



SUMMARY REPORT OF THE EXTERNAL EVALUATION

of the cluster of educational programmes in

«Social Work» (39.03.02, 39.04.02),
«Management in Work with Youth» (39.04.03),
Further education programme
«Juridical Psychologist”

Delivered by the Federal State Autonomous Educational
Institution of Higher Professional Education “North-
Caucasian Federal University”

While preparing this presentation we used information from the Self Evaluation Report and the Report of the External Review Panel of the cluster of educational programmes «Social Work» (39.03.02, 39.04.02), «Management in Work with Youth» (39.04.03), Further education programme «Juridical Psychologist” delivered by the Federal State Autonomous Educational Institution of Higher Professional Education “North-Caucasian Federal University”.

The presentation document for the use by the National Accreditation Board.

CONTENTS

General information on educational institution.....	4
Information on the educational programmes undergoing accreditation	5
Achievements of the educational programmes.....	7
External Review Panel.....	9
Compliance of the external review outcomes with the NCPA's standards.....	10
Distribution digram of the external review outcomes.....	19
Conclusion of the External Review Panel.....	20
Schedule of the site visit of the External Review Panel	21

GENERAL INFORMATION ON EDUCATIONAL INSTITUTION

Full name of the educational institution	<i>Federal State Autonomous Educational Institution for Higher Professional Education "North-Caucasian Federal University" (NCFU)</i>
Founders	<i>Ministry of Education and Science of Russian Federation</i>
Year of foundation	<i>1971 – Stavropol Polytechnic Institute 1994 – Stavropol State Technical University 1999 – North-Caucasus State Technical University 2011 – Federal State Budgetary Educational Institution of Higher Professional Education North-Caucasian State Technical University 2012 – Federal State Autonomous Educational Institution for Higher Professional Education "North-Caucasian Federal University"</i>
Current state accreditation status:	
Type	<i>Educational institution of higher professional education</i>
Location	<i>Russia, 355029, Stavropol, Pushkin Str. 1</i>
Rector	<i>Levitskaya Alina, cand. of philol. sc., assistant professor</i>
License	<i>Series 90Л01 №0000357 reg. No. 0328 dated 06.09.2012, permanent</i>
State Accreditation	<i>Certificate of State Accreditation No. 0929 dated 21.03.2014, valid till 21.03.2020</i>
Number of students	<i>20277 including: full-time 23168 part-time 12475 part-time 124 externship 10569</i>

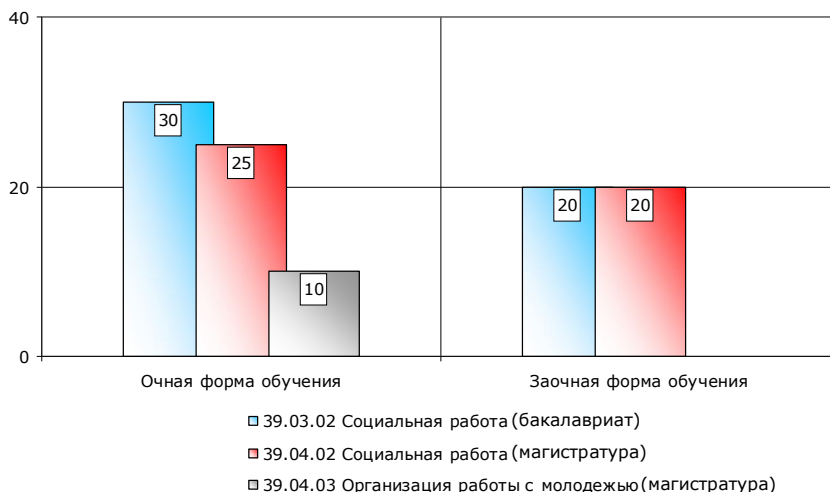
INFORMATION ON THE EDUCATIONAL PROGRAMMES UNDERGOING ACCREDITATION

Educational programmes	<i>Social Work (05.03.02 05.04.02) «Management in Work with Youth» (39.04.03) Further education programme «Juridical Psychologist»</i>
Level of training / Standard period of training	<i>Bachelor's degree programme / 4 years (full time) Bachelor's degree programme / 4,5 years (part time) Master's degree programme/ 2 years (full time) Master's degree programme/ 2,5 years (part time) Further professional education/2 years</i>
Structural subdivision (head)	<i>Institute of Education and Social Studies (Dr. of Education, professor Shapovalov Valery Kirillovich)</i>
Major Departments (heads)	<i>Department of Social Technologies(Dr. of Education, professor Zritneva Elena Igorevna); Department of Psychology (Cand. of Psychological Sciences, senior lecturer Lukyanova Marina Vladimirovna)</i>
Date of the site visit	<i>17-19 November,2015</i>
Person responsible for public accreditation of the study programme	<i>Vice Rector for Academic Affairs Shipulin Valentin Ivanovich</i>

SAMPLING RESULTS OF THE PROJECT "THE BEST EDUCATIONAL PROGRAMMES OF INNOVATIVE RUSSIA"

Indicators	2015
Social Work (05.03.02 05.04.02) «Management in Work with Youth» (39.04.03)	
Number of the given programmes in the RF	582
Number of higher educational institutions to offer the given programmes	250
Number of programmes – winners of the project (% from total amount of these programmes offered in the RF)	15 (2,78%)
Stavropol Region	
Number of the given programmes offered in the region	15
Number of programmes – winners of the project (% from total amount of these programmes offered in the region)	3 (20%)
Number of higher educational institutions and branches in the region	68
Total number of programmes offered in the region	1196
Total number of programmes – winners of the project (% from total amount of these programmes offered in the region)	72 (6,02%)

REFERENCE DATA ON STUDENT ENROLLEMENT FOR EDUCATIONAL PROGRAMMES IN 2015



ACHIEVEMENTS OF THE EDUCATIONAL PROGRAMMES

The quality of educational programs' implementation

The evaluation of the graduates' learning outcomes is done on the basis of the analysis and assessment of entrance examinations, formative and summative control in all study courses, and the final attestation of graduates.

Providing up-to-date contents of education

Providing up-to-date contents of education takes place in accordance with the Federal State Educational Standards and the requirements of stakeholders.

The University regularly conducts surveys and interviews of employers, students, their parents, and school leavers. The findings are used for enhancing the quality of the academic process.

The teachers periodically update the contents of fundamental and applied courses in order to be current with the latest achievements in the sphere of psychology and social work. They have developed a number of courses and are using them in their work.

In order to improve the methodological provision of the programme's disciplines learning and teaching materials and guidelines are accessible in the electronic format.

Competency of the teaching staff

Highly qualified teachers, research and academic degree holders, participate in the delivery of the programmes. The teaching staff of the Institute of Education and Social Studies is comprised of 266 members including 43 Doctors of Sciences (6,2%), 179 Candidates of Sciences (67,3%) and 44 lecturers (16,5%) without academic titles.

Employability of graduates

The University has established the "Association of the alumni and friends of the North Caucasus Federal University" whose activities are aimed at the organization of effective cooperation between graduates and employers, and successful socialization of graduates.

Material and technical resources

The material and technical resources are up-to-date and sufficient for an effective implementation of the educational process.

Research

Two research areas have been established at the Department of Social Technologies: «Technologies of social work with families and children», under the supervision of Dr. Of Education, professor Zritneva Elena Igorevna; «Psycho-Pedagogical technologies of personality development in education" under the supervision of Dr. Of Education, professor Klushina Nadezhda Pavlovna. Within the framework of these areas the

staff of the Department have been carrying out fundamental and applied research.

Every year students participate in different level conferences doing presentations and publishing articles. Since 2012 Bachelor and Master students have taken part in over 50 conferences of different levels. Master students participated in the collective monograph «Theoretical and methodological principles of innovative technologies in social work and education». Every year Master and Bachelor students under the guidance of research supervisors take part in the competition of graduation qualification papers.

Academic mobility of students

The University is maintaining international cooperation with over 40 universities (Munich Technological University (Germany), the Prague Institute of Chemical Technology (Czech Republic), Baltic Higher School of Humanities in Koszalin (Poland), the Technical University of Chemnitz (Germany), Azerbaijan State Technological University, Azerbaijan State Oil Academy, MEGA (Czech Republic), Slovak University of (Slovak Republic) and others. There is a bilingual Master Degree programme in Social Work and academic mobility programmes.

International projects.

The Institute of Education and Social Studies is conducting active international activity aimed at the development of research cooperation within the academic mobility and research programmes with the following international education and research centres: the University of Rome «LaSapienza» (Italy); the University of Heidelberg (Germany); University of Manitoba (Canada); Oxford University (Great Britain); the Association MitOst (Germany); Canadian Centre on Disability Studies; Robert Bosch's Foundation (Germany); BMW Foundation (Germany); the University of Oregon (USA); University of Silesia (Poland).

EXTERNAL REVIEW PANEL

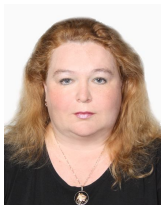


Atsus Arunas (Lithania)

Review Chair, foreign expert

Doctor of Humanities (Philosophy), professor. Research Centre for Social Measurement at the Faculty of Social Studies, The University of Klaipeda, member of Lithuanian Association of Sociologists

A nominee of Center for Quality Assessment in Higher Education



Smirnova Olga Gennadyevna (Russia)

Deputy Review Chair, Russian expert

Candidate of Sociological Sciences, Senior lecturer at the Department of Applied Sociology, Head of the Department for Academic and education affairs of the Institute of Social and Political Sciences< the Eltsin Ural Federal University

A nominee of the Guild of Experts in Higher Education номинирована



Sidorskaya Irina Vladimirovna (Belorussia)

Panel member, foreign expert

PhD, Senior lecturer, Head of the Department of Communication Technologies, Institute of Journalism, Belorussian State University

A nominee of the Ministry of Education of the Republic of Belarus



Koblyatsky Nikolay Grigoryevich (Russia)

Panel member, representative of professional community

Candidate of Sociological Sciences, Deputy Minister for labor and social welfare of Stavropol Krai



Kachurina Tatyana Alexandrovna (Russia)

Panel member, representative of students

First year post graduate student of the programme "Linguistics and Literary Criticism", Stavropol State Teacher Training Institute

A nominee of Stavropol State Teacher Training Institute

COMPLIANCE OF THE EXTERNAL REVIEW OUTCOMES WITH THE NCPA'S STANDARDS

STANDARD 1. Policy (mission, vision) and procedures for quality assurance

Compliance with the standard: **substantial compliance**

Good practice

All those present at the interviews and meetings were familiar with the mission, goals, objectives and strategies which are formulated in the documents submitted to the review panel.

The policy and procedures of quality assurance of the study programmes have been developed on the basis of international standards of quality, the legal and normative basis of the RF and local legal acts.

The effectiveness of the achieving the goals of the study programmes is ensured by the effective system of quality assessment with the involvement of all stakeholders of the study process – teachers, employers and students.

The quality of the study programmes is supported by regular commissions from municipal and regional state business structures.

Areas for improvement

- The long term prospects of study programme development, strategic vision of goals and objectives should be reviewed. It is recommended to identify promising directions of programme development from the position of social business and social management.
- It is necessary to facilitate the integration of study programme into the learning environment of the University.
- The management of the study programmes should be formalized (e.g., to establish a Programme Committee, to clearly define the functions of manager and research supervisor of the programme).
- It is recommended to systematize and increase methods and ways of participation of teachers, students, graduates and employers in developing strategies of study programmes and quality assurance procedures.

STANDARD 2. Approval, monitoring and periodic review of educational programmes

Compliance with the standard: **substantial compliance**

Good practice

All the participants of the educational process: teachers, employers, students, representatives of professional community have an opportunity to voice their opinion on the contents and structure of educational programmes.

Students have a chance to enter a further education programme free of charge while studying on the main programme.

There is an annual monitoring of the effectiveness of the departments' performance and regular reviews of study programmes.

Areas for improvement:

- The procedures of surveying students, employers and graduates on the issues of curriculum and syllabus design should be made more systematic and anonymous.
- It is important to develop the principles of providing students with real opportunities of choosing study disciplines and individual learning paths.
- It is necessary to expand and systematize ways and methods of interaction with graduates.
- It is recommended to develop criteria and introduce a ranking system of NCFU's study programmes; and to demonstrate the dynamics of ranking results.

The high level of students' and graduates' competency is confirmed by the opinions of employers. The ranking system of knowledge assessment is effective. Students' and teachers' personal electronic accounts are actively used for interaction in the study process.

Regularly, two times a year there is independent assessment of student learning outcomes in the format of the Federal Internet Exam in higher professional education (FEPE).

Student surveys are held regularly in order to get feedback on issues of the organization of the study process and improving the objectiveness of assessment criteria.

The students are systematically involved in research projects. The results are presented as research publications, defense of research projects and participation in research conferences.

In order to facilitate the graduates' employability there is an annual vacancies' fair, which involves major employers from the city and the region. A career guidance service is in place. A high level of employability at the labour market is confirmed by documents, and opinions of representatives of the professional community and the alumni.

Areas for improvement:

- It is necessary to increase the amount of time for learning foreign languages (by way of optional courses and further education programmes), thus creating favorable conditions for international mobility and bilingual education.
- It is recommended to increase the number of contact hours in the programme «Juridical Psychologist” and enhance the practice component in the training of students.
- International partnership should be expanded by way of implementing joint programmes, joint conferences, etc. It is necessary to develop student exchange programmes paying a special attention to the geographical proximity: Armenia, Azerbaijan, Georgia.
- A pool of certified funds of assessment tools should be developed.
- It is recommended to ramp up the activity of the Alumni Association. Graduates should be more actively involved in the implementation and development of study programmes.

STANDARD 4. Quality assurance and competency of teaching staff

Compliance with the standard: **substantial compliance**

Good practice

The high level of the staff qualification and competence is confirmed by the number of degree and title holders, awards and certificates, published text books and manuals, grants, involvement in research work commissioned by municipal, regional administrative bodies and business structures.

A considerable number of teachers of the major departments (20%) have a high level of the English language proficiency and give lectures in the English in the programmes of bilingual education.

All teachers go through professional advancement programmes every 5 years.

Areas for improvement:

- Teachers from other HEIs of the region and foreign teachers should be more actively involved in the education process, including those who work on part time and full time basis.
- It is recommended to develop and implement an incentive system for the teaching staff, taking into account the results of teaching, methodological, research, educational, administrative and other types of activity.
- It is necessary to promote the participation of teachers in international projects, exchange visits; to increase the number of publications including co-authored with foreign partners.
- It is important to involve teachers in designing curricula, developing strategies and tactics of their implementation.

INFORMATION ON THE LEADING TEACHERS OF THE STUDY PROGRAMMES

Zritneva Elena Igorevna

Doctor of Pedagogical Sciences, professor, Head of the Department of Social Technologies

Klushina Nadezhda Pavlovna

Doctor of Pedagogical Sciences, professor of the Department of Social Technologies

Korlyakova Svetlana Georgievna

*Doctor of Psychological Sciences, professor of the Department of Pedagogy and Psychology, member of the Russian Psychological Society
Член Российского*

Pogrebnyak Lubov Pavlovna

Doctor of Pedagogical Sciences, professor of the Department of Social Technologies, Honorary worker of Higher Professional Education of the RF

Saenko Lyudmila Alexandrovna

Doctor of Sociological Sciences, professor of the Department of Social Technologies

Medvedeva Nina Ilinichna

Doctor of Psychological Sciences, professor. Member of European Academy of Natural History

Voloskova Natalia Nikolaevna

Doctor of Psychological Sciences, professor. Corresponding Member of the Russian Academy of Education, Honorary Educationalist

Sobilskaya Anna Sergeevna

Candidate of Psychological Sciences, senior lecturer

Bolotova Olga Vladimirovna

Candidate of Psychological Sciences, senior lecturer

Agulina Svetlana Vyacheslavovna

Candidate of Pedagogical Sciences, senior lecturer

Batnasunov Alexander Sergeevich

Candidate of Sociological Sciences, senior lecturer

STANDARD 5. Learning resources and student support

Compliance with the standard: **substantial compliance**

Good practice

The material, technical and information resources meet the requirements of the Federal State Educational Standards and provide for the successful implementation of the programmes.

There is free unlimited WI-FI on the territory of the University and the student dormitories.

The library is stocked with all the necessary printed and electronic educational resources. The students have a free access to all library resources. The electronic resources include major national and foreign bases of text documents.

A well developed social infrastructure is in place. 100% of students are provided with accommodation in student dormitories.

NCFU has good sports and recreation facilities (a swimming pool is being built). All students have free access to all resources, which meets their cultural, sports and health needs.

Areas for improvement:

- Students should be encouraged to use electronic and library resources, including those in foreign languages.
- It is recommended to make use of modern technical resources of employers in the study process on the basis of partnership agreements.
- It is important to provide students not only with study facilities but also with relaxation facilities in the study buildings for their recreation, meetings and communication.
- It is necessary to enhance the activity on introducing inclusive education.
- Further education and LLL courses for different categories of learners (women, multi-child families, retirees, migrants, and others) should be developed and introduced into the practice of educational process.
- It is important to monitor the students' opinion on the issues of resource provision of the learning process.

STANDARD 6. Information system providing effective implementation of the study programme

Compliance with the standard: **full compliance**

Good practice

The HEI has in place an electronic information system. The information on students' progress and achievements is published on the web site..

A ranking system of the performance of the HEI's structural subdivisions has been developed and implemented. Students and teachers are active users of their personal electronic accounts.

Areas for improvement:

- It is necessary to make systematic and use information on student satisfaction with the programme in the management of the study programme.
- The development of electronic educational resources (electronic text books, electronic lectures, guide books).
- It is recommended to publish video lectures on the web site.
- It is recommended that the structural subdivisions responsible for implementing programmes enhance the mechanisms of strategic decision making, implement innovations in the process of long-term planning of study programmes development.

STANDARD 7. Public information

Compliance with the standard: **substantial compliance**

Good practice

Current, full and objective information about the study programmes is published on the NCFU's site.

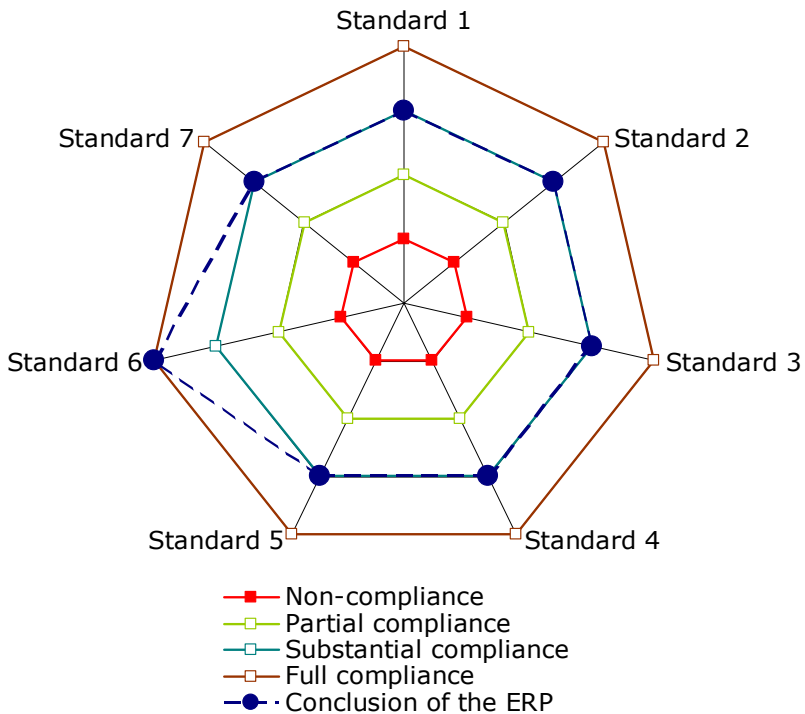
The data on the contents, learning outcomes, the level of teaching, forms and methods of instruction and assessment, qualification of graduates are made known to employers in the sphere of social service of the city and the region.

Students, teachers and graduates are of high opinion of the programme. The programme enjoys high reputation and prestige among members of the public.

Areas for improvement:

- It is recommended to put more emphasis on the information about the study programmes but not on the structural subdivisions implementing the programmes.
- It is important to develop different forms of informing the public about graduates and study programmes.
- It is recommended to create a positive image of the programmes' cluster from the position of social management, social entrepreneurship and social project management in the context of social economy and social business.

DISTRIBUTION DIGRAM OF THE EXTERNAL REVIEW OUTCOMES



Standard 1. Policy (mission, vision) and procedures for quality assurance
 Standard 2. Approval, monitoring and periodic review of programs and qualifications

Standard 3. Assessment of student learning outcomes / competencies

Standard 4. Quality assurance and competencies of teaching staff

Standard 5. Learning resources and student support

Standard 6. Information system providing effective implementation of the study program

Standard 7. Public information

CONCLUSION OF THE EXTERNAL REVIEW PANEL

Based on the self-evaluation report analysis, documents and data submitted the External Review Panel has come to the conclusion that the cluster of study programmes «Social Work » (39.03.02, 39.04.02), «Management in Work with Youth» (39.04.03), and Further education programme «Juridical Psychologist” delivered by the Federal State Autonomous Educational Institution of Higher Professional Education “North-Caucasian Federal University” substantially comply with the standards and criteria of public accreditation of the National Centre for Public Accreditation.

The Panel recommends that the National Accreditation Board **accredit the study programmes «Social Work » (39.03.02, 39.04.02), «Management in Work with Youth» (39.04.03), and Further education programme «Juridical Psychologist delivered by the Federal State Autonomous Educational Institution of Higher Professional Education “North-Caucasian Federal University” for the period of 6 years.**

SCHEDULE OF THE SITE VISIT OF THE EXTERNAL REVIEW PANEL

Time	Activity	Participants	Venue
November 16, Monday			
Throughout the day	Meeting of the External Review Panel (ERP) members, coordinators of the review of the educational programmes at the Stavropol airport		
November 17, Tuesday			
07.00 – 08.30	Breakfast at "Eurohotel"		
08.30	Transfer to the HEI		
08.45	Arrival at North-Caucasus Federal University (NCFU)		Academic Building №2, Room121
09.00 – 11.00	Meeting of the ERP and coordinators of the study programmers (ERP briefing)		Academic Building №2, Room121
11.00 – 11.30	Break		
11.30 – 13.00	Meeting of the ERPs with university administration	ERP, university administration, heads of structural subdivisions, chairs of major departments,	Academic Council Conference Hall, 218
13.00 – 14.00	Lunch		University Café
14.00 – 15.00	Excursion around the university (visiting classes, libraries, exhibition of monographs, textbooks, etc.)	ERP	Library, Main Building
15.00 – 15.30	Transfer to Building 15; 184 Oktyabrskaya Str.		
15.30 – 16.30	Meeting with the Institute's Director and chairs of the departments	Director of the Institute of Life Sciences, Deputy Directors, chairs of the Departments, ERP	Academic Building N 15, Room 303, Institute of Education and Social Studies
16.30 – 17.00	Work with documentation	ERP	Academic Building N 2, Room 121
17.00 – 18.00	Meeting with representatives of professional community	Representatives of professional community, ERP	Ministry for Labour and Social Welfare of Stavroplosky Krai
18.00 – 18.30	Internal meeting of the ERP	ERP	Academic Building N 15, Room 203

Time	Activity	Participants	Venue
19.15	Dinner at "Eurohotel"		
November 18, Wednesday			
07.00 – 08.30	Breakfast at "Eurohotel"		
08.30	Transfer to the HEI		
08.45	Arrival at NCFU		Academic Building N 15, Room 203
09.00 – 10.00	Meeting with students	Students, ERP	Academic Building N 15, Room 303
10.00 – 10.30	Internal meeting of the ERP	ERP	Academic Building N 15, Room 203
10.30 – 11.30	Attending classes	ERP	Academic Building N 15, Rooms 305, 307
11.30 – 12.30	Internal meeting of the ERP.	ERP	Academic Building N 15, Room 203
12.30 – 13.30	Lunch		University Café
13.30 – 14.30	Meeting with teaching staff	Teaching staff, ERP	Academic Building N 15, Room 303
14.30 – 15.00	Internal meeting of the ERP	ERP	Academic Building N 15, Room 203
15.00 – 16.00	Meeting with alumni	Alumni, ERP	Academic Building N 15, Room 303
16.00 – 17.00	Internal meeting of the ERP.	ERP	Academic Building N 15, Room 203
17.00 – 18.00	Guided tour of Stavropol		
19.15	Dinner at "Eurohotel"		
November 19, Thursday			
07.00 – 08.30	Breakfast at "Eurohotel"		
08.30	Transfer to the HEI		
08.45	Arrival at NCFU		Academic Building N 2 Room 102
09.00 – 11.30	Internal meeting of the ERP: discussion of preliminary results of the site visit, preparation of the oral report of the panel	ERP	Academic Building N 2 Room 102
11:30 – 12:00	Transfer to Academic Building №2; 1, Pushkin Str.		
12.00 – 13.00	Lunch		University Café
13.00 – 15.00	Closing meeting of the External Review Panel with the representatives of North-Caucasus Federal University	ERP, university administration, chairs of the major departments,	Academic Council Conference Hall, 218
15.00	Departure		