

## **FREQUENTLY ASKED QUESTIONS**

### **Maya Davletova, Senior Manager for Academic and Student Affairs**

#### Counseling areas:

- Conducting and monitoring activities on course evaluation surveys;
- Planning, formation, adjustment and monitoring of the implementation of the School's budget funds;
- Organization of work on admission, selection and enrollment of students to Baccalaureate programs;
- Development, organizing and conducting of the Orientation Week for Baccalaureate students;
- Maintenance of work on creation, signing, registration and distribution of Educational agreements to Baccalaureate students;
- Participation in recruitment campaign to attract potential students to Baccalaureate programs of the School of Sciences and Humanities in Kazakhstan and abroad;
- Tracking and updating of information on the School's web page on Baccalaureate programs;
- Proceedings of the student trips documentation and submitting student travel reports in line with the University Student Trips Rules;
- Supervision and coordination of academic issues related to the implementation of the Summer School of Russian Language and Eurasian Studies Program (SSRES) and Summer School of Kazakh Language and Eurasian Studies Program (SSKES);
- Academic advising, degree audit for Baccalaureate students majoring in History, Political Science and International Relations, Sociology, Anthropology, and assisting students in their academic performance;
- Secretary of the SSH Student Activities Committee.

#### Contact information:

- Email: [maya.davletova@nu.edu.kz](mailto:maya.davletova@nu.edu.kz)
- Tel: +7 (7172) 70 94 07

### **Assem Koishybayeva, Manager for Academic and Student Affairs**

#### Counseling areas:

- Paperwork proceedings and coordination of the issues related to the academic mobility and student exchange programs;
- Organization of work on admission, selection and enrollment of students to Master programs;

- Development, organizing and conducting of the Orientation Week for Master students;
- Maintenance of work on creation, signing, registration and distribution of Educational agreements to Master students;
- Participation in recruitment campaign to attract potential students to Master programs of the School of Sciences and Humanities in Kazakhstan and abroad;
- Monitoring the 5th-6th year UG students/Master's students with pending graduation status, tracking the academic performance and compliance with graduation requirements, arranging the approval process of degree deferral forms;
- Academic advising of students on the procedure for voluntary withdrawal and leave of absence, monitoring the timely return of students from academic leave in accordance with approved decisions, providing semester reports on students on academic probation who are recommended for an additional semester;
- Academic advising, degree audit for Baccalaureate students majoring in Mathematics, Physics and Master students, and assisting students in their academic performance;
- Providing GPA ranking information to students;
- Paperwork proceedings and coordination of the issues related to the dismissal cases;
- Secretary of the SSH Teaching and Learning Committee.

Contact information:

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- Tel.: +7 (7172) 70-65-22

**Assel Zhakibayeva, Manager for Academic and Student Affairs**

Counseling areas:

- Supporting and coordination of the credit bearing internships of UG students at School to ensure academic excellence;
- Academic advising, degree audit for Baccalaureate students majoring in Chemistry, Biological Science and PhD students, and assisting students in their academic performance;
- Organization of work on admission, selection and enrollment of students to PhD programs;
- Development, organizing and conducting of the Orientation Week for PhD students;
- Maintenance of work on creation, signing, registration and distribution of Educational agreements to PhD students;
- Participation in recruitment campaign to attract potential students to PhD programs of the School of Sciences and Humanities in Kazakhstan and abroad;

- Proceeding Graduate Assignments (GTA, GI, GSRA) application process at School;
- Assisting in implementation of the Summer School of Russian Language and Eurasian Studies Program (SSRES) and Summer School of Kazakh Language and Eurasian Studies Program (SSKES).

Contact information:

- Email: [assel.zhakibayeva@nu.edu.kz](mailto:assel.zhakibayeva@nu.edu.kz)
- Tel.: +7 (7172) 70-59-67

**Alminiya Ussingaliyeva, Specialist for Academic and Student Affairs**

Counseling areas:

- Processing and tracking academic misconduct cases of SSH students and students from the others schools reported by SSH faculty;
- Processing student requests in MyRegistrar system (add course, drop course, requisite override, priority override, extra place forms, changing advisers, room booking);
- Academic advising, degree audit for Baccalaureate students majoring in Economics, and assisting students in their academic performance;
- Maintenance and updating of the student database on missed classes due to illness and family circumstances; providing assistance to Faculty in searching students who are missing the classes;
- Answering or forwarding student email messages to appropriate specialists questions from students, monitoring the corporate mail address ([ssh\\_student\\_services@nu.edu.kz](mailto:ssh_student_services@nu.edu.kz));
- Providing GPA ranking information to students;
- Tracking the decisions on LoA, VW and dismissal;
- Organization of laptop distribution to SSH students;
- Organizational works for the Dean's List ceremony for awarding students who are succeed in their studies and faculty for research achievements; creation of the student list (GPA 3.75 and above), organization and conducting of the event;
- Processing outgoing letters on EDMS upon the students' requests or for academic needs;
- Assisting in implementation of the Summer School of Russian Language and Eurasian Studies Program (SSRES) and Summer School of Kazakh Language and Eurasian Studies Program (SSKES).
- Secretary of the SSH Student Disciplinary Committee.

Contact information:

- Email: [alminiya.ussingaliyeva@nu.edu.kz](mailto:alminiya.ussingaliyeva@nu.edu.kz)
- Tel.: +7 (7172) 70-59-61

## **Kasymkhan Nurmukhamedov, Senior Manager**

### Counseling areas:

- Communication with students on their daily needs;
- Assistance to the DSS Student Support team in work with students at risk;
- Student support and Advocacy with non-academic issues;
- Assistance to the DSS Student Housing team;
- Assistance to HSE in terms of COVID-19 protocol: COVID-19 testing coordinators (PCR, RAT);
- Supervision of extra-curricular activities: students club and events;
- Organization of trainings and workshops;
- Moderator and content creator of the Telegram channel "House of SSH";
- Organization of the Orientation week;
- Organization of the Dean's List Awarding Ceremony;
- Organization of the Graduation Ceremony
- Distribution of locker keys.

### Contact information:

- Email: [kasymkhan.nurmukhamedov@nu.edu.kz](mailto:kasymkhan.nurmukhamedov@nu.edu.kz)
- Tel.: +7 (7172) 70-65-75, +7 (771) 960-43-32

## **ACADEMIC ISSUES:**

### **1. How can I request an application for the Leave of Absence?**

To submit a request for the Leave of Absence, please use the Student Requests module on My Registrar. If you have questions regarding the LoA, please contact [Assem Koishybayeva <assem.koishybayeva@nu.edu.kz>](mailto:assem.koishybayeva@nu.edu.kz). Once the request is approved by the appointed persons, the decision on granting LoA will be made.

No application for LoA will be accepted after the last day of classes until the end of the final examination period as indicated in the corresponding Academic Calendar. The exception is modular programs where the final examination period is different than in a regular semester. No application for LoA will be accepted if a student is under the dismissal process at the time of the request and has received dismissal notification from the School.

### **2. How the Leave of Absence could affect my grades?**

If you were registered for courses prior to the submission of the LoA application and submit the application for the current semester after the end of Final exam period as designated in the Academic Calendar, no grades will be changed.

If you were registered for courses prior to the submission of the LoA application and submit application for current semester before the beginning of Final exam period as designated in the Academic Calendar, no grades will be awarded for the current semester and all courses will be marked with a “W” (“Withdrawal”). The exception is modular courses that have deadlines different from the corresponding Academic Calendar, which already had exams and were graded by the time of the application submission.

If the LoA was granted prior to the end of the Drop period as designated in the Academic Calendar, all courses will be dropped.

If you have an outstanding “Incomplete” grade at the time of granting LoA, the period for completion of that “Incomplete” grade may be extended for the period of the LoA. In this case, the School is required to submit a new Request for Grade of Incomplete with a new deadline.

### **3. What if I decided to drop out of University?**

To submit a request for the Voluntary withdrawal, please use the Student Requests module on My Registrar. If you have questions regarding your withdrawal, please contact [Assem Koishybayeva <assem.koishybayeva@nu.edu.kz>](mailto:assem.koishybayeva@nu.edu.kz). Once the request is approved by the appointed persons, the decision on withdrawal will be made.

### **4. What if I face psychological pressure during distance learning?**

If you experience personal issues that affect your academic performance, please contact our Office and your advisor / program directors. Feel free to use the services of

the Health and Wellness Center. They are strictly confidential and free of charge. To make an appointment with a psychologist at a convenient time, please contact a Center's duty consultant. A duty counselor is available via Skype and Telegram on weekdays from Monday to Friday from 8:30 a.m. to 5:30 p.m., except for lunchtime from 12:30 to 1:30 p.m.

Skype contacts:

Name: NU Health and Wellness Center

Skype name: live:.cid.ba13b67f025b6126

Link: <https://join.skype.com/invite/ODF0YKfcN7NY>

Telegram: +7 775 75 938 44



**5. I have questions about signing the Agreement on provision of educational services at NU. Whom should I contact?**

If you have questions about the NU Agreement, please contact our Office: Bachelor students - Maya Davletova, Master students - Assem Koishybayeva, PhD students - Assel Zhakibayeva.

**6. What is the Dean's list and how can I be included in it?**

Every semester the Dean's list recognizes students who achieved a 3.75 GPA or higher. This award will be posted on the student transcript at the end of any semester in which this is awarded. The Dean's lists are also posted on our website: <https://ssh.nu.edu.kz/students/student-achievements/>.

**7. Who could help me in getting information about job perspectives and internship options?**

Nazarbayev University Career and Advising Center (NU CAC) provides comprehensive career services and assists you while you are at university and after your graduation.

NU CAC:

- helps you to increase your employability by providing group or individual workshops on job search, interview skills, resume review, alumni issues, and graduate application

- educates about experiential learning programs (internships, volunteering, on campus work and part- time employment)
- connects NU students and Alumni with internship providers and employers through job postings, on-campus recruitment, networking events, and social media
- provides services for companies looking to hire NU students and Alumni
- organizes career workshops and activities with job-search strategies

NU CAC Team:

- Gaini Yessembekova - Director of CAC, 70-58-86
- Liliya Tleukenova - Senior Manager, Employer Relations ,70-27-11
- Assem Mussabekova - Senior Manager, Employer Relations, 69-48-65
- Zeinep Toktar - Manager, Alumni Relations, 70-93-41
- Aigerim Assemova - Manager, Communications, 70-59-50
- Anel Muratova - specialist, Administration support, 70 -58 -98

Social media links:

- Instagram: @nu\_cac
- Telegram: @nu\_cac
- Tiktok: @nu\_cac
- Youtube: @NUCACchannel
- Facebook: @NUCACcenter

Working hours: 8.30-17.30, lunch time: 12.30-13.30

[www.cac.nu.edu.kz](http://www.cac.nu.edu.kz)

e-mail: [cac@nu.edu.kz](mailto:cac@nu.edu.kz), [alumni@nu.edu.kz](mailto:alumni@nu.edu.kz)

## **8. What is the Career Net?**

You can use CAC Career Net, a special “headhunting” system to

- track the available internships and vacancies
- apply with one click to the desired position after uploading your resume
- make an appointment with CAC advisors to get advice on Graduate application, Career issues, resume/CV writing, Personal Branding
- get information and register for events, workshops and sessions organized by CAC

Also on this CAC CareerNet platform you can get an appointment for the career counseling on such topics as CV review; internships, future career, graduate application, personal brand building, interview techniques.

## **9. What are the available courses and programs offered by the CAC?**

1. Career Development Course covers the topics of labor market trends, job search techniques, assessment tests, preparation for an interview, types of interview, interviewing techniques, how to negotiate salary, professional look.
2. Future Ready Skills Program covers the topics of active learning and learning strategies, business ethics, time management, leadership and social influence, persuasion and negotiation, strategic thinking and decision-making.
3. Graduate Application Advising Program covers the topics on graduate application abroad, conducting webinars and sessions of University's Schools Faculty, cover letter, representatives of the external educational organizations and foreign Universities.
4. Career Week covers information about the industry and company , recruiting process in the company, internship opportunities, and will be able to participate in alumni talks and mock interviews.
5. Mock Interview Week mock interviews held by Company recruitment or line manager, conducted in Fall and Spring terms.

#### **10. If I get sick, where should I go first?**

If you live on campus, the University Health Center operates on the territory of the University, which provides outpatient and polyclinic services, including primary health care services and health insurance programs. For information regarding medical care, you can contact the on-campus medical center in block 24-25 or call +7 (7172) 69-26-16, +7 (7172) 69-26-06 or +775 007 8495. Working hours of the medical center: Monday-Friday: 8 am – 6 pm

If you need urgent medical help after UHC working hours, go to:

- Medical Office in Block 19, office 19201, phone number: +7 701914 8541.

In case of emergency medical assistance, you can call the ambulance by calling 103.

#### **11. How can I prove my medical condition to have an excuse for absence?**

If you have the medical certificate from other medical organizations, you should verify it to have an excuse for absence. To do that you need to send a high-quality (with good resolution) image of the certificate to: [uhc.reception@nu.edu.kz](mailto:uhc.reception@nu.edu.kz) and [oh-students@nu.edu.kz](mailto:oh-students@nu.edu.kz). Email subject should be: Student's name\_School\_Year\_Spravka. Please, indicate the following information: city, name of the clinic, contacts, name of the doctor and his/her contacts, your contact, ID and IIN. Image of spravka must have good resolution so UHC can read stamps and the following details that should be stated in the email.

#### **12. What if I have received an academic misconduct notification?**

Please read the attached Student Code of Conduct and Disciplinary Procedures and see the explanations for each category (Chapter 2, Paragraphs 2-5). You have the right



to appeal by responding to the same email or writing to [Alminiya Ussingaliyeva <alminiya.ussingaliyeva@nu.edu.kz>](mailto:alminiya.ussingaliyeva@nu.edu.kz) if you feel the decision or penalty is not fair.

### **NON-ACADEMIC ISSUES:**

#### **13. Who can consult me on issues related to my bank card and stipend?**

Dear students, if you have questions regarding your bank card, student travel expenses, tuition fees or stipend, please contact the Bursar's office

Useful contacts: Bursar's office, Block C2, 5th floor, office 5034

Email: [bursars\\_office@nu.edu.kz](mailto:bursars_office@nu.edu.kz)

- Stipends +7 (7172) 70 60 86 - Zhanat Balgabayev  
[<zhanat.balgabayev@nu.edu.kz>](mailto:zhanat.balgabayev@nu.edu.kz)
- Student travel expenses +7 (7172) 70 66 20 - Ainur Yuldasheva  
[<ainur.yuldasheva@nu.edu.kz>](mailto:ainur.yuldasheva@nu.edu.kz)
- Tuition fees +7 (7172) 70 91 99 - Aisulu Tuktubayeva  
[<atuktubayeva@nu.edu.kz>](mailto:atuktubayeva@nu.edu.kz)
- Bank cards +7 (7172) 70 90 27 - Dauren Shalakhmetov  
[<dauren.shalakhmetov@nu.edu.kz>](mailto:dauren.shalakhmetov@nu.edu.kz)

Also, when contacting a certain manager, please put the address of our office [bursars\\_office@nu.edu.kz](mailto:bursars_office@nu.edu.kz) in a copy of the letter.

#### **14. I want to be more involved in student life at NU. Where can I get relevant information about activities and news?**

The Department of Student Services works hand-in-hand with faculty and students in fostering diverse extra-curricular programming in intellectual leadership, athletics, and performing and fine arts. For joining student clubs or learn about extracurricular activities for students at the university, please refer to the Student Portal ([my.nu.edu.kz](http://my.nu.edu.kz)) or send an email to [studentevents@nu.edu.kz](mailto:studentevents@nu.edu.kz) or [dss@nu.edu.kz](mailto:dss@nu.edu.kz).

#### **15. Can I be accommodated at NU dormitory?**

The Student Housing ([student\\_housing@nu.edu.kz](mailto:student_housing@nu.edu.kz)) announces the application period before the start of each academic semester. Please, check your mailbox frequently.

Eligibility criteria for accommodation:

- Non-Nur-Sultan residents;
- No registered property in Nur-Sultan for both parents and a student;
- Parents are not employed in Nur-Sultan;

Priorities:

- SVC students;
- NUFYP students;
- UG students;
- NUZYP
- Docmed (Medical Doctor in NUSOM)
- GrM: 1) International students, 2) GrM 1 year , 3) GrM 2 year;

PhD students are accommodated only in 3 bedded apartments. The price of the apartment is 60 000 KZT/month for each student including utilities.

### **16. What supporting documents should I attach to my application for student housing?**

- Screenshot from Egov showing the place of the residence (прописка) for a student and both parents;
- Certificate confirming absence of real estate/property in Nur-Sultan from EGOV for you and your parents (Справка об отсутствии/наличии недвижимости в г. Нур-Султан). The document should be issued for Nur-Sultan region only.
- Employment certificate of parent(s). The document can be received from the HR office at your parents' workplace.
- Unemployment status can be confirmed by the Pension contribution certificate from EGov (Справка о пенсионных отчислениях). (If applicable)
- Medical confirmation (If applicable)
- Death certificate of parent/s (If applicable)
- Marital Status documents of a student (If applicable)

Note that Family students without children whose spouses are not Nazarbayev University students are not eligible for on campus accommodation.

### **DEGREE AUDIT AND ADVISING ISSUES:**

#### **1. How do I get an academic advisor?**

Every 1st year UG student is assigned to Academic Advising Unit advisor until declaration and confirmation of a major. By the beginning of a student's second year of study, a student should choose a major. After the declaration of the major each student is assigned to one faculty member as their faculty advisor. This assignment is done by a school administrator; usually the Vice Dean for Academic Affairs or the Student Affairs Office staff is responsible for student advising.

#### **2. How do I change my advisor?**

If you want to change your advisor, first contact your academic advisor or Academic Advising Office at [aau@nu.edu.kz](mailto:aau@nu.edu.kz). It is best to develop a long relationship with your advisor, so this should be considered carefully before asking for a change.

#### **3. When do I need my advisor's signature?**

You are required to have your advisor's signature on all registration forms, and add/drop forms, in addition, if you decide to change your original term course schedule, declare major/minor.

#### **4. How do I declare a major?**

In order to declare a major, students must submit a Transfer between Majors form using the Student Requests module on myRegistrar. Some students enter SSH with a major,

however others enter with the status “Undeclared”. This means that a major has not yet been officially chosen. Simply enter your old major as “Undeclared.”

#### **5. How do I declare a minor?**

If you are considering adding on a minor or adding on a second major, please submit a Minor Declaration form at the Students Requests module on My Registrar.

Minors must be declared by the end of the first semester of the student’s fourth year. Minors and second majors do not provide priorities for course registration.

#### **6. What do I do if I do not know what I want to major in?**

The University has resources (Academic Advising Unit, Student Affairs Office, Peer-advising Center, Faculty advising, personal discussions with Program Directors) to help students determine a major according to what their interests, skills, and abilities are.

#### **7. How can I find out if I am finished with my major and distribution requirements and see what classes I still have to take?**

All students can get a degree audit from our Office. This document will show all the classes that you have taken, the requirements you have fulfilled, and any classes you still need to take to finish your core classes, as well as your major and minor.

#### **8. How do I identify if a course is applicable toward the Humanities distribution requirements?**

Please check the SSH website, follow the [link](#) to find a list of humanities and social sciences courses and their requirements. If you have further questions, please do not hesitate to contact your advisors or School managers.

#### **9. What if I decide to change schools?**

If you decide to transfer between Schools, please consult with the Academic Advising Unit. If you are no longer willing to study an initially chosen major in your original School, you should request to be reassigned to an advisor in the AAU. This advisor will consult you until the new School has formally accepted you as a transfer student. Transfers between Schools will occur between the posting final grades and start of the next semester.

To submit your Transfer between Schools form, please use the Student Requests module on myRegistrar.

### **COURSE REGISTRATION:**

#### **1. How can I submit my forms online on myRegistrar?**

Student Requests is a module on myRegistrar that provides ability to submit following forms online:

- add course
- audit course
- change of grade
- change of personal information
- course overload
- course underload
- course withdrawal
- drop course
- extra place
- incomplete grade
- leave of absence
- minor declaration
- priority override
- prerequisite override
- retake permission
- return from leave of absence
- second major declaration
- track declaration
- transfer between majors
- transfer between schools
- voluntary withdrawal

Once you submit your form with supporting documents and get approvals from responsible authorities, your request will be processed by [Alminiya Ussingaliyeva <alminiya.ussingaliyeva@nu.edu.kz>](mailto:Alminiya.Ussingaliyeva@nu.edu.kz) or the Office of the Registrar.

**2. What does the designation “TBA” mean when it appears in the course schedule?**

TBA is the abbreviation for the term “To Be Announced”. Academic Departments utilize this terminology when there is not yet enough detail on a course time, course location or instructor’s name. For details on a course scheduled as “TBA”, you may contact the Academic Services Office.

**3. If I drop a class after the drop period, what appears on the transcript?**

If a class is dropped after the first two weeks of the scheduled class (Fall or Spring semester) a “W” will be posted automatically on the transcript, reflecting a course withdrawal. There is no impact on the grade point average for any courses with a “W”. Please be noted that Withdrawal has its own deadlines according to the Academic Calendar.

**4. Can I add a class after the add period?**

Online registration system will not be accessible to you after the registration and add periods are over. Late registration is a privilege and not a right. The Office of the

Registrar considers late registration cases. You should not assume that a request for late registration made without adequate justification will be approved. Documented illness or unavoidable absence from Nur-Sultan during the drop-add period (first week of classes), are valid reasons for late registration. In case if all prerequisites are met, you shall fill out a Late Registration Form downloadable on the website and submit it to our Office. However, students are not encouraged to add classes after the add/drop period, unless the circumstances are extraordinary.

**5. Under what circumstances should I drop a class?**

Always consult with your instructor before dropping a class. In addition, you should discuss the situation with your Faculty advisor.

**6. Can my parents / spouse contact my Faculty advisor and my instructors without my consent?**

No, according to the Law of Republic of Kazakhstan “On education” from June 7, 1999(N389-I), your personal information cannot be disclosed to any other parties whether it is your parents/relatives/spouses unless a student has signed a “Consent form for release of education records”.

**STUDENT TRIP SCHOOL FUNDING:**

**1. I heard that the School of Sciences and Humanities is funding international and local student trips. What steps should I do to apply for school funding for my upcoming trip?**

Yes, that’s true. A filled and signed version of your [STUDENT TRAVEL SCHOOL FUNDING REQUEST](#) and a [Letter of Recommendation from your Trip Faculty Supervisor](#) (according to the approved format), including the travel confirmation documents should be saved as separate file and directed to Student Trips <[studenttripsssh@nu.edu.kz](mailto:studenttripsssh@nu.edu.kz)> (cc’d to a Trip Faculty Supervisor) for future review of the Student Activities Committee, at least 45 calendar days before the trip starts. A recommendation form filled by a Trip Faculty Supervisor should be sent to Student Trips <[studenttripsssh@nu.edu.kz](mailto:studenttripsssh@nu.edu.kz)>. Please make sure that you specify the subject of your email as “A request for a student trip school funding” including name of the student, trip dates and title of the activity”.

**2. What are travel confirmation documents?**

Travel confirmation documents are the documents that confirm your willingness and necessity to travel, and should be submitted with a Student Travel School Funding request form. The list of the required documents are indicated in the Student Travel School Funding request form.

**3. Can I apply for student trip school funding if I am on academic probation or LoA?**

No, to be eligible for student trip school funding you must be in good academic standing, with a cumulative grade point average of 3.0 or higher, and not having disciplinary violations. While you are on academic probation or conditional status, or with a grade point average less than a 3.00, or being on LoA (at your travel time), or having incomplete grades, you will not be eligible for any type of student trip school funding.

**4. Can I buy the tickets and/or pay the registration fee and/or visa, and/or arrange a room at the hotel and then get reimbursement for my trip expenses?**

No, according to the “Rules for arranging and financing student trips in the autonomous organization of education Nazarbayev University” dated 15.07.2019 #133-Н/К, a payment of registration fee for participation at the event or/and any other payments of travel expenses should be processed by a Travel Agency, not by a student or not a Trip Faculty Supervisor, not by a Student Activities Committee. Therefore, a school is not responsible for any type of payments that were made by you or a Trip Faculty Supervisor until you receive an email notification on your trip approval and a scanned version of a signed trip order. If you proceed payments of travel expenses before receiving a formal approval notification on your trip, thus you are taking the responsibility for your trip expenses.

**5. Will a school provide me with free medical insurance for the whole period of my international trip?**

Sure, students need to be able to access the health care system while they are in the host country and while they are traveling to and from their destination. According to the NU Student Health Insurance Program you will be eligible to get free medical insurance for your international trip. The required documents to proceed this request are a scanned version of your international passport, vaccination passport and a signed version of your trip order.

**6. Does the NU Student Health Insurance Program cover COVID treatment abroad?**

No, NU Student Health Insurance Program for the Kazakhstani citizens does not cover COVID treatment abroad, therefore, a student is taking responsibility to arrange additional health insurance premiums at his/her own expenses or applying to school to cover these additional expenses after receiving an approval for the travel.

**7. Which amount should I indicate in the application form for student trip school funding?**

You can indicate the amount you feel that would be sufficient for particular expenditure items. But, better to mention that the calculations for student trips are being made based on the Nazarbayev University limits for student travel. The NU limits are not

subject to be changed upon student's request, it's a fixed amount of money paid to students for daily lodging and per diem.

**8. Why is the amount stated in my application form for school funding different from the amount indicated in the student trip order that was approved by the Student Activities Committee?**

The expenses for daily lodging and per diem are counted based on the Nazarbayev University limits for student travel. So, it could be different from the amount that you requested that appears in your Student Travel School Funding request form.

**9. Is there any guarantee that I will be receiving full school funding for my upcoming student trip?**

No, the decision on school funding (full or partial) for individual student requests has been made by the Student Activities Committee. There is no guarantee that you will be receiving full school funding for your trip as you requested.

**10. Do I need to follow the same student travel procedure if my trip is going to be funded by a research grant?**

Sure, any type of a trip request by an individual student should go through the Student Activities Committee. The source of funding could be different: school, research or Humboldt, but the student travel procedure is unified.

**11. If a Letter of Recommendation from a Trip Faculty Supervisor is missing in my application package can I still apply for school funding?**

No, the completed application package is subject to be reviewed and considered by the Student Activities Committee. Incomplete file is not going to be processed. A student is taking full responsibility for submission of a completed package of the requested documents/information for school funding.

**12. Which documents do I need to submit after completion of my international and/or local trip?**

Upon your arrival to Kazakhstan, once your trip is completed you have to submit a signed version of your travel report according to the approved format including certification on participation at the event to Student Trips <[studenttripssh@nu.edu.kz](mailto:studenttripssh@nu.edu.kz)> and the Bursar's office. A travel report should be signed by a student, Dean and Trip Faculty Supervisor. On time submission of a student travel report and the other confirmation documents that are subject to write off a student travel debt, and it is the responsibility of an individual student, not a school. In case you receive an additional amount of money to your bank account (besides per diem amount) for local transportation, lodging, visa, health insurance, registration fee, original payment confirmation documents should be submitted to Student Trips <[studenttripssh@nu.edu.kz](mailto:studenttripssh@nu.edu.kz)> and the Bursar's Office. Otherwise, a student won't be

eligible for school funding for his/her next trip, and to graduate from the university having a travel debt.

### **GRADING ISSUES:**

#### **1. What happens to my “I” grade if I never complete the requested incomplete grade?**

A grade of “I” that is not completed by the end of the third week of the subsequent semester automatically reverts to the grade indicated in the agreement between the course instructor and the student. If no grade is indicated in the agreement and the instructor does not submit the change of grade request, the grade of “I” will revert to an “F”.

#### **2. What do I do if I see a problem with my transcript?**

You need to classify your concern into one of the following categories:

- If a transfer credit is not appearing on your transcript, contact us.
- If your concern is about a posted grade for a class, contact your instructor of the class.
- If your concern is about grade point calculation or adjustments for a course repeat, contact us.

### **TRANSFER CREDIT:**

#### **1. Can I transfer credits from another institution?**

To transfer credits from another university, please contact [Assem Koishybayeva <assem.koishybayeva@nu.edu.kz>](mailto:assem.koishybayeva@nu.edu.kz). You will need to send an official transcript confirming the credits awarded and the grade received to the Office. Transfer credit must be approved by the Vice Dean of the School.

In case of transfer of credit based upon approved Academic Mobility programs, up to 36 ECTS credits may be transferred. Discretion may be made with approval of the Dean for a student who was on an approved Academic Mobility program.

Courses taken at other institutions, which are graded on a Pass/Fail system are not eligible for transfer for letter-graded University courses. Transfer credit is not awarded for courses in which the student earned a grade lower than C (or equivalent).

All transfer credits will be annotated as such on the student’s University transcript. Grades earned at other universities will be recorded as a “TC” on the student’s transcript and are not included in computing the student’s CGPA or GPA at University.

### **GRADUATION REQUIREMENTS:**

#### **1. Do I need a major or minor to graduate?**



A student must select a “major field” of study before completing 60 semester hours of ECTS credit and must complete the requirements set for the selected major. Only courses in which a student has received a “C” or better may be applied to the major requirement. A minor is not required, but you are encouraged to add a minor to your academic program.

## **2. Can I graduate with 239 semester hours of ECTS credit or less?**

No, absolutely not. The requirement of 240 semester hours of ECTS credit overall is an absolute requirement and must always be satisfied to graduate. Students must have a CGPA of 2.00 or higher and a GPA of 2.00 or higher in their last semester.

## **3. What does ‘eligible to graduate’ status mean?**

Students will be allowed to graduate upon completion of all requirements listed below:

1. Students must have a minimum **2.00 GPA and CGPA** at the end of their **final semester**.
2. Students must have a minimum 240 ECTS or as designated in the Handbook.
3. Students must successfully complete all University and Program requirements.
4. Students cannot have any outstanding Incompletes or IP grades on their transcripts.
5. Students must normally complete all degree requirements within 7 (seven) years, including any leave periods, of the initial program registration date.

## **ACADEMIC MOBILITY:**

### **1. What is the academic mobility program and what it gives you?**

There are three types of academic mobility:

- Student exchange programs allow students to study at Partner Institution for one or two semesters, preferably on a reciprocal basis. Exchange students are nominated by Home Institutions.
- Under Study abroad programs students undertake study at Host Institution on a non-reciprocal basis. Fees are subject to payment by students or Home Institution to Host Institution, if applicable.
- Research Internships allow students to undertake research experiences preliminary approved by the School.

### **2. How can I participate in the academic mobility program?**

Applicant must submit the following:

- an application form;
- a CV;
- a copy of the transcript;
- a personal statement indicating the motivation and expected benefits from participating in AC;

- syllabus and other relevant information to comprehensively evaluate the courses and Outbound student intends to enroll.

Students are selected for academic mobility based on a competitive review of all applications by the Student Activities Committee.

### **3. What are the requirements to study under the academic mobility program?**

To be eligible to participate in an academic mobility, a student must:

- be currently enrolled at NU as a degree seeking student;
- undergraduate student must have completed at least one academic year at NU and graduate students must have completed at least one semester at NU;
- an applicant must be in good standing (no probation or conditional status, no academic or disciplinary sanctions);
- have a CGPA of 3.0 and above;
- have no incomplete grades;
- be above 18 y.o. at the day of application;
- an applicant must demonstrate to the Student Activities Committee that he/she fulfills all of the requirements of the Host institution.

### **4. How will my earned credits be transferred to my transcript after the return to NU?**

Upon return from academic mobility students should contact us, send a transcript from the Host Institution, fill in the completion form, and collect approvals from the appointed persons. Once the decision on completion of academic mobility is approved by the Vice-Provost for Academic Affairs, the Office of the Registrar will process the credit transfer.

### **5. I am a student outside NU and I would like to take courses at NU under an academic mobility program. What should I do?**

To participate in the academic mobility program, inbound student:

- should meet NU English language proficiency and other entrance criteria;
- agrees to be responsible for tuition fee costs if requested;
- if applying as an exchange student must be nominated by his/her Home institution;
- must agree to enroll at NU for a period of study as described in his/her application and offer made;
- must agree to abide by NU rules and regulations.

For questions regarding the academic mobility program, please contact [Assem Koishybayeva <assem.koishybayeva@nu.edu.kz>](mailto:assem.koishybayeva@nu.edu.kz).

**GRADUATE ASSISTANTSHIP (GTA/GAA/GRSA):**

## **1. Who is eligible to apply for a PhD support stipend?**

Following PhD students are eligible to apply for GA (GTA/GAA/GSRA) who:

- are in active status (e.g. not withdrawn, dismissed, or Leave of absence) and registered in the PhD program during the semester of the assignment;
- are in good academic standing (this requirement does not apply to the students in the initial semester of PhD study)
- demonstrate English proficiency at IELTS  $\geq$  6.5 (Academic Test) or equivalent (GTA/GI only);
- successfully complete the required training program (GTA/GI only);
- do not engage in any other concurrent (full- or part-time) employment.

## **2. May I apply for two or more GAs in the same semester?**

No, GAA, GSRA or GTA/GI assignments may not be concurrently held. Also PhD students holding a GAA, GSRA or GTA/GI assignment are ineligible for RA appointments.

## **3. Once I am assigned for my GA, will it go continuously for all 4 years of my PhD?**

Students should apply for GA at the beginning of each semester. But once a student is assigned for GA, he or she will receive a stipend for all full months of the semester. GSRA eligibility is normally limited to PhD students who have successfully completed a GA assignment in each of the immediately preceding fall and spring semesters.

## **4. What is it expected from me as a GA?**

The GA responsibilities are determined by the faculty instructor, and include teaching related activities that do not exceed more than 10h/week.

## **5. If I help my mentor with teaching, what I shouldn't do during my GTA?**

GTA's should not develop curriculum content, select teaching style or methods, design assessment tools or mark schemes.

## **6. Can I terminate my GA during the semester?**

Students are eligible to apply for termination of their GA only by extenuating circumstances. The GA assignment termination takes place in cases of students' dismissal, withdrawal (due to LoA or leaving the program) or, in exceptional cases, due to a student's personal claim. GTAs should be aware of the impact on students when GTA quits the assignment, especially in the middle of the semester when finding a replacement is impossible. The termination of GA is also possible by School's recommendation. This case can take place if a student fails performing his/her duties or in case of no show.

## **7. May I continue with my GTA as a faculty member?**

GTA's are eligible to expand their role and be designated as "Graduate Instructors" (GI) subject to the written approval of the Dean, provided that they:

- have completed a minimum of 120 ECTS or equivalent workload hours in their PhD program;
- have been recognized by the Dean as a Graduate Instructor;
- have a minimum of two semesters successful previous experience as a GTA in the same or related Department of the School;
- are actively supervised by a NU faculty mentor who is the course instructor of record;
- are not required to supervise students with a GTA assignment or staff TAs.

For questions regarding the graduate assistantship, please contact [Assel Zhakibayeva <assel.zhakibayeva@nu.edu.kz>](mailto:assel.zhakibayeva@nu.edu.kz).

## **COURSE EVALUATION:**

### **1. What does course evaluation mean?**

2-3 weeks before the end of the semester, students have the opportunity to evaluate their courses against a vetted series of evaluation questions. All responses from students are anonymous, and, once all grades are posted, course evaluation reports will be sent to each individual Professor for the purpose of future improvements and adjustments. Your candid feedback is extremely important for academic quality enhancement and greatly appreciated.

### **2. What should I do to get approved for the course syllabuses and Professor's teaching methods?**

First, please fill the course evaluation for all your subjects even if you are okay with the course and like everything. Second, to complete and submit the survey by the date of the assigned deadline, and it's 100% sure that your answers will be kept confidential. Third, students who complete surveys are usually dissatisfied with their grades; only negative feedback is collected. Positive feedback is encouraged too, and Professors relied not only on the negative feedback. Fourth, Professors will appreciate it if you submit detailed responses for the last two questions of the survey.