



**NON-PROFIT JOINT STOCK
COMPANY "ABAI KAZAKH
NATIONAL
PEDAGOGICAL UNIVERSITY"
DIGITAL STUDENT
SERVICE CENTER
"SHAPAGAT"**



Digital Student Service Center «Shapagat»



On December 1, 2017, the Shapagat Digital Student Service Center began working at the Abai Kazakh National Pedagogical University.

The creation of this center was aimed at implementing the tasks to improve the quality of public services and change the education system specified in the Address of the Leader of the Nation N.A.Nazarbayev "The third Kazakhstan modernization: readiness for global competitiveness", as well as the recommendations of the Ministry of Education and Science of the Republic of Kazakhstan and the decision of the Observatory Council of the University.

Center "Shapagat" on the principle of "one window" provides the following types of services: issuance of certificates to students at the place of demand and issuance of certificates to the State Center for the Payment of Benefits (SCPБ) forms №2-1, №4, №6 with QR code, including certificates for foreign students leaving home, transcripts for students, academic transcripts, registration of all types of applications (transfer, restoration, dismissal, archival certificates, etc.), temporary registration at the place of residence and deregistration, registration for military registration and removal from the military registration, applications for obtaining turnstile and preferential transport student cards "Onay", issuing orders through the "Univer" program for settling students in a hostel, consultations on financial issues in student accounting, etc.

At present, the Shapagat Center has received more than 150 thousand applications, if in 2018, on average, 50 or more applications were received per day, then in 2019, 100 and more applications were received per day.

From the 2019-2020 academic year, the issuance of orders for settling in the university dormitory is carried out electronically through the "Univer" program, as well as through E-services. Over 1,935 students received residency orders.

One of the innovations of Shapagat Center is the provision of additional types of services for students. From the 1st September of this year a representative of the Public Service Center of the Medeu district of Almaty provides services for issuing certificates and electronic digital signature (EDS). The Terminal of the public access point of the PSC of the city of Almaty is functioning to obtain the necessary information for students through an EDS (over 12 thousand certificates were issued). Also, representatives of FORTE BANK issued more than 3000 bank cards to students for scholarships. More than 2215 students of the University were assigned to the Medical Center "A-clinic".

International standard ISO 37001: 2016, anti-corruption policy.



Services of digital student service center «Scapegoat»

Оқу-білім беру қызметтері
Учебно-образовательные
услуги

Educational services

Әкімшілік қызмет көрсету
Административные услуги

Administrative services

Әлеуметтік-тұрмыстық қызмет
көрсету
Социально-бытовые услуги

Social services





List of the services of Digital Student Service Center «Shapagat»

1. Registration of all documents - 2-5 minutes
2. Issuance of certificates to the students at the place of request with QR code - up to 5 minutes
3. Issuance with QR code of certificates to the students from the place of study to the State Center for the payment of benefits (forms №2-1, №4, №6 - large families, for disability, for the loss of a breadwinner) - 5 min
4. Issuance of certificates from the place of study to foreign students signed by the university management (at the place of request) - 1 day
5. Issuance of transcripts - 5 minutes / Issuance of transcripts signed by the university administration - within 1 day
6. Issuance of orders to the students in the hostel through the "Univer" system - 10 minutes
7. Temporary registration at the place of residence and deregistration - 5 minutes
8. Temporary registration for military registration and deregistration - 10 minutes
9. Registration and issuance of "Onay" turnstile and preferential cards - up to 2-5 day
10. Consulting students on financial issues (training and accommodation fees) - up to 5 minutes

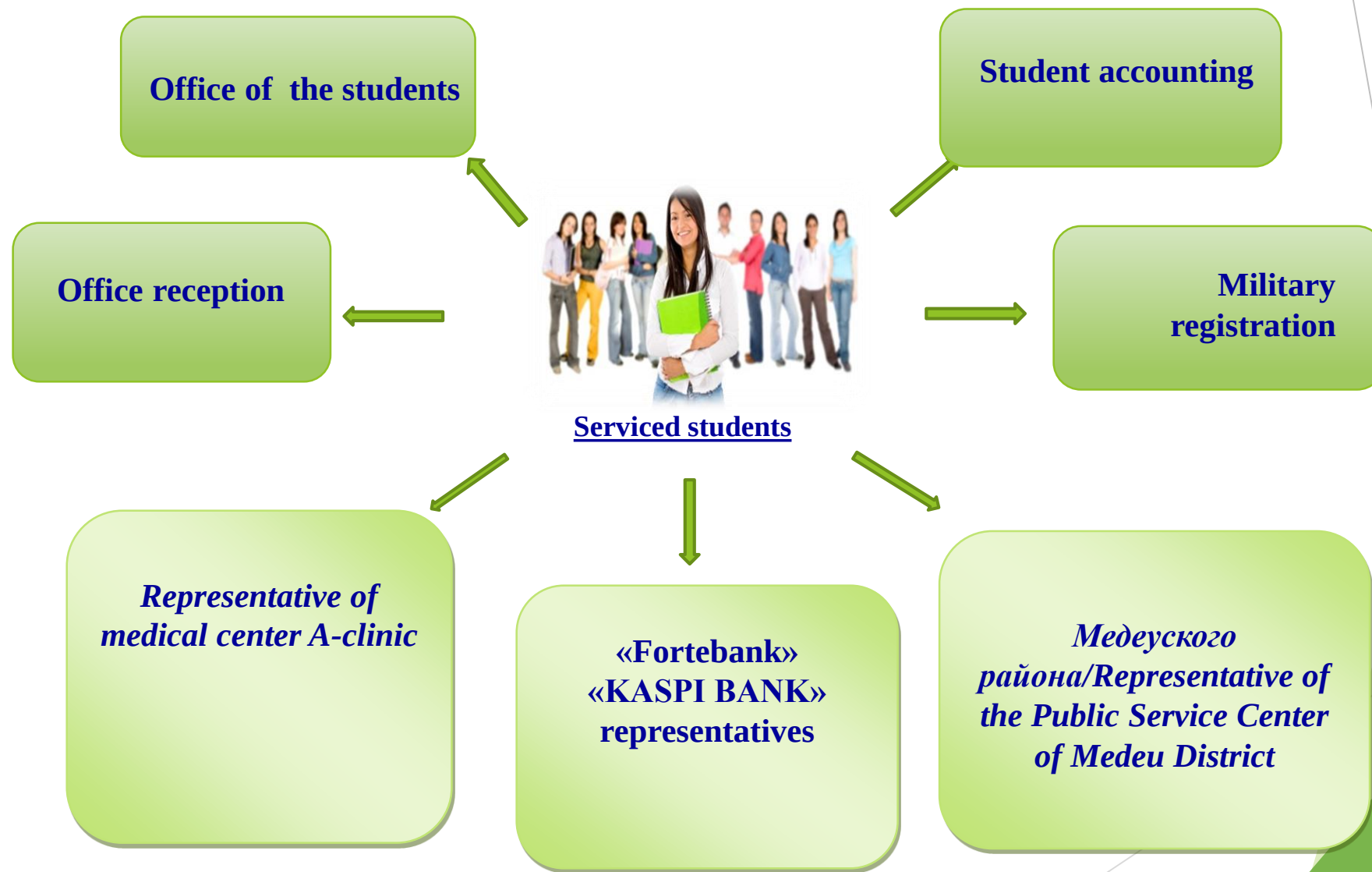


- ▶ Students are admitted through an electronic queue.
- ▶ Information about performed function is placed on the sensor stand of the electronic queue (terminal).
- ▶ The queue and table numbers light up on the monitor.
- ▶ The student receives the information which he needs on the principle of "one window" in the Center "Shapagat"



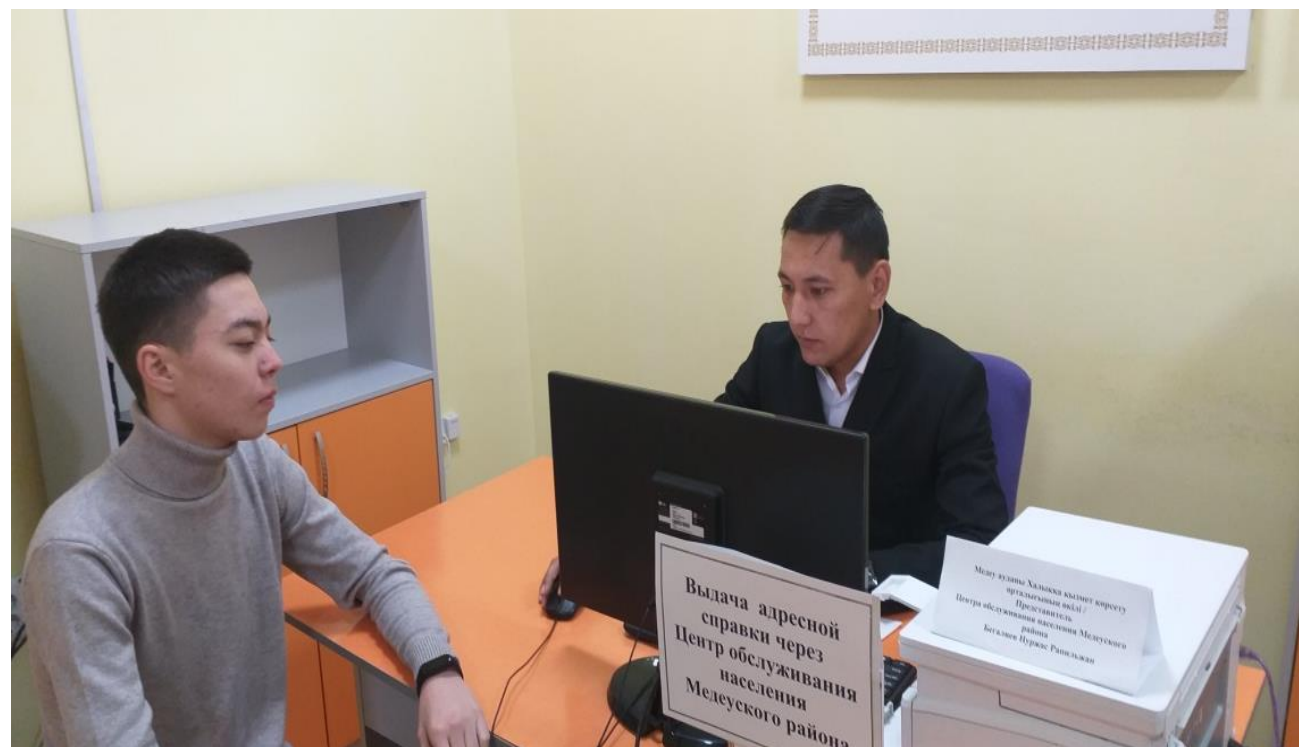


Additional types of services





Representative of the Public Service Center of Medeu District of Almaty





Representative of the medical center A-clinic





Representatives of "KASPI BANK", "Forte bank"





Bright future of youth!