

STUDENT HANDBOOK

**2022 - 2023
ACADEMIC YEAR**



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***This handbook has boxes, emails,
and other links that can be clicked**

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.

Goals

- Goal I:** Higher Education Reform Leadership
To ensure that the lessons of Nazarbayev University’s experience are transferred and understood by other universities, schools, and research centers.
- Goal II:** Academic excellence
To achieve Nazarbayev University’s mission by developing and maintaining academic excellence.
- Goal III:** Research excellence
To develop a program of world-class research by partnering with the world’s best researchers and research institutions.
- Goal IV:** A model for creating healthcare services
To establish a healthcare system that will provide a model for healthcare services throughout Kazakhstan.
- Goal V:** 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.



Department of Student Services (DSS)

The Department of Student Services provides opportunities for student growth and development. We create a favorable environment and conditions for students to develop their leadership skills and become valuable members of the NU community and beyond. We help students adapt to campus and support them in addressing a variety of questions regarding student life.



Units

[Freshman Experience Program \(FEP\)](#)

[Residential Life and Housing](#)

[Student Advocacy and Support](#)

[Leadership and Involvement \(L&I\)](#)

[Socially Vulnerable Category \(SVC\)](#)

[Military Enlistment and Training](#)

[Student Emergency Fund](#)



Freshman Experience Program (FEP)

Goals

- Assist every first-year UG and NUFYP student toward a successful transition from high school to University and promote personal growth.
- Empowering students to become active and engaged in achieving their personal goals;
- Provide students with information about campus resources and opportunities available on and off-campus;
- Ensuring student understanding of academic and non-academic expectations;
- Optimizing student involvement in extracurricular opportunities;
- Improving students' organizational, leadership, and wellness skills.

Contacts

Email: nufreshman@nu.edu.kz

Instagram: [Instagram](#) 

Telegram Bot: [Telegram](#) 

Also we have a telegram news channel for NU community [NU.hub](#) where we post useful information, updates, news. There is also a feedback bot where you can ask questions. [@nuhubfb bot](#)

Beknur Karagul

Senior Manager

beknur.karagul@nu.edu.kz

Inkar Urazalina

Specialist

inkar.urazalina@nu.edu.kz

Bolatbek Darigulov

Designer/Freelancer/Dead-inside

bolatbek.darigulov@nu.edu.kz

Founder of [NU.hub](#) channel



Residential Life and Housing

Main Goal:

To ensure that students have a safe and comfortable environment to live and study

Residence Life Unit provides support, assistance, and guidance for students seeking accommodation in the dormitory, engaging residents in the life of the NU community. Moreover, we foster an appreciation of each individual in ways that increase awareness through active, intentional, and continuous engagement with diversity by accommodating students from different regions of Kazakhstan and the world together.

Responsibilities:

- Receiving and processing students' applications for accommodation
- Room assignments and reservations based on students' needs
- Dormitory payments
- Development of accommodation plans and calendars for the system
- Statistics on dormitory residents
- Conflict resolution and individual requests from students
- During the pandemic: Task Force on student accommodation, organization of quarantine for readmitted students

Beibut Sagandykov

Senior Manager

beibut.sagandykov@nu.edu.kz

Altynbek Toleubay

Specialist

altynbek.toleubay@nu.edu.kz

Yerzhan Kani

Manager

yerzhan.kani@nu.edu.kz

Telegram 

student_housing@nu.edu.kz



Student Advocacy and Support

Student Conduct and Advocacy ensures the protection of students' interests and comprehensive support in a confidential setting, as well as coordinating students' compliance with the University's non-academic regulations.

Our main goal is to ensure and provide a healthy environment that encourages educational and personal growth.

Daniyar Kossumbayev

Senior Manager

daniyar.kossumbayev@nu.edu.kz

Zhanar Smailova

Manager

zhanar.smailova@nu.edu.kz



student_support@nu.edu.kz

Leadership and Involvement (L&I)

The Leadership and Involvement Unit of the DSS works closely with the Student Government and student organizations of the University.

We are striving to create learning and engagement opportunities that allow students to become intellectually agile, curious, creative, open-minded, entrepreneurial, and thoughtful decision-makers and leaders who are prepared to take a leading role in the development of our country.

Please feel free to contact us to learn better about Student life at NU, and join Club Fair and Leadership and Involvement Training that will be held for all students.

Our Telegram channel:

Telegram 

Our Instagram page:

Instagram 

student_events@nu.edu.kz



Socially Vulnerable Category (SVC)

SVC stands for Socially Vulnerable Category

There are the following categories:

- Students deprived of both parents (orphans)/one parent;
- Disabled students;
- Students with one or both disabled parents;
- Students from multi-child families (four or more children under 18).

If students belong to one of the above-mentioned groups, can apply for **SVC** to obtain a **100%** discount on payment for accommodation at the dormitories of Nazarbayev University *during academic periods*.

To apply for **SVC**, you will need to send soft copies (*scanned versions*) of the required documents to:

svc_students@nu.edu.kz

Note

Applications are accepted once a semester. The deadlines for each semester are:

Fall – by August - 9th;

Spring – by January 5th.

Military Enlistment and Training

Military training

Nazarbayev University does not have its own **military department** so NU students may attend military training programs at Astana IT University (AITU).

- A two-year program for training reserve officers and a one-year program for training reserve sergeants
- Only 1 and 2-year UG students, citizens of the Republic of Kazakhstan, under 24 years old may apply
- During the application process, candidates need to pass several stages: medical check-up, psychological test, physical training test, and GPA check.

Military Enlistment

- All students must have state temporary registration in Nur-Sultan. Provision of temporary registration for Campus residents in local PSC
- All military-obliged students must have military registration in Nur-Sultan. Otherwise, deferral of conscription will not be provided

If you need a certificate form No.3* for enlistment office contact us

***справка №3 для отсрочки от призыва**

military_register@nu.edu.kz

Student Emergency Fund

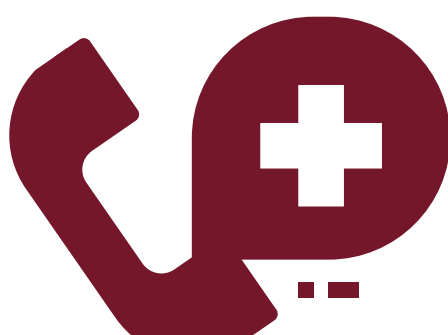
Nazarbayev University Student Emergency Fund (SEF)

Initiative is to support Nazarbayev University students who are experiencing temporary unanticipated or emergency financial hardships that have adversely affected their academic performance.

Eligibility requirements:

- Applicants must have an immediate financial hardship resulting from an emergency, accident, or other unexpected critical incidents or unplanned events.
- Applicants shall have a status of active (not on academic leave) student in the Registrar System and must have either a minimum cumulative GPA of 2.0 or show evidence of recent satisfactory progress at Nazarbayev University during the term in which the application for emergency funds is made.
- Applicants must not have a pending academic or non-academic misconduct case.

sef@nu.edu.kz





Student Government

About

Established in 2011, Student Government aims to represent the interests of the student body, contribute to the development and improvement of the university and its community.

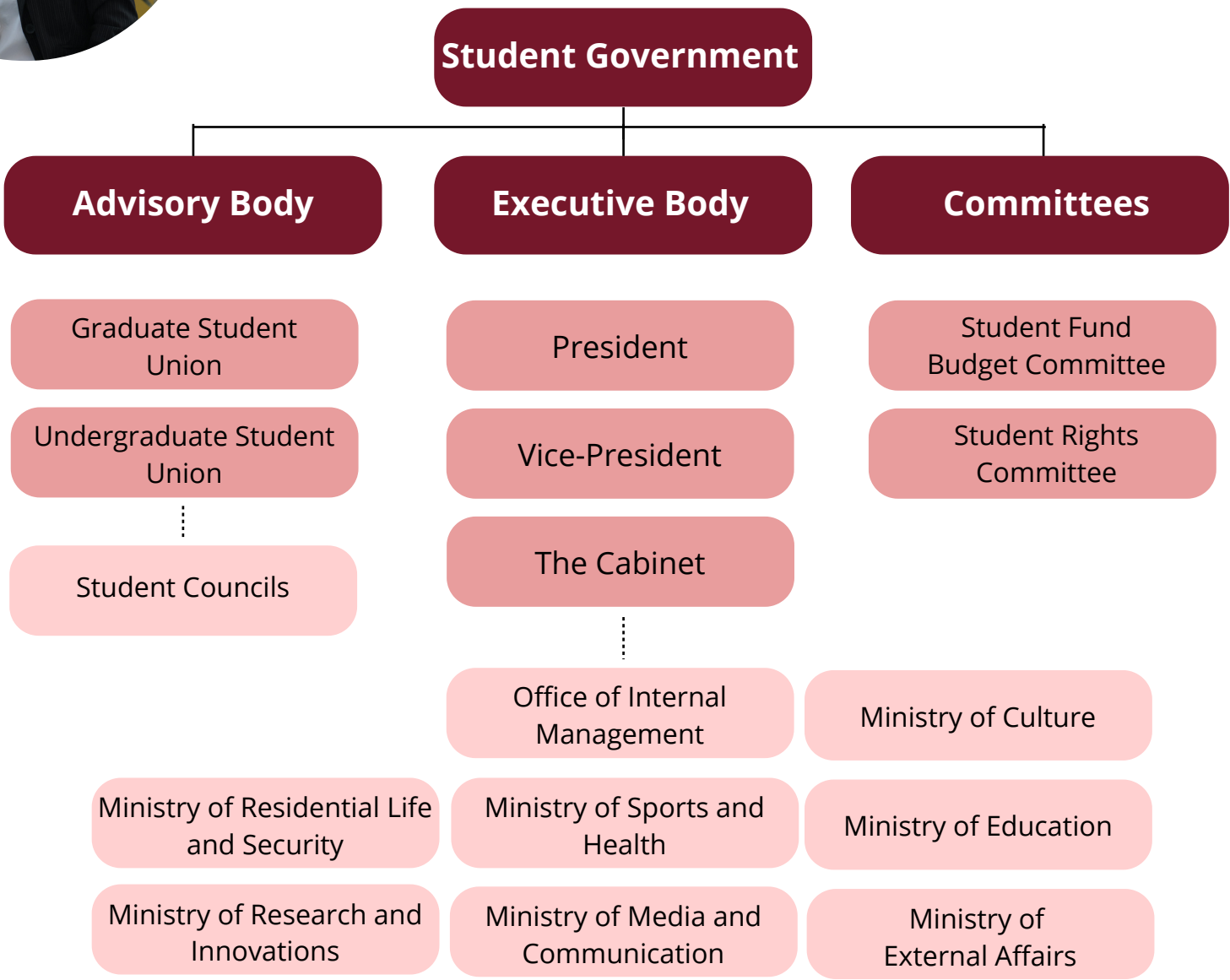
We are a group of students, coming from different backgrounds, schools, and majors.

We work to advocate for the students’ rights and responsibilities, as well as to support their academic, research, leisure, and sports activities.

President of SG



President for 2022 - 2023 Academic Year:
Polina Len, 4th year, Biological Sciences



Important dates

- Presidential elections: April
- Recruitment of Ministers: May - June
- Recruitment of Members: August

Student Fund

Student life at Nazarbayev University is not only learning 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.

Moreover, you can contribute to the development of student life! To do this, go to the personal account on www.my.nu.edu.kz:

- Use the E-Pay system.
- Click the button “My Account” in your personal account.
- In the section “Student fund” press the “Pay Off” button and follow the instructions on the website.

The minimum amount of the student contribution is approved annually by the Student Fund Budget Committee decision in consultation with the **Department of Student Services**.

By making a contribution to the **Student Fund**, you get the opportunity to become a part of student clubs. For more information on the benefits and privileges, please find the Regulation on the Student Fund on the student portal.

Office of the Registrar

The Office of the Registrar is the Academic department of the University responsible for the student database along with the organization and monitoring of the educational process.

The Office of the Registrar provides accurate, timely services for students, faculty, staff and the University community. It has close working relationships with:

- Department of Student Services
- The Office of Admissions
- The Department of Academic Quality
- Informational Technology
- The NU Library (NULITS)

- supporting the academic mission and vision of the University.

Office: Block 9, Room #9151, 1st floor

E-mail: registrar@nu.edu.kz

Data Management: or_data@nu.edu.kz

Student Support unit (SSU): registrar@nu.edu.kz

Registration &
Scheduling unit (RSU): schedule-registrar@nu.edu.kz

Academic Advising Office (AAO)



Academic Advising Office (AAO) provides academic advising and support to first-year undergraduate students to ensure their successful academic progress. AAO Advisors are available to help students select and register for courses, assist students on transfer requirements and probation, provide peer support to students, and generally oversee the educational plan and student progress throughout their first year of studies at NU.

Responsibilities

- Assist students in their consideration and clarification of course selection and academic requirements
- Provide accurate information about University policies, procedures, and regulations
- Assist students in evaluation or re-evaluation of academic progress toward established goals
- Make referrals to resources within and outside of NU as appropriate

Academic Advising Office also has a team of **AAO Fellows**, ready to help you with course selection, and major requirements and share a peer-to-peer experience during their consultations. We also have a team of **AAO Tutors** willing to assist you with the course-related content. To learn more about the AAO Student Support Fellowship program, please visit the AAO website below.

aao.nu.edu.kz

AAO Advisors are a reliable source of information about **academic policies and extracurricular activities**, and if you have any questions about the semester schedule, program curriculum, student progress or educational plan, please do not hesitate to contact us.

Our Vision

To develop an Academic Advising Office which is committed to excellence and which seeks to foster and support student success.

Academic Advising Office (AAO)



Students are assigned to the **AAO advisor** prior to the start of their first semester at NU. Advising sessions are required for incoming first-year students to review their academic progress and educational plan, receive guidance towards the fulfillment of degree requirements and obtain information about campus resources.

Appointments

To schedule an appointment with AAO Advisors, please visit the AAO website at aao.nu.edu.kz

Find your academic advisor on the myRegistrar page, choose the relevant slots in the Calendar of the advisor on the AAO website, and come to the meeting.

To see the advisor, please come to **Block 9, Rm. 9112 & 9113.**

Office Hours

Monday-Friday: **8:30 AM - 5:30 PM**

Contact information:





Want to meet with the AAO advisor?

Our advisors are here to help you!

Contact AAO to request assistance or to make an appointment through:

1. Dropping by our office - *Block 9, Rm. 9112 & 9.113*
2. Emailing our office at **aao@nu.edu.kz**. Advisors will either respond to you directly or refer your message to the appropriate office within 24-48 hours, Monday-Friday.
3. Use the AAO Website to see detailed information about AAO services: **aao.nu.edu.kz**
4. Keeping up with AAO social media to get the latest updates on AAO events & activities.

Social Media

- AAO Instagram: 
- AAO Telegram Channel: 
- NU Academic Advising Office: AAO Telegram Bot: 
- AAO TikTok: 

Career and Advising Center (CAC)

Nazarbayev University Career and Advising Center (NU CAC)

provides comprehensive career services and assists you while you are at university and after your graduation.

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

track the available internships and vacancies

apply with one click to the desired position after uploading your resume

make an appointment with CAC advisors to get advice on Graduate application, Career issues, resume/CV writing, Personal Branding

get information and register for events, workshops, and sessions organized by CAC

Available courses

- 1) Career Development Course
- 2) Future Ready Skills Program
- 3) Graduate Application Advising Program
- 4) Career Week
- 5) Mock Interview Week

Gaini Yessembekova - *Director of CAC, 70-58-86*

Liliya Tleukenova - *Senior Manager, Employer Relations, 70-27-11*

Assem Mussabekova - *Senior Manager, Employer Relations, 69-48-65*

Zeinep Toktar - *Manager, Alumni Relations, 70-93-41*

Aigerim Asemova - *Manager, Communications, 70-59-50*

Anel Muratova - *Specialist, Administration support, 70-58-98*

E-mail: cac@nu.edu.kz, alumni@nu.edu.kz

Instagram: @nu_cac

Telegram: @nu_cac

Tiktok: @nu_cac

Youtube: @NUCACchannel



NUAlumniNet Platform

Work Obligation

The Law of the Republic of Kazakhstan dated July 27, 2007, No. 319-III On Education establishes that:

Citizens of **the Republic of Kazakhstan**, who are enrolled/completed studies on the basis of state educational order, must work for **at least three years** as prescribed by the legislation of the *Republic of Kazakhstan*.



The Law of the Republic of Kazakhstan

"On Education" has categories of citizens who can avoid working out the grant.



From 2021, citizens of **the Republic of Kazakhstan** after finishing their studies on the basis of state educational order can work for **three years** either at state or private institutions according to their qualification/degree.

Health and Wellness Center (HWC)

What services does the **HWC** provide?

- Duty Counselor Service (Triage Counseling)
- Psychological counseling (individual, group, family)
- Psychological diagnostics (determining personality, character, temperament)
- Crisis counseling (emergence help for clients in health-threatening situations, multidisciplinary team services)
- Assistance programs for victims of harassment (sexual, gender, psychological, physical, domestic violence, harassment and stalking, internet bullying)
- Outreach programs (Stress management, Time management, Red Folder, Art therapy)
- Social outreach programs , psychosocial support for students with disabilities, inclusivity, work with international students. Counseling on the complex psychosocial needs of clients

Email: nu_counseling@nu.edu.kz

Youtube channel: NU Counseling

For more detailed information you can use:

My.nu.edu.kz ~ Student Portal ~ Counseling Center



Health and Safety

The Health, Safety, and Environment (HSE) team serves to maintain high-quality healthcare processes, prevent risks, and keep people away from any harm at the University. In addition, we aim to model sustainability across all aspects of campus life.

Our Team has 2 separate administrative units:

- **Occupational Safety Department (EOSD)** focuses on ensuring safety during the work and study at NU
- the **University Healthcare Department (UHD)** responsible for healthcare services and the Environmental

Responsibility of the EOSD

- Internal control over environmental and occupational safety
- Development and implementation of environmental and occupational safety rules and regulations
- Participation in planning and response to emergencies and accidents on the University territory
- Provision and development of training on HSE
- Provision and development of HSE instructions

Use this [LINK](#) to learn about general HSE rules at NU!

If you have any questions contact hse@nu.edu.kz

Library

Search the **LIBRARY RESOURCES** and **SERVICES**: library.nu.edu.kz

Our collection includes:

- more than 200 000 books and ebooks;
- more than 3000 DVDs, audiobooks, and CDs;
- more than 50 000 e-journals;
- 7,196 microforms on Central Asia;
- more than 100 licensed databases;
- 20 print newspapers and magazines in Qazaq, English and Russian;
- Board games and more.

NU Repository

Nazarbayev University Repository is an institutional repository for the research output of the Nazarbayev University.

ASK A LIBRARIAN

Email Us at library@nu.edu.kz

We respond on weekdays

Find your Librarian

NU Subject Librarians are here to help you with your research and course needs.

- Available for virtual assistance.
- Visit in office #5E.322, #5E.324.

Make an Appointment

Meet online or offline with our Expert Librarians to get help with your research or homework.

Online Chat and FAQ

Need a quick answer for your library-related questions? Send us a chat or check our list of FAQs.

Facebook: @Nazarbayev.University.Library

Instagram: @library.nu.edu.kz

YouTube: @Nazarbayev University Library

Twitter: @NU_Library_NU

Telegram: @NULibraryChannel

Bursar's Office

Bursar's Office monitors and controls financial transactions between the University and all students. Our office oversees the payments of the stipends, student travel expenses, tuition fees and other services provided to the students

- **THE “NAZARBAYEV UNIVERSITY” STIPEND** is awarded to students studying under the “Nazarbayev University” educational grant, following the procedures established by the “Regulations on stipend support provision to the NU students” approved by the Managing Council. It is paid monthly
- **THE STIPEND OF THE PRESIDENT OF THE REPUBLIC OF KAZAKHSTAN** is awarded to students who study either on the Nazarbayev University educational grant or on a paid basis
- **“ABAY KUNANBAYEV” SCHOLARSHIP FOR INTERNATIONAL STUDENTS** is awarded to foreign citizens and persons without citizenship
- **THE STIPEND OF THE PRESIDENT OF THE UNIVERSITY** is awarded to undergraduate students

For details on Regulations on stipend support provision, refer to the Student portal
Regulations and Policies/Student advocacy at:

my.nu.edu.kz



Bursar's Office

BANK CARD

You will be sent a link to open a bank card (for international students only after receiving an individual identification number (IIN)

To receive a stipend all admitted students need a bank card, issued by **Jusan bank**. Please keep track of the expiration date of your card, and timely re-issue it at the appointed branch of Jusan Bank: **Nazarbayev University** (5 block, Atrium), tel: +7 (7172) 55-82-55, int. 2442, 2446

In case your **IBAN** (International Bank Account Number) changes, you are required to provide the active IBAN number to the Bursar's Office by mail to ensure timely payments and transactions

MY ACCOUNT

You can make payments online for services provided by the University and its organizations in "**My Account**" (please go to the portal **my.nu.edu.kz**) and by the Jusan bank app

Bursar's office, Block C2, 5th floor, office 5034

Stipends +7 (7172) 70-60-86

Student travel expenses +7 (7172) 70-66-20

Tuition fees +7 (7172) 70-91-99

Bank cards +7 (7172) 70-90-27

Email: bursars_office@nu.edu.kz

For International Students

OISSS provides services, information, and support to international students and their families in issues of migration and social adaptation, from the moment of signing of study contracts.

For all queries on:

- Visa obtainment;
- Registration procedures;
- IIN issuance support;
- Life in Nur-Sultan and Kazakhstan;
- Other concerns.



Address:

Office 2017, Block C2, Kabanbay Batyr av. 53, Nur-Sultan
(Nazarbayev University, Mega Silk-Way Mall bus stations)
Office hours: Monday – Friday: 8:30 am – 17:30 pm
OISS@nu.edu.kz

Nurbek Kabizhan - *Head*

nurbek.kabizhan@nu.edu.kz
Phone: +7 (7172) 70-64-28, +7 (702) 859-85-01

Maulen Yergaziyev - *Visa and Immigration Coordinator*

maulen.yergaziyev@nu.edu.kz
Phone: +7 (7172) 69-27-01, +7 (700) 500-00-56

Tanat Yessengulov - *Senior manager*

tanat.yessengulov@nu.edu.kz
Phone: +7 (7172) 70-64-12, +7 (701) 210-01-55

Diana Darmenova - *Senior manager*

d.darmenova@nu.edu.kz
Phone: +7 (7172) 70-62-17, +7 (707) 303-09-88



Useful Links: <https://chat.whatsapp.com/Huyd2nCjf117BMi9Fc6Jfo>

Postal facilities are available at main post offices in the cities (you can look them up in **2GIS**). The main postal service is Kazpost. Post offices can also be found in the main hotels in Nur-Sultan and Almaty.

Nur-Sultan city code: **010000**

When addressing mail, the name of the addressee follows the address. Mail addresses should be laid out in the following order: *country, postcode, city, street, house number, and the person’s name in the end.*

Deliveries within Kazakhstan take up to five days and approximately two to three weeks for deliveries to European US destinations.

For International Students

Notification/registration at the migration service

The Department of International Cooperation would like to remind you of the requirement for all international students, their family members, and their visitors (relatives, friends, etc.) to **notify the Migration Services of Nur-Sultan**.

Individuals who plan to stay in Nur-Sultan, on University provided living premises **for a period longer than 3 (three) business days upon arrival to Nur-Sultan shall report to the Department of International Cooperation** immediately upon their arrival along with the information on their current residential addresses in Nur-Sultan for the purposes of submitting Notification of arrival to the Migration Police.

- **Your passport needs to be registered with the Migration Police after every arrival to Kazakhstan**, even if the validity dates of your student visa cover the whole period of your stay in Kazakhstan.
- Minors/dependents under 16 years of age **are not required to register at the Migration Police**. If your child is turning 16, please notify the Department of International Cooperation and provide us with a newly issued passport of your dependent.
- The rules for registration for those citizens who came to study based on a contract remain the same, except for **the need to notify the migration police upon their arrival or the latest within 3 business days after their arrival**.

- At the moment, notification on arrival of foreign citizens must be issued to **all foreigners, without exception, including citizens of countries of the Customs Union**.
- Documents for registration will not be accepted without due **Notification of arrival**.
- Citizens of the Russian Federation, Armenia, Mongolia, Belarus, Georgia, Moldova, Ukraine, Kyrgyz Republic can stay up to **90 days**.

Registration processing time: 1-3 business days

Communications and postal services

Local Calls

If you are calling locally, how you dial will depend on whether you are using a landline or a cellular phone.

If you are calling a **landline from a landline**, simply dial the local number (last six digits), for example, 76-54-32.

If you are **calling a landline or cell phone from a cell phone**, you must dial the prefix: +7 added with the city code (**7172 for Nur-Sultan**) or cell phone operator prefix and then the number, e.g. +7 (7172) 76-54-32.

International Calls

If **you are calling abroad** from Kazakhstan: Dial for international access (810) + the country code + the regional code (if any) + the local telephone number from the landline and start dialing the number from the country code if calling from the cell phone.

To call Kazakhstan from abroad

Dial the code for international access + Kazakhstan's country code (7) + the Kazakhstan city code + the Kazakhstan local telephone number.
Kazakhstan Dialing Codes: Almaty: 727, Nur-Sultan: 7172.

Cellular Calls

Cellular communications companies operate on a prepaid system. A **SIM card (GSM network)** can be purchased in a wide array of locations throughout the city.

As credit runs out, it can be replenished easily by purchasing more via electronic dispensers throughout the city.

They are located mainly in supermarkets, convenience stores, and major shopping centers. Most of the companies also offer online payment methods. Credit can also be purchased on scratch cards.



NU Schools

[Center for Preparatory Studies](#)

[Graduate School of Business](#)

[Graduate School of Education](#)

[Graduate School of Public Policy](#)

[School of Engineering and Digital Sciences](#)

[School of Mining and Geosciences](#)

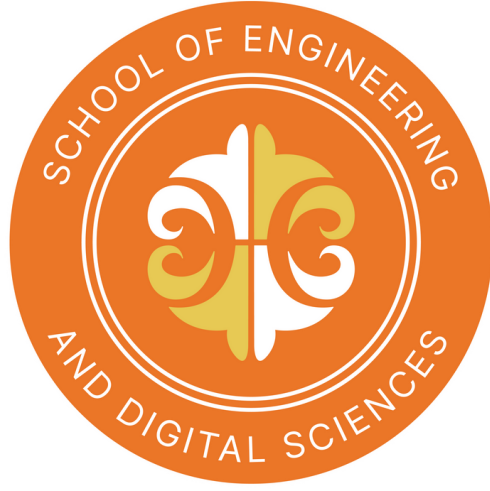
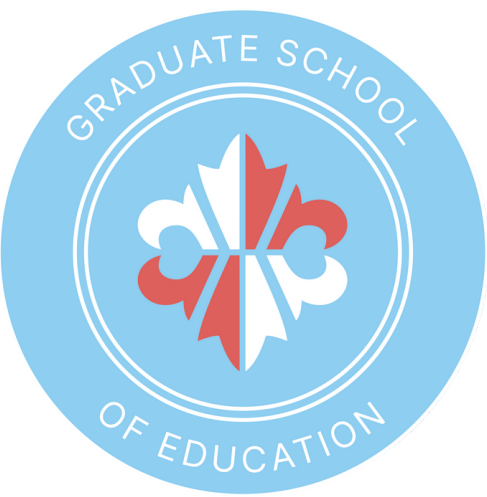
[School of Medicine](#)

[School of Sciences and Humanities](#)

nu.edu.kz



SCHOOLS



Center for Preparatory Studies (CPS)

The Center for Preparatory Studies (CPS) is the starting point for many students seeking to earn a *Nazarbayev University undergraduate or graduate degree.*

The faculty and staff within CPS are dedicated to setting students on the path to achieving their academic goals by preparing them to meet the rigors of a world-class research university.

Students in Nazarbayev University Foundation Year Program (**NUFYP**) and the Zero Year of Graduate Programs (**ZYGP**) will study academic English, enhance their mathematical reasoning abilities, practice academic study skills, and strive for high standards of academic excellence.

Academic programs:

NU Foundation Year Program - **NUFYP**

Zero Year of Graduate Programs - **ZYGP**



Center for Preparatory Studies (CPS)

Contacts:

Robert Doeblner

General Director of CPS
Office: Block 2, room 239
robert.doeblner@nu.edu.kz

Balzhan Bliskeldinova

Chief Administrative Officer
Office: Block 2, room 219
bbalzhan@nu.edu.kz

Warren Rocco

Depury General Director
Office: Block 2, room 238
warren.rocco@nu.edu.kz

Aizhan Janaliyeva

Senior Manager
Office: Block 2, room 237
adjanaliyeva@nu.edu.kz

Paul Kimm

Head of Discipline, Zero Year of Graduate Programs
Office: Block 2, room 114
paul.kimm@nu.edu.kz

Joohee Hong

Head of Discipline, Mathematics
Office: Block 2, room 309
joohee.hong@nu.edu.kz

Laurence Kinsella

Head of Discipline, EAP
Office: Block 2, room 205
laurence.kinsella@nu.edu.kz

Amy Golden

Senior Teaching Fellow Leadership
Office: Block 2, room 309
amy.golden@nu.edu.kz

Eric Wente

Senior Teaching Fellow for Academic Student Advising
Office: Block 2, room 213
eric.wente@nu.edu.kz

Graduate School of Business (GSB)

NUGSB aspires to be established as a world-class business school and recognized through the quality of its education, the impact of its research, international orientation, and engagement with the business community.

These ambitions will be achieved by delivering a full-fledged portfolio of world-class degree and non-degree programs in Business and Management; and by creating and disseminating impactful knowledge and insights through business research.

Our strategic partnership agreement with the Fuqua School of Business at Duke University and potential future partnerships will help us develop the capabilities necessary to achieve this vision.

Academic programs:

Full-Time MBA

Executive MBA

MSc in Finance



Graduate School of Business (GSB)

Patrick Duparcq

Dean

patrick.duparcq@nu.edu.kz

Subramanian Venkat

Associate Dean for Research

subban.venkat@nu.edu.kz

Saniya Abirova

EMBA Program Manager

saniya.abirova@nu.edu.kz

Azina Mynzhanova

Full-time MBA Program Manager

azina.mynzhanova@nu.edu.kz

Mirat Akshalov

MSF Program Manager

mirat.akshalov@nu.edu.kz

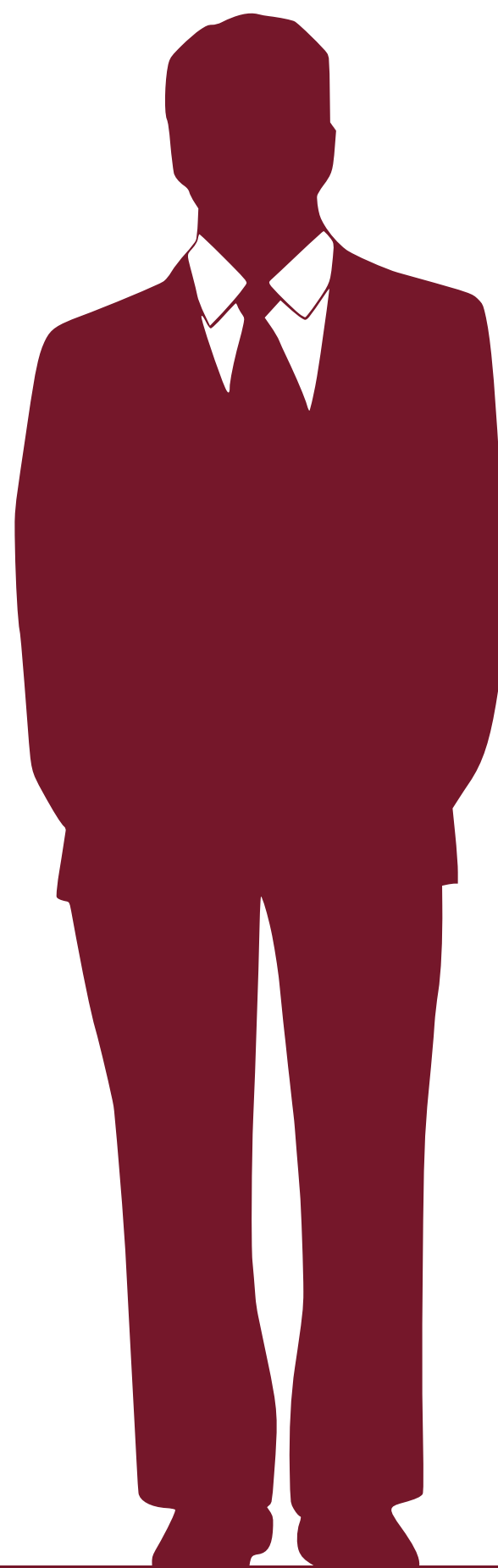
GSB Social Media:

Facebook: <https://www.facebook.com/gsbnu>

LinkedIn: www.linkedin.com/school/13291769/admin/

Instagram: <https://www.instagram.com/nugsb/>

Twitter: <https://twitter.com/NUGSB>



Graduate School of Education (GSE)

Vice Dean for Academic Affairs – Dr. Jason Sparks
for any academic-related concerns,
Jason.sparks@nu.edu.kz
Block C3, 5013/1

Assistant to the Vice Dean - Akerke Ayaganove for
scheduling meeting with the Vice Dean,
akerke.ayaganova@nu.edu.kz
+7 (7172) 70-93-70, Block C3, 5066

Student Affairs Office members who coordinate
program-related questions (scheduling,
course registration, retake, degree deferral), student
housing, medical assistance, campus access, library
access, NU web services, student orientation (can
direct you to the correct office, contacts at NU):

Aidana Sirgebayeva

Senior Manager for Academic and Student Affairs,
aidana.sirgebayeva@nu.edu.kz
+7 (7172) 70-93-11, Block C3, 5065

Elmira Tukanayeva

Manager for Academic and Student Affairs
Elmira.tukanayeva@nu.edu.kz
+7 (7172) 70-93-69, Block C3, 5065

Graduate School of Education (GSE)

Program Directors:

Master of Science in Educational Leadership:

School Education – Dr. Daniel Torrano
daniel.torrano@nu.edu.kz
Block C3, 5011

Master of Science in Educational Leadership:

Inclusive Education – Dr. Rita Kasa,
rita.kasa@nu.edu.kz
Block C3, 5002

Master of Science in Educational Leadership:

Higher Education – Dr. Aisi Li,
aisi.li@nu.edu.kz
Block C3, 5032

Master of Arts in Multilingual Education:

Dr. Michelle Bedeker,
michelle.bedeker@nu.edu.kz
Block C3

Ph.D. in Education – Dr. Anas Hajar

anas.hajar@nu.edu.kz
Block C3

Instagram

https://www.instagram.com/nugs_ekz/?hl=en

Facebook

<https://www.facebook.com/nugse2014>

Youtube

<https://www.youtube.com/channel/UC1XY0aydaylgUrGlw4d0H7g>



Graduate School of Public Policy (GSPP)

The Nazarbayev University Graduate School of Public Policy's

(NU GSPP) mission is to improve the quality of life of people in Kazakhstan and Central Asia by training leaders to improve governance through excellence in teaching, research, and executive development that focuses on key policy and leadership challenges.

It aims to become the leading public policy school in Kazakhstan and the region and strives to raise governance standards through professional public policy education and research.

NU GSPP's degree programs include the Master in Public Policy, Master in Public Administration, and the Ph.D. in Public Policy.

Student Support

- The Program Coordinator provides guidance to students on academic progression and curricular and graduation requirements. Low achieving students are requested to consult the Program Coordinator to develop strategies to increase the probability of successful program completion. Program Coordinators are assigned by NU GSPP Faculty members
- The Program Manager supports students on course registration processes and scheduling, implements student engagement policies, and organizes and facilitates educational and student events related to the program including Orientation Program, Overseas Component, Exchange Programs and Graduation Ceremony



Graduate School of Public Policy (GSPP)

MPP/MPA Program Manager
Madina Kuvanysheva

Phone: +7 (7172) 70-61-23
mkuvanysheva@nu.edu.kz
Office: Block C3, 4055B

NU GSPP Research Specialist
Madi Khanafiya

Phone: +7 (7172) 69-49-04
madi.khanafiya@nu.edu.kz
Office: Block C3, 4055/4

Ph.D. Program Manager
Karina Khalilova

Phone: +7 (7172) 69-45-77
karina.khalilova@nu.edu.kz
Office: Block C3, 4055B



Research Specialist

The Research Specialist assists NU GSPP Professors and Students with organizing research seminars and conferences, hiring Research Assistants, informing about research grant opportunities, supporting NU and GSPP IREC applications, and other research-related events and activities. Students who are willing to do research and participate in NU *GSPP events are welcome to contact the Research Specialist.*

Social Media:

Facebook:

<https://www.facebook.com/nugssp/>

LinkedIn:

[https://www.linkedin.com/school/15098480?
pathWildcard=15098480](https://www.linkedin.com/school/15098480?pathWildcard=15098480)

Instagram:

<https://www.instagram.com/nugssp/>

Telegram: <https://t.me/nugssp>

YouTube:

[https://www.youtube.com/channel/UC-
v6esrjEkd2kcoTNnMuQkw](https://www.youtube.com/channel/UC-v6esrjEkd2kcoTNnMuQkw)



School of Engineering and Digital Sciences (SEDS)

Dinara Ibrayeva

General Manager

Tel.: +7 (7172) 70-64-23

dibrayevas@nu.edu.kz

Office: Block 3, office 516

Dinara Nurbayeva

Senior Manager - Academic Affairs

Tel.: +7 (7172) 70-63-26

dinara.nurbayeva@nu.edu.kz

Office: Block 3, office 515

Damira Serikova

Senior Manager - Student affairs

Tel.: +7 (7172) 70-60-96

damira.serikova@nu.edu.kz

Office: Block 3, office 515

Ainur Jumagaliyeva

Manager for UG programs

Tel.: +7 (7172) 70-64-43

ajumagaliyeva@nu.edu.kz

Office: Block 3, office 515

Guldana Yessetova

Manager for MSc programs

Tel.: +7 (7172) 69-46-48

guldana.syzdykova@nu.edu.kz

Office: Block 3, office 515

Zura Shodorova

Manager for Ph.D. programs

Tel.: +7 (7172) 69-64-43

zura.shodorova@nu.edu.kz

Office: Block 3, office 515

Yenlik Molgozhdarova -

Manager for Ph.D. programs

Tel.: +7 (7172) 70-58-35

yenlik.molgozhdarova@nu.edu.kz

Office: Block 3, office 515

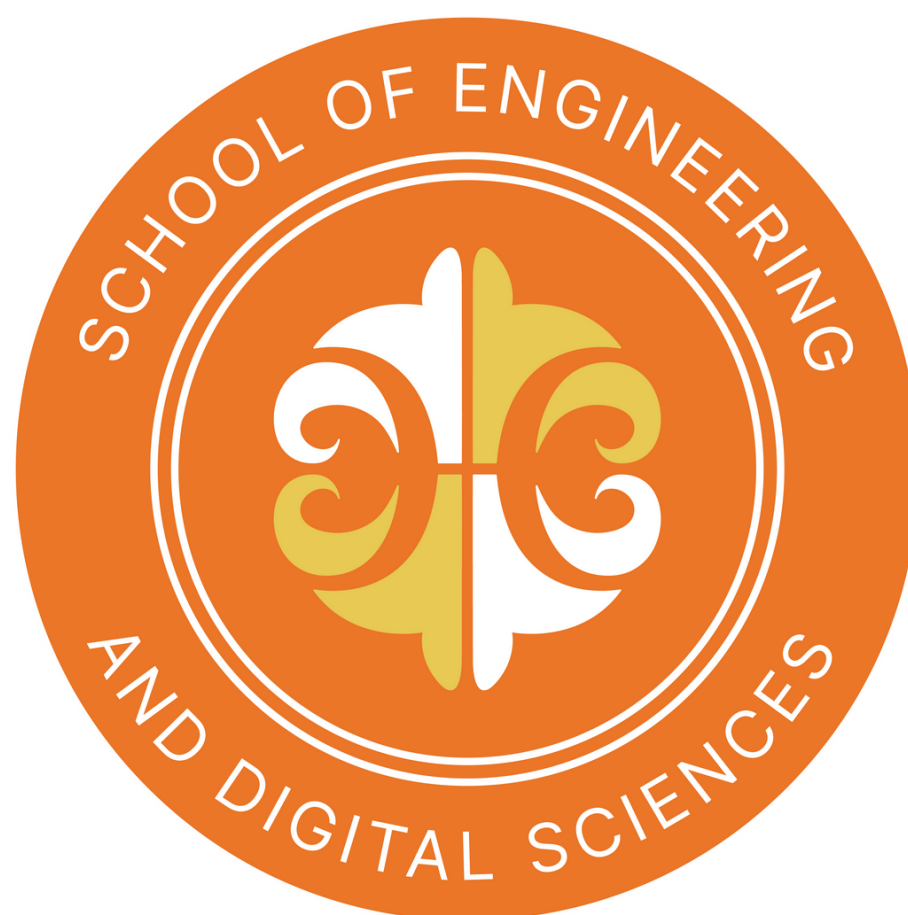
Aliya Bulatova

Specialist - Academic/Student Affairs

Tel.: +7 (7172) 70-61-92

aliya.bulatova@nu.edu.kz

Office: Block 3, office 516



Instagram 

eds.nu.edu.kz

School of Mining and Geosciences (SMG)

The School Office provides academic and administrative support and guidance to students.

Undergraduate programs:

- BSc in Petroleum Engineering
- BSc in Mining Engineering
- BSc in Applied Geosciences

Altynay Kazhkenova

*Senior Manager for Academic and Students Affairs
(Undergraduate students)*

Tel.: +7 (7172) 69-46-28

altynay.kazhkenova@nu.edu.kz

Block 6, office 6232



Graduate programs:

- MSc in Petroleum Engineering
- MSc in Mining Engineering

Instagram 

Aidana Abdykadyrova

*Manager for Academic and Students Affairs
(MSc students)*

Tel.: +7 (7172) 70-66-28

aidana.abdykadyrova@nu.edu.kz

Block 6, office 6232

Ph.D. programs:

- Ph.D. in Petroleum Engineering
- Ph.D. in Mining Engineering

Mira Meirambayeva

*Specialist - Academic & Students Affairs
(Ph.D. students)*

Tel.: +7 (7172) 70-64-64

mira.meirambayeva@nu.edu.kz

Block 6, office 6232



School of Medicine (NUSoM)

Nazarbayev University School of Medicine Academic Office/Unit
deals with issues related to the academic process and students relations

The Office is the School's core unit that operates with all stakeholders bridging faculty, students, and administrators for the smooth flow of the educational process. It is responsible for academic calendars and scheduling, management of the School students' database, as well as admission-related issues, etc.

We strive to be at the front through our proactive attitude to School and University-wide activities and processes. We are focused on providing high-quality customer centered services making students' and faculty members' experiences at School more effective and happier

Zhazira Altybayeva

Coordinator of MD and Residency programs
zhazira.kassym@nu.edu.kz
NUSOM building, office 927

Anuar Arykbayev

Coordinator of Master's and PhD programs
anuar.arykbayev@nu.edu.kz
NUSOM building, office 927

Bauyrzhan Seitbayev

Coordinator of Undergraduate and Fellowship programs
bauyrzhan.seitbayev@nu.edu.kz
NUSOM building, office 927

School of medicine programs:

- Orthopaedics and Traumatology
- Urology
- Anesthesiology and Critical Care
- Radiology
- Add the following to Graduate programs:
- PhD in Global Health



School of Sciences and Humanities (SSH)

Welcome to the School of Sciences and Humanities (SSH) at Nazarbayev University, a community of expert faculty, accomplished students, and dedicated staff.

Our school prepares students for the future by exposing them to broad areas of natural sciences, humanities, and social sciences. The school is the largest in the university with **11** departments that are responsible for delivering such a breadth of education to approximately **2200** students.

Gonzalo Hap Hortelano Ph.D.

Acting Dean
+7 (7172) 70-57-82
gonzalo.hortelano@nu.edu.kz

Andrey Filchenko

Acting Vice Dean for Academic Affairs
+7 (7172) 70-90-68
andrey.filchenko@nu.edu.kz

Galiya Sagyndykova

Director of Studies
+7 (7172) 69-47-17
galiya.sagyndykova@nu.edu.kz



Academic and Student Affairs Office

ssh_student_services@nu.edu.kz
Block 8, office 8.207

Maya Davletova

Senior Manager
Academic and Student Affairs
+7 (7172) 70-94-07
maya.davletova@nu.edu.kz
Block 8, office 8.207

Assem Koishybayeva

Manager
Academic and Student Affairs
+7 (7172) 69-65-22
assem.koishybayeva@nu.edu.kz
Block 8, office 8.207

Assel Zhakibayeva

Manager
Academic and Student Affairs
+7 (7172) 70-59-67
assel.zhakibayeva@nu.edu.kz
Block 8, office 8.207

Alminiya Ussingaliyeva

Specialist
Academic and Student Affairs
+7 (7172) 70 59 61
alminiya.ussingaliyeva@nu.edu.kz
Block 8, office 8.207

School of Sciences and Humanities (SSH)

Non-academic issues, orientation and adaptation, student clubs, and activities, graduation, school events, Telegram channel House of SSH, COVID-19 coordination, locker keys, calculators:

Kasymkhan Nurmukhamedov

Senior Manager

+7 (771) 960-43-32

+7 (7172) 70-65-75

kasymkhan.nurmukhamedov@nu.edu.kz

Block 8, office 8.239

Youtube:

<https://www.youtube.com/channel/UC6myzDCQ0FuSONK-F5r31wg>

Instagram:

https://instagram.com/ssh_nu

Telegram Channel:

<https://t.me/sshfamily>

Telegram Group:

<https://t.me/sshstudents>

Facebook:

<https://facebook.com/SSH Nazarbayev University>



Student FYI

Enrolled students receive their corporate emails:
name.surname@nu.edu.kz

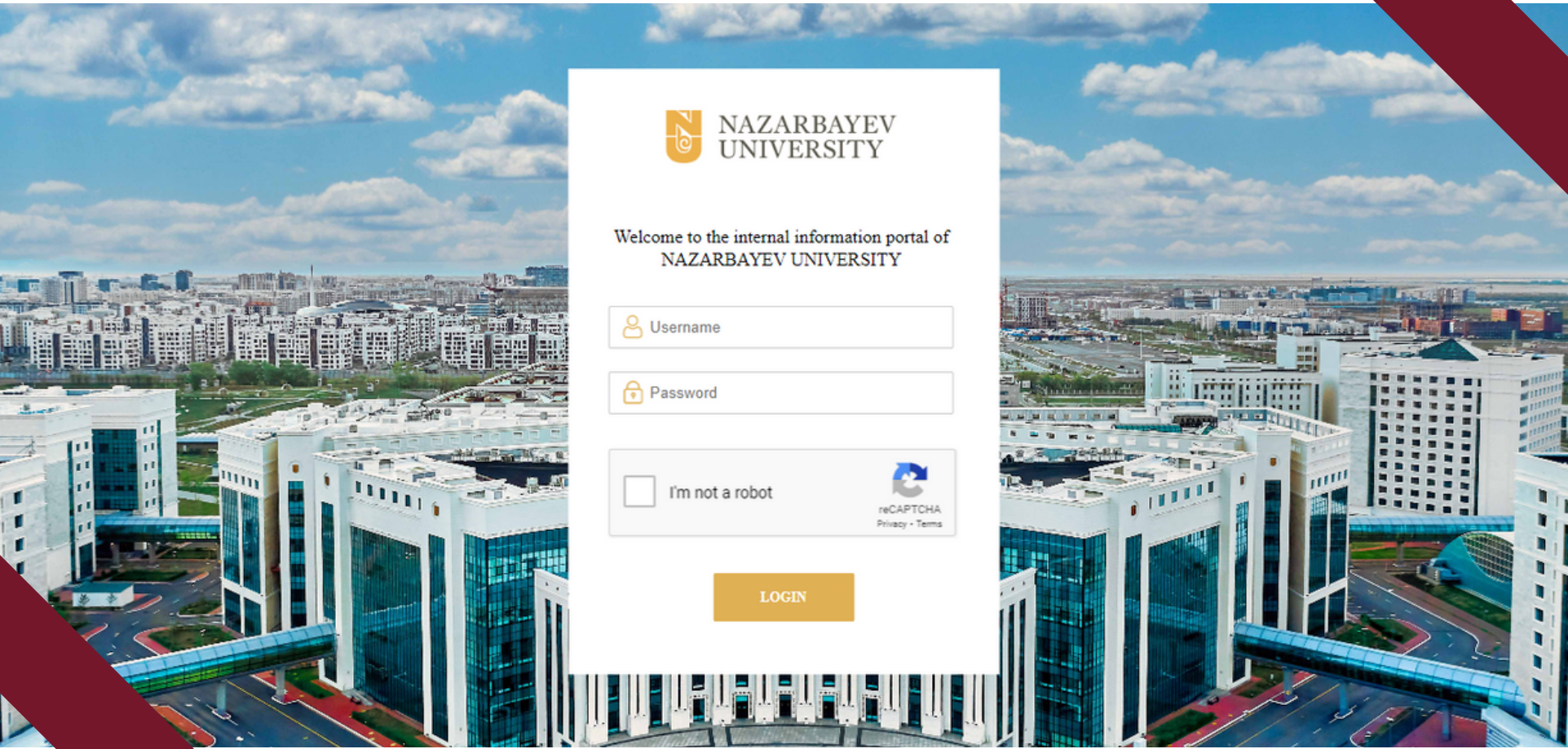
Using the **corporate email** students can access *Google platforms* such as *Google Drive, Google Calendar, etc.* The email is also used to access NU portals such as Library, Registrar, MyNU Student Portal, Moodle, and so on.

Students can reset the password through:
prs.nu.edu.kz or using IT Helpdesk - **FreshService**

NOTE: the password for portals is the same for all portals such as library, registrar, and student portal my.nu.edu.kz.

STUDENT PORTAL

Students can access *Registrar, Library, and other portals*, but for non-academic issues and stuff, there is a student portal — **MyNU**. Students can access it using name.surname as username and password they set for portals.



my.nu.edu.kz

Student Portal MyNU

MyNU portal has a list of things useful and necessary not only for students but for staff & faculty too. For example, you can search for clubs, the campus map, book rooms, make payments, and see information about housing, student government, facilities, and other stuff too.

STUDENT CLUBS AND ORGANIZATIONS

There is a list of student organizations and clubs in the **LEADERSHIP & INVOLVEMENT** on MyNU. Students can search for a particular club they want to join and email the clubs they would like to be part of. Clubs and Organizations differ according to their purpose and needs, some might be entertaining clubs and others academic ones.

In the right corner of the **MyNU** portal if you click your name you will see the **My Account** section. Here, students can make payments for their laundry fee — bedding & bedclothes, ID recovery, dormitory fee, student fund, and multipass.

For more information see the student portal.

Room Booking

Students can book rooms for their own needs or on behalf of the student club/organization. In the **STUDENT HOUSING** section, students can book rooms based on their needs. For example, in the library 5E.xxx if they need space for studying.

Apart from booking in MyNU, students can book other special rooms such as the piano room (block 22) or K006 musical room. Please contact the people/office responsible for them. You will need access beforehand.

my.nu.edu.kz

Requests and ID Card

Microsoft Office

Students can receive Microsoft Office if they make a request to the IT Helpdesk.

Enrollment Verification (Spravkas)

Students can request enrollment verification (spravka), and official transcripts the Office of the Registrar.

ID Card

Every student has his own ID Card. ID Card is needed everywhere. Even staff, faculty, and alumni have their ID Cards separated by color. Regular students have yellow ID Cards.



You will need to **show your ID card** to:

- Access the campus and its facilities, i.e. dormitory blocks.
- Borrow books, keys, iron, cart, etc.
- Get discounts in entertainment places/institutions
- Book rooms to study and work (you will have to leave your ID card by the security desk until you are finished)
- Access to services such as Laundry

What if I lost my ID Card?

Firstly you will need to access the campus if possible and get to the ID recovery, located in **23.058**. Then pay **2050** KZT for recovery and fill the blank to get a new ID Card.

NOTE: *Your ID number does not change. Instead, you will receive a new card and block the lost one.*

Campus Life

Who do you need to know about living in the dormitory?

University Service Management (USM). The primary functions of USM are management of the university's infrastructure, arrangement of the accommodation for students, faculty, employees, and guests of the University, workplace organization, development of the service infrastructure on the University campus, security provision on the university campus, provision of transport services, management of sports facilities.
Email: servicedesk@nu.edu.kz
Phone: 62-62, 62-63

Block manager (BM) helps students accomplish check-in/out procedures. BM is in charge of the sanitary and physical condition of the room.

Receptionist helps students deal with room or dormitory facility problems 24 hours, 7 days a week.

Resident Assistants (RA) are University staff members assigned to each Block. RAs serve as mentors and focus on individual and department goals as they relate to academic, social and community growth.

Saltanat Tanabergenova
Block 11 and 19 Manager
Phone: 70-58-34
saltanat.tanabergenova@nu.edu.kz

Naila Bulekpayeva
Block 20 Manager
Phone: 70-64-10
nbulekpayeva@nu.edu.kz

Raikul Sarsengeldina
Block 22 Manager
Phone: 70-64-09
rsarsengeldina@nu.edu.kz

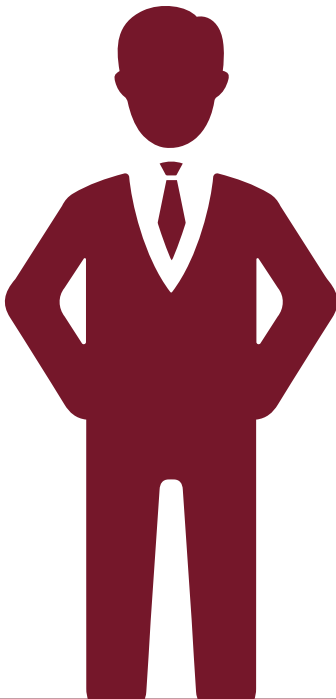
Zhanna Kopeyeva
Block 23 Manager
Phone: 70-66-51
zhanna.kopeyeva@nu.edu.kz

Arailym Shaimenova
Block 24 Manager
Phone: 70-62-24
arailym.shaimenova@nu.edu.kz

Ainur Rysmendiyeva
Block 25 Manager
Phone: 70-64-04
rysmendiyeva@nu.edu.kz

Zarina Chikibayeva
Block 26 Manager
Phone: 70-93-37
zarina.chikibayeva@nu.edu.kz

Gulmira Yerkeblankyzy
Block 27 Manager
Phone: 69-49-08
gulmira.sagandikova@nu.edu.kz



Aidos Taizhanov
Head of Campus Security
Phone: 70-58-30
aidos.taizhanov@nu.edu.kz

Rakhym Konusbayev
Senior Manager of Campus Security
Phone: 70-60-91
rakhym.konusbayev@nu.edu.kz

Discounts for NU Students

We have a list of discounts for **NU students** provided by the **Ministry of External Affairs** of Student Government. In order to get a discount please have your **ID Card** to show.

Wi-Fi on campus

All campus reading rooms, dormitories, and classrooms have access to free Wi-Fi. LAN sockets can be used for wired connections in the dormitories.

NU - password: 1234512345
NUdormitory - password: 1234512345



Campus Life

How to get Campus Access?

You can get **campus access** if you are not living in the dormitory. In order to get your campus access:

Send an email to your **school coordinator**.
Subject: **Access on Campus**

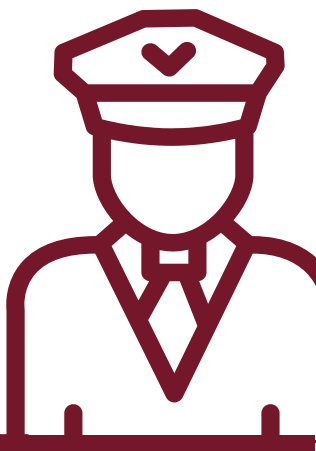
For the text provide and attach a **valid PCR test** with a **valid QR** (*PCR tests without valid QR codes, especially from eGov mobile, will not be accepted*), mention your **risk group** (*do not forget to update your risk group*), and add your **ID number with your name**.

If you did all the above-mentioned, you can check your **Access Status** via **Form F-20**. If you received a **positive reply** it means that you are on the Access list

IMPORTANT NOTE: This procedure is the same for all reasons: library, atheltic/sport center, laboratories, offline classes, etc.

List of School Coordinators

CPS	Aizhan Kenenbayeva	aizhan.alimbetova@nu.edu.kz
GSB	Nargiz Kadyrova Aida Akhmetova	nargyz.yesbulatova@nu.edu.kz aida.akhmetova@nu.edu.kz
GSE	Aidana Sirgebayeva Kalamkas Sergazina	aidana.sirgebayeva@nu.edu.kz kalamkas.sergazina@nu.edu.kz
GSPP	Madina Kuvanysheva Nurgul Tuyebayeva	mkuvanysheva@nu.edu.kz nurgul.tuyebayeva@nu.edu.kz
SEDS	Galym Zhumabekov	gzhumabekov@nu.edu.kz
SMG	Dana Bralina	dana.bralina@nu.edu.kz
SOM	Bauyrzhan Seitbayev	bauyrzhan.seitbayev@nu.edu.kz
SSH	Karina Tachou Kasymkhan Nurmukhamedov	karina.abulkairova@nu.edu.kz kasymkhan.nurmukhamedov@nu.edu.kz



Campus Facilities

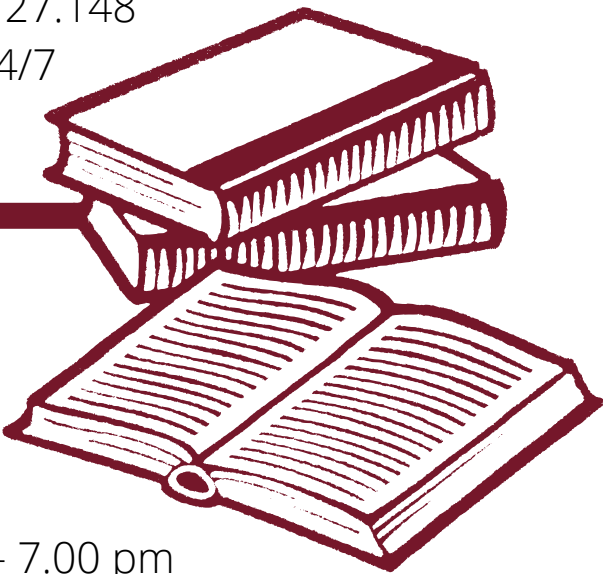
Study

Library

- 1. *Library extension* (2nd & 3rd floors)
 - 2. *Individual Study rooms* (4th floor)
- Working hours: 9.00 am - 5.00 pm
- 3. *Computers* (2nd floor)
 - 4. *Relax room* (4th floor)

Study rooms

Location: 26.124, 27.148
Working hours: 24/7



Services

Laundry

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

The "Bubbles" Laundromat

Working hours: 24/7
Location: 23.113
Contacts: +7 777 964 21 78

Ironing Rooms

Working hours: 24/7
Location: Block 11 (3rd floor, next to the kitchen), 22.228a, 23.228a, 24 1228a, 25.528a, 26.228a, 27.1028a



Repair Tailor Shop

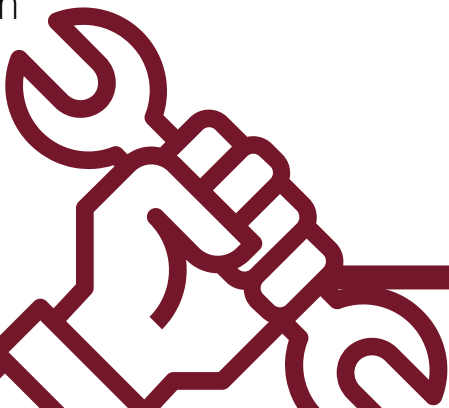
Working hours:
Mon-Sat 10.00 am - 8.00 pm
Location: 22.038
Contacts: +7 (775) 838-95-87,
+7 (747) 377-93-45

Shoe repair & Locksmith

Working hours:
Tues-Sun 11:00 am - 7:00 pm
Location: Block 23
Tel: +7 (705) 584-29-07

"Qazrem" Electronics Repair

Working hours:
Mon-Fri 1.30 pm - 6.30 pm
Location: Block 23-24
Tel: +7 (776) 999-33-66



Health

Health and Wellness Center

Work hours: 8:30 am - 5:30 pm
Lunchtime: 12:30 pm - 1:30 pm
Location: 26.108, 20.104, 11.101, 11.102, 11.103, 11.105, 19.104

University Health Center

Working hours:
Mon-Fri, 8.00 am - 8.00 pm
Location: Block 24

UHC & doctor on duty

Working hours:
Mon-Fri 8.00 pm - 8.00 am
Weekends and public holidays:
24 hrs service
Location: Block 19, Room 201

Pharmacy

Pharmacy

Working hours:
Mon-Sat 8.00 am - 8.00 pm
Lunchtime: 12.30 pm - 1.30 pm
Location: Opposite the entrance to the UHC in block 24. 24.046
+7 (701) 532-05-12



Beauty Salon

La Brilliance beauty salon

Working hours: 10 am - 6 pm
Location: Astana ave., Turan 64/5, Block 38
Tel: 8-778-01-01-384, 8-71-72-70-27-12

Chic & Chic

Working hours:
Mon-Sun 10 am - 8 pm
Location: Block 22
Tel.: 8-701-039-94-44



Delivery

Kaspi Postomat

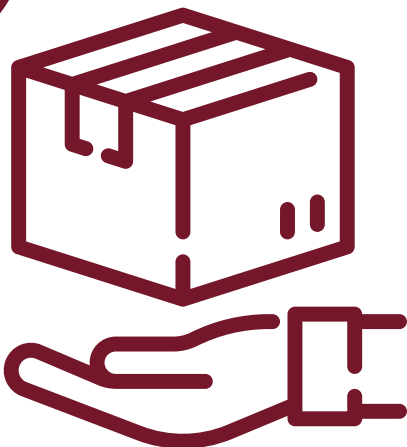
Location: Block 22

Tastamat

Location: Block 22, 26

Mail

Location: Block 38



Campus Facilities

Shops

“Magnum” Grocery Store

Working hours:
Mon-Sun 9.00 am - 11.00 pm
Location: Block 22, 1st floor



“Vesna” Grocery Store

Working hours:
Mon-Sun 9.00 am - 10.00 pm
Location: Block 38-39, 1st floor



Stationary Shop “A4”

Working hours:
Mon-Sun 10.00 am - 7.00 pm
Location: 24.051, 1st floor



NU Brand Shop

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



Cafe & Catering

Marketplace

Working hours:
Mon-Fri 8.00 am - 8.00 pm
Location: Block 4, 2nd floor

La Tartine Cafe



Working hours:
Mon - Fri 8.30 am – 6.30 pm
Location: Block 3

Daily Cup



Working hours:
Mon-Sun 9.00 am - 8.00 pm (7.00 pm on weekend)
Location: New Atrium (between C2 and C3), 1st floor

Kunde Cafe

Working hours:
Mon-Sat 10.00 am -9.00 pm
Location: Block C2, M1 floor



Uni-Chef Restaurant

Working hours: 9.00 am -7.00 pm
Location: C3, 1st floor

Health Project

Working hours:
Mon-Sun 8.00 am - 10.00 pm
on weekend: 9.00 am - 6.00 pm
Location: New Atrium (between C2 and C3), 2nd floor

Бодрый день/Bodryi Den'

Working hours:
Mon-Fri: no fixed time
Location: New Atrium (between C2 and C3), 2nd floor

Canteen “Freeflow”

Working hours: 8.00 am - 10.00 pm
Location: Block 22, 1st floor

6inch

Working hours:
Mon-Sun: 24/7 (from fall semester)
Location: Block 24, 1st floor

Corner Meal

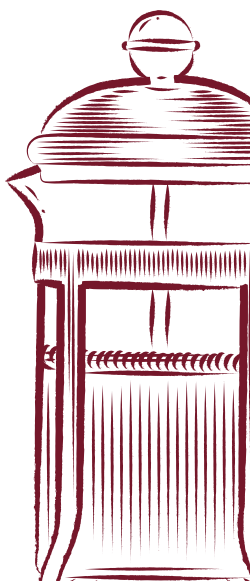
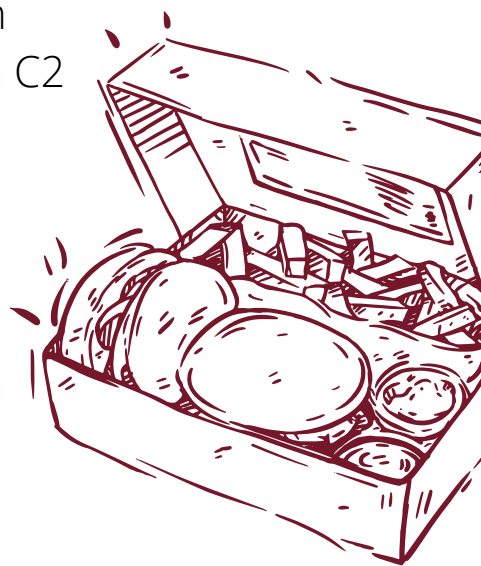
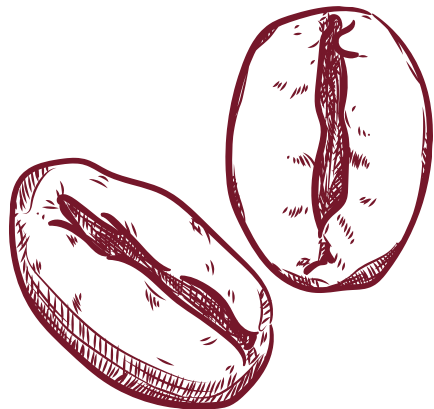
Working hours: Mon-Sun 9.00 am - 9.00 pm
Location: Blocks 26-27, 1st floor

Butterfly

Working hours:
Mon-Sun: 8.00 am -8.00 pm
Location: Athletic Center, 2nd floor



CATERING
SERVICE



Bank branches

Representative Branch of Jysan Bank

Working hours:
Mon-Fri 9.00 am - 6.00 pm
Lunchtime: 1.00 pm - 2.00 pm
Location: Block 5, 1st floor
Tel:+7 (7172) 55 82 55

Payment Terminals & ATM Machines

Location: Blocks 1, 5, 22, 38



Campus Facilities

Sport

Athletic Center

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



Sport Center

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

Yoga rooms

Working hours:
Location: Athletic center, 3rd floor



Relax Area

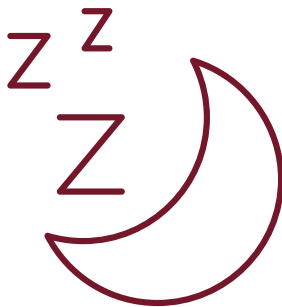
Amphitheater

Working hours: 24/7
Location: next to Stella



Relax Room

Working hours: 24/7
Location: Library Extension
5E block, 4th floor



BBQ area

Working hours: 24/7



Pond

Working hours: 24/7
Pond has a form of NU logo

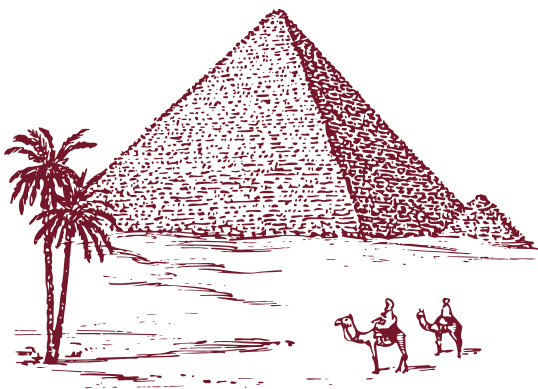
Stella

Working hours: 24/7
Location: near Amphitheatre



Pyramid

Location: near Amphitheatre



Entertainment & Hobby

Piano room

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



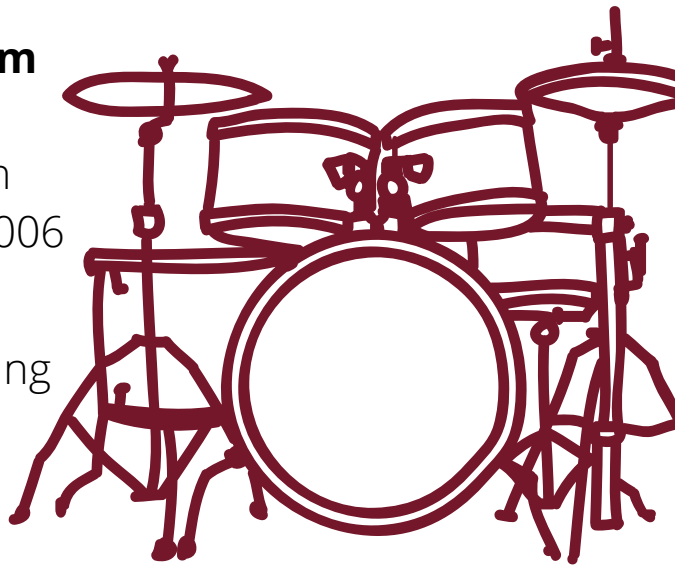
Dance room

Working hours: currently closed
Mon-Sun
Location: 25



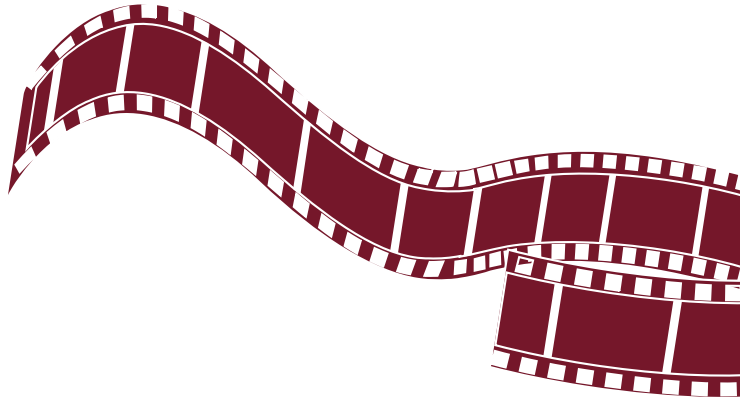
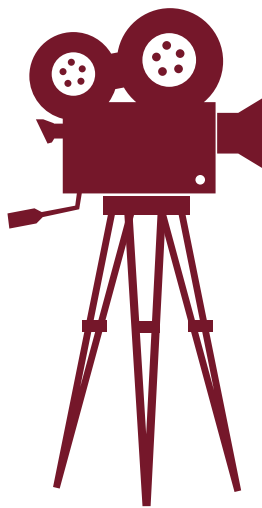
K-006 - musical room

Working hours:
with prior registration
Location: 25 block K-006



Cinema room

Working hours: booking
Mon-Sun
Location: Block 25



Other

Purified water vending machines

Location: Blocks 3, 11, 22, 23, 24, 38, 44,
Sports Center

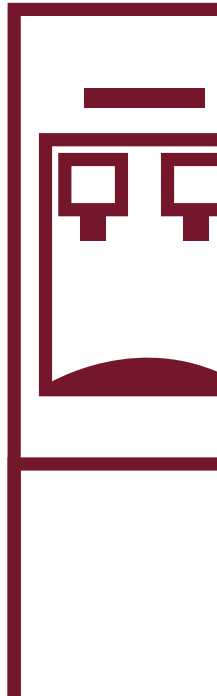
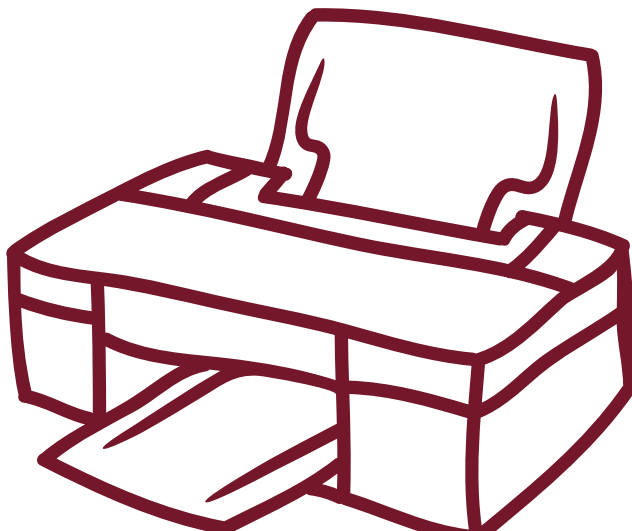


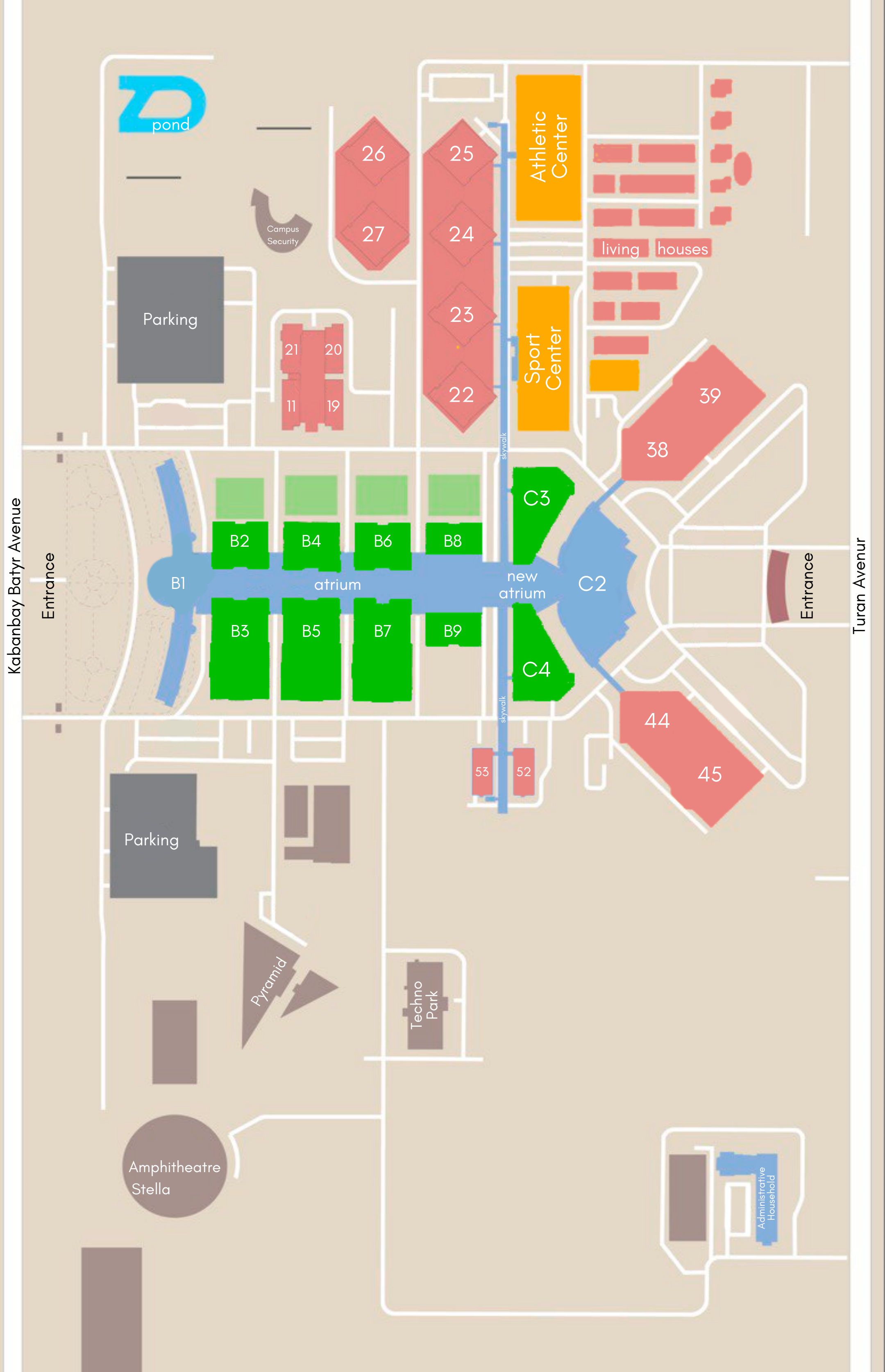
Smoking Area

Location: next to 22-23 blocks

Printers

Location: Blocks 22, 25, and 26 next to the
block reception





Campus Map

- B1** - is the first block from the Kabanbay Batyr ave.
- B2** - Center for Preparatory Studies (CPS) block
- B3** - School of Engineering (SEng), currently SEDS block
- B4** - Marketplace catering block
- B5** - Library block
- B6** - School of Mining and Geosciences (SMG) block
- B7** - School of Science and Technologies (SST), currently SEDS/SSH block
- B8** - School of Humanities and Social Sciences (SHSS), currently SSH block
- B9** - Office of the Registrar block
- Atrium** - Main Atrium
- New Atrium** - Shanyraq and New Atrium
- C2** - is the first block from the Turan ave.
- C3** - Graduate Schools block, GSB, GSE, GSPP
- C4** - Research block
- 11, 19, 20, 21, 22, 23, 24, 25, 26, 27, 38, 39, 44, 45** - living blocks
NOTE: some blocks on 2GIS have different namings. Be careful with delivery!
- | | | |
|----------|----------|-----------|
| 11 — D-1 | 22 — D-5 | 26 — D-9 |
| 19 — D-3 | 23 — D-6 | 27 — D-10 |
| 20 — D-4 | 24 — D-7 | |
| 21 — D-2 | 25 — D-8 | |
- 52, 53** - laboratories

