

JALAL-ABAD INTERNATIONAL UNIVERSITY

PROCESS SPECIFICATION

Quality Management System

1. General Information about the Process

Process Code:

P2.3

Process Name:

Admission, Orientation, and Support for JAIU Students

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 an organized, transparent, and manageable process for the admission, orientation, support, and retention of students at JAIU, taking into account legal requirements, the university's internal regulations, the specific nature of educational programs, and the needs of students.

3. Process objective

Objective of the process:

To ensure high-quality student recruitment, their successful academic and social adaptation, consistent support throughout their studies, and the creation of conditions for student retention, achievement of learning outcomes, and satisfaction with the educational environment.

4. Process Owner

Process owner:

Vice Rector for Academic Affairs

Responsible department:Admissions Committee / Deans' Offices / Academic and Information Department
(within the scope of JAIU's functional distribution)**Co-executors / Process participants:**

1. Rector's Office;
2. dean's offices;
3. Academic and Information Department;
4. departments;
5. academic advisors;
6. International Relations Department;
7. Legal Affairs and Human Resources Department;
8. departments responsible for social, educational, and medical support;
9. other departments within the scope of their authority.

5. Process Inputs

No.	Process Input	Input source
1	Legislative and regulatory requirements for recruitment and training	Legislative acts of the Kyrgyz Republic, authorized bodies
2	Admission rules and other internal documents of JAIU	Internal regulations of JAIU
3	Admission quotas, licensing conditions, enrollment plans	JAIU Administration
4	Applications, documents, and applicant data	Applicants / Admissions Committee
5	Information on the specifics of educational programs	Academic units, deans' offices, departments
6	Data on the linguistic, cultural, and academic characteristics of the student body	Admissions Committee, deans' offices, International Office
7	Results of monitoring regarding adaptation, academic performance, inquiries, and student retention	Dean's Offices, Academic Units, Student Affairs Office

6. Process Outputs

No.	Process Output	Recipient / user
1	Enrolled student cohort	JAIU
2	Orders regarding enrollment, transfer, and other student roster changes	Dean's Offices, Academic Affairs Office, Human Resources / Records Management
3	Organized orientation for first-year students and new students	Students, Dean's Offices
4	Student enrollment data in information systems	UIO, academic departments, eBilim
5	Mechanisms for academic and social support	Students, advisors, deans' offices
6	Analytical data on enrollment,	Rector's Office, OVMKO, Dean's Offices

	adaptation, and retention	
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7. Consumers (stakeholders)

No.	Stakeholder	Expected result
1	Applicants and students	A clear, fair, and supportive admissions and support process
2	Parents / legal guardians	Well-organized and transparent procedures
3	Rector's Office	Controlled enrollment and retention of the student body
4	Dean's Offices and Departments	Timely and Accurate Information on Student Enrollment
5	UIO	Accurate data for the educational process and eBilim
6	Government and accreditation authorities	Compliance with rules for student admission and support

8. Main stages (subprocesses) of the process

No.	Stage / Subprocess	Brief description of tasks	Person in charge
1	Planning and organization of admissions	Preparation of rules, schedules, informational materials, and the admissions campaign	Admissions Committee, Rector's Office
2	Acceptance of documents and counseling for applicants	Registration of applications, verification of documents, counseling	Admissions Committee
3	Selection and admission	Verification of eligibility, processing of admission decisions	Admissions Committee, Administration
4	Forming the student cohort and entering data into systems	Creating student files, entering data into eBilim and other systems	Academic departments, deans' offices
5	Student orientation	Orientation activities, familiarization with rules, eBilim, academic integrity	Dean's offices, academic advisors, Academic Affairs Office
6	Ongoing support for students	Academic, organizational, social, and informational support	Dean's offices, academic advisors, UIO
7	Monitoring student retention and analyzing issues	Tracking attendance, academic performance, inquiries, and dropout risks	Dean's offices, academic advisors, Student Affairs Office
8	Corrective measures and support	Responding to adjustment difficulties, academic and social problems	Dean's offices, support units

9. Process resources

9.1. Human Resources

1. Members of the admissions committee;
2. dean's office staff;
3. UIO staff;

4. advisors;
5. faculty members;
6. specialists from support departments;
7. staff of the International Office.

9.2. Material and technical resources

1. premises for document reception and consultations;
2. workstations for staff;
3. office equipment;
4. classrooms for orientation meetings.

9.3. Information and Digital Resources

1. eBilim;
2. student databases;
3. JAIUwebsite;
4. corporate email;
5. instructions and guidelines for students;
6. application forms and registration logs.

9.4. Financial and Organizational Resources

1. organizational support from the Rector's Office;
2. resources for conducting the admissions campaign, orientation, and student support.

10. Regulatory and Documentary Support for the Process

No.	Document	Code / Reference	Note
1	Regulations on the Organization of the Educational Process Using the Credit System	SMK-20-03	General Academic Framework
2	Regulations on Transfer, Reinstatement, Withdrawal, and Academic Leaves	SMK-20-18	Student Enrollment
3	Admission Rules for JAIU	LNA of JAIU	Main Enrollment Document
4	Regulations on the System for Assessing Knowledge and Learning Outcomes	SMK-20-04 / SMK-20-05	Link to further support
5	Regulations on Distance and E-Learning	SMK-20-09	Use of eBilim
6	Regulations on Academic Advising at JAIU	SMK-90-06	Student Support
7	Regulations on Social Support for Students at JAIU	SMK-90-02	Social Support
8	Regulations on Internal Order at JAIU	SMK-10-11	Orientation and Code of Conduct
9	Documents on Academic Integrity	SMK-50 Series	Familiarization and Compliance

10	Procedure for Responding to Stakeholder Inquiries	QMS-40-11	Handling Student Inquiries
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11. Process Records

No.	Record Title	Form / Medium	Storage location	Retention period
1	Applications and documents of applicants	Paper / electronic media	Admissions Committee	By category
2	Orders regarding enrollment, transfer, withdrawal, and other changes	Document	Office / Archives	By file
3	Student records	Paper / electronic format	Dean's Office / Archives	By file category
4	Student registries and databases	Electronic database	UIO / Dean's Offices	By category
5	Orientation and adaptation materials	Document / presentation / report	Dean's Offices / Academic Units	By category
6	Reports on student retention and adaptation	Document / report	Dean's Offices / OVMCO	By category
7	Correspondence and materials regarding student support	Document / electronic media	Subdivisions	By classification

12. Process performance indicators

No.	Measurement	Unit of measurement	Target value	Data source	Frequency of analysis
1	Recruitment plan fulfillment	%	according to the approved plan	Admissions Committee	annually
2	Percentage of students who have completed orientation/adaptation activities	%	as planned / maximum coverage	Dean's Offices	annually
3	Timeliness of entering student data into eBilim	%	100% within the specified deadline	UIO	per intake / semester
4	Retention rate	%	by internal goals	Dean's Offices, Academic Units	Semester / Year
5	Number of inquiries regarding adaptation issues	units	actual analysis / downward trend	Dean's Offices, OVMKO	Semester
6	Level of student satisfaction with adaptation and support conditions	%	positive trend	Survey	Semester / Year

13. Process risks

No.	Risk	Possible causes	Consequences	Response measures
1	Insufficient enrollment	Weak recruitment campaign, high competition	Failure to meet enrollment targets	Strengthen outreach and the work of the admissions committee
2	Poor adaptation of first-year students and international students	Insufficient support, language and cultural barriers	Risk of dismissal, low academic performance	Orientation programs, mentoring, support
3	Errors in student data	Delayed data entry and verification	Violations in record-keeping and support	Data quality control, registry reconciliation
4	High attrition rate	Academic, social, and financial problems	Decreased student retention	Early risk detection system, targeted support
5	Formal student support	Insufficient involvement of advisors and departments	Low satisfaction and increasing problems	Regular monitoring of support, oversight by deans' offices

14. Discrepancies and corrective actions

No.	Possible non-compliance	Method of identification	Corrective action	Responsible
1	Violation of admission campaign deadlines / document processing deadlines	Verification of deadlines, monitoring	Adjustment of schedules and increased oversight	Admissions Committee
2	Student data not entered or entered with errors	Database reconciliation, complaints, audit	Data correction, re-verification	UIO, Dean's Office
3	Lack of orientation activities for part of the student body	Monitoring by the Dean's Office	Conducting additional activities	Dean's Office, academic advisors
4	Increase in inquiries regarding support issues	Analysis of inquiries	Development of targeted support measures	Dean's offices, departments
5	High student attrition rate	Student Population Analysis	Identifying causes, CAPA for student retention	Dean's Offices, Academic Affairs Office, Student Affairs Office

15. Interrelationship with other processes

No.	Related process	Nature of relationship
1	P2.1 Analysis of stakeholder needs and expectations	Consideration of the needs of applicants and students
2	P2.2 Design, review, and updating of educational programs	Admissions are conducted based on specific educational programs
3	P2.4 Implementation of educational programs and organization of the educational process	The main stage following enrollment

4	P2.5 Assessment of learning outcomes and monitoring of the educational process	Support related to academic performance
5	P2.7 Educational, social, and career guidance	Link to mentoring and support
6	P4.4 Analysis of academic performance, student population, and learning outcomes	Analysis of student retention and adaptation
7	P1.5 Risk, nonconformity, and improvement management	Responding to Risks of Student Retention Loss

16. Process Performance Evaluation Criteria

16.1. The process is considered effective when:

1. the recruitment plan is met;
2. there is an organized orientation program for students;
3. accurate and timely enrollment tracking;
4. the existence of a student support system;
5. an acceptable retention rate;
6. positive trends in student satisfaction with the admission and orientation processes.

16.2. The results of the process are reviewed by:

1. the Vice Rector for Academic Affairs;
2. by the academic departments;
3. the Academic Affairs Office;
4. the Office of Academic Affairs;
5. the Rector's Office;
6. the Quality Council, if necessary.

17. Procedure for Monitoring and Revising the Process Specification

17.1. The effectiveness of the process is monitored by the Admissions Committee, the academic departments, the Academic Affairs Office, the Office of Academic Quality Assurance, and other authorized units in accordance with the established schedule.

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

1. changes in admission rules and student flow;
2. changes in the process owner;
3. changes in requirements for student support;
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.

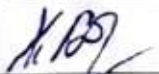
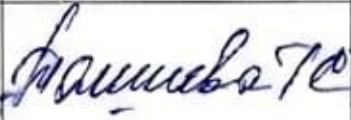







CHANGE LOG

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

Edition: _____

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.

