

FREQUENTLY ASKED QUESTIONS

School of Sciences and Humanities

Academic and Student Affairs Office

Meet our team:

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- Specialist
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ACADEMIC AND NON-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 the manager of the Office of the Registrar ([Dilroba Omarova](#)). 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 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 from the university?

To submit a request for voluntary withdrawal please contact our Office. The managers will coordinate you with the Office of the Registrar (Akbope Kulumbetova), the instructions and application form will be provided accordingly. 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 Psychological Counseling Center. They are strictly confidential and free of charge. To make an appointment with a psychologist at a convenient time, please use the Student Portal - Consultation. Only one consultation per week is allowed.

5. Who can consult me on issues related to my bank card and stipend?

If you have questions regarding your bank card and stipend, please contact the Bursar’s Office: bursars_office@nu.edu.kz.

6. 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 Affairs 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) or send an email to studentevents@nu.edu.kz or student.affairs@nu.edu.kz.

7. Can I be accommodated at NU dormitory?

If you would like to apply for accommodation, please, send your request to studenthousing_application@nu.edu.kz. Please, be kindly informed that according to the current safety measures, only an extremely limited number of places are provided for students (no more than 200 students in total will be able to receive accommodation).

Eligibility criteria for accommodation:

- Socially Vulnerable Group: SVC students, who provided documented evidence justifying their need to return on Campus (i.e. health status or financial hardship, for students from large families - residency documents confirming the area of house/apartment, and the number of registered residents);
- International students;
- PhD students, 2 year GrM students who are involved in laboratory research (the list of students will be provided by Schools and approved by the Provost);
- Special cases justified by documented evidence (i.e. health status or financial hardship that require relocation to campus; serious family circumstances that posed a threat to safety of a student).

8. What supporting documents should I attach to my application for student housing?

Applications for the first and fifth category within the eligibility criteria list should be supported by the documented evidence. The documents may include (please, select the documents applicable to your case):

- A document, confirming the number of registered residents (электронная копия домово́й книги на EGov). You may also contact your local “KCK” to receive confirmation ;
- A document, confirming the area of your house\apartment (техпаспорт на EGov или любой другой документ, подтверждающий площадь). You may also contact your local “KCK” to receive confirmation.;
- A copy of the utilities bill with the number of residents (квитанция на оплату коммунальных услуг с указанием количества проживающих).
- Employment certificate of parent(s) with indicated income (salary). 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 (If applicable)
- Marital Status documents (If applicable)
- Rental agreement (If applicable)
- Please, also indicate the status of relatives, registered in your house\apartment. For example, there are 10 registered residents: mother, father, 4 children (please, also indicate age of all siblings), grandmother, grandfather, aunt, uncle.

Applications within third and fourth category (academic reasons) are reviewed by the Office of the Provost. DSA will submit these requests for their consideration and we will inform you about the final decision accordingly.

International students: please, inform us about your expected arrival date as soon as you are able to purchase tickets. Also, do not forget to notify the representatives from Department of International Cooperation (sandra.real@nu.edu.kz)

Application for Spring 2021 is not open yet. DSA will make an announcement to all students when the application period starts.

9. I left my personal belongings in my locker, how can I get them back?

If you would like to pick personal belongings from the storage room, please contact student_affairs@nu.edu.kz.

10. 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.

11. 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/>. Due to the distance learning, there will be no ceremony conducted in the Fall semester.

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

Our Career and Advising Center provides a list of internship opportunities to our students. Please visit their website to get more information: <https://cac.nu.edu.kz/ru/>. You can make an appointment with the CAC manager.

13. If I got 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. Working hours of the medical center: Weekdays from 08.00 to 20.00. Saturday from 9.00 to 13.00.

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

14. 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 and 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.

15. 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 a specialist (Alminiya Ussingaliyeva) if you feel the decision or penalty is not fair.

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 Unit at aa@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 second major and minor?

If you are considering adding on a minor or adding on a second major, please fill in the electronic form, send one consolidated email to all appointed persons, collect their approvals, then the School manager will proceed it to the Office of the Registrar.

- Minor declaration form - used to declare a minor of the student.
- Second Major declaration form - used to declare a second major of the student.

All these forms could be found on the website for the Office of the Registrar (<https://registrar.nu.edu.kz>). The forms must be signed by an advisor and the Vice Dean for Academic Affairs or the Dean.

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?

In general, Humanities classes are those in HST, PHL, REL, WLL, LLL, or foreign languages. Social Sciences are those in ANT, ECON, PLS, or SOC. Distribution requirements should be completed outside of your major, so as example: ECON students should choose ANT, PLS, or SOC courses to fulfil Social Science distribution requirements for example.

9. What if I decide to change the School?

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 new module on myRegistrar that provides ability to submit following forms online:

- add course
- audit course
- change of grade
- course overload
- course underload
- course withdrawal
- drop course
- extra place
- incomplete grade
- leave of absence
- priority override
- requisite override
- retake permission

- return from leave of absence
- transfer between majors
- transfer between schools

Once you submit your form with supporting documents and get approvals from responsible authorities, your request will be processed by the School managers 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 TRIPS FUNDING:

1. I heard that the School of Sciences and Humanities is funding international and local student trips. What do I need to do to process this request?

Yes, this is true. Your student request with the supporting documents should be directed to the Student Affairs Committee for consideration at least 45 calendar days before the trip starts. But due to the worldwide pandemic situation, no student trips are funded till the end of the 2020-2021 academic year.

2. Can I apply for Student Trips Funding if I am on academic probation?

To be eligible for Student Trips Funding or Work-Study Program, you must be in good academic standing, with a cumulative grade point average of 3.0 or higher. While on academic probation, with a grade point average less than a 3.00, you will not be eligible for any type of Student Trips Funding or Work-Study Program.

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. 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.

ACADEMIC MOBILITY:

1. What is the academic mobility program and what 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 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 School 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 School 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, 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.

GRADUATE ASSISTANTSHIP (GTA/GAA/GRSA):

1. Who is eligible to apply for 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 ≥ 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 GA at 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 study in 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?

GTAs 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.