



**INDEPENDENT KAZAKH AGENCY FOR QUALITY
ASSURANCE IN EDUCATION - IQAA**

**Full report on the external review of
A. Baitursynov Kostanay State University**
written by the IQAA expert group after the study of the self-evaluation report and
the external review visit to the educational organization in the framework of the
institutional accreditation

Date of the site visit: March 27-29, 2014

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The level of compliance of the report on self-assessment with the actual state at university by each standard

Standards	Indicate the level of compliance of the self-evaluation report with the actual state of affairs for each standard			
	Fully complies	Complies with minor remarks	Complies with some remarks	Doesn't comply
<i>Standard 1</i> Mission, aims и purposes	+			
<i>Standard 2</i> Planning and effectiveness	+			
<i>Standard 3</i> Administration and management		+		
<i>Standard 4</i> Students	+			
<i>Standard 5</i> Study programs and their efficiency		+		
<i>Standard 6</i> Teaching staff and effectiveness of teaching		+		
<i>Standard 7</i> Research work		+		
<i>Standard 8</i> Financing and financing stability	+			
<i>Standard 9</i> Resources: material and technical, library and informational		+		

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Outline of the External Review Process

The external review site visit of A. Baitursynov Kostanay State University (hereinafter referred to as the University) within the framework of the procedure of institutional accreditation took place within three working days from March 27 – 29, 2014. The composition of the expert group complies with the requirements of the European model of the expert group for external review. The expert group was supported by the IQAA Coordinator Gainelgazy Adilgazinov, Director of Development, IQAA, Doctor of Pedagogical Sciences, Professor.

The external review was conducted in accordance with the program developed by the Chairman of the expert group together with IQAA and agreed with the administration of the University. All the necessary materials (the program of the site-visit, self-evaluation report of the University with appendices and Guidance for the organization and conducting of the external review within the framework of the procedure of institutional accreditation) were presented to the expert group a month prior to the visit to the University in order to ensure timely preparations for the procedure of the external review of the University.

Meeting with the administration of the University gave the expert group an opportunity to officially meet with the Rector of the university, Askar Nametov, Doctor of Veterinary Sciences, Professor, who gave a brief overview of the University, highlighted the University's achievements for the last years, explained the strategy of development of the University and introduced Vice-Rectors.

The program of the site-visit contributed to a more detailed familiarization with the structure of the University, its facilities and resources, teaching staff, students, graduates and employers. This allowed the group of experts to undertake an independent evaluation in order to validate the data contained in the report on self-assessment.

The visual review was carried out in order to obtain a general understanding of the organization of educational process, facilities and their conformity with standards. The expert group visited educational buildings, Department of Academic Affairs, Office of the Registrar, Center of Distant Learning, Center of International Programs and Projects, research centers, library, branches of departments, etc.

In the process of conducting the external review, the expert group studied documentation of departments and selectively visited classes for a more detailed acquaintance with management, training and technical support.

Background Information about the Higher Education Institution

Full name of the higher education institution is the Republican state enterprise on the right of economic management “A. Baitursynov Kostanay State University” of the Ministry of Education and Science of the Republic of Kazakhstan. Form of ownership – a public higher education institution. The key dates in the University’s development:

1939 – Kostanay Teachers’ Training Institute;

1955 – Kostanay Pedagogical Institute;

1992 – Kostanay State University.

Today the student population of the University constitutes 5145 persons, including 3877 full-time students, 1268 part-time students, 327 Master's students and 10 PhD students.

The University structure consists of:

7 faculties

Faculty of Humanities and Social Sciences

Faculty of Veterinary and Animal Husbandry Technology

Faculty of Law

Faculty of Economics

Faculty of Information Technologies

Faculty of Engineering and Technics

Faculty of Agriculture and Biology

Structural divisions on

Academic Affairs

Pastoral work and PR

Social and Infrastructural Provision

Management and Monitoring of Education

Human Resources Management

Distance Learning

Innovative Scientific Educational Center “Bilim”

Media-center, etc.

Administration

Academic Senate

Rector

Vice-rector on Scientific Work and PR

Vice-rector on Academic Work and New Technologies

Vice-rector on Economics and Social Affairs

As of October 1st, 2013, there are 313 (80%) full-time equivalent (FTE) teachers in the university. The proportion of teachers with research degrees and academic titles from a number of FTE teachers - 51.6% (160 out of 313 persons). The qualitative composition of the FTE teaching staff: 24 Doctors of Sciences, including 13 Professors (from the Higher Attestation Committee - HAC); 133 Candidates of Sciences, including 68 Associate professors (by HAC); 3 PhD; and 75 Masters of Sciences.

The University has a state license No 12020851 from December 2012 with annexes giving it the right to conduct educational activities on study programs of higher and postgraduate education: 31 Bachelor's, 2 Specialist's, 21 Master's and 4 PhD degree study programs.

CHAPTER 2 REPORT ON SELF-ASSESSMENT

Standard 1. MISSION, GOALS AND PURPOSES

Today, A. Baitursynov Kostanay State University is one of the leading educational, scientific, and cultural centers in the northern region of the country. The mission of the university is to become a regional multidisciplinary university as an educational, scientific and cultural center, a generator of innovation and a source of personnel potential of high competences.

The mission, goals and purposes of A. Baitursynov Kostanay State University are consistent with the goals and objectives of the national education system and development of the region. This university maintains a high level of agricultural and industrial development in Kostanay region. During interviews with the faculty, students and administrative staff of KSU, it was revealed that the mission, goals and objectives of the KSU is available on the website of the university, and all respondents were well aware of them. The strategy of the university development was developed by the working group, the project has been widely discussed with the staff and students of the university. The mission, goals and objectives of the University correspond to the available resources, opportunities of the university and the demands of the market.

For the implementation of the mission, goals and objectives of the KSU, a strategic plan has been developed, and the annual plans of the university are being carried out.

The tasks of the university aimed at enhancing the learning outcomes of students:

- ensuring a high level of quality of education in line with the objectives of industrial-innovative development of the country, the needs of the global labor market and an individual;
- formation of active citizenship, social responsibility, patriotism, high moral and leadership qualities in young people;

- improvement of management in education, including the introduction of corporate governance principles;
- the provision of the staff with higher and postgraduate education that meet the needs of industrial and innovative development of the country;
- ensuring the integration into the European Higher Education Area;
- training of highly qualified scientific and pedagogical staff;
- implementation of measures on patriotic education and formation of the civil activity, social responsibility, and the mechanism of revealing the potential of the youth.

The university developed 5 generalized strategic directions of activities:

- ensuring the quality of education in accordance with the needs of the global labor market and an individual;
- introduction of innovation and scientific achievements in production and other spheres of public life;
- development of academic relations with partners in order to implement joint innovative programs;
- ensuring a sustainable economic and financial development of the university;
- educating a multicultural harmoniously developed personality of students.

Experts point out that the strengths of the university are reflected in its clear focus on the needs of the regional labor market.

Standard 2. Planning and effectiveness

Strategic Development Plan of the University is being developed by a special working group with the rector of the university. Next, the plan is being discussed by the Council of Professors, and then adjusted and accepted by the highest collegiate governing body of the University - Academic Council, after which it is being approved by the Rector.

Strategic Development Plan of the University includes the following: mission, the vision of the University, the analysis of the current status, objectives and sections of the plan. The strategic plan of the university development reflects the main activities of the university with the indication of goals, objectives and target indicators.

The strengths and weaknesses of the planning, as well as external threats which can counteract the strategic development of the university are realistically identified in the report on self-assessment of the university.

The Strategic Plan of the University is fully consistent with the material resources and intellectual assets of the university, and it also meets the needs of students, faculty and staff.

The Strategic Development Plan is complemented by current plans for the short, medium and long terms. Fundamentals of the strategic planning are

projected on all structural units and functional process directions of the university activities.

Control over the implementation of plans and analysis of the effectiveness of the University is carried out in two directions, "bottom-up" and "top - down". During the organization of control as "bottom-up", the implementation of the plans is conducted starting with targets and plans for the lower level to the control of the main performance indicators for the activities of the University and faculties, and benchmarks of the strategic plan.

During the organization of control as "top-down", implementation of the plan is conducted using only a limited number of benchmarks which are included in the strategic plan for the University, followed by an analysis of the implementation of these indicators at the following levels. In the process of strategic plan implementation, the resources and allocated appropriately transparently.

The monitoring is conducted for all indicators of the strategic plan (156 indicators in total).

Evidence:

Plan for development of research and innovation activities at A.Baitursynov KSU for 2014-2015;

The development strategy of A. Baitursynov Kostanay State University for 2011-2020;

The Strategic Plan of A. Baitursynov Kostanay State University for 2011-2015;

Annual plans of the faculties;

Annual reports of the rector on the implementation of the strategic plan.

The experts point out as the positive side of the university planning that it is very flexible in responding to the social and industrial development of the region and the whole country, self-criticism of the rector reports, since they already offer the solutions for identified problems.

Having said that, the expert group **recommends** the following:

To review the strategic plan of the University in accordance with the amendments in the regulatory and legal acts.

Standard 3 - Administration and management

The University has a state license № 12020851 dated December 11, 2012, and the appendices with the rights to conduct educational activities on educational programs of higher and postgraduate education. The university has the Statute statements on the structural organization of the university. The university has an Academic Council, which includes the representatives of the teaching staff (heads of departments, professors, associate professors), students, non-governmental organizations (Chairman of the Union of the university staff). Order number 127 dated October 21, 2009, № 193/1 dated September 16, 2010, № 186 dated 11.10.2011, and № 182 dated 16.11.2012. The structure of Education Board consists of representatives of the University faculty, and heads of educational

divisions. The structural subdivisions manage specific areas of the university activities. During an interview with Vice-rectors and heads of departments, it was revealed that the functions and directions of activities of each structural unit, responsibilities and duties of the staff are presented in appropriate statements about structural subdivisions and job descriptions. It appears, however, that the office of registration is not directly accountable to the Vice-rector on academic affairs and new technologies. All units have their mission, strategic plan for the university development, the work plan of the units and report on all units. The issues regarding the evaluation of faculty departments, and units are considered during the meetings of Academic Councils, Faculty Councils, as well as during the operational meetings of the units.

Financial and economic activities of the University in the period during 2009-2011 is carried out in accordance with the approved for the relevant year plan of financial and economic activities. The development plan for 2012-2016, has been developed and approved by the Ministry of Education and Science of the Republic of Kazakhstan №237 dated May 22, 2012. For the 2013-2014 school year, different changes, additions and amendments were introduced in the development plan of KSU, approved by the order of MES RK № 476 dated November 29, 2013.

It has been revealed during the interview that in order to determine the compliance of the employers' qualifications with the appointed position and tasks at the university, the university applies the following documents: the Regulation on the competitive vacancy of the teaching staff, the Regulation on the Assessment and Incentives of the teaching staff; Regulations on the certification and incentives of the administration. management and educational support personnel labour, and job instructions. The university conducts the attestation of the staff once in five years. However, the retention of the staff in some departments does not constitute the norm of 50%.

There are guidelines for the management of educational, scientific and educational activities. During the interview, it was found that the university has all necessary regulative and instructive documents of the MES RK and other ministries and government agencies on the management of educational, scientific and extra-curricular activities, and also normative documents regulating the activities of the University (Statute, internal regulations, regulations on structural units, job descriptions); documents describing the specific processes of the QMS (standards organization, methodical instructions, and documented procedures). The teaching staff of the university takes a leading role in the development and implementation of academic, educational programs in order to ensure their quality.

During interviews with faculty and visits to departments, it was revealed that the development of academic, educational programs at the university is conducted by the teaching staff of the university, Committees on curricula and programs, and Methodical Councils of faculties, which are in charge of examining the curricula of disciplines, making amendments and additions to them; the curriculum and applications developers to them in all forms and training programs comprise the

educational programs, and a catalog of elective disciplines for specialties. In addition, teachers of the university are the members of the Methodical Councils, and thus shall examine the methodological content and design of teaching materials by specialties, provide consultations to teachers in order to explain the basic requirements for the formation of teaching materials by specialty and disciplines.

A particular attention is given to the analysis of the faculty, staff and students satisfaction with the system of management.

While conducting the interviews and discussions, it was revealed that the complaints and proposals of students and teaching staff are sent to the virtual reception of the Rector, Vice-rectors, deans on the information and educational portal. Otherwise, it is also possible to make an appointment with them for discussing some personal issues. In order to meet the requirements of business ethics, the university has a Code of Honor for teachers, Code of Honor for students, and Code of Honor for employees. When analyzing the results of the survey, it was revealed that there is a partial dissatisfaction of the teaching staff with the opportunities for career growth and a low level of satisfaction of the faculty with the system of remuneration. However, during the interviews and conversations, the university staff provided the replies about their satisfaction with career development and material incentives.

Commendations:

Methods for assessment of satisfaction of the teaching staff, employees and students with the management system deserve decent attention;

During a demonstration of electronic document circulation system, it was shown that the system provides a timely and systematic management of information flow.

Recommendations:

1. The University is recommended to clearly define the difference between different posts of structural divisions in job descriptions, structural hierarchies of subsidiarity, in particular, the subordination of the Office Registrar to the Vice-Rector on Academic Work and New Technologies, etc.
2. The University should take measures to ensure students with accommodation in the dormitory and allocate target transfers from the Republican budget for the construction of new dormitories and major repairs on the existing one.

Standard 4. Students

The total number of enrolled students for 2012-2013 academic years constituted 5145, from which 3877 of the students were enrolled in full-time education, 1268 were enrolled in pre-time courses, 327 were Master students, and 7 were PhD students. The proportion of students with the Kazakh language of instruction made up 20.4%. The decrease in the number of students can be explained by the demographic situation in the region.

The first year students are provided with a handbook, which reflects the systems of control and assessment of students educational achievements, academic

debt, transfer to the next course, the calculation of the transfer points, the expulsion of students, tuition fees, professional practices, rules for the transfer and return, the organization of students independent work, as well as students rights and responsibilities.

Due to the fact that the university has two dormitories (student houses) with a total area of 8358,2 square meters, the university was able to provide the rooms to 720 nonresident students. Apart from this, the expert group noted that the university is planning to build a new dormitory in the near future. There has been a thorough overhaul in the dormitory № 2 and the dormitory has rooms with two and three places, service rooms as well as washing machines and shower rooms on the ground floors of the dormitory.

During the meeting of experts with students, it was revealed that students-orphans are exempt from paying for accommodation. KSU also pays attention to the issues of protection of socially vulnerable categories of students studying on a fee basis, who are also provided with discounts on educational services in accordance with the "Provision of discounts on educational services to students at A. Baitursynov KSU".

At the same time, the university provides different alternative ways to inform management about the problems of social security through regular sociological polls of students, submission of possible complaints and suggestions through a specially-equipped box for comments and suggestions as well as directly to the blog of the rector.

Since 2011, there has been an Association of Alumni and Trustees at KSU, which goal is to unite the efforts of the university, government and business organizations aimed at developing university and training of qualified personnel for the innovative development of Kostanay region and the country as a whole. During the conversation with employers, some of whom are members of the association, it was found out that the Board of Trustees is involved in the learning process and help to improve the quality of training. In this respect, they provide a great help to faculties in the development and improvement of educational training programs, the catalog of elective courses according to the needs of the labor market, creating databases of practices, branches of departments at the enterprises, conducting classes for students and faculty by leading experts both within the university and directly in the production.

In general, for the period under review the employment of the university graduates constituted 80%, with 15% of graduates employed in rural areas, which is an evidence of the demand for KSU graduates.

University Students are actively involved in research and development activities through the participation of students in Olympiads, competitions of scientific works, and conferences of different levels. The experts visited traditionally held contests of student business projects "Parasatty zhastar", in which students have to present their projects.

The best projects are funded by the involved representatives of the business community in the region and subsequently are implemented into production.

The physical training of students at KSU is aimed at promoting a healthy lifestyle. The university has created all necessary conditions for personal and physical development of students. Thus, the university has 5 sports, cultural and recreational bases (2 sports halls, a gym, a wrestling hall, and an athletic shaping center. First year students have the opportunity of doing their favorite sports on the classes of physical training.

Commendations:

- Functioning of Board of Trustees and Board of Alumni Association;
- Accessibility for students of various levels of administration, their readiness for cooperation and dialogue;
- The existence of an effective system of social support for students; flexible system of tuition payment and benefits for accommodation;
- Sustainable partnership of the University with employers.

Standard 5- Educational programs and their efficiency

The university conducts the training of specialists in higher and postgraduate education on three levels of study: bachelor in 7 areas for 31 specialties; specialists for 2 specialties; Master students for 21 specialties in 2 areas; PhD students for 4 specialties. The development of educational programs on specialties is conducted in accordance with the State Educational Standards of graduate and post-graduate education, the Committee on the work plans and programs. The participation in the development of educational programs for specialty, the Advisory Board of the Faculty ensures their compliance with the requirements of the labor market. The competence model of the graduate was introduced for all specialties of 3-level training, which ensures the compliance of educational programs with professional and research standards, and provides students with cultural, key and professional competences.

The formation of educational programs is carried out according to the modular principle, is characterized as flexible and allows a specialist to update or replace individual modules and thus ensure the desired direction of training in the specialty. Combining modules of the educational program also allows one to personalize the educational process and to focus its substantive content on the features of the region and a particular production. The departments of the University on the basis of studying the views of the professional community, Boards of Trustees of faculties are able themselves to initiate the development of the most prestigious elective disciplines and to offer it for the expertise to the Committee on the curriculums and programs.

A full transition to a three-tiered model of training has been implemented, educational programs in multilingual education have been updated and improved, educational and methodological materials in three languages are being developed. Educational programs in three levels of education are tailored with a clear determination of the logical sequence of courses which guide the cognitive activity of a student to achieve the ultimate goals of the educational process - the acquisition of knowledge, formation of the skills and abilities in the specific area

of professional activity. In order to structure the courses and individual disciplines the departments use the analysis through categories and concepts and feedback from users (students, graduates, employers). In accordance with the analysis, the consistency and logic of studying the educational material is being annually reviewed.

The catalogue of elective disciplines is presented by flexible and close to the needs of the labor market training programs and create the conditions for self-determination by learners the optimal direction of learning. The prerequisites and postrequisites of disciplines are presented in the catalog of elective disciplines, as well as in a syllabus. The student uses the catalogue of elective disciplines under the guidance of advisors in the preparation of their individual curriculum taking into account their abilities and perspectives for the growth. Students have a wide access to working programs, educational and methodological complex of disciplines in information-educational center "Bilimortalygy" and in the internal portal of the university. Presented to the expert group catalog of elective courses, syllabi and teaching materials have an impressive content and the volume of the proposed educational programs. The constructed logical sequence of modules in the educational programs provides continuity of learning both within the same level of education and between different levels. The preparation of PhD students is conducted for 4 specialties: 6D080200 The technology of the production of livestock products, 6D080600 Agrarian equipment and technology, 6D120100 Veterinary Medicine, 6D120200 Veterinary Sanitation, for which the appropriate educational programs of undergraduate and graduate programs are implemented, thus enabling graduates to continue their education in doctoral studies.

During interviews with representatives of the professional community such as LLP "Kosmis» RG, Management of natural resources and environmental management at akim's house of Kostanay region, the Association for promoting the entrepreneurial activities, the Department of the Ministry of Agriculture of Kostanay region, JSC "Kazakhtelecom", the Department of Justice of Kostanay region and the Chamber of Entrepreneurs at Kostanay region, it was confirmed that they would participate in the educational process - the development of educational programs and examination of the catalog of elective disciplines for specialties, as well as organization and holding of practice-oriented training in the conditions of production.

The Expert Group notes that all processes of implementation of the loan program of education are automated using the capabilities of a corporate computer network of the university, which connects the whole structural management: administration, faculties, deans, departments, services and units, as well as computer training classes and information educational portals. The presence of the internal web portal, an extensive corporate network, empowering any computer with the access to all informational resources, creates all necessary conditions for high-quality training of specialists and completion of the university mission.

Recommendations:

1. To expand the study programs at PhD level by obtaining licenses on topical

and demanded occupations in the labor market.

2. To continue the implementation of double diploma study programs on the basis of the existing treaties and agreements on mutually beneficial cooperation with foreign university-partners.

3. To revise the content of study and methodical complexes and planning of teaching workload of departments by modules in the light of the visiting foreign scientists.

4. To systematize work on the introduction of competence-based approach in all disciplines through the development of competencies based on the National Framework of Qualifications and the Dublin descriptors.

STANDARD 6. Teaching staff and effectiveness of teaching

As for the state on 01.10.2013, from the total number of working teachers, 313 are full-time (80%) employees. The proportion of teachers with academic degrees and ranks among the staff constitutes 51.6% (160 out of 313 people). The qualitative composition of faculty staff is as follows: out of 313 people 24 are Doctors of sciences, including 13 professors (WAC); 133 Candidates of sciences, including 68 associate professors (WAC); 3 PhD students; and 75 Master of Sciences.

The average age of teachers with academic degree is 52.

The implementation of educational programs on the preparation of bachelor students is provided by the research and pedagogical staff, who have basic education, corresponding to the profiles of taught disciplines.

The ongoing university procedures on admission, registration, dismissal and certification of teachers and staff are carried out in accordance with the requirements of the current labor legislation, the requirements for the competition on the vacant positions ("Rules of the competitive replacement of posts of the teaching staff and researchers of higher education institutions" approved by Resolution of the Government of the Republic of Kazakhstan № 230 dated by February 17, 2012), the internal Regulation on the certification of research and pedagogical workers.

The employment agreements with the faculty and staff reflect the following: the subject of the employment contract; the contract duration; rights and responsibilities of the employee; rights and obligations of the employer; the working conditions of the employee; guarantees and compensations.

The competition on replacing the vacant positions of the teaching staff and researchers, and information about vacancies is advertised by the university through the media.

The expert group during its review visited the classes in the faculty of jurisprudence, faculty of livestock technology and faculty of information technology. Experts noted that classes are conducted in accordance with the curriculum and the calendar-thematic plan. During classes, teachers used multimedia devices, presentations, and also demonstrated a fluency in working

with subject materials as well as a skillful approach of conducting a dialogue with students.

The workload of teachers is determined depending on the educational standards on 5.03.015-2009 "Educational work and teaching workload. The main statements. There is a Statement called "Planning of teaching activities and the teaching load of the faculty", which was approved at a meeting of the Academic Council (Minutes №4 dated by 19.04.2012). According to the data presented in 2012-2013 academic years, the average teaching load per teacher constituted 34 credits. These credits include such activities as classroom, research work of Master students, Research work of PhD students, research practices, the guidance over diploma and master papers, participation in the HES and SJC work, as well as the guide for professional practice.

The KSU introduced a rating system of evaluating the activities of the teaching staff, departments, disciplines and faculties. Since 2006, the entire teaching staff has been involved in the rating and based on the results of these ratings they were able to gain supplements to their wages. The university has a system of social protection of students, faculty and staff. Employees of the University, in addition to the material assistance, have discounts for the education of their children and employees of the university themselves.

Commendations:

- Well-qualified and highly competent teaching staff which is also active in public and cultural life of the region;
- Corporate culture based on shared values; favorable psychological atmosphere in the university.

Recommendations:

1. The University should provide the system of incentives for teaching staff to motivate their work on publications in international journals with non-zero impact factor included in the Thomson Reuters and Scopus databases.
2. The University should expand the development of joint international study programs based on language training of its teaching staff, which will be conducive to further involvement of the University into the global integration process.

Standard 7 - Research Work

Research activities are consistent with the mission and policies of the University in terms of ensuring the competitiveness of innovative and demand-oriented specialists and scientific-pedagogical staff of the northern region of Kazakhstan, as well as in the development of basic and applied research on the most important areas of science.

The main research areas at A. Baitursynov KSU are consistent with the prioritized areas of science, technology and engineering in Kazakhstan, which are reflected in the program for accelerated industrial-innovative development of Kazakhstan for 2010-2014. The University has a modern material and technical base. Research is conducted in 69 educational and in 4 research laboratories.

The ratio of completed basic research in contrast to applied research is 36/64. Basic and applied research is carried out by research workers and teachers in accordance with the approved thematic plan of university research: in the agricultural sector; Economics and Management; biotechnology, environment and ecology; resource and energy saving technologies; development of agricultural engineering; information technologies; social and humanitarian areas. The total amount of funded research over the past 5 years has increased almost in 519 times, while the participation of the teaching staff in research projects has increased to 75%. Total funding of R & D for the last five years constitutes more than 130 million of Tenge.

The basis of the thematic plan of funding research university projects during the period of 2009-2013 have been the state budget fundamental and applied research studies, as well as research on economic agreements, implemented by the orders: MES RK, 12 projects are conducted using a government funding (2012-2015).

The creation of the intellectual property at the University due to the results of research conducted under the thematic plan, carried out research funded by the budget programs of MES, economic contracts on the orders of enterprises and in the framework of master and doctorate degrees. The total number of patents for 2009 - 2013 years constituted 43 pieces. The results of the scientific activities of the university are determined by the number of published works. During the period of 2009 – 2013 this number was 773. In 2013-2014 the publications with non-zero impact factor constituted 7, which is 9% of the total amount. The direct coordination of the students' scientific research is conducted by the Board of students' scientific research. The management of the students' scientific research is carried out by the teaching staff through the attraction of students to perform funded research by grants from the MES and on the basis of contractual work. The University has 31 student scientific clubs. Much attention in the university is paid to students' participation in scientific events - competitions, conferences on interuniversity, regional, national and international scales.

The number of signed international contracts and agreements constitutes 66.3% of contracts with universities of the Russian Federation, 7.3% of contracts with Poland; 5.8% of contracts with the Republic of Belarus and Germany; 20.6% of contracts with the universities of other European countries; and for one contract with educational institutions in Turkey, Canada, and the USA.

The University carries out 3 projects on grant topics of research with foreign partners - collaborators.

A significant role in the integration of the university into the world educational area, the improvement of the teacher training, the implementation of overseas missions and trainings is due to the participation in international programs funded by the European Commission: Tempus and Erasmus Mundus.

The university conducts an active work on the attraction of foreign scientists from partner universities. During 2012-2013, 11 foreign scientists were invited to read their lectures in the university.

Recommendations:

1. To expand the use of the licensed software and foreign electronic databases in research and study processes.
2. To review the format of “Anti-plagiarism” procedure of Master's theses in accordance with regulatory documents.
3. To expand the number of national and international projects with external funding for commercialization of research activities.

Standard 8 - Financing and Financial Stability

An important part of the strategic development plan of the university for 2011-2020 academic years is the issue of providing the mission, goals and objectives of the university with the necessary financial and material resources. In its development strategy, the university includes measures aimed at improving the economic efficiency of the university.

The key performance indicators in ensuring financial and economic stability provided in the strategic direction are the following: strengthening the revenue base of the university, ensuring the annual growth of the budget revenues by at least 10%, transfer of individual departments of the university in non-core activities to the principles of self-sufficiency, and strengthening the regime of cost savings. Meanwhile, there is also a provision for a periodic review and optimization of the organizational structure of management, clarification of cost estimates of the university (the completion of these performance indicators is provided in the relevant sections).

Until 2012, the university has worked on the plans of financial and economic activities approved by the MES RK. Each year, the university wrote a report on the implementation of the plan of financial and economic activities, in which the results of economic and financial activity were comprehensively covered. In 2012, in accordance with the adoption of the Law "On State Property", the development plan of the university for 2012 – 2016 academic years was developed and approved by order of MES №237 dated May 22nd, 2012. This is a long-term plan of economic and financial development of the university for over the next 5 years.

The budget planning of the university is implemented on the basis of the University Development Plan for 2012 - 2016 years, short-term plans, cost estimates and a plan of government procurement.

In accordance with the "Rules for the development, approval of the development plans, state-controlled joint-stock companies and partnerships with limited responsibilities, state-owned enterprises, as well as monitoring and evaluation of their implementation", approved by the Government of Kazakhstan on June 20, 2011 № 673, the development and approval of the development plan for the corresponding year is being carried out. The development plan includes goals, objectives, performance indicators, key indicators of consolidated and

unconsolidated financial - economic activity, including investment income, expenses, financial sustainability indicators, and other information.

Formation of the university budget is carried out through the following financing sources: from the state budget for implementation of the state order for training in the relevant budget programs, extra-budgetary income for training on a fee basis, targeted funding from the national budget for the innovative development of the enterprises, research MES grants for the execution of research projects, as well as contracts with business entities, income from other educational services (language courses, training courses, training courses for drivers and others.); receipts for payment of accommodation in hostels, the proceeds from non-core activities (students' catering, printing house, educational research and production of veterinary clinics, primary health care, and others) and other revenues and incomes.

University, guided by the order of MES RK № 374 dated by August 7, 2009 «On approval of financial regulations on higher and postgraduate education», independently approve the estimated revenues for the current year, while at the same time complying with the principle of the break-even financial and economic activities and the financing of its own revenues.

The university presented to the experts the data on basic indicators of cost items for the years 2009-2013.

The updated cost estimates for the 2013 budget envisages revenues from budget programs 020 "Training of specialists with higher and postgraduate education" and "Academic mobility of students" in the total sum of 884 403.6 thousand and with off-budget funds estimating 1,014,048.7 thousand Tenge.

Principles for the allocation of financial resources and the formation of tangible assets are based on the development strategy of the institution, and consistent with the mission and goals.

The policy of financial management is carried out through the relevant structural units of the University: Department of Economics and public procurement, the department of accounting and reporting, repair and maintenance and housekeeping services, which are controlled by the pro-rector for Economics and Social Affairs.

The main sources of formation of financial resources of the educational process are the means of the republican budget; means on contracts for training students and undergraduates on a reimbursable basis; by means of educational and other paid services; and means of implementing the contractual work.

Based on the analysis of financial and economic stability, it can be concluded that the university has an effective financial management based on economic forecasting. During the period from 2009 to 2013, the financial condition could be described as stable and sustainable. Financial and economic status of the university contributes to the conduct of educational activities at an appropriate level. The positive trend is the strengthening of the material-technical base and a steady increase in resources for social protection of faculty and staff.

Стандарт 9 - Resources: material and technical, library and informational

The indicators of material and technical equipment of the educational process characterize the potential of the university and guarantee its stability.

The university has 6 educational buildings and additional training and laboratory facilities, gyms, outdoor sports fields and stadiums for organizing the educational process. The university has a center of primary health care, which has a 3 medical stations for serving students: in the dorm – insulator, medical stations. The university also has two dormitories for 720 places located at: 138 Pushkin Street and 32Abay Ave., student catering center, network of cafeterias and buffets with 360 seats.

In the course of the external review, the group of experts visited a number of computer classes, reading rooms, multimedia, language, science and teaching rooms, laboratories, sports facilities, health centers, which are equipped with a sufficient level. Computer facilities are used to provide technical support of the learning process on special subjects of the information specialties, and to make full use of ICT for educational purposes. All classrooms, equipped with computers, comply with the sanitary-epidemiological norms and requirements. However, during the inspection of laboratories and computer classes, the absence in these offices of safety regulations, instructions on fire safety and working with computers was revealed.

In the course of interviews and visits to buildings, laboratories, classrooms, etc., it was found that the material resources correspond to the stated mission, goals and objectives. However, there is an insufficient number of beds in the dormitory due to the fact that the university has a lot of non-resident students.

A continuous improvement of resources through a regular modernization and strengthening of material and technical base, which should not lag behind the development of the educational process.

Assessment of the dynamics of development of material and technical resources is regularly carried out. The analysis of the performance of revenues and expenditures of the current year is conducted quarterly. The adjustments in the planning and distribution of the budget of the university are carried out based on the results of the analysis. During the interview, it was revealed that an adjustment of the plan for the development of the University for 2014 in terms of acquisitions was made in late 2013. The development plan for 2014 includes the overhaul of the dormitory №1 in the amount of 247.0 million Tenge from the state budget, there was a decrease in the amount allocated for capital repair of buildings at their own expenses. According to the program of university informatization for 2012-2015 years, there is now a process of modernization and upgrading of computers, taking into account the development of modern information and communication technologies.

The informational support of educational and research processes is carried out by the information and educational center "Bilim ortalgy". During the visit to the center, the relevance of educational, methodical and scientific literature in

general, basic and compulsory disciplines and professional programs, including those in Kazakh and English languages, and efficiency of its use were tested. During the visit, the electronic library catalog that meets technical requirements was demonstrated. The library fund constitutes 710 941 copies, and the book supply per student from the overall number constitutes 159 copies. The analysis shows that the provision of instructional literature of the curriculum specialties on hard and soft copies disciplines meets the regulatory requirements.

The Commission considered the issues regarding the adequacy of library resources, the existence of a unified information system, high-speed communication means, informative site for faculty, students and staff of the university. The university has a rich library fund, an impressive number of educational, methodical and scientific literature in Russian. Moreover, there are a number of developed, user-friendly electronic textbooks for students. During interviews and visits to the library it was revealed that the university has sufficient relevant literature, but at the same time, it requires periodic updates. The university created a unified corporate telecommunication network. There is a virtual private network (VPN) with a data rate of 90 Mb / s, and high-speed internet. The university operates a website internal information portal, virtual reception of the Rector, etc. During the demonstration, the Commission noted a large number of outputs to a website portal and the library catalog Irbis. Students and faculty demonstrated the ability to work with these programs.

As one of the strengths of the University, the Expert Group noted a good equipment of the laboratories, classrooms and the library fund.

CHAPTER 3 CONCLUSION

RECOMMENDATIONS

Of the expert group based on the conduct of the external review in the framework of the institutional accreditation in Kostanay state university named after A. Baitursynov

1. The University should revise its strategic plan in accordance with the changes in normative and legal acts.
2. The University is recommended to clearly define the difference between different posts of structural divisions in job descriptions, structural hierarchies of subsidiarity, in particular, the subordination of the Office Registrar to the Vice-Rector on Academic Work and New Technologies, etc.
3. The University should provide the system of incentives for teaching staff to motivate their work on publications in international journals with non-zero impact factor included in the Thomson Reuters and Scopus databases.
4. The University should revise its strategic plan in accordance with the changes in normative and legal acts.
5. To expand the use of the licensed software and foreign electronic databases in research and study processes.
6. To expand PhD study programs through obtaining licenses for demanded occupations in the labor market.
7. The University should expand the development of joint international study programs based on language training of its teaching staff, which will be conducive to further involvement of the University into the global integration process.
8. To continue the implementation of double diploma study programs on the basis of the existing treaties and agreements on mutually beneficial cooperation with foreign university-partners.
9. To revise the content of the study and methodical complexes and planning of teaching workload of departments by modules in the light of the visiting foreign scientists.

10. To expand the number of national and international projects with external funding for commercialization of research activities.
11. To review the format of “Anti-plagiarism” procedure of Master's theses in accordance with regulatory documents.
12. The University should take measures to ensure students with accommodation in the dormitory and allocate target transfers from the Republican budget for the construction of new dormitories and major repairs on the existing one.
13. To systematize work on the introduction of competence-based approach in all disciplines through the development of competencies based on the National Framework of Qualifications and the Dublin descriptors.

Appendix 1

THE PROGRAM OF THE EXTERNAL REVIEW BY THE EXPERT GROUP AT A. BAITURSYNOV KOSTANAY STATE UNIVERSITY

Time	Event	Participants	Venue
March 26 th During the day	The arrival of the expert group	Members of the expert group	Hotel
Day 1: Marc 27, 2014 (Thursday)			
8:40 – 9:00	Transfer from the hotel to the main block	H, EG, C, RIE	
9:00 – 9:40	Placing the experts in the working room. Introductory meeting.	H, EG, C	Main block, conference hall
9:40 – 10:10	Meeting with the rector of the university	H, EG, C rector, vice-rectors	Main block, office of the rector
10:10 – 10:50	Interview with Vice-Rectors of the university: - Vice-rector on research work and external relations; - Vice-rector on educational work and new technologies in education; - Vice-rector on economy and social issues;	H, EG, C, vice-rectors	Conference hall
10:50 – 11:40	Interview with the heads of the structural units: - Department of the academic affairs; - Department of the educational work and public relations; - Department of social and infrastructural provision; - management of the organizational and legal work; - administration of the management and monitoring of education; - management of research and post-graduate education; - Department of the international relations; - Department of the accounting and accountability; - Center of student cohorts formation.	H, EG, C	Main block, reading room
11:40 – 12:20	Interview with the Deans of Faculties	H, EG, C	Main block, conference hall
12:20 – 13:00	Interview with Heads of Departments	H, EG, C	Main block, conference hall
13:00 – 14:00	Lunch	H, EG, C	Cafe «Bars», block 1a
14:00 -14:40	Visit to the Faculty of Jurisprudence. <i>Selective attendance of classes.</i> Analysis of the documentation of the faculty (Faculty of Jurisprudence).	H, EG, C, RIE	Block 1 б

14:40 – 15:00	Attendance of the research event “Contest of student projects” with the participation of the business community.	H, EG, C, RIE	Block 1 ,a.212
15:00 – 15.40	Interview with employers and members of boards of trustees	H, EG, C	Block 1, hall
15:45– 16:00	Exchange of opinions	H, EG, C	Block 1, conference hall
16:00 – 16:40	Interview with the alumni	H, EG, C	Block 1, reading room
16:40 – 16:50	Transfer to «Bilim ortalgy»	H, EG, C	
16:50 – 17:20	Attendance of the «Bilim ortalgy». Demonstration of automated processes in the Center for distance education (fragment from online consultation) Demonstration of automatization of processes.	H, EG, C	28 Abai square
17:20 – 17:40	Review of objects of research works (wind generator, solar generator, solar heater).	H, EG, C	28 Abai square
17:20 – 17:40	Attendance of the students’ house	H, EG, C	28 Abai square
17:40 – 18:00	Transfer to the main block		
18:00 – 19:00	Dinner	H, EG, C, RIE	Cafe «Bars», block 1a
19:00 – 19:20	Transfer to the hotel	H, EG, C	
20:00 – 22:00	Preparation for the next day	H, EG, C	Hotel
Day 2: March 28, 2014 (Friday)			
9:00 – 9:20	Transfer from the hotel to the department branch		
9:20 – 10:50	Attendance of the department branches: TV channel «Kazakhstan-Kostanay», «Republican Veterinary laboratory».	H, EG, C, RIE	Al Farabi street, Zarechny region
10:50 – 11:10	Transfer from the branches of departments to the block 4, faculty of veterinary and livestock technology	H, EG, C	Nauryz district
11:10 – 12:10	Visual acquaintance with the faculty. Attendance of the veterinary clinic. <i>Selective attendance of classes</i>	H, EG, C	Nauryz district Block 4
12:10 – 12:20	Transfer	H, EG, C	
12:20 – 12:40	Attendance of the place for research work (Innovative scientific-educational center)	H, EG, C	Nauryz district
12:40 – 13:00	Transfer to the main block	H, EG, C	
13:00 – 14:00	Lunch		Cafe «Bars», block 1a
14:00 – 15:40	Attendance of the Humanitarian-social faculty and university departments: - laboratory of practical psychology; - linguistic scientific-research laboratory; - office of the Registrar; - laboratory of innovative educational technologies; - studio of the educational TV «Zhastar»;	H, EG, C, RIE	

	- media-center; - museum named after A.Baitursynov, - archeological museum, - KSU museum.		
15:40 – 16:00	Presentation of international programs	H, EG, C, RIE	Main block,a.315
16:00 – 16:40	Meeting with students, Master students, and PhD students of the university.	H, EG, C	Main block, hall
16:40– 17:00	Interview with the members of the Senior student council.	H, EG, C	Main block, reading room
17:00 – 17:40	Meeting with the teaching staff	H, EG, C	Main block, hall
17:40 – 18:00	Discussion of the results of the second day	H, EG, C	Main block, conference hall
18:00 – 19:00	Dinner	H, EG, C	Cafe «Bars», block 1a
19:00 - 19:20	Transfer to the hotel	H, EG, C	
20:00 – 22:00	Preparation for the next day	H, EG, C	Hotel
Day 3: March 29, 2014 (Saturday)			
9:00 – 9.20	Transfer from the hotel to the sport complex «Sunkar»	H, EG, C, RIE	Block 1a
9.20 – 10:00	Attendance of the sport complex «Sunkar»	H, EG, C, RIE	Taran street
10.00-10.10	Transfer from the sport complex «Sunkar» to the main block	H, EG, C, RIE	
10:15– 11.00	Visual review of the faculty of informational technologies <i>Selective attendance of classes</i>	H, EG, C, RIE	Block 1b
11:00-11.30	Discussion of the results of the third day		Main block, conference hall
11.30– 13:00	The work of the expert group: development of recommendations, selective attendance of the objects, selective involvement of the vice-rectors, students, teaching staff and deans to the interviews	H, EG, C	Main block, conference hall
13:00 –14:00	Lunch	H, EG, C	Cafe «Bars», block 1a
14:00 – 16:00	Work of the expert group: preparation of the report, development of recommendations	H, EG, C	Main block, conference hall
16:00 – 17:00	Meeting with the administration, presentation of preliminary results and recommendations in a private room	H, EG, C, university administration	Main block, conference hall

17:00 – 18:00	Dinner	H, EG, C	
	Departure from the city in accordance with the schedule		

Designations:

Designations: Head of the expert group – H; expert group – EG; Coordinator – C, responsible individual for the external review from the university – RIE

Appendix 2

List of all participants of the interview with the indication of contact information: university administration, heads of the structural units, teaching staff of the university, students, alumni and representatives of employers.

Responsible for conducting the program accreditation

№	Initials	Position	Academic degree, rank
1	Almasbek A. Absadykov	Vice-rector for educational work and new educational technologies	Doctor of Philology, Professor at KSU named after A.Baitursynov

University administration

№	Initials	Position	Academic degree, rank
1	Askar M. Nametov	Rector of Kostanay State university named after A. Baitursynov	Doctor of Veterinary Sciences, Professor
2	Nataliya P. Kim	Vice-rector for research work and external relations	Doctor of Pedagogical Sciences, Professor
3	Almasbek A. Absadykov	Vice-rector for study work and new educational technologies	Doctor of Philology, Professor at KSU named after A. Baitursynov
4	Dyusenbay T. Seitkazinov	Vice-rector for economics and social affairs	Candidate of Agricultural Sciences, professor at KSU named after A. Baitursynov

Heads of the structural units of the university

№	Initials	Position
1	Arman O. Ismailov	Director of the Department of academic affairs
2	Nataliya V. Bozhevonnaya	Director of the Center for distance education
3	Zhenis B Zharygasov	Director of the Department of educational work and public relations
4	Nurlan B. Mamiyev	Director of the Department for social and infrastructural provision
5	Saltanat S. Nugmanova	Head of the management for organizational and legal work
6	Elena V. Kniga	Head of the Department for documentation provision

7	Gulnara S. Ismailova	Head of the administration for management and monitoring in education
8	Aliya I. Mnasheva	Head of the service for staff management
9	Niyazbek E. Kalimov	Head of the administration of science and further education
10	Elena M. Kandalina	Head of the department of international relations
11	Aitpay Kh. Ispandiyarov	Head of the Department for accounting accountability, Senior Accountant
12	Azamat Zh. Isabayev	Director of the Center of the formation of student cohorts
13	Zhamilya S. Yerzhanova	Director of the information-educational center «Bilim ortalygy»

Deans, deputy deans of the Faculty of Jurisprudence

№ п/п	Initials	Position	Academic degree
1	Rustem R. Nugmanov	Dean of the Faculty of Jurisprudence	Candidate of Jurisprudence, Associate Professor
2	Omurbek S. Orazbayev	Deputy Dean for educational activities	
3	Bagdat G. Yesikeyev	Deputy Dean for educational work	

Heads of the departments for Jurisprudence

№	Initials	Faculty, specialty	Position
1	Saule M. Shunayeva	Faculty of Jurisprudence, 5B030100-Jurisprudence 6M030100- Jurisprudence	Head of the Department of theory and history of the government and law, Candidate of Historical Sciences
2	Gulnara E. Khakimova	Faculty of Jurisprudence, 5B030100- Jurisprudence 6M030100- Jurisprudence	Head of the Department of Civil Rights and Procedures
3	Gulsum M. Baizakova	Faculty of Jurisprudence, 5B030100- Jurisprudence 6M030100- Jurisprudence	Head of the Department of legal rights and procedures

List of the teaching staff, who participated in the interview, from the departments «Theory and history of the government and law», «Civil rights and process», «Legal rights and process»

№	Faculty	Department	Initials	Position, academic degree, rank
1.	Faculty of Jurisprudence	Theory and history of the government and law	Asel B. Danekenva	Senior teacher, Master of Jurisprudence
2.			Guldaray B. Zhusupova	Senior teacher, Master of Jurisprudence
3.			Venera M. Kolpashnikova	Associate Professor, Candidate of Jurisprudence
4.			Yuliya L. Kravchenko	Senior Teacher, Master of Jurisprudence
5.			Symbat K. Kukin	Associate Professor, Candidate of Jurisprudence
6.		Legal rights and process	Aigul I. Aldabergenova	Teacher, Master of Jurisprudence
7.			Gulnara M. Askarova	Senior Teacher, Master of Jurisprudence
8.			Sairangul A. Balgabayeva	Senior Teacher, Master of Jurisprudence
9.			Askhat M. Kazin	Teacher, Master of Jurisprudence
10.			Nataliya A. Korytnikova	Senior Teacher, Master of Jurisprudence
11.		Legal law and process	Beibut Z. Baisarin	Senior Teacher
12.			Leila N. Garashova	Senior Teacher, Master of Jurisprudence
13.			Kunsulu B. Ismagulova	Teacher, Master of Jurisprudence
14.			Bibigul Z. Salamatova	Teacher, Master of Jurisprudence
15.			Batyrkhan S/ Turlubekov	Professor, Candidate of Jurisprudence

List of Bachelor and Master students at the specialty «Jurisprudence»

Department	№	Initials	Specialty
Theory and history of the government and law; civil right and process; legal law and process	1.	Zhanna S. Erzhanova	5B030100-Jurisprudence
	2.	Kseniya T. Telgarina	5B030100- Jurisprudence
	3.	Sergey A. Novoselcev	5B030100- Jurisprudence
	4.	Makhabbat A. Kanatbayeva	5B030100- Jurisprudence
	5.	Rashid S. Eslamov	5B030100- Jurisprudence
	6.	Kseniya N. Mulyak	5B030100- Jurisprudence
	7.	Zaure T. Mendalina	6M030100- Jurisprudence
	8.	Gulnara S. Novgumanova	6M030100- Jurisprudence
	9.	Anelya Doszhan	6M030100- Jurisprudence
	10.	Togzhan T. Abzhanova	6M030100- Jurisprudence
	11.	Gulnar Zh. Vakhitova	6M030100- Jurisprudence

**List of graduates of KSU named after A. Baitursynov (Specialty 5B030100-
Jurisprudence)**

department	№	Initials	Position, place of work, contact information (mobile telephone)
Theory and history of the government and law; civil right and process; legal law and process	1	Erkin Zh. Kurmanalinov	Head of the study center of the prosecutor's house of Kostanay region – senior prosecutor of the faculty for initial preparation of the staff at Institute of general prosecutor's house in the Republic of Kazakhstan
	2	Aigul B. Uzakbaeva	KSTU named after Z. Aldamzhar, Head of the Department, Candidate of Jurisprudence Sciences
	3	Oleg R. Gabdullin	Prosecutor's house of Kostanay region, specialist – record manager
	4	Alexey I. Kravchenko	Head of the Department for investigative administration in Kostanay region
	5	Lyazat A. Bazarbayeva	Senior specialist on juridical issues of the department for legal assurance at «Social-entrepreneurial corporation- «Tobol».
	6	Miras T. Adambayev	Senior specialist of organization-analytical registrar department at Kostanay regional court
	7	Igor I. Dudin	Kostanay regional court, judge
	8	Erbolat S. Zhaikov	Senior investigator at Kostanay region, major of the board for national security
	9	Erzhan M. Kozhakhmet	Investigator, Kostanay, V-th place among investigators in the Republic of Kazakhstan, II-nd among investigators in the region based on the results of 2013
	10	Sabit K. Kurmanbayev	Senior assistant of the prosecutor in Kostanay region (general supervision)

**List of employers of graduates at KSU named after A. Baitursynov
(Specialty 5B030100-Jurisprudence)**

Department	№	Initials	Place of work, position
Theory, history and law; civil rights and process; legal law and process	1	Rakhima I. Abenova	Kostanay regional court, head of the educational center, former judge on the retirement
	2	Ramil G. Khismatullin	Kostanay regional association of lawyers, chairman
	3	Ryskanym A. Tulanova	Kostanay regional prosecutor's house, senior assistant of the prosecutor, head of the personnel service
	4	Erbolat M. Erimbet	Department of the justice in Kostanay region, Deputy Director