

AKKORK

Agency for Quality Assurance in Higher
Education and Career Development

Approved

Chairman of the Advisory Council

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14 December, 2018

REPORT

**on the results of the external assessment of
the Social Work Bachelor degree programme**

Saint Petersburg University

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Moscow – 2018

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SUMMARY OF THE PROGRAMME

The Programme "Social Work" is implemented within the scope of the extended group of specialties and the training program 39.00.00 Sociology and Social work and the training program 39.03.02 Social Work (Bachelor degree programme). The programme is realized by the department for Social Work Theory and Practice of the Saint Petersburg University and it results in qualification (degree) awarding "Bachelor in Social Work".

This SPBU programme is a fulltime programme provided on either state-funded or contractual basis with a standard study period of 4 years for Bachelor degree programme under the Educational Standard of Saint Petersburg University. The recent version of the standard is approved by order № 8481 d/d 29.08.2017.

Management of the "Bachelor degree" programme is carried out by the Ph.D. of Social Sciences, the associate professor of the department for Social Work Theory and Practice, Smirnova Anna Nikolaevna.

The onsite visit within the scope of the procedure of the programme external assessment has been carried out by AKKORK experts within the period of **September 24 - 25, 2018.**

Strong points of the programme under analysis

The higher education programme specializing in 39.03.02 Social Work (Bachelor degree programme) is implemented in Saint Petersburg University. One of the strengths of the programme is the combination of academic and applied education. This feature was marked both by the students that selected the Saint Petersburg University among many other institutions of higher education providing training in this programme in Saint Petersburg and by the employers. The educational process is organized with participation of leading scientists, highly qualified teaching staff of the department for Social Work Theory and Practice, the Faculty of Sociology and the university on the whole.

Another advantage of the programme are the trends of practice-oriented education. The existence of the Social Clinic that is created under the Department of Social Work Theory and Practice in which the students can familiarize themselves with practical competences and acquire primary skills as well as experience in organization and realization of the practical work of the students in real social service organizations - all these give a practice-oriented and specific tone to the educational process. It is important to note a high level of involvement of the employers in organization of the educational process, participation in the development of learning and teaching materials and methodological support, in determination of the educational process content and holding of classes, in the practical work organization as well as in organization and holding of the SFE (State Final Examination).

The third advantage is participation of the students and the teachers in social research that is carried out by the faculty including the research on the social work problems. Research is carried out not only in the city, region and in the country but also at the international level.

The fourth main advantage is cooperation at the international level. This includes carrying out of researches and organization of practical studies and student exchange programs. Such cooperation significantly extends the horizons of the profession both for the teachers and for the students, it creates conditions for professional mobility of the teachers and the students, allows to see and feel the profession within the framework of global international problems and, consequently, assess more objectively the level of development and achievements of the Russian social work within the context of the international experience.

Finally, we should mark a high level of support with material, technical, financial and information resources and student services.

Weak points of the programme under analysis

The areas of the programme that could be enhanced are the activation of the students' position, their involvement in research, educational and practical activities taking in account their skills, abilities and interests. Developing their potential within the scope of a specific training programme it is possible to develop the secondary professional orientation of the students, increase their assurance in the correctness of the selected future occupation as well as assist in their self-realization that will be important for any employment (our students always bring a significant social potential to any occupation what is very important for our country in the current social and economic situation).

Increase of the scope and the effectiveness of teaching of foreign languages, first of all, of the English language, can become one of the orientations in improvement of the educational process in this programme. It can significantly increase the outcomes of the learning and research activities, the students' mobility and the level of their satisfaction with the programme outcomes.

Large possibilities for consolidation of the graduates' position in their occupation can reveal themselves in case of organization of the post graduate support for the students. Today the department carries out a large work on monitoring of the graduates' employment, study of demand for graduates-Bachelors and on involvement of the graduates who work according to their field of education in the organization of the educational process. However, these activities are of ascertaining nature to a great extent. An active support at the work place during the first year of work can increase the portion of graduates willing to consolidate their position in the occupation as well as the portion of the graduates employed according to their field of study (i.e., to decrease the "losses" of the graduates and reduce their leaving for any other occupation spheres).

The main recommendations on the analyzed programme

Organization of activities on support of young professionals jointly with their employers requires consolidated efforts: developed programmes, criteria of

adaptation at the work place and studying of the basic stages of the adaptation process. And these are additional labour forces and time. Not the department itself but certain efforts of the institution on the whole can provide them. We can assume that the graduates of other training programmes also have similar problems.

Activation of the students' position can be possible in case of increase of the portion of the students' independent work supported with a complex of the teaching and learning materials and developed complexes of the independent work control (evaluation tools and test and exam materials). At the same time it is possible to increase students' involvement into the research activities of the department also within the framework of the Social Clinic. There are possibilities of the students' involvement (after signing the corresponding agreements with the social service organizations) in the monitoring of the social service quality, development of projects and scenarios on individual activities for specific social service organizations. With participation in such works students can be oriented more to the independent search of any additional material they need for this activity, master better the basic teaching material and be oriented to independent professional activity already in the process of their education.

Good outcomes can be obtained in case of involvement of students into All-Russian Student Competition on the training programme "Social Work". The Saint Petersburg University can play the role of a basic institution of higher education for organization of a regional round of the All-Russian Student Competition on the training programme Social Work, especially that in the region there are several institutions of higher education that prepare Bachelors in social work. At the same time it can consolidate the leading position of the department and the institution of higher education.

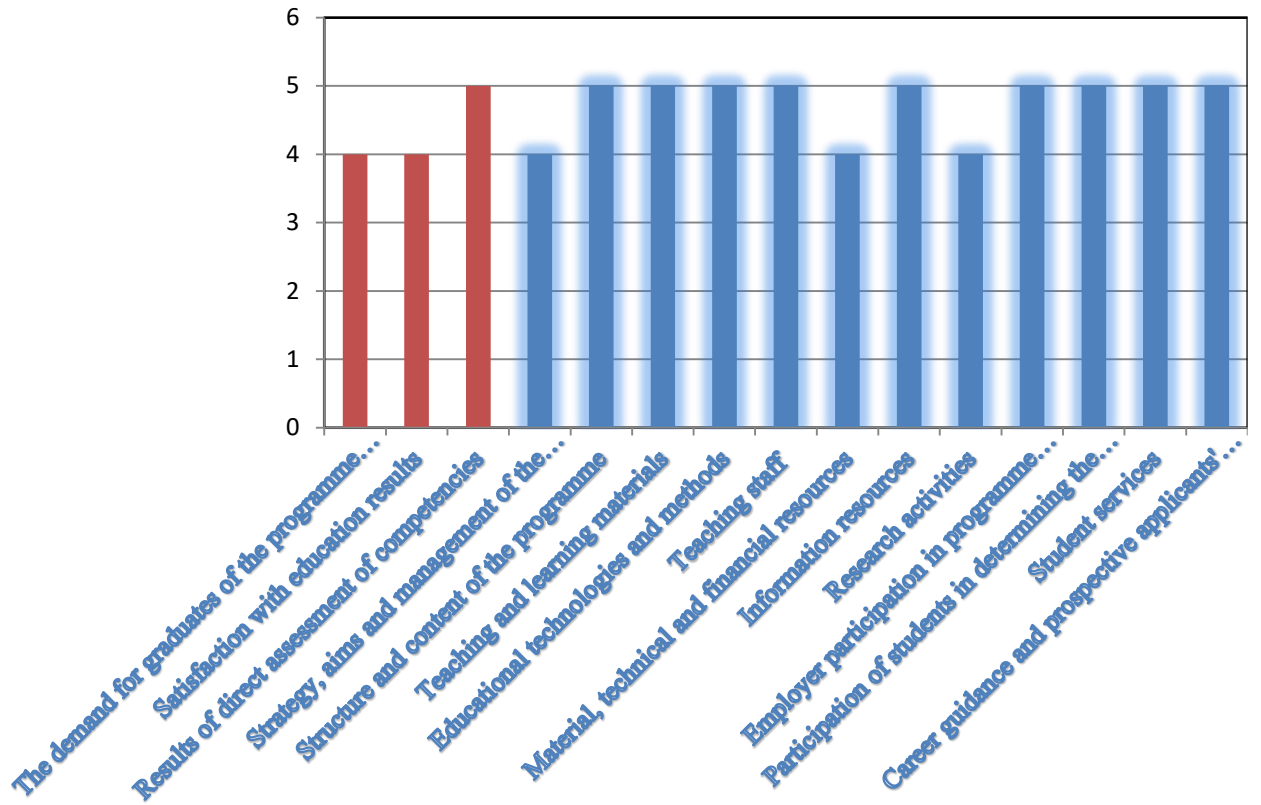
Within the same framework it is possible to participate in any other competitive events (Abilympics International Competition, professional skills competition for students on the training programme "Social Work" - Competition "I am a professional"; in addition to personal achievements the last competition can give a considerable monetary reward to the winner). Participation of the teachers and the students of the department in such competitive events can increase the interest of the students in their occupation.

Assessment profile of the learning outcomes and quality assurance of education

No.	Criterion	Assessment Mark
<i>I</i>	<i>Quality of the learning outcomes</i>	
	1. The demand for graduates of the programme in the labor market	Good
	2. Satisfaction of all consumers	Good
	3. Results of direct assessment of competencies	Excellent

<i>II</i>	<i>Quality assurance of education:</i>		
	1.	Strategy, aims and management of the programme	Good
	2.	Structure and content of the programme	Excellent
	3.	Teaching and learning materials	Excellent
	4.	Educational technologies and methods	Excellent
	5.	Teaching staff	Excellent
	6.	Material, technical and financial resources	Good
	7.	Information resources	Excellent
	8.	Research activities	Good
	9.	Employer participation in programme implementation	Excellent
	10.	Participation of students in determining the content of the programme	Excellent
	11.	Student services	Excellent
12.	Career guidance and prospective applicants' preparation	Excellent	

Assessment profile of the learning outcomes and quality assurance of education



QUALITY OF THE LEARNING OUTCOMES

1. Demand for the graduates of the programme on the federal and regional labor market

Criterion assessment: good

The statistical data provided by the regional authorities and the results of the graduates' and the students' surveys demonstrate that the demand for Bachelors in social work is high. The labour market shows an every-year sustainable growth of the demand for young professionals of this training programme. There grows the portion of the graduates specializing in "Social Work" (Bachelor degree programme) employed by occupation during the first year after graduation. The given data characterize the level of the graduates' training as a good one.

At that, supply in the labour market falls behind demand approximately for 40-50%. At the same time, 48,6 % of the graduates of the Bachelor degree programme noted that they do not work in the specialty received. A "low salary" (61.1%) was called as the main reason. It concerns the employment both in the basic region (Saint Petersburg city, the Leningrad Region) and the employment of the graduates in any other regions. We hope that this situation universal for the RF will be taken into account in the educational policy of the region.

The educational policy of the regional authorities

The educational policy of the regional authorities plays a big role in the development of the Saint Petersburg University. However, the Saint Petersburg University is an institution of higher education with a special status that is specified in Federal Law "On education in the Russian Federation" (N 273-FL d/d 29.12.2012); it trains specialists for the entire country. Students from various RF regions are trained on the training programme "Social Work". The needs and the possibilities of the RF regions are taken into account in this connection and the educational policy of the institution of higher education is built in accordance with the federal educational policy.

Characteristics of the competitive environment in this area

The competitive environment is sufficiently high in the education on the training programme "Social Work" in Saint Petersburg. Bachelors in social work are trained in 6 institutions of higher education. At that, the budgetary places for the Bachelor degree programmes are present only in 5 institutions of higher education and fulltime education is available only for 4 programmes in the Saint Petersburg University, the Saint Petersburg State Institute of Psychology and Social Work, the Herzen State Pedagogical University of Russia and the Saint Petersburg State University of Industrial Technologies and Design.

Among the strengths of the Saint Petersburg University can be named the combination of the academic education and the applied orientation, presence of 2

levels of training (Bachelor degree programme and Master degree programme) and the possibility to participate in a scientific research work.

2. Satisfaction of consumers with the learning outcomes

Criterion assessment: good

Both according to the results of the prepared self-assessment report and to the results of the site visit the employers show a complete satisfaction with the training quality of the graduates - Bachelors in social work. The level of the students' satisfaction is sufficiently high on the whole (78.4%). However, 27% only of the especially purposeful students are completely satisfied. To increase the share of the students satisfied with the education it is important to increase their independence and involvement in real practical projects and programmes what was mentioned above. Verbal surveys of students confirm this conclusion.

Testing of the programme students showed a high level of satisfaction: of 32 students 9.4% only (3 persons) gave the grade "satisfactory".

3. Level of competence development of a graduate

Criterion assessment: excellent

During the visit, a direct assessment of the competencies of graduate students was conducted. In direct evaluation, students of the 4 (fourth) year took part in number of 15 people, which is 100 % of the graduate course.

The test and the exam materials developed by the educational institution were used in the process of the direct assessment as these materials are recognized as valid by the experts.

On performing the direct assessment of the competencies procedure the experts used such test and exam materials as testing and interviewing.

The results of the direct assessment of competencies have enabled the experts to determine that all students showed the following indices.

Level	Sufficient level (students coped with 80 % of the proposed tasks)	Acceptable level (percentage of tasks solved: 50 to 79 % of the tasks were completed)	Low level (percentage of tasks solved: less than or equal to 49 %)
Percentage of students			
Results of direct assessment of competencies characterizing the individual's personal qualities as an integral part of their professional competence			
100%	+		
The results of direct assessment of competencies aimed at the development,			

maintenance and improvement of communications			
93,3%	+		
6,7%		+	
The results of direct assessment of professional competencies ("competence core"), including the competencies reflecting the need (requirements) of the regional and/or federal labor market, depending on the main consumers of the graduates of the programme			
86,67%	+		
13,3%		+	

When conducting the quality assessment of education, the experts got acquainted with 17 graduate qualification works, which amounted to 100 % of the graduate works of the previous year in this direction. The experts concluded that the analyzed graduate qualification works **fully complied** with all the requirements stated below.

GRADUATE QUALIFICATION WORKS

No.	Objects of assessment	Experts' comments
1.	Topics of graduate qualification works correspond to the field of study and current level of scientific and/or technological development in the programme field.	100%
2.	The tasks and contents of graduate qualification works are aimed at demonstrating competency formation in the graduate.	100%
3.	The degree to which data collected or received during the predegree practice and the implementation of course projects was incorporated in the independent research part of the graduate qualification works.	88,2%
4.	Graduate thesis topics are defined by the needs of employers as well as by the experimental purposes of teachers of the educational institution.	100%
5.	The findings of graduate qualification works can be applied in work.	82,2%
6.	The degree to which research findings of the chair, faculty and outside research and production and/or research organizations was incorporated in the independent research parts of the graduate	76,5%

Conclusions and recommendations of experts

Both according to the results of the prepared self-assessment report and the results of the site visit the employers show a complete satisfaction with the training quality of the graduates - the Bachelors in social work. The level of the students' satisfaction is sufficiently high on the whole (78.4%). However, 27% only of the especially purposeful students are completely satisfied. To increase the share of the students satisfied with the education it is important to increase their independence and involvement in real practical projects and programmes what was mentioned above. Verbal surveys of students confirm this conclusion.

Testing of the programme students showed a high level of satisfaction: of 32 students 9.4% only (3 persons) gave grade "satisfactory", Testing of students as well as analysis of the term papers and the GQW show a high level of academic training. The analysis of the written works shows substantial work of the research supervisors with the students in the process of writing of these works. The GQW and the term papers comply with the requirements and they are written correctly grammatically and logically. Some papers are of general theoretical nature (for example, "Non-typicality as a social phenomenon"). Other works are written on up-to-date applied subjects and they are based not only on the analysis of the theoretical literature but also on the researches carried out independently during the traineeship.

The detailed recommendations on the preparation of the term papers and the GQW are prepared for the students ("Methodical guidelines for preparation and defence of the graduate qualification works on the Bachelor degree programme "Social Work" on training programme 39.03.02 "Social Work", "Scholarly Apparatus and drawing up of GQW text" prepared by prof. N.A. Golovin et al.).

However, more materials and outcomes obtained within the framework of the students' participation in the research projects of scientific research activities of the department, the faculty and external research and production and scientific research organizations (in the collective scientific projects) could be presented in the analysis of the practical experience in these students' works. Today almost always are used the outcomes of the researches carried out independently which not always gives objective information due to the complexity of carrying out of the representative researches by efforts of one student. Work in the composition of the scientific team could be more productive and qualitative and it gives a real experience of participation in the scientific activities.

Additional material

The surveys of the students also showed a large interest in extended teaching of foreign languages (preferably English) both for obtaining of the academic information from foreign sources (journals, sites, text books) and for their participation in the scientific research work as well as for obtaining the right to internship within the framework of international cooperation.

Recommendations

To extend involvement of the students into carrying out of faculty researches (outcomes of the scientific research activities of the department, the faculty and external research and production and scientific research organizations).

To increase the share and the significance of the practice in the educational process whenever possible. It could be done through project and research works on employers' requests during the internship and within the activity of the existing "Social clinic".

To activate the methods of academic disciplines teaching, activate interactive forms of teaching. The teaching staff of the department has developed such interactive forms of teaching as discussions, trainings, organizational and business play, cases, learning technologies as "brain storm" and others. But in reality these methods aren't used frequently enough.

To extend teaching of English to improve the quality of education, extension of the possibilities and the potentialities for scientific research work.

QUALITY ASSURANCE OF EDUCATION

1. Strategy, aims and management of the programme

Criterion assessment: excellent

Strengths of the programme

Development of the programmes "Social Work" is based on the general Development Program in the Saint Petersburg University by 2020 in which "Social researches and technologies" are one of the priority orientations. The main trends are combination of academic and applied fundamentals of the programme, aligning of the professional competencies of the educational standard of the Saint Petersburg University with the labour functions of the professional standards for the specialists in the social sphere, extension of the existing models of cooperation with the organizations-potential employers.

A strong area of the activity of the department for social work theory and practice are contacts with the employers among which are the representatives of the state municipal social service organizations, non-profit organizations and charitable foundations. The organizational work is performed by the Social Clinic created for the first time as an alternative to such an educational technology as the specialized department. The Social Clinic allows to ensure the contractual work with the employers for organization and creation of the best conditions for the students' practical training. At the same time it ensures carrying out of the applied researches both by the students and by the teachers. We should expect an increase of the level of self-realization of the students oriented to the occupation and an increase of the level of their satisfaction with the obtained education.

However, the problem of the post graduate adaptation of the graduates at the work place remains unsolved what the graduates informed us about. This problem

decreases the efficiency of the graduates' work and often prevents them to continue their work in the profession.

Additional material

Employers were interviewed during the site visit. In the process of interviewing high grades were obtained by those graduates who obtained employment by their occupation. However, the employers marked desirability to improve the practice-oriented training.

During the site visit the experts interviewed the students, the teachers and the workers and they obtained the data that allowed the experts to recommend the use of case studies in the process of education taken from the practice and the experience in the activities of various organizations in the social protection and social service system. Such technics allow students to mobilize the knowledge obtained and to use it in further practical problems solving.

In the process of self-evaluation of the educational institution, data on teachers' satisfaction with the personnel policy and applicable motivation system was presented.

In the course of the site visit, the teachers taking part in programme implementation have been interviewed.

According to the results of interviewing the experts draw a conclusion that there is a need in increase of the university management attention to the scientific work and further training of the teachers and also to their scientific and professional advancement. It could be implemented through the increase of financial motivation via effective contracts of the teaching staff, based on the results of their scientific and publication activities most notably in foreign periodicals and journals indexed in Scopus and Web of Science. Beside that, there is no technical staff, like methodologists and laboratory assistants in the departments. Their work could significantly unload the teaching staff of the routine.

Recommendations

To develop the activities of the Social Clinic and the contacts with the employers, involvement of the students in the practice-oriented activities of the social service organizations of various forms of property including involvement in volunteering.

To develop a system of the post graduate support of the graduates for increase of the level of the graduates' adaptation and consolidation of their position at the work place.

To extend involvement of the students, especially, of the final year students in the practice-oriented researches of the faculty and the department; to find a possibility to implement the students' developments in practice.

Justification: it will consolidate the integrity of the academic and the practice-oriented parts of the professional education and increase the interest of the students in the educational process and a successful graduation and completion of the education.

2. *Structure and content of the programme*

Criterion assessment: excellent

Strengths of the programme

A competency based model of a graduate and creation of a competencies chart are oriented at the requirements of the professional standards. Syllabuses of the academic disciplines (SAD) are coordinated with the employers. The surveys showed that cooperation with the employers is organized at a high level.

Additional material

The requests for increase of the share and the role of the practical training in the education were expressed by the students in the course of the surveys during the site visit and the employers proposed to increase the level of practice-oriented training of the students.

Recommendations

According to the results of the students' survey it is recommended to increase the role of the practical training in the educational process as well as improve the methods of control of the practice-oriented professional skills (competencies). For example, development of cases, practical tasks in the process of solving of which the students can show their primary skills in the work with the legal base and documentation as well as knowledge of the algorithms of professional actions in the course of diagnostics, identification of the needs and forming of an individual program on social service rendering or an individual rehabilitation program etc. By carrying out of such tasks virtually the students mobilize their knowledge obtained during the entire curriculum and they learn to think complexly and practically.

3. *Teaching and learning materials*

Criterion assessment: excellent

Strengths of the programme

Possibilities and potentialities of the university in the methodological support of the educational process are very high. These are the library stock of the A.M. Gorky Scientific Library that includes 82 880 580 sources including: 84 112 academic journals, 528 229 scientific books, the stock of the industry department on the training programs International Relations, Political Sciences and Social Sciences, possibilities and equipment of the modern Science Park of the Saint Petersburg University. The modern software products of PowerPoint, Blackboard, Gosoapbox systems are used during the classes. However, software is more oriented to the training programme Sociology.

Recommendations

According to the results of the students' and teachers' surveys the experts formed recommendations on extension of the electronic content of the library stock. It is possible to recommend forming of the sets of materials and literature on the academic disciplines aligned with the system of test and exam materials that are oriented to check the level of the competencies mastering in the course of independent work.

4. Educational technologies and methods

Criterion assessment: excellent

Strengths of the programme

New educational technologies are oriented to the use of information digital resources: access using unified university accounts to all digital resources of the Saint Petersburg University (e-mail, Blackboard, electronic document management system "Delo", 1C, SAP for the licensed electronic resources etc.), the system of users' information and technical support including filing of requests and incidents, aligning of IT equipment in the classrooms, laboratories, at the work places and the remote access places with the IT infrastructure. The Blackboard educational process support system fulfills large organizational functions. All resources in the aggregate provide the teachers with templates and standards (structure, scenario, test materials, menu, content samples, etc.) for electronic course development. The Faculty of Sociology runs open online courses: "Labour Sociology", "Introduction to Gender Sociology", "Process of Political Decision Making: Agents and Technologies".

Recommendations

To extend participation of the teaching staff of the department for Social work theory and practice in creation of the electronic educational resources and such electronic teaching materials as presentations, compendiums of lectures, tests; also participation in the discussions in Blackboard forums. It is possible to prepare a series of lectures with presentations and teaching materials in addition to the basic educational process. This will increase the level of preparedness of students to the lectures, seminars and practical classes and, consequently, it will increase the effectiveness of the held classes. It will allow the teachers to unload fulltime education classes with students and decrease the share of the narrative teaching materials and make lectures more up-to-date and problematic.

Additional material

During the visit, the experts attended a class, the analysis of which is presented below.

Full name of the teacher - **Olga Victorovna Allakhverdova**, associate professor of the department for Social work theory and practice, Ph.D. of Physiological Sciences, associate professor.

Group/ speciality - Social work

1. Discipline/ module - Social psychology

2. Learning session type

lecture

3. Subject of the learning session: **"Role of Communication (contacts) in the human interaction"**.

4. Goal of the learning session: To show importance and special features of communication in the work of the professionals in social work. Forming «Softskills».

5. Objectives of the learning session:

- to give definition of communication: information/ cognitive, emotive/ emotional and behavioral components;
- to study the types of communication;
- to identify structural elements of communication and the basic channels of information transfer;
- to show the role of non-verbal behaviour, its functions in addition to the verbal text;
- to study the special features of perception of posture, gestures, facial expressions etc. as well as the effect of the space on the aspects of communication.

The practical part of the class is devoted to discussion of the causes of occurrence of mistakes during information transfer and demonstration of the peculiarities and mistakes in the process of communication. The following has been considered: the basic methods for effective information exchange, the methods of modulation of emotions and behavioral management (methods of active listening, techniques of assertive behaviour, methods of stress relieving in the process of stress interaction).

The conclusions are drawn concerning the role and the importance of the communication skills in the competencies of a social worker.

6. Specify:

Item No.	Knowledge and skills planned to be developed at the lesson as well as the competencies affected by knowledge and skills (have to be announced by the teacher)	Forms, means, methods and techniques that are planned to be used during the learning session for the formation of competence
1.	to be ready to conduct business negotiations in the field of organization of the works of social services for the population	Processing of the basic methods for effective information exchange, the methods of modulation of emotions and behavioral management (methods of active listening, techniques of assertive behaviour, methods of stress relieving in the process of stress interaction).
2.	to be ready to maintain and develop professional cooperation, research cooperation	Study of information, cognitive, emotive, emotional and behavioral components;
3.	to be ready to ensure effective communications in the professional sphere	to identify the role of non-verbal behaviour, its functions in addition to the verbal text; - to study the special features of

		perception of posture, gestures, facial expressions etc. as well as the effect of the space on aspects of communication
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ASSESSMENT OF THE TEACHER

No.	Analysis criteria	Indicators	Rating (0, 1, 2)
1.	Compliance with the training schedule	Well-timed start and end of class, time-balanced sections.	2
2.	Organizing time	Greeting. Topic, goal messaging (connection of the goal with the competences formed).	2
3.	Motivation of listeners for upcoming activities	Indication of relevance, the formed professional and / or social and personal competencies.	2
4.	Psychological climate in the audience	The presence of positive emotional interaction between the professor and students; mutual benevolence and audience involvement.	2
5.	Quality of presentation	Structured material; the clarity of the definition of current tasks; systematic and accessible presentation; adaptability of presentation to the peculiarities of the audience; availability of examples, relevant facts.	2
6.	Conformity of the content to the course programme	Compare with working curriculum of the discipline (teaching and learning materials).	2
7.	Use of visual materials	A textbook, a workshop, handouts, tables, drawings, etc.	2
8.	Oratory	Audibility, intelligibility, euphony, literacy, speech tempo; facial expression, gestures, pantomimicry; emotional saturation of the performance.	2
9.	Feeling the audience	The ability to respond on time to changes in perceptions of the students.	2
10.	Civility in relation to students		2
11.	Methods of organizing attention and students' behavior regulation	Increase of interest among listeners (original examples, humor, rhetorical techniques, etc.); involving listeners in a dialog, into the process of performing tasks, etc. But not: open call for attention of listeners; demonstration of	2

		disapproval; psychological pressure, blackmail.	
12.	Maintaining "feedback" with the audience during the class	Learning control	2
13.	Summarizing the learning session (<i>reflection organization</i>)	The organization of reflection, during which students actively discuss the outcomes	2
14.	Image	Compliance with corporate style, presentability, charisma	2
15.	Final grade		2
16.	Notes and suggestions of the experts		

While performing the desktop analysis of the report on self-evaluation, the analysis of the curriculum and the schedule of the classes, the experts determined that the percentage of learning sessions in interactive form in the whole programme is foreseen in the scope of 44 %. The teaching and learning materials of five subjects were studied in the course of the visit. The analysis of the self-evaluation report showed that the syllabus foresees such interactive forms as practical work on tasks solution; colloquiums; individual consultations; training. The classes with use of various technologies are also foreseen: business play and role-playing; organizational and activity-oriented playing; team problem works; discussions; "Brain storming" technology; analysis of the real situations in the professional activity; case methods; project method; lecture with two lecturers at the same time; lecture with mistakes planned in advance; master classes; computer simulation; essay writing, development of empirical research program. These are very diverse and effective educational technologies.

However, both the teachers and the students noted that classic methods (lectures and seminars) remain still a dominating form of teaching.

Recommendations

Based on the conducted survey the experts draw a conclusion that the strategy of the programme development in the Saint Petersburg University is developed correctly, it assumes implementation of the most effective and innovative educational technologies. The experts recommend to extend their use in the educational process on the training programme "Social Work".

5. Teaching staff

Criterion assessment: excellent

Strengths of the programme

The analysis of the self-evaluation report in terms of provision of the programme with the teaching staff showed that the qualification of the academic staff of the Saint Petersburg University in the fields of carrying out of the academic, scientific and research, learning and teaching, expert and other works and their level of skills in use of modern information technologies is very high. It is checked in the process of competitive selection for vacancies of the academic staff. Moreover, internal monitoring of teaching staff activities includes reporting of the results of major scientific studies. Conditions for further training of the teachers, preparation and publication of the research papers of the teachers are provided in the Saint Petersburg University.

Recommendations

The program of personnel work with the teaching staff complies with the strategy of the university development. The department for Social work theory and practice shows deserved results. The experts recommend to designate a special support program for young professionals to ensure continuity in the development of the programme. It could be realized in the process of involvement of postgraduate students in teaching as assistants (not only in the course of teaching practice but also in case of an official registration as full professors). At that, it should be taken into account that the salary of young teachers is very low and the loads are high what delays their study on the postgraduate programme. Perhaps, there is a need in special programs of material encouragement of young teachers for their joining of the ranks of the teaching staff.

6. Material, technical and financial resources of the programme

Criterion assessment: good

Strengths of the programme.

The material and technical resources of the programme are based on the resources of the university that are foreseen by the Development program of the Saint Petersburg University by 2020 and the Target development program of the Saint Petersburg University. The self-assessment report contains information on financial and budgetary activities. The characteristic of the classroom stock including the classrooms that are used by the faculty of sociology, equipment with computers, technical and methodological support of the educational process, availability of the computer classrooms, rooms for laboratory works fitted with modern equipment, rooms with common access to the Internet is given.

Students and teachers were asked in the course of self-evaluation about their level of satisfaction with the quality of classrooms, laboratories, premises of the department, stocks and the reading hall of the library.

The level of satisfaction is high on the whole but there are some problems in relation to provision exactly of this training programme with the library stock (the

level of teachers' satisfaction is 69% and the level of Bachelors' satisfaction is 61%).

Additional material. During the site visit, the experts have interviewed students and professors participating in the programme implementation for satisfaction with the quality of lecture halls. Survey of the teachers and the students showed that the level of provision with laboratory classrooms is high enough but this stock is mainly used for researches. For this reason the level of satisfaction of both students and teachers with technical and computer resources support is still not very high. This limits the use of new technologies in higher education. It would be desirable also to extend the use of this important potential in the educational process including the training programme Social Work, for example, in visualization of lectures and use of the research results in the educational process.

Recommendations

To extend the program of material and technical support for the training programme Social Work including the library stock and the provision with computer classrooms for classes.

7. *Information resources of the programme*

Criterion assessment: excellent

Strengths of the programme

Branching of the information support system for the educational process including "Teaching" and "Student" programs is one of the strengths of the programme. These systems form automatic assignments for forming of courses and record of the students in Blackboard system and the document management system DELO. SPBU students and staff have access to Russian and international scientific periodicals, including world's and Russian leading journals on various spheres and academic papers by Russian and foreign authors, as well as scientometric databases. Services that allow to exchange information, create on-line courses, provide remote training, form and trace the class timetable that form the electronic circulation of documents are created based on the information systems.

Additional material

The surveys of the students specializing in "Social Work" showed that they use the information resources actively enough but the department is involved least of all in active use of all mentioned services.

Recommendations

It is recommended to extend the use of information resources of the university in organizing of training of Bachelors in social work in the process of lecturing, seminars and practical classes. In particular, development of electronic educational services and open online courses.

8. *Research activities*

Criterion assessment: good

Strengths of the programme

As the Saint Petersburg University is a scientific research hub of a global scale dozens of scientific centers and laboratories as well as the Science Park function in it. Since 2017 the software PureElsevier B.V. based on Pure system is deployed in the Saint Petersburg University.

The surveys of the students showed that participation in the scientific research work is important for 72% of students of the Bachelor degree programme and 100% of students of the Master degree programme.

The teaching staff carried out works by order of the Central Office of the State Duma of the RF Federal Assembly, the Committee on labour and employment of the St. Petersburg administration, the Committee on local governance, interethnic and interfaith relations in Leningrad region etc. However, it was also found out that the teachers that ensured the educational process on the training programme "Social Work" were involved least of all and less systematically in these activities as well as the students of this training programme.

Recommendations

To activate the scientific research work of the students and their involvement in the implementation of the scientific research projects and scientific research activities of the department. In particular, it could be implemented through carrying out of projects and research works on employers requests, also by undertaking social services quality monitoring, identification of consumer's demand for different types of services, short-run projects development and realization, designated for teenagers, youth, elderly people and people with disabilities. This work could be organized within the frame of the existing "Social clinic".

9. *Employer participation in programme implementation*

Criterion assessment: excellent

Strengths of the programme

The employers participate very actively in development and implementation of the programme, forming of the content of the practice-oriented disciplines, practical works and scientific research works of the students. The self-evaluation report contains the detailed information on the contracts signed with the employers. The work on adaptation of young professionals at their work places remains beyond the focus.

Recommendations

According to the results of the survey of the students and the graduates it is possible to propose an organization of post graduate support of the graduates at their work places. The work can be organized by the employers jointly with the teachers of the department.

10. *Participation of students in determining the content of the programme*

Criterion assessment: excellent

Strengths of the programme

The report includes detailed information on inclusion of the students in the managing authorities of the university, on their participation in the scientific and innovative activities, in organization of rest and leisure of the students; improvement of their financial position and living conditions etc. The representatives of the students participate in the work of the Academic Council of the faculty, the Academic Council of the Saint Petersburg University and the Student Council in the Teaching commission.

Additional material

The surveys of the students during the site visit show that only 50% of the faculty students suppose that their opinions can have a visible effect on improvement of the quality of the educational resources.

Recommendations

An effective mechanism for involvement of the students in the determination of the programme content is developed in the university and the department. Taking into account the data of the questioning of the students set forth in the self-evaluation report the experts recommend to sequentially implement the programme to increase the level of the students' information awareness with the conducted work and for their involvement in the development of the educational programs.

11. Student services at the programme level

Criterion assessment: excellent

Strengths of the programme

The student services are represented in its entirety in the information provided by the Saint Petersburg University: organization of the students' extra-curricular activities, activities of the trade-union organization of students and postgraduate students, the Student Council as well as Teaching Commissions, Receiving Commissions for Transfer and Re-Admission Documents, Scholarship Commissions, Provisional Commissions for the Acceptance of Works and Services, Provisional Commissions for the Allocation of Tours to SPBU Recreation Camps and the Healthcare Center. The institute of curators for students functions in the faculty of Sociology of the Saint Petersburg University.

Additional material

During the site visit the surveys of the students showed that the student services in the Saint Petersburg University represent a developed system that includes social support of the students and a wellness program and that the level of social protection is sufficiently high. At the same time, the most purposeful students showed their interest in participation in international contacts, studies and international internships.

Recommendations

To develop the international student contact programs in the direction of social work and increase for this the level of fluency in foreign language, first of all, in English.

12. Career guidance. Assessment of the training quality of prospective students

Criterion assessment: excellent

Strengths of the programme

The career guidance programme is branched and organized well and it foresees various activities and projects. It is unified and that's customary for career guidance of classic universities. However, the programs oriented to the specificity of the training and trends of various applicants should be probably thought through and implemented taking into account the needs of time.

Recommendations

Social work has a need in special programmes that shall take into account social activity of school children, the level of their involvement in the school volunteering and any other social activities. Such a preliminary work will help to involve more motivated applicants exactly in the Bachelor degree programme on social work and, consequently, it will allow to obtain more effective outcomes of the programme.

CV OF THE REVIEWERS

Full name of the reviewer: **Anikeeva Olga Alexandrovna**

Company and position	Federal State Budgetary Educational Institution (FSBEI) "Russian State Social University" (RSSU), department of social work of RSSU, associate professor
Academic degree and academic title	Ph.D. of Historical Sciences, associate professor
Additional titles and degrees	none
Education	Higher
Professional achievements	<p>1999 – 2007 - the Director Deputy of the Institute of Human Technology of the Moscow State University of Tourism and Service in scientific and educational work.</p> <p>2007 – 2010 - head of the department of social work of FSBEI HPE (Federal State Budget Educational Institution of Higher Professional Education) RSUTaS</p> <p>2010 – 2012 - deputy of the head of the combined department for Psychology and Social Work RSUTaS;</p> <p>2013–2015 – academic secretary of the Educational and methodological association of Higher Education (EMA HE) of the institutions of higher education of Russian on education in the field of social work;</p> <p>- since 2015 academic secretary of FEMA HE on the enlarged group of specialties and areas of training "Sociology and Social Work"</p> <p>- developer of the Federal State Educational Standard (FSSES) on the training programme "Social Work" of the second and the third generations</p> <p>- developer of the professional code of conduct "Social Work", "Professional in Social Work", "Head of social service organization"</p> <p>- member of the work team of the RF Ministry of Labour and Social Protection on development and adaptation of professional standards for specialists in the social sphere;</p> <p>- an expert of the Civic Chamber of the RF on the questions of social policy</p>
Research interests	<ul style="list-style-type: none"> - history of social policy and social work; - models of social protection and social work in Russia and in the world;

	<ul style="list-style-type: none"> - history and methodology of social education; - operational experience in work with aged nationals and disabled persons in Russia and in the world.
Practical experience in the field of the programme subject to assessment	no

Full name of the reviewer: **Ostrovskaya Marina Aleksandrovna**

Company and position	All-Russian public organization "Association of Teachers of Social Studies and Social Workers" President
Academic degree and academic title	no
Additional titles and degrees	none
Education	<p><i>2000-2005 Moscow university of economics, statistics and informatics</i></p> <p>Organization management Specialization "Financial Management" Qualification: manager</p> <p><i>Second higher education</i> <i>2009-2013 The Russian Presidential Academy of National Economy and Public Administration</i> faculty of public and municipal administration specialization - SMU State service and personnel policy</p>
Professional achievements	<p>member of the social and business council on the national project "Demography" under the RF government, member of the council of experts of the State Duma Committee on Labour, Social Policy and Veterans' Affairs, member of the work team on the studying of the main approaches to reforming of the activities of the psycho-neurological residential facilities under the RF Ministry of labour and social protection, head of the commission on development of social services within the Social Platform of the All-Russian political party "United Russia", member of the work team "Social policy and improvement of the quality of social services" of the RF Public Government, member of the work team on the questions of independent quality assessment of the work of the organizations rendering social services under the RF Ministry of Labour; president of the Foundation for Assistance to Social Projects and Assistance to Needy</p>

	Citizens “Angel of Good and Mercy”.
Research interests	methodological work, studying, summarizing and distribution of new forms and methods of social work, further training of the workers, collection and systematization of the information materials, literature on social problems, edition of journal "Social Work", development of professional standards, participation in scientific conferences etc.
Practical experience in the field of the programme subject to assessment	<p>2009 – 2011 the Deputy of the Director in social work of the Public Institution Local Social Service Center "Donskoy"</p> <p>2011 — 2014 Director of the State Budgetary Institution Complex social service center "Alexeevsky"</p> <p>2014 - 2017 Chief executive officer of the All-Russian public organization "Association of Teachers of Social Studies and Social Workers"</p>

Full name of the reviewer: Ivan Sergeev

Place of work, position	Masters student in Russian State Social University
Academic degree, academic title	
Additional titles, degrees	Bachelor in Social work
Education	Higher
Professional achievements	
Research interests	
Practical experience in the direction of the programme subject to assessment	

