



INFORMATIONAL BOOKLET

FOR PARENTS OF NAZARBAYEV
UNIVERSITY STUDENTS



Dear parents!

I sincerely congratulate you on the admission and the beginning of the new academic year of your son/daughter at one of the youngest and most dynamically developing universities in our republic.

High school has been challenging for your children. Despite the hardships of distance learning, they managed to find the middle ground that allowed them to obtain a school certificate and successfully go through all stages of the competitive selection process. Many hours of preparation, challenges related to online mode of study, along with the constant fight against the coronavirus infection have been crowned with success. Your children have come a long way to join us and become part of our large and friendly family. And during this journey they were not alone, you have always been with them. Your daily support, your encouragement in moments of despair and weakness, your strict discipline and wisdom guided your children towards the goal.

At the moment, the whole world is in an even more difficult situation than it was last year due to the coronavirus pandemic and the spread of its mutated varieties. Owing to the advanced technologies in the field of medicine, it has become possible to get protected from the disease. The best minds of the planet have developed a vaccine, and our state is doing everything possible so that every citizen can get vaccinated. Undoubtedly, this will help us get closer to the time when we can return to the normal life that we all had before the pandemic.

Thanks to this, we are planning now to gradually return some groups of our students to campus. We will do this stage by stage and with the utmost care. In the current environment, the safety of students and their health is a top priority for us. To achieve this goal, we have divided our student community into several groups. In this regard, for all new students academic instruction will remain online. In case of a positive development of events, we do hope to bring all our students back to campus.

We are grateful for your contribution to the intellectual growth of your children, which will be further developed within the walls of Nazarbayev University and will become a solid foundation for their future professional and personal achievements.

With respect and best wishes, Kadisha Nurduldinova Dairova
Vice President for Student Affairs and International Cooperation

DEAR PARENTS,

Congratulations on the admission of your son/daughter to Nazarbayev University!

We have prepared a number of presentations where we will tell you in detail about the process of online learning and remote support provided to students during this difficult time.

In this booklet you can find answers to the most frequently asked questions and find out the necessary information about the various services provided at the University

FAQ

What is Orientation Week and when does it take place?

Orientation week usually takes place at the beginning of the academic year and is characterized by various orientation events for newly arrived students and their parents.

The program of the Orientation Week of Nazarbayev University (NU) promotes quick and easy adaptation of students to a new life in NU and includes an introduction to the life of the University, the rules and features of the educational process, acquaintance with the faculty and many other interesting activities.

Can parents participate in Orientation Week?

Special informative sessions will be held for parents by various NU departments that work with students, where all information about the academic activities and student life will be provided.

Is it possible to check in dormitory during online study?

Due to the epidemiological situation, the placement of students in the dormitory is conducted in several stages. All newly admitted students will be accommodated in the dormitory after the winter break if the situation with the spread of coronavirus infection improves. Below are answers

to the most frequently asked questions about living in normal conditions during the absence of quarantine due to force majeure.

Who has the priority right to move in dormitory?

Accommodation on campus is primarily provided to vaccinated non-Nur-Sultan residents students.

Does the student have to live on NU campus?

Accommodation on campus is not mandatory. Students can live both on and off campus.

How many students can live in a dormitory?

There are 9 blocks for comfortable accommodation of more than 4,000 students on the territory of the University. During the stable situation NUFYP and 1st year undergraduate students are accommodated in four-bed rooms in blocks 11-19-20. Other students are accommodated in double rooms in 12-storey blocks 22-27.

What are the living conditions in the dormitory?

NU provides all conditions for comfortable living of students and preparation for lectures. Accommodation in NU dormitories

is provided on a paid basis. Rooms are designed for 4 people and are fully equipped with all conveniences. Each student is provided with a bed, wardrobe, nightstand, hangers, blinds, orthopedic mattress. There are kitchen facilities on each floor of the dormitory where students can cook their own meals. Each room has a shower.

On the first two floors of the dormitory there is a recreation area for students, where students can watch videos and TV programs, play music, dance and play table tennis. In addition, in the dormitory there is a medical center, pharmacy, cafeteria, mini-market, laundry, dry cleaning, and payment terminals at students' disposal.

In order to ensure safety of students, the dormitory has an ID-card access. Guest ID-cards are provided for students' guests. To get a guest ID- card, the visitor shall have an identity document with him/her. In the absence of a resident, the visitor is refused entry to the hostel. Visiting hours: business days and weekends at 8:00 am to 11:00 pm. Dormitory Rules can be found upon arrival at NU.

What is the principle of the allocation of students in dormitory?

Students are accommodated in the dormitory and assigned to rooms by the Department of Student Services. A student shall move into the room assigned at allocation.

Does NU provide accommodation for parents on campus if they arrive?

Parents of students can stay in a hotel on NU campus. Information on availability, rates and booking can be obtained by +7 (7172) 70-58-40, or by email reception21@nu.edu.kz.

What postal address should I specify to send a package to a student?

If a student lives on NU campus, then when sending a parcel, you will need to specify the following postal address: block

number, room, 53 Kabanbay Batyr Avenue, Nur-Sultan 010000, Kazakhstan; full name of the student and student identification number.

Where do students usually have meals?

Students will be offered a special meal plan, according to which they can eat in the canteen for a fixed monthly fee with a student discount. The canteen is equipped with modern kitchen equipment. Professional chefs prepare fresh dishes from natural and high-quality products every day. In addition to the student canteen, there are 6 full-fledged dining outlets on NU campus for both students and University employees. For coffee and dessert lovers, there are more than 8 eateries and a cafeteria on the campus. Students can also cook their own meals in the kitchen area and purchase food from any of the two supermarkets located on campus.

How safe is student accommodation on NU campus?

The campus territory, including dormitories, is guarded 24/7. The campus territory, including dormitories, is guarded 24/7. Admission to the territory of the University campus is by permit only. To ensure law and order, there is video surveillance in each block of the University. There is a





fire safety system. In order to ensure the safety of people in case of emergencies in educational buildings, dormitories, sports and other facilities, the responsible services of the University regularly conduct briefings and trainings for staff and students of the University. In general, the University has significant resources for the prevention of crimes and violations on campus, but this does not exclude the need to be attentive and take measures to ensure personal safety both on and off campus, and promptly report to the Security Service of the University about the detected violations.

Who can a student contact if he/she has a conflict with his/her roommate?

In case of conflicts with neighbors and problems with living in a dormitory, the student should contact the Department of Student Services.

Where can a student apply in case of various life situations and issues of his/her health, life and well-being safety?

Ombudsmen, employees of the Student Rights and Interests Protection Unit of the Department of Student Services, provide students with protection of their rights, interests and full support in full confidentiality, as well as coordinate issues of student behavior during extracurricular hours. The Unit performs the following functions:

- support of students and assistance in academic life;
- support of students in social life and protection of law and order;
- observance and compliance of students' activities with the Code of Conduct and Dormitory Rules.

What should a student do to get medical care on campus?

In order to organize medical care and provide PHC within GVFCM on campus, a student shall register at the Medical Center on University Health Center (UHC) campus upon arrival at the campus via egov.kz, the e-government portal. If the student has not reached the age of majority, then the registration is carried out by a parent or guardian. UHC provides the following medical care:

- Primary health care (PHC) for students and employees of NU with their family members registered at UHC;
- Medical care provided under the terms of voluntary health insurance (VHI) programs);
- Medical care on a paid basis: medical consultations, diagnostic and therapeutic procedures, medical examinations and massage.

To provide medical care, all required documents shall be submitted to Health and Safety Department before the beginning of the course: 086-u form (with fluorography),

063 form (vaccination chart), certificates from narcological and neuropsychiatric dispensaries. When new students are admitted, information sessions and mailings are carried out, which indicate the terms and details of medical care.

If a student got sick, where should he/she go first?

If the student lives on campus, there is University Health Center on the territory of the University, providing outpatient services, including PHC and services under health insurance programs. For information about medical care, you can contact the Health Center on campus in block 24-25 or call +7 (7172) 69-26-16. Working hours of the Health Center: Weekdays 08.00 am to 8.00 pm Saturday 9.00 am to 01.00 pm.

Regardless of the student's place of residence, you can apply for medical care by calling the Call-center of the insurance company, whose phone number is indicated on the medical plastic card and/or mailing list sent to insured students.

After 08:00 pm on weekends and on holidays, you can get medical help at the first-aid post in block 11, which is open on weekdays 08.00 pm to

8.00 am, as well as on schedule on holidays and weekends. In case of emergency medical care, you can call the ambulance by 103

Is there a psychologist at the University? In what cases and with what problems can you consult him/her?

The University has psychologists in Health and Wellness Centre, whose functions include providing professional counseling and psychotherapy to students. University students have the opportunity to get a free and confidential consultation with a psychologist and, if necessary, undergo a course of psychotherapy.

Students can consult a psychologist on any problems that are relevant to them. For example:

- Stress before exams, self-doubt;
- Emotional instability (fears, phobias, anxiety, depression, aggression);
- Crisis situations (divorce of parents, loss of relatives, serious illness, etc.);
- Interpersonal conflicts;
- Sleep disorders and much more.

The University regularly conducts trainings and seminars where students can gain knowledge in psychology and learn to apply the principles of goal setting, time management, self-regulation and many other skills that improve the quality of life.

If you are concerned about your student or have any questions, you can consult with specialists, having previously made an appointment with them by phone or email.

What is Nazarbayev University Foundation Year Program?

Nazarbayev University Foundation Year Program (NUFYP) is an intensive one - year preparatory course for further undergraduate studies in Schools of autonomous educational organization «Nazarbayev University».

As part of the curriculum, students improve their Academic English skills, develop their knowledge of Mathematics, and improve their knowledge of personal growth with a focus on social development and interpersonal skills. The courses aim



to strengthen students' self-study and critical thinking skills, help students adapt to university life on personal, social and academic levels.

The duration of NUFYP course is 1 academic year (2 semesters). The course consists of 3 main subjects: English for Academic Purposes, Mathematics and Leadership. Disciplines are compulsory for everyone and are studied for 2 semesters.

In February 2020, NUFYP EAP program was evaluated by international organization - British Association of Lecturers in English for Academic Purposes (BALEAP).

BALEAP has confirmed full accreditation of English for Academic Purposes course, conducted as part of Nazarbayev University Foundation Year Program. This accreditation enhances the Program's reputation internationally and confirms the vision and support that NU provides to the Center for Preparatory Studies. Over 100 universities are members of BALEAP, among which we are the thirtieth to receive accreditation.

At the end of the program, students are issued a certificate of completion of NUFYP. For further education in the Schools of autonomous educational organization «Nazarbayev University», the student shall meet the minimum progression criteria set by each of the Schools.

What is Credit System of Education?

The University uses ECTS credits (European Credit Transfer and Accumulation System) to measure the volume of educational program elements (courses/disciplines/modules). The credit reflects how much time the average student should spend to master the program and obtain the appropriate competencies and learning outcomes.

A student can be registered for disciplines with a total of at least 24 ECTS credits and no more than 36 ECTS credits, which is 4-6 disciplines per semester. A student shall complete at least 240 ECTS credits over four years of study.

One ECTS credit is equal to 25-30 academic hours. The concept of «academic hours» includes lectures, practicals, seminars, training, independent work of the student (reading literature, drafting paperworks, projects, preparing for exams).

What is the duration of the undergraduate program at NU?

How many credit hours does one need to complete undergraduate program?

The Schools of the University work according to an academic calendar that includes three academic periods - autumn and spring semesters and summer semester, if available. Summer semester may be available on terms determined by each School, and is not mandatory. Orientation week, which aims to help students adapt to the requirements of the program, takes place at the beginning of the autumn semester. The duration of autumn and spring semesters is 14 weeks of lectures, 1 week of vacations, and a period of semester exams. In order to receive Bachelor's degree, students shall earn a certain





number of credits in accordance with the requirements of each School (at least 240 ECTS credits). Requirements are usually a list of mandatory and elective (optional) subjects to be studied, and a minimum number of credits to be gained. The student is provided with a Handbook with the requirements for their specialty, valid at the time of enrollment.

What attention is paid to the study of Kazakh and the History of Kazakhstan?

Mastering the Kazakh language and the History of Kazakhstan ensures that students acquire knowledge, skills and abilities in accordance with the state educational standard of higher professional education of the Republic of Kazakhstan. Nazarbayev University has developed a large-scale program for the study of disciplines aimed at the formation of a common culture of students, their mental and moral, social, personal and intellectual development. The program combines the best Kazakh and Western teaching methods. During the study of disciplines, students learn about the main stages of the formation of the Kazakh state, the main laws of historical development, the place and role of Kazakhstan in the history of mankind and in the modern world. Academic subjects are a mandatory component of the curriculum. The total value of disciplines is 18 ECTS credits (12 - in Kazakh language and 6 - in

the History of Kazakhstan). The duration of studying disciplines is two semesters. Form of control: intermediate and final exams.

What is Grade Point Average (GPA)?

This is a system for evaluating student academic achievement used by many colleges and universities in the United States and sometimes in Europe, in which letter grades assigned after the end of the evaluation period are converted into a numeric indicator. At the University, GPA is calculated on a 4-point scale. A student's GPA is the ratio of the sum of the products of credits for the digital equivalent of points received in each discipline to the total number of credits for the current period of study.

Who can a student contact if he/she has any questions about academic activities (subjects registration, specialty determination, etc.)?

Academic Advising Office (AAO) helps first-year undergraduate students solve academic problems that students face during their studies. Academic Advisors of the Academic Advising Office (AAO) assist students in choosing disciplines and defining a specialty, resolving issues regarding the schedule and registration for disciplines, as well as in planning an educational route based on the student's life and professional plans.



Can parents get access to student's grades?

Nazarbayev University, and Academic Advising Unit, ensure the confidentiality of students' personal information, including current, semester and/or final grades. This information may be disclosed to parents/guardians only with the permission or presence of the student.

Are NU students paid to travel home and back during vacations?

Undergraduate and Master students receive trip compensation in the amount of 4 MCIs twice a year, during the winter and summer holidays (graduating - once a year). NUFYP students receive trip compensation in the amount of 4 MCIs once a year, during the winter holidays.

What is the financial value of Nazarbayev University stipend for NU students?

In accordance with the current legislation of the Republic of Kazakhstan, the amount of Nazarbayev University stipend (hereinafter – the Stipend) for NUFYP students is 22,258 tenge. This stipend is assigned to attendees for the entire period of study and is paid monthly to special bank cards that are issued at the beginning of the academic year.

The Stipend for undergraduate students

is 26,186 tenge, and the increased one is 30,114 tenge.

Master students' Stipend is 125,000 tenge. In the first semester the Stipend is granted unconditionally and paid monthly to undergraduate and Master students. In the following semesters the Stipend is awarded to undergraduate and Master students based on the results of the examination session in accordance with the internal Regulation of stipend provision. At the same time, it should be noted that one of the important criteria is that students achieve a certain GPA value depending on their education program.

What is an academic performance?

At the end of each semester, a weighted average grade (GPA) is calculated and the student's academic performance is determined:

- Satisfactory academic performance. A student with total and semester GPA equal to or greater than 2.00 (max. 4.00) has a satisfactory academic performance.
- Academic warning. A student receives an academic warning if there is a risk of being assigned an academic probation period at the end of the semester after intramural reports.
- Academic probation period. A student who does not achieve satisfactory academic performance based on total and/or semester GPA (less than 2.0) is assigned an

academic probation period.

What is a conditional status?

When transferring from NUFYP to undergraduate program, a student can be assigned a conditional status. To remove this status, a student shall have GPA equal to or greater than 2.00 by the end of the first semester.

What is plagiarism?

Student plagiarism is understood as a violation by a student of the academic norms and rules adopted in NU, related to the use of someone else's text in paperwork, published on paper or electronic media, without a detailed reference to the source. With the advent of the Internet, plagiarism has become a serious problem. Sometimes students copy entire paragraphs and pages from the Internet without specifying the source and passing off someone else's work as their own. Such a violation is a serious academic misdemeanor, which leads to sanctions, up to the student withdrawal from the University.

For what reasons can a student be expelled from NU?

The grounds for student withdrawal from the University are as follows:

- 1) violation of payment terms for education by students studying on a paid basis;
- 2) intentionally providing false documents or information during enrollment;
- 3) non-attendance of a certain number of lectures without valid reasons;
- 4) non-compliance with the minimum level of GPA and/or CGPA;
- 5) failure to meet the requirements to continue the program;
- 6) on the grounds specified in the Student Code of Conduct and Disciplinary Procedures of the University;
- 7) violation of internal rules and/or any other internal documents of the University governing admission to the University and the organization of the educational process at the University, including the Student Handbook;
- 8) no registration for the minimum number of credits;
- 9) no registration for any subject at the end of the first week of education;
- 10) an absenteeism from the leave of absence without a good reason;
- 11) failure to meet the terms for continuing education with conditional enrollment;
- 12) other reasons provided by the legislation of the Republic of Kazakhstan and internal documents of the University.

For what reasons can a student be evicted from NU dormitory?

The grounds for evicting a student from the University dormitory are as follows:

- in case of revealing the fact of providing by the Student inaccurate, fake or false information/documents, which were the basis for the provision of a dormitory;
- if a Student is absent from the Dormitory for 5 (five) consecutive calendar days without prior notice of the University and Entity, except for absence due to illness with the provision of a certificate and/or force majeure, intermediate holidays, term-end holidays or other periods with no lectures;
- violate the sanitary and epidemiological rules and regulations provided in the



Consent Form, signed upon arrival;

- in case of non-fulfillment or improper fulfillment of the Student's obligations under the Contract, which resulted in the termination of the Contract on the initiative of the Entity, including the following items:

A) failure to comply with sanitary and epidemiological requirements, as well as Fire Safety requirements and refusal to sign the relevant Memos in the form determined by the entity

B) not ensuring proper operation of technical means, electrical household equipment in the Dormitory

C) provide place and/or room in the Dormitory to third parties, including other students

D) give ID-card and/or keys to the Dormitory room to other persons

E) to move without permission, and also to transfer and/or take out the property transferred under the Act of acceptance and transfer from one room in the Dormitory to another

F) bring, store and/or use alcoholic or alcohol-containing beverages, distribute, store and/or use toxic or narcotic substances, be in a state of alcoholic, narcotic or toxic intoxication and perform other actions for which the current legislation provides for liability

G) smoke tobacco and other products, regardless of the smoking device (cigarettes, pipes, hookah) in the dormitory and on its territory.

How does NU promote employment of graduates?

Career and Advising Centre (hereinafter the Center) has been operating at Nazarbayev University since 2012.

The Center provides career services for the professional development of students, preparing them for the professional environment, is engaged in professional development and preparing students for the start of work, assists in the employment of graduates through the organization of

work placement, holding various events with the participation of employers, excursions to enterprises, etc. For effective job search and registration for various career events, students can use the online career platform CAC CareerNet. Students and graduates who have registered on the platform get access to profiles of large companies and current vacancies.

Employers post open vacancies on the platform and review CVs of registered students and graduates for further employment. The Center also hosts individual career counseling sessions, during which students can ask questions about career planning, CV writing, interviewing, and other issues related to building a successful career.

What does NU do to attract potential employers?

Companies are as interested in professional and responsible employees as students are in employers that provide opportunities for professional growth and career development of employees. The Center works closely with both Kazakhstan and international organizations to ensure that graduates can find interesting jobs with growth prospects, and companies can get the necessary specialists with certain professional and personal characteristics. Within cooperation, various events are held with the participation of employers, such as educational seminars, simulation interviews, company presentations, etc. NU graduates work in various industries, such as education and science, manufacturing, the public sector, finance, information technology, healthcare, energy, construction, etc., and the list of employer companies is expanding every year. Many graduates have successfully launched startups and their own business projects.

How is student practice organized in NU?

Professional practice, for the most part, is conducted in the summer. The



practice announcement is placed on CAC CareerNet, after which the student submits an application and all the necessary documents and passes a competitive admissions. competitive admissions may include tests and/or an interview. Details of the practice are discussed on an individual basis after selection. The practice can be either paid or unpaid, depending on the company's terms. During the practice with credit assignment, the Schools monitor student progress through interim and final reports and receive feedback from mentors and students. At the end of the practice, students and their mentors undergo special surveys, which allows assessing the quality of the practice organization and student competence.

What are the advantages of professional practice during the academic period?

This allows students to acquire practical skills in their chosen profession, immerse themselves in the atmosphere of the work team, communicate with specialists and establish professional relationships with potential employers. NU students have the opportunity to have practice both in companies in Kazakhstan and abroad.

Is it possible, as a student of NU, to take part in short-term study programs abroad (1 week to 1 academic year)?

Yes. High level of English proficiency and

availability of foreign partners allow NU students to successfully participate in academic and cultural programs abroad, which include exchange programs (Erasmus+, partner universities, strategic partners), summer semester abroad, summer cultural programs on campus and abroad.

Who can participate in Study Abroad and Exchange Programs?

The University has the following requirements for program participants:

- High academic performance (GPA);
- No "Conditional" (On probation) or "Probation" (Probation period) status;
- The candidate shall be 18 years of age or older;
- Undergraduate student shall complete at least one academic year at NU, and Master students shall complete at least one semester at NU (for two-year graduate programs);
- And other requirements imposed by the School or host party.

What is Student Government?

NU Student Government is the supreme body of student self-governance and initiative and joint activities of students aimed at solving issues related to academic and extracurricular activities. The Student Government represents students in University administration and any other

organizations, as well as implements socially significant initiatives of students, promotes educational work, recreation, sports and leisure in the student body. Student government is guided by the principles of law, transparency, openness, self- management and self-determination. The Student Government is headed by the President, who is elected by NU students voting for 1 academic year. The President, in turn, forms the Cabinet of Ministers, whose members oversee the main activities of the Student Government.

How do NU students spend their leisure time?

NU creates all conditions for organizing leisure activities for students. There is a Sports Complex and Athletic Center on the campus where NU students can engage in game sports such as minifootball, basketball, volleyball, swimming, rock climbing, etc. The University also has more than 180 student organizations and clubs covering various fields of intellectual development, research,

creativity, entertainment, culture, art and sports. Joining student organizations has such advantages as: making new friends, developing skills and abilities, discovering talent and deepening knowledge, being able to work in a team, and identifying and achieving goals.

Student life online?

2020 is the year of global change caused by the coronavirus pandemic. This situation has not bypassed the student life. Despite the fact that access to the campus for students will be restricted during the quarantine period, Nazarbayev University will continue to support student organizations/clubs and their events online. This information is provided to each student for review on the student portal. In addition, students who are actively involved in student life will be given access to various trainings and seminars that will help them develop additional life skills for use in everyday life.



USEFUL RECOMMENDATIONS FOR PARENTS DURING DISTANCE LEARNING

1. First of all, it is important to stay calm, since the transition to distance learning can be stressful for both parents and the student.
2. In this situation, it is important to establish a dialogue with the student, respectful and friendly communication.
3. The usual routine and rhythm of the day should be kept and maintained (sleep and wake time, start time of lessons, their duration, breaks, etc.). Abrupt changes in the daily routine can cause significant rearrangement in the student's adaptive capabilities and lead to excessive stress and strain.
4. The organization of the workplace is very important. Everything they need should be in the reach of their hands. Also, the student should be able to work with concentration, without being distracted by external stimuli. Therefore, it is important to restrict the access of households and pets to the student's workplace.
5. Solve technical issues. Choose a familiar and convenient device. Check if the Internet is working. Make sure they have everything they need to learn online.
6. It is extremely important for students to keep in touch with their mates and Teaching Fellows in order to feel part of the community and quickly adapt to new conditions.
7. At the end of each day ask the student how his/her day was, about the successes and failures. Work together to find solutions to disputes. If necessary, be generous with the words of support and hugs.
8. Remember, now your son/daughter has become a student and this is a new role for both you and him/her. But at home, the roles of son/daughter and student may mix. It is desirable to distribute household duties taking into account the time required for training.
9. Your son/daughter will change, develop, and grow as a person in the coming years, and this is a normal process of human development at this stage of life. Be patient and support your child on his/her new path.
10. If you notice that the student has difficulties (he/she feels anxious, difficult, scared) and you understand that you can not cope on your own, do not stay alone with your problem! You can always rely on the help of University staff (advisors, psychologists, employees of the Department of Student Services, etc.)



CONTACTS OF MAIN NU SERVICES THAT WORK DIRECTLY WITH STUDENTS

DEPARTMENT OF STUDENT SERVICES

The Department of Student Services (DSS) is an advanced structural division focused on enhancement and development of strategic policies related to student living. DSS assists the activities of the Student Government and organizations, including the management of daily student affairs, in close cooperation with the University administration and NU Schools. DSS employees work closely with faculty and students of NU in the organization and various extracurricular intellectual and creative programs aimed at the comprehensive development of the individual.

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OFFICE OF THE REGISTRAR

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Office of the Registrar is the academic department responsible for student database, as well as organizing and monitoring the educational process. Office of the Registrar provides appropriate and timely services for students, faculty, staff, and community of the University.

The main tasks of the Office are:

1. Ensuring and monitoring the educational process in accordance with the internal documents of the University;
2. Maintaining and updating the electronic database of all students;
3. Maintaining, updating and storing the archive of students' personal files;
4. Providing session schedule and registration;
5. Preparation and organization of graduation ceremony;
6. Providing data and statistics.

CAREER AND ADVISING CENTRE

Website: <https://cac.nu.edu.kz>

Main functions of the Center:

- Development and implementation of the Students Professional Development Program (educational seminars, trainings and master classes, guest lectures, excursions) in the framework of the educational process at the University;
- Advising University students on issues related to the choice and subsequent career development and behavior in the labor market;
- Advising University students on further postgraduate studies abroad;
- Organization of professional practice and internships for students and graduates of the University;
- Creating a database of current vacancies, including temporary, permanent jobs and internships for graduates;
- Creating a database of potential employers and candidates, including foreign ones;
- Ensuring interaction between students,

graduates and employers on the Center's website and career platform (CAC CareerNet);

- Coordinating the interaction of the University Alumni Association and Departments, and Schools of the University;
- Assistance to the University Alumni Association in implementing programs for the development of the Association at the national and international levels;
- Advising employers on recruitment programs for young specialists, organization of career events for University students and graduates, and participation of companies in the educational process.

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BURSAR'S OFFICE

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The main task of Bursar's Office is to monitor and control financial transactions between the University and students, including payment of scholarships, trip compensation, student travel expenses, as well as tuition fees and other services.

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ACADEMIC ADVISING OFFICE (AAO)

Website: <http://www.nuaau.cf/>

Email: aao@nu.edu.kz

Academic Advising Office (AAO) provides academic advising and support to First-Year students to ensure their successful academic progress.

CENTER FOR PREPARATORY STUDIES (CPS)

Provides intensive one-year pre-university training of students for further study on undergraduate program in Schools of autonomous educational organization «Nazarbayev University».

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SCHOOL OF SCIENCES AND HUMANITIES (SSH)

Website: <http://shss.nu.edu.kz>

School of Sciences and Humanities (SSH) is the main educational and scientific structural division of the autonomous educational organization «Nazarbayev University». SSH reports to the Provost for Academic Affairs and is a graduate and carries out educational, scientific, methodological and organizational activities for undergraduate and graduate programs. SSH conducts educational work

with students, conducts fundamental and applied research in the field of the studied subject disciplines. SSH structure consists of Academic staff and Educational support staff. SSH staff schedule is approved by the Provost for Academic Affairs.

Activities of SSH Office of Academic and Student Affairs:

- Admission, selection and enrollment of students for undergraduate and graduate programs;
- Academic advising and student registration for academic disciplines;
- Assessment of academic disciplines via Qualtrics, the electronic system;
- Formation, adjustment and monitoring of the School's budget development for student events;
- Monitoring user activity, tracking and timely response to lead messages, sending information resources to leads, providing analytical reports on leads in CRM system (Bitrix);
- Managing student disciplinary violations;
- Participating in recruitment campaign to attract potential students;
- Questions related to student practical training with credit hours assignment;
- Maintaining and updating the database of students on absence due to illness and family circumstances;
- Receiving, processing and maintaining various student forms, checking forms for correctness;
- Organizing and conducting Dean's list (Semester GPA 3.75 and above);
- Assistance to the faculty in organization and conduct of examination for students of the School;
- Preparation, signing, registration and issuance of student enrolment contracts;
- Development, organization and conduct of Orientation Week;
- Managing and coordinating issues related to program implementation of the Summer School of Russian language and Eurasian studies;
- Managing registration of student trips;

- Academic mobility and student exchange programs.

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**SCHOOL OF ENGINEERING AND
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UNIVERSITY HEALTH CENTER

The main task of University Health Center (UHC) is to provide students, employees of Nazarbayev University and their family

members with outpatient care that meets the requirements of best medical practice and international standards of quality and safety of medical care. UHC is RDC structural division of University Medical Center CF.

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UNIVERSITY HEALTHCARE DEPARTMENT

Primary tasks of the Division are as follows: provision and development of public health, healthcare, medical assistance and health insurance services and arrangements in the University; organization of activities on occupational health and health insurance services in the University, including complex measures with the participation of divisions and organizations of the University.
Email: uhc@nu.edu.kz, health@nu.edu.kz

DEPARTMENT OF ENVIRONMENTAL SAFETY AND LABOR PROTECTION

Primary tasks of the Division are as follows: carrying out organizational and technical arrangements for environmental safety and labor protection; implementing measures on knowledge improvement and special training on environmental safety and labor protection issues in the University.
Email: hse@nu.edu.kz, induction@nu.edu.kz

HEALTH AND WELLNESS CENTER

There is a Health and Wellness Centre (HWC) at Nazarbayev University.

HWC provides a number of services for all NU Community - individual and group counseling; workshops, and webinars on various topics more information on the Student portal - Counseling

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