

**HeRo Study Space** for advanced and corporate training

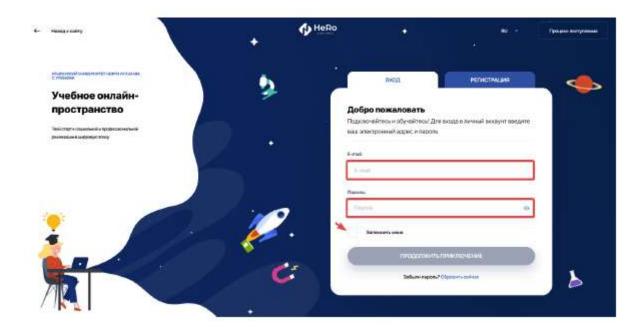
# Student's Guide to Using Study Space Account

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### 1. START OF WORK LOGIN TO PERSONAL ACCOUNT

If you have already registered in the Hero Study system as an applicant, filled out the questionnaire and successfully completed the admission campaign, you do not need to re-register in Hero Study as a student. Your personal account will be automatically updated and expanded in functionality. You need to simply log in with your usual login and password.



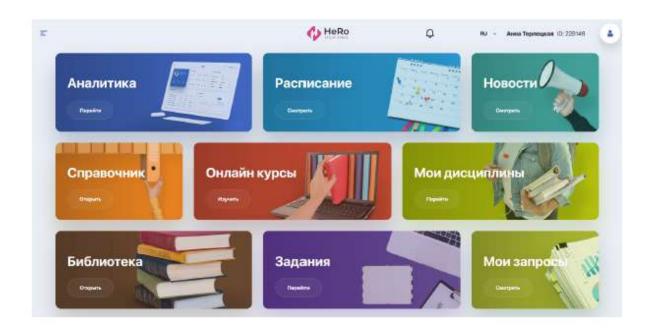
If you did not enrol online through our platform and visit <a href="https:// ваш вуз .studyspace.kz/login#sign-in">https:// ваш вуз .studyspace.kz/login#sign-in</a> as a student for the first time, you will receive your personal login details by e-mail.

### 2. ACCOUNT WORKSPACE

### 2.1. Dashboard

The start page (dashboard) of your personal account contains 9 main training modules:

- Analytics
- Schedule
- News
- Guide
- Online courses
- My disciplines
- Library
- Tasks
- My requests

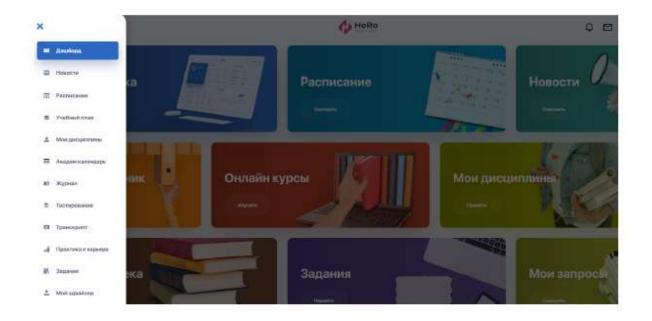


To use additional training modules of your personal account, expand the menu icon in the upper left corner of the page.



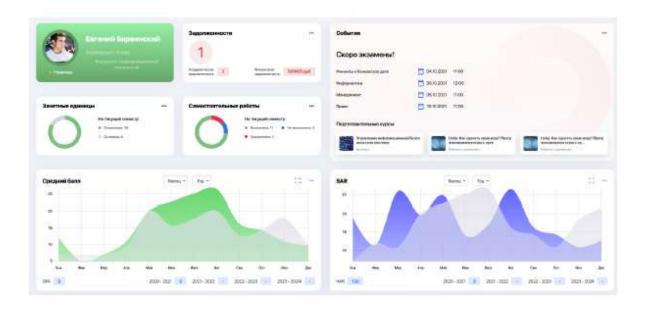
You will see an expanded list of modules in the navigation sidebar. In addition to those mentioned above, the list includes the following blocks:

- Curriculum
- Academic calendar
- Gradebook
- Tests
- Transcript
- Practice and career
- My Advisor
- Notes and tasks
- Polls
- Finance
- Profile setup

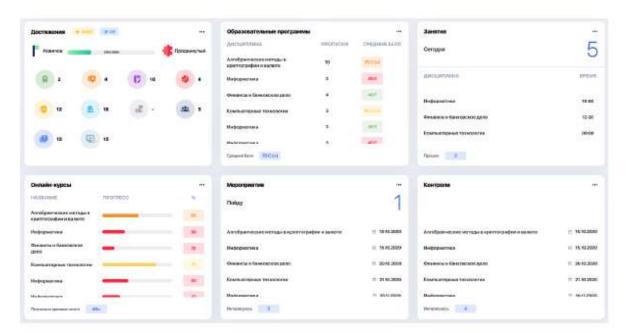


### 2.2. Analytics

This blocks allows you tracking achievements and progress graph within your own learning path. You will also be kept up-to-date about important events planned for the near future: tests and exams, current lessons and events.



The achievements panel allows you "collecting" your success and achievement scores in various areas: awards, certificates, badges, number of publications and events in which you have participated (e.g., communities, sports competitions, social activities, etc.).



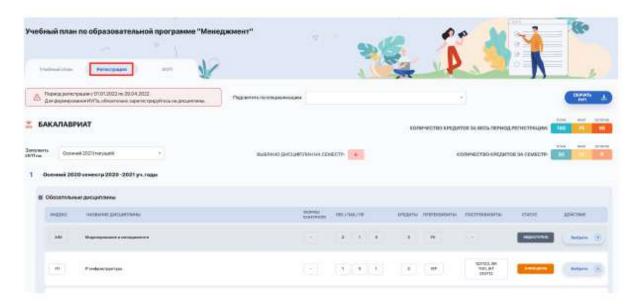
Infographics with key indicators and convenient division of information into blocks will help you visually assess current level of knowledge and progress in learning. And the achievements obtained will become an additional factor in assessing your qualities and competencies in future employment.

### 2.3. Curriculum

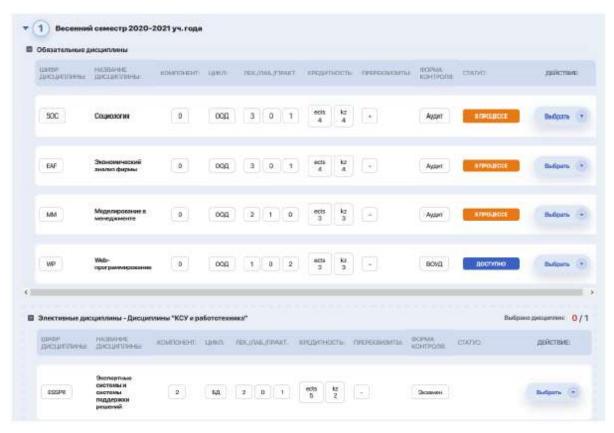
A module which allows you to choose and register for disciplines provided for by your educational program. Thus, you can form individual curriculum for either one semester or several semesters in advance (if allowed by the university).

### 2.3.1. Discipline registration algorithm

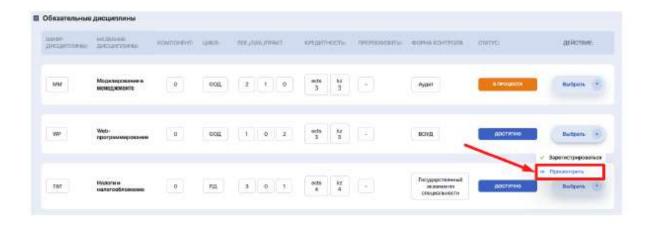
To register for disciplines, select the "Curriculum" section in the menu and stop on the "Registration" tab. Check out the list of offered disciplines for the semester/academic year.



For convenience, you can collapse and expand the necessary blocks with semesters to work with the curriculum.

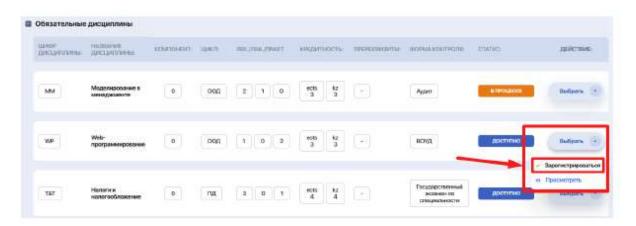


If you need to get more information about the content of a particular discipline, click "View" after expanding the "Select" option.



Register for compulsory and elective disciplines of the semester/academic year from among those available by clicking the "Select" > "Register" button next to each of them.

Keep in mind that disciplines that are available for registration are marked with the "Available" status, and disciplines with the "In Progress" status are those you have already registered for automatically or independently. However, if necessary, you can reject registration for them.



You can also choose disciplines not only from the current semester, but from the future one as well, provided that they are available for registration.

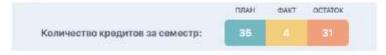
To switch to another semester, expand the drop-down list above the semesters table and select the one you need.



You can select disciplines from future semesters both to form individual curriculum (IC) for the current semester, and to form individual curriculum (IC) immediately for the next semester as well (provided that such opportunity is allowed by the registrar).

**Please note!** The possibility to reselect disciplines (the AddDrop stage) is open only until the end of the registration period!

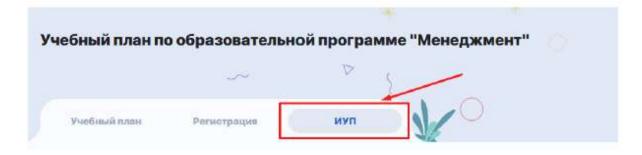
Pay attention to the semester credit counter below:



- "plan" means the total number of credits to be gained during semester;
- "fact" means the number of credits that you have already chosen at the moment;
- "remainder" means the missing number of credits to form an IC. Thus, you need to register for disciplines with focus on the credit plan.

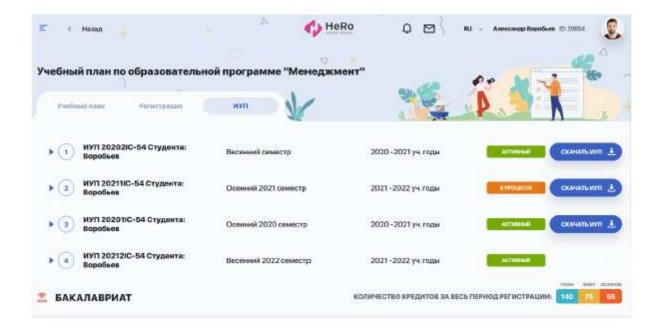
#### 2.3.2. Individual curriculum

After registration is completed, each of the selected disciplines receives the "In Progress" status and is automatically entered into the "IC" tab.



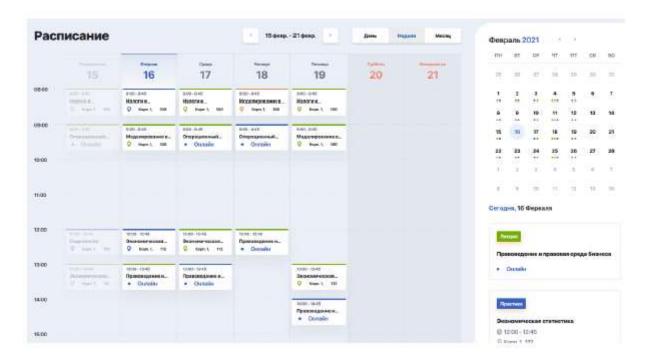
Go to the IC tab to check if you are enrolled in the disciplines for which you have registered. If necessary, you can download and print the finished IC.

If you have any questions, please contact your advisor (find the "My Advisor" section in the menu sidebar)



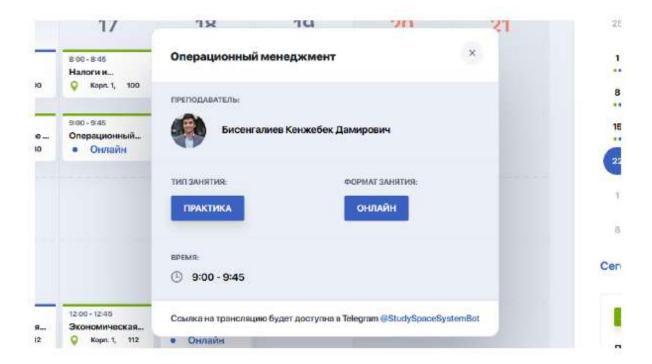
#### 2.4. Schedule

This module displays your individual study schedule for the semester, including schedule of exams and tests, as well as schedule of holidays and planned events.



Use the filtering at the top of the calendar (as well as on the right in the calendar itself) to view the schedule for the day, week or month in one window. Click on the card with specific lesson, get detailed information on this lesson, including a link

to online broadcast if the lesson is held remotely.



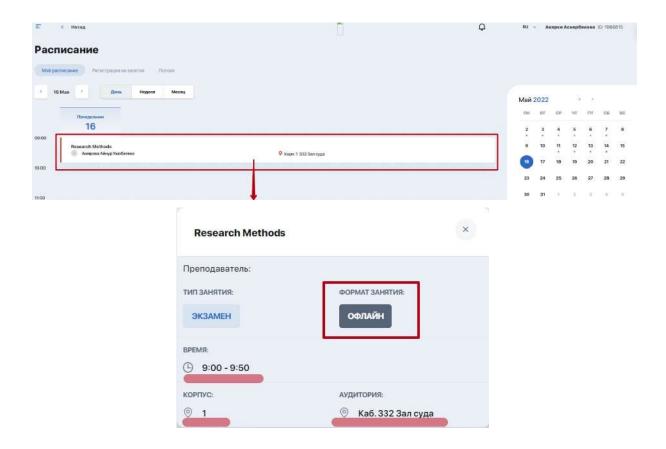
### 2.4.1. Registration for lessons

There are also "Registration for lessons" and "Streams" tabs. Since teachers, days and times of lessons may change depending on streams, you can select and book more convenient time for yourself from the available ones by using the "Select" and "Cancel selection" buttons.



For example, when registering for lessons, you can select the discipline you are interested in, then switch to the information display type that is convenient for you: by lesson type or by group, and then choose the lesson time that suits you.

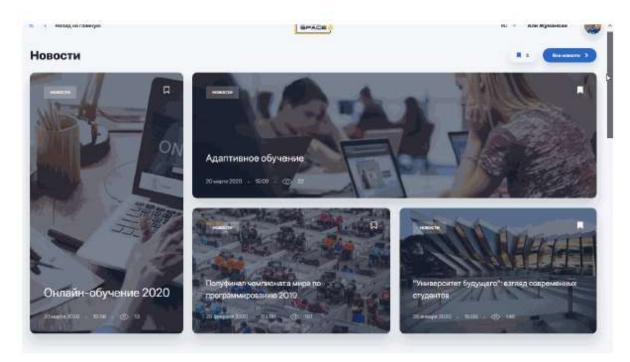
#### 2.4.2. Exams



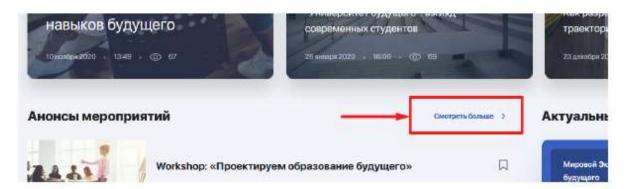
### **2.5.** News

This module allows you to track all latest events of the university, announcements and thematic news. All information is divided into visual and structural blocks of various categories: News, Event announcements, etc.

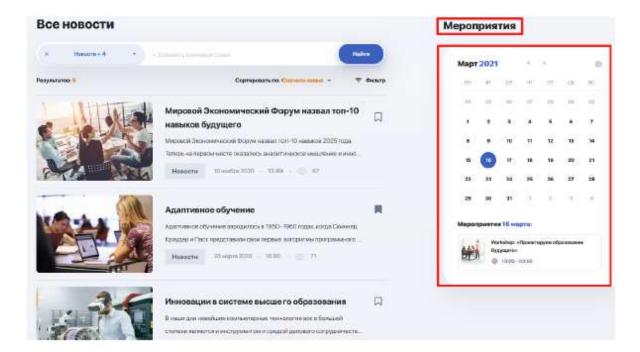
You can easily filter news by thematic tags and categories (Recommended, Latest, Popular, etc.), as well as mark the most interesting publications with a bookmark.



In order not to miss important announcements and events, follow the link "View more".



You will see a list of all news in the left column and an event calendar and on the right, where the dates and times of the planned events will be marked.



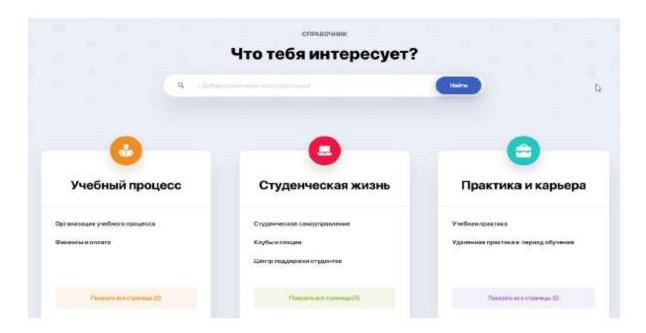
Click on the bookmark next to the interesting news to return to reading it later. You can access the selected news from the main "News" page:



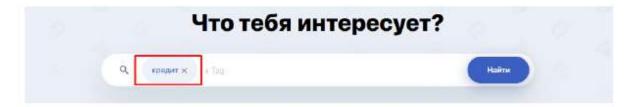
### 2.6. Guide

**The handbook guide** is your university navigator and a source of additional information about the learning process, organisational rules, and student life. Here you can find out about current programs for students and graduates, various clubs and other development opportunities in the framework of training and further employment.

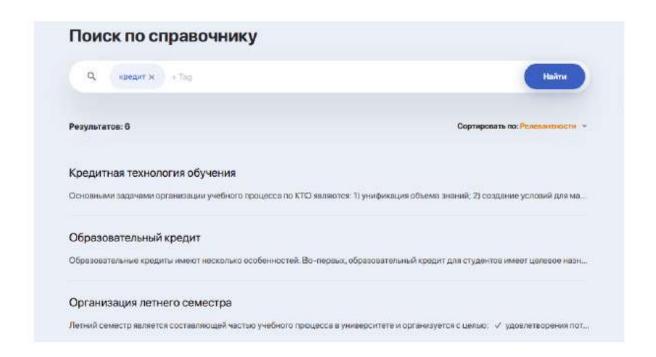
The main page of the guide contains a search bar and main thematic sections compiling various articles and materials.



To quickly find the articles you need in the guide, enter a keyword in the search bar and press Enter to highlight it. Then you can enter another keyword or click "Search" right away.



After that, all articles in which the specified words were used will appear on the screen.



If there are too many results, you can sort them by relevance, category, or alphabetically.

If you are interested in the contents of a particular section of the guide, go to it by clicking the "Show all pages" button.

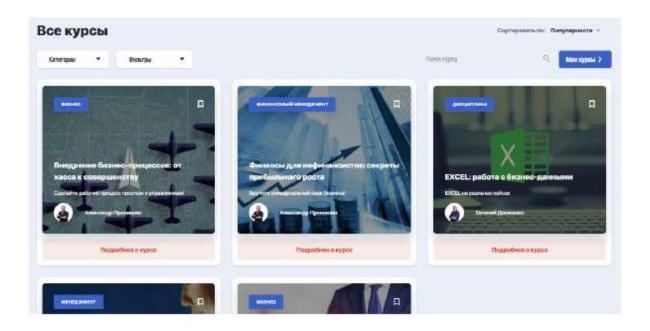
### 2.7. Online courses

The module contains a catalogue of online courses that are not included in the curriculum,

but will allow you to significantly expand your knowledge and competencies in related or new areas.

You can sort all available courses according to various criteria:

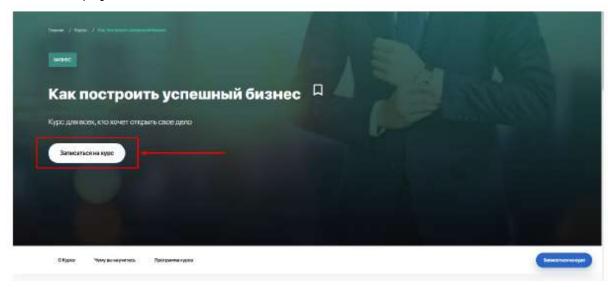
- by name or popularity;
- by category (subject);
- by favourites (the courses you have bookmarked will be displayed here) or by recommended courses (a list automatically generated by the system based on your interests)



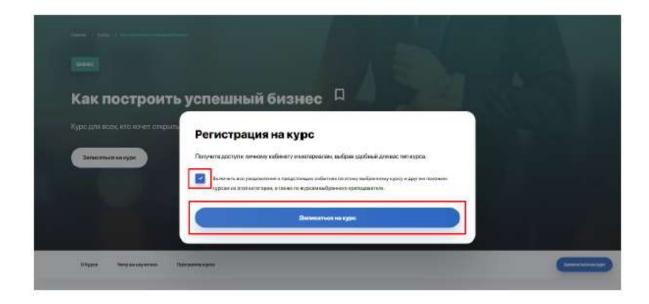
To start studying the selected or purchased courses from the catalogue, click on the "My courses" button.

### 2.7.1. How to enrol in a course and pay

First of all, you need to decide on the course, go to its page, sign up for training and make payment.



You will see a registration window. Check the box next to "receive notifications" and click "Sign up for the course".



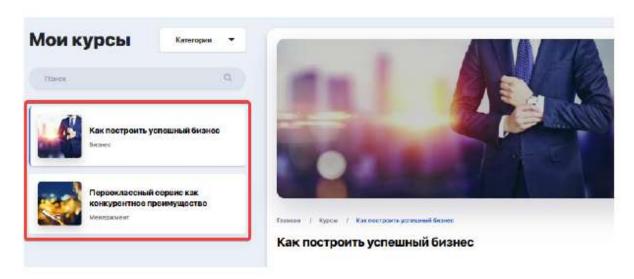
At the moment, **payment for courses** is made directly with the university after your application is processed by moderator. You will be notified of the payment and communication method by the representative of the university at the time of transaction. In the future, there will be a financial cabinet where you will be able to easily and quickly make various monetary transactions directly from your balance.

After payment is confirmed, you will have access to the selected course in your personal account.

All courses to which you have been granted open access are contained in the "My courses" block, which can be accessed by clicking the "My courses" button in the upper right corner.

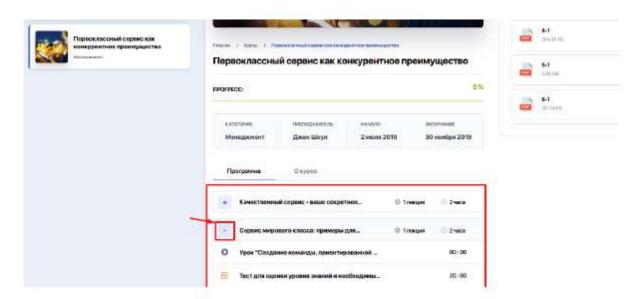


They will be displayed in the left sidebar.

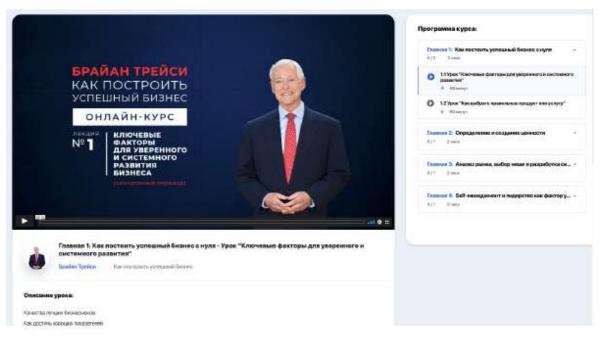


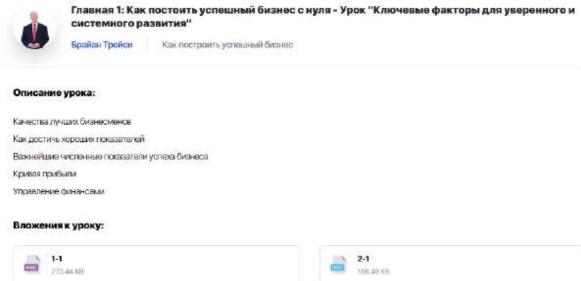
### 2.7.2. Course content and progress

To start learning, select a specific course and its description and curriculum will become available to you. If a particular section of the program contains several lessons, you can expand the content by clicking on the plus sign and start learning the lessons you need.



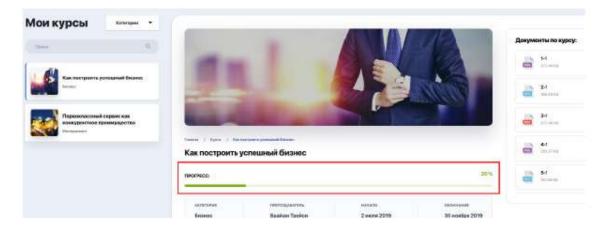
Clicking on a specific lesson to see a page with detailed description of the lesson, video recording and attached learning materials available for viewing and downloading.





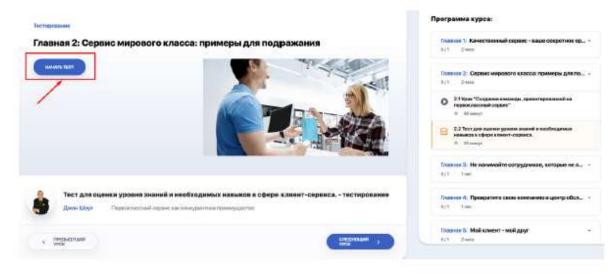
### 2.7.3. Scoring: tracking your personal progress

You can always track your learning progress on the course through a percentage bar.

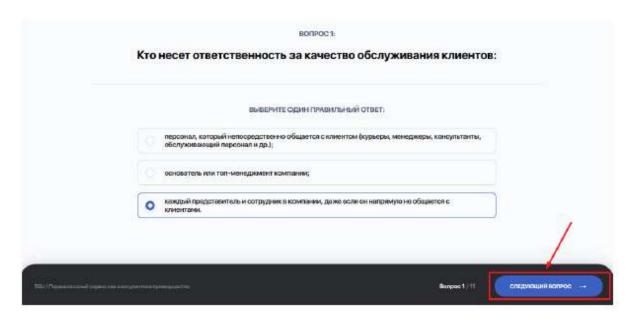


#### 2.7.4. Forms of control. Tests

The course may contain mandatory testing to check the level of acquired knowledge. You may come across tests both during the program and after its completion.



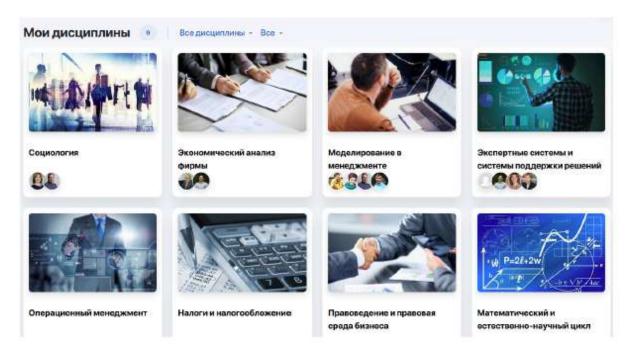
To test your knowledge, click "Start a test" and go through all the tasks in sequence, moving from one question to another by clicking the "Next question" button.



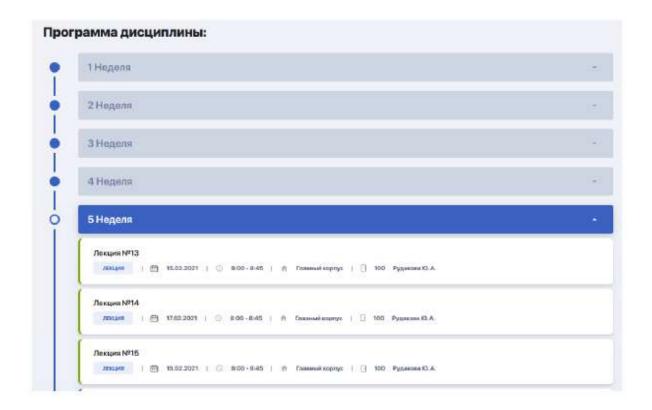
Format of test questions, ability to take the test again or return to the missed questions is at the discretion of the course author.

### 2.8. My disciplines

The main page of the "My disciplines" module contains cards of the disciplines that you study within your curriculum. Each card contains complete information on the discipline, including its description, details and teaching staff.

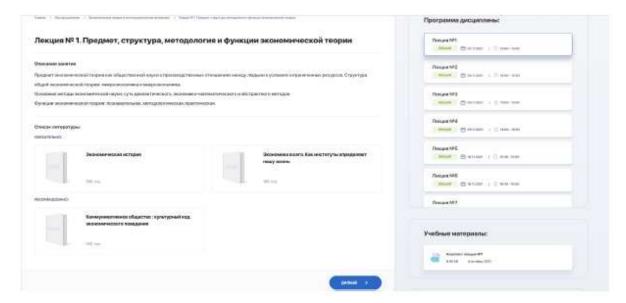


The description allows you to learn about the competencies and skills that you will acquire as a result of mastering the discipline.



Below is the discipline program. Expanded the required academic week of the semester in the table to see its schedule.

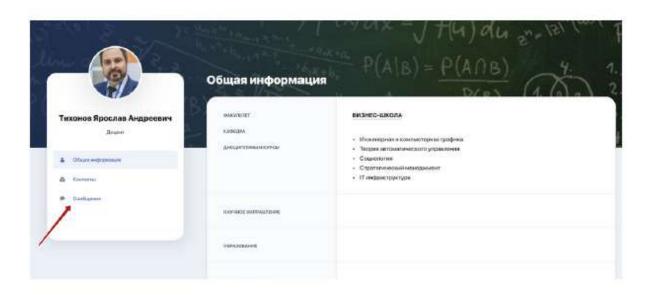
You can open each lesson here by clicking on the field with its name. You will see its contents, including useful links for preparation, list of references, as well as additional files, if any are added by the teacher.



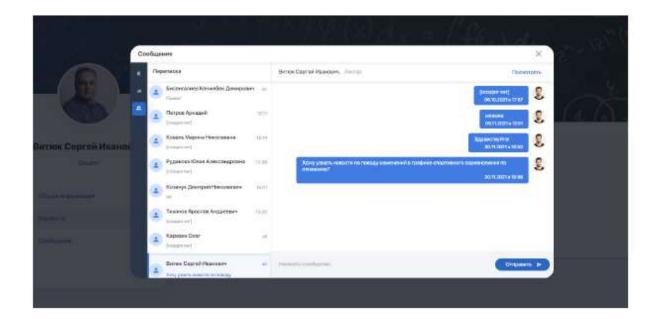
Also, you may be recommended additional courses that you can complete if you wish. They are located under the teachers block in the discipline card. Follow the link to find information on its program and speaker, conditions of completion, cost, etc.

Click the teacher's initials in a separate block on the right to be directed to a

personal card in order to get to know his or her competencies and achievements better, find out his or her teaching experience and contact details for communication.



There is also a convenient chat for direct communication with the teacher, which can be accessed by clicking on the "Messages" tab. There are three modes in messaging: homework submission mode, announcements and communication.



### 2.9. Academic calendar

The academic calendar will allow you to be aware of the start, duration and completion of all stages of educational process.

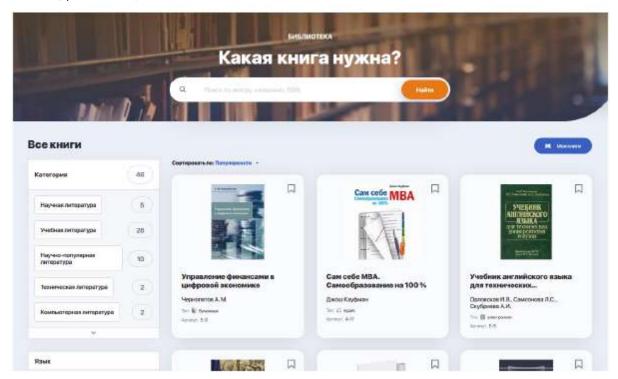
Events in the calendar can be viewed by semester, month and day. You can also download it in PDF format.



### 2.10. Library

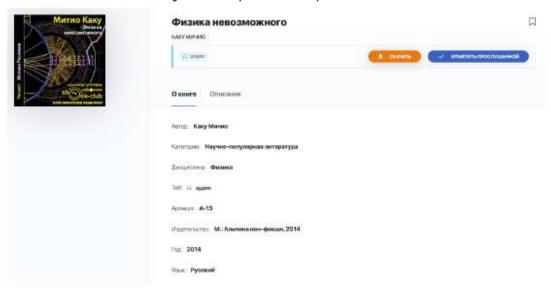
The module contains an extensive online library of the university, which is regularly updated. It provides instant access not only to educational materials in your specialty, but also to any other publications.

To find a book of interest or a list of books, use the search bar or sort by category, author, publisher, etc.

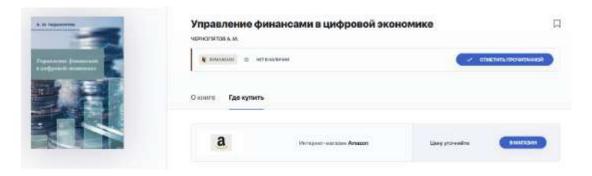


The materials collected in the library have three formats:

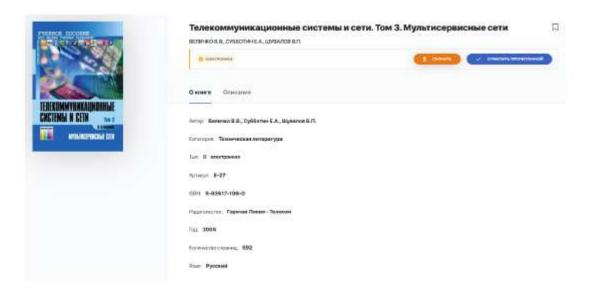
• **audio materials** (available for listening, downloading or contain a link to online store where they can be purchased)



• **printed editions** (they do not have an electronic or audio version in this catalogue, therefore they are available only by pre-order in the university library or through purchase in online bookstore)



• **e-books** (available for viewing, downloading or contain a link to online store where they can be purchased)

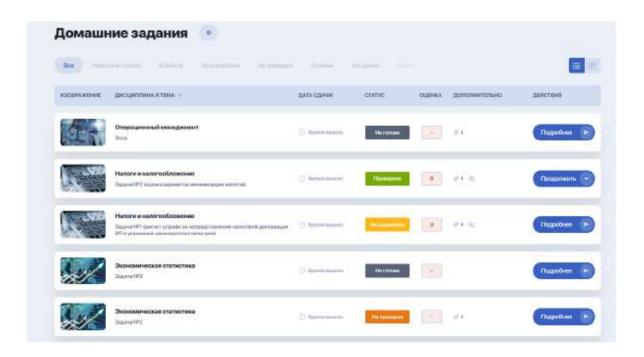


Click on the bookmark next to the book you are interested in to return to it later. You can go to the selected books from the "Library" main page:

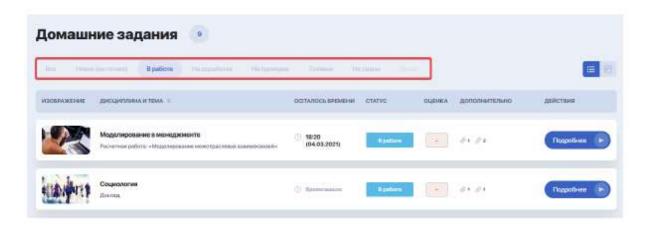


### **2.11. Tasks**

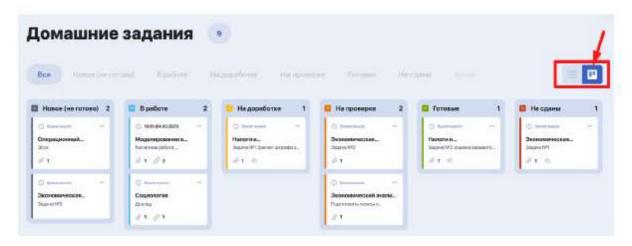
Module for working with your homework (independent work). By default, all HW tasks are displayed as a general list in the table form, as in the image below. Each task includes information on the discipline and topic of the task, deadlines, completion status, grade and presence of additional attached files.



If you need to view tasks only with a certain status (for example, tasks you have already started working on — "In progress", or tasks that are new to you — "Not ready"), find the status name in the top line above the general tasks table and click it:

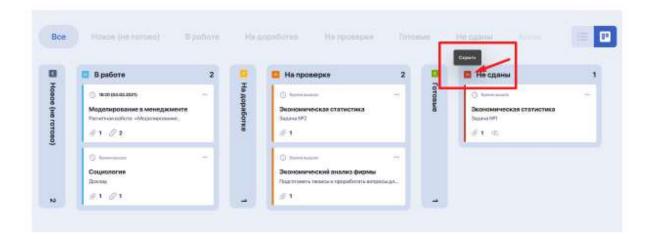


For convenience, you can change the task list display to view them as visual cards on the kanban board. To do this, switch the mode from line to block:



Columns are the statuses that the task goes through until completion.

You can collapse the boards that you do not need by clicking on the coloured arrow in the block with the task status name:



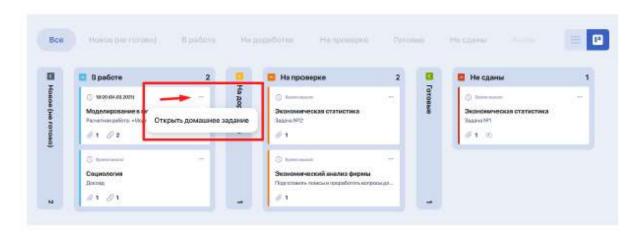
Or just select the status you need from the top bar to focus only on certain tasks:



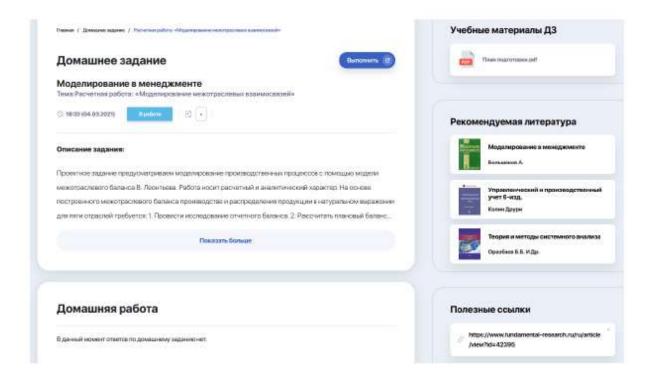
#### 2.11.1. How to do homework

To familiarize yourself with conditions of the task and start its implementation (or

continue the interrupted task), click on the blue "More" button (or "Open homework" in the task card on the board by clicking on the three dots):



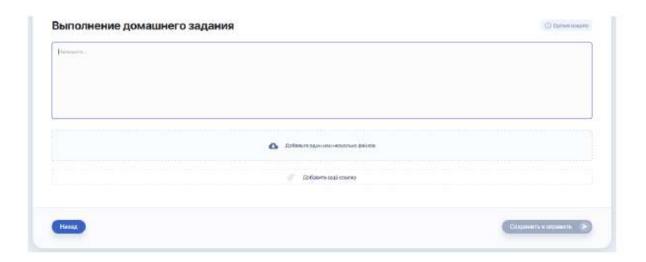
After that, you will be directed to the task page which contains task description, deadlines, files with educational materials, recommended publications, etc.



Within each task, you can communicate with the teacher, sending him or her your comments or questions about the task conditions.



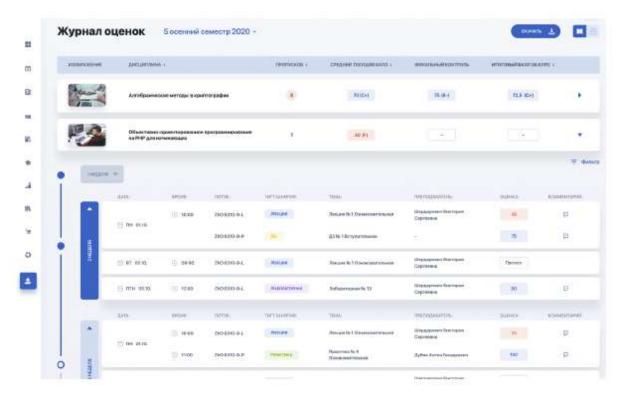
If the task conditions are met and you are ready to submit it for checking, click on the "Complete" option (in the right corner of the task card). A window will open where you can attach your completed task in the form of comment, attached file or link to material (available submission formats are determined by the teacher).



After attaching materials on the completed task, click "Save and send". As soon as the teacher checks it, homework will automatically change status in your personal account.

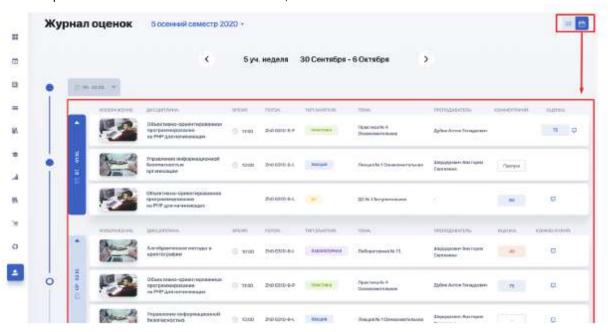
#### 2.12. Gradebook

This module allows you to track your progress and gaps in each studied discipline.

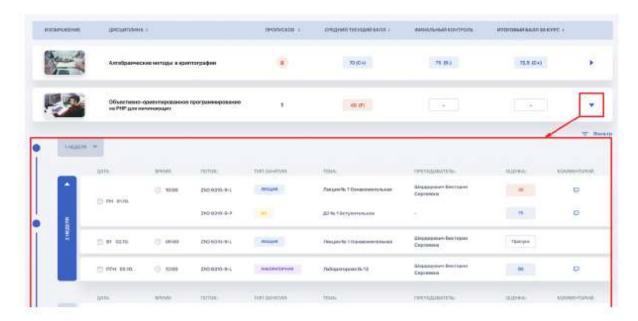


All information is conveniently visualized in 2 formats (icons for switching between them are on the right above the table):

• a calendar gradebook where you can view progress in all disciplines for a particular week of the semester;



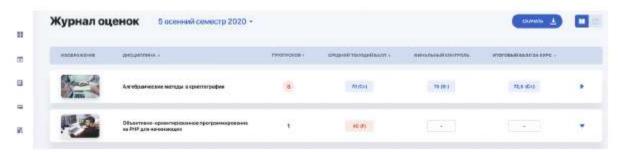
 a summary table by discipline, where each subject can be expanded to track the progress in it in detail throughout the period of study.



The "Comment" column allows you to track teachers' comments on individual grades for lessons by clicking on the corresponding message icon.



You can also save the current gradebook to a separate file by clicking the "Download" button on the right above the table.



### 2.13. Tests

A module with a list of mandatory test controls planned for passing: exams, intermediate tests, control tests by disciplines, etc. You get access to them at a strictly specified time.

The side information panel allows you to filter controls by their types or current

status (passed / failed / in progress / unavailable).



### 2.13.1. Camera setting

in progress...

### 2.13.2. Proctoring

in progress...

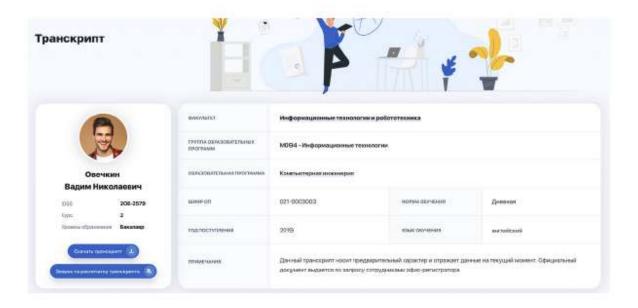
### 2.13.3. Testing procedure

in progress...

### 2.14. Transcript

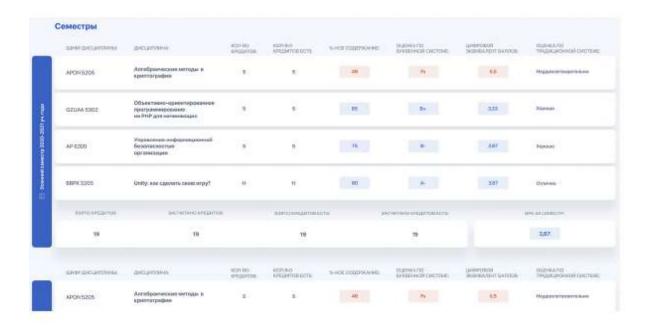
Transcript reflects the final results that you receive in the learning process.

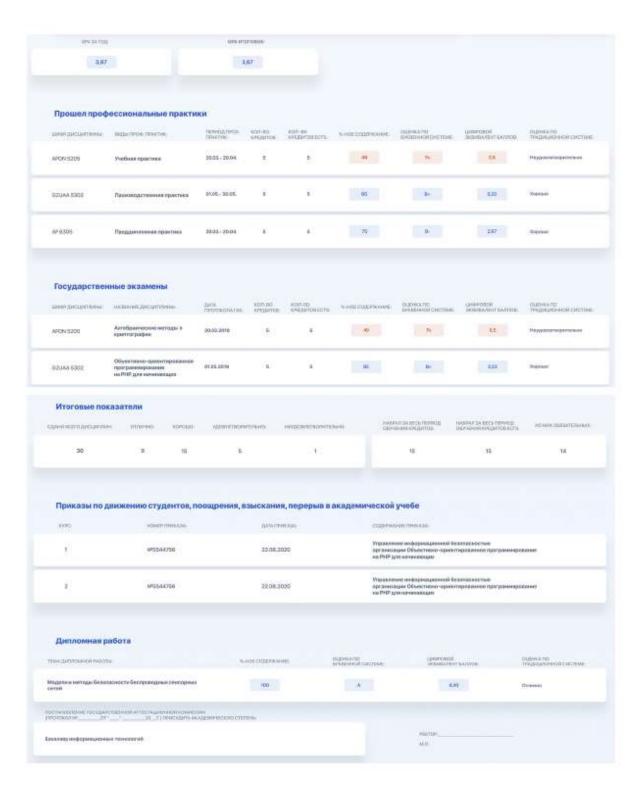
The transcript is generated automatically. It has the form of a table with a list of mastered disciplines or modules, as well as other types of educational work for the corresponding period of study with indication of credits and grades.



Thus, the transcript contains complete information about your performance in the study of disciplines, practical training and attestation controls.

You can print a preliminary version of the transcript for informational purposes, as well as make a request for issuance of official transcript signed by the rector and certified by the seal of the university.





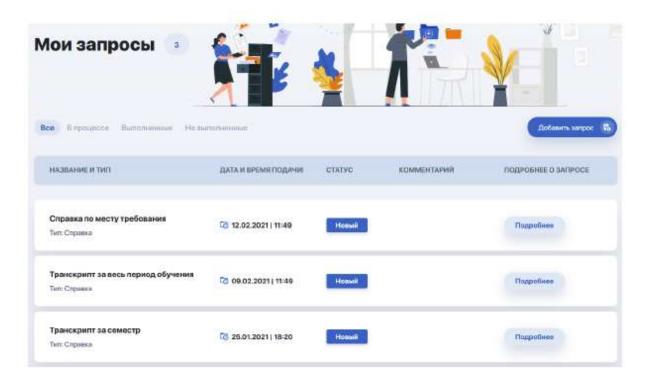
### 2.15. My requests

This module allows you to submit online requests for official transcript, various types of certificates, ID recovery, etc. You can also leave a complaint or feedback here.

All the queries in this section are collected in a single table. It displays name and type of request, date of its submission, processing status, comment, and a button to go to a page with detailed information, which includes request description and

downloadable files, if any.

You can filter them by processing status of interest using the tabs above the table. For example, if it is important for you to see only rejected requests, go to the "Unsatisfied" tab. Each such request should have a comment with the reason for its rejection.



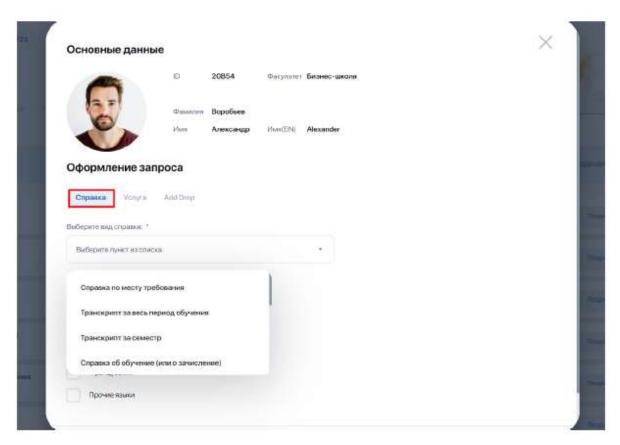
#### 2.15.1. How to create a new request?

An online request is made in a few simple steps through a short form opened by clicking on the "Add request" option.

You need to:

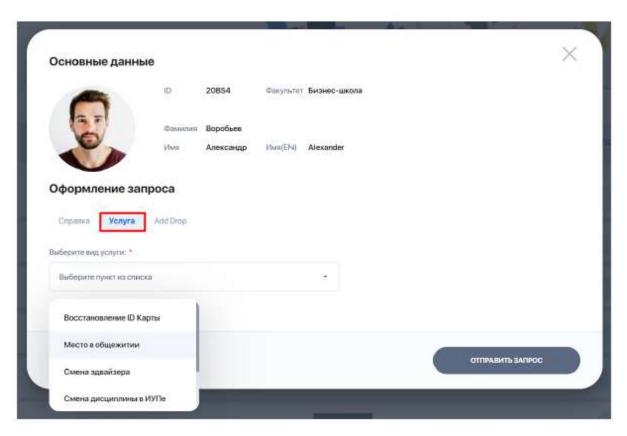
- 1. Select a request type
- 2. Specify the desired type of certificate, service or add/drop
- 3. Choose payment method if the service is fee-based
- 4. Specify language of communication and send your request.

For example, let's select a request of the "**Certificate**" type. Expand the list and mark the required certificate. A block with information about this document will automatically appear on the right, and the choice of payment method and the cost will appear below, under the list of languages, if obtaining the certificate is a fee-based service.

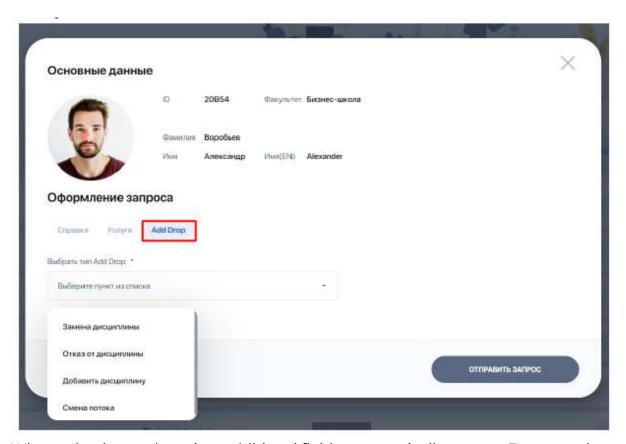


Thus, mark the language and payment method, then click "Submit request". After that, your request will appear in the general table with the "New" status.

**Request for service** is made in a similar manner. Depending on the choice of the service type, an additional field for your comment, a form with choice of payment method, or notification with further instructions may pop up here.



Another available request type is **Add Drop**. It allows you to request replacement or refusal of a discipline, add a discipline, or change a stream.



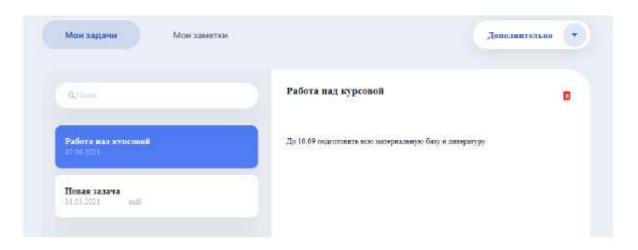
When selection each option, additional fields automatically pop up. For example,

when requesting to change a discipline, fields will open to select the current discipline and the new one.

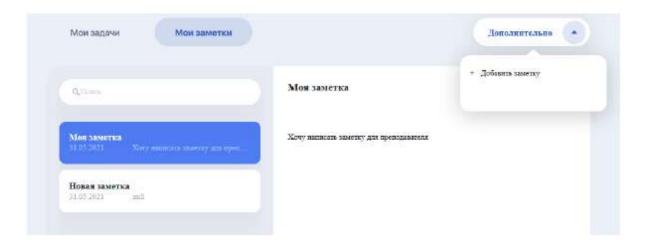
#### 2.16. Notes and tasks

This section allows you to create and store any notes, ideas, plans and to-do lists in one place, thus helping you to focus on the important and get more things done.

**"My tasks" tab** is used for setting and planning your tasks. A new task is added by the "Add task" button through the "More" option.

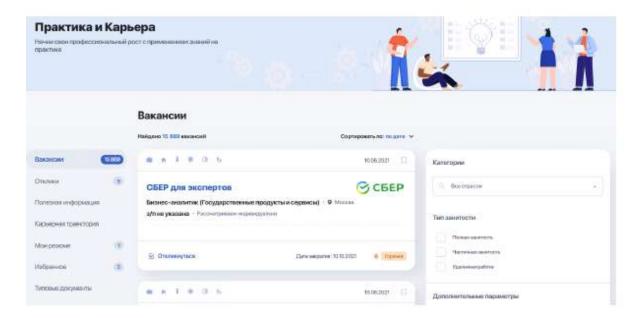


**"My Notes" tab** allows you to make various notes during the learning process. A new note is added by the "Add note" button through the "More" option.



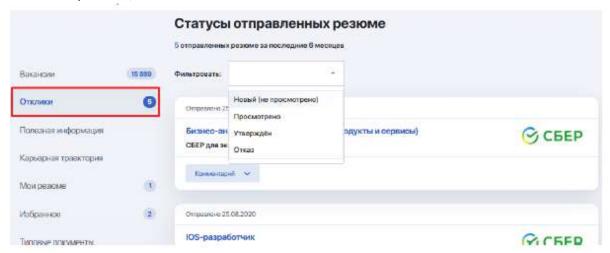
#### 2.17. Practice

The module is designed to organize your professional and practical training and build a full-fledged career path.

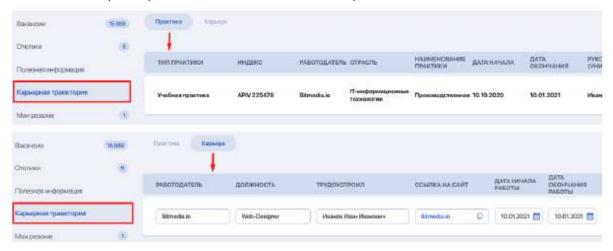


The module contains various thematic sections:

- job opportunities;
- responses;



- useful information;
- career path ("Practice" and "Career" tabs);



• summary;

- bookmarks (catalogue of job opportunities that you add to your bookmarks);
- model documents;



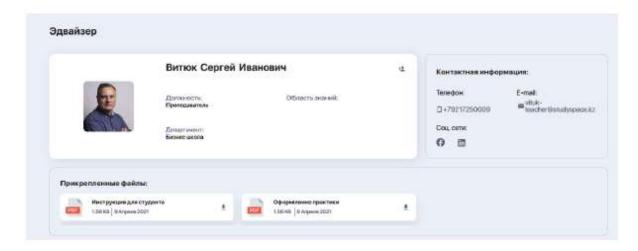
contact details.

### 2.18. My Advisor

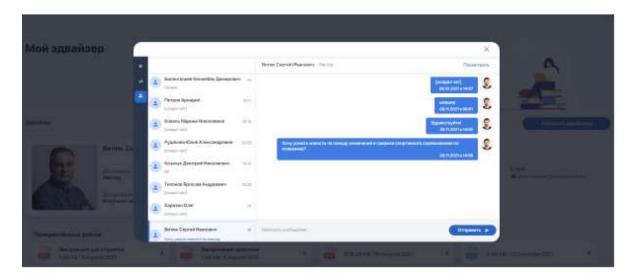
An Advisor is a curator from among the teachers who acts as your academic mentor in your specialty. He or she can also assist you in choosing your learning path (creating an individual plan) and further mastering the educational program.

"My Advisor" section allows you to always stay in touch with your curator and receive useful information from him or her.

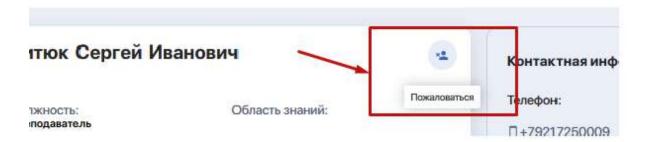
There is a card with data and contact details of the teacher who acts as an advisor, and a block with useful materials for you to review and study below.



You can also communicate with him or her here. To do this, click the "Write to the advisor" button and a chat with the teacher will open.



If the advisor did not suit you for some reason, you can complain about him or her, or send a request to change the curator. To do this, click the cancel icon in the corner of the data card.

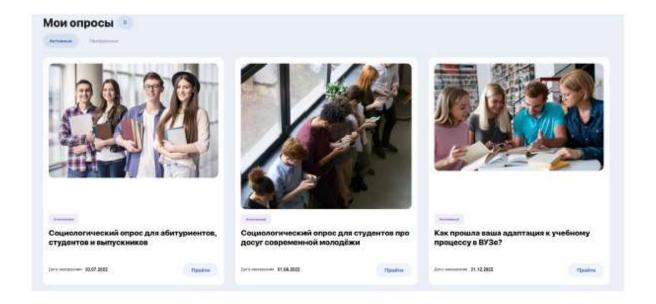


The system will redirect you to the "Student's requests" section where you can state your request and submit your request for review.

### 2.19. Polls

A section in which you can participate in surveys and polls organized by the university.

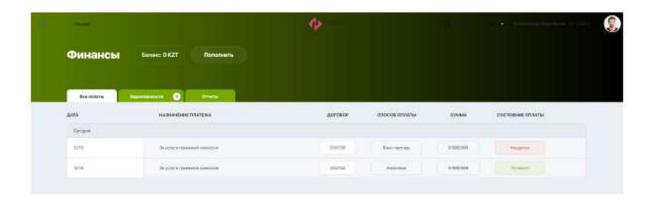
If you wish, you can choose a survey or test of interest, answer the presented questions and send the results for processing.



### 2.20. Finance

The financial area allows you to:

- pay for tuition through the balance in the Personal Account;
- conduct and track transactions;
- use the discounts system (if any);
- record payment arrears, etc.



At the moment, the financial area functionality is under development.

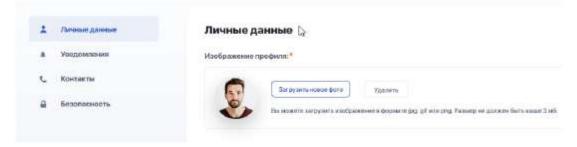
### 3. PERSONAL ACCOUNT SETTINGS

To change the settings of your personal account, click on your avatar and go to "Settings" or "Profile" at the end of the menu.

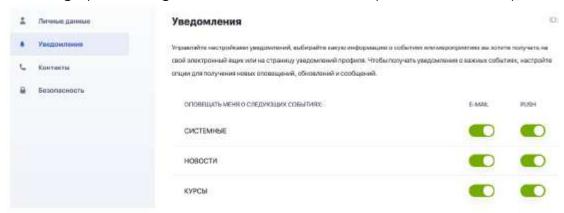


You can edit the following settings here:

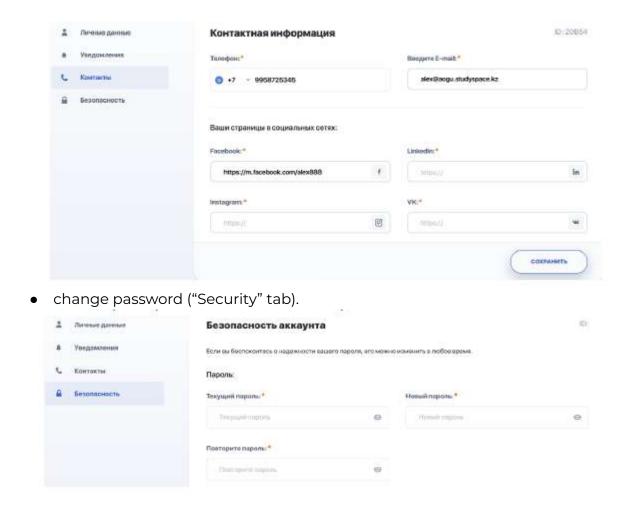
• adding or changing a profile picture ("Personal information" tab);



• setting up incoming notifications with switches ("Notifications" tab);



 changing/editing the phone number and e-mail specified during registration, as well as ability to add your pages on social networks ("Contacts" tab);

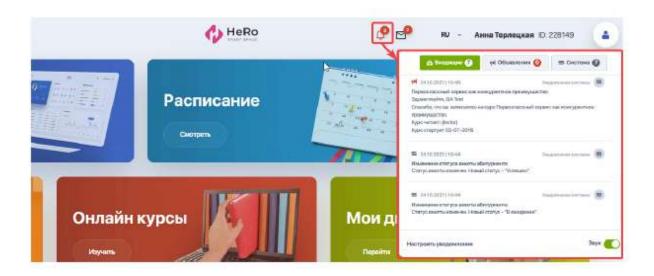


### 4. COMMUNICATION AND NOTIFICATION MANAGER

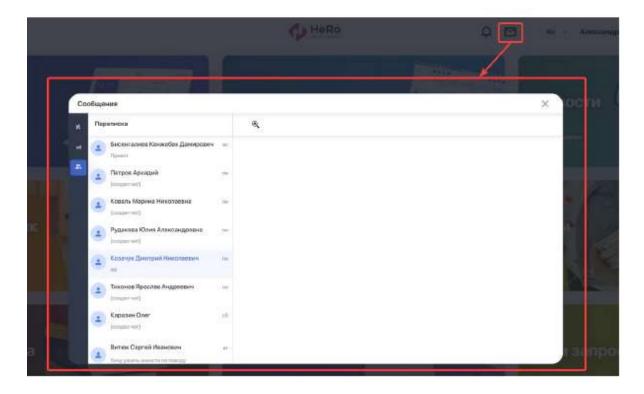
There are icons with a bell and an envelope in the top line of your personal account.



Clicking the "Bell" opens the notification feed, which is configured in the Settings of your personal account (see section 3).



The "Envelope" icon displays all your active chats with teachers and an advisor that you have during doing homework or discussing other topics.



If you receive new notifications or messages in the chat, you will not miss them, as their number will be highlighted with a red indicator next to the corresponding icon.