

# THE FRESHMAN'S GUIDE



# **SCIENCE AND EDUCATION FOR THE GOOD OF PEOPLE**



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## DEAR FRESHMAN! WELCOME TO **SATBAYEV UNIVERSITY!**

*Dear freshmen!*

You are entering a wonderful new stage, which for most people in the world is becoming the happiest time in their lives. At university, everyone finds an opportunity to express themselves, choose their own path, and make friends for life. And Satbayev University provides all the opportunities for this.

Our Polytechnic, established back in 1934, has come a long way and accumulated experience innovation and victory. Today, Satbayev University is not only a legendary university, but also an absolute leader among technical universities in Kazakhstan (according to IAQAE) and Central Asia (according to QS).

We are ready to share this experience with you and help you successfully enter a new student life and make a leap towards your dream. Welcome to Satbayev University.

# BE THE BEST AT THE BEST TECHNICAL UNIVERSITY



# THE FIRST STEP IN STUDENT LIFE

## DEAR STUDENT!

The academic year for all first-year students begins with getting to know their advisor. This is a specialist who will accompany you during the adaptation, answer all questions, help with documents, an Onai card, a scholarship, registration on the university's educational portals, a military card and a schedule. Write down his phone number and contact them with any questions. To get acquainted with the adviser, contact Institute directorate that conducts the degree program you have enrolled in.

### **Mining and Metallurgical Institute named after A. N. Baikonurov**

**Directorate of Institute:** Mining and Metallurgical Building (MMB), Room 232.

**8 (727) 320 40 45.**

**Director:** Kanai Bakhytovich Rysbekov

**Deputy directors:**

Saule Temirbolatovna Soltabayeva, tel. +7 747 480 7631

Aitenov Kenesbai Zholdasbayevich, tel. +7 701 453 0002

Kuandykov Tilepbai Alimbayevich, tel. +7 701 902 0009

### **Geology and Oil-gas Industry Institute named after K. Turysssov**

**Dean's Office of Institute:** Oil building (OB), AUD. 407, 8 (708) 397 10 64.

**Director:** Auelkhan Yergali Satyshuly

**Deputy directors:**

Abdukarimov Aybek Kenzhebekuly, Tel. +7 747 569 35 25

Matayeva Zaira Toktarbekkyzy, Tel. +7 747 157 77 51

Assyl Temirtayevna Makyzhanova, Tel. +7 707 724 72 43

### **Automation and Information Technology Institute**

**Directorate of Institute:** Korean Center, room. 302, +7 (727) 257 70 44, +7 (727) 320 41 34.

**Acting director of IAIT** Yersain Gulislamovich Chinibayev

**Deputy directors:**

Kozhamzharova Dinara Khanatovna, tel. +7 702 887 0055

Myrzakulov Maksat Kendebayevich, tel. +7 705 308 5129

Sarkambayeva Shynara Galimzhanovna, tel. +7 747 797 2888

### **A. Burkitbayev Institute of Energy and Mechanical Engineering**

**Directorate of Institute:** Mechanical Engineering Building (MEB), room.27, 8 (727) 320 40 36.

**Director:** Yelemessov Kassym Koptleyevich

**Deputy directors:**

Mukhtarbek Kalmurzayevich Tatybaev, tel. +7 701 728 66 04

Baskanbayeva Dinara Dzhumabayevna, tel. +7 701 861 51 62.

Abylkayir Zhastalap Nauryzgaliyevich, tel. +7 747 208 98 40

### **Institute of Architecture and Construction named after T.K. Bassenov**

**Directorate of Institute:** Small Academic Building (SAB), room 201, 8 (727) 320 41 37.

**Director:** Kus pangaliyev Bolat Uraykhanovich

**Deputy directors:**

Khodzhikov Anton Valeriевич, tel. +7 702 760 57 86

Berdali Meyrman Nurzhanuly, tel. +7 700 309 50 07

### **School of Transport Engineering and Logistics**

**School management:** IME building.308, 309, +7(727) 320-40-83.

**Head:** Abdullayev Seidulla Seidemetovich

**Deputy Head:**

Assel Kozhanberdynovna Kurbenova, tel.+7 707 870 98 08

**Heads of degree programs:**

Nurbol Sadykanovich Kamzanov, tel. +7 702 110 00 05

Aldabergen Yussupovich Bektilevov, tel. +7 707 899 38 46

## **Institute of Project Management named after E.A. Turkebayev**

**Directorate of Institute:** Main Academic Building (MAB), room 415,  
8 (727) 320 40 91.

**Director:** Amralinova Bakytzhan Bazarbekovna

**Deputy directors:**

Dinara Orazovna Satybaldiyeva, tel. +7 777 207 29 11

Shyndauly Yelmuratovich Nugumanov, winter. +7 707 487 18 96

Zhunusbekova Nazym Maratovna tel. +7 700 398 31 19

**Institute's advisor:** tel. +7 702 798 88 83

**Login and password to SSO**

**OB 508, 8 (727) 320 41 51**





## GLOSSARY

(terms and abbreviations)

---

- **AC** – Academic calendar.
- **Appeal** – An appeal is a procedure conducted to identify and eliminate factors that contributed to a biased assessment of students' knowledge.
- **MAB** – Main academic building.
- **MMB** – Mining and Metallurgical building.
- **DL** – Distance learning.
- **DET** – Distance educational technology.
- **DYSA** – Department of Youth and Sports Affairs.
- **IMA** – Institute of Military Affairs.
- **IC** (*individual curriculum*) – a document reflecting the educational trajectory of a particular student, compiled by the student independently for the academic period on the basis of Working Curriculum (WC); it contains a list of academic subjects for which he/she enrolled and the number of credits.
- **SAB** – Small academic building.
- **OB** – Oil building.
- **Add/Drop week** – a period, usually in the first week of study, when a student can "withdraw" from a discipline and/or enroll in a new one at their own discretion.
- **Office of Registrar of students (OR)** – a service that registers students for taught subjects, registers all their academic achievements throughout the entire period of study, and provides the organization of boundary and final knowledge control and the calculation of academic ratings.
- **Office hour** – extracurricular time, when you can ask the teacher additionally, explain something or discuss any issue.

- **Prerequisites/post-prerequisites** – disciplines that are required to master before the discipline being studied/ disciplines that are required to master after the discipline being studied.
- **Proctor** – an independent supervisor from among the University staff.
- **Retake** – repeated study of the discipline, in case of receiving a final grade of "unsatisfactory" "F" – (fail). Repeating the course is carried out only on a paid basis.
- **Mid-term and end-of-term control (attestation)** – verification of a student's academic achievements upon completion of a section (module) of an academic discipline. It is conducted by the teacher of this discipline in 8th and 15th weeks of training.
- **WC (working curriculum)** – a document containing a complete list of academic subjects of the mandatory component and the elective component, indicating the number of credits, the sequence of subjects studied, the types of training sessions and forms of control.
- **Syllabus** – a curriculum that includes a description, summary, and goals and objectives of the discipline being studied; a list of knowledge and skills acquired by the student; topics and duration of each lesson; independent work assignments; office hours; teacher requirements; criteria for the assessment of knowledge; schedule of work and a list of used literatures.
- **SIS** – student's independent study. It consists of the student's independent study (SIS) and the student's independent work with the teacher (TSIS).
- **Transcript** – a document in a prescribed form containing a list of completed disciplines for the relevant period of study, indicating the number of credits, grades, and average score. The official transcript, which has a signature and seal, can be obtained at Registrar's Office (OR), window # 4.
- **Adviser** – a teacher who performs the functions of an academic consultant who assists students in choosing an educational trajectory and mastering a degree program throughout their studies.
- **GPA (Grade Point Average)** – the average score of a certificate or diploma. Shows the student's overall academic performance. On the European scale, it can take a value from 0.0 to 5.0, on the American and Kazakh scales – from 0.0 to 4.0.

# MAP



- 1 Main Academic Building (MAB)
- 2 Admissions Committee (AC)
- 3 Oil building (OB)
- 4 Mining and Metallurgical Building (MMB)
- 5 Small Academic Building (SAB)
- 6 Institute of Energy and Mechanical Engineering
- 7 Engineering Building
- 8 The training ground of Mining and Metallurgical Institute
- 9 Technopark (educational and production workshop)
- 10 Teplokorus
- 11 Institute of Military Affairs
- 12 Korean Center
- 13 Office of Registrar of Students (ORS)
- 14 Medical Center
- 15 Dormitory # 1,2,3
- 16 Fab-Lab
- 17 House of Young Scientists
- 18 Monument to K.I. Satbayev
- 19 UniHUB creative space and coffee shop





# STUDENT'S CODE OF ETHICS

Moral principles and value orientations of the Code, observed in studies and daily life, increase the effectiveness of a student's educational and social activities, contribute to the formation and development of their best qualities as a professionally and culturally oriented personality, as well as a spiritual and moral one.

## SU STUDENT

- Independent, proactive, purposeful, responsible;
- Shows respect and goodwill towards other students, faculty, administration, and all University staff;
- Adheres to ethical standards and rules of conduct accepted in society/At the university, adheres to the dress code, sets a positive example with his appearance and behavior;
- Does not allow rudeness and profanity, indecent behavior in any form and under any circumstances;
- Does not miss classes, studies conscientiously, and takes an active participation in educational, research and social life University;
- Does not use family or official ties to obtain academic privileges; does not allow corruption during the educational process (those offering and taking bribes are legally responsible); Anti-Corruption Service Call Center – tel. 1424
- Complies with the requirements of the admission regime, presents the Halyk Bank card to the security staff without a reminder, informs them about the things and foreign objects found (left) on the university grounds;
- Takes care of University's property, keeps it clean and order in the premises and on the territory of University, no smoking on the territory and in the buildings of University;
- Adheres to "Code of Academic Integrity".

# WHAT IS «ACADEMIC INTEGRITY»?

**Academic integrity at University is regulated by "Code of Academic Integrity". According to this document, it is unacceptable:**

- the use of personal, family or official ties, the manifestation of corrupt relations to obtain academic privileges;
- facilitating the manifestations of corruption;
- showing disrespect to teachers and fellow students;
- cheating and asking others for help with control work;
- presentation of various academic assignments (ready-made essays, term papers, tests, etc.), including online resources, as the results of their own work, i.e. plagiarism;
- passing knowledge control procedures (especially exams!) by front persons;
- forgery of documents directly or indirectly related to University studies.

## IT'S IMPORTANT TO KNOW!

**All cases of violations by students of the 1st study year of academic integrity norms, the internal regulations rules of University, as well as the rules of residence in the dormitory are considered by Disciplinary Commission. One of the following disciplinary penalties may be applied for a violation:**

remark

reprimand

severe  
reprimandconditional  
expulsion

expulsion

# CREDIT TECHNOLOGY OF EDUCATION

University's learning process is based on The Rules of Credit Technology of Education (CTE), which means that students choose and independently plan the sequence of studying disciplines using credit.

**Credit Hour** (*Credit Hour*) – is a unit of measurement for the amount of academic work, where 1 credit = 1 academic hour (50 minutes) of classroom contact work per week during the academic period.

Each classroom hour is accompanied by 2 hours (100 minutes) of independent student work (SIS and TSIS). Each discipline is assessed in 5 credits (less often – 3 credits) and is studied during one semester.

According to the rules of credit technology of education, a student independently builds his educational trajectory in the form of an individual curriculum (IC), compiled within the framework of the work curriculum of the specialty and the catalog of elective disciplines (CED). The student must complete their individual curriculum by completing the required number of credits in the curriculum.

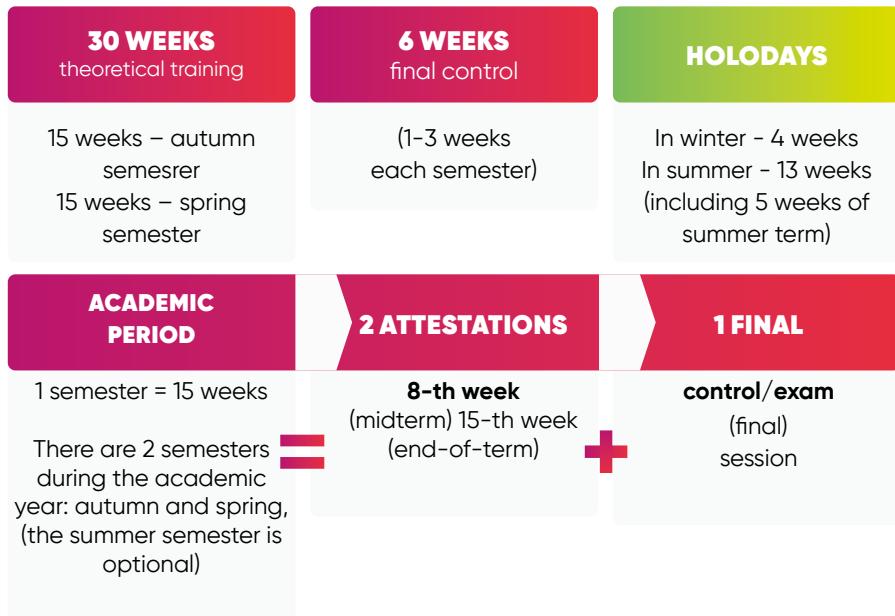
*For additional explanations, you can contact any teacher, your advisor, or the staff of your management.*



# ORGANIZATION OF THE EDUCATIONAL PROCESS

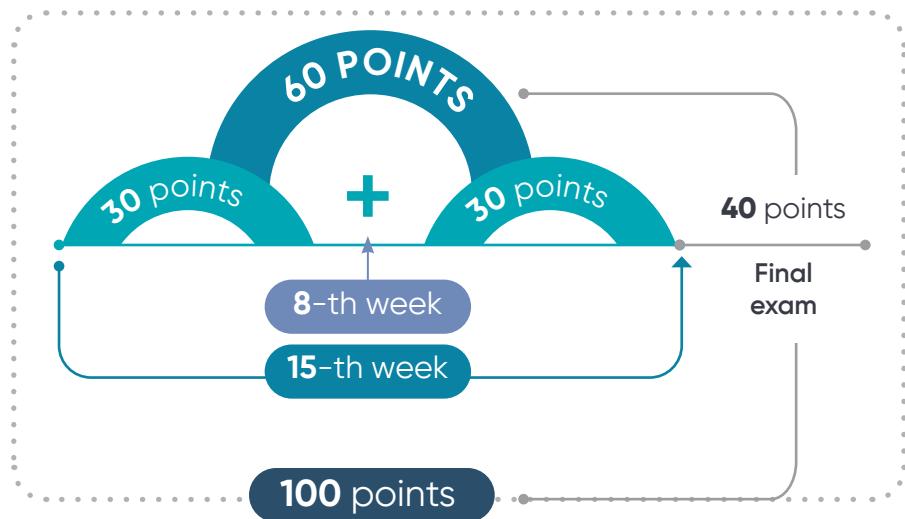
The academic year consists of academic periods (semesters), final control (examination session), internships and vacations. The academic period at Satbayev University is one semester long 15 weeks; examination session – at least 2 weeks (final control). You can find the academic calendar for the year on [the university's website..](#)

## ACADEMIC YEAR IS 36 WEEKS





## MAXIMUM ASSESSMENT OF CURRENT ACADEMIC PERFORMANCE



# LEARNING PLATFORMS OF UNIVERSITY

All students have personal accounts on the [SSO](#), portal [Polytechonline.kz](#) and in [Microsoft 365 Education](#) Education cloud services integrated into a single educational system.

**LOGINS AND PASSWORDS ARE THE SAME IN ALL SYSTEMS.**

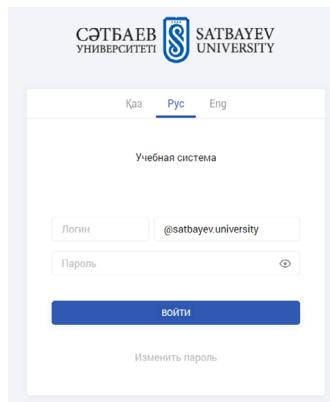
**LOGIN AND PASSWORD TO SSO**

OB 508, 8 (727) 320 41 51

## SCHEDULE AND SSO PLATFORM

SSO – is an educational digital portal for students, their parents and teachers. After admission to the university, students log in to this website and gain access to their personal account. The login is the IIN

The student's password is sent to the email address specified during registration on [kb.satbayev.university](mailto:kb.satbayev.university).



Parents can get acquainted with students' academic achievements through the student's account. Platform provides access to academic and individual plans, lesson and exam schedules, study materials, provides an opportunity to meet with advisors and employers, get help, and so on.

## Microsoft 365 Education

**Microsoft 365 Education** – is an internationally recognized modern distance learning platform. By getting an account in the university's system, you also receive:

- A personal mailbox in the university's corporate mail with an email address in the format (first letter of the name. last name) @stud.satbayev. university, where the teacher, administration and other students can contact you. Mailbox size is **50 GB**;
- **Microsoft OneDrive virtual storage** with 1 terabyte of personal cloud storage;
- access to the Microsoft Teams virtual conference system, where lectures and seminars are often held;
- Calendar, planner, desktop version of OneNote, where students can complete their projects and assignments, including illustrations, tables, and even chemical and mathematical formulas.;
- **Online applications of Microsoft Office suite - Word, Excel, PowerPoint, Outlook and others.**

The login to this system is done through the website office.com using the student's corporate email address (ID) @stud.satbayev.university as the login and password of the corporate mail, which you will receive to your personal email.

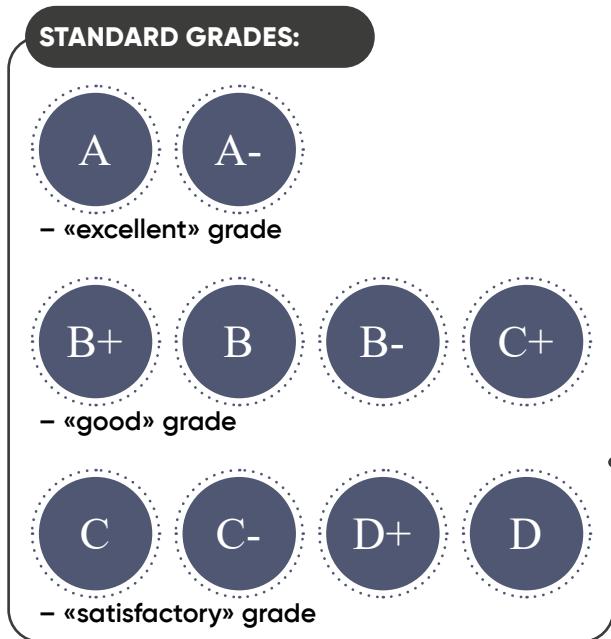
### Conditions necessary for work:

- 1) Reliable Internet connection with a minimum speed of 3 Mbps.
- 2) A desktop computer or laptop. Learning through gadgets (smartphone or tablet) It is not recommended, as efficiency and quality decrease.



## DISCIPLINE GRADES

The final assessment of the discipline includes assessments of current academic performance – two boundary control (midterm + end-of-term) and the final exam.



• "FX" is an **unsatisfactory grade**, which means that the exam needs to be retaken.

The grade "FX" is given when the student has scored a total of at least 25 points at the end of the semester, but on the exam a) scored from 10 to 19 points inclusive, or b) could not confirm the total threshold level of 50 or more points for the discipline.

- An "F" grade is given if the student:
  - missed more than 20% of classes in the discipline. (you should definitely attend all classes during your studies. The maximum allowable number of passes is 20%, if the discipline is 3-credit – 9 passes, if 2-credit – 6).
  - scored a total of less than 25 points for two attestations;
  - scored less than **20 points** in the exam;
  - I didn't show up for the exam without a valid reason.
  - when using prohibited means (cheat sheets, gadgets) and other violations during the exam.
  - when retaking the exam with an "FX" grade, I could not confirm the total threshold level of **50 or more points**.

- The "I" (incomplete) grade means "**The discipline is not completed**", it is not taken into account when calculating the **GPA**.  
 The "I" grade is given when the student has completed the curriculum of the discipline, having scored at least during the semester 25 points, admitted to the exam, but did not show up for the exam due to unforeseen circumstances:
  - emergency hospitalization for medical reasons;
  - due to the death of close relatives (parents, siblings, etc.).(parents, siblings, etc).



• - Grade "W" (Withdrawal) — "**abandonment of discipline**" by the student during the first 4 (four) weeks of the semester (or 2 weeks of the trimester) from the beginning of classes (in the Summer Semester – during the first 4 days from the beginning of classes), he can submit an application to the director of the institute explaining the reasons for his decision to abandon the discipline. There is no charge for this discipline. The application, which must be signed by the student's advisor and signed by Institute director, if the issue is resolved positively, is sent to the student's Registrar's Office and then to University's Finance and Accounting Department with a full deduction of the cost of services.

The student's examination sheet in the discipline is marked with a "W" grade. This assessment can be changed by the teacher only if the student re-registers and passes such a discipline.

The reasons for rejecting the discipline for which the student has registered may be circumstances when:

- the student has not sufficiently assessed their capabilities by exceeding the recommended number of credits;
- the student has insufficient basic knowledge to master the discipline;
- the student has an insufficient level of language training, according to which the discipline is taught.

• - Assessment "AW" (Academic Withdrawal) — "**administrative withdrawal from discipline**" (*withdrawal from discipline for academic reasons*). An assessment that is given to a student who has been removed from the discipline by the teacher or the administration. "AW" has the digital equivalent of 0 points and is taken into account when calculating GPA.



- The assessment "AU" (Audit) -"the discipline has been listened to" is given to the student who wants to listen to the discipline without passing the established forms of knowledge control (current, milestone, final) and receiving a final assessment. The completion of such disciplines is paid at the cost set in the Treasury. "AU" score is not credited and is not taken into account when calculating the GPA.



## GPA – KEY PERFORMANCE INDICATOR

Grade Point Average – the average score for all subjects studied.

The highest GPA score is **4.0**, anything above **3.0** is considered a good grade, and below **2.0** is a "risk zone".

### How do I calculate my GPA?

**Example:**

| Discipline | Number of credits | Rating is based on the letter system | Digital equivalent |
|------------|-------------------|--------------------------------------|--------------------|
| Math-1     | 3                 | A                                    | 4.00               |
| Rhetoric   | 2                 | B                                    | 3.00               |
| Physics-1  | 3                 | F                                    | 0                  |

1. Multiply the number of credits of all subjects studied by the digital equivalent of the assessment:

$$\text{Math-1} \quad 3 \times 4.00 = 12.00$$

$$\text{Rhetoric} \quad 2 \times 3.00 = 6.00$$

$$\text{Physics-1} \quad 3 \times 0 = 0$$

2. We summarize the resulting values: the total value =  $12+6+0 = 18.00$

3. We calculate the total number of credits:  $3+2+3 = 8$

$$\text{GPA} = \frac{\text{Final value}}{\text{Total number of credits}} = \frac{18.00}{8} = 2.25$$

Using this formula, you can calculate the semester GPA (the total amount and total number of credits for 1 semester) and the annual GPA (the total amount and total number of credits for the entire year of study).

The minimum average GPA required to transfer to the next year of study and retain the state educational grant is – **1.6**.

| Grade based on the letter system | Digital equivalent | Points | Description  | Assessment according to the traditional system |
|----------------------------------|--------------------|--------|--|--|
| Standard grades                  |                    |        |  |  |
| A                                | 4,0                | 95-100 | It shows the highest standards of knowledge, exceeding the volume of the course taught   | «Excellent»                                    |
| A-                               | 3,67               | 90-94  | Meets the highest standards of knowledge   |  |
| B+                               | 3,33               | 85-89  | Very good and meets high standards of knowledge  | «Good»   |
| B                                | 3,0                | 80-84  | Good and meets most high standards of knowledge  |  |
| B-                               | 2,67               | 75-79  | More than sufficient knowledge, approaching high standards   |  |
| C+                               | 2,33               | 70-74  | Sufficient knowledge that meets the general standards  |  |
| C                                | 2,0                | 65-69  | Satisfies and conforms to most common knowledge standards  | «Satisfactory»                                 |
| C-                               | 1,67               | 60-64  | It satisfies, but according to some knowledge it does not meet the standards   |  |
| D+                               | 1,33               | 55-59  | It satisfies, but according to some knowledge it does not meet the standards. It is minimally satisfactory                                     |  |
| D-                               | 1,0                | 50-54  | It satisfies, but according to some knowledge it does not meet the standards. It is minimally satisfactory, but it does not meet the standards | «Unsatisfactory »                              |
| FX                               | 0                  | 25-49  | It satisfies, but according to some knowledge it does not meet the standards. It is minimally satisfactory                                     |  |
| F                                | 0                  | -      | It satisfies, but according to some knowledge it does not meet the standards. It is minimally satisfactory, but it does not meet the standards |  |

| Grade based on the letter system | Digital equivalent | Points      | Description   | Assessment according to the traditional system  |
|----------------------------------|--------------------|-------------|---|---|
| Supporting grades                |                    |             |   |   |
| I<br>(Incomplete)                | 0                  | at least 25 | <p>It is not taken into account when calculating GPA. A student who has completed most of the course successfully, but has not completed the final control measures due to valid circumstances, is assigned by the teacher with the approval of the department head</p> | "Discipline is not completed"   |
| W<br>(Withdrawal)                | -                  | -           | <p>It is not taken into account when calculating GPA. The student voluntarily withdrew from the discipline and did not master it. A student who takes academic leave or does not attend classes on a systematic basis automatically receives this grade</p>             | "Abandonment of discipline"   |
| AW<br>(Academic Withdrawal)      | 0                  | 0           | <p>It is taken into account when calculating the GPA as an "F". The assessment indicates that the student has been removed from the discipline by the teacher for systematic violations of academic order and rules</p>   | "Administrative withdrawal from the discipline based on academic indicators" is the same as "F" |
| AU<br>(Audit)                    | -                  | -           | <p>It is not taken into account when calculating GPA. It can be given without assessment to both the student and the free listener</p>  | "Discipline has been listened to"   |



# REGISTRATION FOR ACADEMIC SUBJECTS

- Add/drop week
- Compilation of IC
- Registration for academic subjects



**Add/Drop** – a period, usually in the first week of training, when the student can withdraw from the discipline and/or enroll in a new one at will. In the first week of the academic period (Add/Drop), the student can change disciplines, schedule classes, and also choose a teacher. Changes to the schedule can only be made through Student Registrar's Office. The student must fill out an application for changing the discipline or class time (the application form is available online) and submit it to the SRO.

The application will be reviewed and then, if there are no overlaps with the existing schedule and there are enough available places in the groups, appropriate changes will be made to the student's schedule. At the same time, attendance of classes according to the existing schedule is strictly mandatory. Applications are considered only during "**Add/Drop**" re-registration period.

## Compilation of IC

Each student independently builds his educational trajectory in the form of an individual curriculum (IC), compiled within the framework of the curriculum of the degree program and the catalog of elective subjects (CED).

The student must complete his plan by completing the number of credits required

by the curriculum. The student is responsible for the preparation of the IEP and the completeness of the course of study in accordance with the requirements of the curriculum of the educational program.

IC is formed by the student for each academic period with the support of the advisor and, if necessary, the head of the department. The student must complete his plan by completing the number of credits required by the curriculum.

The student is responsible for the preparation of IC and the completeness of the course of study in accordance with the requirements of the curriculum of the degree program.

IC is formed by the student for each academic period with the support of the advisor and, if necessary, the department head.

When drawing up their IC, the student should:

- familiarize themselves with the rules for organizing the educational process on credit

technology of education;

- study your working curriculum (**WC**) of a degree program on the portal programs (**DP**);

- comply with the established deadlines for registration for academic subjects.

The number of credits included in the student's IC is recommended in accordance with the number of credits established

by the work curriculum. If necessary, the student can register for additional disciplines, including on a fee-based basis, but no more 34 (of which 19 are classroom contact) credits per semester. For students with the cumulative **GPA of 3.5** and above, it is possible to take another discipline beyond the specified limit.

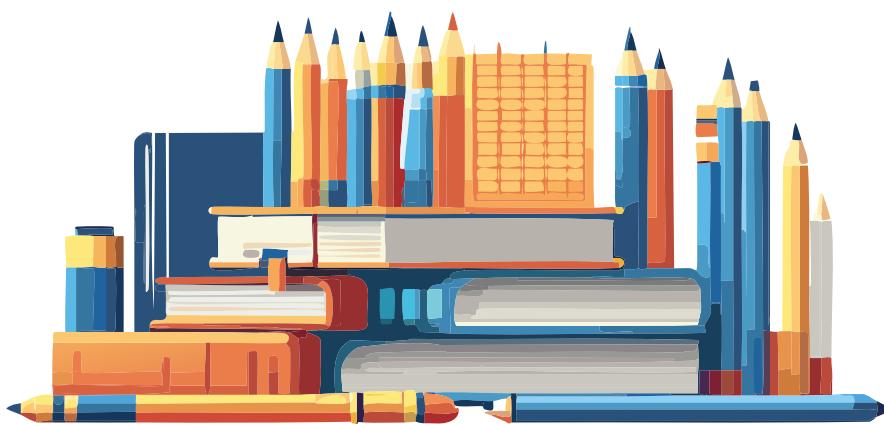
Adjustment of the IC during Add/Drop period is recommended for students who have been reinstated or transferred from other educational institutions. Also, students who have not mastered the required disciplines (for example: mathematics 1) in previous academic periods, changes should be made to IC regarding the relevant post-mandatory disciplines (for example: mathematics 2). Due to the fact that students have already formed a schedule of training sessions before the start of the Add/Drop period, it is impossible to make changes to IC that cause overlaps in the schedule of classes.

## Registration for academic subjects

Registration of students for the semester's disciplines (Enrollment) is organized by ORS with the methodological and advisory assistance of advisors, departments and institutes. Dates of registration are indicated in the academic calendar.

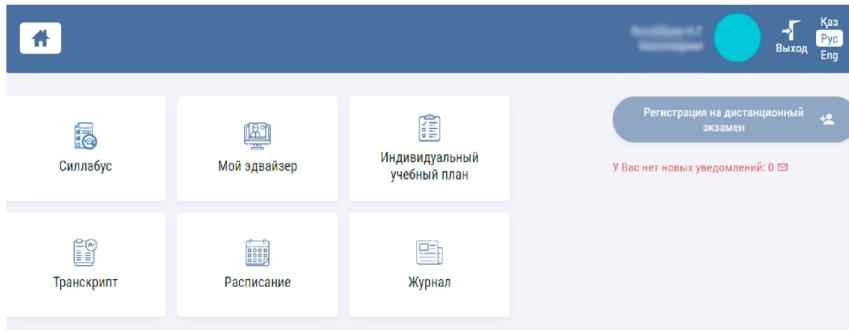
- Students are required to register for disciplines online on Satbayev University educational portal strictly within the time limits set by Academic Calendar.
- To register on the University's portal, students need to read the instructions posted on the Satbayev University portal.
- Before the start of registration, the student must contact the advisors to develop an individual trajectory. The advisor advises and clarifies the choice of subjects within the curriculum of the degree program and the catalog of subjects of your choice. Registration is carried out in two stages:

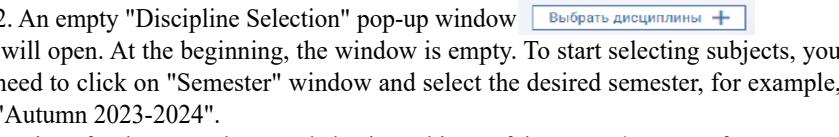
- 1st stage. Formation of a student's own individual curriculum: registration for disciplines where the student will have the opportunity to choose subjects and the language of instruction;**
- 2nd stage. Creating their own class schedule: Students will be able to create their own schedule, where they will have the opportunity to choose a teacher, time and flow from among IC disciplines selected at the 1st stage.**



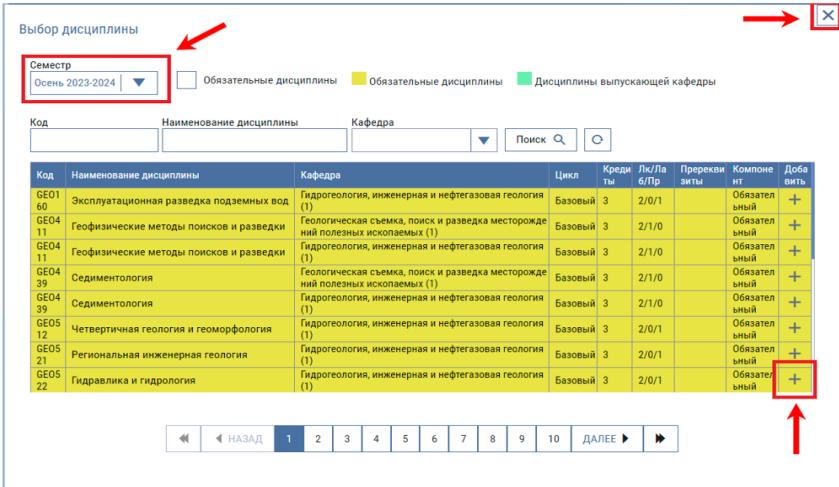
## How to register for disciplines using SSO

1. In order to register for the disciplines, you need to log into your Personal Account and open "Individual Curriculum" section.



2. An empty "Discipline Selection" pop-up window  will open. At the beginning, the window is empty. To start selecting subjects, you need to click on "Semester" window and select the desired semester, for example, "Autumn 2023-2024".

Register for the compulsory and elective subjects of the course/semester from among the available ones by clicking on the plus icon on the right next to each of them. After you finish selecting the disciplines, close the window using the cross in the upper-right .



3. Click on "Complete registration" button on the right side of the screen.

## Pay attention!

1. You can change your choice of disciplines only before the registration deadline!
2. The disciplines for which you have already registered automatically or independently are placed in "Selected disciplines" list in "Individual curriculum" section. If necessary, you can remove them from the list.
3. The credit counter in "Individual Curriculum" section helps you register for the required number of disciplines. If there are not enough credits, this will be marked in red in the counter.

| Количество кредитов |            |        |            |        |
|---------------------|------------|--------|------------|--------|
| Цикл                | Минимально |        | Вы набрали |        |
|                     | Обяз.      | Элект. | Обяз.      | Элект. |
| Осень 2023-2024     |            |        |            |        |
| Базовый (Б)         | 18         | 0      | 12         | 0      |
| Профильный (П)      | 12         | 0      | 6          | 0      |
| Всего               | 30         | 0      | 18         | 0      |

Рабочий учебный план 

4. After registration for the disciplines is completed, a schedule is formed based on the selected disciplines. After the schedule is created, it will appear in your Personal Account (see the notifications on the main page in your Personal Account).

# TRANSFER, REINSTATEMENT, AND EXPULSION FROM THE UNIVERSITY

- State scholarship
- Depriving a student of a state educational grant
- Academic leave
- Transfer and recovery
- Expulsion from Satbayev University



## STATE SCHOLARSHIP

All students enrolled in the first year of study on the basis of a state educational grant are awarded a state scholarship in the first academic period.

- In the following semesters of study, the appointment and payment of a state scholarship is made if, according to the results of the examination session (*including all forms of knowledge control*), the student has only **"good"** grades ("B+(85-89)", "B (80-84)", "B-(75-79)" or "C+(70-74)") or **"excellent"** ("A (95-100)", "A-(90-94)").
- Visually impaired and hearing impaired, orphaned children and children left without parental care and under guardianship (guardianship), studying under a state educational order, a state scholarship is paid in the absence of academic debt based on the examination session results.
- When awarding a state scholarship, only the grades are taken into account, not the student's GPA.

## DEPRIVING A STUDENT OF A STATE EDUCATIONAL GRANT

The state educational grant is given for one year. A student is deprived of a state educational grant if:

- did not achieve the established transferable GPA score (**1.6 for 1st year, and 1.8 for 2nd-5th year**) and was transferred to a conditional study status. In this case, the student can continue his studies on a paid basis;
- when you withdraw at your own request;
- when transferring from one Group of degree programs to another;
- in case of awarding the international scholarship of President of the Republic of Kazakhstan "Bolashak" to the student (*(in this case, the student must immediately notify Institute director and write a corresponding application)*);
- in other cases established by regulatory legal acts of the Republic of Kazakhstan and decisions of authorized bodies. Students deprived of a state educational grant are given the right to study on a fee-based basis. A student enrolled in a paid form of study, with a high GPA and the availability of vacant grants, can apply for the State educational grant on the competitive basis.

## ACADEMIC LEAVE

A temporary break from studying for health reasons, including pregnancy and childbirth, is issued in the form of academic leave. Its duration can be 6-12 months, in exceptional cases - up to 2 years. Academic leave is granted on the basis of the conclusion of Medical Advisory Commission (MAC) of the city student polyclinic. Academic leave may also be granted to a student on the basis of:

- 1) summons for conscription into Armed Forces of the Republic of Kazakhstan for the period of conscription, in cases established by law;*
- 2) the birth, adoption of a child for a period of up to 3 years, in cases established by law;*
- 3) in other cases stipulated by the legislation.*

*For more information, please contact your Institute directorate and Medical Center of University (Main Academic Building, room # 204, tel. 292-70-44, [medicalcenter@satbayev.university](mailto:medicalcenter@satbayev.university)).*

## TRANSFER AND REINSTATEMENT

- Transfer of students is carried out from one educational organization to another; from one form of education to another; from the one degree program to another; from a fee-based basis to study under a state educational order and vice versa.
- Students of higher educational institutions can be transferred or reinstated after being expelled if they have completed the first academic period of their studied programs.
- The student can be reinstated to any degree program, taking into account the difference in the disciplines of the curricula.
- Transfer of a student from one degree program to another, from one form of study to another is carried out only for tuition on a fee basis.
- A student studying under an educational grant can transfer to another university while retaining the educational grant.
- Transfer and reinstatement is carried out only during the holidays. A student wishing to transfer to another university submits a transfer application addressed to the head of Satbayev University directorate of their Institute. Having received the written consent for the transfer, sealed, with a copy of the transcript signed by Vice-rector for Academic Affairs and Office Registrar of Students, and stamped certificates of the holder of the state grant (if they are studying under a state grant), they apply to University head they are interested in.

## EXPULSION FROM SATBAYEV UNIVERSITY

A student may be expelled from Satbayev University:

- 1) at their own request (*including in connection with transfer to another university, for medical reasons, for family reasons, etc.*);
- 2) for academic failure, in cases of:
  - not registering for academic period disciplines;
  - skipping attestations and final control in all disciplines of the academic period;
  - four times studying the same compulsory discipline (Retake 3 of them) with

unsatisfactory grades;

- 3) for systematic or gross violation of academic discipline, including failure to attend classes for more than five weeks without a valid reason; for financial arrears in tuition fees; violation of Charter, the present rules, Internal regulations, Code of academic integrity or other [regulatory documents of University](#); violation of the legislation of the Republic of Kazakhstan, the terms of the concluded agreement study contract with University;
- 4) if the student has not signed a contract to study at **Satbayev University**;
- 5) if the student's period of study has exceeded the maximum period established by the **Republic of Kazakhstan legislation (7 years)**;
- 6) when transferring to another university;
- 7) on other grounds stipulated by these Rules, other internal documents of University and/or the legislation of the Republic of Kazakhstan. A student wishing to drop out of University must write an application addressed to Satbayev University's Rector with a request for expulsion to Institute's directorate.

An application for expulsion is submitted to students immediately after they decide to withdraw from Satbayev University. In case of late submission of an application for expulsion at their own request when a student stops attending classes at Satbayev University, they may be expelled based on the examination session results (academic year) for academic failure and/or violation of academic discipline. In this case, tuition fees are paid for the entire period prior to the date of graduation.

## ADMISSION TO SATBAYEV UNIVERSITY

In the first week, you need to complete all the documents for successful study at the university:

- Activate your corporate email and find out the schedule;
- Log in to the distance learning platforms SU Polytechonline and Microsoft Office 365;
- Get a Halyk Bank card to receive a scholarship;
- Apply for a hostel if you need one;
- Get an Onai student card;
- Register for military service if you are a young man;
- Receive and hand over to the parents a signed study agreement with University;
- Contact the social work sector with students if you belong to a socially vulnerable group of the population.

*If you have any questions, please contact your advisor.*



## TUITION FEES AND TRAVEL TO THE UNIVERSITY

### How to pay for tuition

Tuition is paid by online transfer using a mobile application. Kaspi.kz or Halyk Bank.

Accounting Department for work with students 8 (727) 292 6468.

### KASPI.KZ



### HALYKBANK



## HOW TO GET TO SATBAYEV UNIVERSITY

To do this, select "Routes" item in the application, and select "Directions" option inside. In "From Where" section, us "Point on the map" option to select your location (the application will automatically show it), and in "Where" section, enter the name of the university "Satbayev University".

[ONAY in App Store](#)

[ONAY in Google Play](#)

### You can also take a taxi or a bus to the university:

- 1 - From Almaty International Airport: buses 3, 92, 79.
- 2 - From Almaty-1 railway station: trolleybus 7, buses 34, 30, 18.
- 3 - From Almaty-2 railway Station: trolleybuses 5, 6, buses 92, 98, 79.
- 4 - Sayakhat Bus Station: buses 3, 92, 98, 79.
- 5 - Altyn-Orda market: buses 95, 128.

## HOW DO I CHECK INTO A HOSTEL?

Applications for the hostel are accepted online. To apply for a hostel, you need to fill out a form on the website <https://dormitory.satbayev.university> and upload scans of the required documents:

1. Passport/identity document;
2. Documents confirming the student's right to priority accommodation in the dormitory.

Acceptance of applications for senior courses from August 10 to August 20, 2025

Applications for the first courses are accepted from August 10 to August 26, 2025.

The result of the placement will be announced on August 26, 2025.

Check-in is from August 26 to September 01.

After the allocation of places in the dormitories, the documents for the settlement must be provided to the staff of the dormitory where you were allocated a place.

The list of necessary documents for settling into dormitories:

1. A copy of the identity card - 2 pcs.
2. Photos 3\*4 - 4 pcs.
3. The file is transparent - 2 pcs.
4. A copy of the receipt of payment for accommodation.
5. Certificate of a clean epidermis. (Issued by the medical center located on the campus in dormitory # 1, 1st floor. You must have a fluorography scan with you).

In order to move into the dormitory, students must undergo a medical examination and receive a certificate of a clean epidermis at University Medical Center.

Address of Medical Center: Dormitory # 1, Gabdullina str., 1.

Documents for medical examination:

- A copy of the medical certificate form No. 075 with a fluorography image (taken no later than 6 months ago);

Those over the age of 18 must have an EDS key with them.

Those under the age of 18 must have:

- The original and a copy of the birth certificate;
- A copy of the identity card of one of the parents;

International students must have with them:

- The result of blood tests for HIV;
- The result of a blood test for micro-reaction;

### **Help the student!**

The situation center for accommodation in dormitories:

+7 (727) 320 41 43, +7 777 377 00 29.



## BANK CARD AND SCHOLARSHIP

Starting in 2022, scholarships to Satbayev University are paid using corporate Halyk Bank cards with Satbayev University symbols. You need to open a Halyk Bank bank card at the university.

### **In order to open the card, you must:**

- 1) Make a copy of the identity card on the front and back;
- 2) Fill out the application of "Halyk Bank" of the established sample with a copy of the identity card (to specify the approximate time of production of the card). Halyk Bank issues cards on the territory of Satbayev University daily (except Saturdays and Sundays) from 9:00 to 17:30 in the lobby of Main Academic Building (1st floor). If you are under 18 years of age, accompanying a parent is mandatory.

If you have any questions about card processing, please contact the responsible evaluators of your institute.

Scholarship for September is credited to the student's card in October, and subsequent scholarships are awarded at the end of each month. In the first (fall) semester, the scholarship is awarded to all state grant holders. In the second (spring) semester, the scholarship is awarded based on the winter session results.

**IT IS IMPORTANT!** You lose your scholarship if you have at least one grade of "C" or lower (70 or less points). Scholarship can be restored in the next academic semester, provided that the session is completed successfully.

## “ONAY” STUDENT TRANSPORT CARD

“ONAY” card is used to travel by public transport and pay for travel in Almaty. Electronic copies of the following documents are required to obtain a transport card:

- IIN
- 3 by 4 photo
- Identification card on the front and back side
- Date of birth
- Certificate from the place of study

### The card registration process:

1. After September 1, you must go to [@satbayev.onay](https://www.instagram.com/satbayev.onay) profile on Instagram and fill out the Google form using the link in the profile description, uploading photos with all the necessary documents.
2. Within a week, the application will be processed and the card issue commission will publish your name on [@satbayev.onay](https://www.instagram.com/satbayev.onay) page. After seeing your name on the page, you will need to pay 500 tenge for issuing the card using Qiwi terminals or an application. Kaspi.kz
3. After checking the payment, Card Issuance Commission will issue your “ONAY” student card. You can also find out that the card is ready on [@satbayev.onay](https://www.instagram.com/satbayev.onay) page on Instagram.

Ready-made cards are issued at Department of Youth and Sports Affairs, MMB 219. The waiting time for card processing is 15-20 business days.

For all questions regarding “ONAY” transport card, please contact your advisor or call 8 (727) 320 40 75.



# MEDICAL CENTER AND POLYCLINIC

**Medical center** provides primary medical care to students.

Address and phone number: Main Academic Building, # 204 office, tel. 292 70 44, email [medicalcenter@satbayev.university](mailto:medicalcenter@satbayev.university) .

Opening hours: Monday - Friday, from 09.00 to 18.00. Day off: Saturday, Sunday.

## Polyclinic

The new Satbayev University student polyclinic is located on the first floor of the student dormitory # 1 at 22B Satbayev Street.

Contact phone numbers: 292 57 80, +7 701 212 16 22 (Call center), +7 771 400 59 24 (Whatsapp).

Opening hours: Monday - Friday, from 08.00 to 20.00. Saturday - from 09.00 to 14.00. Non-working day: Sunday.

They conduct a reception: dentist, neurologist, otorhinolaryngologist, gynecologist, urologist, endocrinologist, ophthalmologist, surgeon, cardiologist, etc. There are: ultrasound room, treatment room, physiotherapy, ECG, laboratory, as well as a day hospital with 6 beds.

To use the polyclinic's services, you need to join “Almaty clinic.”

## SAMPLE OF ATTACHMENT TO A MEDICAL ORGANIZATION

### HEALTHCARE

- Attachment to a medical organization providing primary health care

### ORDER THE SERVICE ONLINE

- Get a service  
(for those who are 18 years old - for themselves,)
- Region ► Almaty City ► Bostandyk district
- “Almaty Clinic” LLP
- Reason of attachment ► Removal
- Medical workers ► Abduvahitov A.N., Shymyrbai A.G., Zhamantai A.N.

### SEND A REQUEST



# PSYCHOLOGICAL SERVICE OF UNIVERSITY

You can contact a university psychologist at any time and get help with all the questions that concern you:

- Find out who I am and how can I become the best version of myself?
- How do people behave and why are they like this?
- How do I negotiate with a teacher?
- How to reduce stress and anxiety?
- What kind of training should I choose to deal with my problems?

Address MMB, office 218.

Contacts: +7 702 672 99 61, [studentaffairs@satbayev.university](mailto:studentaffairs@satbayev.university) .



## SCIENTIFIC LIBRARY

You have become a student at Satbayev University and have been granted the right to use the funds and information resources of Satbayev University Scientific Library.

To successfully study at the university, you will have to learn how to navigate a large flow of scientific information, independently search and work with educational literature.

University's Scientific library was founded in 1934.

The book collection of Satbayev University Scientific Library is more than 1.5 million copies.

The library has a wide range of educational, methodical, scientific literature on the profile of degree programs and scientific research of the university, fiction.

In terms of distance learning, you can use the electronic catalog, databases, and electronic library systems that are available on University's website. You can get access to the necessary documents by logging in to the library's Electronic Catalog and subscription databases. If you have any questions about searching for information or working with databases, you can contact the library staff at [library@satbayev.university](mailto:library@satbayev.university)

*Library is located in Mining and Metallurgical Building (MMB) of University at 22A Satbayev str (Masanchi corner).*

## MILITARY REGISTRATION

At the beginning of the academic year, all first-year male students must register for military service, for this they must come to room 341 (MAB). Residents of Almaty, Almaty region should have with them a copy of the identity card, an attached certificate

(copy, original), address certificate (with residence permit in Almaty - temporary or permanent). This is necessary in order to receive a deferral from the army, since all young men of the Republic of Kazakhstan are conscripted into the army from the age of 18.

**Remember!** *If you do not register for military service on time, you will be held administratively liable under article 647 "Non-fulfillment of military registration duties by citizens" of Code of Administrative Offenses, which entails a fine of 5 MCI.*

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## INSTITUTE OF MILITARY AFFAIRS

**Institute of Military Affairs** (Military department) provides military training for students in reserve officer programs. Students receive a second (military) profession related to the main one, and after graduating from Satbayev University, they have the opportunity to pursue a career in the law enforcement agencies of the Republic of Kazakhstan. Admission to Institute of Military Affairs is carried out in the spring semester on a competitive basis. In addition to medical examination, students undergo professional and psychological selection, pass standards for physical fitness. The final decision is made by Competition committee based on the average GPA score for the past period of study at Satbayev University.

*Address: 140 Baitursynov str., Almaty (Military building),  
tel. 8 (727) 292 7797.*

## DEPARTMENT OF COMMUNICATIONS AND SOCIAL DEVELOPMENT

Department provides all the conditions for those who are interested in participating in the social life of University, participating in sports clubs and amateur art clubs. The department also provides information on social benefits and discounts, obtaining an ONAY student card, and issuing certificates for assigning benefits.

If you have any questions, please contact us by email [studentaffairs@satbayev. umiversity](mailto:studentaffairs@satbayev. umiversity) , by phone 8 (727) 320 41 26, 8 (727) 320 40 75

Regarding dormitories and the work of student organizations and events - 219 MMB. For questions about obtaining a certificate of benefits and a student transport card "ONAY" - 224 MMB.



## **SUPPORT FOR STUDENTS FROM SOCIALLY VULNERABLE SEGMENTS OF THE POPULATION**

If you are an orphan, left without parental care and are on state support, Satbayev University will give you:

- One-time cash allowance in the amount of 2 monthly calculation indices and compensation for meals, purchase of clothes, shoes, soft equipment, meals upon admission.
- A 30% scholarship supplement and a free place in dormitories.

Students with disabilities and students enrolled in tuberculosis dispensaries receive compensation for meals and benefits for living in dormitories. Students with hearing and visual disabilities also receive scholarship allowances of 75%.

## **GRANTS AND DISCOUNTS ON EDUCATIONAL SERVICES**

Satbayev University provides grants and discounts to socially vulnerable students, excellent students, masters of sports and winners of Olympiads, as well as financially encourages winners of international Olympiads and competitions in accordance with "Regulations on incentives".

You can receive a grant for studying or a discount after admission to the university. To do this, provide documents about your social status to Social Work Department.

**For all questions regarding social support, please contact Social Work Department 224 office in MMB. Contacts: 320-40-75**

## **CERTIFICATES FOR ASSIGNING THE ALLOWANCE**

To obtain information on the purpose of the allowance, you must apply to Office 224 MMB.

## STUDENT GOVERNMENT OF SATBAYEV UNIVERSITY



**Student Dean's Office** – is the highest body of student and youth self-government of the university. The main goal is to ensure the rights of students, create conditions for young people, unleash their creative potential, implement student initiatives, as well as develop student and youth self-government at the university.



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**Youth Affairs Committee** is a student organization whose members promote national values by organizing the events such as “Bauysak Day”, “Keryu”, as well as meetings with famous people. The team actively promotes sports and holds image events.



**Satbayev Time** – a student project that educates university students about student life, spreading important information about various events, both outside and outside the university, in order to gather a large audience of students, for further communication in social networks of applicants and graduates of Satbayev University.



### **KVN (Russian league) and Zhaidarman (Kazakh league).**

A humorous game where teams compete in humorous answers to questions, improvisations on given topics, acting out pre-prepared scenes, etc. Since 2012, Satbayev University has hosted an annual contest between institutions for Champions Cup. Winners of the given competition represent the university in national and international leagues such as BAS LIGA, Zhaidarman, the highest league of KVN, etc.



**«Satbayev Hunters»** Mission of the organization is to agitate applicants in order to attract them to Satbayev University, as well as organize excursions and events for future applicants and first-year students. We can say that this is the face of Satbayev University.



**ENACTUS Satbayev University** – эа community of business leaders who view business as a way to solve social problems. Enactus students implement socio-economic projects that enable people to improve their lives. Teachers and business partners of Enactus guide students and become mentors of the teams. Students present their projects in annual competitions, which are evaluated by business leaders.



**Debate clubs.** A debate is an intellectual game, which is a special form of discussion that is conducted according to certain rules. Debates develop logical and critical thinking, evolve skills in communication culture and public speaking, prepare for independent decision-making, and contribute to creating the individuals as future leaders of society.

Today, Satbayev University has two debate clubs: Intellectual Debate Club Technokrat (Kazakh league) and Intellectual Debate Club Satbayev (Russian league). Every year, our students hold a republican debate tournament for Satbayev University Rector's Cup and participate in various city and national tournaments, in which they traditionally win, thereby defending the honor of the university.



**SPE (Society of Petroleum Engineers)** – a non-profit association of oil and gas industry professionals. It unites more than 158 thousand members from 143 countries of the world, who belong to 200 professional and 379 student departments. SPE at Satbayev University, the largest department in Kazakhstan and one of the leading communities in Russia and the Caspian region, which includes more than 1,000 students, holds special events aimed at improving students' knowledge of the oil-gas field and expanding their horizons by opening English language and public speaking clubs, debates, and "oil" games for students., intellectual competitions, etc. Caspian PetroCongress is held annually by the community on the basis of Satbayev University, bringing together leading experts in the oil-gas sector and promising students.



**EMPIRE** – an esports organization within the walls of Satbayev University, whose goal is to unite all talents and newcomers in a new universe, opening this area to players, viewers and everyone who wants to develop professionally in this field, which is rapidly growing every hour. I came, I saw, I won!



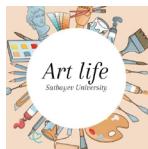
**Stand Up** – a humorous "theater" in which a comedian performs alone in front of an audience, usually speaking directly to the audience. In recent years, stand-up has become very popular in the country. Stand-up comedians become opinion leaders. Material of stand-up comedians, as a rule, consists of stories and interesting situations experienced during their studies. This is a way to share personal observations at the university.



**Satbayev History Club** – a community of history lovers of Kazakhstan who immerse themselves in history in practice, creating reconstructions and engaging in experimental archaeology. Reenactment instructors teach students archery and gun ownership for free. Students participate in archery, saber fighting, battle axes, daggers and spears competitions, as well as demonstrate their skills at university events.



**The Hub** – a student organization that leads in the field of modern technology and culture. We represent those who strive for progress and creativity beyond the ordinary framework, those who thirst for knowledge and strive to get the most out of life.



**Art life Satbayev University** – a group of artists embodying their ideas on the walls of our university. In the main building and other buildings, you can see various paintings and graffiti, which were painted by students from Art life.



**Center for Creativity** coordinates the work of university circles and helps the university to hold events, including national ones. Center has an Orchestra of folk instruments, Vocal Choral Circle, Choreographic Ensemble, Vocal and Instrumental Ensemble, Cheerful and Resourceful Club/ Jaidarman and Stand-Up. They are led by Honored Figures of the Republic of Kazakhstan, laureates of international and national competitions, champions of many republican games, etc.

For more information about the work of Creativity Center, see the Instagram page [@creativity\\_center](https://www.instagram.com/@creativity_center)

Do you want to open your own student organization?  
[Fill in the form](#) by QR code. Good luck!



## FAQ – FREQUENTLY ASKED QUESTIONS

(it is also useful for parents)

**What is “Orientation week” and when does it take place?** Orientation week is held for first-year students in late August and early September according to Academic calendar. You will learn how school education differs from University system, what "Credit Learning Technology" is, about distance learning and Satbayev University platforms, get acquainted with the presidents of student organizations, etc.

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### How do I log in to the learning portal?

Log in to [SSO](#), training panel using your new corporate address and password, which will be sent to your email address. At the same time, you will have access to the distance education system [Polytechonline](#) and the functionality of [Microsoft 365 cloud services](#). Make sure to upload your photo and download the Microsoft Teams app on your mobile phone.

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### In what cases does a student lose an educational grant?

An educational grant is given for one year. You need to type a transfer **GPA** to save it for the next academic year. The grounds for withdrawal of an educational grant are as follows:

- Academic failure (*if a student at the end of the academic year has a cumulative GPA below 1.6 for the 1st year or 1.8 for the 2nd-5th courses out of 4.0*);
- Transfer to another degree program at **Satbayev University** or another university;
- Voluntary deduction;  
Students deprived of a state educational grant, the right to study is granted on a fee basis.

### Are there any benefits for students from large or poor families, the disabled, orphans, etc.?

Yes, such assistance is provided when submitting the relevant documents. For more information on such issues, please contact Department of Youth and Sports Affairs (office 224 MMB, tel. 320 40 75).

## Where can a student get a certificate from their place of study?

YThe university issues certificates from the place of study, which confirm their academic employment at the university. Certificates from the place of study are issued only after the issuance of the enrollment order.

- 1) certificate of military registration (for deferral from the army) - office 341 MAB.
- 2) certificate for receiving benefits (for disability, large families, etc.) - cabinet 224 MMB.
- 3) a certificate for other reasons: to the dormitory or to the bank (for a bank card), to school, for practice, etc. - window # 1 of Registrar's Office of students.

## What should I do if I missed classes?

According to CTL rules, only 20% of passes are allowed\* in the semester disciplines, if the discipline is five-credit - 9 passes (excluding SIS), if three-credit - 6 (without SIS). The log in the portal is filled in after the fact. Omissions from the log are not deleted:

- If you are ill, inquiries will not be accepted;
- Sickness passes are included in 20%. An application with a request to remove the omissions will not be accepted.



## CONTACTS

| Division  | Task of the division  | Contact e-mail   |
|---|---|--|
| Vice-Rector for Academic Affairs, OB 609                            | Academic support and advising of students, academic compliance                                      | +7(727) 320 41 04  |
| Registrar Office and Student Support Center, MAB, 1st floor         |   | +7 (727) 320 21 16,<br>+7 (727) 920 40 27<br>+7 (727) 320 40 16<br><a href="mailto:or-help@satbayev.university">or-help@satbayev.university</a>            |
| Department of Social Sciences, MAB 812, 814                         | Academic support for students in the humanities   | +7(727) 257-71-95<br><a href="mailto:socialstud.dep@satbayev.university">socialstud.dep@satbayev.university</a>  |
| Foreign Languages Department, MAB 823, 825                          | Academic support for students in language disciplines   | +7 (727) 257-73-80<br><a href="mailto:eld@satbayev.university">eld@satbayev.university</a>   |
| Department of Kazakh and Russian Languages, MAB 521, 610            | Academic support for students in the disciplines of Kazakh and Russian languages                    | +7(727) 257-70-97<br><a href="mailto:qazruslang@satbayev.university">qazruslang@satbayev.university</a>  |
| Department of Physical Culture, MMB 102                             | Academic support for students in physical education and sports activities                           | +7(727) 257-71-85<br><a href="mailto:sport@satbayev.university">sport@satbayev.university</a>  |
| Scientific Library, MMB   | Book, bibliographic and electronic resources for students   | <a href="mailto:library@satbayev.university">library@satbayev.university</a>   |
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| Institute of Distance Education and Professional Development        | Organization of distance learning and professional development, technical support Polytechonline.kz | Технический отдел +7 (727) 320 40 51<br>Учебный отдел +7 (727) 320 40 51<br><a href="mailto:ido-help@satbayev.university">ido-help@satbayev.university</a> |
| Department of Information Systems 508 (OB)                          | Microsoft Office 365 technical support, SSO login and password                                      | <a href="mailto:dis-help@satbayev.university">dis-help@satbayev.university</a><br>8 (727) 320 41 51  |
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