



# Services Manual of the Welcome Centre

Version 08 October 2018



Co-funded by the  
Erasmus+ Programme  
of the European Union



## Table of Contents

Contact persons of the International Centre .....	3
Other Contact Persons of the University .....	4
List of Services of the International Centre .....	5
List of Contacts for Other Services.....	6
List of Resources in the International Centre .....	7

## Address

[Student dormitory #7, Pushkin street, 11/2, Astana, Z00T8T5, Kazakhstan, +77172709500 (int. 39-127)]

## Contact persons of the Welcome Centre

In the following section, you will find all people involved in this welcome centre.

<b>Director of International Cooperation Department</b>		
Anastasiya Karmelyuk	(+7) 7172790498	enuranking@gmail.com, karmelyuk_av@enu.kz

<b>Head of International Educational Programs Office</b>		
Sabina Mendagaziyeva	(+7) 7172709489	mendagaziyeva.ss@gmail.com, erasmusplus.enu@gmail.com

<b>Director of Centre for multilingual education and academic resources</b>		
Dina Saparova	(+7) 7172709500 (int. 31401)	dinasaparova@mail.ru

<b>Head of Office of International Activity Development</b>		
Botagoz Paratkhan	(+7) 7172709500 (int. 31498)	botagoz.paratkhan@mail.ru

## Other Contact Persons of the University

In the following section, you will find all people who you will need to contact depending on the requested information of the service.

<b>Chief Specialist at the International Educational Programs Office/ Incoming exchange program coordinator</b>		
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Aliya Omarkhanova	(+7) 7172709500 (int. 31419)	International.incoming.enu@gmail.com
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<b>Chief Specialist at the International Educational Programs Office/ Outgoing exchange program coordinator</b>		
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Altyn Kiyasheva	(+7) 7172709500 (int. 31408)	International.dept.enu@gmail.com
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<b>Chief Specialist at the International Educational Programs Office/ Dual diploma program coordinator</b>		
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Aiym Madyarbekova	(+7) 7172709500 (int. 31418)	aiym.bakhytkali@gmail.com
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<b>Chief Specialist at the Office of International Activity Development/ Visa, registration issues</b>		
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Moldir Tolegenova	(+7) 7172709500 (int. 31429)	moldir_inder94@mail.ru
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<b>Chief Specialist at the Office of International Activity Development/ bilateral agreements</b>		
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Assem Rakysh	(+7) 7172709500 (int. 31431)	assemrakysh@gmail.com
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## List of Services of the Welcome Centre

In the following section, you will find all services that the International Centre offers.

Area	Service	Contact Person
General	Information regarding on and off-campus services, Website Information	Reception area
Culture	List of cultural activities in the University	International Educational Programs Office
	List of cultural activities in the city	International Educational Programs Office
	General city information, transportation, maps, practical information	International Educational Programs Office
Accommodation	Accommodation for exchange students	International Educational Programs Office
	Accommodation for international students	Office of International Activity Development
	Accommodation for visiting staff	Centre for multilingual education and academic resources
Legal issues regarding migration or VISA	Visa support, Registration	Office of International Activity Development
Admission	International students admission requirements and procedure	Office of International Activity Development

## List of Contacts for Other Services

In the following section, you will find other services that the University offers.

Area	Service	Contact Person
Academic issues	Course selection	Hosting faculty/department <a href="http://www.enu.kz/en/kontakts/faculties.php">http://www.enu.kz/en/kontakts/faculties.php</a>
	Course registration	Registrar Office, main building, office 115
	Issue of references and transcript	Student Service Center, main building, office 128
	Library	Library "Otyrar", office 105
IT support	ID/pass cards	Department of Information Technology. main building, office 327
	Access to 'Platonus' system	Department of Information Technology main building, office 106
Medical service	First-aid post	First-aid post, main building, office 123
	Health center	Abdugalimov clinic, 6/7 Abylai khan str.
Other	Information about university sport clubs	Sport Club, sportcomplex "Eurasia" <a href="http://www.enu.kz/en/about-enu/structure/sport-club/">http://www.enu.kz/en/about-enu/structure/sport-club/</a>
	Volunteering experiences/initiaves	Center for youth policy, main building, office 116

## List of Resources in the Welcome Centre

In the following section, you will find the resources that you will find in the International Centre.

Resource	Description of the Resources
Computer	Four computers
Projector	Projector with interactive screen
Internet and Wi-fi connection	Free Wi-Fi access
Notebook	Two notebooks
Library	Books on different subjects are available for reading and sharing