REPORT

TO THE STANDARDS OF ACCREDITATION OF EDUCATIONAL PROGRAMMES FOR THE MEDICAL AND PHARMACEUTICAL SPECIALTIES OF TECHNICAL AND VOCATIONAL EDUCATION TVE

period of external expert visit to the college: 14.10-16.10.2020

1. Composition of the External Expert Commission
In accordance with ECAQA Order No. 15 dated September 11, 2020, an External Expert Commission was formed to conduct external assessment procedures in the period from September 14 to October 16, 2020, within the framework of institutional and specialized accreditation of the PSE "Kostanay Higher Medical College" of the Health Department of the Akimat of Kostanay Region (hereinafter according to the text - College) (dates of the visit to the college: October 14 - 16, 2020) in the following composition:

Chairman of the External Expert Commission
ESTEMESOVA KARLYGASH AMANGELDIEVNA, candidate of biol. sciences, associate professor, Dean of the School of Nursing
NJSC "Medical University of Karaganda"

Foreign expert
OLENIKOVA TATIANA ANATOLIEVNA, Ph.D., Head of the Education Quality Management Department of Educational and Methodological Management, Associate Professor of the Department of the Economic Forum
"Kursk State Medical University"

National Academic Expert
TOKBERGENOVA GULMIRA TELMANOVNA, Candidate of Pedagogical Sciences, Honorary Worker of Education of the Republic of Kazakhstan, Excellence in Healthcare of the Republic of Kazakhstan, Director of the Higher Medical College "Interdent"
National Academic Expert
KUMAROVA ALTYNAI BALTABAYEVNA, Deputy Director for Educational work SPE on REM "Taldykorgan Higher Medical College"

National Academic Expert
AMANZHOLOVA TATIANA KADYROVNA, Deputy Director for Practical Training, NUO "Kazakh-Russian Higher Medical College"

National Academic Expert
TESLINA GALINA NIKOLAEVNA, Cycle Commission Chairman teacher of special disciplines SPE on REM "Higher Medical College" of the Akimat of Nur-Sultan

Expert - representative of practical healthcare
CHADOVA IRINA VLADIMIROVNA, chief midwife of the PSE "Kostanay Regional Hospital" of the Health Department of the Akimat of the Kostanay region
The work of the EEC was carried out in accordance with the Regulation on the EEC (Order of the ECAQA Director General No. 4 dated February 13, 2017).

The EEC report contains an assessment of the PSE "Kostanay Higher Medical College" of the Health Department of the Akimat of the Kostanay Region for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education of TVE (hereinafter - the Accreditation Standards), recommendations of the EEC on further improving the educational programme 0305013 Medical laboratory assistant on specialty 0305000 "Laboratory diagnostics".

2. General part of the final report of the EEC

2.1 Representation of the PSE "Kostanay Higher Medical College" of the Health Department of the Akimat of Kostanay Region

Kostanay Medical College was opened in 1929 as an obstetric technical school, in 1996 the Kostanay Medical School received the status of a college.

In April 2018. The college received the status of a higher medical college (Resolution No. 307 of June 29, 2018). Brief information about the college is available on the website www.vipusknik.kz. On the page https://vipusknik.kz/institutions/college/kostanayskiy-medsinskiy-kolledzh

The college carries out educational activities on the basis of the state license KZ90LAA00012840 dated 09/12/2018 from the specialty 0305000 "Laboratory diagnostics", qualification 0305013 "Medical laboratory assistant".

The college is located in a typical building, the total area of all premises used for the organization of the educational process is 3712 sq. m., Per one teacher is 4.3 sq. m.

2.2 Information on previous accreditation

Specialized accreditation of educational programme 0305000 "Laboratory diagnostics", qualification 0305013 "Medical laboratory assistant". Certificate for 5 years, (Registration number AB0973 dated 05/10/2016 IAAR). Post-accreditation monitoring was carried out in October 2019.
2.3 Analysis of the self-assessment report of the programme 0305013 Medical laboratory assistant by specialty 0305000 "Laboratory diagnostics"

Report on self-esteem educational programme specialty 0305000 "Laboratory diagnostics" PSE "Kostanay Higher Medical College" is presented on 118 pages of the main text, 13 appendices.

The report is characterized by the completeness of responses to all 9 accreditation standards, structuredness based on the recommendations of the ECAQA Self-Assessment Guidelines, and the internal consistency of information provided by the accredited college. The report is accompanied by an accompanying a letter signed by the director Ospanova Aigerim Kairovna, Ph.D., confirming the accuracy of the information and data contained in the report. The report is written voluminously, competently, the sequence and logic in the description of the standards is observed, the wording for each standard is clear and understandable, the tables contain references in the text and are numbered continuously. There are links to regulations, model rules, regulations, educational documents, website pages http://www.komeco.kz/

The report contains a list of 19 members of the internal self-assessment commission, indicating the responsibility of each employee, information about the representative of the organization responsible for the institutional and specialized self-assessment - Ainagul Altyntbaevna Zharmatova - Deputy Director for Academic Affairs. The chairman of the working group on preparation for specialized accreditation is A.A. Zharmatova.

Specialized self-assessment of the PSE "Kostanay Higher Medical College" of the Health Department of the Akimat of the Kostanay region was carried out on the basis of order No. 50-P dated 12.02.2020. "On the appointment of those responsible for the preparation of the self-assessment report within the framework of institutional and specialized accreditation."

2.4 General assessment of the educational programme for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education of TVE

Training in the specialty 0305000 "Laboratory diagnostics" has been carried out since 1967. For this specialty, the form of education is daytime, on a budgetary basis. The standard term of study is 2 years 10 months on the basis of general secondary education. The language of instruction is Russian. In total, 1071 people were trained during the implementation of the educational programme, including 107 people over the past five years.

39 teachers take part in training in this specialty, including 13 people with more than 10 years of experience, 1 master, 2 excellence in healthcare.

3. Description of external expert evaluation

External expert work on specialized accreditation and evaluation of the educational programme of the PSE on the REM "Kostanay Higher Medical College" (hereinafter - college) Health Department of Akimat of Kostanay region 0305000 Specialty "Laboratory" with qualification 0305013 "Medical laboratory assistant" (3 years 10 months, 2 years 10 months) was organized in accordance with the Guidelines for conducting an external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director General of the NU "Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Healthcare" No. 15 dated 09/11/2020) and according to the programme and schedule approved by 25 September 2020, Director General of ECAQA Sarsenbayeva S.S. and agreed with the director, Ph.D. Ospanova A.K.

External expert evaluation compliance with ECAQA Accreditation Standards began on September 14, 2020, which included expert evaluation of self-assessment reports, preliminary examination of documents, examination of the college website.

To obtain objective information, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with students, observation, study of the website, interviews of employees of various structural units, teachers, online questionnaires of
teachers and students in the period 6-12.10.2020, review of resources in context compliance with the standards of institutional and specialized accreditation, the study of college documents and teaching materials for accredited 8 educational programmes.

On the part of the college staff, the presence of all persons indicated in the visit programme and according to the lists of interview sites, interviews and demonstration of practical training in accordance with the requirements of the sanitary doctor of the region in a pandemic was ensured (photo 1)

![Photo 1. Visiting a practical lesson](image)

Experts individually filled out quality profiles and criteria for external evaluation (of the educational programme for the respective complying with ECAQA accreditation standards. Recommendations for improvement were discussed, draft reports were prepared (9) and recommendations for improving implementation for each educational programme separately. The Chair conducted a final open vote on college recommendations and a final vote on recommendations for the ECAQA Accreditation Board. Then the Chairman of the EEC for the management and employees of the educational organization announced recommendations based on the results of an external evaluation of educational programmes.

4. Results of the survey

The ECAQA observer conducted an online survey of college students on the resource https://webanketa.com/ from 6-12.10.2020. In total, the proposed questionnaire contains 22 questions, including an assessment of satisfaction with training and organization resources. The total number of students to whom the questionnaire was sent is 1179. The total number of respondents is 604.

By specialties: "Nursing" qualification "Paramedic" - 72%, "Nursing" qualification "Midwife" - 4%, "Hygiene and Epidemiology" - 0.16%, "General Medicine" - 11%, "Laboratory diagnostics" - 3%, "Dentistry" - 7%, "Orthopedic Dentistry" - 0.33%, "Pharmacy" - 1%, "Medical Optics" - 0.33%.

**Conclusion:** The external expert commission of ECAQA determined that the college has a corporate culture and ethical behavior between all participants in the educational process, as well as a developed system of mentoring and consulting students on academic and personal issues. This leads to a positive attitude of students to the place of study. At that time, students are not fully involved in the work of advisory bodies on the development of the mission, discussion of the educational programme and the educational process. Low involvement of students in research work was noted. Not all teachers provide feedback on the results of the lesson, and teaching methods need to be improved.
An online survey of 78 teachers was conducted on October 6-12, 2020, the number of respondents was 58 (according to the staffing table - 78).

Pedagogical experience up to 5 years - 48.24%, from 5 to 10 years - 12.06%, over 10 years - 40%. Satisfied with the organization of the educational process in college 83%, in part - 17.24%. In college, ethics and subordination are considered by 86.2% of respondents, and 14% - partially. In the organization, there is an opportunity for career growth and development of teachers, 78% of respondents believe, and 23% - partially. In this educational organization, I have the opportunity to engage in scientific work and publish research results in the opinion of 88% of teachers.

Findings: the team has a corporate spirit and support from the management. The teachers are satisfied with the working conditions and the organization of the educational process, at the same time it is necessary to complete special disciplines with qualified teachers, to strengthen the issues of advanced training in subjects and in the QMS.

5. Analysis for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education of TVE based on the results of external evaluation of the programme 0305013 Medical laboratory assistant by specialty 0305000 "Laboratory diagnostics"

Standard 1: MISSION AND END OUTCOMES
Strengths:
– The mission of the college, focused on the preparation of a competent specialist with an appropriate foundation for a further career in any field of health, generally corresponds to the material and intellectual resources of the college, the requirements of the labor market.
– The collective of the college sets itself the task of further improving the quality of education and the image of the college, post. The assigned tasks reflect the main directions of development of technical and vocational education in the Republic of Kazakhstan
– The college is guided by the principles of active and mutually beneficial integration with practical healthcare.

Standard 1: completed
Improvement recommendation:
1. Ensure the participation of stakeholders in the development of the mission of the educational programme.

Standard 2: EDUCATIONAL PROGRAMME
Due to the relevance and demands of society and healthcare, the educational programme in the specialty 0305000 "Laboratory diagnostics" provides, along with compulsory disciplines, teaching time for optional components, according to the State Educational Standard of Education 2016. - electives, SESO 2019. - electives. The college developed and approved a catalog of elective disciplines and electives in the context of specialties. Educators have the choice to study elective.

According to the State Educational Standard of Education - 2019, the following electives are included in the working curriculum for the 2020-2021 academic year: 1 course: "Morphology of microorganisms, principles of microscopy", "Self-knowledge", 1 course, "Occupational health and safety," Professional ethics ", 2 course – “Introduction to Clinical Biochemistry”, “Fundamentals of Research in Hygiene”.

Within the framework of the research work, there are 4 sections: "General humanitarian and socio-economic disciplines", "General professional disciplines", "Laboratory and pharmaceutical disciplines", "Special and clinical disciplines". In general, the coverage of student activities in the specialty 0305000 "Laboratory diagnostics" for the period 2016-2020 is 8.4% of the contingent.
The experts were provided with the following documents: acts of the college dated 03.02.2020 "Internal Regulations", Protocols of Pedagogical Councils, Methodological Councils, CMC, SRWS, RUPs, syllables, examination materials, practice programmes.

The list of basic medical organizations was approved by the order of Health Department of Akimat Of Kostanay Region dated April 15, 2019 and includes 38 medical organizations.

Strengths:
- The presence in the educational programme of components that form the personal development of students, their creative abilities and social competencies;

Standard 2: completed
Recommendations for improvement:
1. Coordinate the topics and content of elective disciplines in the specialty "Laboratory Diagnostics" in accordance with the needs of practical health care;
2. Strengthen the formation of communicative competence, critical thinking and decision-making skills in students;
3. To improve the mechanism of student participation in the development and improvement of the educational programme and catalog of elective disciplines;
4. To update the contracts for professional practice for the organization of TVE and post-secondary education and bring them in line with the requirements of Order No. 93 dated 28.01.2016 of the Ministry of Education and Science of the Republic of Kazakhstan.

Standard 3: ASSESSMENT OF STUDENTS
The list of disciplines and the form of intermediate certification of students are established in accordance with the state compulsory education standards for the specialty 0305000 "Laboratory diagnosttics" and is included in the schedule of the educational process at the beginning of the academic year.

The college uses the types of control: introductory, current, intermediate, final; control methods: oral, written, programmed. The bank of test items for the current, intermediate and final certification on paper and electronic media in the specialty 0305000 "Laboratory diagnosttics" is 2650 tests. Test tasks are corrected, updated, periodically replenished.

The experts were provided with documents: theoretical and practical journals, grade books, a schedule of the educational process, final and examination sheets of students. The work of the information platform "Platonus" with the current rating system was demonstrated.

Strengths:
- college interaction with basic medical organizations in various forms.

Standard 3: completed
Recommendations for improvement in institutional context:
1. Develop a procedure for assessing the reliability and validity of the applied methods of monitoring students’ knowledge.

Standard 4: STUDENTS
Admission of applicants for the specialty 0305000 "Laboratory diagnosttics" with qualification 03050130 "Medical laboratory assistant" is carried out on the basis of general secondary education. The admission plan for the 2019-2020 academic year in the specialty 0305000 "Laboratory diagnosttics" was 25 people. For 5 years, the competition for one planned place averages 1.75, the passing score is 38.

All information about the college policy in education, changes in educational programmes is promptly, clearly and consistently communicated to students using information technology (on the Platonus platform, college website).
During interviews with students, it was confirmed that the students are satisfied with the quality of the educational process, material and technical base and educational resources of the college. Provided and acts for students "Student's Guide".

**Strengths:**

- The college implements an academic policy of tolerance: openness, transparency and accessibility, both at the admission stage and throughout the entire period of study.
- Constant monitoring of the educational activities of students;
- In relation to socially vulnerable categories of citizens, the college has a comprehensive social policy.

**Standard 4: completed**

**Recommendations for improvement:**

1. To increase the percentage of students 'coverage of students' research work;
2. Ensure the formation of competencies in the preparation and conduct of scientific research of students (in an institutional context).

**Standard 5: ACADEMIC STAFF / FACULTY**

The implementation of the educational process in the preparation of this qualification is carried out by 39 teachers, including 32 full-time (81.05%), part-time - 7 (17.9%). The categorization of teachers is - 16 (50%) highest, 1 (3.1%) - first, 1 (3.1%) - second, 14 (43.7%) - no category, 1 - master.

From 2013 to 2020, the college was responsible for EMA (Educational Methodical Association) 0305000 "Laboratory Diagnostics".

**Strengths:**

- for the objective activity of teachers, a teacher rating system has been developed;
- a system of material and moral incentives for the work of teachers and college staff;

**Standard 5: completed.**

**Recommendations for improvement:**

1. Continue recruiting qualified personnel in special disciplines of the specialty "Laboratory diagnostics".

**Standard 6: EDUCATIONAL RESOURCES**

The classrooms and classrooms are equipped with educational furniture, equipped with technical teaching aids and meet safety requirements.

The material and technical equipment of the classrooms for special disciplines meets the requirements of the "Approximate table of equipping rooms", averaging 98%.

In the classrooms there are materials for self-preparation and self-control of knowledge - collections of standards and tests, video standards, presentations, videos, methodological development of classes.

The college has implemented a policy of using information and communication technologies. Provided access to the Internet 48 Mb / s, Wi-Fi coverage., 14 interactive whiteboards. The conference room has a 65-diagonal wall-mounted touch-sensitive monoblock with Internet access.

In the specialty 0305000 "Laboratory diagnostics", the book fund of educational, methodological and scientific literature on paper is 2582 copies.

The library subscribes 48 titles of newspapers and magazines for more than 424,108 tenge.

The college has developed an SRWS procedure, which consists of 4 sections, including "Laboratory and pharmaceutical disciplines."
Currently, the college is actively cooperating and has concluded agreements with 3 institutions of higher and 7 secondary education in the near abroad: the Russian Federation and the Republic of Belarus.

**Strengths:**
- the presence in the college of a unified system of information support for students;
- constant updating and expansion of the material and technical base with modern laboratory equipment for the implementation of the educational programme;

**Standard 6: completed**

**Recommendations for improvement:**
1. Continue work on updating the library fund in the specialty in special subjects;
2. To intensify the work of AIS "Platon" on filling in the data of teachers and students, library data, teaching materials by discipline.

**Standard 7: PROGRAMME EVALUATION**
Internal monitoring of the college and its subdivisions is carried out in accordance with internal regulations and is of a planned nature.

The college has a quality management system that improves the efficiency of corrective actions.

Employment of graduates for the period 2015-2019 averages 84.4%, which was confirmed by extracts of orders for employment.

**Strengths:**
- Employers note high satisfaction with the quality of theoretical knowledge and practical skills of graduates of the educational programme;
- Medical organizations are ready to work closely with the college.

**Standard 7: completed**

**Recommendations for improvement identified during the external visit:**
1. Determine the priority areas of research in the context of the educational programme.

**Standard 8: GOVERNANCE AND ADMINISTRATION**
The management structure includes the leadership of the college. The College has collegial governing bodies. The issues of the College’s Pedagogical, Methodological and Educational Councils are considered based on the measures outlined in the College Strategy.

The coordination of educational and methodological activities of the structural divisions of the college is carried out by the Educational and Methodological Council (UMC), the chairman is the head of the scientific and methodological department. The structure of the UMC includes deputy directors, heads of structural divisions, heads, chairmen of the CMC.

For the availability of information about the activities of the college, about the educational services provided to interested parties in the college, website [www.komeco.kz...](http://www.komeco.kz) in three languages (state, Russian in English), advertising videos on social networks, brochures for applicants, feedback for all categories of interested parties.

Vocational guidance work of the college is carried out annually, there is a propaganda team that works with potential applicants in schools of the region and the city, master classes on providing first aid for schoolchildren, open days are held, trial testing for potential applicants online.

**Strengths:**
- The openness and transparency of the management system is ensured by the availability of information about the managers and structure of the College, about the decisions of collegial bodies.

**Standard 8: completed**
**Recommendations for improvement in an institutional context:**

1. Bring educational planning, educational and methodological work in accordance with the requirements of the Quality Standards ISO 9001: 2015;

**Standard 9: CONTINUOUS RENEWAL**

Strengths:

- Effective use of modern educational technologies focused on continuous improvement of the quality of education
- Favorable conditions have been created for professional development and professional development of teachers.

**Standard 9: completed**

*There are no recommendations for improvement.*

Thus, all 9 accreditation standards have been met, no inconsistencies in the fulfillment of the criteria of each of the basic accreditation standards in the process of analyzing the self-assessment report and conducting the examination as part of the tasks of the external expert evaluation programme were found.

6. **Recommendations for improving the educational programme 0305013 Medical laboratory assistant in the specialty 0305000 "Laboratory diagnostics" PSE "Kostanay Higher Medical College" of the Health Department of the Akimat of Kostanay region:**

1. Ensure the participation of stakeholders in the development of the mission of the educational programme;
2. Coordinate the topics and content of elective disciplines in the specialty "Laboratory Diagnostics" in accordance with the needs of practical health care;
3. Strengthen the formation of communicative competence, critical thinking and decision-making skills in students;
4. To improve the mechanism of student participation in the development and improvement of the educational programme and catalog of elective disciplines;
5. To update the contracts for professional practice for the organization of TVE and post-secondary education and bring them in line with the requirements of Order No. 93 of 28.01.2016 of the Ministry of Education and Science of the Republic of Kazakhstan;
6. To increase the percentage of students' coverage of student research work;
7. Continue staffing of qualified personnel in special disciplines of the specialty "Laboratory diagnostics";
8. Continue work on updating the library fund in the specialty in special subjects;
9. To intensify the work of AIS "Platon" on filling in the data of teachers and students, library data, teaching materials by discipline.
10. Determine priority areas of research in the context of the educational programme.
7. Recommendation to the ECAQA Accreditation Council
According to the results of expert evaluation of the educational programme in the specialty 030500 "Laboratory diagnostics" qualification 0305013 "Medical laboratory assistant" PSE on REM "Kostanay Higher medical College" Department of health of the akimat of Kostanay region to the Standards of accreditation of educational programmes for the medical and pharmaceutical specialties of technical and vocational education TVE that the members of the EEC came to the unanimous opinion to recommend to the Accreditation Board ECAQA to accredit the above-mentioned educational programme for a period of 5 years.

Chairman of the External Expert Commission
Estemesova Karlygash Amangeldievna

The foreign expert
Oleynikova Tatyana Anatolyevna

National Academic Expert
Tokbergenova Gulmira Telmanovna

National Academic Expert
Kumarova Altyna Baltabaeva

National Academic Expert
Amanzholova Tatyana Kadyrova

National Academic Expert
Teslina Galina Nikolayevna

Expert representative of health care
Chadova Irina Vladimirovna

Expert - representative of the students
Rahymbek Madina Gorillaz

The observer of ECAQA
Sarsenbayeva Saule Sergeevna
# Quality profile and criteria for external evaluation of the educational programme 0305013

**Medical laboratory assistant by specialty 0305000 "Laboratory diagnostics" PSE on the REM "Kostanay Higher Medical College" of the Health Department**

<table>
<thead>
<tr>
<th>Standard</th>
<th>Criteria for evaluation</th>
<th>BS/SU</th>
<th>Total standards</th>
<th>Assessment</th>
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<tbody>
<tr>
<td>1</td>
<td>MISSION AND END OUTCOMES</td>
<td>9/0</td>
<td>9</td>
<td>Totally coincides</td>
</tr>
<tr>
<td>2</td>
<td>EDUCATIONAL PROGRAMMES</td>
<td>15/4</td>
<td>19</td>
<td>Significantly meets the requirements</td>
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<td>ASSESSMENT OF STUDENTS</td>
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<td>Partially meets</td>
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<td>4</td>
<td>STUDENTS</td>
<td>8/5</td>
<td>13</td>
<td>Does not meet</td>
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<td>5</td>
<td>ACADEMIC STAFF/FACULTY</td>
<td>2/2</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>EDUCATIONAL RESOURCES</td>
<td>8/5</td>
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<td>7</td>
<td>PROGRAMME EVALUATION</td>
<td>6/4</td>
<td>10</td>
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<tr>
<td>8</td>
<td>GOVERNANCE AND ADMINISTRATION</td>
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<td>12</td>
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<td>9</td>
<td>CONTINUOUS RENEWAL</td>
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<td><strong>TOTAL</strong></td>
<td><strong>57/32</strong></td>
<td><strong>89</strong></td>
<td><strong>71</strong></td>
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</tr>
</tbody>
</table>

* BS - the basic standard must be fulfilled by each medical educational organization, and the fulfillment must be demonstrated during the external assessment of the medical educational and scientific organization.
Appendix 2.

List of documents requested by EEC members

KHMC work plan for the 2019-2020 academic year
BT work plan for 2020
Annual report for the 2019-2020 academic year
Job descriptions, Regulations on divisions
For industrial and pre-diploma practice:
   1. Practice work programme
   2. Agreements with clinical bases (5)
   3. Score Sheets (7)
   4. Sample Diaries (2)
   5. Diaries (10)
   6. The results of HEC in the specialty "laboratory" for 5 years
   7. Employers Survey 2019 and 2018
   8. Regulations on the personnel reserve
   9. Payment system regulations
  10. Results of employment in the specialty "laboratory" for 5 years
  11. Standard student expulsion rules
  12. Regulations on working off missed classes

Documents:
   1. List of personnel reserve
   2. Internal regulations on the remuneration system
   3. Regulation on the tariffing commission
   4. Student Discount Orders 2017-2020
   5. International Cooperation Plan 2020
   6. The number of teachers in the disciplines of the programme for 2018 and 2019
   7. Distribution of teaching load for 2018 and 2019
   8. Textbooks published by college staff for 5 years
   9. Provision of literature on disciplines "Pharmacy"
  10. Educational work plans for 2018, 2019 2020
  11. The plan of the NSC (scientific student circle)
  12. List of students participating in research work for 2020
  13. Position on curators - based on job responsibilities