



NAZARBAYEV
UNIVERSITY

Student Handbook

ACADEMIC YEAR 2024 - 2025



nu.edu.kz



NAZARBAYEV
UNIVERSITY



This planner belongs to:

Name:

Phone:

Email:

School:

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Vision

To give Kazakhstan and the world the scientists, academics, managers, and entrepreneurs needed to prosper and develop.



Mission

To be a model for higher education reform and modern research; to contribute to the establishment of Astana as an international knowledge, innovation, and medical hub; and to prepare students for a world of increased volatility, uncertainty, complexity, and ambiguity.



Strategic goals

1. Higher Education Reform Leadership

To ensure that the lessons of NU's experience are transferred and understood by other universities, schools, and research centers.

2. Academic excellence

To achieve NU's mission by developing and maintaining academic excellence.

3. Research excellence

To develop a program of world-class research by partnering with the world's best researchers and research institutions.

4. A model for creating healthcare services

To establish a healthcare system that will provide a model for healthcare services throughout Kazakhstan.

5. Innovation and translating research into production

To become Kazakhstan's main driver of innovation, leading the way for Astana to become a regional hub of innovation.

GRADUATE ATTRIBUTES

- Possess an in-depth and sophisticated understanding of their domain of study.
- Be intellectually agile, curious, creative and open-minded.
- Be thoughtful decision makers who know how to involve others.
- Be entrepreneurial, self-propelling and able to create new opportunities.
- Be fluent and nuanced communicators across languages and cultures.
- Be cultured and tolerant citizens of the world.
- Demonstrate high personal integrity.
- Be prepared to take a leading role in the development of their country.



Class of 2023



Class of 2023

Tolyq Adam

System of holistic development

Concept of educational work and the formation of Kazakhstan patriotism «TOLYQ ADAM»

The maturity of a person, in Abai's opinion, is determined by three main qualities: mind, heart, and will. The pillars of society and people must be individuals who have fully mastered these qualities.



Goal of the Concept: To offer a clear system of values for Nazarbayev University students as support on their way to self-determination and self-development.



The concept of educational work defines the unique education system of NU, developed by the practice of 14 years of development, which is built on universal human values in the context of the national spiritual and moral heritage and defines an integrated approach to the education of youth, patriots of their country.

Kind heart

- humanity
- human dignity
- service to the nation and humanity
- cultural diversity
- modesty

Bright mind

- respect
- justice
- global thinking, evolutionary and open mindset, creativity
- intellectual curiosity, cult of knowledge, broad outlook
- honesty, pragmatism
- self-awareness

Conscious energy

- personal and social responsibility;
- freedom, tolerance
- leadership
- commitment to a healthy lifestyle
- professionalism and diligence

USEFUL CONTACTS

Block Managers:

Blocks 11-19 (D1-D3): Amina Amangeldinova
☎ (8 7172 70-5834)
📍 Block 11 (D1), office 11104

Block 20 (D4): Nailiya Bulekpayeva
☎ (8 7172 70-6410)
📍 Block 20 (D4), office 20.101

Block 22 (D5): Gulmira Yerkeblankyzy
☎ (8 7172 69-4908)
📍 Block 23 (D6), office 120

Block 23 (D6): Zhanna Kopeyeva
☎ (8 7172 70-6651)
📍 Block 23 (D6), office 060

Block 24 (D7): Irina Temchenko
☎ (8 7172 69-2655)
📍 Block 25 (D8), office K003

Block 25 (D8): Sandugash Turlybayeva
☎ (8 7172 70-6571)
📍 Block 25 (D8), office K003

Block 26 (D9): Salidat Baidauletova
☎ (8 7172 70-6461)
📍 Block 27 (D10), office 160

Block 27 (D10): Aigerim Toktamyssova
☎ (8 7172 70-6409)
📍 Block 27 (D10), office 160

Block Receptions:

☎ Blocks 11-19-20 (D1-D3-D4): 8 (7172) 70-62-87
☎ Blocks 22-23 (D5-D6): 8 (7172) 70-58-38
☎ Blocks 24-25 (D7-D8): 8 (7172) 70-57-19
☎ Blocks 26-27 (D9-D10): 8 (7172) 70-66-98

University Service Management (USM)

☎ 8(7172) 70-62-62
✉ servicedesk@nu.edu.kz (for room related issues)

IT Helpdesk

☎ 8(7172) 70-62-00
✉ helpdesk@nu.edu.kz (for issues related to class scheduling, gym passes, payments, etc)

! EMERGENCY HELP !

🔥 **Hotline 112**

🚒 **Fire Department**
☎ 101

🚓 **Police**
☎ 102

🚑 **Ambulance**
☎ 103

🚒 **Helpline for children and youth**
☎ 150

USEFUL CONTACTS

NAZARBAYEV UNIVERSITY | Department of Student Services (DSS)

Unit	Email	Office
Leadership & Involvement	studentevents@nu.edu.kz	24.035
Student Housing	student_housing@nu.edu.kz	24.050
Advocacy & Conduct	student_support@nu.edu.kz	24.037 & 24.049
Socially Vulnerable Category (SVC)	svc_students@nu.edu.kz	24.037
Military	military_register@nu.edu.kz	24.035
Financial Support	sef@nu.edu.kz	24.035
Administration	dss@nu.edu.kz	24.048

Psychological Counseling

☎ 8 775 75 938 44
 ✉ nu_counseling@nu.edu.kz
 Telegram: @HWC_Duty_consultant

Bursar's Office

☎ 8(7172) 70-66-20
 ✉ bursars_office@nu.edu.kz

Academic Advising Office

✉ aao@nu.edu.kz
 🌐 aao.nu.edu.kz

Career Advising Center

☎ 8(7172) 70-60-68
 ✉ cac@nu.edu.kz

Residential life

Application

The application for residing in the dormitory is accepted on the basis of filling out a **Google Form**, which is sent out by the Student Housing Unit via email.

Application periods usually occur **before each semester** (approximately in June and December), and applications from Astana residents are accepted after all nonresident students have settled in.

For additional information and announcements you can subscribe to the **Student Housing telegram channel**.

! *Note that there are certain application periods announced by student_housing@nu.edu.kz.*

Relocation

Relocation occurs once a year. But for an urgent relocation request, please, reach the Student Housing Unit via student_housing@nu.edu.kz.

Please note that filling out the form does not ensure approval for relocation; it will undergo further evaluation by Student Housing Unit.



Make a payment

You can pay the **Dormitory Fee** on your profile on the **Student Portal** by following the instructions:

1. Log in my.nu.edu.kz
2. Click on "My account" in the right corner
3. Click on "Make payment"
4. Choose "Dormitory fee"
5. Pay for the specified period of time
6. After successful payment, you should receive an electronic receipt in your email



NU Student Housing

3 232 subscribers

This channel is for quick announcements, responses and so on.

JOIN CHANNEL

OPEN IN WEB

Residential life

DO'S

Do keep your key and ID card secure

Do relocate during the designated periods

Do smoke in designated smoking areas

Do register guests properly and receive permission from the security office

DON'TS

Don't give your key and ID card to others

Don't relocate from one room to another

Don't smoke indoors or in non-smoking areas

Don't let outsiders enter the dormitory without permission

Health and Safety Regulations

Lock the door to your room, even if you are in the room.

Avoid walking or running alone at night.

Avoid using distracting technology such as smart phones, MP3 players, or anything else that will decrease the awareness of your surroundings.

Do not display valuables (cash) openly.

Be cautious around ATM machines.

It is highly prohibited to keep animals (cats, dogs, fish, birds, etc.) in the dormitory.

Keep your rooms clean and maintain facilities.

**Report any unusual or suspicious activity you witness. If you witness a crime, be prepared to provide a full description.*

Dormitory facilities

Study



Study Rooms

Location: 22.124, 23.101, 26.124
Working hours: 24/7

Multifunctional Room

Location: Block D1
Working hours: 24/7



Services

Laundry

Location: 23.079
Working hours:
Mon-Fri 8.00 am - 7.00 pm



The "Bubbles" Laundromat

Location: Block D1-D2, D6, D10
Working hours: 24/7

Ironing Rooms

Location: Block 11 (3rd floor, next to the kitchen), 22.228a, 23.228a, 24.1228a, 25.528a, 26.228a, 27.1028a
Working hours: 24/7

Repair Tailor Shop

Location: 22.038
Contacts: +7 (775) 838-95-87,
Working hours:
Mon-Sat 10.00 am - 8.00 pm



Shoe Repair & Locksmith

Location: Block D6
Contacts: +7 (705) 584-29-07
Working hours:
Tue-Sun 11:00 am - 8:00 pm

"Qazrem" Electronics Repair

Location: Block D6-D7
Contacts: +7 (776) 999-33-66
Working hours:
Mon-Fri 1.30 pm - 6.30 pm



Health

Health and Wellbeing Center

Location: 26.108, 20.104, 11.101, 11.102, 11.103, 11.105, 19.104
Working hours: 8.30 am - 5.30 pm
Lunchtime: 12.30 pm - 1.30 pm

University Health Center

Location: Block D7
Working hours:
Mon-Fri 8.30 am - 5.30 pm



UHC & doctor on duty

Location: Block D1, Room 201
Working hours:
Mon-Fri 8.00 pm - 8.00 am
Weekends and public holidays:
24/7

Pharmacy

Location: 24.046
Contacts: +7 (701) 532-05-12
Working hours:
Mon-Sat 8.00 am - 8.00 pm,
Sun 9.00 am - 6.00 pm

"Vita Pharm" Pharmacy

Location: 22.115
Contacts: +7 (701) 100-22-48
Working hours:
Mon-Sun 9.00 am - 6.00 pm



Dormitory facilities

Shops

“Magnum” Grocery Store

Location: Block D5, 1st floor
Working hours:
Mon-Sun 9.00 am - 11.00 pm



“Ailin” Grocery Store

Location: Block D10, 1st floor
Contacts: +7 (707) 713-86-44
Working hours:
Mon-Sun 9.00 am - 11.00 pm

“Vesna” Grocery Store

Location: Block A3-A4, 1st floor
Working hours:
Mon-Sun 9.00 am - 10.00 pm

“Atameken” Grocery Store

Location: Block D1, 1st floor
Working hours:
Mon-Sun 8.00 am - 11.00 pm

Fruit & Vegetables shop

Location: Block (D9), 1st floor
Working hours:
Mon-Sun 9.00 am - 10.00 pm

“A4” Stationary Shop

Location: 24.051, 1st floor
Working hours:
Mon-Fri 10.00 am - 6.00 pm
Sun 11.00 am - 5.00 pm

NU Brand Shop

Location: Kabanbay batyr 53,
Main entrance 1.110
Working hours:
Mon-Fri, 8.30 am - 5.30 pm
Lunchtime: 12.30 pm - 13.30 pm

Cafes

“Health Project” Canteen

Location: Block D1, 1st floor
Working hours: 24/7

“Freeflow” Canteen

Location: Block D5, 1st floor
Working hours:
Mon-Sun 8.00 am - 10.00 pm

“Corner Meal” Canteen

Location: Block D9-D10, 1st floor
Working hours:
Mon-Sun 9.00 am - 9.00 pm



“Barista” Coffee Shop

Location: Block D5, 1st floor
Working hours: 9 am - 11 pm

“Central Coffee” Coffee Shop

Location: Block D5, 1st floor
Working hours: 24/7

Sandwich spot

Location: Block D7, 1st floor
Working hours: 10 am-3 am

“QluQva” Store

Location: Block D3, 1st floor
Working hours:
Mon-Sun 12.00 pm - 12.00 am



Dormitory facilities

Sport

Athletic Center

Location: near the dormitory
Working hours:
Mon-Fri: 7.00 am - 10.00 pm
Sat-Sun: 9.00 am - 10.00 pm

Sport Center

Location: near the dormitory
Working hours:
Mon-Fri: 7.00 am - 9.45 pm
Sat-Sun: 9.00 am - 9.45 pm

Yoga/Dance rooms

Location: D6, D8, D10
Athletic center, 3rd floor
Working hours: by request



Beauty Salon

"La Brilliance" beauty salon

Location: Block A1
Contacts: +7 (778) 010-13-84,
+7 (7172) 69-27-12
Working hours:
Mon-Sun 10.00 am - 6.00 pm

"Mone" beauty salon

Location: Block D5
Contacts: +7 (705) 666-35-46
Working hours:
Mon-Sun 11.00 am - 8.00 pm



Entertainment & Hobby

Piano room

Working hours:
Mon-Sun 8 am - 11 pm
with prior registration
Location: 22.124

K-006 - musical room

Working hours:
with prior registration
Location: D9, K-006

Cinema room

Working hours: by booking
Location: D8



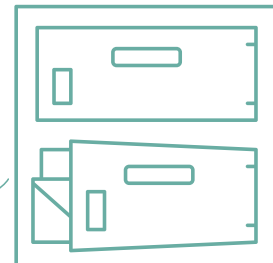
Delivery

Kaspi Postomat

Location: Blocks A3, D5

Tastamat

Location: Blocks D5, D6



Payment & ATM

Payment Terminals

Location: D5, A3



Policies & procedures

Non-academic misconduct



Non-academic policies and procedures are to be construed in conjunction with the Charter of NU and other internal regulations, including the NU Student Code of Conduct and the Dormitory Rules.

The following **misconducts** will lead to **strict disciplinary actions and sanctions**:

1. **Harassment, sexual harassment, discrimination, bullying** and other violations on and off campus.
2. **Sharing the keys and passcode** to access the room with other Students is prohibited.
3. Carrying out **commercial or entrepreneurial activities** using the premises of the Dormitory.
4. **Relocation without permission** and overnight stay in another Student's room.
5. **GAMBLING** is prohibited on campus.
6. Violation of the **sanitary and epidemiological requirements** in the Dormitory.

Reporting a violation

You may report a behavior, violation and/or misconduct you deem as inappropriate and prohibited according to the Dormitory Rules and Student Code of Conduct [here](#).



Policies & procedures

Avoiding eviction from the dormitories

It's important to be aware of Dormitory Rules if you are living in the dormitories. The violations that are subject to **immediate eviction** are the following:



1. Providing **access to the campus** for the non-authorized person by using someone's ID card.
2. Possession, distribution and/or consumption of **toxic, narcotic, and alcoholic beverages** on campus territory.
3. **Violation of fire safety** (by covering or concealing Fire Alarm with any materials).
4. **Providing a bed and/or a room** in a dormitory to third parties, including other Students/Resident Assistants.
5. Storing and using items and materials **prohibited or restricted for circulation** in the Dormitory (in accordance with the legislation of the RoK).

Reporting harassment

Students' safety and well-being are our top priorities. Your voice matters, and by speaking up, you contribute to creating a safe and inclusive environment for all. Remember, you are not alone, and we are here to support you.



 Do not take it lightly, these are **serious violations**.

To learn more, please read the [Dormitory Rules](#), and the [NU Student Code of Conduct](#), and/or reach out to the DSS Advocacy and Conduct (A&C) team at student_support@nu.edu.kz.

 **Nazarbayev University has zero-tolerance policy towards any form of harassment.**

**If you have experienced or are experiencing any form of harassment, we strongly encourage you to report it [here](#).*

University Healthcare Department

Responsibilities of the UHD

- Provision and development of healthcare, medical assistance, and health insurance services and related arrangements;
- Organization of activities on health insurance services in the University;
- Coordination and internal control over public health and health promotion activities;
- Development and introduction of healthcare management systems;
- Participation in planning and response to emergencies on the University campus together with other divisions and organizations of the University.

Insurance Program

Student Health Insurance Program (SHIP) is provided by the **Jusan Garant Insurance Company** and **UMC Medical Assistance** and can be used to receive different medical services.



Voluntary Health Insurance for NU students (VHI/SHIP) is health insurance that can be used in case of an emergency, in case of an acute primary illness, or in case of exacerbation of chronic disease.

VHI is provided through a government grant for local students and through NU personalized grants for international students.

The medical service company is UMC MA (University Medical Center)

Your insurance card number is your Student ID number (20*****), nine numbers, but you can also access your insurance certificate through the UMC Medical Assistance mobile app.

The list of medical services can be found via an email attachment called **SHIP**, **ship@nu.edu.kz** but the general limits are:

**SHIP should not be confused with CSHI (ОСМС обязательное социальное медицинское страхование).*



University Healthcare Department

Medical check-up

According to SHIP, **every year** a NU student must undergo a medical examination of students, which includes:

Check-ups at doctors:

- Therapist
- Surgeon
- Neurologist
- Ophthalmologist
- Otolaryngologist
- Gynecologist (for women)

Laboratory and instrumental studies:

- Blood and urine tests
- Fluorography
- UAC
- UA
- Microreaction
- ECG

Students will receive an email from **UMC Medical Assistance** (umcma@nu.edu.kz) and will choose a convenient day to complete their medical check-up.

Upon arrival, students must have both their state ID and student ID

Medical excuses (Spravka)

1. How to get a medical excuse (spravka) if you are **registered at UHC**?

- Just call: +7 (7172) 69-26-16; 69-26-06; 69-26-08.

How to get a medical excuse (spravka) if you are **not registered at UHC**?

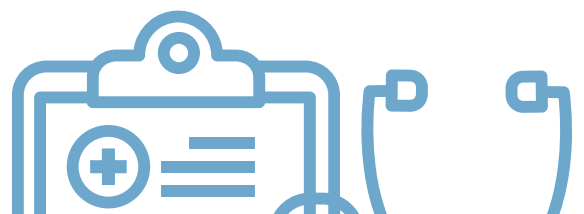
1. *Contact your doctor (therapist) as soon as possible.* Your spravka might be issued the same day
2. *Send a high-quality photo of your spravka* to UHC Reception (uhc.reception@nu.edu.kz) and Occupational Health Students (oh-students@nu.edu.kz)

Email subject must be **Student's name_School_Year_Spravka**

Email content must have:

- City
- Name of the clinic, contacts
- Name of the doctor and his/her contacts
- Your contact, ID, and IIN

3. *Wait for an email verification from UHC.* UHC specialists will contact your medical institution or doctor, and reply to you via uhc.reception@nu.edu.kz and/or oh-students@nu.edu.kz.



University Healthcare Department

University Health Center (UHC)



Phone: +7 (7172) 69-26-16;
+7 (7172) 69-26-06;
+7 (775) 007-84-95



Location: Block D7



Working hours: Monday–Friday (8.30 am – 5.30 pm)

Republican Diagnostic Center (RDC)



Phone: +7 (7172) 70-20-76;
+7 (775) 007-15-20



Location: Syganak, 46



Working hours: Monday – Friday (8 am – 8 pm),
Saturday (9 am – 13 pm)

Call Center Medical Assistance



Phone: call-center 24-07



Working hours: 24/7

Coordinator of “Jusan Garant” Insurance Company



Phone: +7 7172 70-57-57
+7 700 748 63 07



Working hours: Monday – Friday (09:00 – 18:00)

Student support

Socially Vulnerable Category of students (SVC)

The Socially Vulnerable Category (SVC) of students are provided with financial support that includes (1) an **accommodation on campus** fully covered by the University; (2) a **full waiver** from paying the Student Fee (voluntary contributions to the Student Fund); and (3) an opportunity to have a **meal plan** for NUFYP students, orphans, socially active students and students who achieved outstanding results in their academic pursuits; these expenses are covered by the University.

4 socially vulnerable categories:

Category 1. A student deprived of both parents (orphans)

Category 2. A student with a disability

Category 3. Students from low-income families

Category 4. A student with one or both parents with a disability

To obtain the **SVC status**, the student needs to submit an SVC Application Form with the required scanned documents and notarized hard copies to the Department of Student Services before an assigned deadline. Documents are accepted **only once** a semester (until August - Fall semester, until January - Spring semester) and updated at the request of the DSS.

If you are fit to be one of the SVC categories, these documents are mandatory and must be submitted by a student to obtain/update SVC status.

Please let us know if you have any further questions via svc_students@nu.edu.kz or sign up for a meeting using the [link](#)



svc_students@nu.edu.kz



24.037

Student support

Student Emergency Fund (SEF)

Nazarbayev University Student Emergency Fund (NU-SEF) is here to help you if you are experiencing financial hardship due to (1) Unanticipated circumstances, or (2) Emergency situation, which are adversely affecting your academic performance.



Please visit this [website](#) to check the eligibility criteria and apply [here](#).

If you have any questions, please email sef@nu.edu.kz or stop by office - 24.035.

Psychological Counseling

A wide range of emotions can characterize the experience of being a student, and it is entirely normal to sometimes feel overwhelmed. If you are experiencing stress, depression, anxiety, or other emotional difficulties, remember that you do not have to face them alone, and the Counseling Center is there to help you.

If you need support, you can make an appointment through the following ways:

Call Us: +7 775 75 938 44

Telegram: @HWC_Duty_consultant

Email: nu_counseling@nu.edu.kz

To learn more, you can visit our website.

Advocacy

The Advocacy Unit provides additional support to students who are currently experiencing any kind of struggles not related to the educational processes of NU. You can reach them via student_support@nu.edu.kz or visit them directly at office 24.037.

Extracurricular activities

Nazarbayev University highly supports students win engagement in extracurricular activities. **Students who are interested in club activities and event organization can approach Leadership and Involvement Unit.**

Mission of L&I Unit:

To encourage student quality involvement in extracurricular activities at Nazarbayev University and provide opportunities that enrich students and facilitate their holistic development.

The purpose of L&I Unit

- encourage student involvement in extracurricular activities
- support and direct student clubs
- assist in organization of student events
- provide opportunities that enrich and support student's personal and academic growth
- facilitate holistic development

Student Clubs

112 Number of Active Student Clubs
**as for May 2024*



Student clubs are divided into 4 main categories:

- ▶ Academic and Professional
- ▶ Art, Entertainment, and Culture
- ▶ Sport and Dance
- ▶ Social (including Student Government)



Signature events in each club category:

Workshops
Guest Lectures,
Hackathons,
Culture days

Concerts,
Movie Nights,
Exhibitions,
Theatrical performances

Sport Competitions,
Concerts
Training sessions

Volunteering,
Charity events,
Stress-relief weeks



Extracurricular activities

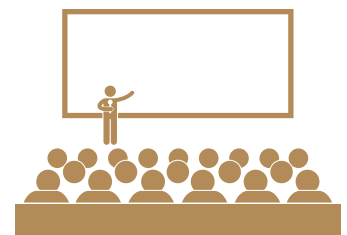
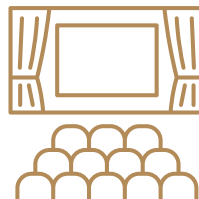
Student Events

Student events are valuable and significant part of the student life at Nazarbayev University. We encourage students to be active members of the university community, to engage in co-curricular and extra-curricular activities in order to achieve 8 graduate attributes of the NU graduate.

How to Organize an Event

In order to conduct a well-planned event, we recommend students to follow these steps:

- Assign an event manager who is in charge of all Student Organization's events.
- Include the event on the Student Events Calendar, reserving the date, time and venue.
- Fill the application "**Student Event Form**", describing the event and requesting technical and logistical support not later than 5 working days before the event.
- Send the list of non-NU guests to **security@nu.edu.kz** and **studentevents@nu.edu.kz** for the security pass no later than 1 day before the event.



Student Leadership & Involvement Program

DSS Leadership & Involvement team offers special Student Leadership & Involvement Program, which is going to teach or remind your club members how to hold high-quality events and generally manage the Student Organization's internal and external work.

The main purpose of the training sessions is to improve the quality and raise the standard of student events at Nazarbayev University.

**Student Leadership & Involvement Program is conducted in the beginning of each semester and all Student Organizations should participate in them.*



Email: studentevents@nu.edu.kz
24.035

Extracurricular activities

Student Government

Nazarbayev University Student Government is the supreme body of student self-governance system representing the interests of students to the administration of the University, and the global community with its structure and activities.



Main responsibilities:

- Assistance in the introduction and implementation of targeted programming in student development;
- Development of external relations with organizations in Kazakhstan and abroad;
- Organization of activities for professional development of students;
- Formation and development of leadership and managerial skills, a sense of solidarity and the spirit of unity, active citizenship and responsibility, as well as the ability of self-organization and self-development;
- Protecting students' rights in controversial issues.

student_government@nu.edu.kz

Students Rights Committee

Student Rights Committee (SRC) is an independent branch within the Student Government which is responsible for conducting annual SG Presidential Elections and protecting students' rights and making their voices heard.



Main functions:

- Increase students' awareness about internal rules and regulations of the Nazarbayev University (Student Code of Conduct, Code of Ethics)
- Ensure students' understanding about non-academic misbehavior and its' consequences
- Protect students' rights in any controversial situations and make student voices heard
- Assist students with the resolution of non-academic misconducts
- Develop the inclusive environment at Nazarbayev University
- Work on Anti-Discrimination Policy
- Organize elections of the Student Fund Budget Committee's Chairperson
- Organize Annual Student Government Presidential Elections

Extracurricular activities

Student Fund Budget Committee

The Student Fund provides the possibility to implement the students' ideas and projects since it was created to raise funds for the development and support of student life.

Student life at Nazarbayev University is not only earning and practice, it is also creative self-realization in more than 100 student clubs and organizations, covering various spheres of intellectual development, scientific research, creativity, entertainment, culture, art, and sports. Implementation of student ideas and projects is available via Student Fund resources, created to raise funds for development, support students' life, and fund student activities by the means received.

Make a payment

You can pay the **Student Fund Fee** on your profile on the **Student Portal** by following the instructions:

1. Log in my.nu.edu.kz
2. Click on "My account" in the right corner
3. Click on "Make payment"
4. Choose "Student Fund"
5. Pay for the specified period of time
6. After successful payment, you should receive an electronic receipt in your email

What is the amount of the student fee?

For Fall 2024 the amount of the student fee is **5000 KZT** for all students, except SVC students (SVC students are exempted from paying the student fee). The amount of student fee is approved each semester by the decision of SFBC upon agreement with DSS.

Who can apply for funding?

Any student club, all members of which have paid the student fee to the Student Fund.



Military

Military Registration

According to the latest changes (as of December 2023), **military registration** is carried out based on the permanent registration. As a result of these changes:

- Astana residents have military registration at Astana's military enlistment offices.
- All non-Astana resident students, who have permanent registration in cities other than Astana, have automatic military registration at their hometown's military enlistment offices.
- Students can check their military registration status online at the personal account in eGov. If information is not accurate, students can update it through the eGov e-service ***"Updating (correction) of information about military service"***.

Military Training

There is no military training program at Nazarbayev University.

Starting from the 2023-2024 academic year, NU students will undergo military training at the **Kazakh University of Technology and Business**. The admission process for military training starts in the **Spring semester**. 1-year and 2-year undergraduate students are eligible to apply for military training. Please follow the announcements via email below for information regarding the admission process.



Military

Temporary Defferal

To get a temporary deferral from military service, students can request a document (Certificate №3) from DSS via the email indicated below.

Please be informed on the following:

- Certificates form No.3 are issued only to "Active" students. The document will not be issued to the students with status "On Academic Leave", "Withdrawn" according to the Republic of Kazakhstan law.
- The document is prepared on TUESDAYS and FRIDAYS. We will inform you through EMAIL once it is ready.
- Once you receive a certificate of form No. 3, you need to submit the scan version of the document to e-license (authorise to the portal though egov/QR code/your login). Please follow this instruction on submitting the document to e-license. You can submit the document to e-license only in September-December and March-June during conscription (во время призыва).

If you have any other questions, please contact military_register@nu.edu.kz.



Email: military_register@nu.edu.kz

Office: 24.035

Frequently asked questions

1. Student Housing

- **Are Astana residents eligible for accommodation on campus?**

Astana residents may be eligible for accommodation depending on various circumstances. Applications will be considered upon the availability of dorm spaces and placed in a queue according to three major criteria: distance of residence, the time needed to get to the university by bus, and the number of bus shifts. Please be on the lookout for emails from the DSS Student Housing team to apply.

- **I emailed Student Housing, but did not yet receive an answer. What should I do?**

In this case, we suggest sending an additional email as a follow up to the previous one 2-3 days after the previous email was sent. If no reply follows, please visit the Student Housing team at office 24.050 from 9.30 a.m to 5.30 p.m.

- **Should everyone temporarily register in Astana?**

Each resident has to visit **TSO No.2 at Kerey-Zhanibek Khandar street, 4** and register themselves;

Registration address: **Kabanbay batyr, 53** "Nazarbayev University"

Registration period: choose **only 12 months**;

Type of registration: **offline**;

Necessary documents: only **Identity Card**.

The temporary registration will only be accepted if you are a dormitory resident.

Frequently asked questions

2. Service Desk (USM)

- **There is no running water in my room, or my lamp is broken, what should I do?**

Please refer to servicedesk@nu.edu.kz if you need help fixing stuff in your room.

- **The Service Desk hasn't responded to my request. Who should I contact?**

In this case, we suggest you contact the Block Manager of your respective Block and explain your problem to them.

Blocks 11-19 (D1-D3): Amina
Amangeldinova
☎ (8 7172 70-5834)
📍 Block 11 (D1), office 11104

Block 20 (D4): Nailya Bulekpayeva
☎ (8 7172 70-6410)
📍 Block 20 (D4), office 20.101

Block 22 (D5): Gulmira Yerkeblankyzy
☎ (8 7172 69-4908)
📍 Block 23 (D6), office 120

Block 23 (D6): Zhanna Kopeyeva
☎ (8 7172 70-6651)
📍 Block 23 (D6), office 060

Block 24 (D7): Irina Temchenko
☎ (8 7172 69-2655)
📍 Block 25 (D8), office K003

Block 25 (D8): Sandugash
Turlybayeva
☎ (8 7172 70-6571)
📍 Block 25 (D8), office K003

Block 26 (D9): Salidat Baidauletova
☎ (8 7172 70-6461)
📍 Block 27 (D10), office 160

Block 27 (D10): Aigerim Toktamyssova
☎ (8 7172 70-6409)
📍 Block 27 (D10), office 160

3. SVC

- **How can I find out about the category I belong to?**

Socially Vulnerable Category of Students – persons belonging to one or more of the following categories who have not yet reached the age of 23:

- Category 1. A student deprived of both parents (orphans)
- Category 2. A student with disability
- Category 3. Students from low-income families
- Category 4. A student with one or both parents with disability

Frequently asked questions

3. SVC

- **When and how should I submit my application to be eligible for the SVC status?**

To obtain the SVC status, the student needs to submit an SVC Application Form with the required scanned (and, once their SVC status is confirmed-original) documents and notarized copies to the Department of Student Services before an assigned deadline. Documents are accepted only once a semester (until August - Fall semester, until January - Spring semester) and updated at the request of the DSS.

For more questions, please contact svc_students@nu.edu.kz.

4. Parking

- **Who should I contact in order to learn about parking on campus?**

If you wish to obtain a parking space on campus, please contact parking@nu.edu.kz.

5. Room booking

- **How can I book the yoga room?**

Instructions for booking the Yoga Room:

The Yoga Room schedules have been approved by the Student Government. Please refer to the provided [schedule](#) for available time slots.

If you are an individual user of the Yoga Room, follow these steps to book a slot:

1. Identify the free time slots that are not already occupied by clubs on the schedule.
2. Write your NAME and SURNAME inside the chosen free time slot.

Note: The spreadsheet automatically clears its content every Monday between 00:00 and 01:00, so ensure your booking is made accordingly.

Frequently asked questions

5. Room booking

- **How can I book the Cinema Hall?**

Movie Nights Guidelines:

In the 2024–2025 academic year, due to a lack of trained staff for equipment setup, the Film Society is the only club authorized by the Department of Student Services to conduct Movie Nights in the Cinema Hall. The Film Society members are equipped to handle this, simplifying the process and establishing a fixed timetable. Other clubs interested in showing a movie should collaborate with the Film Society (cinemalectures@nu.edu.kz).

According to the updated timetable, Movie Nights will exclusively occur on Friday evenings (17:00–23:00), allowing for a maximum of 2 films. Film order discussions should be coordinated with the Film Society.

How to arrange a movie night?

To arrange a movie night, please follow these [Guidelines](#).

6. Inviting guests to campus

Instructions for inviting family members to campus

Students can invite close relatives (parents, brothers, sisters) to campus for informational purposes. To do this, you must **submit an application** to security@nu.edu.kz.

When submitting a request for visitor access, you must provide the following information:

1. Name and Surname of the visitor(s). Who is the visitor?
2. Purpose of visit
3. Date and time of visit
4. Name and Surname of the individual initiating the request for a visit

A series of horizontal dashed lines for writing a note to self.



A large area of horizontal dashed lines for writing a note to self.

I am proud of myself and will
continue to strive to do well



**By keeping your mind, heart
and will in unity, you will come
to a rare wholeness without
any difficulty**

Abay Kunanbayev



A series of horizontal dashed lines for writing a note to self.



A series of horizontal dashed lines for writing.

I am allowed to feel upset, angry,
and sad sometimes—that's part
of being human



**Work and knowledge are better
than any wealth, because
wealth can be wasted and skills
stay with you.**

Abay Kunanbayev





A series of horizontal dashed lines for writing.

Dumbo didn't need the feather; the magic was in him. Stephen King





A series of horizontal dashed lines for writing a note to self.



A series of horizontal dashed lines for writing.





If you can't fly, run, if you can't run, walk, if you can't walk, crawl. But by all means, keep moving.

Dr. Martin Luther King, Jr.



**Everything you can
imagine is real.**

Pablo Picasso



A series of horizontal dashed lines for writing.

Everything you can imagine is real.

Pablo Picasso



A series of horizontal dashed lines for writing a note to self.



A series of horizontal dashed lines for writing a note to self.





Lined writing area for notes.

To go wrong in one's own way is better than to go right in someone else's.

Fyodor Dostoevsky, Crime and Punishment



Affirmation of the day: I am worthy



A series of horizontal dashed lines for writing a note to self.



A series of horizontal dashed lines for writing a note to self.

I am always growing and learning.

