ALMA
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Content:

1. PURPOSE OF THE DOCUMENT

1.1. These Regulations on the conduct of sociological research (hereinafter referred to as the Regulations) are an internal regulatory document governing the issues of organizing and conducting research among stakeholders (students, graduates, faculty, employees and employers) of EI "Almaty Management University" (hereinafter referred to as the University).

1.2. The Regulations define the goals, objectives, frequency and procedure for conducting sociological research at EI "Almaty Management University".

2. SCOPE OF THE DOCUMENT

This document applies to the structural divisions, officials of the University, as well as students, graduates and teaching staff of EI "Almaty Management University".

3. REFERENCES

These Regulations have been developed in accordance with international ESG standards, the Law of the Republic of Kazakhstan "On Education" dated July 27, 2007, "Model Rules for the Activities of Organizations Implementing Educational Programs of Higher and (or) Postgraduate Education, orders of the Ministry of Higher Education of the Republic of Kazakhstan, as well as internal regulatory documents of the University:

- Quality Assurance Policy (RL-REC-01)
- Internal Quality Assurance Manual (R-REK-01)
- Ethical code of researchers of EI "Almaty Management University"
- Regulations on the activities of the Ethics Committee for Research Assessment (RG-REC-01) and other regulatory acts of the University.

4. TERMS, DEFINITIONS and ABBREVIATIONS

TS – professorial and teaching staff.

QAO - Quality Assurance Office, a structural subdivision of the University.

AIS Platonus is an automated information system designed for automation of the main tasks of the educational process of the University.

Documentolog – document management program at the University.

5. RESPONSIBILITY

The QAO is responsible for ensuring the objectivity and quality of the research conducted, as well as maintaining the anonymity of the results and participants' data. The Software Development and Maintenance Department is responsible for ensuring the confidentiality of the primary data. Structural divisions are responsible for the accuracy of the information provided.

6. GENERAL PROVISIONS

6.1. Sociological research is one of the key mechanisms for independent assessment of the quality of education at the University.

6.2. The main principles for conducting sociological research among stakeholders are:

– compliance of the content of research tools with the strategic goals and objectives of the University;

– anonymity and confidentiality of participation;

– systematicity and consistency of research procedures;

– use of standardized research procedures and criteria;

– succession and continuity;

– compliance with the ethical principles and values of the University;

– informativeness of the obtained data.

6.3. Sociological research conducted at the University is subject to mandatory approval by the University's structural unit, the Quality Assurance Office. This is necessary to ensure the quality of the research, its compliance with ethical standards, the prevention of duplication and the minimization of the burden on respondents.

6.4. Research initiated by external sources must be submitted to the University Ethics Commission (hereinafter referred to as the Commission) to obtain permission to conduct it within the walls of the educational institution.

6.5. Research that affects autonomy, confidentiality, human dignity, or concerns the physical, emotional, psychological health, or carries potential risks to the health and privacy of participants, is reviewed by the University Ethics Committee.

6.6. QAO has the right to request primary data from the University's structural divisions to conduct sociological research.

6.7. The QAO requests specified in paragraph 6.6 are mandatory for execution by all structural divisions.

7. GOALS AND OBJECTIVES

7.1. The purpose of conducting sociological research is to improve the quality system of educational services of the University by determining the level of satisfaction of stakeholders and collecting empirical data for the further development of the educational environment.

7.2. The main tasks are:

- conducting sociological research and collecting feedback from participants in the educational process;

- identification of key factors influencing the level of stakeholder satisfaction with the services provided by the University.

7.3. The main instruments of sociological research at the University are mass standardized surveys of participants in the educational process. For a more in-depth analysis of identified problematic aspects, additional research may be conducted, such as focus groups or in-depth interviews with key stakeholders of the University.

7.4. Sociological research regularly conducted by the structural divisions of the University:

1. Survey "The teacher through the students' eyes".

2. Survey "Satisfaction of students with learning outcomes and services provided."

3. Survey "Satisfaction of teaching staff with working conditions".

4. Survey of first-year students about adaptation and first impressions of studying.

5. Survey of students at the graduation stage about their educational experience and career plans.

6. Survey of doctoral students about the conditions of study and scientific activity.

7. Survey of graduates.

7.5. The list of sociological studies specified in paragraph 7.4 of these Regulations may be supplemented if there is a need to obtain additional data.

8. PROCEDURE FOR CARRYING OUT ACTIVITIES

8.1. Basic sociological research is conducted on a regular basis by the Quality Assurance Office in accordance with the work plan of the department for the current academic year.

8.2. The initiators of conducting various sociological studies among stakeholders may be the rector, vice-rectors, heads of structural divisions and Schools (subject to agreement with the supervising vice-rector), student government, as well as the University students themselves.

8.3. The dates for conducting planned research are established in the Quality Assurance Office Work Plan for the current academic year and are specified no later than four weeks before the planned date. Unscheduled surveys on other aspects of the University's activities are conducted within the timeframes agreed upon by the applicant and the Director of the Quality Assurance Office.

8.4. The main research is conducted online through the University's LMS system and online survey platforms, which ensures convenience and accessibility for participants.

8 .5. Two weeks before the start of the study, its announcement is made by posting announcements in the AIS Platonus, on information boards, in the University's social networks, as well as through mailings organized by the Advising Center.

8.6. When preparing the schedule for the survey "The Teacher through the Eyes of Students", QAO staff together with the Software Development and Maintenance Department, check the relevance of the list of teachers, courses, student groups and disciplines, as well as the readiness of the Platonus AIS no later than a week before the start of the survey. The survey "Teacher through the eyes of students" will include questions related to ethical standards of teaching, including the prevention of corruption and discrimination.

8.7. The tools for other types of surveys are developed in accordance with the objectives of the study. All survey tools are agreed upon with school deans and heads of departments via the Documentolog platform and approved by the QAO director.

8.8. In the main types of research, satisfaction is assessed on a 5-point scale: 4.6–5.0 – high level, 4.1–4.5 – good level, 3.6–4.0 – average level, 3.1–3.5 – low level, 3.0 and below – unacceptable level. The assessment parameters and forms of question presentation may be adjusted, while maintaining the continuity of procedures, which allows for comparison of the results with previous surveys. In each period of the research, the same content of the questionnaire questions is used. In the event of a change in the instruments, the principles of brevity and informativeness of the questions must be implemented, taking into account all aspects being assessed.

8.9. During the survey and data processing, the confidentiality of personal information of all participants is ensured. Access to the results is only available to employees involved in processing and heads of departments, who are required to comply with the principles of confidentiality and non-disclosure of information.

8.10. Processing and analysis of information is carried out on the basis of a database with the research results. QAO employees generate analytical reports, teacher reports and annual reports, on the basis of which ratings of teachers and University departments are compiled. The documents are signed by the Director of QAO and employees responsible for data processing, after which they are presented to the supervising vice-rector and the rector for decision-making.

8.11. In case of necessity to use the results of sociological research by other departments, QAO provides data on the basis of an official request. Documentary confirmation of the results of the survey "Teacher through the students' eyes" is provided to the teacher on the basis of an official request via corporate mail.

8.12. The results of the research are communicated to the immediate heads of the departments under consideration and to the deans of the Schools/directors of the Centers (for the faculty) in order to organize the elimination of the shortcomings identified during the survey and conduct explanatory talks with the employees of the departments and teachers who have low scores according to the assessment criteria. The data may be published with the permission of the University management, subject to the conditions of anonymity. Generalized information on the results of the research and the measures taken is communicated to the survey participants through the deans' offices of the relevant schools.

8.13. Based on the research results, specific corrective measures are developed to eliminate the identified deficiencies. Responsibility for the implementation of these measures is assigned to the heads of departments, and their implementation is monitored within the framework of regular reports.