

СӘТБАЕВ  
УНИВЕРСИТЕТИ



SATBAYEV  
UNIVERSITY

## 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 the [Satbayev Hero Study](#) dashboard using your new corporate address as your login and password, which will be sent to your email address. At the same time the [Polytechonline](#) distance learning system and the functionality of [Microsoft 365](#) cloud services will become available to you. Be sure to upload your photo and download the Microsoft Teams app to your cell phone.

### How do I find out the class schedule?

You need to log in to [Satbayev Hero Study](#) dashboard using the username and password that was sent to your personal email. 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) - 219 MMB 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 or in [Satbayev Hero Study](#) site.

"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? How do I get a University Pass?

To get a scholarship state grant holders should contact the "Halyk Bank" representatives on the 1st floor of the Petroleum building from 10:00 to 13:00 and open a bank card for a scholarship. To open a card, you should have a copy of your ID card with the front and back sides. If you are under 18 years old, you must be accompanied by a parent.

After receiving a card, you must register it in the technical department of DPC, in MMC, west wing of 3rd floor, room number 344 from 9:00 to 17:00. You must have your original ID card and a photo in electronic form (on a flash drive or via WhatsApp).

**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, 219 office in MMB).

**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.