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of NPJSC “Zhetysu University  
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**REGULATIONS**  
**on organization of questionnaires and**  
**consideration of individuals references**  
**IRD-ZU-15-09**

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**CONTENT**

1 Scope..... 3

2 Normative references..... 3

3 Symbols and abbreviations ..... 3

4 Responsibility and authority ..... 3

5 Process description..... 4

## 1 SCOPE

1.1 This Regulation governs the procedure for conducting surveys and considering individuals' references to NPJSC Zhetysu University named after Ilyas Zhansugurov (hereinafter - ZU, university).

1.2 This Regulation is used by the Center for International Cooperation and Strategic Development, higher schools of the University and other structural divisions as an instrument of the intra-university education quality control system.

1.3 This Regulation is part of the documentation of the university's internal quality assurance system.

## 2 NORMATIVE REFERENCES

This Regulation uses references to the following regulatory documents:

Law of the Republic of Kazakhstan dated July 27, 2007 No. 319-III	On education
Law of the Republic of Kazakhstan dated May 21, 2013 No. 94-V	On personal data and its protection
Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 604	On approval of state compulsory education standards for all levels of education
Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595	On approval of the Model Rules for the Activities of Educational Organizations of the Relevant Types
Program for development of NPJSC «Zhetysu University named after Ilyas Zhansugurov» for 2021-2025	Program for development of NPJSC «Zhetysu University named after Ilyas Zhansugurov»
IRD-ZU 15-02	Documented procedure. Documented information management

## 3 SYMBOLS AND ABBREVIATIONS

In this Regulation, the following designations and abbreviations are used:

ZU	NPJSC «Zhetysu University named after Ilyas Zhansugurov»
CICSD	Center for International Cooperation and Strategic Development
DAA	Department of Academic Affairs
FTS	Faculty and teaching staff

## 4 RESPONSIBILITIES AND AUTHORITIES

4.1. This regulation is approved by the Chairman of the Board - Rector of the University.

4.2. The head of this Regulation is the center of international cooperation and strategic development.

4.3. Responsibility for the implementation of the requirements specified in this regulation rests with the director of the Center for International Cooperation and Strategic Development.

4.4. Responsibility for the accuracy of the information provided based on the results of the survey is borne by: the CMSSR expert, the Project Office "Sanaly Urpak", the Center for Career and Employment, deans of higher schools and heads of other structural units, at the request of which the survey is initiated.

4.5 Responsibility for the organization, compliance with the deadlines for considering applications, the state of paperwork on applications in the structural divisions of the university are lied on the heads of structural divisions.

## 5 PROCESS DESCRIPTION

### 5.1 The procedure for conducting the survey

#### 5.1.1 General provisions

5.1.1.1 Survey is an element of the intra-university education quality control system, the purpose of which is to make adequate management decisions at various stages of the educational process.

5.1.1.2 The objectives of the survey are:

- expanding the participation of students in the management of a higher educational institution, the formation of their civic position (implementation of "feedback" in the educational process);
- determination of the degree of students satisfaction with the educational process;
- assessment of the compliance of graduate training areas with the requirements of the labor market;
- analysis of the opinions of graduates and employers on the quality of the educational process;
- determining the degree of satisfaction of employers with the quality of graduate training and employment prospects for graduates;
- analysis of the effectiveness of anti-corruption measures;
- development of measures aimed at improving the work of the university, increasing the efficiency of the educational process.

5.1.1.3 The objects of the survey are students and teachers, deans of higher schools and heads of educational programs of the university. The survey is conducted in electronic format, anonymously, using modern resources.

5.1.1.4 The survey is anonymous. In cases where, according to the conditions of the survey, personalization is necessary, the respondent independently indicates his data (last name, first name, patronymic) in the questionnaire form or in a separate field of the electronic application.

5.1.1.5 Completing the survey is voluntary.

5.1.1.6 The survey is carried out on the basis of the following principles:

- compliance of the survey's content with the strategic goals and objectives of the ZU;
- voluntary participation;
- consistency and consistency of survey procedures;
- informational content.

5.1.1.7 Every year, the following types of surveys are carried out in ZU on a mandatory basis:

- Adaptation of the first year students;
- Satisfaction of the employer with the quality of ZU graduate training;
- Express survey for students and teaching staff of the university about the quality of medical care, food and accommodation in a hostel;
- Survey on combating corruption;
- Survey for students «Teacher through the eyes of a student»;
- Survey for students «Teacher through the eyes of a student» for foreign and invited lecturers;
- «Satisfaction of students with the quality of educational services»;
- «About the organization of the examination session for students»;
- Survey for teaching staff on the quality of research work at the university;
- Survey «Head of the educational program»;
- Satisfaction of the teaching staff with the moral and psychological climate of the university;
- Survey «Dean of Higher School»;
- Survey of the teaching staff on the assessment of the work of the Deputy Dean for Research;
- Survey of teaching staff «Satisfaction of the teacher with the organization of the educational process at the university»;
- Survey «Satisfaction of employers with the quality of graduate training»;
- Survey for students «The level of religiosity of modern youth»;
- «Satisfaction of students of research work at the university»;
- Survey of graduates.

### **5.1.2 Structure and content of the survey system**

5.1.2.1 The schedule of the survey is approved annually by a member of the Board - Vice-Rector for scientific work. The structure and content of the questionnaires, as well as the schedule of the survey may change during the academic year.

5.1.2.2 The organization and coordination of research is provided by the Center for International Cooperation and Strategic Development (hereinafter referred to as CICSD) according to the schedule of the survey. The direct executor is the CICSD expert or the structural divisions initiating the survey.

5.1.2.3 The content of the survey is determined depending on the current tasks, the target group and the object of monitoring. Thematic blocks, content and wording of the questions included in the questionnaires are determined by the CICSD in agreement with the member of the Board - Vice-Rector for scientific work.

5.1.2.4 Before the start of each study, the CICSD provides the heads of the relevant structural units with a questionnaire for review. Heads of structural subdivisions can send proposals for correcting the questions of the questionnaire to the CICSD within a week. CICSD, if possible, takes into account the proposals made.

### **5.1.3 Questionnaire preparation procedure**

5.1.3.1 The initiator of the survey may be the Chairman of the Board - Rector, Members of the Board - Vice-Rectors, members of the Academic Council, the Commission for Quality Assurance in Higher Schools, the Anti-Corruption Council, DAI, CICSD, as well as heads of other interested structural units.

5.1.3.2 Survey works are carried out with the involvement of representatives of interested departments (dean's offices, educational programs, and other structural divisions) and the student council.

5.1.3.3 The schedule of the survey for the academic year is drawn up no later than October 15 of the corresponding academic year and is approved by the Member of the Board - Vice-Rector for scientific work. During the year, changes can be made to the plan based on applications from the structural divisions of the university.

5.1.3.4 Surveys are available in the personal accounts of teachers, staff and students on the Smart ZhetySU platform. The survey is conducted using modern applications and platforms (Survey.com, Google Forms).

5.1.3.5 The survey is conducted by an expert of the CICSD or by the structural unit that initiated the survey by individual filling out questionnaires by respondents on paper or electronic media online.

### **5.1.4 Processing and analysis of results**

5.1.4.1 To ensure the accuracy and reliability of the results obtained, at least 65% of the total number of students, teachers and other respondents should participate in the survey.

5.1.4.2 Upon completion of the survey, the CICSD expert draws up an analytical report based on the results of the survey.

5.1.4.3 The following ZU employees have access to the results of the survey:

- Chairman of the Board - Rector;
- Member of the Board - Vice-Rector for scientific work;
- survey organizers;
- director and expert of the CICSD who processes statistical data, Commission for Quality Assurance, Project Office "Sanaly Urpak", Career and Employment Center;
- teacher (survey for students «Teacher through the eyes of a student»).

5.1.4.4 The results of the survey are discussed at meetings of educational programs, higher schools, the Board, the Academic Council, the Anti-Corruption Council, the Commission for Quality Assurance and are the basis for the development and adoption of managerial and personnel decisions in order to improve the quality of education.

5.1.4.5. The procedure for using the results, publishing the results of the study, the possibility of their use in the media is determined by the Member of the Board - Vice-Rector for scientific work.

5.1.4.6. The results of the survey should be reflected in the annual reports of the relevant structural units. The results of the survey on the issues of assessing the quality of the educational process should be

taken into account in the annual update of the main educational programs of higher and secondary vocational education.

## **5.2 The procedure for consideration of individual's references**

### **5.2.1 General provisions**

5.2.1.1 The University individuals references in written or oral form at a personal appointment, meetings, by mail, through the University Call Center 8 (7282) 22-00-17, 8-708-427-23-06, on the pages of the University in social networks, information public systems, with the exception of references that are subject to consideration in the manner prescribed by the laws of the Republic of Kazakhstan.

5.2.1.2 University employees who consider applications ensure the processing of personal data of individuals who applied to the University in accordance with the legislation of the Republic of Kazakhstan on personal data.

5.2.1.3 Consideration of the reference is entrusted to the head of the structural unit, whose competence includes resolving the issues rose in the reference. Heads of structural divisions bear personal responsibility, including for an objective, comprehensive and timely consideration of applications.

5.2.1.4 Consideration of applications from employees and students of the University is carried out by the structural divisions of the University within their competence in accordance with the regulations on structural divisions.

5.2.1.5 In case of an unsatisfactory result of references consideration (including due to the inaction of officials), employees and students have the right to apply to a higher official in the order of subordination.

5.2.1.6 References submitted in the manner prescribed by these Regulations are subject to mandatory acceptance, registration and consideration. Refusal to accept an reference is prohibited.

5.2.1.7 Reception and registration of references in the Register of Individuals' References is carried out by the Rector's Advisor. Received written references are transferred to the Chairman of the Board - Rector or Member of the Board - Vice-Rector, whose competence includes resolving the issues raised in the reference for the imposition of a resolution.

5.2.1.8 After consideration by the authority of the University, the references, together with the resolutions, are returned to the Rector's Advisor. Execution of references is taken under control by the Rector's Advisor.

5.2.1.9 Written references are sent to the postal address of the university: 040009, Taldykorgan, Zhansugurov st. 187A and to the email address [vuz@zu.edu.kz](mailto:vuz@zu.edu.kz).

5.2.1.10 If the reference is sent to the postal or e-mail address of the university structural unit, the head of the structural unit redirects it to the addresses specified in paragraph 5.2.1.9.

5.2.1.11 References can be sent by fax to the phone number: 8 (7282) 22-00-17.

5.2.1.12 Informing individuals about the fact of the application receipt, its incoming registration details, the name of the structural unit of the University responsible for its execution, is carried out by the Rector's Advisor.

5.2.1.13 On other issues related to the consideration of the reference on the merits, information and reference work is carried out in the structural divisions of the University responsible for the execution of the reference consideration.

5.2.1.14 A individual in his written reference must indicate his full name, telephone number, postal address to which the answer should be sent, state the essence of the proposal, application or complaint, put a personal signature and date. If necessary, in support of his arguments, the individual shall attach relevant documents and materials or their copies to the written reference.

5.2.1.15 When several applications are received on the same issue in the interests of the same person, the first application is registered as the main application, and the subsequent ones are attached to the main application and are considered as one application with notification of the applicants about the results of their resolution within the established period, calculated from the day receipt of the first application.

5.2.1.16 In cases where the reference is sent for consideration to two or more structural divisions of the University, the responsible executor is the structural division of the University or the official indicated in the resolution first, who collects relevant information from other executors indicated in,

coordinates their work to prepare a response to the individual, and he is also given the right to initiate an inquiry for the necessary information from other structural units of the University that are not listed as co-executors.

5.2.1.17 Responsibility for the timely, comprehensive and objective consideration of references is equally borne by all the executors specified in the resolution.

## **5.2.2 Organization of consideration of applications in the structural divisions of the university**

5.2.2.1 The general term for consideration of written references is fifteen working days. The University management has the right to extend the period for consideration of the application for no more than 30 days, notifying the individual who sent the application about the extension of the period for its consideration.

5.2.2.2 Heads of structural divisions within their competence:

- 1) provide an objective, comprehensive and timely consideration of individuals' references, if necessary - with their participation;
- 2) take measures aimed at restoring the violated rights of individuals;
- 3) inform applicants about the results of consideration of their references and the measures taken;
- 4) notify applicants about sending their applications for consideration to other entities in accordance with their competence.

5.2.2.3 If the resolution of the issues set out in the reference requires a long time, then the reference is put under additional control until its final execution, which is reported to the applicant within three calendar days from the date of the decision.

5.2.2.4 The reference is considered as executed if all the questions posed in it are answered, the necessary measures are taken on them, and the author of the reference is given an exhaustive answer in accordance with the legislation of the Republic of Kazakhstan.

5.2.2.5 Responses to references must be substantiated and motivated in terms of content in the state language or the language of the reference with reference to the legislation of the Republic of Kazakhstan, contain specific facts refuting or confirming the applicant's arguments, with an explanation of their right to reference the decision.

5.2.2.6 The originals of references, copies of responses to references, as well as other documents related to the consideration of relevant references, are formed into cases by the Rector's Adviser in accordance with the nomenclature of cases.

## **5.2.3 References submitted on social networks**

5.2.3.1 References and comments regarding the university activities, submitted in social networks, are subject to mandatory consideration within three working days.

5.2.3.2 Monitoring and recording of references on the official pages of the university and other pages on social networks is carried out by the head of the media center. Consideration of such references is carried out in accordance with this Regulation.

5.2.3.3 The head of the media center provides accounting and analysis of the issues contained in the references in social networks, forms an analytical report, which is considered by the Academic Council according to the schedule to discuss and eliminate shortcomings in the activities of the University.

## **5.2.4. References submitted through the Call Center of the University, as well as through other communication channels.**

5.2.4.1 The Call Center operating at the University provides individuals with general information about the activities of the University and provides oral services.

5.2.4.2 ZU students can ask a question in the online chat, which is located in the Personal Account on the «*Smart Zhetysu*» platform, or leave a question with an email address via a messenger on the official website of the university, in a program that allows you to instantly exchange text messages.

5.2.4.3 When applying, the Call Center employee has the right to clarify the motive of the individual's reference and the essence of the issue, if the topic of the reference goes beyond the center's

specialization, the Call Center manager redirects the reference to the employee, according to the organizational structure of the university.

5.2.4.4 The call center informs the applicant about the decision made by means of feedback, in cases of extension of the deadlines, notifies the applicant by phone.

### **5.2.5 References analysis**

5.2.5.1 The Rector's Adviser provides accounting and analysis of the issues contained in the references, including the analysis of the following data:

- a) the number and nature of the references considered;
- б) the number and nature of decisions taken on the basis of applications by the University;
- в) the number and nature of litigation with individuals, as well as information about the court decisions taken on them in relation to cases, the interests of which were represented by a structural unit of the University.

5.2.5.2 Based on the analysis of the issues contained in the references, the heads of the structural divisions of the University make proposals aimed at eliminating shortcomings in the activities of the University.

5.2.5.3 At the end of the calendar year, the Rector's Advisor generates analytical information on working carried out with individuals' references.