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### **Independent assessment of the quality of educational activities of organizations engaged in educational activities. Sociological analysis**

*The article consists of the result of the authors' pilot research. It is independent rating of quality of instructional organization's educative functions (exampled in the municipal district of the Khabarovsk territory – Vanino). Subject to consideration is the theoretical essence of independent rating in the educational sphere and its special social relevance. The article also analysis the standard-legal base, which regulates the relations, joined to the independent educational quality rating. The focus of the article peaks on the independent educative quality rating and its two directions: independent rating of the quality of student's preparations and independent rating of the quality of instructional organizations that are execute educational activity. On the whole, the analysis helps to get the representation of independent rating of educational quality. It helps showing up the causes of insufficient contentment of people in order and quality of education in the Vanino district of the Khabarovsk territory and to improve educational quality of the municipal educational organizations.*

**Keywords:** independent assessment of educational quality; quality of the state and municipal service; accessibility of service; reputations of educational organizations; lawmaking regulating the autonomy rating of educational quality; rating parameters of educational quality.

### **Независимая оценка качества образовательной деятельности организаций, осуществляющих образовательную деятельность: социологический анализ**

*В статье представлены результаты проведенного авторами исследования независимой оценки качества образовательной деятельности организаций, осуществляющих образовательную деятельность (на примере Ванинского муниципального района Хабаровского края). Рассмотрена*

*теоретическая сущность независимой оценки качества услуг в сфере образования в аспекте его особой социальной значимости. Проведен анализ нормативной правовой базы, регулирующей отношения, связанные с осуществлением независимой оценки качества образования. Акцентировано внимание на том, что независимая оценка качества образования включает в себя два направления: независимую оценку качества подготовки обучающегося и независимую оценку качества образовательной деятельности организаций, осуществляющих образовательную деятельность.*

*Проведенный анализ позволяет получить представление о независимой оценке качества образовательных услуг, выявить причины недостаточной удовлетворенности населением порядком и качеством образования в Ванинском районе Хабаровского края и разработать ряд мероприятий, направленных на повышение качества образовательной деятельности муниципальных образовательных организаций.*

**Ключевые слова:** *независимая оценка качества образования, качество государственных и муниципальных услуг, доступность услуг, репутация образовательных организаций; законодательство, регламентирующее независимую оценку качества образования; критерии оценки качества образования.*

At present, one of the most important indicators of formation of the state management is the provision of maximum accessibility and high quality of the state and municipal services, especially in the field of education, which are provided to the population and organizations.

The issues of accessibility, quality, efficiency of providing state and municipal services, assessing the effectiveness of the activities of state and municipal government, combating corruption in the field of education are becoming priorities in the system of improving municipal governance.

Educational activity is realized thanks to the system of municipal services, the provision of which provides certain components of the quality of life.

In this regard, the regular identification of the opinions of consumers of state and municipal services in the field of education makes it possible to provide the feedback necessary for the continuous improvement of the interaction of the state with citizens.

An independent assessment of the quality of services carried out in the spheres of culture, social services, health care and education has the status of a form of public control. Various methods of independent assessment of the quality of education, such as monitoring, ratings, surveys, are actively developing in Russia and other CIS countries.

The purpose of the independent quality assessment is to improve the quality and accessibility of services for the population, improve consumer awareness of the quality of institutions, encourage organizations to take measures to improve the

quality and satisfaction of consumers, educate a responsible consumer who is interested in tuning the quality of services.

The subjects of the independent system for assessing the quality of services are state and local bodies, authorized organs; public council for the conduct of independent evaluation and organization-operators.

An independent evaluation of the quality of education is provided for in the Art. 95 of the Federal Law of December 29, 2012 N 273-FL "On Education in the Russian Federation" (hereinafter – Law No. 273-FL) [1]. In addition to this federal law, regulation of an independent assessment of the quality of education is also carried out by other normative legal acts [2, 3, 4, 5, 6]. At the regional level, the Ministry of Education and Science of the Khabarovsk territory approved the Regulation on the regional system for assessing the quality of education in the Khabarovsk territory [7].

An independent assessment of the quality of education is aimed at obtaining information about educational activities, the quality of training students and the implementation of educational programs.

At the same time, the legislator defined that an independent assessment of the quality of education includes: 1) an independent assessment of the quality of training; 2) an independent assessment of the quality of educational activities of organizations engaged in educational activities.

The detailed concept of an independent assessment of the quality of education is contained in the Methodological Recommendations for the Independent Evaluation of the Quality of Educational Activity of Organizations Implementing Educational Activities approved by the Ministry of Education and Science of Russia on April 1, 2015 (letter of the Ministry of Education and Science of the Russian Federation of April 3, 2015 NAP-512/02 " Methodological recommendations on the NOCO ") [8].

Law No. 273-FL states that "the results of an independent assessment of the quality of education do not entail the suspension or revocation of a license to conduct educational activities, the suspension of state accreditation or the deprivation of state accreditation in respect of organizations engaged in educational activities" (Part 95 Article 95) . This norm fixes the optional nature of an independent assessment of the quality of education.

However, the evaluation of the quality of educational services, expressed in some form (rating, professional accreditation, etc.), has a certain impact on the reputation of the educational organization, its competitiveness, but does not entail any negative legal consequences for it.

For an independent assessment of the quality of education, public information is used by organizations that carry out educational activities and about the educational programs they implement.

Conducting of the sociological researches allows to carry out the measures directed on optimization of mutual relations of authorities of various levels with addressees of services in sphere of formation and on perfection of the is standard-legal base regulating corresponding relations. Sociological research can identify the

reasons for the population's insufficient satisfaction with the order and quality of the provision of educational services.

The main source of information for an independent assessment of the quality of education is open and public information resources that contain information on the activities of educational organizations. Availability of such resources is provided by educational organizations in virtue of the article 29 of the Law 273-FL by placing them in the information and telecommunication networks, including on the official website of the educational organization in the Internet.

The results of the independent evaluation of the quality of education are presented in various forms, for example, ranking, ranking, table of leagues, top best (list of the best), analytical materials.

Within the framework of the stated problems, the authors carried out a sociological study on the topic: "Independent evaluation of the quality of educational services in the Vanino municipal district of the Khabarovsk territory" [9]. Particular attention in the framework of this pilot research was given to an independent assessment of the quality of educational activities of organizations engaged in educational activities (secondary schools) in order to provide participants in relations in the field of education information on the level of organization of work on the implementation of educational programs.

The legislator introduced two types of criteria, according to which an independent assessment of the quality of educational activities of organizations will be conducted: general and special (additional) (Article 95.2 of Law N 273-FL). The general criteria are the openness and accessibility of information on organizations that carry out educational activities; comfort conditions in which educational activities are carried out; goodwill, politeness, competence of employees; satisfaction with the quality of educational activities of organizations.

As a result, it was found that the population of the Vanino district estimates the quality of the provision of educational services for the assessment "satisfactory". The share of those who are "completely satisfied with the quality of the provision of educational services" is 13.5%, the same percentage of respondents is "completely dissatisfied" with the quality of the provision of educational services. At the same time, almost three-quarters of the population assess the quality of the provision of educational services in their area for the assessment of "good" and "satisfactory" ("rather satisfied than not" – 26%, "rather unsatisfied than yes" 47%).

It should be noted that there are no dependencies between the gender of respondents and satisfaction (dissatisfaction) with the quality of the provision of educational services in the Vanino district. However, there is a definite relationship between the age of the student and the degree of satisfaction (dissatisfaction) with the quality of the provision of educational services in the assessments of his parents. Thus, the data obtained show that, the "higher level of education", the more parents are not satisfied with the quality of the provision of educational services in the area of residence. This dependence can be explained by the fact that, on the one hand,

parents, whose children are trained in the first stage (grades 1 – 4), have only entered the educational process and have not yet faced the difficulties, faced by the parents whose children study in the high school. On the other hand, the very organization of the educational process (the training program, the load on the child, the staffing, the material and technical base, etc.) for the younger classes is much easier than for older children. Similarly, the authors suggest that the possible reason why parents of high school students lower the quality of the organization of the educational process is the organization at the completion of the second and third stage of the training of final attestations (OGE and USE), to which both parents and children and many teachers are negative.

It is also interesting that on average, with a positive evaluation of the quality of educational services, fewer than half of those polled (39.5%) are recommended to their relatives, friends, and acquaintances with the services provided by the educational organizations of the Vanino district, yes "and" yes rather than no "). From the data obtained, it can be seen that more than half of the parents interviewed (60.5% of the answers "no more than yes" and "no") whose children study in the general education institutions of the Vanino district would not want the children of their friends to study in the same schools where their child is studying.

In general, the population of the Vanino district is satisfied (as a percentage of the number of respondents in the amount of answers "completely satisfied" and "rather satisfied than not"), the quality of educational services provided only by five criteria.

So:

- 80% of respondents are satisfied with the conditions for organizing meals for students (that is, interviewed parents note that in the educational organization where their children are studying, there are facilities for feeding students, for storage and cooking, providing the opportunity to organize high-quality hot meals and other conditions );

- 73.5% of respondents are satisfied with the availability of opportunities for developing creative abilities and interests of students, including their participation in creative competitions and olympiads (including the all-Russian and international), exhibitions, shows, sports events, sports events, including official sports competitions , and other mass events (i.e., parents note that these institutions provide conditions for the participation of students in sports and in educational activities, but the majority note so that these activities often take place at the regional level than at a national or international);

- 66.5% of the respondents are satisfied with the competence of the employees of the educational sphere;

- 63.5% of respondents are satisfied with the kindness, courtesy and responsiveness of employees who carry out their activities in the educational sphere;

- 54% of respondents are satisfied with the availability of conditions for protecting and strengthening the health of students, conditions for sports, and the

organization of healthy and proper nutrition in educational institutions (respondents note that these institutions are equipped with all necessary sports facilities (gym, stadium, etc.), however not all have programs for additional education of physical culture and sports).

But with a positive attitude of respondents to a number of indicators mentioned above, there is also a negative attitude towards the provision of educational services, in particular:

- 86.5% of the interviewed parents are not satisfied with the availability of the conditions for training and education of students with disabilities and disabled people (ie, respondents note that in the educational organization, the conditions partially satisfy the needs of children with disabilities and disabled people: for such trainees, organized workplaces are uncomfortable, inconvenient time of conducting classes and there are no accompanying services necessary for children with HIA);

- 80% of respondents are not satisfied with the availability of opportunities for providing psychological, pedagogical, medical and social assistance to students (as most parents note that in educational institutions these types of assistance either do not turn out at all or are poor, some interviewed parents note that in an educational organization, where their child studies, there is an opportunity to provide qualitatively only one of the types of assistance (psychological, pedagogical, medical or social);

- 67% of the parents surveyed are not satisfied with the availability of additional educational programs in the educational institutions where their child is educated (20% of respondents note that in the educational institution where their child is studying, additional educational programs are not implemented, or only one program is implemented, and 47% % argue that in their educational institution not all additional educational programs are implemented, but only 2 – 3);

- 66.5% of the interviewed respondents are not satisfied with the logistics of the institution where their child is studying (the majority of the respondents note that in their educational institution there are paper teaching aids, reading and methodical classrooms, but at the same time their educational organization or does not have, or is not fully equipped with, e-learning tools);

- Also, 60% of the parents surveyed are not satisfied with the organization of the conditions for the individual work of their child (for example, one third (33.5%) of parents note that conditions for individual work with students are not created in the educational organization, and a quarter (26.5%) of the respondents state that there are conditions for obtaining education in the network form (Internet) for the implementation of educational programs, but distance educational programs are not applied).

Based on the data obtained from the research, it can be concluded that in the rating of dissatisfaction with the quality of the provision of educational services in the Vanino municipal district, it is possible to include also five criteria that, to varying degrees, the population is dissatisfied.

Also, It is necessary to take into account such criteria as information openness While assessing the quality of educational services.

According to the results of the research, almost half (47%) of the interviewed respondents did not use the official website of the educational organization to search for ( or use) the necessary information. Of those who used the official website of the educational institution, the largest number of respondents (63.5% of those who used the site, 33.5% of all respondents) were not satisfied with the availability of information on the status of consideration of applications from citizens who entered the organization from the recipient (the legal representative of the recipient) of educational services. For example, respondents noted that the site lacks statistical information on the progress of consideration of citizens' applications on the official website, and also does not provide access to information about the course of consideration of citizens' appeal.

Also, one of the main problems affecting the information openness and accessibility of information about educational institutions is the degree of accessibility of interaction with recipients (legal representatives) of educational services by phone, e-mail, using electronic services, including the possibility of making proposals directed to improve the work of the organization. Not satisfied with this indicator, 60% of respondents from the number of those who use the official site of the institution (31.5% of the total). Thus, the population of the Vanino municipal district notes that interaction with the participants in the educational process is practically not ensured, only one feedback channel operates – the work of the hotline phone on the provision of educational services.

However, it should be noted that exactly 50% of those who use the official site (26.5% of the total number) are satisfied with the availability of information about the teachers of the organization posted on the institution's website.

Thus, the proportion of those who are more or less satisfied with the complete and topical information about the organization and its activities is only 37.74% of those who use the official website (20% of the total number of respondents).

Based on this, it can be concluded that the degree of information openness and availability of information that is posted on official websites of educational institutions of the Vanino municipal district is low, which in turn affects the quality of educational services to the public, Information openness is one of the important criteria for this assessment.

As a result of the research, the authors propose a number of measures aimed at improving the quality of educational services, in particular:

- encourage students for a good and excellent study by personal scholarships, certificates, etc. more actively ;
- to equip with a modern material and technical base not only mainly large schools, but also small ones;

- to provide all necessary trainees with disabilities and disabled people, so that their learning process is the most comfortable and does not create additional problems;

- with the aim of creating an enabling environment for training, as well as the education of healthy and adapted children, it is necessary to improve and modernize the system of providing social, medical and psychological assistance to students;

- to develop uniform basic rules for filling the website of the educational organization in accordance with the criteria of relevance and accessibility of information;

- to ensure constant monitoring by the administration of educational organizations, the administration of the municipal district and independent organizations for the observance of the rules for the functioning of the sites of educational organizations, their content;

- to take into account the effectiveness of the school site in assessing the performance of educational organizations and attestation of their leaders;

- heads of educational organizations should regularly monitor the status of the school site (virtual reception and other tools of the electronic resource of the educational organization) and periodically conduct a survey of participants in the educational process and the public to determine their information needs;

- educators (educators) of educational organizations need to carry out timely preparation of relevant information for sections of the site;

- parents and students - make suggestions on the content of the site.

Compliance with these recommendations will ultimately have a beneficial effect on the satisfaction of individuals – consumers of educational services (their legal representatives) with the quality of educational activities of organizations engaged in educational activities, and will enhance the reputation of educational organizations.

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