

FAQ – Frequently Asked Questions

Who is an adviser?

Adviser is a teacher who performs the functions of a consultant on academic issues during the study. Adviser assists the student in choosing disciplines when drawing up Individual curriculum, explains the rules on credit technology of training, etc. The adviser is appointed by the Institute directorate.

How do I log in to the academic portal?

Log in to <https://sso.satbayev.university> educational portal and activate your account using your IIN as a login and the same password as when submitting documents to Admissions committee <https://kb.satbayev.university>. When you log in to Academic Portal, the system will ask you to change your password to a more complex one, and will display the password requirements. Enter a new password, remember it and click "Save"!

Soon, after successfully logging into Academic Portal, [Polytechonline](#) distance education system and the functionality of [Microsoft 365](#) cloud services will become available to you. Be sure to upload your documentary photo and download Microsoft Teams app to your mobile phone.

How do I find out the class schedule?

You need to log in to <https://sso.satbayev.university> portal using the IIN as a login, log in, and on Student's personal Page in "Schedule" section you will find your class schedule. Your schedule will be individual. That is, there may be representatives of different EP in one group, and different groups in different disciplines.

How can a student get a certificate from the study place?

The university issues certificates from the study place, which confirm their academic employment at the university. Certificates from the study place are provided just after the Decree on enrollment is issued:

- certificate of military registration (for deferral from the army) - 341 MAB office.
- certificate for receiving allowances (on disability, large families, etc.) – OB, 407A office.
- certificate for the hostel or the bank (for a bank card), to school, for internship etc. – window #1 in Registrar's Office.

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

How do I open a bank card for a scholarship? When will I get a scholarship?

To receive a scholarship, the state grant holders must apply

Halyk Bank and open a bank card for awarding scholarships. If you are under the age of 18, then the parent's support is mandatory.

The 20-digit account number linked to the card must be informed to your adviser by September 15.

The scholarship for September will be credited to the student's card in October, the subsequent ones – at the end of each month.

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

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

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

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

Are there any allowances for orphans, disabled students, from large or low-income families?

Yes, such assistance is provided when presenting the relevant documents. For more information on such issues, you can contact Department for Student Affairs (Social Sector, 407A office in OB).

What should I do if I missed classes?

According to CTE rules, only 20% of passes in one discipline per semester are allowed, if a five-credit discipline - 9 passes, if a three-credit discipline – 6 passes (not counting independent work). The journal in the portal is filled in by the teacher after the fact. Omissions are not deleted from the log. If you are ill, then certificates are not accepted, since absences due to illness are included in the permissible 20%. An application with a request to remove the passes will not be accepted. Omissions of more than 20% percent do not allow an admission to the exam.

Measures to protect against COVID-19 pandemic

‘Ashyq’ system operates at Satbayev University, this application must be installed on a smartphone and used when entering the university buildings. During your stay in the building, you must wear a mask. But the most effective means of protection is vaccination.

Vaccination in Kazakhstan is voluntary, but people who have been vaccinated are less likely to get COVID-19 and the course of the disease is much easier for them. In this regard, Satbayev University recommends that all students get vaccinated against coronavirus.