

JALAL-ABAD INTERNATIONAL UNIVERSITY

PROCESS SPECIFICATION

Quality Management System

1. General Information about the Process

Process Code:

P2.7

Process Name:

Educational, Social, and Career Services at JAIU

Process group:

- Administrative
- Core
- Support
- Monitoring, Analysis, and Improvement
- scientific / social / other institutional

Basis:

JAIU QMS Process Register / JAIU QMS Process Map

Revision:

Effective date:

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2. Purpose of the Process

Purpose of the process:

To ensure the systematic organization of educational, social, and career services at JAIU aimed at fostering students' personal development, cultivating civic, professional, and ethical values, supporting student well-being, and facilitating their adaptation, socialization, professional self-determination, and employment.

3. Objective of the process

Objective of the process:

To create a manageable and effective system of educational, social, and career services at JAIU that ensures the development of students' general cultural, social, and professional competencies, increases their engagement, supports students during their studies, and facilitates a successful transition to professional life.

4. Process Owner

Process owner:

Vice Rector for Educational Quality and Clinical Work
or another official overseeing educational and social work, in accordance with the organizational structure of JAIU

Responsible Department:

Dean's Offices / the unit overseeing educational, social, and career services

Co-executors / process participants:

1. dean's offices;
2. academic group advisors;
3. departments;
4. departments for social and educational work;
5. career services departments;
6. student government;
7. International Relations Office;
8. psychological, medical, and other support services, if available;
9. employers, alumni, and partner organizations;
10. Department of Internal Monitoring and Educational Quality.

5. Process Inputs

No.	Process Input	Input source
1	Strategic Goals and Policies of JAIU Regarding Educational and Social Work	JAIU Administration
2	Regulatory requirements and internal documents of JAIU	Regulations of JAIU, Legislative Acts of the Kyrgyz Republic
3	Student Body and Information on Groups	Dean's Offices, Academic Units
4	Data on students' needs, problems, and expectations	Surveys, inquiries, academic advising
5	Data on social vulnerability, adaptation, engagement, and retention of the student body	Dean's offices, advisors, support units
6	Information on the labor market, employers, job openings, and graduate needs	Partners, employers, career services
7	Results of monitoring, audits, self-assessments, and feedback	OVMCO, deans' offices, departments

6. Process outputs

No.	Process Output	Recipient / user
1	Implemented plans for educational and social work	Administration, deans' offices, students
2	Educational, cultural, preventive, and social events held	Students, JAIU
3	System of academic advising and social support for students	Students, Dean's Offices
4	Career guidance and employment resources and events	Students, graduates

5	Analytical data on engagement, adaptation, satisfaction, and employment	Rector's Office, OVMKO, Deans' Offices
6	Suggestions for improving educational, social, and career services	Administration, departments

7. Consumers (stakeholders)

No.	Stakeholder	Expected Result
1	Students	Support, development, safety, and conditions for self-actualization
2	Parents / legal guardians	A structured educational and social environment
3	Dean's offices and advisors	A clear and manageable student support system
4	JAIU Administration	Stable educational and social policies
5	Employers and Graduates	Preparing Students for Professional Life
6	Society and partners	The University's Social Responsibility Activities

8. Main stages (subprocesses) of the process

No.	Stage / Subprocess	Brief description of work	Responsible
1	Planning of educational, social, and career guidance activities	Development of annual and ongoing plans, setting priorities	Responsible department, deans' offices
2	Organization of academic advising	Appointment of academic advisors, support for academic groups	Dean's offices, academic advisors
3	Conducting educational and preventive activities	Implementation of cultural, civic, ethical, preventive, and educational activities	Dean's offices, departments, advisors
4	Social support for students	Identifying needs, providing support, and offering targeted assistance	Dean's offices, support units
5	Promoting student adaptation and engagement	Work with first-year students, international students, and at-risk groups	Dean's offices, academic advisors, International Office
6	Organizing career services and collaboration with employers	Meetings, consultations, job fairs, internships, career events	Career Services Department / Dean's Offices
7	Monitoring of results and feedback	Analysis of satisfaction, engagement, inquiries, and employment	OVMCO, Dean's Offices
8	Adjustment and improvement of the process	Updating plans and work procedures based on analysis results	Management, responsible departments

9. Process resources

9.1. Human Resources

1. Vice Rector for Quality, Student Affairs, and Social Work;
2. Deans and associate deans;
3. academic advisors;
4. staff of departments for social, educational, and career services;
5. faculty members;
6. representatives of the student government;
7. specialists from support departments.

9.2. Material and technical resources

1. classrooms and rooms for meetings and events;
2. office equipment;
3. rooms for consultations and meetings;
4. information stands and areas.

9.3. Information and digital resources

1. eBilim;
2. corporate email;
3. JAIU website;
4. social media and official information channels;
5. questionnaires, databases, reports, lists of job openings and partners.

9.4. Financial and Organizational Resources

1. organizational support from management;
2. resources for organizing events, student support, and career activities;
3. partner resources from employers and alumni.

10. Regulatory and Documentary Support for the Process

No.	Document	Code / Reference	Note
1	Regulations on Educational and Social Work at JAIU	SMK-90-01	Reference document
2	Regulations on Social Support for Students at JAIU	SMK-90-02	Social Services
3	Regulations on Student Self-Government and Student Clubs	SMK-90-03	Student Engagement
4	Regulations on Academic Advising at JAIU	SMK-90-06	Academic Advising
5	Regulations on Career Guidance and Employment Support for Students and Graduates	SMK-90-07	Career Services
6	Regulations on the Internal Rules of JAIU	SMK-10-11	Code of Conduct
7	Documents on Academic Integrity and Ethics	SMK-50 Series	Educational and Ethical Component
8	Procedure for Responding to Inquiries from Stakeholders	SMK-40-11	Feedback
9	Education Quality Manual	QMS-01-09	Place of the Process in the QMS

11. Process Records

No.	Record Title	Form / Medium	Storage location	Retention period
1	Plans for educational, social, and career guidance work	Document / file	Dean's Offices / Responsible Department	By classification
2	Minutes of academic	Document /	Dean's Offices /	By category

	advising sessions, meetings, and events	report	Academic Advisors	
3	Participant lists and event reports	Document / file	Subdivisions	By category
4	Materials on social support for students	Document / file	Dean's Offices / Responsible Departments	By category
5	Materials on career events, meetings with employers, job openings	Document / file	Career Support Department	By category
6	Analytical reports on satisfaction, adaptation, engagement, and employment	Report / Table	OVMCO / Dean's Offices	By department
7	Materials from inquiries, suggestions, and feedback	Document / electronic media	Departments / Archive	By category

12. Process performance indicators

No.	Indicator	Unit	Target value	Data source	Frequency of analysis
1	Existence of an approved plan for educational, social, and career guidance	yes/no	Yes	Departmental plans	annually
2	Implementation of planned activities	%	as planned	Department reports	Half-year / Year
3	Level of student engagement in activities	% / units	positive trend	Reports, attendance lists	semester / year
4	Level of student satisfaction with the social and educational environment	%	positive trend	Survey	semester / year
5	Number of inquiries regarding social and adjustment issues	units	analysis based on actual data	Dean's offices, inquiries	semester
6	n student participation in career events and interaction with employers	% / units	positive trend	Career Services Reports	Year
7	Availability of data on graduate employment	yes/no / %	According to the monitoring plan	Reports, graduate databases	Year

13. Process risks

No.	Risk	Possible causes	Consequences	Response Measures
1	The formal nature of educational and mentoring work	Insufficient involvement of supervisors and	Low effectiveness of the process	Monitoring of plans and reports, methodological

		departments		support
2	Low student engagement in activities	Outdated formats, poor communication	Decreased effectiveness of educational work	Updating formats, taking student interests into account
3	Insufficient support for vulnerable student groups	Poor identification of problems and needs	Increased risk of dropout and social tension	Targeted support, early identification
4	Weak connection between career services and employers	Insufficient partnership	Low practical value of the career services unit	Expanding collaboration with employers
5	Insufficient analytics on graduate employment and adaptation	Lack of a robust tracking system	Loss of data for improving educational programs	Establishment of a graduate database and regular monitoring

14. Discrepancies and corrective actions

No.	Potential non-conformity	Method of Detection	Corrective action	Responsible
1	Work plan is missing or has not been approved	Review of documentation	Develop and approve the plan	Responsible department
2	Activities not fully implemented	Analysis of reports	Adjustment of the schedule and monitoring of implementation	Dean's Office / Advisor
3	Low student participation	Participation monitoring	Review of communication formats and channels	Responsible departments
4	Student complaints regarding adaptation and support	Analysis of inquiries	Development of targeted response measures	Dean's Office / Support Department
5	No data on graduate employment	Analysis of reports	Establishment of a graduate monitoring system	Career Services Department

15. Interrelationship with other processes

No.	Related process	Nature of the relationship
1	P2.3 Admission, orientation, and support for students	Connection regarding student adaptation and support
2	P2.4 Implementation of educational programs and organization of the educational process	Educational and social work supports the teaching process
3	P2.1 Analysis of the needs and expectations of stakeholders	A framework for event management and support
4	P4.2 Surveys, collection, and analysis of feedback	Data source for evaluating process effectiveness
5	P4.4 Analysis of academic performance, student	Relationship to student retention

	population, and learning outcomes	and risks
6	P1.5 Management of risks, nonconformities, and improvements	Responding to identified problems and deficiencies

16. Criteria for evaluating process effectiveness

16.1. The process is considered effective if:

1. there are approved and implemented plans for educational, social, and career guidance;
2. the system of academic advising and social support is functioning;
3. positive trends in student engagement and satisfaction;
4. there are verified career-related activities and collaboration with employers;
5. the use of monitoring results to improve the process.

16.2. The results of the process are reviewed by:

1. the process owner;
2. by the academic departments;
3. the departments responsible for educational, social, and career services;
4. the Office of Academic Affairs;
5. the Rector's Office;
6. the Quality Council, if necessary.

17. Procedure for Monitoring and Reviewing the Process Specification

17.1. The effectiveness of the process is monitored by the responsible departments, academic offices, the Office of Academic Affairs and Quality Assurance (OVMKO), and other authorized persons in accordance with the established schedule.

17.2. The process specification is subject to revision in the following cases:

1. changes in the organizational structure and responsible persons;
2. changes in approaches to educational, social, or career guidance work;
3. changes in regulatory requirements;
4. based on the results of audits, self-assessments, accreditation, and management analysis.

18. Final Provisions

18.1. This Process Specification shall enter into force in accordance with established procedures.

18.2. Responsibility for monitoring the implementation of this Process Description rests with the process owner and the relevant responsible departments.

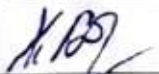
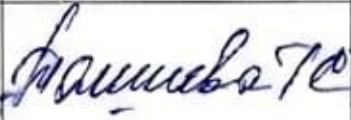







CHANGE LOG

Change No.	Basis for Amendment	Pages	Summary of the amendment	Revision	Signature	Date
1						
2						
3						

Edition: 1000

Effective date: “ ” 20

APPROVAL SHEET

№	Position / Role	Full Name	Signature	Date
1	Developed by	Kanetova D.E.		29.12.25
2	Approved: head of the responsible department			29.12.25
3	Approved: Head of the Educational and Informational Department	Kanetova D.E.		29.12.25
4	Approved: leading specialist for quality	Kalmuratova A.		29.12.25
4	Approved: head of the legal affairs and human resources department / lawyer	Sydykova B.J.		29.12.25
5	Approved: vice-rector for academic affairs	Sadyrova N.A.		29.12.25
6	Approved: vice-rector for science, SR and GE	Asilova Z.A.		29.12.25
7	Endorsed / considered in the established manner	JASU Scientific Council		29.12.25.

