

## **Monitoring of the Implementation of Corrective and Preventive Action Plans Based on the Results of Surveys Conducted among Students, Academic Staff, and Employees of Korkyt Ata Kyzylorda University in the 2024–2025 Academic Year**

In the 2024–2025 academic year, based on the results of surveys conducted among students, academic staff, and employees of the university, corrective and preventive action plans were developed and approved, and monitoring of their implementation was scheduled.

Based on the results of the surveys conducted in 2024–2025, the implementation of the proposed recommendations was structured as follows.

The monitoring was grouped into the following areas according to the conducted surveys:

- organization of the educational process;
- organization of professional practical training;
- improvement of living conditions in dormitories;
- development of students' personal qualities and educational upbringing;
- ensuring the quality of internet resources (including Wi-Fi coverage) and accessibility of computer resources, etc.

Work on all recommendations included in the plans is being carried out within the established deadlines.

Detailed information on the work performed under the plans and monitoring of implementation for each survey is presented below.

### **Monitoring of the implementation of corrective and preventive action plans based on the results of a student survey conducted to assess the quality of organization and completion of student internships at the university**

One of the key aspects of improving the quality of education at the university is the development of students' professional skills and practical experience. For successful performance of professional functions, students must not only acquire theoretical knowledge but also be able to apply it in real industrial and pedagogical environments. Therefore, the university organizes various internship-related activities, including introductory and final conferences, internship diaries, practical classes, academic and industrial internships, as well as a system for monitoring and assessing students' professional competencies.

This monitoring is aimed at evaluating students' participation in internships, the level of development of their professional skills, and the implementation of proposed recommendations. The monitoring results will be used to improve the educational process, effectively integrate practical knowledge with professional experience, and ensure students' readiness for the labor market.

To enhance practical skills necessary for successful professional performance, introductory and final conferences were conducted for all types of professional internships. Students maintained internship diaries, gained experience in partner organizations, and were regularly supervised by internship mentors. These activities strengthened students' ability to apply theoretical knowledge in practice and increased their professional confidence.

Based on recommendations to expand practical training, continuous psychological and pedagogical practice was organized for second-year students of pedagogical education programs. Under the supervision of experienced teachers, students conducted lessons and developed professional competencies.

In accordance with recommendations on providing internship placements and facilitating employment after graduation, memorandums were signed between the university and partner institutions, and department branches were established. This

enabled students to gain experience in various organizations and connect academic learning with real professional practice.

Within the framework of strengthening cooperation between the university and enterprises, memorandum agreements facilitated student employment opportunities at internship bases, enhancing collaboration and improving professional training outcomes.

Following recommendations to update and expand internship bases, department branches were opened and field internships were organized. University laboratory facilities were also utilized for internship activities, allowing students to gain experience in diverse professional environments and deepen their knowledge.

According to recommendations to extend internship duration, internships were conducted continuously from the first to the fourth year of study. Students completed academic, industrial, and pre-graduation internships in full, consistently improving their professional skills.

Students were also given the opportunity to independently choose internship organizations, which increased professional motivation and allowed them to gain diverse practical experience.

In line with recommendations to introduce professional practice from the first year, introductory academic internships were organized across all educational programs. Internships conducted at each stage of study aimed to integrate theoretical knowledge with practical experience and develop professional mastery.

To improve internship quality, supervisors and institute directors systematically monitored internship progress and assisted in resolving emerging issues. A continuous system for assessing professional competencies and providing feedback was also implemented.

Overall, all proposed measures related to internship improvement were implemented at a high level, contributing to enhanced professional preparedness of students. Partnerships between the university and organizations expanded, the number of internship bases increased, and students' participation in practical training was fully ensured.

### **Monitoring of the Implementation of the Corrective and Preventive Action Plan Based on the Results of a Student Satisfaction Survey on the Quality of Internet Resources (including Wi-Fi Coverage) and Accessibility of Computer Resources in University Buildings**

In order to determine students' satisfaction with the quality of internet resources in each academic building of the university, including Wi-Fi coverage, internet speed, and accessibility of computer resources, surveys were conducted on a regular basis.

Analysis of the survey results revealed several proposals from students regarding increasing internet speed, ensuring Wi-Fi stability, simplifying the authorization process, strengthening digital security, and upgrading computer equipment.

To implement these proposals, a corrective and preventive action plan was developed and is being implemented in stages.

According to the survey results, measures were taken to increase internet speed in areas with a high concentration of students. As a result, during the current academic year, internet speed through ESDI channels was increased up to 700 Mbps, while Wi-Fi bandwidth capacity reached up to 900 Mbps, ensuring stable network operation. This contributed to improved use of online learning platforms and increased accessibility of digital services.

In addition, technical modernization works are being carried out to ensure full wireless Wi-Fi coverage across university buildings. The plan includes the procurement of an additional 40 units of modern networking equipment. Currently, most of the work

has been completed, significantly improving coverage levels. These measures aim to ensure uninterrupted internet access in classrooms, libraries, and public spaces.

To simplify internet access procedures, the user authorization process was optimized. A QR-code login system was introduced to enable faster Wi-Fi connection, accompanied by informational and awareness activities among students and staff. This solution reduced connection time and decreased the number of requests submitted to technical support services.

As part of strengthening information security requirements, a FORTINET firewall device was implemented within the university's network infrastructure. This system provides protection against internal and external cyber threats, enhances data security, and ensures stable operation of the university's digital resources.

To support the digitalization of the educational process and improve technical equipment in classrooms, the university's computer fleet was upgraded. Specifically, 12 interactive panels (86 inches), 12 televisions (75 inches), and 415 latest-generation all-in-one computers were purchased and integrated into the educational process. Additionally, 70 units of new equipment were installed to modernize outdated computers. These measures improved the effective use of digital educational resources and increased the interactivity of classes.

The implementation of planned activities is continuously monitored, and results are periodically analyzed within the quality management system. In the next stage, further development of internet infrastructure, enhancement of digital service stability, and expansion of digital accessibility of the learning environment will continue based on student feedback.

### **Monitoring of activities aimed at developing university students' personal qualities and moral education**

In order to determine the level of development of students' personal qualities and moral upbringing, a corrective and preventive action plan was developed based on the results of a student survey and was systematically implemented throughout 2025. Within the framework of the plan, trainings, seminars, and intellectual competitions were organized to develop students' leadership skills, teamwork abilities, emotional intelligence, and effective time-management competencies. In particular, various educational contests, trainings, olympiads, and mass sports events were conducted to enhance legal culture, environmental awareness, and intellectual potential.

To foster students' social responsibility, charity campaigns and social projects were implemented, including assistance activities for orphanages, veterans, and socially vulnerable groups. These initiatives positively contributed to the development of volunteer culture and increased student engagement in socially beneficial activities.

Within the environmental education direction, clean-up campaigns, tree-planting initiatives, environmental round tables, and environmental protection activities were conducted as part of the "Taza Kazakhstan" project. Additionally, an environmental club was established at students' initiative, strengthening the promotion of sustainable development values.

To develop critical thinking skills and enhance civic engagement, debate tournaments and discussions were regularly organized within the "Aqiqat" debate club, and students successfully participated in republican-level competitions, demonstrating high achievements.

To increase students' creative, intellectual, and social activity, 22 student organizations operated continuously in four activity areas at the university. Furthermore, the psychological support center conducted trainings, meetings, and preventive lectures aimed at stabilizing students' emotional well-being and improving psychological literacy.

To enhance students' academic motivation, proposals were prepared at the department level to introduce the "Best Student" nomination, planned for

implementation in the next academic year. To promote reading culture, book corners operated in academic buildings, and access to scientific library resources was ensured. Overall, the planned corrective and preventive measures were fully implemented and had a positive impact on students' personal development, social activity, psychological well-being, and the formation of civic responsibility.

### **Monitoring of the implementation of corrective and preventive action plans based on the results of a student survey conducted to assess the social, living, moral, and psychological conditions of students residing in university dormitories**

Cultural and Spiritual Development.

Within the framework of reading promotion activities, a poetry evening, book exhibition, "Gift a Book" campaign, and readers' club meetings were organized, increasing students' interest in literature.

Round table discussions on "Promotion of Family Values" and "Mental Health and Prevention of Offenses" enhanced student engagement and active discussion of relevant issues.

Screenings of historical films titled "The Path of Heroism and Nationhood" strengthened students' patriotic values and critical thinking skills.

Master classes (traditional crafts, dance, acting skills) were organized to develop students' creative potential and new competencies.

Psychological games and trainings improved communication skills, self-confidence, and stress-management abilities.

Visits to cultural events (theatre, museums, exhibitions) broadened students' cultural awareness and increased group participation.

Teamwork and Adaptation

Welcome and socialization events ("Welcome, Student", "Balmuzdaq PARTY", festive evenings) improved freshmen's social adaptation and interpersonal interaction.

Team competitions and activities ("Best Room of the Year", dance evenings, clean-up campaigns, "Cleanliness Champions") enhanced teamwork and creativity.

Sports Activities

Morning exercises, fitness, yoga, and zumba classes were conducted weekly, strengthening students' physical activity and health.

Healthy lifestyle promotion events ("Healthy Nutrition Formula", HIV/AIDS awareness meetings, zero tolerance to harassment) increased students' motivation toward healthy habits.

Leisure and Entertainment Activities

Thematic evenings (national costume events, karaoke, discos) increased student engagement in leisure and social interaction.

Intellectual and sports games (football tournaments, national games, brain-ring competitions, quests) developed logical thinking, teamwork, and athletic skills.

Quests ("Historical Sites of Kyzylorda") strengthened logical thinking and cooperation skills.

Interactive activities ("Hidden Treasure", "Following the Footsteps of History") improved attention, reaction, and teamwork abilities.

Psychological Support Seminars and trainings held twice a month ("I Understand, I Feel, I Support", "Ludomania — A Modern Epidemic") enhanced emotional stability and mutual understanding among students.

Psychological trainings ("Campus Life", anti-addiction sessions) developed stress-management and communication skills.

Individual psychological counseling was provided throughout the year, helping resolve personal issues and improve students' psycho-emotional well-being.

Social and Living Conditions Dormitory infrastructure improvements (furniture, lighting, heating, sanitation of showers and restrooms) increased student comfort.

Security levels were enhanced through installation of surveillance cameras and strengthened security services.

Stable internet access was provided in study rooms of Dormitories No. 3 and No. 5.

The operation of a buffet and grocery store improved students' access to meals.

Community and Volunteer Activities Socially beneficial initiatives (visits to nursing homes, street cleaning, tree planting) increased students' social responsibility and civic engagement.

Student projects and creative competitions ("Best Room and Floor", "Golden Autumn", "Creative Youth") promoted the development of scientific and creative potential.

### **Monitoring of the Implementation of the Corrective and Preventive Action Plan Based on the Results of the Employer Survey**

**"Employers' Staffing Preferences and Requirements for the Level of Preparation of Young Specialists"**

Based on the results of the employer survey on the topic "Employers' Staffing Preferences and Requirements for the Level of Preparation of Young Specialists," a corrective and preventive action plan was developed and systematically implemented during the 2025–2026 academic year. The main objective of the monitoring process is to assess the implementation of employers' recommendations, enhance the alignment of educational programs with labor market requirements, and strengthen the professional competitiveness of graduates.

#### **1. Improvement of Students' Professional Skills and Strengthening of Industrial Practice**

Employers emphasized the need to enhance students' practical training as a priority area. To address this recommendation, internship bases were expanded, internship programs were aligned with labor market requirements, and practical classes were organized with the participation of industry professionals.

At the Humanitarian and Pedagogical Institute, an academic and methodological seminar titled "Improving Academic Quality and Ecosystem Development" was organized by the Academic Quality Committee. The seminar addressed issues related to improving teacher training strategies, updating educational content, developing inclusive education, and integrating digital technologies and artificial intelligence into the educational process. The Head of the Recruitment and Career Center, A.S. Myrzabay, delivered a presentation on monitoring and increasing graduate employment.

At the Institute of Economics and Law, a professional meeting titled "From a Young Lawyer to a Professional Prosecutor" was organized, where alumni working in prosecution authorities shared their professional experience with students. This event contributed to students' career orientation and understanding of labor market expectations.

#### **2. Development of Digital Literacy and Mastery of Modern Technologies**

In line with employers' recommendations, short-term courses and practical training sessions were organized to enhance graduates' digital competencies. In January–February 2026, training programs including AI Bootcamp, AI workshop, No Code workshop, Startup bootcamp, Generative AI, CodeForces, 3D design and architecture, and web development fundamentals were conducted at the Kyzylorda Hub business incubator.

Additionally, meetings of the Tech Qyzdar community and the Techno Quiz intellectual competition on IT/AI topics were organized to increase students' interest in

information technology and artificial intelligence. These initiatives contributed to the development of digital skills and competencies demanded by the labor market.

### 3. Enhancing the Quality of the Educational Process and Practical Training

Efforts were undertaken to update the material and technical base, increase the share of laboratory and practical classes, and revise educational programs in accordance with labor market needs.

Within the Law educational program of the Institute of Economics and Law, in cooperation with the Prosecutor's Office of the Kyzylorda region and within the framework of implementing the "Law and Order" principle, a "Prosecutorial Supervision" classroom and a coworking center were opened. This initiative enabled students to develop practical skills in a professional environment and effectively integrate theoretical knowledge with practice.

The monitoring results indicate that the corrective and preventive action plan developed based on the employer survey has been fully implemented. As a result:

- students' professional and practical skills have been strengthened;
- cooperation with employers has expanded;
- digital and modern competencies have been enhanced;
- the practice-oriented focus of the educational process has increased;
- graduates' readiness for the labor market has improved.

Overall, the implemented measures have positively contributed to improving the quality of educational programs, ensuring their alignment with employer requirements, and increasing the competitiveness of young specialists.

*On June 2, 2025, this issue was considered at Meeting No. 22 of the Academic Council of Korkyt Ata Kyzylorda University, and protocol instructions were issued following the meeting.*

**Department of Strategic Planning  
and Quality Assurance**