Modern management methods (approaches)", "Management Theories", "Change Management", "Crisis Management", "Strategic Management" and Oktay Kutai (Kastamonu University) for undergraduates on the topic: "Business Career Management". The program of stay of Professors Sefa Cetin, Maltepe University and Oktay Kutai, Kastamonu University, was approved by the Vice-Rector for Research and International Relations D.Nurmukhambet on 09/20/2022.

Two teachers of the department are the holder of the title "The best university teacher" (acting associate professor of the department G.E. Amalbekova in 2017 and acting associate professor E.S. Baytilenova in 2020). Teachers of the department Iskakova G.K., Abildaev S.T., Nazikova Zh.A., Alibekova V. And K.B. Shaldarbekov have won the Bolashak International Scholarship over the years and have completed internships at leading universities around the world. 11 students of the SP "Business Economics" completed academic mobility online. Below are the data on the academic mobility of students (Order No. 515 dated 09/12/2023 of M.Kh.Dulaty Taraz Regional University).

The university takes certain actions to motivate the professional and personal development of teachers of the Educational institution. Thus, for the successes achieved in educational, scientific and educational work, the university management applies financial incentives to teachers and staff. Financial assistance is provided to teachers and staff of the university, if necessary.

The analytical part

Based on the results of the analysis in the context of the "Academic staff" standard, the commission concluded that the management of the SP has an objective and transparent personnel policy. The human resources potential of accredited educational institutions corresponds to the university's strategy, qualification requirements, level and specifics of educational programs.

Interviews with teachers showed a high motivation of academic staff to publish research results.

The university's management pays great attention to the development of human resources and the training of its own settled personnel from among its graduates and young teachers.

A memorandum of cooperation was signed with Maltepe University (Turkey), agreements were reached on joint research, knowledge exchange and expansion of academic mobility for students and faculty between universities (<https://dulaty.kz/ru/2020-01-30-02-50-58/item/5353-sotrudnichestvo-s-universitetom-maltepe.html>).

The management of the evaluated SP demonstrates awareness of responsibility for their employees and ensuring favorable working conditions for them and changing the role of the teacher in connection with the transition to student-centered learning: a rating system of remuneration and financial incentives based on its results; providing opportunities to improve their skills at the expense of the university.

The academic staff of the departments evaluated by the SP take an active part in the public life of the university, are engaged in research activities.

During the interviewing of academic staff, the experts of the EEC found that teachers insufficiently use the possibilities of digital learning in the educational process, namely digital applications Quizlet.com, learningApps.org, Kahoot.com, as well as Google service programs. It is recommended to monitor the implementation and use of these methods in the educational process.

According to the results of the survey of the academic staff of accredited SP showed that:

- to the question "How do you assess the opportunities provided by the University for the professional development of academic staff", they answered: very well – 53.7% (22 people), and well – 43.9% (18 people), poorly -2.4% (1 person);

- to the question "How do you assess the opportunities provided by the University for career growth of academic staff" answered: very well – 39% (16 people) and well – 56.1% (23 people), relatively poorly -4.9% (2 people);

- to the question "Evaluate the level of feedback from academic staff with management" answered: very well – 31.7% (13 people), well – 56.1% (23 people), relatively poorly -12.2% (5 people);

- to the question "What is the level of stimulation and involvement of young professionals in the educational process?" they answered: very well – 39% (16 people) and well – 53.7% (22 people), relatively poorly -7.3% (3 people);

- to the question "Evaluate the created opportunities for professional and personal growth for each teacher and employee" they answered: very well – 31.7% (13 people) and good – 63.4% (26 people), relatively bad -4.9% (2 people);

Strengths/best practices of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics": not identified.

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the SP should draw up a plan for the training and application of academic staff of the SP of information and communication technologies in the educational process (for example, the use of artificial intelligence, interactive online platforms and others), digital learning (for example, digital applications Quizlet.com, learningApps.org, Kahoot.com, as well as Google service programs) and monitor their effectiveness use in learning outcomes based on a feedback system. The period is 2024-2026.

The conclusions of the EEC according to the criteria: According to the standard "Academic staff" SP 6B04128 - "Management", 7M04120 – "Management", 6B04118 "Business Economics" have 10 satisfactory positions.

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

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

The management of the 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 teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);

library resources, including the collection of educational, methodological and scientific literature on general education, basic and specialized disciplines on paper and electronic media, periodicals, access to scientific databases;

- examination of research results, graduation papers, dissertations on plagiarism;
- access to educational Internet resources;
- the operation of WI-FI in its territory.

The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of the research work of 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 educational institution should demonstrate the availability of support procedures for various groups of students, including information and counseling.

The management of the educational institution should show the availability of conditions for the 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 material and technical base of Dulaty University includes 22 academic buildings with a total area of 105834.25 sq.m., is sufficient for conducting all types of training sessions, research and development of students and meet the requirements of implemented educational programs and complies with current sanitary and technical standards, as well as the requirements of state specialties. The material and technical base of the university also includes 9 sports complexes, a stadium, a tennis court, sports grounds, canteens, cafes, buffets, a country sports and recreation camp, a Youth Palace and other facilities. All this contributes to the organization of full-fledged student leisure and supports a healthy lifestyle.

Dulaty University has 3 student dormitories with 1,134 beds. Places in dormitories are issued according to the standard "On the issuance of places in the dormitory to university students". First of all, the hostel provides students receiving social benefits, with disabilities from a number of disabled people; young people from rural areas, studying from among foreign citizens in accordance with international and intergovernmental agreements. For students living in dormitories, night reading rooms, Internet, Wi-Fi resources are available, sports and cultural events are held, and teaching staff are on duty.

The conditions of the production environment comply with the requirements of Building codes II-68-78 "Higher educational institutions" and the requirements of Standardization system of RK 1158-2002 "Higher professional education. The material and technical base of educational organizations"

The university has documents confirming its right to operational management of real estate used in the educational process, technical passports and building plans and structures. The management of buildings, equipment and other property is carried out by the relevant structures subordinate to the Vice-Rector for Administrative and Economic Affairs. To ensure maintenance and repair work on the maintenance of academic buildings and dormitories, the university owns a production base.

Classrooms, specialized classrooms, and computer classes of the university are used to conduct the educational process.

Equipment of the auditoriums accredited by SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics": 25 computers, interactive whiteboard (2), 1C-Accounting software, Alt-Invest Sum Kazakhstan, K.E. Yertaev Auditorium, Computer, projector, interactive whiteboard, tribune and stands on various subjects (4 pieces).

The Library and Information Center (LIC) of M.Kh.Dulaty Taraz Regional University plays an important role in providing students, teachers and researchers with the necessary information resources and services. The LIC in 6 buildings of the University, modernized in the OPEN SPACE format, has 4 subscriptions, 18 reading rooms, a dissertation hall with 1,250 seats with a total area of 4,728.55 m² (including the area of reading rooms -1752.5m²). The LIC virtual representative office has a modern interface and is working on providing online services: "Online service", "Virtual help desk", "Electronic document delivery", "Electronic book extension", "Electronic book ordering", "Electronic issuance of UDC, LBC".

The general fund of the Library and Information Center of Dulaty University contains educational, methodological and scientific literature on all disciplines of the SP on paper and electronic media and amounts to 1,288,954 copies. (including in the state language – 312,759 copies). The fund of periodicals is 33,105 sets, the fund on electronic media (electronic textbooks) is 10,746 copies, literature in foreign languages is 39,628 copies, more than 5,000 copies. dissertations are reflected in the electronic catalog.

The electronic library contains 35033 electronic publications <http://lib.dulaty.kz/> in general education, basic and core disciplines of educational programs and more than 150 million .bibliographic and full-text records.

The state of provision of educational, methodical and scientific literature on study programs 6B04128 "Management", 7M04120 "Management" is 7,167 copies of books, including: in the state language - 3015 copies, in Russian - 4,152 copies, according to SP "6B04118 – "Business Economics" is 2114 copies of books, including: in the state language – 973 copies, in Russian - 1141 copies.

The BIC has open access to the digital library of the university, which has a fund of e-documents, a database "Repository of works of academic staff", an "Electronic library", a single search engine of the LIC, a virtual reference service, a mobile an application, an electronic library card.

All computers of the university are connected to a local network and connected to the Internet. Corporate information systems have been introduced for certain aspects of application: electronic document management, electronic library, etc.

The educational process for accredited educational institutions is provided in full with all necessary information sources: textbooks, teaching aids, methodological manuals and developments in academic disciplines, active handouts and methodological guidelines for independent work, electronic textbooks, access to online educational resources (AIS "Platonus" (<http://platonus.dulaty.kz/>), ENCORE (<http://lib.dulaty.kz/index.php/ru/>))

In order to support students, faculty and staff in accessing modern databases, open access to the world resources of scientific publications of foreign companies has been provided under a national license. University users have access to 8 licensed databases of domestic and foreign

information holders.

Table 10 - Access to licensed databases of domestic and foreign information holders for the 2023-2024 academic year

№	Name of DB	Total number of resources	Educational, educational and methodical literature	Scientific literature
1	RIEL (Договор №69)	81814	40374	37470
2	IPRSmart (Agreement №30/23 ZCP)	96056	59798	19358
3	University Library online (Agreement 22/23 OI-PNZ)	137891	18569	29250
4	Paragraph (Agreement 6/23 – ZCP)	2 000 899 doc.		2 000 899 doc.
5	Cab Abstracts agreement 18/23-OI PNZ	15 463 000		15 463 000
Access to the following databases is provided under a national license:				
6	Wiley online library	More 1600		More 1600
7	Scopus	195 million.		195 million.
8	Web of Science	161 million.		161 million.

Access to full-text domestic resources of electronic libraries is also provided to the resources of the electronic libraries of the RIEL (Republican Interuniversity Electronic Library) www.rmeb.kz, Kazakhstan National Electronic Library (KazNEB) www.kazneb.kz; literary portals "Adebiat", "Patents of Kazakhstan. Inventions. Bibliography" and others.

Access to the resources of electronic library systems is provided: for the visually impaired: University Library ONLINE https://biblioclub.ru/index.php?page=book_blocks&view=main_ub&contrast=1 - (website version for the visually impaired + audio resources); EBS IPRSMART <https://www.iprbookshop.ru/special> (website version for the visually impaired + audio resources).

The LIC is available to users with special educational needs, agreements have been concluded on the mutual use of funds and electronic resources of libraries under the IBA system with the RSU "Republican Library for Blind and Visually Impaired Citizens", NPJSC "Abai Kazakh National Pedagogical University" and Peter the Great St. Petersburg Polytechnic University (University Library ONLINE <http://lib.dulaty.kz>, https://biblioclub.ru/index.php?page=static_red&id=106&contrast=0, EBS IPRSMART - <https://apps.apple.com/ru/app/iprbooks-wv-reader/id1329934077>; <https://play.google.com/store/apps/details?id=iprbooks.audioiprbooks>).

The LIC has a local library computer network and a free Wi-Fi access point.

The faculty, staff, undergraduates and students of the University have the opportunity through the university's website www.dulaty.kz and the BIC web portal <http://lib.dulaty.kz> use information resources in the "Library 24/7" mode.

The updatability of the necessary UML fund complies with the standards defined by the qualification requirements for licensing. The library's fund is updated annually according to the applications of teaching staff approved by the department and the university administration.

The University has established and operates student social support services: student self-government bodies (DU Union, KDM, ASK, student council), a medical center and a medical center, sports and cultural facilities, student service points.

The university's management is working to create comfortable conditions for people with

disabilities (inclusive education) to study under accredited educational standards. For this purpose, the Regulation on psychological and pedagogical support of inclusive education of the NPJSC "M.Kh.Dulaty University" has been developed (Approved by the Rector dated 03/25/2022 for No. 710)

One of the leading directions of digitalization of the university's activities is the digitalization of public services provided to the population. For example, the register of public services includes 15 types of services used by students. In 2018, a Student Service Center was opened at Dulaty University, operating on the principle of "one window". Students receive all necessary documents (academic certificates, transcripts, copies of diplomas, extracts from orders, certificates of study, the presence or absence of scholarships) as soon as possible, both in paper and electronic form.

Within the framework of the policy of academic integrity, the university carries out an examination of the results of research, final qualifying and other written works, dissertations for borrowing through the Anti-Plagiarism license program (Agreement on Public Procurement of services No. 287/24- OI PNZ 05/20/2024 with a branch of the Plagiat Limited Liability Company. PL), based on the "Working instructions for checking written works for the presence of borrowings" (Approved by the Decision of the Academic Council of Dulaty University Protocol No. 12 dated 04/21/2022).

For educational and research purposes, modern software is used for accredited SP: 1C-Accounting, Project Expert, Alt Invest – 6.

Also, during interviews with students, they noted the presence of a problem with both wired and wireless Internet access, which in turn affects the educational process. The University provides great support to socially vulnerable students (orphans and children left without parental care, students with disabilities). Social support mechanisms have been created for this category of students, including tuition benefits.

All classrooms are certified: in each classroom there are passports, instructions, a safety magazine, a memo and instructions on fire safety measures. fire extinguishing means are provided.

The analytical part

During the visit, the members of the EEC conducted a visual inspection of the facilities of the material base, as a result of which it was established that the university has all the necessary educational and material assets to ensure the educational process of accredited study programs. The university building complies with current sanitary standards and fire safety requirements. The classroom and laboratory facilities, classrooms and other facilities, sports facilities comply with established norms and rules.

Experts note that the university administration takes into account the needs of various groups of students in the context of educational institutions (adults, working, foreign students, as well as students with disabilities).

According to the results of interviewing students, the EEC noted that the university provides various means of communication and communication for teaching staff and students. There is access to educational Internet resources, the university library and specialized closed library resources.

During the tour of the university, the EEC experts made sure that not all classrooms of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" are equipped with computer equipment, projectors, interactive whiteboards, as well as software products such as 1C-Accounting, Project Expert, Alt Invest – 6. The management of the SP needs to continue measures for the development and modernization of specialized classrooms of the SP, in terms of equipping them with modern computers, projectors, where lectures and practical classes are held in accordance with modern trends in the development of science, as well as the purchase of software products for practical classes in the disciplines of accredited SP 6B04128 "Management",

7M04120 "Management", 6B04118 "Business Economics".

During the work of the EEC experts in the academic buildings of the university, during the residence of the EEC members in the Students' House, problems with Internet access and low Wi-fi bandwidth were discovered.

The results of the survey of students conducted during the online visit of the EEC IAAR showed:

- 78.7% (37 people) are fully satisfied with the existing educational resources, 17% (8 people) of respondents are partially satisfied, -4% (2 people) are not satisfied;
- 76.6% (36 people) are fully satisfied with the level of accessibility of library resources, 19.1% (9 people) are partially satisfied, 4.3% (2 people) are not satisfied;
- 70.2% (33 people) are fully satisfied with the availability of computer classes, 21.3% (10 people) are partially satisfied, 2.1% are partially dissatisfied (1 person), not satisfied -4.3 (2 people).

The results of the student survey show that most of them are satisfied and satisfied with the level of accessibility of library resources, accessibility of computer classes.

**Strengths/best practices of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.**

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The university management should analyze the need for computer equipment, projectors, interactive whiteboards in the context of accredited SP by the beginning of the 2024-2025 academic year and organize their annual phased purchase to equip the classrooms of accredited SP. The implementation period is 2024-2026.
2. The management of the SP should analyze the needs of the core disciplines of the SP by education levels in providing software products (for example, such as SPSS, MS Power B, Tableau, R, Python programs. Looker Studio, Bitrix 24, etc.), to carry out their phased purchase and application in practical classes. The implementation period is 2024-2025.
3. Provide high-speed Internet access, Wi-fi operation with sufficient speed for students of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" Due date is December 1, 2024

The conclusions of the EEC according to the criteria:

According to the standard "Educational resources and student support systems", SP 6B04128 – "Management", 7M04120 – "Management", 6B04118 - "Business Economics" have 12 satisfactory and 1 - suggesting improvement of 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 study program.

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

The university management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested persons.

Information about the educational program is objective, relevant and should include:
the purpose and planned results of the 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 carries out its activities on the principles of clarity, accessibility, involvement and awareness of students, teaching staff, employees, employers and other interested parties in the implementation of educational programs.

Dulaty University provides timely, complete, reliable and objective information to government authorities, all internal and external consumers, and other interested parties: on policies, plans and development goals in the field of educational, scientific, innovative, international and other activities of the university, on the proposed educational programs of higher and postgraduate education; the qualifications awarded and the documents issued on education, on the teaching technologies used and assessment procedures, the achievements of students and teaching staff, on the employment opportunities of graduates, etc.

Informing the general public about the activities of Dulaty University, including various areas of the University's activities in the field of education and upbringing, science and innovation, the development of international relations, cultural and sports achievements of students, social work and social activities, is carried out by the university's management through the official website of the university <https://dulaty.kz/>.

On the university's website (<https://dulaty.kz/>) reliable and up-to-date information characterizing the university as a whole and in the context of educational programs is published. On the main page of the site there is a tab "About us", which provides detailed information and mission, vision, values, Development Program of the NPJSC "M.Kh. Dulaty Taraz Regional University" for 2023-2029, strategic goals of the university, quality assurance policy, structure, history, faculties, departments, etc. Detailed information about accredited SP is publicly available and grouped by faculties and departments <https://dulaty.kz/index.php/ru/business-and-law>.

Information about the implemented SP of the department, SP development plans, CEs, the composition of the department and other documents. It is available in three languages on the web page of the department. The web page of the Department of Economics contains information about the teaching staff of the department, indicating biographical data.

Full information about the university's educational programs at all levels of education (bachelor's, master's, doctoral), graduate model, and academic policy is available on the university's website in the "Education" section.

Complete information is given for each SP and for all levels of education: the branch of education, the direction of study, the purpose of the SP, the qualification assigned, the list of disciplines with a description, etc.

In addition to providing users with access to information resources of the university and departments, the university's corporate website serves to develop scientific and educational ties

with universities and potential partners, develop academic mobility of students and teachers, increase competitiveness and investment attractiveness of the university. The system works around the clock, the user can work and have access to his virtual space at any time and from any place, if there are means of communication, as well as work locally within the corporate network of the university.

Within the framework of informing the public, the university and the management of the SP provide support and explanation of the national development programs of the country and the system of higher and postgraduate education.

Public relations is also carried out through the official monthly newspaper of the university "University of Tynys", which contains all the latest news of the educational institution. The newspaper is published in Kazakh and Russian languages in hard copy and online <https://dulaty.kz/ru/multimedia.html>.

The University makes extensive use of social networks, in which it constantly publishes information about educational programs and opportunities, and other types of information for students, employers and other interested parties is transmitted through official pages on Instagram social networks (https://www.instagram.com/dulaty_university/, https://www.instagram.com/dulaty_jastary/), <https://www.facebook.com/DulatyUniversity/>), Telegram channel of the University (<https://web.telegram.org/a/#-1001520004970>), TikTok (https://www.tiktok.com/@dulaty_university?_t=8Z9q8R4mFpG&_r=1), VKontakte (<https://vk.com/dulatykz>), YouTube (<https://www.youtube.com/@dulatyuniversity/>),

The general public is also informed through advertising and information materials in the republican, regional and city media, Open Days, Job fairs, distribution of booklets and promotional materials during career guidance in schools and colleges in Taraz and regions of Kazakhstan, Round tables with employers.

The university publishes scientific journals "Dulaty khabarshysy", "Mechanics and technology". Publications are published in Russian, Kazakh and English.

In its information activities, the university relies on the principles of timeliness, objectivity, and openness. Through the information policy, the university demonstrates the constant development of educational programs, adaptation to modern trends in the field of education. Dulaty University uses all available channels and technologies, including media, scientific journals, specialized events, Internet and social media capabilities.

Thus, the university's management uses a variety of ways to disseminate information to inform the general public and interested parties, which is the strength of the university.

Electronic components of educational and methodological complexes in all disciplines of accredited educational institutions are posted on the university portal, which every student has access to through his personal account. They can also contact teachers and staff for advice, advice and support both on the website through the rector's blog and in the AIS "Platonus"

Every year, the Financial Director submits a report to the Academic Council of the University, where he provides information on the budget, income, expenses, investments, scholarships and other financial aspects, including in the context of faculties and SP.

The Center for Information and Media Communications is a structural unit of the M.Kh.Dulaty University, systematically informs the public about cooperation and interaction with external partners within the framework of the SP, including research institutes and centers, consulting organizations, business partners, social partners, public organizations and partner universities. updates information on the university's website. prepares press releases for the media, provides the media with information materials

Experts confirm that the university regularly takes an active part in various ratings of higher education institutions in Kazakhstan, as well as in external assessment procedures.

In general, the material, technical, information and library resources used to organize the learning and upbringing process are sufficient to fulfill the stated mission, goals and objectives and meet the requirements of the study program being implemented.

The analytical part

The university publishes information on various areas of activity, such as: support and explanation of national development programs of the country and the system of higher and postgraduate education, international cooperation, results of external assessment procedures, information for applicants, information about the structural divisions of the university, information for students, information about the services of the site, etc. The site contains information about the history of the university, the mission, and the strategy according to which the university carries out its activities. Instagram Facebook, Youtube, and the University has a social media page. The university's website and educational portal are a single information support system for students and teaching staff.

Information about the university's activities is differentiated and accessible to all interested parties: applicants, students, parents, graduates, employers, representatives of government agencies and public organizations, business partners, scientific and consulting organizations, and foreign universities.

However, the page of the Department of Economics and Management on the university's website contains information about the qualifications, positions of teachers involved in the implementation of accredited educational programs, as well as their e-mail addresses, there is no information about the disciplines taught, publications, participation in research, advanced training, etc.

Strengths/best practices according to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The university management uses a variety of ways to disseminate information to inform the general public and interested parties.

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the Educational institution should update information on the composition of academic staff on the web page of the department of the university's website, reflecting all the achievements of teachers (scientific interests, publications, published textbooks, monographs, participation in competitions, certificates of advanced training, etc.). The deadline is until the beginning of the 2024-2025 academic year.

The conclusions of the EEC according to the criteria:

According to the standard "Informing the public", SP 6B04128 – "Management", 7M04120 – "Management", 6B04118 - "Business Economics" have 1 strong and 11 satisfactory positions.

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

According to the standard "Study programm Management":

Strengths/best practices according to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.

According to the standard "Information Management and Reporting":

Strengths/best practices according to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.

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

Strengths/best practices according to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.

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

Strengths/best practices according to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.

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

Strengths/best practices according to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.

According to the standard "Students":

Strengths/best practices according to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.

According to the standard "Academic staff":

Strengths/best practices according to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.

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

Strengths/best practices according to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":
not identified.

According to the standard "Public awareness":

Strengths/best practices according to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1.The university management uses a variety of ways to disseminate information to inform the general public and interested parties.

(VIII) OVERVIEW OF RECOMMENDATIONS FOR QUALITY IMPROVEMENT FOR EACH STANDARD

According to the standard "Study program Management":

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the SP should update the Development Plan for all accredited SP in full in accordance with the Regulations on the development of the University study program development plan approved on 01/15/2024. Term 2024-2025 academic year

2. The management of the SP, based on the results of monitoring the target indicators of the Development Plan of the SP, to analyze and evaluate the implementation of the planned indicators by compiling a report on the effectiveness of the implementation of the Development Plan. The term starting from the 2024-2025 academic year, on an ongoing basis.

3. The management of the Department should draw up and approve a working group on the development and monitoring of the Development Plan of the Department and include representatives of employers and students in its composition, as well as show their proposals for improving the Development Plan in a more detailed form in the minutes of the meetings of the department (Round Table). The term is 2024-2025 academic year.

4. The management of the SP should continue to work in terms of concretizing the uniqueness of the Development Plan of the SP by including in the target indicators of the Development Plan of the SP such indicators as the organization of guest lectures, student participation in contractual and grant projects, the use of elements of dual training (from the self-assessment report of the SP) and others. The period is 2024-2025.

5. The management of the SP, together with the management of the SP, should provide a register of all possible risks in the Development Plan of the SP and develop an action plan for the prevention and leveling of risks for the SP. The term is 2024-2025 academic year.

6. The management of the university and the educational institution should consider the possibility of including representatives of students of accredited educational institutions in various collegial bodies/ student self-government bodies/working commissions to take into account their opinions and interests. The term is 2024-2025 academic year.

According to the Information Management and Reporting standard:

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the university and the SP to develop and approve a system of key indicators for collecting, analyzing and monitoring the quality and effectiveness of implemented SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics". The term is 2024-2026.

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

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the SP should develop a plan for passing professional certification of students and promote obtaining professional certificates in areas of study. The term is 2024-2025 academic year.

2. The management of the SP should expand the number and representativeness of the employers involved in the development and updating of the content of the SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" and ensure their real participation in the development, design, updating of the SP, reflect the proposals of stakeholders to improve the quality of the SP in the minutes of meetings of the department/The round table. Term: 2024-2025 academic year.

3. To align the content of accredited SP 6B04128 "Management", 7M04120 "Management", eliminating duplication of disciplines by levels of study. The term is 2024-2025 academic year.

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

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. Post information about the changes made to SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" in open resources such as the university website, social media pages, to inform everyone interested parties. The implementation period starts from the 2024-2025 academic year on a permanent basis.

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

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the SP should develop a plan for the publication of methodological recommendations (or methodological guidelines or guidelines) on the methodology of teaching disciplines for young teachers. The period is 2024-2026.

2. The management of the SP should develop a plan for the use of academic staff of modern, practice-oriented methods of teaching SP disciplines (for example, problem-based learning, virtual and augmented reality, and others) and monitor the effectiveness of their use based on a feedback system. The deadline is 2024-2026.

According to the "Students" standard:

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the university to conclude agreements with real partners – universities on the mutual exchange of students accredited by the SP for external academic mobility, the management of the SP to develop a plan for the development of external and internal academic mobility of students and begin its implementation. The term is 2024-2026.

2. The university management should activate the work of the Alumni Association in the activities of the university and the development of accredited educational institutions by developing and implementing a plan to promote graduate employment, conducting guest lectures on educational institutions 6B04128 – "Management", 7M04120 – "Management", 6B04118 – "Business Economics". The term is 2024-2025 academic year.

According to the standard "Academic staff":

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the SP should draw up a plan for the training and application of teaching staff of the SP of information and communication technologies in the educational process (for example, artificial intelligence, interactive online platforms and others), digital learning (for example, digital applications Quizlet.com , learningApps.org , Kahoot.com , as well as Google service programs) and monitor their effectiveness use in learning outcomes based on a feedback system. The period is 2024-2026.

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

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The university management should analyze the need for computer equipment, projectors,

interactive whiteboards in the context of accredited SP by the beginning of the 2024-2025 academic year and organize their annual phased purchase to equip the classrooms of accredited SP. The implementation period is 2024-2026.

2. The management of the SP should analyze the needs of the core disciplines of the SP by education levels in providing software products (for example, such as SPSS, MS Power B, Tableau, R, Python programs. Looker Studio, Bitrix 24, etc.), to carry out their phased purchase and application in practical classes. The implementation period is 2024-2025.

3. Provide high-speed Internet access, Wi-fi operation with sufficient speed for students of SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics" Due date is December 1, 2024

According to the standard "Public awareness":

Recommendations for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics":

1. The management of the Educational institution should update information on the composition of academic staff on the web page of the department of the university's website, reflecting all the achievements of teachers (scientific interests, publications, published textbooks, monographs, participation in competitions, certificates of advanced training, etc.). The deadline is until the beginning of the 2024-2025 academic year.

IX RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the EEC came to the unanimous opinion that the study programs 6B04128 – "Management", 7M04120 – "Management", 6B04118 – "Business Economics" are recommended for accreditation for a period of 5 years.

Appendix 1. Evaluation table "Conclusion of the external expert commission" (for SP 6B04128 "Management", 7M04120 "Management", 6B04118 "Business Economics")

№ n/n	№ n/n	Evaluation Criteria	Conformity assessment			
			strong	satisfactory	Implies improvement	unsatisfactory
The Standard "Study Program Management"						
1	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	2	The quality assurance policy should reflect the relationship between scientific research, teaching and learning.		+		

3	3	The university demonstrates the development of a culture of quality assurance.		+		
4	4	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including in the implementation of joint double-degree education and academic mobility		+		
5	5	The management of the 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 the state, employers, stakeholders and students.		+		
6	6	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.		+		
7	7	The management of the SP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of a development plan for the SP.			+	
8	8	The management of the educational institution should demonstrate the individuality and uniqueness of the educational institution's development plan, its consistency with national development priorities and the development strategy of the educational organization.		+		
9	9	The university must demonstrate a clear definition of those responsible for business processes, within the framework of the SP, an unambiguous distribution of staff duties, and the differentiation of functions of collegial bodies.		+		
10	10	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.		+		
11	11	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.		+		
12	12	The management of the SP should carry out risk management.			+	
13	13	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 educational program.		+		
14	14	The university must demonstrate innovation management within the framework of the SP, including the analysis and implementation of innovative proposals.		+		
15	15	The management of the SP should demonstrate its openness and accessibility to students, academic staff, employers and other interested persons.		+		
16	16	The management of the SP confirms the completion of training in educational management programs.		+		
17	17	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.		+		
Total according to the Standard				15	2	
The Standard "The Information Management and Reporting"						
18	1	The university must ensure the functioning of the information collection, analysis and management system based on the use of modern information and communication technologies and software tools.		+		
19	2	The management of the SP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
20	3	Within the framework of the SP, it 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.		+		
21	4	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.		+		
22	5	The university must demonstrate a mechanism to ensure the protection of information, including the identification of responsible persons for the reliability and timeliness of information analysis and data presentation.		+		
23	6	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.		+		
24	7	The management of the SP must demonstrate the existence of a mechanism for communication with students,		+		

		employees and other stakeholders, including the existence of conflict resolution mechanisms.				
25	8	The university must ensure that the degree of satisfaction with the needs of academic staff, staff and students within the framework of the SP is measured and demonstrate evidence of the elimination of the detected shortcomings.		+		
26	9	The university should evaluate the effectiveness and efficiency of its activities, including in the context of the SP		+		
		The information collected and analyzed by the university within the framework of the SP should take into account:		+		
27	-	Key performance indicators;		+		
28	-	dynamics of the contingent of students in the context of forms and types;		+		
29	-	academic performance, student achievements and expulsion;		+		
30	-	satisfaction of students with the implementation of the SP and the quality of education at the university;		+		
31	-	accessibility of educational resources and support systems for students.		+		
32	-	employment and career development of graduates.		+		
33	16	Academic staff and staff must document their consent to the processing of personal data.		+		
34	17	The management of the SP should help to provide all necessary information in the relevant fields of science.		+		
Total according to the Standard				17		
The Standard "Development and approval of study programs"						
35	1	The university must demonstrate the existence of a documented procedure for the development of an SP and its approval at the institutional level.		+		
36	2	The university must demonstrate the compliance of the developed SP with the established goals and planned learning outcomes.		+		
37	3	The management of the educational institution should determine the impact of disciplines and professional practices on the formation of learning outcomes.		+		
38	4	The university demonstrates the existence of a graduate model of an SP describing learning outcomes and personal qualities		+		
39	5	The qualifications obtained upon completion of the SP must be clearly defined, explained and correspond to a certain level of NSC and QF-EHEA.		+		
40	6	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.				
41	7	The management of the educational institution should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral studies).		+		
42	8	The management of the SP must demonstrate the conduct of external expertise of the SP.		+		
43	9	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.		+		
44	10	The management of the educational institution should demonstrate the uniqueness of the study program, its positioning in the educational market (regional/national/international).		+		
45	11	An important factor is the possibility of preparing students for professional certification			+	
46	12	An important factor is the availability of joint(s) and/or double-degree SP with foreign universities.		+		
Total according to the Standard				11	1	
The Standard "Continuous monitoring and periodic evaluation of SP"						
47	1	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.		+		
48	2	The university must demonstrate the existence of a documented monitoring procedure and periodic evaluation to achieve the goal of the SP and continuous improvement of the SP.		+		
49	3	Monitoring and periodic evaluation of the SP should consider:		+		
50	4	The content of the program in the context of the latest achievements of science and technology in a particular discipline;		+		
51	5	Changes in the needs of society and the professional environment.				
52	6	workload, academic performance and graduation of students;		+		
53	7	effectiveness of student assessment procedures:		+		
54	8	Compliance of the educational environment and the activities of support services with the goals of the SP;		+		
55	9	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.				
56	10	Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and mastering the SP in general.	+			
Total according to the Standard				9	1	
The Standard "Student-centered learning, teaching and performance assessment"						
57	1	The management of the educational institution should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.		+		
58	2	The management of the 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		+		
59	3	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.		+		
60	4	An important factor is the availability of own research in the field of teaching methods of the disciplines of the SP.			+	
61	5	The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and goals of the SP.		+		
62	6	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.		+		
63	7	Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.		+		
64	8	The management of the SP should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes.		+		
65	9	The management of the educational institution should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.		+		
66	10	The management of the educational institution must demonstrate the existence of a procedure for responding to student complaints.		+		

Total according to the Standard			9	1	
"Students" Standard					
67	1	The management of the educational institution should demonstrate the implementation of special adaptation and support programs for newly enrolled and foreign students.		+	
68	2	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.		+	
69	3	The university should provide an opportunity for external and internal mobility of students, as well as assist them in obtaining external grants for training.		+	
70	4	The management of the educational institution should actively encourage students to self-education and development outside the main program (outside of educational activities).		+	
71	5	An important factor is the availability of a support mechanism for gifted students.		+	
72	6	The university should demonstrate coSPeration with other educational organizations and national centers "The European Network of National Information Centers for Academic Recognition and Mobility /National Academic Information Centers of Recognition" ENIC/NARIC in order to ensure comparable recognition of qualifications."		+	
73	7	The university should provide students with internship places, demonstrate the procedure		+	
74	8	for facilitating the employment of graduates, and maintaining contact with them.		+	
75	9	The university must demonstrate the procedures of documents confirming the qualifications obtained, including the achieved learning outcomes.		+	
76	10	The management of the SP must demonstrate that the graduate of the program has skills that are in demand in the labor market and that these skills are really relevant.		+	
77	11	The management of the SP should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.		+	
78	12	An important factor is the presence of an active Association/ alumni association.		+	
Total according to the Standard				12	
The Standard "Academic staff"					

79	1	The university should have an objective and transparent HR 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.		+		
80	2	The university must demonstrate that the qualitative composition of academic staff meets the established qualification requirements, the university's development strategy, and the goals of the SP.		+		
81	3	The management of the SP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.		+		
82	4	The university should provide opportunities for career growth and professional development of teaching staff.		+		
83	5	The university should involve in teaching specialists from relevant industries with professional competencies that meet the requirements of the SP.		+		
84	6	The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff.		+		
85	7	The university should demonstrate the widespread use of teaching staff of information and communication technologies and software in the educational process (for example, on-line training, e-portfolio, MOOCS, etc.).		+		
86	8	The university should demonstrate the focus of its activities on the development of academic mobility, attracting the best foreign and domestic teachers.		+		
87	9	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, and determine the contribution of academic staff, including invited ones, to achieving the goals of the EP.		+		
88	10	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				10		
The Standard "Educational resources and student support systems"						
89	1	The university must ensure that the infrastructure, educational resources, including material and technical ones, meet the goals of the study program.		+		
90	2	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:				
91	3	Technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);		+		
92	4	Library resources, including 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.		+		
93	5	examination of research results, graduation papers, dissertations on plagiarism;		+		
94	6	access to educational Internet resources;		+		
95	7	the functioning of WI-FI in your territory.		+		
96	8	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students.		+		
97	9	The university should strive to ensure that the educational equipment and software used to master the SP are similar to those used in the relevant sectors of the economy.			+	
98	10	The management of the SP should demonstrate the availability of support procedures for various groups of students, including information and counseling.		+		
99	11	The management of the SP should show the availability of conditions for the advancement of the student along an individual educational trajectory.		+		
100	12	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).		+		
101	13	The university must ensure that the infrastructure meets the security requirements.		+		
Total according to the Standard				12	1	
The Standard "Public Awareness"						
102	1	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.		+		

103	2	Public awareness should include support and clarification of the national development programs of the country and the system of higher and postgraduate education.		+		
104	3	The university's management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties.	+			
		Information about the study program is objective, relevant and should include:				
105	4	Goals and planned results of the educational program, assigned qualifications;		+		
106	5	Information about the assessment system of students' academic achievements;		+		
107	6	Information about academic mobility programs and other forms of cooperation with partner universities and employers.		+		
108	7	The management of the SP should use a variety of ways to disseminate information, including the media, information networks to inform the general public and interested parties.		+		
109	8	Information about the opportunities for the development of personal and professional competencies of students and employment;		+		
110	9	Data reflecting the positioning of the SP in the educational services market (at the regional, national, and international levels)		+		
111	10	An important factor is the availability of adequate and objective information about the academic staff of the SP, in the context of personalities.		+		
112	11	The university must demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of the SP.		+		
113	12	An important factor is the placement of information about cooperation and interaction with partners, including scientific/consulting and organizations, business partners, social partners and educational organizations.		+		
Total according to the Standard			1	11		
Total			1	10	6	6

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



СОГЛАСОВАНО
 Председатель Правления, Ректор
 НАО «Таразский региональный университет
 имени М.Х. Дулати»
 «6» мая 2024 года



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



УТВЕРЖДЕНА
 Генеральный директор НУ «Независимое Агентство
 аккредитации и рейтинга»
 А.Б.Жумагулова
 «6» мая 2024 года

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

Дата проведения визита: 20-22 мая 2024 года

Кластер	Образовательная программа
Кластер 1 .	1) 6B04117 Финансы 2) 7M04115 Финансы 3) 6B04111 Бухгалтерский учет, аудит и налогообложение предпринимательства 4) 7M04117 Бухгалтерский учет и аудит
Кластер 2.	5) 6B04128 Менеджмент 6) 7M04120 Менеджмент 7) 6B04118 Экономика бизнеса
Кластер 3.	8) 6B04214 Юриспруденция 9) 7M04213 Юриспруденция
Кластер 4.	10) 6B05213 Экология и природопользование
Кластер 5.	11) 7M07411 Гидротехническое строительство и сооружения 12) 6B08615 Управление водными ресурсами 13) 7M07404 Управление водными ресурсами 14) 6B08612 Мелиорация и орошаемое земледелие 15) 7M08614 Мелиорация и орошаемое земледелие
Кластер 6.	16) 6B07316 Строительство и эксплуатация зданий и сооружений 17) 6B07320 Производство бетонных и керамических материалов 18) 7M07312 Инновационные технологии и исследования в строительстве

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 16,2024			
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,20,2024			
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 – Rector Baizhumanov Mukhtar Kazbekovich , Doctor of Economics, 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 4. Member of the Board-Vice-Rector for Socio-Cultural Development, Aslan Yedilkhanovich Aslybek, PhD 5. Board Member-Vice-Rector for Infrastructure Development Salimov Serik Zhaksylykovich 	<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 Conference ID: 962 388 2483</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	<ol style="list-style-type: none"> 1. Head of the educational and methodological department Mazhibaev Asylzhan Kenzhekereevich 2. Head of the online learning department Beglyarova Svetlana Temirkhanovna 3. Head of the Center for Career and Business Partnership Yerzhanova Mira Edygeevna 4. Director of the office registrar Myrkalykov Bauyrzhan Seitzhanovich 	<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 Conference ID: 962 388 2483</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 Orazalieвна</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>14. Director of the Department of Science and Commercialization Kabdushev Arman Arystangalievich</p>	
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		<p>15. Head of the Department of scientific research activity Zhankuanyshev Martebe Kuttykiyauly</p> <p>16. Head of the Commercialization Tanaev Zhaydarbek Tolepbergenuly</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>	
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		26. Head of the Planning and Economic Department Musayeva Aiganym Altaevna 27. Chief specialist of the Department of accounting and student movement Kasenova Ayman Kalmahanovna	
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)	Dean of the Faculty of Technology Shardarbek Mukhamedzhan Zhardarbekuly	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	1. Dean of the Faculty of Economics and Law Yerishev Kayrat Asylbekuly 2. Director of the Institute "Water Management and Environmental Management" Omarova Galiya Edilbekovna 1. Head of the Department "Finance and Accounting"	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>Moldabekova Aigul Sharipovna</p> <p>2. Head of the Department of Economics and Management Shaldarbekov Kairat Bazarbaevich</p> <p>3. Acting Head of the Department of Civil Law and Process Turgynbek Gulnur Rapilbekkyzy</p> <p>4. Head of the Department of Ecology and Life Safety Omarbekova Marzhan Tiribolsynkyzy</p> <p>5. Head of the Department of "Water Resources" Abdirov Muratkhan</p> <p>6. Head of the Department of Land Reclamation and Agronomy Estaev Kuat Abenovich</p> <p>7. Head of the department "Construction and production of materials" Eskermesov Zhandos Eleukenovich</p>	
15.00-15.10	Technical break	External IAAR experts	Rector's Office ,Room№ 404
15.10-16.00	Meeting with Academic staff	<p>Cluster 1, 2, 3 (Appendix No. 1) (session hall zoom 1)</p> <p>4.5, 6 cluster (Appendix No. 2) (zoom2 session hall)</p>	<p>Rector's Office, Academic Council Meeting Room, 4th floor, No. 403</p> <p>Connect to the Zoom Conference</p> <p>https://us02web.zoom.us/j/9623882483</p> <p>Conference ID: 962 388 2483</p>

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 21,2024			
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 necessary, heads of departments will be invited to the online Zoom room) and attend teaching staff classes on a schedule (Appendix 8)	Cluster 1 Link to the cloud:Link to the cloud: public:\\Academic activities\Department of Academic Work\Accreditation 2024 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	Rector's office, office No. 404 Connect to the Zoom Conference https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483

		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	
3 rd Day: May,22 , 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	Dinner	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: 41
2. Position,%

Professor	4(9,8%)
Associate Professor/Associate Professor	16 (39%)
Senior Lecturer	21 (51,2%)
Teacher	0 (0%)
the Head of the Department	0 (0%)
Assistant Professor	0 (0%)

3. Academic degree, academic title

Honored Worker	0 (0%)
Doctor of Science	2 (4,9%)
Candidate of Sciences	13 (31,7%)
Master	16(39%)
PhD	5 (12,2%)
Professor	2 (4,9%)
Associate Professor/Associate Professor	2(4,9%)
No	2 (4,9%)
Others	1(2,4%)

4. Work experience at this university

Less than 1 year	0 (0%)
1 year – 5 years	0(0%)
Over 5 years	41 (100%)
Others	0 (0%)

№	Questions	very well	well	Relatively bad	bad	Very bad	They didn't answer
1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	27 (65,9%)	14 (34,1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
2	How do you assess the opportunities provided by the University for the professional development of academic staff	22 (53,7%)	18 (43,9%)	1 (2,4%)	0 (0%)	0 (0%)	0 (0%)
3	How do you assess the opportunities provided by the University for the career growth of academic staff	16 (39%)	23 (56,1%)	2 (4,9%)	0 (0%)	0 (0%)	0 (0%)
4	How do you assess the degree of academic freedom of the faculty	17 (41,5%)	24 (58,5%)	0 (0%)	0 (0%)	1 (1,4%)	0 (0%)
	To what extent can teachers use their own						
5	• Learning strategies	20 (48,8%)	21 (51,2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
6	• Teaching methods	23 (56,1%)	18 (43,9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
7	• Educational innovations	23 (56,1%)	18 (43,9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
8	How do you assess the work on the organization of medical care and disease prevention at the university?	19 (46,3%)	16 (39%)	5 (12,2%)	0 (0%)	1 (2,4%)	0 (0%)
9	How is the management of the educational institution paying attention to the content of the educational program?	18 (43,9%)	23 (56,1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
10	How do you assess the sufficiency and accessibility of the necessary scientific and educational literature in the library?	24 (58,5%)	17 (41,5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
11	Do you assess the level of conditions created that take into account the needs of	22 (53,7%)	17 (41,5%)	2 (4,9%)	0 (0%)	1 (1,8%)	0 (0%)

	different groups of students?						
	Evaluate the openness and accessibility of the management						
12	• students	13 (31,7%)	22 (53,7%)	6 (14,6%)	0 (0%)	0 (0%)	0 (0%)
13	• teachers	12 (29,3%)	24 (58,5%)	5 (12,2%)	0 (0%)	0 (0%)	0 (0%)
14	Evaluate the involvement of the PPP in the process of making managerial and strategic decisions	13 (31,7%)	23 (56,1%)	5 (12,2%)	0 (0%)	0 (0%)	0 (0%)
15	How is the innovation activity of academic staff encouraged?	14 (34,1%)	25 (61%)	2 (4,9%)	0 (0%)	0 (0%)	0 (0%)
16	Evaluate the level of feedback between the teaching staff and the management	13 (31,7%)	23 (56,1%)	5 (12,2%)	0 (0%)	0 (0%)	0 (0%)
17	What is the level of stimulation and involvement of young professionals in the educational process?	16 (39%)	22 (53,7%)	3 (7,3%)	0 (0%)	0 (0%)	0 (0%)
18	Evaluate the opportunities created for professional and personal growth for each teacher and employee	13 (31,7%)	26 (63,4%)	2 (4,9%)	0 (0%)	0 (0%)	0 (0%)
19	Evaluate the adequacy of the recognition by the university management of the potential and abilities of teachers	15 (36,6%)	22 (53,7%)	4 (9,8%)	0 (0%)	0 (0%)	0 (0%)
	How is the work done						
20	• Academic mobility	14 (34,1%)	23 (55,1%)	4 (9,8%)	0 (0%)	0 (0%)	0 (0%)
21	• Professional development of academic staff	14 (31,1%)	25 (61%)	2 (4,9%)	0 (0%)	0 (0%)	0 (0%)
	Appreciate the support of the university and its management						
22	• Scientific research initiatives of the Faculty	15 (36,6%)	22 (53,7%)	4 (9,8%)	0 (0%)	0 (0%)	0 (0%)
23	• Development of new educational programs/academic disciplines/teaching methods	21 (51,2%)	20 (48,8%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

	Assess the level of faculty's ability to combine teaching						
24	• with scientific research	16 (39%)	19 (46,3%)	6 (14,6%)	0 (0%)	0 (0%)	0 (0%)
25	• with practical activities	15 (36,6%)	20 (48,8%)	5 (12,2%)	1 (2,4%)	0 (0%)	0 (0%)
26	Assess how well the students' knowledge acquired at the university corresponds to the realities of the requirements of the modern labor market	15 (36,6%)	25 (61%)	1 (2,4%)	0 (0%)	0 (0%)	0 (0%)
27	How do the management and administration of the university perceive criticism addressed to them?	8 (19,5%)	21 (51,2%)	11 (26,8%)	1 (2,4%)	0 (0%)	0 (0%)
28	Assess how well your academic workload meets your expectations and capabilities?	12 (29,3%)	24 (58,5%)	4 (9,8%)	1 (2,4%)	0 (0%)	0 (0%)
29	Assess the focus of educational programs/curricula on developing students' skills and abilities to analyze the situation and make forecasts?	13 (31,7%)	27 (65,9%)	1 (2,4%)	0 (0%)	0 (0%)	0 (0%)
30	Assess how well the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation	15 (36,6%)	26 (63,4%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

Do you want to work in this University?

1. Like
2. I like my profession
3. in this region I came and went, here is my family
4. because I studied at this university, studied in a master's degree
5. My father worked
6. Everyone wanted to study scientific activity
7. my university relies on training specialists with advanced competencies, developed on the modern labor market, with high competitiveness!
8. as a graduate of this university
9. State University
10. after graduating from a special graduate school and defending a successful candidate of Sciences, I have been working in this university for 40 years.
11. I am The Exorcist of this University. I have the right to work and development.
12. large universities in the region
13. I work for this University from 1981
14. I am a patriot of my country
15. good opportunity of career growth
16. I am a graduate of this university
17. the university is very hot for me
18. I studied at this university
19. at the place of residence
20. on my speciality, I would like to work in university or in organizations
21. this is a regional university with a large potential of scientific research, I can realize its potential
22. I have been working since 1992. Over the years, I have published 21 textbooks, more than 80 inventions and 3 monographs, so I think I am worthy to work here.
23. at the place of residence
24. because it is considered the largest and strongest regional university in our region
25. this is the largest region
26. good collective, career growth prospects
27. regional education and science
28. raising the qualification
29. signed Danny university
30. I want to work in this university
31. for education, science activities and location and salary.
32. I will not be bored
33. a graduate of this university I am a student of Taraz
34. dedication to the University
35. the largest university in the region and all conditions for the professional development of the teacher are created

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

very often	often	sometimes	rarely	never
12 (29,3%)	20 (48,8%)	8 (19,5%)	1 (2,4%)	0 (0%)

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

Very often	often	sometimes	rarely	never
4 (9,8%)	25 (61%)	12 (29,3%)	0 (0%)	0 (0%)

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

Questions	Often	Sometimes	Never	No answers
Lack of classrooms	1 (2,4%)	20 (48,8%)	20 (48,8%)	0 (0%)
Imbalance of the teaching load across semesters	1 (2,4%)	23 (56,1%)	17 (41,5%)	0 (0%)
Unavailability of necessary literature in the library	0 (0%)	23 (56,1%)	18 (43,9%)	0 (0%)
Overcrowded study groups (too many students in a group)	0 (0%)	14 (34,1%)	27 (65,9%)	0 (0%)
Inconvenient schedule	1 (2,4%)	21 (51,2%)	19 (46,3%)	0 (0%)
Inadequate conditions for studying in classrooms	0 (0%)	20 (48,8%)	21 (51,2%)	0 (0%)
No access to the Internet/weak Internet	1 (2,4%)	28 (68,3%)	12 (29,3%)	0 (0%)
Lack of interest in learning among students	1 (2,4%)	22 (53,7%)	18 (43,9%)	0 (0%)
Untimely receipt of information about events	1 (2,4%)	18 (43,9%)	22 (53,7%)	0 (0%)
Lack of technical teaching aids in classrooms	1 (2,4%)	28 (68,3%)	12 (29,3%)	0 (0%)
Other problems	No No No - No improvement of laboratories lack of wifi No Everything is good ---- ---- No problem No No			

35 There are many different sides and aspects in the life of the university that affect every teacher and employee in one way or another. 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	18 (43,9%)	21 (51,2%)	1 (2,4%)	1 (2,4%)
My relationship with my direct management	22 (53,7%)	17 (41,5%)	1 (2,4%)	1 (2,4%)
Relations with colleagues at the department	28 (68,3%)	12 (29,3%)	1 (2,4%)	0 (0%)
Degree of participation in making management decisions	18 (43,9%)	19 (46,3%)	4 (9,8%)	0 (0%)
My relationship is with students	35 (85,4%)	6 (14,6%)	0 (0%)	0 (0%)
Recognition of your successes and achievements from the administration	22 (53,7%)	19 (46,3%)	0 (0%)	0 (0%)
In support of your suggestions and comments	18 (43,9%)	23 (56,1%)	0 (0%)	0 (0%)
University of activity administration	20 (48,8%)	18 (43,9%)	1 (17,1%)	2 (4,9%)
Terms of payment	18 (43,9%)	16 (39%)	7 (11%)	0 (0%)
Conditions of work, list and quality of services provided at the university	21 (51,2%)	18 (43,9%)	2 (4,9%)	0 (0%)
Work protection and ego safety	23 (56,1%)	17 (41,5%)	1 (2,4%)	0 (0%)
Management of changes in the activities of the university	20 (48,8%)	19 (46,3%)	1 (2,4%)	1 (2,4%)
Provision of a social package: rest, sanatorium treatment, etc.	24 (58,5%)	13 (31,7%)	3 (7,3%)	1 (2,4%)
Organization and quality of food at the university	17 (41,5%)	18 (43,9%)	5 (12,2%)	1 (2,4%)
Organization and quality of medical care	24 (58,5%)	14 (34,1%)	1 (2,4%)	2 (4,9%)

Appendix 4. RESULTS OF THE STUDENT SURVEY

Total number of questionnaires: 47

1. Will I take your study program)?

6B04214 – Law (Bachelor's degree)	7	14,9%
6B04128 – Management (Bachelor's degree)	6	12,8%
6B04118 – Business Economics (Bachelor's degree)	5	10,6%
6B08612 – Land reclamation and irrigated Agriculture (Bachelor's degree)	5	10,6%
6B05213 – Ecology and Nature Management (Bachelor's degree)	4	8,5%
6B08615 – Water Resources Management (Bachelor's degree)	4	8,5%
7M04213 – Law (Master's degree)	3	6,4%
6B07316 – Construction and operation of buildings and structures (Bachelor's degree)	3	6,4%
7M07411 – Hydraulic engineering and Structures (Master's degree)	2	4,3%
6B04117 – Finance (Bachelor's degree)	2	4,3%
6B04111 – Accounting, auditing and taxation of entrepreneurship (Bachelor's degree)	2	4,3%
7M08614 – Land Reclamation and irrigated agriculture (Master's degree)	1	2,1%
7M04117 – Accounting and Auditing (Master's degree)	1	2,1%
6B07320 – Production of concrete and ceramic materials (Bachelor's degree)	1	2,1%
7M04120 – Management (Master's degree)	1	2,1%

2. Your gender

Male	20 чел.	42,6 %
Female	27 чел.	57,4 %

3. Rate how satisfied you are:

Questions	Fully satisfied	Partially satisfied	Partially don't satisfied	No satisfied	I'm having trouble answering
1. Relations with the Dean's office	32 people(p) (68,1 %)	12 people (25,5 %)	1 people (2,1 %)	2 people (4,3 %)	0 people (0 %)
2. The level of accessibility of the dean's office	37 p (78,7 %)	17 p (17 %)	1 p (2,1 %)	1 p (2,1 %)	0 p (0 %)

Questions	Fully satisfied	Partially satisfied	Partially don't satisfied	No satisfied	I'm having trouble answering
3. The level of accessibility and responsiveness of the university management	35 p (74,5 %)	10 p (21,3 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
4. The availability of academic counseling to you	33 p (70,2 %)	11 p (23,4 %)	0 p (0 %)	2 p (4,3 %)	1 p (2,1 %)
5.Support of educational materials in the learning process	36 p (76,6 %)	9 p (19,1 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
6. Availability of counseling on personal issues	31 p (66 %)	13 p (27,7 %)	0 p (0 %)	2 p (4,3 %)	1 p (2,1 %)
7.The relationship between a student and a teacher	35 p (74,5 %)	10 p (21,3 %)	1 p (2,1 %)	1 p (2,1 %)	0 p (0 %)
8. Financial and administrative services of the educational institution	29 p (61,7 %)	15 p (31,9 %)	1 p (2,1 %)	2 p (4,3 %)	0 p (0 %)
9. Accessibility of health services	35 p (74,5 %)	10 p (21,3 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
10.The quality of medical care at the university	28 p (59,6 %)	15 p (31,9 %)	2 p (4,3 %)	2 p (4,3 %)	0 p (0 %)
11.The level of accessibility of library resources	36 p (76,6 %)	9 p (19,1 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
12. The quality of services provided in libraries and reading rooms	35 p (74,5 %)	9 p (19,1 %)	1 p (2,1 %)	2 p (4,3 %)	0 p (0 %)
13.Satisfaction with the existing educational resources of the university	37 p (78,7 %)	8 p (17 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
14.Availability of computer classes	33 p (70,2 %)	10 p (21,3 %)	1 p (2,1 %)	2 p (4,3 %)	0 p (0 %)
15.Availability and quality of Internet resources	30 p (63,8 %)	11 p (23,4 %)	3 p (6,4 %)	3 p (6,4 %)	0 p (0 %)
16.The content and information content of the website of educational organizations in general and faculties (schools) in particular	35 p (74,5 %)	9 p (19,1 %)	1 p (2,1 %)	2 p (4,3 %)	0 p (0 %)
17.Classrooms, classrooms for large groups	34 p (72,3 %)	10 p (21,3 %)	1 p (2,1 %)	2 p (4,3 %)	0 p (0 %)
18. Rest rooms for students (if available)	26 p (55,3 %)	12 p (25,5 %)	5 p (10,6 %)	4 p (8,5 %)	0 p (0 %)
19. Clarity of the procedure for taking disciplinary action	36 p (76,6 %)	8 p (17 %)	1 p (2,1 %)	2 p (4,3 %)	0 p (0 %)
20.The quality of the educational program as a whole	35 p	10 p	0 p	2 p	0 p

Questions	Fully satisfied	Partially satisfied	Partially don't satisfied	No satisfied	I'm having trouble answering
	(74,5 %)	(21,3 %)	(0 %)	(4,3 %)	(0 %)
21.The quality of educational programs in the SP	37 p (78,7 %)	7 p (14,9 %)	1 p (2,1 %)	2 p (4,3 %)	0 p (0 %)
22.Teaching methods in general	33 p (70,2 %)	11 p (23,4 %)	1 p (2,1 %)	2 p (4,3 %)	0 p (0 %)
23.Quick response to feedback from teachers regarding the educational process	35 p (74,5 %)	10 p (21,3 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
24. The quality of teaching in general	35 p (74,5 %)	10 p (21,3 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
25.Academic workload/student requirements	36 p (76,6 %)	9 p (19,1 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
26.The requirements of the teaching staff for the student	34 p (72,3 %)	11 p (23,4 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
27.Information support and explanation of the admission rules and the strategy of the educational program (specialty) before admission to the university	34 p (72,3 %)	11 p (23,4 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
28.Informing the requirements in order to successfully complete this educational program (specialty)	38 p (80,9 %)	7 p (14,9 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
29.The quality of examination materials (tests and examination questions, etc.)	35 p (74,5 %)	8 p (17 %)	1 p (2,1 %)	2 p (4,3 %)	1 p (2,1 %)
30.The objectivity of the assessment of knowledge, skills and other educational achievements	36 p (76,6 %)	8 p (17 %)	0 p (0 %)	2 p (4,3 %)	1 p (2,1 %)
31.Available computer classes	34 p (72,3 %)	10 p (21,3 %)	0 p (0 %)	3 p (6,4 %)	0 p (0 %)
32. Available scientific laboratories	33 p (70,2 %)	8 p (17 %)	2 p (4,3 %)	3 p (6,4 %)	1 p (2,1 %)
33.Objectivity and fairness of teachers	35 p (74,5 %)	7 p (14,9 %)	3 p (6,4 %)	2 p (4,3 %)	0 p (0 %)
34. Informing students about courses, educational programs and academic degrees	35 p (74,5 %)	10 p (21,3 %)	0 p (0 %)	2 p (4,3 %)	0 p (0 %)
35. Providing students with a dormitory	35 p (74,5 %)	7 p (14,9 %)	1 p (2,1 %)	2 p (4,3 %)	2 p (4,3 %)

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	29 p (61,7 %)	12 p (25,5 %)	2 p (4,3 %)	3 p (6,4 %)	1 p (2,1 %)	-
2. Course content is well structured	31 p (66 %)	10 p (21,3 %)	4 p (8,5 %)	2 p (4,3 %)	0 p (0 %)	-
3. Key terms are sufficiently explained	35 p (74,5 %)	7 p (14,9 %)	3 p (6,4 %)	2 p (4,3 %)	0 p (0 %)	-
4. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	32 p (68,1 %)	9 p (19,1 %)	4 p (8,5 %)	2 p (4,3 %)	0 p (0 %)	-
5. The teacher uses effective teaching methods	32 p (68,1 %)	12 p (25,5 %)	1 p (2,1 %)	2 p (4,3 %)	0 p (0 %)	-
6. The teacher knows the material being taught.	32 p (68,1 %)	10 p (21,3 %)	2 p (4,3 %)	3 p (6,4 %)	0 p (0 %)	-
7. The teacher's presentation is clear	33 p (70,2 %)	10 p (21,3 %)	1 p (2,1 %)	3 p (6,4 %)	0 p (0 %)	-
8. The teacher presents the material in an interesting way.	30 p (63,8 %)	11 p (23,4 %)	4 p (8,5 %)	2 p (4,3 %)	0 p (0 %)	-
9. Objectivity in assessing knowledge, skills and other educational achievements	32 p (68,1 %)	10 p (21,3 %)	3 p (6,4 %)	2 p (4,3 %)	0 p (0 %)	-
10. Timely assessment of students' educational achievements	31 p (66 %)	11 p (23,4 %)	3 p (6,4 %)	2 p (4,3 %)	0 p (0 %)	-
11. The teacher meets my requirements for personal development and professional formation	33 p (70,2 %)	10 p (21,3 %)	2 p (4,3 %)	1 p (2,1 %)	1 p (2,1 %)	-
12. The teacher stimulates students' activity	33 p (70,2 %)	10 p (21,3 %)	2 p (4,3 %)	1 p (2,1 %)	1 p (2,1 %)	-
13. The teacher stimulates students' creative thinking	32 p (68,1 %)	10 p (21,3 %)	2 p (4,3 %)	1 p (2,1 %)	1 p (2,1 %)	-
14. The teacher's appearance and manners are adequate	34 p (72,3 %)	7 p (14,9 %)	4 p (8,5 %)	1 p (2,1 %)	1 p (2,1 %)	-
15. The teacher has a positive attitude towards students	31 p (66 %)	10 p (21,3 %)	2 p (4,3 %)	2 p (4,3 %)	2 p (4,3 %)	-
16. The system of assessing academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	33 p (70,2 %)	11 p (23,4 %)	1 p (2,1 %)	1 p (2,1 %)	1 p (2,1 %)	-
17. The assessment criteria used by the teacher are clear	33 p (70,2 %)	9 p (19,1 %)	2 p (4,3 %)	2 p (4,3 %)	1 p (2,1 %)	-

18. The teacher objectively evaluates the students' achievements	31 p (66 %)	11 p (23,4 %)	3 p (6,4 %)	2 p (4,3 %)	0 p (0 %)	-
19. The teacher has a command of the professional language	31 p (66 %)	10 p (21,3 %)	3 p (6,4 %)	2 p (4,3 %)	1 p (2,1 %)	-
20. The organization of education provides sufficient opportunities for sports and other leisure activities	31 p (66 %)	10 p (21,3 %)	4 p (8,5 %)	1 p (2,1 %)	1 p (2,1 %)	-
21. The facilities and equipment for students are safe, comfortable and modern	33 p (70,2 %)	9 p (19,1 %)	26 p (55,3 %)	1 p (2,1 %)	1 p (2,1 %)	-
22. The library is well equipped and has a fairly good collection of books	32 p (68,1 %)	11 p (23,4 %)	2 p (4,3 %)	1 p (2,1 %)	1 p (2,1 %)	-
23. Equal opportunities are provided to all students	34 p (72,3 %)	8 p (17 %)	3 p (6,4 %)	1 p (2,1 %)	1 p (2,1 %)	-

5. Other problems regarding the quality of teaching : 23 answers

1. No
2. Everything is fine
3. No
4. Everything is fine
5. Everything is fine
6. No problem
7. Nothing
8. Replenish the Library Fund please, for God's sake! There is a new comment from the Ministry of justice to the Criminal Code - we have not yet arrived. Zhukenov has a book called "qualification crime" - we don't even have it! Please support science! If you are a little hungry for the education system! Give us the courtroom! Make a memorandum with the Economic Investigation and the prosecutor's office - so that you can pass the practice there! It is necessary to change the academic staff by 80 percent! The level of teachers is very low! I have not yet seen a specialist in my field, except for Uncle Yerzhan Satylganov and Aunt Turgynbek Gulnur!
9. Not noticed
10. No other problem
11. Strong
12. Practice is not so carried out it doesn't go out of my mind
13. No
14. There is no claim to the quality of teaching.
15. Not noticed
17. Super
18. I believe that personally there were no problems with teaching at the Department of Management, all teachers are very loyal to students. We are always happy to help with any questions and problems that arise
19. No
20. No
22. No other problem
23. No