

СӘТБАЕВ  
УНИВЕРСИТЕТИ



SATBAYEV  
UNIVERSITY

## FAQ - Frequently asked questions

### **What is “Orientation week”? When do we spend it?**

Based on Academic Calendar University annually holds “Orientation week” for the 1<sup>st</sup> year students. This year, all introductory events for the freshmen and their parents will be held remotely, online. You will find out how study at University differs from the school study system, you will learn about distance learning and SU platforms, what Credit technology is, and you will get acquainted with student organizations and other structures as well.

### **Why should students take a diagnostic test in languages, Math and Physics if they have already passed UNT?**

Knowledge test will help determine the actual level of your educational background to plan your studies successfully from the very beginning. In fact, all of you had been studying in different ways at school and every student has his own experience, whereas our University programs are tailored to the individual student's needs!

**Remember! It is important to show your real knowledge in order to place you in the appropriate study group. Your future academic performance will depend on it! Do not cheat or use outside help. The test score is not set but without the given test results, Office of the Registrar will not be able to schedule your classes for the semester.**

### **How do I log in to the education portal?**

In order to log in to the Satbayev University education portal, you need to go to the address <https://sso.satbayev.university> using your IIN as a login and the same password as when you used to submit your documents to the admissions <https://kb.satbayev.university>. Only after that you will be able to enter all the systems, take diagnostic testing in mathematics, physics, English, Kazakh/Russian at <http://emtihunter.idet.kz>.

When you log in to the education portal, the system will ask you to change the password to a more complex one and it will display the password requirements. Enter your new password, remember it and click "Save"!

In the near future, after successfully logging into the education portal, you will be able to access the [Polytechonline](#) distance education system and the functionality of [Microsoft 365](#) cloud services. Be sure to upload your documentary photo and download the Microsoft Teams app to your mobile phone.

### **How can I find my class schedule?**

Log in at <https://sso.satbayev.university> using your PIN as a login, on the Student's personal page in the "Schedule" section you will find your class schedule. Your schedule will be individual, since it is not drawn up according to the educational program you have chosen, but based on the results of diagnostic testing. That is, in one group there may be representatives of different EPs, and in different disciplines - different groups.

### **How can a student get a student status confirmation?**

University issues student status confirmation to confirm the academic enrollment at the university.

You can get it only after the order for admission is issued.

- to the school for confirmation, to the bank (for a bank card), for «ONAY» transport card, for internship and applying for a job, for receiving discounts on various categories of services, etc. you can apply [HERE](#)
- to submit to PSC, for receiving social payments and benefits (on disability, loss of breadwinner, large families, etc.) and so on, please contact [studentaffairs@satbayev.university](mailto:studentaffairs@satbayev.university)
- certificates on draft deferral from RK armed forces - [military@satbayev.university](mailto:military@satbayev.university)

"To whom it may concern" certificates are not issued.

### **How do I open a scholarship bankcard?**

#### **When will I get my scholarship?**

To get a scholarship, State grant holders must contact any bank in their place of residence (Bank Center Credit, Kaspi Bank, Halyk Bank, ATF) and open a bankcard for scholarship accrue. If you are under 18 years of age, then accompanying a parent is mandatory. The 20-digit account number must be provided attached [HERE](#) before **September 15, 2020**. The September scholarship will be credited to students' card in October, and the following ones - at the end of each month.

In the first (autumn) semester, the scholarship is awarded to all state grant holders, and in the second (spring) semester, it is awarded based on the winter session results.

**Remember! You will lose your scholarship if you have at least one final grade of "C" and lower (70 or fewer points). The scholarship can be restored in the next academic semester if the session is successfully completed.**

#### **What will be published on [@dekanat\\_ibo](#) Instagram?**

Here we publish all the news related just to the freshmen (important announcements, events, news from student organizations, guest lectures and seminars). You can also write to us in direct and ask questions. Therefore, if you do not have an Instagram account, you should register and subscribe.

#### **Who is an adviser?**

An adviser is a teacher who acts as a consultant on academic issues during the studies. The adviser assists the student in the choice of subjects when drawing up Individual curricula (during registration), explains the rules of credit technology training and etc. The Institute management appoints the adviser. In terms of distance learning, consultations will be conducted via corporate mail or messengers. Please, specify a valid contact number in the portal to contact the adviser. The adviser will contact you on their own.

#### **How can parents find out about the student's academic performance and attendance?**

Parents can find out about their child's progress and attendance in the educational portal (from the student's page using his/her username and password). It is not the adviser's responsibility to notify parents of the student's progress, but the adviser can answer questions from parents upon request.

#### **Are there any benefits for students who are orphans, disabled, from large or needy families?**

Yes, such assistance is considered when providing the relevant documents. For more information on such issues you can contact Social work sector with students at Department for student affairs [studentaffairs@satbayev.university](mailto:studentaffairs@satbayev.university)

**What should I do if I missed classes?**

According to Credit Technology rules, only 20% of missing the classes are allowed for one discipline per semester, that is, if the discipline is a three-credit one - 9 times of absence, if a two-credit-discipline - 6 ones. The teacher fills in portal journal in fact. Absences from the log are not deleted. If you are ill, it is not required to submit a medical certificate as sickness absence is included in the allowed 20%. No necessity to apply for removing the number of missing. Absences of more than 20% do not give admission to the exam.

**How and where to apply for expelling?**

You can submit an application on expel via [ibo@satbayev.university](mailto:ibo@satbayev.university). After the enrollment termination order is issued, you must submit an application for a bypass list in the portal through your personal account > bypass list > submit an application. When all divisions confirm that there is no debt, you can pick up the documents in OR, the window # 6.

If you have not found the answers to your questions either here or in 'Guide 2020' for freshmen, please contact IGE administration at [ibo@satbayev.university](mailto:ibo@satbayev.university) or [@dekanat\\_ibo](https://www.instagram.com/dekanat_ibo) Instagram.