

**FEDERAL STATE BUDGETARY EDUCATIONAL INSTITUTION  
of Higher Professional Education  
"NOVOSIBIRSK STATE TECHNICAL UNIVERSITY"**

**FACULTY OF HUMANITIES  
DEPARTMENT OF SOCIAL WORK AND SOCIAL ANTHROPOLOGY**

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**REPORT**

**on Self Evaluation of the Educational Programmes Cluster  
in 39.03.02 "Social Work" (the profile "Organisation and  
Management in the Sphere of Social Work"), 39.04.02 (the profile  
"Social Work in the Sphere of Family and Childhood"), 37.03.02  
"Conflictology", 37.04.02 "Conflictology" (the profile "Applied  
Conflictology and Mediation") the Programme of Professional  
Retraining "The Programme of Training Mediators"**

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## INTRODUCTION

The report is based on the self-evaluation results of the study programmes cluster delivered by the Faculty of Humanities of the Novosibirsk State Technical University (NSTU) in 39.03.02 "Social Work" (the profile "Organisation and Management in the Sphere of Social Work"), 39.04.02 (the profile "Social Work in the Sphere of Family and Childhood"), 37.03.02 "Conflictology", 37.04.02 "Conflictology" (the profile "Applied Conflictology and Mediation") the Programme of Professional Retraining "The Programme of Training Mediators". The self-evaluation was carried out during the period from January,1 to March,14 2015 in compliance with the Guidelines of Self-evaluations of Educational Programmes of the National Center for Public Accreditation (hereinafter – Guidelines).

**The self-evaluation main purpose** was to analyze whether the educational programmes in 39.03.02 "Social Work" (the profile "Organisation and Management in the Sphere of Social Work"), 39.04.02 (the profile "Social Work in the Sphere of Family and Childhood"), 37.03.02 "Conflictology", 37.04.02 "Conflictology" (the profile "Applied Conflictology and Mediation") the Programme of Professional Retraining "The Programme of Training Mediators" meet the Standards and Criteria for Public Accreditation developed by the National Center for Public Accreditation in accordance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG-ENQA).

**The following tasks were accomplished** during this self-evaluation process:

- accurate, objective information about the educational process based on the cluster of the educational programmes was accumulated and systemized; the analyses and assessment of the obtained results were performed;

- degree of compliance of the actual academic content area and training of the graduates to the Standards and Criteria for Public Accreditation was defined;

- main trends in educational activity of the Department of Social work and Social Anthropology delivering the educational programmes under the accreditation, strengths, and areas for improvement were identified;

- possible solutions of the problems revealed through self-evaluation were found.

In compliance with the provisions of Para 6 of the Guidelines for self-evaluation of educational programmes the Internal Review Panel was appointed. The representatives of the University administration, Dean office of the Faculty of Humanities, academic and department teaching staff, student council, and professional community entered this panel of experts (Order of NSTU rector of February 18, 2015 #161 "Composition of Internal Review Panels").

The Internal Review Panel approved the self-evaluation plan and then reported the results of its accomplishment on the Academic Council meeting.

The Academic Council of NSTU (Minutes of the meeting #4 of March 25, 2015) concluded that the Department of Social work and Social Anthropology is ready to undergo external expert review of the cluster of

basic educational programmes in 39.03.02 "Social Work" (the profile "Organisation and Management in the Sphere of Social Work"), 39.04.02 (the profile "Social Work in the Sphere of Family and Childhood"), 37.03.02 "Conflictology", 37.04.02 "Conflictology" (the profile "Applied Conflictology and Mediation") as well as the Programme of Professional Retraining "The Programme of Training Mediators".

The text of the report is available on official site of NSTU (<http://www.nstu.ru/info/information/doc>).

## 1. General Information

**Federal state budgetary educational institution of higher professional education "Novosibirsk State Technical University" (NSTU)** has a license to carry out educational activities (registration number: 0741, serial number: 90Л01 № 0000795 of 24.05.2013, issued by Federal Service for Supervision in the Sphere of Education and Science of the Russian Federation; with no time limit), State Accreditation Certificate (registration number: 0737, serial number: 90A01 № 0000795 of 04.07.2013, issued by Federal Service for Supervision in the Sphere of Education and Science of the Russian Federation; expiry date: 27.04.2018).

University foundation date: August 19, 1950. Legal and actual address of NSTU: Russia, 630073, Novosibirsk, Karl Marx Prospect, 20. Official site: [www.nstu.ru](http://www.nstu.ru).

In 2014 NSTU among other 26 Russian Universities entered the top 100 QS University Rankings: Emerging Europe and Central Asia - EECA 2014/15 being rated 71-80; and among the universities of BRICS countries it took the 131-140 position, being rated 32nd among the Russian universities.

Today the educational programmes in NSTU are delivered by 74 departments, 11 faculties, Institute of Distance Education, Institute of Social Rehabilitation, Institute of Further Professional Education, Faculty of Teacher Development, scientific and learning-scientific laboratories, resource centers and language training centers.

The NSTU structure approved by the Academic Council is listed in the register of units and on the University portal <http://www.nstu.ru/info/structure>. The issues of structure units' management, coordination order, and activities are regulated by the provisions approved by the rector's orders. Governing and organizational/management documents are in line with the Charter's requirements and they do not contradict the legislation.

**The Faculty of Humanities (FH)**, the structural subdivision of NSTU, was established in 1990 by Rector order. At first, the faculty carried out humanitarian training of students of technical specialities, but the need for specialists in social and humanitarian fields on the labour market, the development of the faculty as well as the availability of appropriate qualified teachers' staff promoted opening social specialities and directions.

Over 25 years of its history FH has developed its research and educational structure. It includes 4 general educational departments, 7 graduate departments, 10 training centres and laboratories. The faculty accomplishes multilevel training of specialists:

- in main higher educational programmes: 9 Bachelor' Degree Programmes, 7 Master's Degree Programmes, 5 Postgraduate Programmes;
- in further professional educational programmes: a wide range of programmes for improving professional skills in the social and humanitarian profile, including the programme of professional retraining "The Programme of Training Mediators".

The cluster of educational programmes under accreditation is implemented by the Department of Social Work and Social Anthropology (SWSA).

Training in educational programmes in the profile "Social Work" has been accomplished in NSTU since 1998, and since 1999 the inclusive training of disabled students has begun within its framework.

The implementation of the programme was accomplished by the subdivision of social work at the Department of Sociology till 2004. In 2004 the Department of Social Work was established in NSTU and in 2006 it was renamed as the Department of Social Work and Social Anthropology.

At present the department teaching staff includes 16 persons - 2 Doctors of Sciences, Professors; 7 PhD, Assistant Professors; 2 senior teachers; 5 assistants and 2 persons of the additional staff.

In 2014 the number of students in the training profiles implemented by the department is 128. The dynamics of students' contingent over the last 5 years is presented in **Appendix B**.

The Department of Social Work and Social Anthropology actively collaborates with the NSTU Institute of Social Rehabilitation (the inclusive training of disabled students) and the NSTU Public Faculty (training of the retired).

The Department of Social Work and Social Anthropology actively collaborates with Novosibirsk State University of Economics and Management, Siberian State University of Telecommunications and Information Sciences, Novosibirsk State Pedagogical University, New Siberian Institute, Tomsk State University, Tomsk State Polytechnic University, Siberian Federal University (Krasnoyarsk), Altai State University (Barnaul), Russian State Social University (Moscow), National Research University of Higher School of Economics (Moscow), Saint Petersburg State University, etc.

The Department of Social Work and Social Anthropology constantly collaborates with the Institute of Philosophy and Law of the Siberian Branch of the Russian Academy of Sciences, which allows carrying out joint research projects, making publications, arranging scientific events.

Practical activity of the department is based on cooperation with the Ministry for Social Development of Novosibirsk Region. Within this cooperation the department participates in modeling and realizing regional social policy. In this connection, the Centre of Conflictology and Investigation of Social Problems "Tempus Sociale" was established under the department in 2006. In 2009 the Regional Training and Methodological Centre "Family"(RTMC "Family") was set up in realizing the programme of

Novosibirsk Region "No Anybody Else's Children". Improving the professional skills of specialists in the social sphere, supervising organisations' and enterprises' activity, developing and publishing work materials, arranging scientific events are held in its terms.

The department also collaborates with the Department on Social Policy of Novosibirsk city executive board, participates in the work of the Public Board on Estimating the Quality of Social Services, the Public Committee on Work with Family, Women and Children, etc.

The teachers of the department are considered to be experts in regional and municipal assessment commissions for the employees of organisations and institutions of social services for the population.

The teachers of the department are the members of interregional, regional and municipal non-commercial organisations ("Social Partnership", "Siberian Association of Mediators", "Siberian Centre of Conflictology" and the like). Under the treaty on cooperation with the Ministry of Labour and Social Development of the Republic of Sakha (Yakutia) the department created the experimental platform to implement innovative social technologies within "The Republican Social and Rehabilitation Centre for the Underaged".

Practical orientation of educational programmes is maintained by granting practical training places for students by such organisations as "Social Rehabilitation Centre for the Underaged "Victoria", the Department of Federal Bailiffs Service in Novosibirsk Region, the Agency on Press and Mass Communications in Novosibirsk Region, the Department of the Federal Service in Protecting Consumers' Rights and Human Welfare in Novosibirsk Region, the Centre of Psycho-Pedagogical Assistance to the Youth "Vita", Complex Centres of Social Services for the Population of Novosibirsk Districts, Criminal executive inspection of Novosibirsk Region. The full list of places for practical training is given in **Appendix D**.

International activity includes training foreign students, implementing the double-degree educational programme with the University of Gavle (Sweden), students' academic mobility (practical training in Warsaw University, Poland), participation of teachers and students in conferences and seminars, inviting foreign teachers to deliver lectures and master-classes.

## **Compliance with standards of public accreditation**

### **Standard 1. Policy (mission, vision) and procedures for quality assurance of educational programmes cluster**

#### ***Activities description and achievements in 2010-2014***

**Mission and vision of educational programmes** . Under Article 29 "Information transparency of an educational organization" of the Federal Law "On education in the Russian Federation" (of December 29, 2012 No 273-FZ) there is prescribed information about the University activities on the NSTU site. The mission, goals, and objectives are in the Charter of NSTU, in the University strategic development programme "Engineering and scientific staff for innovative economy" (2012-2016).

**Mission of the University** is to prepare competitive specialists for high-tech sectors of the Russian economy, conduct world-class fundamental and applied research, transfer intellectual property, and integrate into the global scientific and educational area (<http://www.nstu.ru/info/info>).

**Mission of the Department of Social Work and Social Anthropology** consists in training competitive specialists in the social sphere, arranging research, developing and implementing social technologies in the social and economic system of the region.

**The purpose of basic educational Bachelor degree programmes:**

- 39.03.02 "Social Work" (the profile "Organisation and Management in the Sphere of Social Work") – forming graduate's competences necessary for the market to organize structural and system-oriented social work in the field of social protection, provision of social services and social support for the population under the conditions of intersectoral social partnership.
- 37.03.02 "Conflictology" – forming graduate's competences required to diagnose, resolve and manage conflicts in different spheres of society's life.

**The purpose of basic educational Master degree programs:**

- 39.04.02 "Social Work" (the profile "Social Work in the Sphere of Family and Childhood") – forming graduate's competences needed for the market to organize and manage structural and system-oriented social work in the sphere of family and childhood.
- 37.04.02 "Conflictology" (the profile "Applied Conflictology and Mediation") – forming graduate's competences necessary to investigate and manage conflicts in different spheres of society's life as well as to implement innovative technologies in resolving conflicts.

**The purpose of the Professional Retraining Programme** ("The Programme of Training Mediators") is training listeners in mediation technologies without specialization and in a specialized sphere as well as training supervision in a specialized sphere of mediation.

The goal and the main content of each educational programme, key competences can be seen in the educational programmes presented in the open access to the NSTU portal ([http://www.nstu.ru/education/edu\\_plans/#fgo](http://www.nstu.ru/education/edu_plans/#fgo)).

In formulating its own goals and tasks the department takes into account the goals and tasks of the university development which are formulated in detail in the Strategic Programme of the University Development. The goals of the strategic development to be implemented at the department in 2012-2016 are the following: providing the quality of educational services, training competitive specialists in the sphere of social work (the Bachelor's Degree Programme, the Master's degree Programme), conflictology (the Bachelor's Degree Programme, the Master's Degree Programme), sociological sciences (the Postgraduate Programme) as well as training specialists in the field of

mediation; developing research projects, models, programmes, methods, expertise and the like for regional social policy.

Educational programmes implemented are aimed at forming universal and professional competences in terms of the requirements of federal state educational standards, professional standards, developments of the project "Tuning of Educational Structures in Europe" (TUNING) and Dublin descriptors as well as standards and directives of the European Association For the Quality Assurance in Higher Education (ENQA).

The goal of educational programmes in the field of upbringing is forming the relevant personal traits necessary for professional activity: the civic position and social activity, skills of team work, empathy, tolerance, adaptation, career competence and creativity.

The goals of developing the department and educational programmes implemented are interdependent and cannot be considered separately. To realize the goals mentioned the tasks of improving educational programmes in all the profiles using the competence model and with the participation of the professional community and students are stated.

NSTU justifiably positions itself as an international research and educational center, providing quality assurance. In order to integrate into the international community a strategy of international activities within the programme of the strategic development of NSTU has been developed, the results of which are analyzed annually and placed in the public domain: [http://www.nstu.ru/static\\_files/30030/file/nstu\\_otchet\\_samoobsledovanie\\_2\\_013.pdf](http://www.nstu.ru/static_files/30030/file/nstu_otchet_samoobsledovanie_2_013.pdf)). It contributes to the development and internationalization of educational programmes. The International Service of NSTU coordinates these activities. Its main goal is the organization, development, and maintenance of the NSTU external economic activities and cooperation with foreign universities, research institutions, organizations and companies in the areas of education, research and culture. The International Service has developed a number of internal legal documents placed in the public domain: <http://www.nstu.ru/international/info>.

The Department of Social Work and Social Anthropology actively participates in implementing the strategies of developing university international activity.

**2. Ways of achieving and correcting the goals of educational programmes.** Implementing the goals of educational programmes cluster under accreditation is provided in the process of training activity and extracurricular work of students and listeners, methodological, research and educational work of the department teaching staff.

Objectives of educational programmes are achieved through:

- highly qualified teachers and their regular professional development at least once every three years (**Appendix G**)
- involving students in research projects, conferences, Olympiads, competitions at different levels (**Appendix H**);
- involving managers and specialists of organisations and institutions in the educational process;
- using active and interactive teaching methods in the educational process;
- widespread use of active learning methods in the educational process;



- development and continuous improvement of teaching materials in the academic disciplines, including electronic ones;
- developing material and technological facilities and information resources (annually not less than 0.5 mln rubles are spent for this purpose from the department extrabudgetary fund).

The degree of the goals achievement and the implementation effectiveness of the educational programmes cluster under the accreditation are estimated by:

- midterm (tests, pass-fail exams) and final (state exam and graduate qualification work) certification;
- score-rating system evaluation of students performance (<http://www.nstu.ru/education/rating>);
- rating evaluation of the departments and teaching staff activities (including "effective contract" since 01.01.2015);
- questionnaire of teachers on the satisfaction of working conditions;
- questionnaire of students on satisfaction of the education quality;
- regular training of teachers and staff in quality management;
- teaching staff performance evaluation on adequacy for the job (based on the analysis of "effective contract" implementation);
- analysis of the active participation of students in research and international activities;
- analysis of the students' employment.

The results of these evaluations are recorded in the following documents: academic records; reports on the performance of students at the end of the term; reports on the results of the state final examination; external reviews and the research advisers' feedbacks on the graduate qualification works; internship reports; reviews of the internship; annual reports on the activities of the teaching staff and departments, on professional development; teachers' performance appraisal sheets; reports on international activities and coordination of students' research; minutes of departments' meetings; Educational research and methodological council, and Academic council of FH.

**3. Participation of all the parties interested (the administration, teachers, students and representatives of the regional professional communities) in determining the goals and strategies of developing educational programmes.** To improve its educational programmes the department is deeply involved in NSTU innovation activity in the field of the following educational projects: Innovative Educational Programme of NSTU (2007-2008); the Strategic Programme of the University Development (2012-2017). The department SWSA collaborates with the NSTU Marketing Department in developing and conducting social research of innovation attractiveness of NSTU.

The department teachers actively participate in discussing and developing the curricula, competence models of educational programmes in the framework of methodological seminars and department meetings.

During such events as meetings, talks, polls, the determination of individual educational trajectory conducted by a tutor the opinion of students on the goals and strategy of educational programmes is revealed and taken into account in improving educational programmes.

Annually the Department of Social Work and Social Anthropology arranges about 10 research and practical events attracting the representatives of the regional professional community to discuss the urgent practical matters of developing social work and conflictology. This practice helps the department SWSA to improve its educational programmes and involve employers in the processes of their development, improvement and quality assurance.

Thus, **the mechanism of adjusting goals, objectives and content of the educational programmes** is based on analyzing the university strategic goals, teachers' opinions, demands of employers and the feedback with students and graduates.

**4. The system of educational programmes quality assurance** is based on the existence and availability of the internal regulatory and legal framework on key processes, learning and teaching support of academic disciplines, regular self-evaluation ([http://www.nstu.ru/info/quick\\_links](http://www.nstu.ru/info/quick_links)).

Since 2011 the educational programme "Social Work" has been in the list of "The Best Educational Programmes of Innovative Russia" organized by the National Centre of Public and Professional Accreditation, the Guild of Experts in the Sphere of Professional Education, All-Russia Journal "Accreditation in Education". In 2013 the educational programme "Conflictology" was also included in the list of "The Best Educational Programmes of Innovative Russia".

Analysis of research activity of full-time teachers from the graduate department, involved in the implementation of the educational programmes, showed that all teachers have research publications in the relevant branch of science, including foreign publications, collective and individual monographs.

The business reputation of the department teachers is confirmed by letters of gratitude, diplomas and certificates.

All the educational programmes and the programme of further professional training are reviewed by the representatives of the professional community.

#### **Standard 1 activity strengths:**

1. Continuity of the mission and goals of the university, the Faculty of Humanities, the Department of Social Work and Social Anthropology and the cluster educational programmes under accreditation. Goals, tasks and development strategy are legally documented.

2. Engagement of all the parties interested (the university and faculty administration, teachers, the representatives of professional communities, students) in defining the goals and development strategy of educational programmes.

3. Compliance of educational programmes with the best domestic and foreign experience in the sphere of social and humanitarian education. The efficient mechanism for estimating the degree of achieving goals.

4. The educational process is highly provided with internal regulatory legal documents.

5. Information openness of educational programmes, the availability of feedback with all the parties interested.

#### **Areas for improvement**

1. The module principle of creating the curricula and educational programmes is poorly used.

2. The degree of international activity in the number of foreign partners, joint educational programmes, in academic and student mobility, grant work is distributed unevenly.

3. The level of teachers' language skills is not sufficient to implement disciplines in a foreign language.

## **Standard 2. Approval, monitoring, and periodic review of educational programmes and qualifications**

### ***Activities description and achievements in 2010-2014***

**1. In accordance with changes in the federal state educational standards (FSES), the needs of employers, improving the learning content, strengthening the practical orientation** there is a regular review of curricula and programmes of academic disciplines once a year on average. This is consistent with the mission and goals of educational programmes. The changes are discussed at the departments' meetings and recorded in the minutes.

Overall coordination of the educational process, preparation of the regulatory documents, monitoring, control of the design and implementation of educational programmes at the University are provided by Learning Management Division ([http://www.nstu.ru/staff/umo\\_dept](http://www.nstu.ru/staff/umo_dept)) and the Scientific and Methodological Centre (<http://smc.nstu.ru/>).

Curricula for each educational programme fully comply with FSES, they are developed on competence-based approach, which is supported by the System of computer-aided design of educational programmes (TPD - Training Programme Design) <https://ciu.nstu.ru/programme-fgos3/>. This takes into account the best practices of Russian and foreign universities. They are analyzed at the meetings of the Board of Educational Methodological Association on economics in Plekhanov Russian University of Economics, on management in Saint-Petersburg State University of Economics, in the process of marketing of educational programmes of the leading Russian and foreign universities using the Internet. International constituent is taken into account to the maximum extent while shaping curricula of joint Master programmes .

Enhancing vocational training the elective courses consider the needs of employers, supplement and develop competences formed by the basic academic disciplines.

Teaching materials of disciplines correspond to the structure of the curriculum and include mandatory requirements for learning outcomes; analysis of the role and place of the discipline in the competency development; content description, learning technologies, methods of assessment.

In the context of a three-level education the continuity of curriculum (undergraduate, graduate, post-graduate) is secured taking into account a set of acquired competences, the need to deepen the knowledge and additional competences according to specific profiles and programmes in the cluster of educational programmes under accreditation. The role of the research work of students (undergraduates, graduate students) grows moving up the educational trajectory. The undergraduate curriculum includes the course work and final qualification work with the elements of

scientific research. Master's curriculum is complemented by research practice and the section "Research work" in the amount of 29 credits for the master programme "Social Work" and of 35 credits for the master programme "Conflictology". PhD students usually continue to work on the chosen Master's degree research topics that ensures the continuity of research throughout the training period. The results of the research work of students can be found in publications and presentations at scientific conferences, seminars, including international ones.

In the development and implementation of programmes of academic disciplines innovative technologies and active learning methods: business games, trainings, discussions, problem lectures, automated training systems with computer-based knowledge control, simulation, etc. are widely used. In NSTU Master programme a unique educational practice is applied. It is an interdisciplinary project within the course of "Innovation Management". Teams of students from different faculties and profiles, including economics and management, develop an innovative project "from the idea to investors". The best projects were displayed on the prestigious innovative exhibitions and received grant supports.

Independent work of students is an important part of the learning process. It includes not only the learning of some course units, but also consolidation of the knowledge and skills acquired in research and innovation projects. The efficiency of self-study is evaluated during the defense of research and project reports, coursework and final qualification works / dissertations. The publication activity of students is also very critical. Currently, the teaching materials for students' independent work and its assessment are being developed.

**2. The opinions of students and employers are taken into account while developing curricula and working programmes of academic disciplines.** Students express their viewpoints in questionnaires, oral polls and talks to teachers, the heads of the departments and the dean of the faculty. The results of questionnaires concerning the students' opinions, interests and satisfaction are presented in Appendix E.

The students' opinion is considered in creating individual educational trajectories by choosing disciplines in their profiles. Tutors arrange the presentations of courses offered according to a student's choice.

The opinion of the representatives from professional communities are taken into account in developing the curricula and the discipline work programmes.

All the discipline work programmes, methodological recommendations and regulations in the directions of practical training as well as research work are developed and reviewed by the representatives of the professional community and employers. The competence approach is used in developing the curricula of programmes under accreditation.

**3. Monitoring of the effectiveness of the educational programmes implementation.** The main indicators of the implementation effectiveness of each of the educational programme are:

- the results of the midterm and ongoing assessment of students (twice a year during examinations), controlled by the Regulation on exams and tests;

- the results of the final state certification, the examination boards are chaired by practitioners (according to the study programme), controlled by the Regulation on the State Final Examination and recorded in the reports of the State Examination Board chairpersons;
- review of the final qualification works; review of the internship;
- the number of graduates' applications in employment agencies;
- students' achievements in scientific, training and public activity are confirmed by diplomas, certificates and letters of gratitude.
- the estimation of educational programmes implemented in the department by graduates is shown in the section "Success History" on the NSTU portal.
- educational programmes implemented correspond to the requirements of federal state educational standards, developments of the project "Tuning of Educational Structures in Europe" (TUNING) and Dublin descriptors as well as standards and guidelines of the European Association for Quality Assurance in Higher Education (ENQA).

#### **4. Regular internal and external evaluation of the educational programmes.**

The results of the internal evaluation of the implementation of the educational programmes, including the questionnaires on students' satisfaction for the learning process at the University, are regularly reviewed at the departments and the Academic Council of FH meetings.

Regularly, every six years, the University runs the state accreditation; annually it goes through the procedure of self-evaluation and monitoring of educational institutions of Ministry of Education and Science. The results are published in the self-evaluation reports, which are open to external users and posted on the portal: <http://www.nstu.ru/info/information/doc>.

In March 12-16, 2012 the Department of Social Work and Social Anthropology was successfully expertised in the content and the quality of students' training in educational programmes of a great number of specialities and profiles of 040000 "Social Sciences" within the framework of the procedure of state accreditation.

Internal and external assessment of educational programmes is accomplished annually through discussing at the department meetings, methodological seminars, round tables with attracting students and the representatives of the professional community.

##### **Standard 2 activity strengths:**

1. Compliance of the curricula of FSES educational programmes with the best Russian and international practices. Regular revision of curricula and programmes under coordination of Educational Board

2. System of computer-aided design of educational programmes on the basis of competence approach that allows quickly adjusting of the curricula and programmes.

3. Proven monitoring system of educational programmes efficiency, stable relations with employers to assess the achievements of students and graduates.

4. The unique experience of training to promote innovation and entrepreneurship within the discipline of "Innovation Management".

The unique experience of practically oriented implementation of educational programmes confirmed by more than 50 agreements on cooperation with the institutions of Novosibirsk, Novosibirsk Oblast, and other regions of the country.

**Areas for improvement:**

1. The feedback with graduates is not sufficient.
2. The links with Russian higher educational establishments in the sphere of developing net educational programmes are poor.

**Standard 3. Assessment of student learning outcomes (competencies)**

***Activities description and achievements in 2010-2014***

**1. Regulation of applicants and students' knowledge/competence assessment.** Improving the procedures for assessing the efficiency level of educational programmes is one of the priorities of the quality management system at NSTU.

Existing procedures for assessment of applicants and students' knowledge/competence in the educational programmes cluster under accreditation are regulated by the following documents:

- Regulations on admission to NSTU on educational programmes of higher education (Bachelor and Specialist degree programmes; Master degree programmes; Phd degree programmes);
- Provisional regulations on the educational process organization based on FSES;
- Provisional regulations on the organization of interterm assessment (examinations and tests) at NSTU main educational programmes based on FSES;
- Regulation on the score-rating system of evaluation of NSTU students' achievements;
- Funds of assessment tools in various academic disciplines and State Final Certification;
- Programmes of qualifying examinations for the Candidate degree (for PhD students).

Latest edition of the normative documents are posted on the NSTU website, (<http://www.nstu.ru>) in the "Applicants", "Students", "Undergraduates" and "Graduates" and are open and accessible to all interested parties.

For applicants the necessary information about specialties, the rules and plans of admission, entrance examinations, the competition and the passing score according to previous years is available on the NSTU website, in the "Applicants" (<http://www.nstu.ru/enrollee/rules>). Here are also general rules for filing appeals.

During the admission campaign both in-person and electronic applications are valid. (via "My Profile"): [http://www.nstu.ru/enrollee/enrollee\\_account](http://www.nstu.ru/enrollee/enrollee_account)). Every year at the end of the admission campaign the analytical reports on the dynamics of application

and admission to educational programmes are provided and placed in the corporate system of the University (<http://ciu.nstu.ru/isu/>).

After every entrance examination campaign the Faculty of Humanities and the department analyse its results. The university and the department make reports on the results of analyzing and estimating the entrance requirements and procedures which are discussed at the Academic Board of the Faculty of Humanities and at the NSTU Academic Board and published in the newspaper "INFORM".

**2. The use of accurate criteria and independent students' knowledge/competence assessment procedures.** In the work programmes of all academic disciplines there are sections containing the rules of certification, as well as the evaluation tools for current and interterm assessment of students on the basis of the discipline acquisition. In accordance with the NSTU score-rating system, rating of students, as well as rules for examinations or pass/fail exams are set on a 100-point scale. Assessment rules include minimum and maximum number of points in the semester, deadlines; types of control and final certification.

Monitoring and assessing of the students' competences acquisition are performed within the whole period of study by various evaluation tools: tests, term papers, essays, abstracts, homework, workshops, etc.

Funds of assessment tools in the academic disciplines are approved by the minutes of the departments meetings. They contain practical exercises, calculation tasks and the banks of tests, including those placed in the e-learning system DiSpace. In this system, teachers develop and place their electronic teaching materials.

At the beginning of the semester the students get information about the rules and types of assessment and certification. Electronic educational materials are available for the entire period of study in the e-library system of NSTU. Access to resources is provided through "My Profile» - [https://ciu.nstu.ru/student\\_study/](https://ciu.nstu.ru/student_study/); <https://ciu.nstu.ru/postgrad/>.

NSTU score-rating system takes into account the student's results not only in curricular, but also in extra-curricular activities. It provides employers with detailed information about the graduates to facilitate their job placement. Extra-curricular student rating is determined by their achievements in scientific, sporting, social, and creative activities that are included in the relevant sections of the personal e-profile and verified by academic advisors (tutors). The integral student's ranking is defined as the sum of curricular and extracurricular rating points and it serves as a decision-making basis for the reward, scholarships, transfer from the contract form of training on the budget, further education in Master and PhD degree programmes. The integral student's rating is given in the European Diploma Supplement (Diploma Supplement), which is issued to graduates of NSTU since July 1, 2006.

Information transparency regarding the criteria, procedures, and results of educational achievements evaluation is provided by the Student's E-Profile where one can monitor their current progress by the check points in the semester (seventh and twelfth weeks), the results of the session on a 5-point scale; the results of the session on a 15-level ECTS scale (European

Credit Transfer System). Students' progress data is posted on the website by teachers and Dean Office staff.

Regular individual and group consultations make considerable contribution to the students' competences development. Schedule of consultations is available on websites and department stands at the beginning of each semester.

An important part of ensuring a high level of students' training for a cluster of the programmes under accreditation is regular monitoring of student satisfaction of the educational process quality, which is carried out by means of questionnaire survey (the results are given in Appendix I). Questionnaire (Appendix E) was developed in accordance with the requirements of the FSES to provide students with opportunities to evaluate the content, organization and quality of the educational process. It complements the methodology (applied in NSTU since 2003) of measurement of students' opinions about the quality of both the learning process and teaching staff. (Order No 651 of 16.09.2003). The questionnaire is placed in student's e-profile and filled in by them on-line after the completion of course of study. The results are anonymous, they are stored and processed automatically by the information system of NSTU. The results of profiles processing are available to deans, heads of the departments and staff of the Scientific and Methodological Center.

Objective evidence of a high level of knowledge and competences of students is awarding scholarships for outstanding achievements, in particular, grants of the Government of Novosibirsk Oblast and the Governor of Novosibirsk Oblast named after G.P. Lyschinskiy, and scholarships of public organizations (such as Vladimir Potanin Foundation).

### **3. Conducting the assessment of students' knowledge/competences by qualified specialists**

The objective assessment of forming students' competences is provided under the following conditions:

- The training process in educational programmes is accomplished by qualified department teaching staff (2 professors, 7 associate professors, 2 senior teachers and 5 assistants) as well as by practical specialists invited.

- Monitoring of qualifications is made by the state final assessment in which practical specialists, workers of partner educational institutions and employers participate as the members of state examination commissions. Their high qualification is confirmed by academic degrees and titles as well as high professional reputation.

### **4. Use of the Procedures for Independent Assessment of Training Outcomes**

Since 2008 students training at the Department of Social Work and Social Anthropology pass through the independent assessment of education quality within the framework of the project "Federal Internet Examination in the Sphere of Professional Education" (certificate No. 154 of July 1, 2013 of Scientific Research Institute for Monitoring Education Equality). The outcomes of the federal Internet examination presented in Appendix C give



evidence that students showed a sufficient level of knowledge in all the disciplines tested.

The outcomes of assessing the level of students' competences formed are presented in reviews of specialists of organisations and institutions where students undertake practical training.

Students training in the profile "Social Work" regularly win in the All-Russian Olympiad in social work: in 2010 – the V team place, the I place in a creative competition, the VIII place in the III round of the All-Russian Olympiad in social work (Moscow); 2012 – the I team place in the competition "Social Projects"; the I and the III places in the competition "Normative and Legal Fundamentals of Protecting Family"; the III place in the competition of social advertisement in the II round of the All-Russian Olympiad in social work (Chelyabinsk); 2014 – the IX team place out of 39 teams, the V place in the competition of social advertisement in the III round of the All-Russian Olympiad in social work (Moscow).

### **5. The degree of Students' Activity in Research**

Annually the department develops and implements the plans of research work of students. The person responsible for students' research work is also responsible for its organization. Monitoring of students' scientific research results is done twice a year according to the approved plans and procedures for rating of the departments according this indicator. The results of this work are reported on conferences, in publications, testified by diplomas and certificates. They are also reflected in coursework and final qualifying works that pass a preliminary examination on student scientific conferences youth forums of various levels.

All the events of research work can fall into two blocks: inside and outside the university. Among them – the All-Russian conference of young scientists "Science. Technologies. Innovations", NSTU Days of Students' Research, research conferences and seminars, round tables arranged by the Department of Social Work and Social Anthropology, Lomonosov's Readings (Moscow), Kovalev's Readings (Saint Petersburg), students' conferences of Tomsk State University, etc.

### **6. Promotion to International Students' Mobility**

In 2011-2014 NSTU participated in the international projects of EU: ERASMUS MUNDUS Jean Monnet programme; ERASMUS MUNDUS Aurora Action 2; TEMPUS. The budget of all international projects for the 2010-2014 amounted to about 26 million rubles; volume of financing of the University activities with funds raised from international companies and organizations amounted to about 35 million rubles.

Over the last 5 years the number of foreign students studied according to educational programmes under accreditation (Kazakhstan, Ukraine, Brazil, Nigeria) has increased.

The department has an experience in arranging joint educational programmes (training bachelors in the profile "International Social Work" in compliance with the bilateral memorandum of December 27, 2007 signed by NSTU and Gavle University (Sweden). In 2012 the students of the

department participated in the Russian-Belgium project "Youth in Action" within the project of non-commercial organization JAP.

Under the treaty on cooperation with Warsaw University in the programme of inclusive training of students, masters and postgraduates, the students of the profile "Social Work" (one student in 2012) and of "Social Anthropology" (six students in 2012-2014) studied in Warsaw. At present two students of "Conflictology" take the language training to participate in the programme of inclusive training.

The department invited professors from Canada and the USA (Professor of the Pedagogical College from Columbia University Judy Kuriansky, Assistant Professor of California State University Sarah Busse Spencer, Doctor, Professor of the University of New Jersey Pamela Devo and others) to read lectures to the students.

There are some centers of foreign languages at NSTU: German Center (Goethe Institute Partner), Information Center DAAD, Resource Center of the French language, Hebrew Center, Language Center "East-West", the Confucius Institute, Polish center, several English centers.

### **7. Employment of graduates.**

Graduate departments, Marketing Department of NSTU, Regional Centre for employment and adaptation of graduates to the labour market, regional public organization "Association of Graduates NSTU-NETI» (<http://assoc.nstu.ru/>) organize and support interaction with alumni.

To study the graduates' career paths the NSTU marketing department twice a year conducts a complete study of their employment, including a survey via telephone interviews, and electronic questionnaire. Results of this study are published on NSTU portal (<http://www.nstu.ru/alumni/employment>).

Employers are able to assess the level and quality of training of the students during all types of practices. Testimonials of heads of organizations, practice reporting data indicate a high level of the students' competency. This is confirmed by the SFC where employers are the members of the examination boards.

The department watches graduates' employment and promotes it, using its links with employers.

The department graduates are employed not only in Novosibirsk Region but also in other regions of the country and abroad (in Kazakhstan, Germany, the USA, the Czech Republic, Malta, etc.). The department greatly contributes to providing the steady development of Novosibirsk Region, preparing professional specialists capable to work under the conditions of reforming the social sphere.

Professional retraining of specialists in the field of mediation is accomplished within the frames of developing the system of family and children support in Novosibirsk Region. The work plan of the Novosibirsk Regional Commission on Underaged Matters and Protection of their Rights for 2015 includes the financial assistance for developing the services for consulting on conflicts in families and family mediation. Thus, the services for consulting on conflicts in families and family mediation are the place for employing the specialists passed through retraining programme "Training of Mediators".

### **Strong Points of Activity by Standard 3**

1. NSTU has been incorporated into the European educational area since 1992 and has extensive experience in the implementation of educational programmes under the Bologna system.

2. The criteria, requirements, and procedures for assessing the quality of education are defined in the documentation of the University and they are available for students, teachers and other stakeholders.

3. Developed corporate information system provides transparency of information in regard to assessment of knowledge / competences of applicants and students. Assessment criteria ensure consistency with the processes of teaching and learning, as well as the expectations of employers.

4. Students' research work is confirmed by good results.

5. The work concerning graduates' employment is conducted at a systematic level. The graduates are in demand on the labour market.

6. The development of innovative activity on implementing social technologies and mediation practice in the sphere of social services is provided in the Regional Training and Methodological Centre "Family".

### **Areas for improvement**

1. The activity in certifying assessing material funds is not sufficiently developed, the participation of students of educational programmes under accreditation in independent quality assessment projects – Federal Examination in Professional Education (FEPE), Ahello, etc. – is also insufficient.

2. The system of cooperation and partnership with foreign universities is poorly developed.

### **Standard 4 Teaching staff quality and competencies assurance**

#### ***Activities description and achievements in 2010 – 2014.***

#### **1. Sufficiency of teaching staff qualification level.**

Learning process in the educational programmes cluster under accreditation is provided by academic teaching staff in a quantity sufficient for high-quality training of graduates. The teachers' staff of the Department of Social Work and Social Anthropology includes 2 Doctors of Science, 7 associate professors, 2 senior teachers and 5 assistants. The department assistants train in the postgraduate training course.

The availability of teachers with great work experience and young teachers working at candidate dissertations allow, on the one hand, providing continuity in training students and in research and, on the other hand, promoting the implementation of innovative methods of teaching in the educational process due to the activity of young department teachers. One hundred percent of teachers improved their qualification in the form of different courses related to the discipline profile.

Highly qualified teachers from other departments of the NSTU Faculty of Humanities, other higher educational institutions (Novosibirsk State Pedagogical University, Novosibirsk State University) and research institutes (the Institute of Philosophy and Law of the Siberian Branch of the Russian Academy of Sciences), practical specialists from the heads and leading specialists of organisations and institutions of the social sphere in

Novosibirsk and Novosibirsk Region are involved in all the profiles of educational programmes.

Scientific supervision of masters ("Social Work" and "Conflictology") is accomplished by 2 Doctors of Science and 3 Candidates of Sciences.

Teachers' competence of the Department of Social Work and Social Anthropology can be confirmed by letters of gratitude, certificates in improving qualifications.

## **2. Teaching staff competence in the relevant fields of knowledge**

The authorities of the University and the Faculty of Humanities make a systematic analysis of staff availability of the educational process. Those who pretend to take a position in the teachers' staff participate in the competitive selection in accordance with the Regulations on Accepting the Post and the terms of the collective treaty. Moreover, the procedure of the competitive selection is regulated by the Regulations on the Assessment Commission of the NSTU Faculty of Humanities.

Information of competencies level of the teacher, dynamics of his/her professional and scientific achievements, as well as other activity indicators, ensuring competencies guarantee, is presented on the NSTU web-portal and web-sites of teachers and other staff. Structure of this information allows characterizing professional and scientific activity of a teacher in the following areas: general information (education, work experience and length of research and educational experience); educational work (schedule and list of teaching and guiding activities, research activities (thesis information, research areas, list of monographs and other published papers). As additional information the teacher's website contains information such as: participation in conferences and seminars, participation in projects, tenders, grants; membership in social-professional communities, public recognition (e.g. <http://ciu.nstu.ru/kaf/persons/60482/about>).

Information that is posted on teachers' web-sites is controlled and analyzed on the level of sub-faculties, scientific units, scientific library (in order to control reliability and accuracy of the information). Thus, information about teachers as the main resource of the educational process is available for students and other individuals interested in teaching staff quality and competency assurance.

Most of the department teachers provide practical activity, supervising the work of specialists of social organisations and institutions, consulting conflict situations and conducting mediations.

The department teachers make research on a wide range of fundamental and applied problems: improving the system of preventing social child abandonment and troubled families within the framework of the regional programme "No Anybody Else's Children" (2010-2012) of the Fund on Children Support; improving the system of preventing delinquency and crimes among underaged children in Novosibirsk Region; developing the project of Regional Experimental Centre for Developing Traditional Handicraft in the settlement of Kolivan within the framework of the Fund by E. and G. Timchenko, etc.

Over the last years the department realized the following grants: "Investigation of Students' Career Competences" (within the Strategic Programme of NSTU Development) in 2012; "Mechanisms of Stimulating

Public Participation of Citizens of Urban Type Settlements in Solving the Problems of Social and Territorial Communities” in 2012; “Transformation of the Ethnic Picture of multicultural society under the Conditions of Multicultural Society” in 2011; “Rehabilitation Technologies as a Resource of Forming the Competence of Behaviour of the Elderly in the Context of Developing the Concept of Lifelong Education” in 2010; the grant “Phenomenon of Network Structures in Society: Constructing Social Reality and its Theoretical Images” of the Russian Fund for Research in Humanities.

The department teachers regularly publish the results of their research: over the last 5 years 265 works have been published, among them 68 – in the journals of the State Commission for Academic Degrees and Titles (RSCI); 10 monographs; 105 textbooks, electronic training and methodological complexes, workbooks and recommendations. There are also publications in foreign editions.

### **3. Recruiting teachers from other institutions, including foreign teachers**

The teachers of educational institutions-partners are included in commissions on the state final assessment.

To read lectures and conduct master-classes practical specialists and teachers of Russian universities from other regions of the country and foreign higher educational institutions are invited: the chairman of the All-Russian Association of Rehabilitation Mediation, the president of the Centre “Judicial and Legal Reform”, member of the European Forum on Rehabilitation Justice Maksudov R.R (Russia, Moscow); Associate Professor of the Department of Conflictology of the Faculty of Philosophy and Political Sciences from Saint Petersburg State University, internationally certified mediator, coordinator on certifying mediators of Saint Petersburg Centre for Developing the Negotiation Process Ivanova E.I.; Professor of Pedagogical College from Columbia University Judy Kuriansky, Assistant Professor of California State University Sarah Busse Spencer, Doctor, Professor of the University of New Jersey Pamela Devo and others.

### **4. System of diagnosis and motivation of the staff teaching quality**

The diagnosis of staff teaching quality is accomplished by expertising the discipline work programmes, mutual attending teachers’ classes, attending teachers’ classes by the head of the department, analyzing the filling of the teachers’ personal sites and regular informing the achievements in teachers’ scientific, training and public activity.

At NSTU there is a system of stimulating activity of the teaching staff in place. It is described by the Order on incentives allocation among teachers and departmental staff based on semester and year results. The Statute is passed by the NSTU Academic board on April 24, 2013). Information on complex incentive approach is located on the site: <http://www.nstu.ru/staff/incentives>.

This Order sets the principles of allocating incentives among teachers and departmental staff, as well as heads of departments and a dean based on 1st semester and year results, and defines the rights of department heads for dispensation of rewards within the department. Allocation of

incentive among reaching staff and department staff is performed based on Statutes passed in the departments and approved by the academic board of Faculty of Business.

Incentive allocation system includes the following teaching staff activity components: scientific, methodological, international and occupational.

Scientific work is one of the most important activity areas and is presented by the following indicators when allocating incentives: number of accomplished fiscal and economic contractual R&D projects; number of postgraduates assigned to the department, number of post-graduates who defended their thesis on schedule, number of postgraduate thesis defences, number of doctoral dissertations, number of patents, number of articles in issues from Higher Attestation Commission list; number of other scientific publications; number of publications in magazines and materials from international conferences which are indexed in scientometrical systems (Scopus, Web of Science and others); number of monographs.

The following methodological work areas are subject for stimulation: number of published text books and study guides classified and unclassified; coverage of educational process by electronic educational resources.

At the present day the system of stimulating activity has been developed by introducing the "effective contract" between the dean, head of department and the teacher. Forming of the system of effective contract indicators and their monitoring are executed through the personal user account of the employee, which guarantees personal participation of the teacher in defining activity indicators of the department, as well as the faculty and the university ([http://www.nstu.ru/staff/staff\\_account](http://www.nstu.ru/staff/staff_account)).

**5. Systematic improving the qualification** of the teaching staff is a priority in the work of the department and is regulated by the Statute on advanced professional development of NSTU teaching staff, located on the website: <http://fpk.nstu.ru/normbase>. Frequency of advanced professional development – not less than once in three years. Qualification improvement is accomplished mainly in the form of short-term courses and practical trainings. The information on the department teachers passed through improving their qualification in 2010-2014 is presented in **Appendix G**.

Thus, the structure of the teaching staff and their qualification level in the cluster of accredited educational programs allow to successfully adapt to ever rising requirements from the Ministry of Education and Science, employers, professional communities and ordering parties of the educational services.

**6. Participation of the teaching staff in joint international projects.**

Teaching staff mobility is achieved through visits to foreign partner universities and scientific organizations for internships, participation in scientific conferences and summer schools, lecturing. In 2014 the department teachers participated in the International Workshop "Eurasian Borderlands: Processes of Social Change in Post-Soviet Border Spaces", the International Conference "The ASEES-CESS Joint Regional Conference", the

International Workshop "Urban Transformations: the Emergence of New Social Groups".

Teachers have the opportunity to improve their level of proficiency in foreign languages in the NSTU language centers: German center – partner of Goethe Institute, DAAD information center, intensive courses of English language at the department of English language of technical faculties, "Lingua" center (professional retraining "Translator in the area of professional communication"). Teaching staff mobility and improvement of foreign language proficiency level are carried out with extrabudgetary funds of the Department of Social Work and Social Anthropology and well as the Program of University strategic development subsidy.

#### **Standard 4 activity strengths:**

1. High skill level of the teaching staff. Systematic approach and planning base for professional development and professional growth of the teaching staff who carry out the cluster of accredited educational programs.

2. Existence of internal rules and regulations base that helps to manage the process of staff competency level appraisal, transparency of information that allows the ordering party to estimate quality guarantee and teaching staff competency.

3. Existence of the proven system of motivating and stimulating activity of the teaching staff that accounts for all types of activity: educational, scientific, international and occupational.

#### **Areas for improvement**

1. Low share of teaching staff with sufficient level of proficiency of the foreign language, which limits academic mobility and working on new international projects.

2. The system of practical training for improving the teachers' qualification in foreign higher educational institutions is poorly developed.

#### **Standard 5. Learning resources and student support**

##### ***Activities description and achievements in 2010-2014***

**1. Provision of material and technical resources for educational programmes under accreditation** includes, first of all, the adequacy and quality of classroom fund, computer and office equipment, advanced software, availability of library and information resources.

Self-evaluation has shown that the material and technical resources are modern enough and sufficient for the effective implementation of the educational process. Mostly, they are offices and classrooms of Building V, VI.

Classroom fund includes lecture halls (7 of them are multimedia with computer "audio theater", which allows for 80% lecture and 60% practical classes using presentations, audio and video), classrooms for workshops and trainings; computer labs (5 rooms in total with 60 computers). Each computer lab is connected to the Internet. There is access to Wi-Fi in.

The department has classrooms specially equipped to hold mediations, trainings, round tables, negotiations as well as conflict consulting.

**Scientific Library of NSTU** has the first category and the status of a scientific institution. There are 4 delivery desks, 10 reading halls, and 8 internal departments in the library. Library staff includes 98 people. Total area is 2900 sq.m. The library is located in Building I, two reading halls for students are situated in B building VI. A new building of the library will be built by the end of 2015.

Library services as well include electronic request of books, electronic documents access, interlibrary lending, and multimedia library. The list of additional paid services of the library is quite wide and is presented in Appendix I.

The library fund is universal in content and includes about 1.4 million copies of various types of documents in all knowledge fields, including encyclopedias and reference books, special types of literature, learning, teaching, scientific and non-fiction, periodic, fiction, including those in electronic form. It contains 1250 thousand of books, 120 thousand of periodicals, 11.5 thousand of normative and technical documents, 1.6 thousand of dissertations, etc. Learning and teaching literature is accounted for about 923 thousand copies, scientific - 281.5 thousand, fiction - 21.3 thousand. There are 1,387 thousand in paper, 2.3 thousand in electronic, 102 in audiovisual format library resources.

Every year the library gets up to 40 thousand of printed copies. Since 2004 the library has been accumulating electronic resources. The number of publications in NSTU electronic library system accounts for 5308 copies, in "Rukont" - 1771 copies.

The educational programmes cluster under accreditation is fully supported by textbooks and manuals, as well as scientific periodicals.

In 2004 ALIS VIRTUA multifunctional integrated system for 8 licenses was installed in the library. The main advantage of ALIS VIRTUA is integrated automation and management of all library processes Access to the catalog is carried out from any workstation connected to the Internet in real time.

The library delivery desks and reading halls are open from Monday to Saturday from 9 a.m. to 6 p.m. according to the schedule posted on the website ([http://library.nstu.ru/users/raspisanie\\_rabot/](http://library.nstu.ru/users/raspisanie_rabot/)).

Modern information and communication technologies such as interactive boards, TVs, audio centers, multimedia projectors, exhibition displays, digital cameras, copiers and colour printers are available for delivering the educational programmes under accreditation. There is a local area network and high-speed access to the Internet for using the distance learning technologies, information resources of the library, teaching materials of departments, organizations of webinars and video conferencing.

The used software is as follows: simulation modeling, economic forecasting, data processing, discrete event simulation, including AnyLogic, SimulTrain, SPSS, Statistica for Windows v.6 Russian Academic Edition, and others; reference legal systems "Consultant Plus" and "Garant".

Sufficient material resources provide conditions for independent and research work of students.



Technical support of the educational process on the Department of Social Work and Social Anthropology is provided by 2 computer specialists.

Every year, according to the plan, material and technical resources of the Department of Social Work and Social Anthropology are updated by an average of 20%, which is about 0.5 million rubles.

**2. Availability of modern information resources to students,** except mentioned above, is provided by access to the electronic library system such as ([http://library.nstu.ru/e\\_ycheb\\_res/](http://library.nstu.ru/e_ycheb_res/)): «ibooks.ru» (test access); LitRes (test access); publishing house "Lan"; Rukont. The site of the Scientific Library of NSTU offers resources from libraries of Russia, Novosibirsk, and University Library.

Domestic and foreign databases in the public domain provide scientific resources for the cluster of the educational programs under accreditation. They are:

- ELibrary.ru (SEL RFBR) ([www.elibrary.ru/](http://www.elibrary.ru/));
- Polpred.com (Media Review) ([www.polpred.com/](http://www.polpred.com/));
- Data bank of All-Union Institute of Scientific and Technical Information on-line (<http://www2.viniti.ru/>);
- Information portal LiBRARY.RU (<http://www.library.ru/>);
- System of Scientific and Technical Information (<http://www.gsnti.ru/>);
- STANDARTINFORM ([www.vniiki.ru/](http://www.vniiki.ru/));
- University Information System RUSSIA (UIS RUSSIA) (<http://uisrussia.msu.ru/>);
- Digital library of dissertations Russian State Library (<http://diss.rsl.ru/>);
- Annual Reviews (<http://arjournals.annualreviews.org/>);
- Copyright for Librarians - an Online Open Curriculum on Copyright Law ([http://cyber.law.harvard.edu/copyrightforlibrarians/Main\\_Page](http://cyber.law.harvard.edu/copyrightforlibrarians/Main_Page));
- Oxford University Press (OUP) ([www.oxfordjournals.org/](http://www.oxfordjournals.org/));
- Springer (Images) ([www.springerimages.com/](http://www.springerimages.com/));
- SpringerLink (books, journals) ([www.link.springer.com/](http://www.link.springer.com/));
- SpringerProtocols ([www.springerprotocols.com/](http://www.springerprotocols.com/));
- Taylor & Francis (<http://www.tandfonline.com/>);
- Wiley (<http://onlinelibrary.wiley.com/>);
- SciVerse Scopus ([www.scopus.com/](http://www.scopus.com/));
- Questel ([www.orbit.com/](http://www.orbit.com/)).

The use of these resources also allows students to work independently.

### **3. Creating the Conditions Necessary for Students' Self-dependent Training and Research Work**

The department has all the necessary conditions for students' self-dependent training and research work: a methodical study designed for work with periodicals, training literature, Internet resources; classrooms equipped with multimedia facilities which are at the department's disposal and which are given students to hold trainings, business games, presentations, round tables, etc. Besides, students are actively involved in participating in research and projects arranged by the Department of Social Work and Social Anthropology, the Regional Training and Methodological Centre "Family", the Centre of Conflictology and Research of Social Problems "Tempus Sociale", the Service for Conflict Consulting and Mediation.

#### **4. Social Infrastructure Development Providing Accessibility of Quality Education for Students of Different Possibilities and Age Groups**

Accessibility of qualitative education for students of different possibilities is provided through their involvement in students' groups as well as by e-learning system. The system is developed on the base of the NSTU Institute of Distance Learning. The documents regulating the rules and principles of e-learning including the Regulations on NSTU electronic training and methodological complexes, the guidelines on working in DiSpace, the creation courses on the platform Moodle, etc. have been worked out (<http://ido.nstu.ru/info/curpk>).

The Department of Social Work and Social Anthropology together with the NSTU Institute of Social Rehabilitation implements inclusive educational programmes in the profile of the Bachelor's Degree Programme "Social Work" for disabled students. Annually there are 5-10 students in such an integrative group. Building 8 is adapted for training students-invalids and equipped with ramps, special handrails, specialized lifts and a parking. The department accompanies the training process and promotes forming a favourable social and psychological atmosphere in such integrative groups.

The department implements the project "NSTU Public Faculty" in cooperation with the Regional Public Organisation "The Association of NSTU-NETI Graduates". Since 2003 this faculty has been providing free training of pensioners in a specially developed programme for an academic year. The number of students is 120. All the conditions for training the elderly have been created. The resources of the university infrastructure including a separate computer class are at their disposal.

Social infrastructure also involves University Cultural Center, Sports Complex, ski base, recreation camps "Erlagol" (Gorny Altai), "Sharap" (Novosibirsk oblast).

**Possibility of further professional education.** Students have the possibility of getting further professional education. The Regional Training and Methodological Centre "Family" operates under the department. It offers a wide range of programmes of professional retraining and improving the qualification in the social sphere as well as training in the programme of professional preparation "Programme of Training Mediators".

**5. Monitoring of students' opinions on the conditions and the organization of educational process** is carried out on a regular basis. Scientific and Methodological Center of NSTU evaluates the quality of teacher performance in terms of "Customer Satisfaction from educational services" through questioning of students, analyzing the results and presenting materials for decision-making to Educational Administration, Dean Offices, and departments. Personnel decisions are taken due to results of such monitoring.

There is feedback opportunity on NSTU portal: applicants and students have the opportunity to ask questions in electronic form on a variety of topics. Graduates have the opportunity to post their own success stories.

The students' opinions monitoring allows to continuously improve the educational process. Sound comments and suggestions are discussed in the departments. Curricula and programmes adjustment proposals are analyzed by the Scientific and Methodological Council of the Faculty.

### **Standard 5 activity strengths:**

1. High level of material and technical resources, their funding and modernization.
2. Developed library system and full access to modern information, educational, and scientific databases.
3. NSTU self-designed software and hardware, which allows a high level of accessibility of all students to educational and informational resources.
4. Integration of further vocational training with the basic educational process in order to deepen the knowledge and additional skills acquisition.
5. The experience of implementing the programmes of inclusive education.
6. Well-developed social infrastructure.

### **Areas for improvement**

1. There is no system of informing students on the results of monitoring and accepting management decisions.

## **Standard 6. Information system providing effective implementation of the educational programmes cluster**

### ***Activities description and achievements in 2010-2014***

**1. Collection, analysis, and use of relevant information in the management of educational programmes** is fulfilled by the information system of NSTU (NSTU IS), covering the main business processes of the University: work with students, starting with the Admission committee and finishing with the graduation; support of the learning process in its all aspects and at all stages of education; preparation of e-learning courses in e-learning system; personnel management of the university; management of students living in campus dormitories; management of research activities; financial management; writing of the university-wide reports including integral assessment of the performance.

NSTU information system is a software complex that includes a set of workstations, and the whole system of Web applications available over the Internet.

Supporting information is located on the links: <http://ciu.nstu.ru>, NSTU portal - <http://www.nstu.ru/>, NSTU-sites - [http://ciu.nstu.ru/isu/isu\\_about/about\\_faculty](http://ciu.nstu.ru/isu/isu_about/about_faculty), standard departments' websites - [http://ciu.nstu.ru/isu/isu\\_about/about](http://ciu.nstu.ru/isu/isu_about/about), standard sites of teachers - [http://ciu.nstu.ru/isu/isu\\_about/about\\_personhair](http://ciu.nstu.ru/isu/isu_about/about_personhair).

The development strategy of the electronic control system of the educational programmes under accreditation is determined by the changing requirements of the education system in general and the development of information and communication technologies. NSTU strategic development program provides for further development and modernization of information and communication environment of the University, including Grid system; structured cable network of the University; e-learning environment; NSTU portal, including information in English; Wi-Fi; and corporate domain system.

Supporting information is located on the link: [http://www.nstu.ru/projects/programma\\_razvitiya](http://www.nstu.ru/projects/programma_razvitiya) - Strategic Development Program NSTU.

Information is communicated to the students and staff by means of: corporate email; students' and teachers' Profiles; DiSpace system; electronic mailbox address of groups; in-house NSTU Portal.

Depending on the specific tasks and information to deal with, all users are divided on Windows clients whose software is installed on their workstations, and web clients who access the system through the web interface. Categories of users receiving information through an information system:

- Employees of departments (Windows-clients), using the information system according to their job descriptions (18 persons);
- Employees of departments (web clients) using an information system to input information and to obtain the necessary information and reports, including reports of limited access (18 people have access authorization);
- Students (web clients), who can obtain some private data from the students' Profile on NSTU portal (access authorization);
- External users (web clients) who are granted limited data through the information portal of the university.

Supporting information is located on the links: corporate email <https://ciu.nstu.ru/WebInput/persons/1319/nstu>; DiSpace system-<http://dispace.edu.nstu.ru/diclass/discipline>; corporate resources - <http://www.nstu.ru>.

**2. Integration with University in-house resources is also carried out within NSTU Information system.** Common information area of the Faculty is formed including Dean Office, departments, centres and services.

Information System is equipped with a set of tools (Data collection system - DCS), which allows all Faculty staff to provide information about the scientific and professional activities, download e-learning courses, work programmes, educational materials, and others.

The teaching staff delivering the educational programmes under accreditation has an access to constantly updated library of normative documents, containing the basic regulatory documents: orders, instructions, regulations, instructions, rules, and so on.

Supporting information is located on the links: description of sections and modules - [http://ciu.nstu.ru/site\\_new/projects](http://ciu.nstu.ru/site_new/projects), data collection system - [http://ciu.nstu.ru/isu/isu\\_about/about\\_ssi](http://ciu.nstu.ru/isu/isu_about/about_ssi), Library of regulations - [http://ciu.nstu.ru/isu/isu\\_about/about\\_bnd](http://ciu.nstu.ru/isu/isu_about/about_bnd), analytical reports - [http://ciu.nstu.ru/isu/isu\\_about/about\\_reports](http://ciu.nstu.ru/isu/isu_about/about_reports).

### **3. Availability and completeness of teaching materials.**

Local information network with Internet access is commonly used in the educational process. Computers are equipped with package of applications and databases, such as: BEST, legal reference system "Consultant Plus" and "Guarantor", the simulation of queuing systems GPSS, the economic strategy games "Delta" and "Decor" Database Management System Visual FoxPro, MS Access, automated system of mathematical calculations Mathcad, a system of statistical analysis Statistica, business analyses

platform Deductor, multiple approach simulation tool AnyLogic, training programs in foreign languages, and others.

Electronic teaching materials, books and manuals from the local information system are available for students and university staff.

Supporting information is located on the links: e-learning - <http://dispace.edu.nstu.ru/diclass/discipline>, e-library system resources NSTU - <https://ciu.nstu.ru/e-library>.

#### **Standard 6 activity strengths:**

1. A unique and extensive NSTU information system ensuring effective implementation of the cluster of the educational programmes under accreditation, their availability and openness to all stakeholders and the general public.

#### **Areas for improvement.**

1. There are no NSTU information system tools for accumulating the comparative information on the achievements of educational programmes.

### **Standard 7. Public information**

#### ***Activity description and achievements in 2010 – 2014.***

**1. Completeness and reliability of the information on the cluster of educational programmes being accredited.** Information on planned education results, competencies, given qualifications is kept in FSES, characteristics of educational programmes, training disciplines and practices annotations that are public access on NSTU portal. This information, as well as information on educational programmes content, types of educational activities, evaluation criteria, educational resources are specified in curriculums and working programmes that are available to students in personal accounts on NSTU portal. It is possible to familiarize yourself with curriculums, time schedules, list of disciplines and descriptions of each of the educational programme at: [http://www.nstu.ru/education/edu\\_plans/#fgo](http://www.nstu.ru/education/edu_plans/#fgo).

The published information undergoes preliminary compulsory control by the NSTU Information office to verify its reliability and accuracy. The information office, among other things, is responsible for monitoring quality of informational advertising materials and their compliance with developed requirements: <http://www.nstu.ru/treb>.

Besides internal NSTU resources, the public is being informed about educational programmes of the cluster through local TV channel "Russia 24", the radio newspaper "Komsomolskaya Pravda", "Microforum", the radio of Russia, ngs.ru portal, the portal of the Ministry for Social Development of Novosibirsk Region, the journal "Social Vestnik", the social network "VKontakte".

**2. Objective information on employment and demand for graduates of the educational programmes** is published on NSTU website in «Information on graduates employment» subsection of the "Graduates" section. Here one can find in generalized format data on FH graduates distribution among occupational channels and statistical information on graduates employment. For enrollees FH website contains information on main career development directions they will be able to follow after

graduating the University. In "Enrollee" sector there is a sub-sector for review, where FH graduates can leave their comments, e.g.

All active vacancies are represented on the "NSTU. Career" portal ([om.nstu.ru](http://om.nstu.ru)). "NSTU. Career» portal is an informational and communicational space, offering possibilities of searching for the job in specific professional fields as well as assisting companies in realizing their business strategies focused on investing in human resources of the University graduates, supporting expert communications on employment issues, providing information on internships and trainings for students. Students and graduates can freely monitor new and relevant vacancies and communicate with employers directly.

Statistical data present on the website are objective and unbiased, because they are based on systematic polls among students and graduates (twice a year), conducted by NSTU graduates employment regional center. Polls are conducted through phone interviews, results of which are analyzed through statistical mathematical methods. Sample amounts up to 60% of the general graduates totality. Limit of error is less than 3%.

High level of demand for university graduates is confirmed by many ratings. In June 2014 NSTU was given 16<sup>th</sup> position in the overall rating of institutes for higher education and 13<sup>th</sup> position by level of demand for graduates (RA "Expert RA") ([http://www.raexpert.ru/rankings/vuz/vuz2014/vuz\\_rus\\_2014/](http://www.raexpert.ru/rankings/vuz/vuz2014/vuz_rus_2014/)).

The department SWSA cooperates with different professional associations and organizations in the field of employment of graduates of the educational programmes under accreditation by signing contracts about internships, coordinating curriculums and competence-based models; holding department events, career-guidance seminars and trainings, master-classes, excursions, etc.

NSTU marketing department is an important tool in collaborating with employers.

**3.Information on Achievements of Educational Programmes** is presented on the university portal and the department site ([http://ciu.nstu.ru/chair\\_sites/sr](http://ciu.nstu.ru/chair_sites/sr)) including information on teaching staff achievements, student participation and victories in international, national and regional contests, Olympiads, conferences, results of academic and student mobility, student scholarships. Information on graduates' achievements is placed on NSTU website on "Success stories" section [http://www.nstu.ru/alumni/success\\_stories](http://www.nstu.ru/alumni/success_stories).

University and faculty information policy requires publications and yearly booklet publishing of information on educational programmes, which are distributed among high school graduates during Open House days, enrollees during enrollment campaign, and other open events. Electronic copies of booklets in the cluster of the programmes under accreditation are placed on NSTU portal: <http://www.nstu.ru/enrollee/booklets/#fgo>.

Besides, the information on department activity is regularly published in external information sources (the journals "Social Vestnik" and "Teply Dom", on the portal [ngs.ru](http://ngs.ru) as well as on the portal of the Ministry for Social Development of Novosibirsk Region [www.msr.nso.ru](http://www.msr.nso.ru)).

### **Standard 7 activity strengths:**

1. Informing the public on implementing the educational programmes cluster under accreditation through the NSTU unique information system and NSTU mass media ("Inform", "Energia", "Abzats") providing the accessibility and openness of the information for all the parties interested.

2. The presence of partnership relations which provide informing the public and maintaining links with employers, federal and regional mass media.

3. Existence of specific offices within the university that are responsible for public information and relations building and maintaining with employers, federal and regional media.

### **Areas for improvement:**

1. Lack of full and exceptionally informative English version of the website in the cluster of educational programmes under accreditation.

2. The work on promoting educational programmes on the market of educational services though applying full marketing and advertising complex is not systematic enough.

## **3. Conclusions**

Based on the self-evaluation of the educational programmes cluster 39.03.02 "Social Work" (the profile "Organisation and Management in the Sphere of Social Work"), 39.04.02 "Social Work" (the profile "Social Work in the Sphere of Family and Childhood"), 37.03.02 "Conflictology", 37.04.02 "Conflictology" (the profile "Applied Conflictology and Mediation", the Programme of Professional Training "The Programme of Training Mediators") delivered by the Department of Social Work and Social Anthropology the expert panel drew the following conclusions.

1. NSTU in general and the Department of Social Work and Social Anthropology, in particular, have policies and procedures of quality assurance of implemented programmes and awarded qualifications. They are expressed in the clearly defined, documented, approved and published goals and strategies of educational programmes and methods of achieving them and adjusting, the participation of all stakeholders in this process. The competence-oriented content of educational programmes, participation of employers in determining the goals and strategy of developing these programmes provide the fulfillment of the NSTU mission, the department mission and educational programmes under accreditation.

2. There are formal mechanisms for approving, regular assessment and monitoring the educational programmes under accreditation and the qualification awarded. These include periodic review of curricula and working programmes of academic disciplines in accordance with the objectives and results of the implementation of educational programmes, taking into account the feedback of students and employers, regular monitoring, periodic internal and external quality assessment.

3. Achievements of students are evaluated using sequential procedures based on common criteria and provisions set forth in the published documents on the order of of knowledge and competencies assessment.

Evaluation is carried out by the qualified specialists on the basis of the principles of independence and objectivity. In the course of training for the educational programmes under accreditation students are involved in research and practical activities as well as design of social technologies. The analysis of graduates' employment shows that the university trains highly qualified specialists adapting to changes in the labour market and needed for state and municipal institutions, non-commercial and commercial structures of Novosibirsk Region.

4. The qualification and competency of teachers participating in the implementation of the cluster of educational programmes being accredited are quite high. The teachers systematically improve their skills, participate in joint international projects. Mechanisms and criteria for evaluating competency of teachers are developed and stimulation system is approved.

5. The analysis of resources used in implementing educational programmes allows stressing a high level of infrastructure, training and methodological facilities, the possibility of access to up-to-date information data bases.

6. To ensure access to quality education for students of different abilities (through NSTU Institute of Social Rehabilitation) and age groups (via Distance Learning Institute and Training and Public Faculty) the necessary conditions are created. There is a system of students' feedback to assess the conditions and organization of the educational process.

7. One of the most relevant condition for quality assurance management is NSTU information system providing integration of the intramural resources, availability and completeness of electronic textbooks, teaching and learning materials.

8. The information on the activity of the Department of Social Work and Social Anthropology in implementing educational programmes under accreditation is regularly and in time published in the NSTU information portal and contains quantitative and qualitative data on graduates' employment and achievements of educational programmes.

9. The administration of the Faculty of Humanities and the Department of Social Work and Social Anthropology pays great attention to the spheres of activity which require improving (developing the system of distance learning, international activity, academic mobility, internationalization of educational programmes) and is ready to work in this direction.

10. The educational programmes cluster for 39.03.02 "Social Work" (the profile "Organisation and Management in the Sphere of Social Work"), 39.04.02 "Social Work" (the profile "Social Work in the Sphere of Family and Childhood"), 37.03.02 "Conflictology", 37.04.02 "Conflictology" (the profile "Applied Conflictology and Mediation"), the Programme of Professional Retraining "The Programme of Training Mediators" is ready for public accreditation.



**ACHIEVEMENTS OF THE CLUSTER OF EDUCATIONAL PROGRAMMES****Quality of Implementing Educational Programmes**

Higher educational programmes – Bachelor's Degree Programmes under accreditation are the winners of the project "The Best Educational Programmes of Innovative Russia" in 2011, 2012, 2013 and 2014.

Students training in programmes under accreditation have the possibility to master them according to practically oriented profiles of teaching.

The Department of Social Work and Social Anthropology was the first to license and launch the programme of professional retraining "Programme of Training Mediators" in Novosibirsk Region (2011).

**Provision of Up-to-date Educational Content**

The content of educational programmes is based on the achievements of contemporary scientific knowledge in the field of conflictology and social work, taking into consideration the requirements of federal standards for higher education, professional standards, requests (demands) of employers and the situation on the labour market. Educational programmes of the cluster are constantly improving and regularly estimated by the representatives of the professional community.

The teaching staff includes practical specialists combining the pedagogical process with work in relevant organisations and firms, which allows the discipline programmes to be practically oriented.

In realizing the programmes under accreditation teachers develop and implement up-to-date technologies, including audiovisual and information ones. The Regional Training and Methodological Centre "Family" and Training and Practical Centre of Conflictology and Investigation of Social Problems (Tempus Sociale) operate within the frames of the department. The results of both centres are of scientific and practical significance and can be used in the training process.

**Teaching Staff Competences**

The teaching staff of the department is made up of highly qualified teachers with scientific grades, including 2 Doctors of Sciences and 7 Candidates of Sciences. Besides, another 7 Doctors of Sciences, Professors and 38 Candidates of Sciences, Associate Professors participate in the study process. Specialists of profile organisations and firms are also invited to participate in the process. The teaching staff of the programme for professional retraining includes 1 Doctor of Sciences Professor, 6 Candidates of Sciences, Assistant Professors and 2 practical specialists. All the teachers of the department actively improve their qualification through taking the courses.

**Independent Assessment of Students' Degree of Knowledge (Participation in the Projects FEPE, Ahelo and others)**

The results of FEPE in the profile of training "Social work" showed that the percentage of students mastered all the didactic units of the disciplines which participated in testing (history, law, the Russian language and speech culture, philosophy) range from 54 per cent to 95 per cent.

### **Students' Employment**

Faculty graduates successfully work in all the branches of the social and humanitarian sphere. Employment of graduates constitutes 68-72 per cent, the rest of the graduates work in the related spheres (98-100 per cent).

### **Resources**

Educational programmes of the cluster are provided with a sufficient number of classrooms equipped with modern technical audiovisual aids. These are computer classes, lecture halls with multimedia equipment, training classes. There is an access to the Internet. The NSTU Electronic Library System possesses training, research and bibliographic materials. There exists a possibility of using electronic training and methodological complexes.

### **Research Activity**

For the period mentioned the teachers of the cluster published 265 works, among them 68 in RSCI journals, 10 monographs, 105 textbooks, training and methodological complexes as well as workbooks and recommendations. There are publications in foreign journals. The faculty teachers participated in 60 scientific events (conferences, forums, seminars, round tables), including 22 international ones. The teachers took part in 7 research grants (RGNF, RFFI). Students are actively involved in research activity. They participated in more than 100 scientific events: Olympiads, scientific conferences, competitions and exhibitions of research and creative works.

### **Students' Academic Mobility**

Students of the department participated in the programme of "double diplomas" on the specialty "International Social Work" according to the bilateral memorandum with the University of Gavle (Sweden) as well as in the Russian-Belgium project "The Youth in Action" within the frames of the project of the non-commercial organization JAP. Under the treaty on cooperation with Warsaw University (Poland) students have the possibility of taking probation traineeship in Warsaw (7 students took part in such an event). To support international mobility there are centres for language training at the university, such as "Lingua", the Centre of Linguistics and Intercultural Communication, the Centre "East-West", the Centre of Linguamethodological Information Resources, the German Centre, Confucian Institute. Since 2003 students from the near abroad (Kazakhstan and Uzbekistan) and from Brazil and Nigeria have been training in cluster educational programmes under accreditation.

### **International Projects**

Teachers and students of the cluster educational programmes participate in international projects and conferences. International activity includes not only participating teachers and students in conferences and seminars but also recruiting foreign teachers to give lectures and master-classes. In realizing different programmes of international cooperation famous scientists give lectures at the faculty, among them Professor of Pedagogical College from Columbian University Judy Kuriansky, Assistant Professor of California State University Sarah Busse Spencer, Doctor, Professor of the University of New Jersey Pamela Devo and some others.

Main Indices of Activity at the Department "Social Work and Social Anthropology" in 2010-2014

Indices	2010	2011	2012	2013	2014	<b>Total</b>
1. Volume of state budget, contractual R&D, non-budgetary works (R&D excluded), thousand Roubles	2336,8	1960,8	744	549	656	<b>4143,6</b>
2. Number of postgraduate students and doctoral candidates, persons	9	9	14	7	7	<b>46</b>
3. Number of candidate dissertations defended	3	2	-	1	-	<b>6</b>
4. Number of patents	-	1	-	-	-	<b>1</b>
5. Index of students' and postgraduates' activity in research work and Olympiads	17	46	16	18	11	<b>108</b>
6. Number of articles in the magazines listed by the State Commission for Academic Degrees and Titles (RSCI)	35	19	23	31	16	<b>124</b>
7. Number of publications in the foreign magazines, incl. magazines listed in the citation index Scopus, WoS	2	-	1	1	-	<b>4</b>
8. Number of publications in the foreign conference proceedings included in the citation index Scopus, WoS	-	-	3	0,5	2	<b>5,5</b>
9. Index of international activity	5	11	4	9	3	<b>32</b>
10. Number of other scientific publications	70	40	52	67	36	<b>265</b>
11. Number of monographs	2	4	4	3	3	<b>16</b>
12. Number of text books and study guides without labels	2	1	-	-	1	<b>4</b>
13. Number of text books and study guides with labels	1	-	-	-	-	<b>1</b>

## APPENDIX B

### Dynamics of Students' Contingent of the Department "Social Work and Social Anthropology" in 2010-2014

Level	Educational programme	Course	2010	2011	2012	2013	2014	
Bachelor's Degree Programme	0404400.62, 39.03.02 Social Work	1	35	27	17	18	19	
		Incl. Disabled students	10	9	8	9	5	
		2	47	43	29	16	15	
		Incl. Disabled students	9	11	9	5	8	
		3	54	40	33	18	13	
		Incl. Disabled students	11	9	8	7	6	
		4	32	48	30	34	19	
		Incl. Disabled students	5	6	8	10	8	
		5	35	25	30	-	-	
	Total	203	183	139	86	66		
	034.000.62, 37.03.02 Conflictology	1	-	18	21	14	11	
		2	-	-	21	23	13	
		3	-	-	-	17	16	
		4	-	-	-	-	13	
		Total	-	18	42	54	53	
	Master's Degree Programme	040400.68, 39.04.02 Social Work	1	-	-	-	-	2
			2	-	-	-	-	-
			Total	-	-	-	-	2
		034000.68, 37.04.02 Conflictology	1	-	-	-	6	4
2			-	-	-	-	3	
Total			-	-	-	6	7	
Retraining Programme	Programme of training mediators		-	-	8	-	14	

Results of Federal Examination in Professional Education (FEPO)

0401100.62 – Social Work

Discipline – History of the Country

Groups – SW-01, SW-02

**Percentage of students mastered all the didactic units of the discipline: 90% (20 out of 22)**



Coefficients of mastering didactic units are shown in terms of combined results of testing in other educational institutions, participating in the Internet examination.

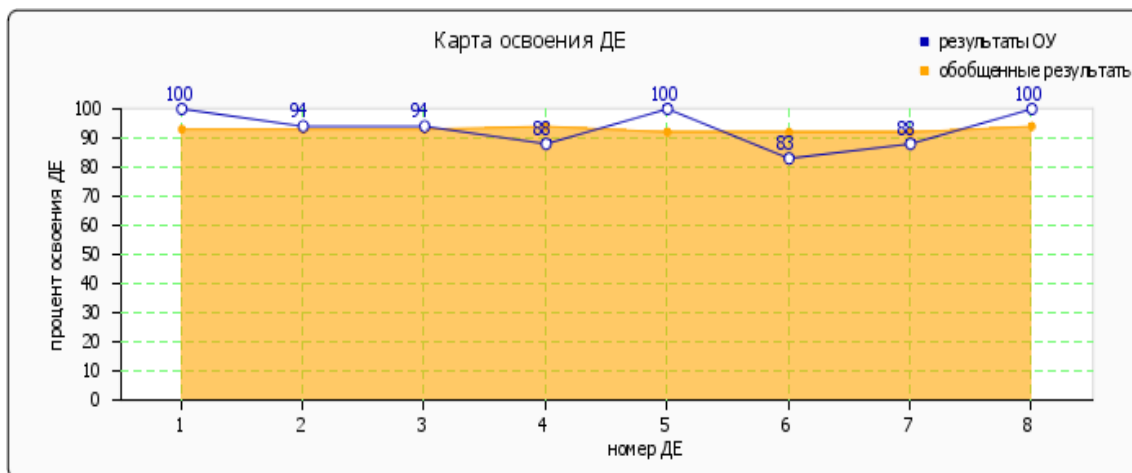
No. of DU	Didactic Unit (DU)	Percentage of students mastered DU
1	Theory and methodology of historian science	95%
2	Ancient Rus and social and political changes in Russian lands in the XIII - the mid-XV centuries	100%
3	Formation and development of Moscow state	100%
4	Russian empire in the XVIII – the first half of the XIX centuries	100%
5	Russian empire in the second half of the XIX century the early XX century	100%
6	Russia during wars and revolutions (1914-1922)	100%
7	USSR in 1922- 1953	100%
8	USSR in 1953-1991. Establishment of a new Russian entity (1992-1999)	95%

040100.62 – Social Work

Discipline - Jurisprudence

Group – SW-91

**Percentage of students mastered all the didactic units of the discipline: 66% (12 out of 18)**



Coefficients of mastering the didactic units are presented in terms of combined results of testing in other educational institutions, participating in the Internet examination.

No. of DU	Didactic Unit (DU)	Percentage of students mastered DU
1	General Theory of Law	100%
2	Fundamentals of Constitutional System of the Russian Federation (RF)	94%
3	Fundamentals of Civil Law	94%
4	Fundamentals of Family Law in the RF	88%
5	Fundamentals of Labour Law of the RF	100%
6	Administrative Crimes and Administrative Responsibility of the RF. Fundamentals of Criminal Law of the RF	83%
7	Fundamentals of Ecological Law of the RF	88%
8	Fundamentals of Information Law of the RF	100%

040100.62 – Social Work

Discipline – the Russian Language and Speech Culture

Group – SW-01

**Percentage of students mastered all the didactic units of the discipline: 81% (9 out of 11)**



Coefficients of mastering didactic units are given in terms of combined results of testing in other educational institutions participating in the Internet examination.

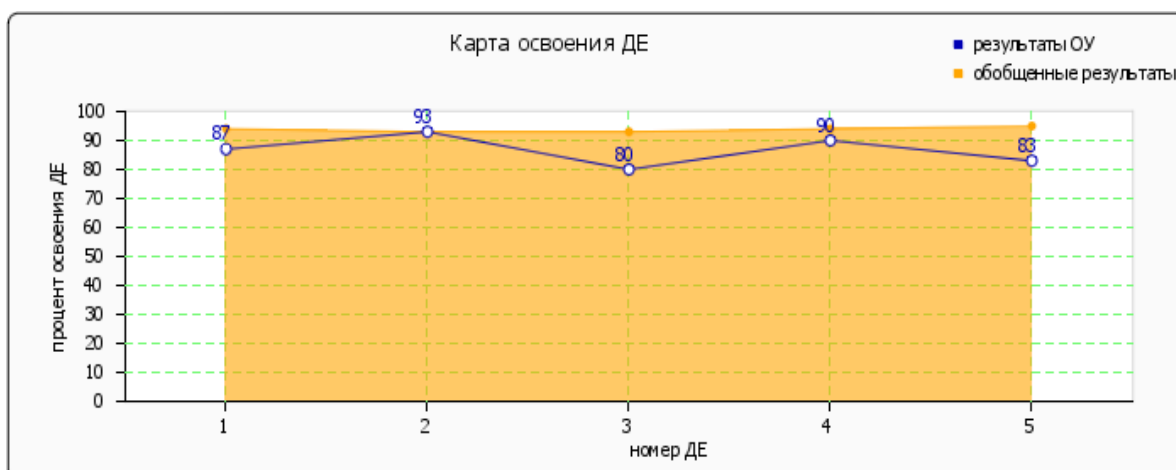
No. of DU	Didactic Unit (DU)	Percentage of students mastered DU
1	Stylistics	100%
2	Rhetoric	81%
3	Business Russian	100%
4	Speech Culture	100%

040100.62 – Social Work

Discipline – Philosophy

Groups: SW-91, SW-92

**Percentage of students mastered all the didactic units of the discipline: 54% (17 out of 31)**



Coefficients of mastering didactic units are shown in terms of combined results of testing in other educational institutions participating in the Internet examination.

No. of DU	Didactic unit (DU)	Percentage of students mastered Du
1	What is philosophy?	87%
2	Philosophy of being	93%
3	Philosophy of cognition	80%
4	Philosophy of a human being	90%
5	Social philosophy	83%



### **Students' Practical Training in the Profiles of Bachelors and Masters in "Conflictology" in 2010 – 2014**

1. Novosibirsk City Hall
2. Ministry for Social Development of Novosibirsk region
3. Non-commercial Partnership "Siberian Centre of Conflictology"
4. State Budgetary Institution "Social Rehabilitation Centre for the Underaged "Victoria"
5. Court Bailiff Department in Novosibirsk Region
6. Regional Public Organisation "Youth Union of Lawyers of Novosibirsk Region"
7. State Budgetary Institution "Agency for Press and Mass Communications of Novosibirsk Region"
8. Federal Agency for the Oversight in the Sphere of Consumer Right Protection and Human Well-being in Novosibirsk Region
9. Regional Public Organisation "Public Youth Chamber of Novosibirsk Region"
10. Municipal Budgetary Institution "Centre of Psychological and Pedagogical Assistance to the Youth "Vita"
11. Educational institutions of the secondary education in Novosibirsk (gymnasium No. 9, gymnasium No. 14, gymnasium No. 16, secondary school No. 78, secondary school No. 92, secondary school No. 153, lyceum No. 6, lyceum No. 130, lyceum-internat No. 7 in Berdsk and others)

### **Students' Practical Training in the Profiles of Bachelors and Masters in "Social Work" in 2010 – 2014**

1. Ministry for Social Development of Novosibirsk Region
2. Novosibirsk City Hall
3. Complex Social Service Centres for the Population of Novosibirsk Districts
4. Commission on Matters of the Underaged and Protection of their Rights in Novosibirsk Region
5. Probation department of the Chief Administration of the Federal Service for the Execution of Sentences
6. Department of the Pension Fund in Lenin District of Novosibirsk
7. Regional Non-state Pension Fund "Siberian Saving"
8. Institute of Philosophy and Law of the Siberian Branch of the Russian Academy of Sciences
9. Novosibirsk Regional Division of the RF Fund of Social Insurance. Filial No. 9
10. Multifunctional Centre for Granting State and Municipal Services of Novosibirsk Region
11. State Autonomous Institution of Social Services of Novosibirsk Region "Novosibirsk Gerontology Centre"

12. State Autonomous Institution of Novosibirsk Region "Regional Centre for Social Rehabilitation of Disabled People"
13. Regional State Institution "Regional Centre of Assisting Children Being No in Charge of Parents"
14. Regional State Institution "Regional Centre of Creating Family Forms for Orphans and Children Being No in Charge of Parents"
15. Municipal Autonomous Institution "City Centre of Project Creativity"
16. Municipal Budgetary Institution "Social Rehabilitation Centre for Teenagers "Prometheus"
17. Municipal Budgetary Institution "Centre of Psycho-Pedagogical Assistance for the Youth "Vita"
18. Municipal Budgetary Institution "Centre of Psycho-Pedagogical Assistance for the Youth "April"
19. Municipal Institution "Territorial Centre of Social Assistance for Families and Children "Yunona" in Berdsk"
20. Interregional Public Fund "Siberian Centre for Supporting Public Initiatives"
21. Interregional Public Organisation "Social Partnership"
22. Novosibirsk City Public Organisation "Non-state Centre for Supporting Families and Children"
23. Novosibirsk City Public Organisation "Stork's Day"
24. City Public Organisation "Centre of Family Education and Upbringing "Family and Children""
25. Institute of Social Rehabilitation of NSTU

**Questionnaire for students**

«Satisfaction with the quality of the organization of the educational process»

1. Have you been afforded ground to get acquainted with the study programme of the subject?

1. Yes
2. No (pass on to question 3)
3. Cannot answer (pass on to question 3)

2. How have you been briefed on the study programme of the subject?

1. Presentation (Power Point)
2. Printed copy of the study programme of the subject
3. Extracts of the study programme as hand-outs
4. Read out loud the themes of lessons
5. Sent to the group mail in e-form
6. Posted in the "Student personal account" in e-form
7. Other \_\_\_\_\_

3. Was the point rating system used in the study process to evaluate the students' results?

1. Yes
2. No (pass on to question 7)
3. Cannot answer (pass on to question 7)
4. Other \_\_\_\_\_

4. When were you briefed on the rules of the point rating system of the students' results?

1. Introductory lesson
2. Middle of the term
3. Final lesson
4. At the pass/exam
5. Never
6. Other \_\_\_\_\_

5. Have you got information about number of points received in academic discipline?

1. Yes, on regular basis during the term
2. In the end of term when summing up the work in the term
3. No
4. Right at the exam
5. Never
6. Other

6. Was the point-rating system used to evaluate the result of the exam/test (max. 20 points for a test; max. 40 points for an exam)?

1. Yes

2. No
3. Hard to answer

7. Was it possible to pass test/exam in the academic discipline automatically?

1. No
2. Yes, any positive mark (3, 4, 5)
3. **For academic discipline with exam:** Yes, but only "excellent mark" with the condition to fulfill extra work (taking part in a conference, Olympiads, etc.)

**For a discipline with test:** Yes, but only "excellent or good mark" with the condition to fulfill extra work (taking part in a conference, Olympiads, etc.)

4. Other \_\_\_\_\_

8. Rate by 10 point scale if your expectations of the studied discipline proved true.

1 – not proved, 10 – fully proved

1      2      3      4      5      6      7      8      9      10

Hard to answer

9. Which of the factors presented below influenced the general impression of the discipline studied? (the number of factors is not limited)

Indicate your choice of this or that factor on the scale presented according to the degree of its importance, where 0 – difficult to estimate, 1 – more agree than disagree, 2 – fully agree.

1	Uninteresting presentation of the discipline material	2	1	0	1	2	Interesting presentation of the discipline material
2	Cancellation and adjournment of classes	2	1	0	1	2	Regular conducting classes
3	Uninteresting forms of conducting classes	2	1	0	1	2	Interesting forms of conducting classes
4	Unobvious links of the knowledge gained with future professional activity	2	1	0	1	2	Obvious links of the knowledge gained with future professional activity
5	Monologue form of conducting classes (only a teacher	2	1	0	1	2	Dialogue between a teacher and

	speaks)						students
6	Too much volume of home assignments, I cannot cope with it	2	1	0	1	2	I cope with the volume of home assignments
7	Too little material to be done	2	1	0	1	2	Volume of home assignment is sufficient for mastering the discipline
8	Unclear requirements necessary to prepare for classes	2	1	0	1	2	Clear and understandable requirements necessary to prepare for Classes
9	Unclear and/or changing rules and criteria of assessing student's work in the process of training	2	1	0	1	2	Clear rules and criteria of assessing student's work
10	Disrespectful teacher's attitude to a student	2	1	0	1	2	Benevolent and respectful teacher's attitude to a student

10. Special opinion on the discipline\*

**\* this box is not obligatory to fill in**

*Points 11 - 16 are filled only for disciplines chosen*

11. Did you have the possibility of choosing the discipline(s) independently?

1. yes
2. no
3. others

12. Were oral presentations of the chosen disciplines made?

1. yes
2. no
3. others

13. Who made the presentations of the disciplines chosen?

1. tutor

2. the teacher conducting the course chosen
3. others

14. Which became the main reason for choosing the course?

1. the presentation content
2. the teacher
3. the course name
4. the opinion of senior students on the discipline
5. advice or recommendations of the tutor
6. others

15. Were the presentations of the chosen discipline shown in "The Student's Profile" before making a decision concerning the choice?

1. yes
2. yes, but not in time
3. no
4. others

16. Did you use the presentations of the chosen disciplines presented in "The Student's Profile"?

1. yes
2. no

**Main Scientific Events which the Department of Social Work and Social Anthropology Arranged and Participated in**

Name	Place of Holding
<b>2010</b>	
International round table "Modern Russia: Expectations of the West"	NSTU
International lecture "Anthropological View on Culture of Israel"	NSTU
<b>2011</b>	
City scientific seminar "Association on Strategic Projecting with Elements of Forsyte"	NSTU, Regional Training and Methodological Centre "Family"
City scientific seminar "An Elderly Person in the Modern World"	NSTU
All-Russia Olympiad of the second round of the all-Russian students' Olympiad in the profile "Social Work"	Chelyabinsk State Pedagogical University
International lecture "Social Work with Children Having Limited Possibilities in Italy"	NSTU
International scientific seminar "Social Participation, Social Capital, Social Networks: Resources of Reviving the Local Community in Russia"	NSTU
International conference " International Day of Resolving Conflicts"	NSTU
Regional programme "Upbringing of Creative Youth, Formation of Social Lifts and Personnel Training for Innovative Economy till 2020 (Complex purposeful programme)"	Novosibirsk City Hall, NSTU, Department Of Social Work and Social Anthropology
All-Russian Olympiad "All-Russian Olympiad on social work"	Chelyabinsk State Pedagogical University
International programme "Youth in Action "	Russia, Novosibirsk, JAP (Belgium)
All-Russian competition " Cinema Action: Faith, Hope, Love in Russian Families"	Autonomous Non-Commercial Organization "Family of Russia" (Kostroma), Department on Social Policy of Novosibirsk City Hall, "Association of Independent Experts in the Sphere of Education"
International conference "Modern Forms of Organizing and Effective Technologies of Training and Rehabilitation for Persons with	Ministry of Education and Science of the Russian Federation, Presidential

Limited Possibilities and Invalids"	Representative Administration in Siberia, Novosibirsk Regional Administration, NSTU, Department of Social Work and Social Anthropology
<b>2013</b>	
All-Russian Olympiad "All-Russian Students' Olympiad on Social Work	Moscow, Russian State Social University
International forum "Discussion "Club of Leaders. New Phenomena in the Non-commercial Sphere in the Materials of Research" (within the frames of International Innovation Forum "Interra-2013)"	Novosibirsk City Hall
International forum "Discussion. "Educational опять кавычки Space. Development of Society and Citizens" (within the frames of International Innovation Forum "Interra-2013)"	Novosibirsk City Hall
International scientific conference "Modern Forms of Organizing and Effective Technologies of Training and Rehabilitation of People with Limited Possibilities and Invalids"	Novosibirsk, Institute of Social Rehabilitation of NSTU
International conference "Institutional Transformation of Economy: Conditions for Innovative Development"	Novosibirsk, NSTU
All-Russian scientific conference "All-Russian Conference of Young Scientists "Science. Technologies. Innovations"	NSTU
International symposium "International Symposium of Experts "Family in the XXI century"	Novosibirsk Regional Division of All-Russian Public Organization "All-Russian Professional Psychotherapy League"
<b>2014</b>	
All-Russian conference "The First Meeting of Social Workers of the Republic of Sakha (Yakutia): "Social State Today and in Future: at population service"	Public organization "Union of Social Workers of the Republic of Sakha (Yakutia)"
International conference "Scientific Conference "Professionalism in Psychology, psychotherapy and Social Work: Possibilities of Professional Socialisation and Criteria of an Effective Specialist"	All-Russian Professional Psychotherapy League, NSU, the Department of Social Work and Social Anthropology of NSTU
International conference "Psychological and Social Work in Modern Society: Problems and Solutions"	St. Petersburg State Institute of Psychology and Social Work
All-Russian seminar " Development of Concepts and Recommendations on	Department of Social Work and Social Anthropology of NSTU,



Creating and Supporting the Services of Reconciliation in Novosibirsk Region	Association of Siberian Mediators, Interregional Public Centre "Judicial and Legal Reform", Centre of Psychological and Pedagogical Assistance to the Youth "Vita", Non-commercial Partnership "Siberian Centre of Conflictology"
International Congress "St. Petersburg State Institute of Psychology and Social Work"	St. Petersburg State Institute of Psychology and Social Work
International workshop "Eurasian Borderlands: Processes of Social Change in Post-Soviet Border Space"	Astana, Nazarbayev University
International conference "The ASEES-CESS Joint Regional Conference"	Astana, the Republic of Kazakhstan
International workshop "Urban Transformations: the Emergence of New Social Groups"	Astana, Nazarbayev University
International conference "Anxiety and Fear of the XXI century. Personal Security"	Siberian Institute of Management - the Branch of the Russian Academy of National Economy and Public Administration under the President of the Russian Federation, NSTU, Department of Social Work and Social Anthropology
International conference "Republican Scientific Conference"	Ministry for Labour and Social Development of the Russian Federation

## APPENDIX G

### Information on Improving the Teaching Staff Qualification at the Department of Social Work and Social Anthropology in 2010 – 2014

Number of the teachers improving the qualification					
2010	2011	2012	2013	2014	Total
9	32	2	6	25	74

**Scientific Events that Students of the Cluster under Accreditation Participated in**

Name of the event	Place of holding	Number of participants	Place of the team/participant
2010			
All-Russian scientific conference of young scientists "Science. Technologies. Innovations". Section "Sociology, Social Work and Social Anthropology"	NSTU, Novosibirsk	3	
Interuniversity scientific students' conference MNSK-2010 "Intellectual Potential of Siberia". Section "Modern Problems of Social Anthropology, Social Work and Social Pedagogics"	NSTU, Novosibirsk	23	
The III Round of All-Russian Olympiad on Social Work	Russian State Social University, Moscow	3	V team place; I team place in the creative competition; VIII individual place
2011			
International youth political forum "Foros-Siberia 2011"	NSTU, Novosibirsk	7	
The XVIII international scientific conference of students, postgraduates and young scientists "Lomonosov-2011"	Russian State University named after Lomonosov, Moscow	2	
The XIII All-Russian conference of young scientists "Urgent Problems of Social Sciences". Section "Social Work"	Tomsk State University, Tomsk	1	Diploma of the 1 grade

Interuniversity scientific students' conference MNSK-2011 "Intellectual Potential of Siberia". Section "Modern Problems of Social Anthropology, Social Work and Social Pedagogics"	NSTU, Novosibirsk	22	
2012			
Interuniversity scientific students' conference MNSK-2012 "Intellectual Potential of Siberia". Section "Modern Problems of Social Anthropology, Social Work and Social Pedagogics"	NSTU, Novosibirsk	5	
All-Russian scientific conference of young scientists "Science. Technologies. Innovations". Section "Sociology, Social Work and Social Anthropology"	NSTU, Novosibirsk	4	
International school of young ethnosociologists "Ethnosociology for the Young"	Institute of Philosophy and Law of the Siberian Branch of the Russian Academy of Sciences, Novosibirsk	2	
The II round of All-Russian Olympiad on social work	Chelyabinsk State Pedagogical University	3	Ist team place in the competition "Social Projects"; Ist place in the competition "Fundamentals of Protecting a Family"; IIIrd place in the competition of social advertisement
2013			
Interuniversity scientific students' conference MNSK-2013 "Intellectual Potential of Siberia"	NSTU, Novosibirsk	1	

All-Russian scientific conference of young scientists "Science. Technologies. Innovations". Section "Sociology, Social Work and Social Anthropology"	NSTU, Novosibirsk	7	
International school of young ethnosociologists "Ethnosociology for the Young"	Institute of Philosophy and Law of the Siberian Branch of the Russian Academy of Sciences, Novosibirsk	1	
International conference of young scientists "Urgent Problems of Social Sciences"	Tomsk State University, Tomsk	3	
2014			
All-Russian scientific conference of young scientists "Science. Technologies. Innovations". Section "Sociology, Social Work and Social Anthropology"	NSTU, Novosibirsk	1	Diploma of the I grade
International conference of young scientists "Urgent Problems of Social Sciences"	Tomsk State University, Tomsk	2	Diploma of the I grade, Diploma of the III grade
Students' scientific conference "Days of Students' Science, NSTU-2014"	NSTU, Novosibirsk	1	
The III round of All-Russian Olympiad on social work	Russian State Social University, Moscow	3	IX team place; V place in the competition of social advertisement

**Satisfaction of Students with Educational Programmes**

37.03.02 "Conflictology". The total number of respondents – 52

<b>Question</b>	<b>Answers, %</b>
Are you satisfied with studying at NSTU on the speciality chosen?	Yes – 63% Partly -37% No – 0% Difficult to answer - 0%
Are you satisfied with the organization of entering NSTU?	Yes – 83% Partly – 11% No – 2% Difficult to answer - 4%
Which source helped you make a decision on entering NSTU?	Booklet – 8% Website – 26% Career Day/Profession Fair – 10% Open Door Day – 15% Friends – 18% Advertisement – 11% Others – 12%
Are you satisfied with the information on NSTU and the directions of training at NSTU you received before handing in your application?	Yes – 62% Partly – 21% No – 6% Difficult to answer – 11%
Are you acquainted with the strategy of developing NSTU?	Yes – 58% No – 11% Difficult to answer – 31%
Are you acquainted with the goals of your educational programme?	Yes – 90% No – 4% Difficult to answer – 6%
Does the structure of the educational programme meet your expectations?	Yes – 45% Partly – 38% No – 11% Difficult to answer – 6%
From your standpoint, is the period of time sufficient to master knowledge and skills (competences) included in the courses of disciplines studied?	Yes – 47% Sufficient to a larger extent – 40% Not quite sufficient – 11% No – 2%
Are you satisfied with the procedure of holding credit tests, exams, etc. and forms of assessing your achievements?	Yes – 67% Partly – 29% No – 0% Difficult to answer – 4 %

Are you satisfied with the organization of the training process?	Yes – 60% Partly – 34% No – 4% Difficult to answer – 2%
Did you have the possibility of choosing the discipline?	Yes – 92% No – 0% Difficult to answer – 8%
Are you satisfied with the quality of educational services granted by the University?	Yes – 50% Partly – 42% No – 6% Difficult to answer – 2%
Are you satisfied with links with your Faculty's Dean Office?	Yes – 83% No – 4% Difficult to answer -13%
Are you satisfied with links with other structures of the university?	Yes – 56% No – 10% Difficult to answer – 44%
Are the textbooks, workbooks, lectures and the like in the printed or electronic versions available for you at NSTU?	Yes – 94% No – 0% Difficult to answer – 6%
Are you satisfied with their quality?	Yes – 70% Partly – 22% No – 0% Difficult to answer – 8%
Does the timetable suit you?	Yes – 65% Partly – 35% No – 0% Difficult to answer – 0%
Do the computer facilities of the training process satisfy your needs? Is the necessary software available in the computer classrooms?	Yes – 81% No – 6% Difficult to answer – 13%
Do the computer facilities of the training process satisfy your needs? Are the climatic conditions in the computer classrooms comfortable?	Yes – 77% No – 8% Difficult to answer – 15%
How is the self-dependent work at NSTU organized? Are there any classrooms for it?	Yes – 77% No – 8% Difficult to answer – 15%
How is the self-dependent work at NSTU organized? Does the timetable of self-training in computer classrooms suit you?	Yes – 44% Partly – 15% No – 6% Difficult to answer – 35%
How is the self-dependent work at NSTU organized? Are there always vacant places for self-training in the computer classrooms?	Yes – 52% Partly – 0% No – 13% Difficult to answer – 35%
How is the self-dependent work at NSTU organized? Are you satisfied with personnel	Yes – 50% Partly – 15%

assistance of the computer classrooms?	No – 8% Difficult to answer -27%
Are the teachers available for consultations?	Yes – 65% Partly – 25% No – 8% Difficult to answer – 2%
How is the link with the teacher accomplished beyond the classes? <b>According to the timetable of consultations</b>	33%
How is the link with the teacher accomplished beyond the classes? <b>By e-mail</b>	44%
How is the link with the teacher accomplished beyond the classes? <b>By phone</b>	18%
How is the link with the teacher accomplished beyond the classes? <b>On the NSTU website</b>	4%
How is the link with the teacher accomplished beyond the classes? <b>Do not communicate with the teacher outside classes</b>	1%
Are the classes held in active and interactive forms?	Yes – 84% No – 8% Difficult to answer -8%
Do postgraduate students give classes to you?	Yes – 25% Partly – 13% No – 49% Difficult to answer – 13%
Is all the necessary information on the training process and events outside classes always available for you?	Yes – 76% No – 12% Difficult to answer – 12%
Who chooses the place for practical training?	NSTU – 85% Find by myself – 13% Did not have practical training – 2%
Is the head of practical training appointed by the enterprise?	Yes – 80% Not always – 6% No – 2% Difficult to answer – 12%
Is the assessment of the reports on the practical training results held with the participation of enterprise representatives (practical training base)?	Yes – 57% No - Difficult to answer
Are master classes (trainings) on your educational programme held?	Yes – 65% Partly – 19% No – 6% Difficult to answer – 10%
Are you satisfied with library working hours?	Yes – 65% Partly – 21% No – 4% Difficult to answer – 10%

Are you satisfied with the responsiveness of the library personnel?	Yes – 53% Partly – 31% No – 6% Difficult to answer – 10%
Are you satisfied with books availability at the library?	Yes – 65% Partly – 27% No – 4% Difficult to answer – 4%
Are you satisfied with the availability of journals on your profile of training?	Yes – 59% Partly – 31% No – 2% Difficult to answer – 8%
Are you satisfied with the availability of library services?	Yes – 56% Partly – 38% No – 2% Difficult to answer – 4%
Are you satisfied with the working hours of foodservice outlets?	Yes – 65% Partly – 31% No – 2% Difficult to answer – 2%
Are you satisfied with the quality of food and drinks at foodservice outlets?	Yes – 56% Partly – 32% No – 10% Difficult to answer – 2%
Are you satisfied with prices at foodservice outlets?	Yes – 31% Partly – 40% No – 21% Difficult to answer – 8%
Are you satisfied with personnel responsiveness at foodservice outlets?	Yes – 46% Partly – 31% No – 13% Difficult to answer – 10%
Are you satisfied with the dishes and rooms cleanness at foodservice outlets?	Yes – 65% Partly – 15% No – 13% Difficult to answer – 7%
Are there any rest camps and tourist bases at NSTU?	Yes – 71% No – 6% Difficult to answer – 23%
Are these places of rest available for students?	Yes – 62% No – 6% Difficult to answer – 32%
Are you satisfied with the quality of medical services?	Yes – 40% Partly – 35% No – 15% Difficult to answer – 10%



Are you satisfied with the availability of medical services?	Yes – 44% Partly – 31% No – 13% Difficult to answer – 12%
Are you satisfied with the quality of services in the after-work sanatorium?	Yes – 29% Partly – 6% No – 2% Difficult to answer – 63%
Are you satisfied with the availability of after-work sanatorium services?	Yes – 26% Partly – 10% No – 6% Difficult to answer – 58%
Do you participate in research work?	Yes – 44% No – 50% Difficult to answer – 6%
Is your opinion in developing the content of the educational programme you study in taken into account?	Yes – 58% No – 15% Difficult to answer – 27%
Are you satisfied with the quality of classrooms, training laboratories and equipment?	Yes – 65% Partly – 29% No – 4% Difficult to answer – 2%
Are you satisfied with security services at the university?	Yes – 71% No – 6% Difficult to answer – 23%
Is the atmosphere at the university favourable for training?	Yes – 83% No – 2% Difficult to answer – 15%
Are you satisfied with the classrooms' cleanness at the university?	Yes – 75% No – 12% Difficult to answer – 13%
Do you participate in the work of students' self-control bodies?	Yes – 27% No – 71% Know nothing about it – 2% There are no such – 0%
Does your opinion influence improving the quality of educational resources used in educational programmes?	Yes – 40% No – 18% Difficult to answer – 42%
Do you participate in assessing the quality of classes and teachers' work?	Yes – 52% No – 27% Difficult to answer – 21%
Is there any system of handling students' complaints and requests at the Faculty and the Dean's Office?	Yes – 60% No – 2% Difficult to answer – 38%
Are you living or did you live in the university hostel?	Yes – 42% No – 58%
Which hostel do you live in or did you live in?	1 – 0%

	2 – 13% 3 – 5% 4 – 0% 5 – 5% 6 – 9% 7 – 68%
Are you satisfied with the organization of settling?	Yes – 36% Partly – 41% No – 23% Difficult to answer – 0%
Are you satisfied with the assistance granted by the hostel personnel?	Yes – 41% Partly – 47% No – 4% Difficult to answer – 8%
Are you satisfied with the quality of living conditions at the hostel?	Yes – 41% Partly – 36% No – 23% Difficult to answer – 0%
Estimation of education quality at the university as a whole	Excellent – 43% Good – 44% Satisfactory – 13% Unsatisfactory – 0%

### 39.04.02 "Social Work" (profile– "Social Work in the Sphere of Family and Childhood")

The total number of respondents – 3

<b>Question</b>	<b>Answers, %</b>
Are you satisfied with studying at NSTU on the speciality chosen?	Yes – 100% Partly – 0% No – 0% Difficult to answer – 0%
Are you satisfied with the organization of entering NSTU?	Yes – 67% Partly – 0% No – 0% Difficult to answer – 33%
Which source helped you make a decision on entering NSTU?	Booklet– 0% Website – 0% Career Day/Profession Fair – 25% Open Door Day – 0% Friends – 25% Advertisement – 25% Others – 25%
Are you satisfied with the information on NSTU and the directions of training at NSTU you received before handing in your application?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%

Are you acquainted with the strategy of developing NSTU?	Yes – 34% No – 33% Difficult to answer – 33%
Are you acquainted with the goals of your educational programme?	Yes – 100% No – 0% Difficult to answer – 0%
Does the structure of the educational programme meet your expectations?	Yes – 100% Partly – 0% No – 0% Difficult to answer – 0%
From your standpoint, is the period of time sufficient to master knowledge and skills (competences) included in the courses of disciplines studied?	Yes – 100% Sufficient to a larger extent – 0% Not quite sufficient – 0% No – 0%
Are you satisfied with the procedure of holding credit tests, exams, etc. and forms of estimating your achievements?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0 %
Are you satisfied with the organization of the training process?	Yes – 100% Partly – 0% No – 0% Difficult to answer – 0%
Did you have the possibility of choosing the discipline?	Yes – 67% No – 0% Difficult to answer – 33%
Are you satisfied with the quality of educational services granted by the university?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with links with your Faculty's Dean Office?	Yes – 100% No – 0% Difficult to answer – 0%
Are you satisfied with links with other structures of the university?	Yes – 100% No – 0% Difficult to answer – 0%
Are the textbooks, workbooks, lectures and the like in the printed or electronic versions available for you at NSTU?	Yes – 100% No – 0% Difficult to answer – 0%
Are you satisfied with their quality?	Yes – 100% Partly – 0% No – 0% Difficult to answer – 0%
Does the time table suit you?	Yes – 33% Partly – 67% No – 0% Difficult to answer – 0%

Do the computer facilities of the training process satisfy your needs? Is the necessary software available in the computer classrooms?	Yes – 67% No – 0% Difficult to answer – 33%
Do the computer facilities of the training process satisfy your needs? Are the climatic conditions in the computer classrooms comfortable?	Yes – 67% No – 0% Difficult to answer – 33%
How is the self-dependent work at NSTU organized? Are there any classrooms for it?	Yes – 100% No – 0% Difficult to answer – 0%
How is the self-dependent work at NSTU organized? Does the timetable of self-training in computer classrooms suit you?	Yes – 67% Partly – 0% No – 0% Difficult to answer – 33%
How is the self-dependent work at NSTU organized? Are there always vacant places for self-training in the computer classrooms?	Yes – 33% Partly – 0% No – 0% Difficult to answer – 67%
How is the self-dependent work at NSTU organized? Are you satisfied with personnel assistance of the computer classrooms?	Yes – 67% Partly – 0% No – 0% Difficult to answer – 33%
Are the teachers available for consultations?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
How is the link with the teacher accomplished beyond the classes? <b>According to the timetable of consultations</b>	30%
How is the link with the teacher accomplished beyond the classes? <b>By e-mail</b>	30%
How is the link with the teacher accomplished beyond the classes? <b>By phone</b>	30%
How is the link with the teacher accomplished beyond the classes? <b>On the NSTU website</b>	10%
How is the link with the teacher accomplished beyond the classes? <b>Do not communicate with the teacher outside classes</b>	0%
Are the classes held in active and interactive forms?	Yes – 100% No – 0% Difficult to answer – 0%
Do postgraduate students give classes to you?	Yes – 0% Partly – 0% No – 100% Difficult to answer – 0%
Is all the necessary information on the training process and events outside classes always available for you?	Yes – 100% No – 0% Difficult to answer – 0%

Who chooses the place for practical training?	NSTU – 100% Find by myself – 0% Did not practice – 0%
Is the head of practical training appointed by the enterprise?	Yes – 100% Not always – 0% No – 0% Difficult to answer – 0%
Is the assessment of the reports on the practical training results held with the participation of enterprise representatives (practical training base)?	Yes – 67% No – 0% Difficult to answer – 33%
Are master classes (trainings) on your educational programme held?	Yes – 100% Partly – 0% No – 0% Difficult to answer – 0%
Are you satisfied with the library working hours?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with the responsiveness of the library personnel?	Yes – 67% Partly – 0% No – 0% Difficult to answer – 33%
Are you satisfied with books availability at the library?	Yes – 100% Partly – 0% No – 0% Difficult to answer – 0%
Are you satisfied with the availability of journals on your direction of training?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with the availability of library services?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with the working hours of foodservice outlets?	Yes – 33% Partly – 67% No – 0% Difficult to answer – 0%
Are you satisfied with the quality of food and drinks at foodservice outlets?	Yes – 33% Partly – 67% No – 0% Difficult to answer – 0%
Are you satisfied with prices at foodservice outlets?	Yes – 0% Partly – 100% No – 0% Difficult to answer – 0%

Are you satisfied with personnel responsiveness at foodservice outlets?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with the dishes and rooms cleanness at foodservice outlets?	Yes – 33% Partly – 67% No – 0% Difficult to answer – 0%
Are there any rest camps and tourist bases at NSTU?	Yes – 100% No – 0% Difficult to answer – 0%
Are these places of rest available for students?	Yes – 100% No – 0% Difficult to answer – 0%
Are you satisfied with the quality of medical services?	Yes – 0% Partly – 67% No – 0% Difficult to answer – 33%
Are you satisfied with the availability of medical services?	Yes – 34% Partly – 33% No – 0% Difficult to answer – 33%
Are you satisfied with the quality of services in the after-work sanatorium?	Yes – 67% Partly – 0% No – 0% Difficult to answer – 33%
Are you satisfied with the availability of after-work sanatorium services?	Yes – 0% Partly – 67% No – 0% Difficult to answer – 33%
Do you participate in research work?	Yes – 100% No – 0% Difficult to answer – 0%
Is your opinion in developing the content of the educational programme you study in taken into account?	Yes – 100% No – 0% Difficult to answer – 0%
Are you satisfied with the quality of classrooms, training laboratories and equipment?	Yes – 100% Partly – 0% No – 0% Difficult to answer – 0%
Are you satisfied with security services at the university?	Yes – 34% No – 33% Difficult to answer – 33%
Is the atmosphere at the university favourable for training?	Yes – 100% No – 0% Difficult to answer – 0%
Are you satisfied with the classrooms' cleanness at the university?	Yes – 100% No – 0% Difficult to answer – 0%

Do you participate in the work of students' self-control bodies?	Yes – 0% No – 33% Know nothing about it – 67% There are no such – 0%
Does your opinion influence improving the quality of educational resources used in implementing educational programmes?	Yes – 100% No – 0% Difficult to answer – 0%
Do you participate in assessing the quality of classes and teachers' work?	Yes – 34% No – 33% Difficult to answer – 33%
Is there any system of handling students' complaints and requests at the Faculty and the Dean's Office?	Yes – 67% No – 0% Difficult to answer – 33%
Are you living in or did you live in the university hostel?	Yes – 100% No – 0%
Which hostel do you live in or did you live in?	Building 1 – 0% Building 2 – 0% Building 3 – 0% Building 4 – 0% Building 5 – 0% Building 6 – 0% Building 7 – 100%
Are you satisfied with the organization of settling?	Yes – 33% Partly – 67% No – 0% Difficult to answer – 0%
Are you satisfied with the assistance granted by the hostel personnel?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with the quality of living conditions at the hostel?	Yes – 0% Partly – 100% No – 0% Difficult to answer – 0%
Estimation of education quality at the university as a whole	Excellent – 100% Good – 0% Satisfactory – 0% Unsatisfactory – 0%

### 37.04.02 "Conflictology" (profile – "Applied Conflictology and Mediation")

The total number of respondents – 6

Question	Answers, %
Are you satisfied with studying at NSTU on the speciality chosen?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with the organization of entering NSTU?	Yes – 33% Partly – 17% No – 0% Difficult to answer – 50%
Which source helped you make a decision on entering NSTU?	Booklet – 0% Website – 33% Career Day/Profession Fair – 0% Open Door Day – 11% Friends – 33% Advertisement – 22% Others – 11%
Are you satisfied with the information on NSTU and the directions of training at NSTU you received before handing in your application?	Yes – 0% Partly – 67% No – 0% Difficult to answer – 33%
Are you acquainted with the strategy of developing NSTU?	Yes – 17% No – 0% Difficult to answer – 83%
Are you acquainted with the goals of your educational programme?	Yes – 100% No – 0% Difficult to answer – 0%
Does the structure of the educational programme meet your expectations?	Yes – 33% Partly – 50% No – 17% Difficult to answer – 0%
From your standpoint, is the period of time sufficient to master knowledge and skills (competences) included in the courses of disciplines studied?	Yes – 17% Sufficient to a larger extent – 50% Not quite sufficient – 33% No – 0%
Are you satisfied with the procedure of holding credit tests, exams, etc. and forms of estimating your achievements?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with the organization of the training process?	Yes – 17% Partly – 83% No – 0% Difficult to answer – 0%



Did you have the possibility of choosing the discipline?	Yes – 34% No – 33% Difficult to answer – 33%
Are you satisfied with the quality of educational services granted by NSTU?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with links with your Faculty's Dean Office?	Yes – 50% No – 0% Difficult to answer – 50%
Are you satisfied with links with other structures of the university?	Yes – 17% No – 17% Difficult to answer – 66%
Are the textbooks, workbooks, lectures and the like in the printed or electronic versions available at NSTU?	Yes – 100% No – 0% Difficult to answer – 0%
Are you satisfied with their quality?	Yes – 33% Partly – 50% No – 0% Difficult to answer – 17%
Does the time table suit you?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Does the computer hardware of the training process satisfy your needs? Is the necessary programme software available in the computer classrooms?	Yes – 100% No – 0% Difficult to answer – 33%
Does the computer hardware of the training process satisfy your needs? Are the climatic conditions in the computer classrooms comfortable?	Yes – 100% No – 0% Difficult to answer – 0%
How is the self-dependent work at NSTU organized? Are there any classrooms for it?	Yes – 33% No – 0% Difficult to answer – 67%
How is the self-dependent work at NSTU organized? Does the timetable of self-training in computer classrooms suit you?	Yes – 17% Partly – 17% No – 0% Difficult to answer – 66%
How is the self-dependent work at NSTU organized? Are there always vacant places for self-training in the computer classrooms?	Yes – 17% Partly – 0% No – 0% Difficult to answer – 83%
How is the self-dependent work at NSTU organized? Are you satisfied with personnel assistance of the computer classrooms?	Yes – 33% Partly – 0% No – 0% Difficult to answer – 67%

Are the teachers available for consultations?	Yes – 83% Partly – 17% No – 0% Difficult to answer – 0%
How is the link with the teacher accomplished beyond the classes? <b>According to the timetable of the consultations</b>	50%
How is the link with the teacher accomplished beyond the classes? <b>By e-mail</b>	33%
How is the link with the teacher accomplished beyond the classes? <b>By phone</b>	17%
How is the link with the teacher accomplished beyond the classes? <b>On the NSTU website</b>	0%
How is the link with the teacher accomplished beyond the classes? <b>Do not communicate with the teacher outside classes</b>	0%
Are the classes held in active and interactive forms?	Yes – 100% No – 0% Difficult to answer – 0%
Do postgraduate students give classes to you?	Yes – 33% Partly – 0% No – 50% Difficult to answer – 17%
Is all the necessary information on the training process always available outside classes?	Yes – 100% No – 0% Difficult to answer – 0%
Who chooses the place for practical training??	NSTU – 83% Find by myself – 17% Did not practice – 0%
Is the head of practice appointed by the enterprise?	Yes – 1% Not always – 0% No – 0% Difficult to answer – 83%
Is the assessment of the reports on the practice results held with the participation of enterprise representatives (practical training base)?	Yes – 65% No – 0% Difficult to answer – 50%
Are master classes (trainings) on your educational programme held?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with the library working hours?	Yes – 67% Partly – 33% No – 0% Difficult to answer – 0%
Are you satisfied with the library personnel responsiveness?	Yes – 0% Partly – 50% No – 0% Difficult to answer – 50%

Are you satisfied with books' availability at the library?	Yes – 83% Partly – 17% No – 0% Difficult to answer – 0%
Are you satisfied with the availability of journals on your direction of training?	Yes – 33% Partly – 67% No – 0% Difficult to answer – 0%
Are you satisfied with the availability of library services?	Yes – 0% Partly – 100% No – 0% Difficult to answer – 0%
Are you satisfied with the working hours of foodservice outlets ?	Yes – 50% Partly – 50% No – 0% Difficult to answer – 0%
Are you satisfied with the quality of food and drinks at foodservice outlets ?	Yes – 33% Partly – 67% No – 0% Difficult to answer – 0%
Are you satisfied with prices at foodservice outlets?	Yes – 33% Partly – 50% No – 0% Difficult to answer – 17%
Are you satisfied with personnel responsiveness at foodservice outlets?	Yes – 17% Partly – 66% No – 0% Difficult to answer – 17%
Are you satisfied with the dishes and rooms cleanness at foodservice outlets?	Yes – 0% Partly – 87% No – 0% Difficult to answer – 17%
Are there any rest camps and tourist bases at NSTU?	Yes – 50% No – 0% Difficult to answer – 50%
Are these places of rest available for students?	Yes – 50% No – 0% Difficult to answer – 50%
Are you satisfied with the quality of medical services?	Yes – 50% Partly – 0% No – 0% Difficult to answer – 50%
Are you satisfied with the availability of medical services?	Yes – 34% Partly – 33% No – 0% Difficult to answer – 33%
Are you satisfied with the quality of services in the after-work sanatorium?	Yes – 33% Partly – 0% No – 0%

	Difficult to answer – 67%
Are you satisfied with the availability of services in the after-work sanatorium?	Yes – 0% Partly – 33% No – 0% Difficult to answer – 67%
Do you participate in research work?	Yes – 67% No – 0% Difficult to answer – 33%
Is your opinion in developing the content of the educational programme you study in taken into account?	Yes – 50% No – 0% Difficult to answer – 50%
Are you satisfied with the quality of classrooms, training laboratories and equipment?	Yes – 33% Partly – 0% No – 17% Difficult to answer – 50%
Are you satisfied with security services at the university?	Yes – 50% No – 50% Difficult to answer – 0%
Is the atmosphere at the university favourable for training?	Yes – 100% No – 0% Difficult to answer – 0%
Are you satisfied with the classrooms' cleanness at the university?	Yes – 50% No – 0% Difficult to answer – 50%
Do you participate in the work of students' self-control bodies?	Yes – 33% No – 67% Know nothing about it – 0% There are no such – 0%
Does your opinion influence the improvement of educational resources quality used in educational programmes?	Yes – 33% No – 0% Difficult to answer – 67%
Do you participate in estimating the quality of classes and teachers' work?	Yes – 17% No – 33% Difficult to answer – 50%
Is there any system of handling students' complaints and requests at the Faculty and the Deans' Office?	Yes – 17% No – 0% Difficult to answer – 83%
Are you living in or did you live in the university hostel?	Yes – 42% No – 58%
Which hostel do you live in or did you live in?	Building 1 – 0% Building 2 – 0% Building 3 – 0% Building 4 – 0% Building 5 – 0% Building 6 – 0% Building 7 – 100%

Are you satisfied with the organization of settling?	Yes – 0% Partly – 100% No – 0% Difficult to answer – 0%
Are you satisfied with the assistance granted by the hostel personnel?	Yes – 0% Partly – 0% No – 0% Difficult to answer – 1000%
Are you satisfied with the quality of living conditions at the hostel?	Yes – 0% Partly – 100% No – 0% Difficult to answer – 0%
Estimation of education quality at the university as a whole	Excellent – 50% Good – 50% Satisfactory – 0% Unsatisfactory – 0%