NAZARBAYEV UNIVERSITY

OFFICE OF THE REGISTRAR

MANUAL
FOR NU STAFF

STUDENT DISMISSAL

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DESCRIPTION

DISMISSAL means that a student is forced to cancel his/her enrollment by University's resolution and no longer a current student entitled to any of the privileges attached to that status.

For more details, please see the Regulations and other related documents:
- Graduate academic policies and procedures (Grad APP);
- Undergraduate academic policies and procedures (UG APP);
- Student Code of Conduct;
- Student handbooks.

REASONS FOR STUDENT DISMISSAL

ACADEMIC (clause 58)

1) failure to maintain the required CGPA or GPA;

Check the CGPA and GPA requirements:

UG requirements are in UG APP (CGPA and GPA >=2.0),

Graduate requirements are in Grad APP and are different for each program:

GSB, GSE: CGPA ≥ 3.00;

GSPP, SEDS, SOM, SMG: CGPA ≥ 2.67

SSH:

M.Sc.&PhD in Biological Sciences, Applied Mathematics, Chemistry and Physics	CGPA ≥ 2.67
Other programs	CGPA ≥ 3.00

Check student's academic probation status:

a) if a student has history of multiple probations, School should attach relevant historical memos with Dean's recommendations to VPAA.

b) if a student was granted academic probation for the current semester, this subclause cannot be used. This is because it is assumed that student's low GPA is acceptable for School based on the Decision to grant academic probation to the student.

2) failure to maintain satisfactory progress towards the degree;

Calculate student's satisfactory progress in ECTS

for UG: 30 ECTS behind Satisfactory progress - check Para 20, clause 63 of UG APP;

Please indicate ECTS calculations in the memo. For example, a student should have 100 ECTS by now, but he has only 30 ECTS. Thus, student is behind by 70 ECTS.

for Grad students: check the approved handbook

3) failure to complete specific course requirements of the student's program of study and/or the inability to transfer to any other School or major;

*Check **student handbook** for certain course requirements. Handbook shall be approved and valid.*

4) failure to register for the minimum number of credits by the Add deadline indicated in the corresponding Academic Calendar for that semester, unless approved by the Dean and VPAA;

Calculate student's registration for credits

UG requirements: min 24 ECTS for Fall and Spring,

Grad requirements: check the approved Handbook
This clause is usually applied to dismiss UG STUDENTS based on Non-registration report.

5) **failure to maintain continuous registration**;
Calculate student's continuous registration for credits
Applicable to graduate students (especially PhD) - each term they shall be registered for some courses
This clause is usually applied to dismiss GR STUDENTS based on Non-registration report.

6) **failure to meet specific research milestones in a timely manner;**
Check student's research progress
Check the approved handbook

7) **failure to complete degree requirements within the indicated deadline.**
By the end of the program, calculate student's credits
for UG: min 240 ECTS, CGPA>=2.00 in 4 years
for Grads: check the approved Handbook.
One example of using this subclause is when student's request for extension of study is declined.

DISCIPLINARY (clause 59)

1) failure to attend **the first week of classes** without approval of the Dean/Vice Dean of the appropriate School;
Shall be tracked by School
2) failure to attend the required **Orientation session for new students** without approval from the Dean/Vice Dean of the appropriate School;
Shall be tracked by School
3) failure to attend the **required number of classes**;
Shall be tracked by School. Required attendance rate shall be indicated in the handbook
4) on the grounds specified in the **Student Code of Conduct and Disciplinary Procedures** of the University;
Check regulations of Student Code of Conduct on academic and non-academic misconduct
5) deliberate submission of the **false documents or misleading information** during the admission process;
Depends on the document/information submitted by student
6) **failure to return from LoA** on time without certified good cause.
Shall be tracked by School

FINANCIAL (clause 60)

1) **violation of obligations on payment of tuition or other expenses.**
Shall be reported by the Bursar's office (memo) to the School

OTHER (clause 61)

1) **failure to sign an agreement** on provision of education services by the announced deadline;
Shall be tracked by School
2) violation of the University's internal regulations or other internal documents regulating **admission and organization of the educational process** of the University, including student handbooks;
Depends on case
3) other reasons provided by the **legislation of Kazakhstan** and internal documents of the University.
Depends on case

PROCEDURES FOR STUDENT DISMISSAL

STEP 1. Tracking students' progress and forming the list of students for dismissal
School, Office, Bursar's Office

- For *58.1) failure to maintain the required CGPA or GPA for UG and Grad students* **AND** *58.2) failure to maintain satisfactory progress towards the degree* ***for UG students only:***
  At the end of each term, **Office of the Registrar (hereinafter - OR)** provides End of term (EOT) reports to Schools.
- For *60.1) violation of obligations on payment of tuition or other expenses:*
  Bursar's Office notifies student's School via EDMS about the existing debt.
- For *all other reasons*
  Schools shall track students on fulfilling existing requirements.
  It is the School's responsibility to establish a process on tracking students' performance

STEP 2. Dean's recommendation for dismissal
School

- School sends **an email** with a list of students to be recommended for dismissal to Dean.
  Contact the Office for clarifications on **clauses and subclasses** for dismissal.
  Sample table for an email to Dean:

#	Student ID	Last Name	First Name	School	Major/ Track	Year of Study	Semester GPA	Overall GPA
1								
2								

- **Dean reviews reports** on student's academic progress and other relevant documentation.
  If Dean decides **NOT TO RECOMMEND** student for dismissal, School shall inform the Office about an additional semester by sending a Memo with supporting documents attached;
  If Dean decides **TO RECOMMEND** student for dismissal, School send a **notification** to student via email. Then, student can submit a **Written request for Reconsideration** (see Step 3) within 5 working days.
  No application for Leave of Absence will be accepted if a student is **under** the **dismissal process** at the time of the request and has received **dismissal notification** from the School.

Sample notification to student:

Dear _____,

*Regretfully, the School of _____ is informing you that you are recommended for dismissal from the University. **This decision is based on** _____ as specified in the Regulations on Leave of Absence, Dismissal and Voluntary Withdrawal for students of the AOE Nazarbayev University.*

*You have five (5) days to write a written request for a reconsideration of this decision. Please, write a written request for reconsideration for the Dean of the School. This written request must be signed and dated and sent to the **School/Dean/School manager email** @nu.edu.kz (cc: @nu.edu.kz). The written request should only contain information on the issues that directly affect the dismissal recommendation.*
*Please note that the deadline is (count five days)**____, 202_**.*

*Please contact the **Full name of the School employee (** @nu.edu.kz) if you have any questions about the written request for reconsideration. The School must receive the written request by _____ 202_. If the written request is not received by that date, your dismissal recommendation will be processed without it and you will not have any chance to appeal the decision later.*

Whatever your decision, our best wishes go with you.

STEP 3. Student's Written request for Reconsideration
School

Within 5 (five) calendar days of the notification of dismissal, the student may submit a Written request for reconsideration to the Dean.

Written request for Reconsideration is student's appeal of School's dismissal recommendation.

! Written request for Reconsideration shall be **signed and dated by student**. It should only contain information on the issues that directly affect the dismissal recommendation.

! Written request for Reconsideration shall be **attached** to dismissal recommendation to President.

! If a student does not submit a written request for reconsideration on time, recommendation on dismissal shall be **processed without the student's written request for reconsideration**.

! We recommend you to develop a **spreadsheet to track all deadlines.**

! There is NO appeal to the President. If a student still writes an appeal to the President, s/he shall be **directed to the Office and the School**.

! If Dean decides to allow student to continue study based on student's reconsideration letter, Provost/VPAA's consent should be obtained via Memo/EDMS (same as probation memos). This memo shall be forwarded to the OR as the basis of student's continuation of the program.

STEP 4. Recommendation to the President
School

Dean sends recommendation to the President via EDMS with consecutive approval of the OR and the Provost.

The recommendation shall include:

(1) reference to the appropriate regulations,
(2) Dean's approval of the list of students to be recommended for dismissal,
(3) written request for reconsideration,
(4) a note whether student is given a voluntary withdrawal option with a statement that s/he didn't apply for withdrawal yet,
(5) all emails and other written or electronic documentation that can provide evidence in support of the recommendation for dismissal, student information and transcript, etc.

NOTE: Make sure you attach correspondence between student and advisers. It is to help involved parties to make the final decision on the student's case.

! After the dismissal recommendation is sent by the Dean of the School to the President, all contact with the student and their family will be coordinated by the Office only.

STEP 6. Review of evidence of Dean's recommendation for dismissal
OR

The **OR** shall review the evidence for dismissal.

If the OR finds the Memo **incomplete package/incorrect references**, it is sent back to School.

If the OR **approves** the dismissal, the Memo goes to the Provost.

The School provides hard copies of a Memo to the Provost.

If the Memo contains letter of reconsideration declined by the Dean, OR informs a student that his/her dismissal is being processed.

STEP 7. Review of Dean's recommendation by Provost
Office of the Provost, School, Office

The **Provost** reviews the evidence for dismissal.

If the **Provost** does **not support** the dismissal recommendation, the Memo will be sent back to School and OR with resolution to allow the student to continue the studies.

Any conditions that will be given to student to continue study shall be also included in the resolution.
Office will inform student about conditions, if any.
School is responsible for tracking given conditions with a student.

If the **Provost supports** the dismissal, the recommendation goes to the President.

The School provides hard copies of a Memo to the President.

STEP 8. Review of Dean's recommendation by President
Office of the President, School, OR

The **President** reviews the evidence for dismissal:

If the President does **not support** dismissal recommendation, the Memo shall be forwarded to the OR with the resolution that the dismissal recommendation is not approved.
Any conditions that will be given to student to continue study shall be also included in the resolution.
OR will inform student about conditions, if any.
School is responsible for tracking the student and given conditions.

If the President **approves** dismissal recommendation, the Memo shall be approved, and final resolution shall be sent to OR and School via EDMS for execution.

The President may allow student to **withdraw**. It shall be stated in his resolution.
Office will notify student via email and/or hard copy letter**.**
Student shall apply for Withdrawal within 5 (five) calendar days after notification. If the student fails to submit the application form within 5 (five) calendar days, the dismissal will be processed.

The resolution of the President shall be final.
There is **NO appeal** to the President. If a student still writes an appeal to the President, s/he shall be directed to the Office and the School (see **STEPs 2 and 3**).

STEP 9. Pending President's Decision
School

Pending the final Decision of the President on student status, the student is expected to remain **registered** in classes, **attend** classes, and **receive** grades.

STEP 10. President's Decision
Office

The Decision is signed by the President and shall become **effective upon registration**.
The OR shall ensure the **distribution** of the Decision to the student and all relevant units.

The **OR** will release the student's **original documents** (High School Diploma) along with an official transcript when the official **checkout list status is CLEAR**. No documents will be provided to student, until that time.