HeRo Study Space
for advanced and corporate training

Student's Guide to Using Study Space Account

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1. START OF WORK LOGIN TO PERSONAL ACCOUNT

If you have already registered in the Hero Study system as an applicant, filled out the questionnaire and successfully completed the admission campaign, you do not need to re-register in Hero Study as a student. Your personal account will be automatically updated and expanded in functionality. You need to simply log in with your usual login and password.

If you did not enrol online through our platform and visit https://kaznmu.hero.study/login#sign-in as a student for the first time, you will receive yourpersonal login details by e-mail.

The system is also available as a mobile application, download link:

AppStore: https://apps.apple.com/kz/app/hero-study-space/id1555428443

Android: https://play.google.com/store/apps/details?id=com.hero.studyspace.main

2. ACCOUNT WORKSPACE

The student's digital account is an integral work space that accompanies you during the entire academic period and working practice.

The account is organised so that you are provided with:
- Formation of the individual Curriculum with the convention discipline registration, add/drop and selection of cohorts;
- Full-scale studies with access to all the educational materials, online library and other reference information;
- Access to the individual academic plan, academic calendar and time schedule;
- Support of the remote format of studies and online testing;
- Convenient communication with teachers and advisors;
- Additional educational opportunities, including various online courses and advanced training courses;
- Ordering of and payment for services;
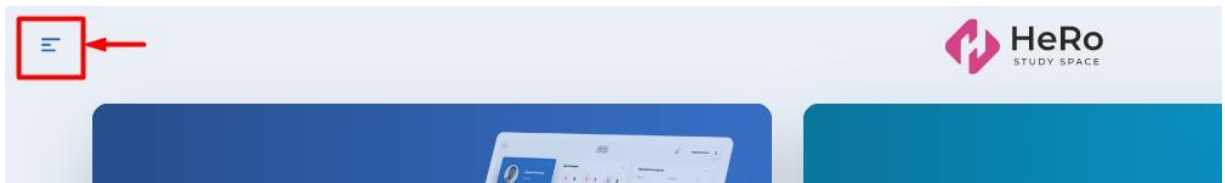- Working practice and many other things.

2.1. Dashboard

The start page (dashboard) of your personal account contains 9 main training modules:

- Analytics
- Schedule
- News
- Reference Book
- Online courses
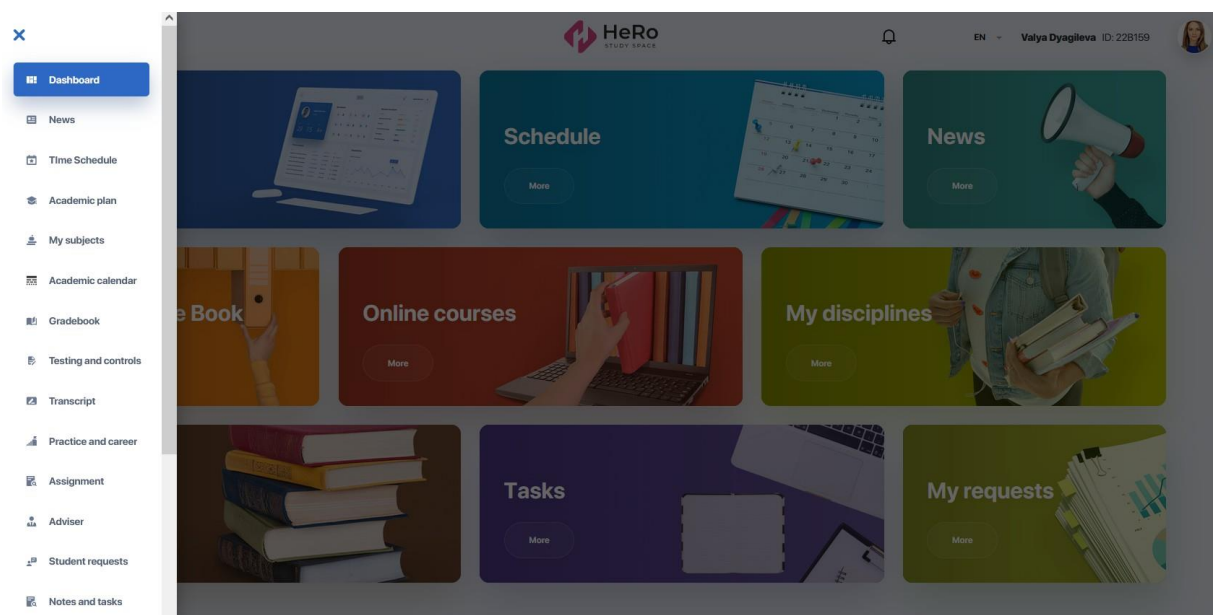- My disciplines
- Library
- Tasks
- My requests
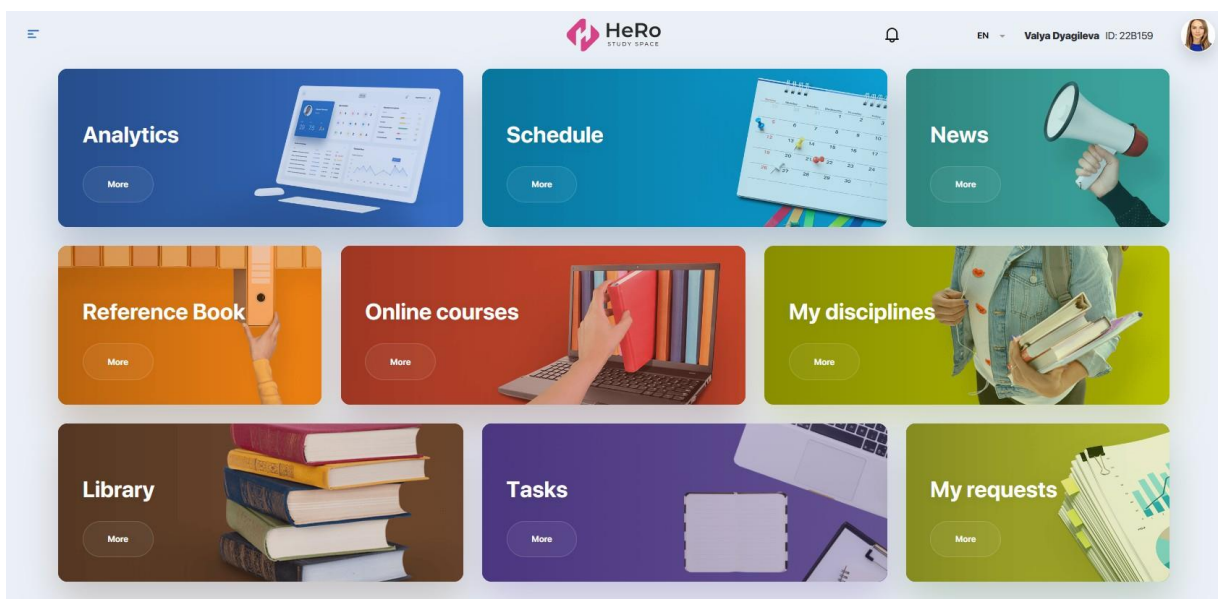
To use additional training modules of your personal account, expand the menu icon in the upper left corner of the page.

You will see an expanded list of modules in the navigation sidebar. In addition to those mentioned above, the list includes the following blocks:

- Time schedule
- Academic plan
- Academic calendar
- Gradebook
- Testing and controls
- Transcript

- Practice and career
- Assignment
- Adviser
- Notes and tasks
- Polls
- Finance
- Profile setup

2.2. Academic plan (Curriculum)

"Academic plan (Curriculum)" module allows you to choose and register for disciplines provided for by your educational program. Thus, you can form an individual curriculum for either one semester or several semesters in advance (if allowed by the university).

The main page of the module contains three tabs: "Academic plan", "Registration" and "IC (Individual Curriculum)".

At the welcome **tab "Academic plan"**, you can see the list of disciplines by semesters with their pre- and post-requisites. To examine information on each of them in detail, go to the page of the discipline with its description, requisites and teaching staff. Click the icon with the arrow in the line with the academic criteria of the discipline. The personal account also has the separate module "My disciplines" with the detailed description of their academic programmes.

Also, each discipline has (and then changes) its current status subject to its accessibility and your progress in it. The statuses will be described in more detail below.

For your convenience, you can group disciplines by semesters by collapsing/expanding the necessary blocks.

2.2.1. Discipline registration algorithm

To register for disciplines, select the "Academic plan" module in the menu and stop on the "Registration" tab. Check out the list of offered disciplines for the semester/academic year.


At the top of the page, you will see the instruction with the start and end date of the registration period during which **you will have access to selection of disciplines. You should respect the time limits**.

Then select the semester for which the academic plan will be made. You can have access either to one nearest semester or to the full list of the semesters if it is allowed by the administrative office of the higher educational establishment.

For convenience, you can collapse and expand the necessary blocks with semesters to work with the curriculum.
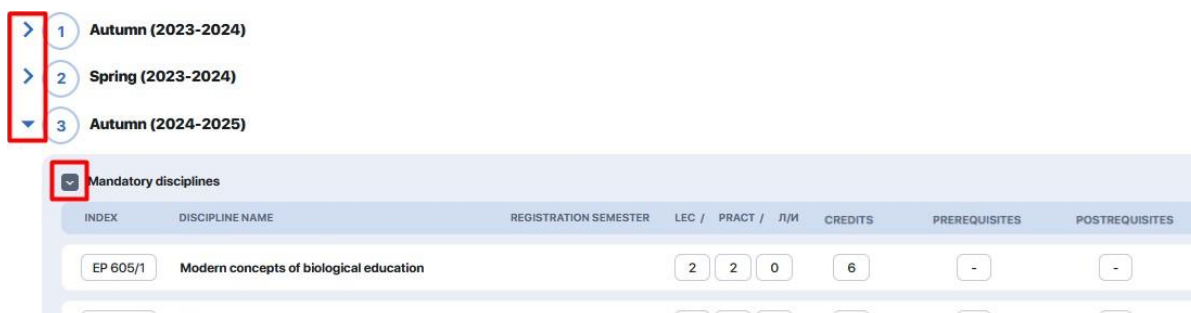
If you need to get more information about the content of a particular discipline, click "**View**" option.

Register for compulsory and elective disciplines of the semester/academic year from among those available by clicking the "**Register**" option (green note icon).

Pay attention to the status of the discipline — the subjects that are available for registration have the statuses NOT PASSED or FAILED . Click the icon with the green notepad to get registered for them automatically. The system will automatically include this discipline into the IC.

A discipline can also have other statuses. The status IN PROGRESS is assigned to the disciplines that have already been added to the IC, but there is still no grade. Naturally, you will not be able to re-register for them. The disciplines with the status PASSED will have and show the positive grade.

Pay attention to the **prerequisite column**. If the discipline has the prerequisites you have not mastered yet, you will be unable to register for the discipline.

You can also choose disciplines not only from the current semester, but from the future one as well, provided that they are available for registration.

You can select disciplines from future semesters both to form individual curriculum (IC) for the current semester, and to form individual curriculum (IC) immediately for the next semester as well (provided that such opportunity is allowed by the registrar).

To switch to another semester, expand the drop-down list above the semesters table and select the one you need.

To make the IC, while selecting disciplines, you should consider the target of the maximum quantity of credits per semester. The special meter under the active semester will be of use:

- "plan" means the total number of credits to be gained during semester;
- "fact" means the number of credits that you have already chosen at the moment;
- "remainder" means the missing number of credits to form an IC.

2.2.2. Individual curriculum

After registration is completed, each of the selected disciplines receives the "In Progress" status and is automatically entered into the "IC" tab.

№	CODE OF DISCIPLINE	DISCIPLINE NAME	LANGUAGE	CREDITS ECTS	FULL NAME OF THE ACADEMIC STAFF
1	PhC 2106	Physical Culture	Kazakh	-	Иманбаева Сандуғаш Жайынбайқызы
2	GLC 102	Foreign Language	Kazakh	-	Абдуразакова Гаухар Абдикаримовна
3	SEA 101	History and theory of sociology	Kazakh	-	Сарсенбаева Жанар Ганиевна
4	GLC 101	Russian Language	Kazakh	-	Аубәкір Айсұлу Сәрсенбайқызы
5	GES 103	Sociology	Kazakh	-	Иманбаева Сандуғаш Жайынбайқызы

Check the list of the disciplines in the IC once more and sign it (press the button "Sign") to confirm its adequacy. Then the IC is forwarded to the advisor to be considered and to the dean's/registrar's office to be finally endorsed (signed).

As a result, you will have a ready-made individual study plan for one or several semesters.

№	CODE OF DISCIPLINE	DISCIPLINE NAME	LANGUAGE	CREDITS ECTS	FULL NAME OF THE ACADEMIC STAFF
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5	GES 103	Sociology	Kazakh	-	Иманбаева Сандуғаш Жайынбайқызы

Individual curriculum Student:Sidagaliyeva — Autumn (2023-2024) semester — 2023 -2024 academic years — in process

STUDENTS SIGNATURE — SIGNED

ADVISOR SIGNATURE — SIGNED

DEAN / REGISTRAR SIGNATURE — SIGNED

Please note! At the AddDrop stage (during the first week of each semester) you have the opportunity to reselect disciplines. You can track this stage in the "Academic calendar" module.

If you have any questions related to registration for disciplines, please contact your adviser (find the "Adviser" section in the menu sidebar).

2.3. Schedule

This module displays your individual study schedule for the semester, including schedule of exams and tests, as well as schedule of holidays and planned events.

Use the filtering at the top of the calendar (as well as on the right in the calendar itself) to view the schedule for the day, week or month in one window. Click on the card with specific lesson, get detailed information on this lesson, including a link to online broadcast if the lesson is held remotely.

2.3.1. Registration for lessons by cohorts

You can register for lessons by cohorts in the module "Time schedule".

The **tab "Registration for lessons"** enables to select cohorts for each discipline, thus influencing the academic schedule.

In order to register for a lesson, select the necessary semester in the filter. Then you will see the list of disciplines on the left.

When you click the discipline of interest, available cohorts with the established time schedule will be shown to the right.

If you have been assigned to the specific cohort, you can choose another one: press the button "Cancel the choice" for the current cohort, then press "Select" for the new cohort. This way, you can select and book the most convenient time of lessons by using available options.

Moreover, you can set up the convenient type of presentation of the cohorts: by the type of lessons (lectures, practices, laboratory research) or by group. To do this, select the mode "Type" or "Group" above the cohorts.

The following **tab "Cohorts"** shows the list of all the cohorts for which you have been registered.

2.3.2. **Exams**

After the exam schedule is made, applicable events will appear in your personal account in the module "Time schedule". You can get more detailed information by clicking the exam card the same way as for lessons.

You do not have to additionally register for the exam. However, if the exam requires mandatory testing, the proctoring function can be activated. If there is such function, make sure that you have set up your PC and browser in advance (see Tests).

To take the mandatory online test with the proctoring function, follow the link attached to the exam card or go to the section "Tests".

2.4. My disciplines

The main page of the "My disciplines" module contains cards of the disciplines that you study within your schedule.

Each card contains complete information on the discipline, including its description, details and teaching staff.

The description allows you to learn about the competencies and skills that you will acquire as a result of mastering the discipline.

Below is the discipline program. Expanded the required academic week of the semester in the table to see its schedule.

TYPE:	Additional program
CODE:	FMC
NUMBER OF KZ CREDITS:	3
AMOUNT OF ECTS CREDITS:	5

The Discipline Program:

Lecture ⌄

Practice ⌃

Practice No. 1 Marketing communications in the marketing system
PRACTICE | 📅 10.05.2022 | 🕐 05:30 - 06:20 | НазаренкоО. В. | ● online

Practice No. 2 Advertising as an element of the marketing communications mix
PRACTICE | 📅 17.05.2022 | 🕐 05:30 - 06:20 | НазаренкоО. В. | ● online

Practice No. 3 Public Relations PR
PRACTICE | 📅 24.05.2022 | 🕐 05:30 - 06:20 | НазаренкоО. В. | ● online

You can open each lesson here by clicking on the field with its name. You will see its contents, including useful links for preparation, list of references, as well as additional files, if any are added by the teacher.

Also, you may be recommended additional courses that you can complete if you wish. They are located under the teachers block in the discipline card. Follow the link to find information on its program and speaker, conditions of completion, cost, etc.

Click the teacher's initials in a separate block on the right to be directed to a personal card in order to get to know his or her competencies and achievements better, find out his or her teaching experience and contact details for communication.

There is also a convenient chat for direct communication with the teacher, which can be accessed by clicking on the "Messages" tab. There are three modes in messaging: homework submission mode, announcements and communication.

2.5. Academic calendar

The academic calendar keeps you updated on the start, duration and completion of specific academic processes (stages) and helps you understand which of them is current at the higher educational establishment now:

- **Selection of cohorts** — the period when you can register for cohorts;
- **Period of study** — the active period of study, including days off and public holidays as well as dates of the main current controls;
- **Add Drop** — the re-registration period during which you can modify your IC by dropping a discipline/course and adding another one;
- other stages depending on settings of the higher educational establishments.

Academic periods in the calendar can be viewed by semesters and months. To see only one stage of the academic process you are interested in, tick it and browse the calendar.

2.6. Tasks (independent work)

Module for working with your homework (independent work). By default, all HW tasks are displayed as a general list in the table form, as in the image below. Each task includes information on the discipline and topic of the task, deadlines, completion status, grade and presence of additional attached files.
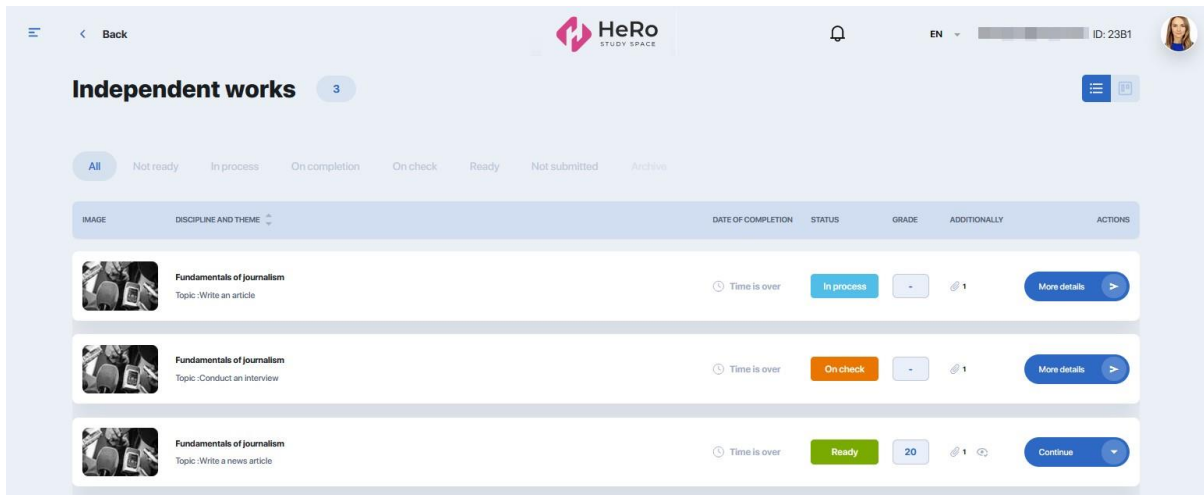
If you need to view tasks only with a certain status (for example, tasks you have already started working on — "In progress", or tasks that are new to you — "Not ready"), find the status name in the top line above the general tasks table and click it:

For convenience, you can change the task list display to view them as visual cards on the kanban board. To do this, switch the mode from line to block:
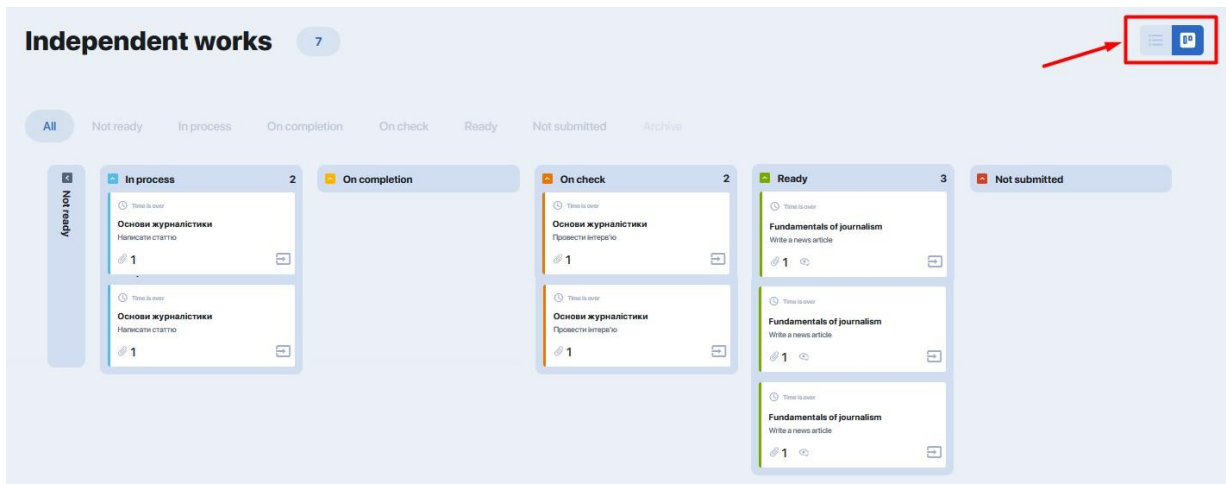
Columns are the statuses that the task goes through until completion.

You can collapse the boards that you do not need by clicking on the coloured arrow in the block with the task status name:
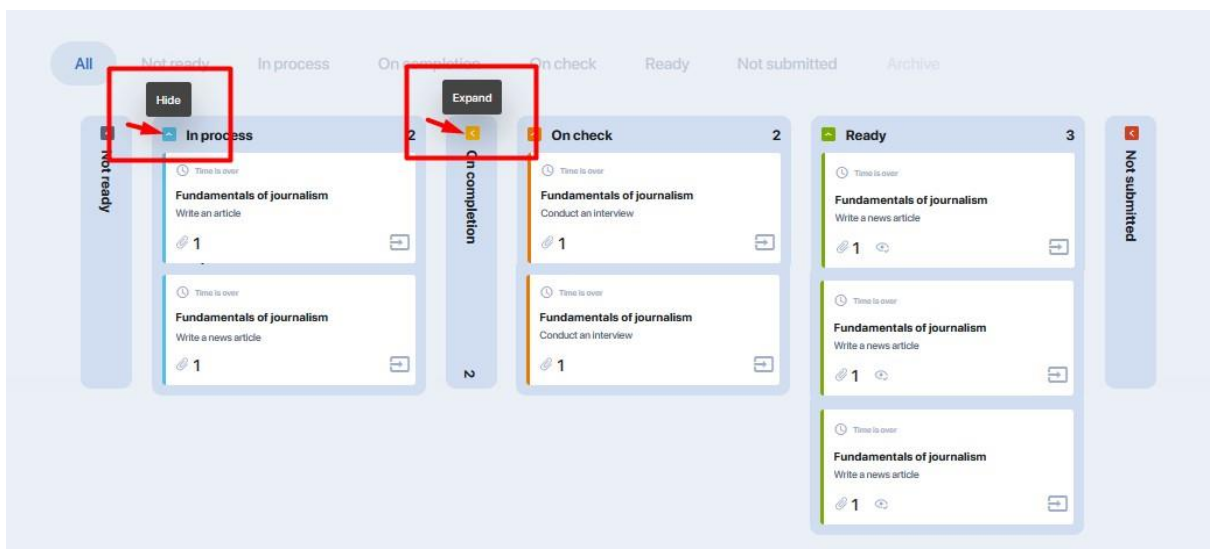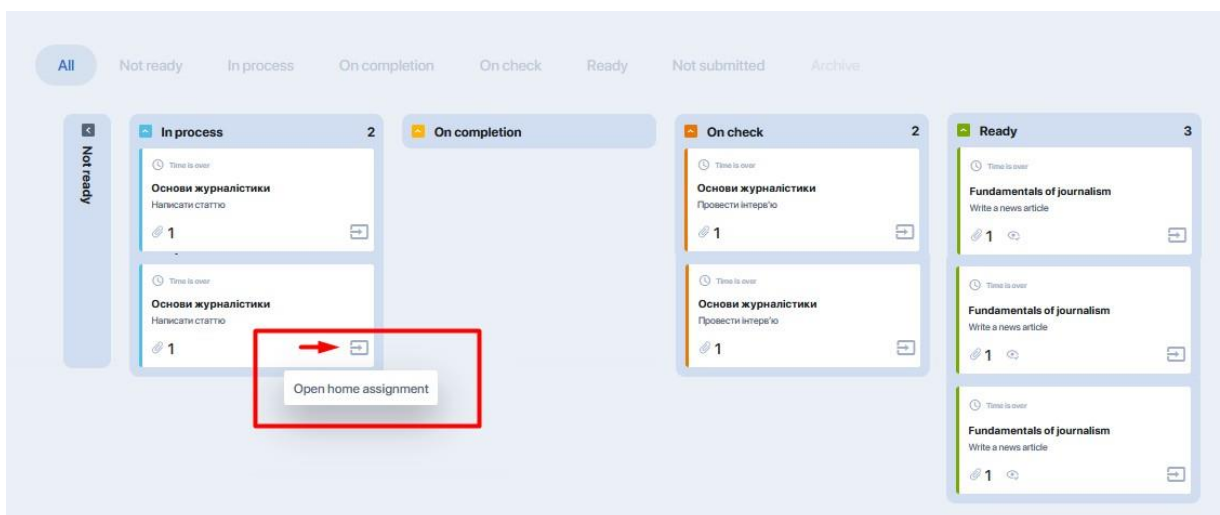

Or just select the status you need from the top bar to focus only on certain tasks:
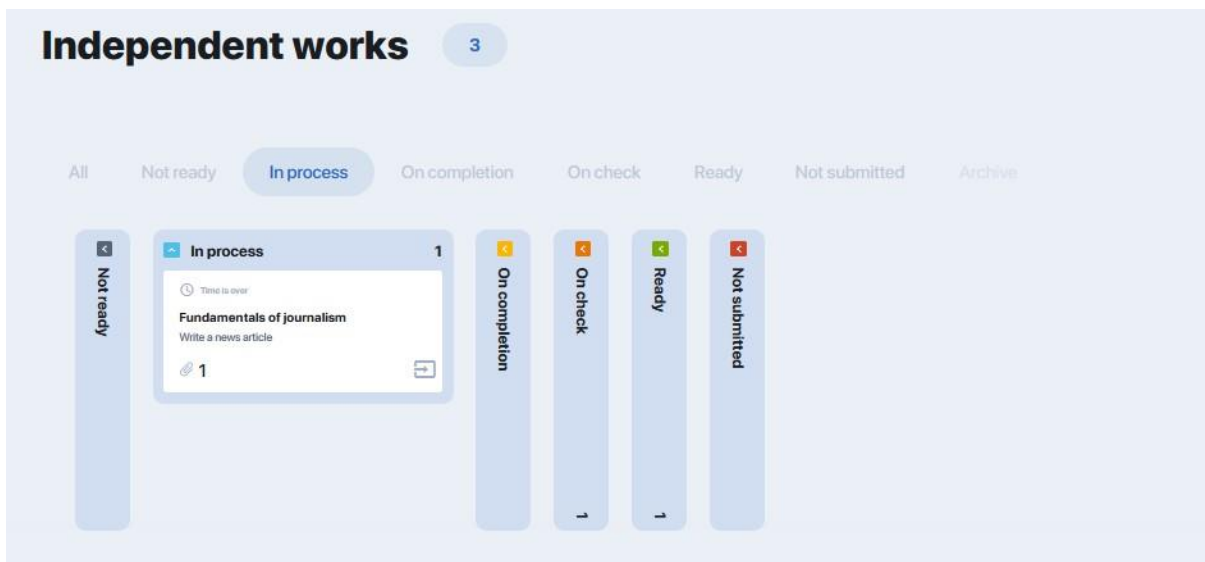
2.6.1. How to do homework

To familiarize yourself with conditions of the task and start its implementation (or continue the interrupted task), click on the gray "More" button (or "Open homework" in the task card on the board by clicking on the three dots):

After that, you will be directed to the task page which contains task description, deadlines, files with educational materials, recommended publications, etc.

Within each task, you can communicate with the teacher, sending him or her your comments or questions about the task conditions.

If the task conditions are met and you are ready to submit it for checking, click on the "Complete" option (in the right corner of the task card). A window will open where you can attach your completed task in the form of comment, attached file or link to material (available submission formats are determined by the teacher).

Homework preparation

🕐 6 days

Enter...

☁ Add one or more files (DOC, DOCX, ODT, PDF)

🔗 Add another link

Back
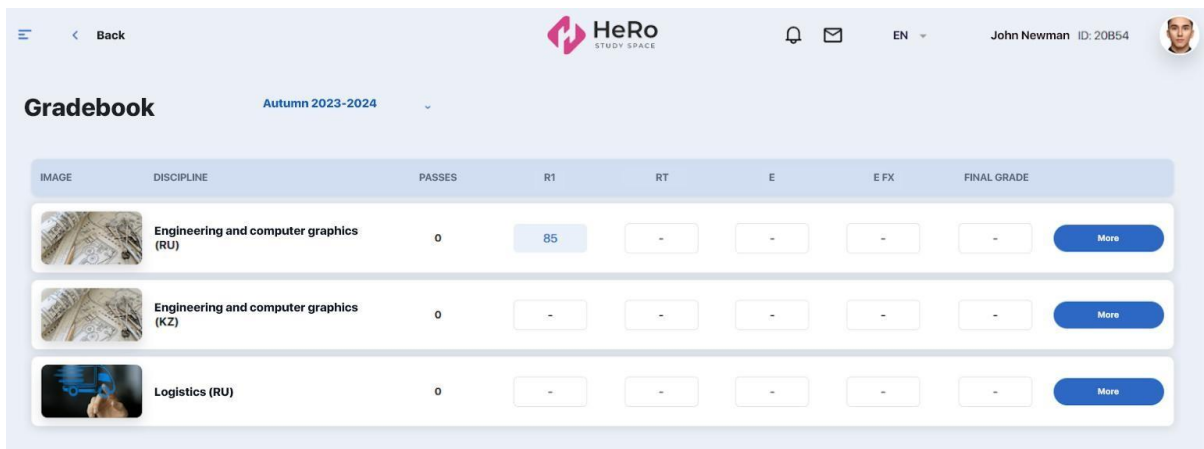
Save and send ➤

After attaching materials on the completed task, click "Save and send". As soon as the teacher checks it, homework will automatically change status in your personal account.

2.7. Gradebook

This module allows you to track your progress and gaps in each studied discipline. The system opens the gradebook for the current-semester disciplines by default.

The summary table on the disciplines contains information with the name of the discipline, quantity of the lessons missed, ratings points and admission rating, exam and re-exam (if any) rates as well as final grades.

By pressing the button "Read more", you will go inside the discipline, where you can trace intermediary grades.

Use the option "Filter" if you want to see grades only for specific types of lessons, independent work or control for the specific period of time.

2.8. My requests

This module allows you to submit online requests for official transcript, various types of certificates, ID recovery, etc. You can also leave a complaint or feedback here.

All the queries in this section are collected in a single table. It displays name and type of request, date of its submission, processing status, comment, and a button to go to a page with detailed information, which includes request description and downloadable files, if any.

You can filter them by processing status of interest using the tabs above the table. For example, if it is important for you to see only rejected requests, go to the "Unsatisfied" tab. Each such request should have a comment with the reason for its rejection.

2.8.1. How to create a new request

An online request is made in a few simple steps through a short form opened by clicking on the "Add request" option.
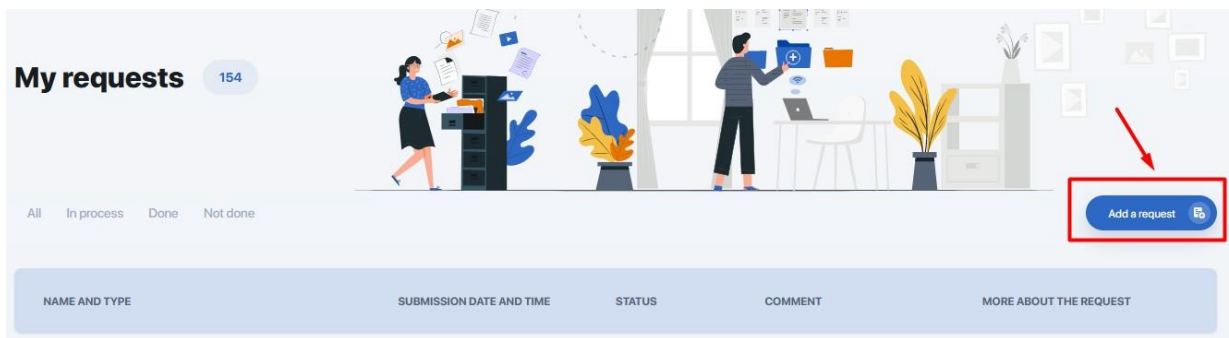
You need to:
1. Select a request type
2. Specify the desired type of certificate, service or add/drop
3. Choose payment method if the service is fee-based
4. Specify language of communication and send your request.

For example, let's select a request of the "**Certificate**" type. Expand the list and mark the required certificate. A block with information about this document will automatically appear on the right, and the choice of payment method and the cost will appear below, under the list of languages, if obtaining the certificate is a fee-based service.

Thus, mark the language and payment method, then click "Submit request". After that, your request will appear in the general table with the "New" status.

Request for service is made in a similar manner. Depending on the choice of the service type, an additional field for your comment, a form with choice of payment method, or notification with further instructions may pop up here.

Another available request type is **Add Drop**. It allows you to request replacement or refusal of a discipline, add a discipline, or change a stream.


When selection each option, additional fields automatically pop up. For example, when requesting to change a discipline, fields will open to select the current discipline and the new one.

2.9. Notes and tasks

This section allows you to create and store any notes, ideas, plans and to-do lists in one place, thus helping you to focus on the important and get more things done.

"My tasks" tab is used for setting and planning your tasks. A new task is added by the "Add task" button through the "More" option.
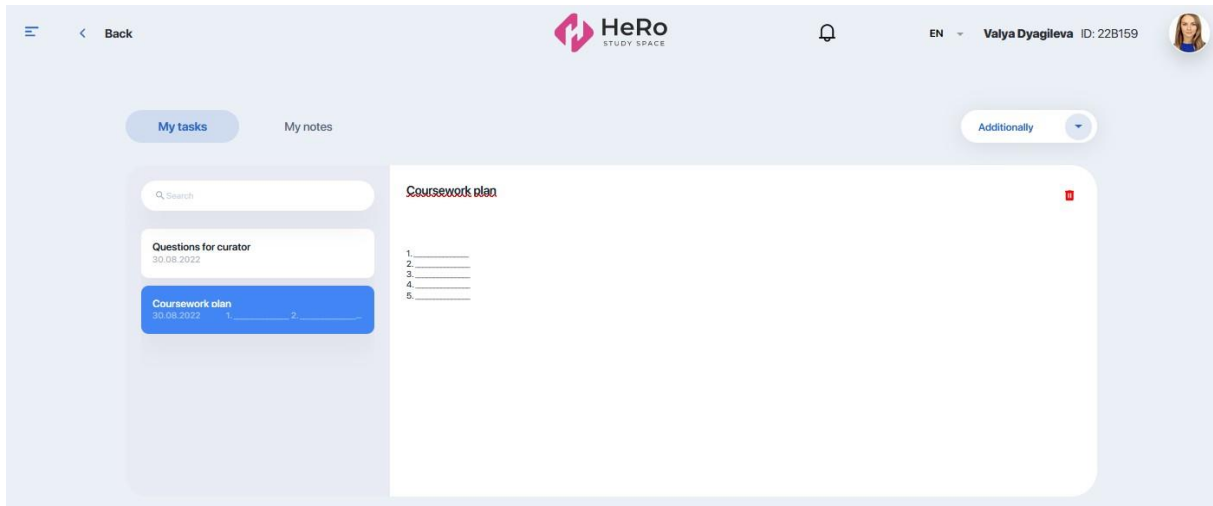
"My Notes" tab allows you to make various notes during the learning process. A new note is added by the "Add note" button through the "More" option.
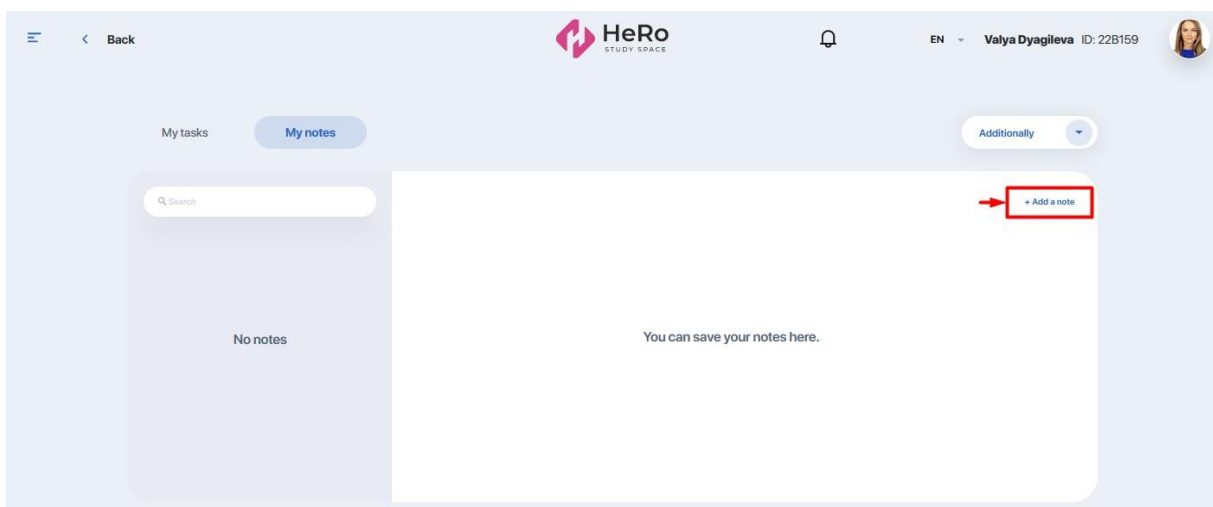
2.10. **Adviser**

An Adviser is a curator from among the teachers who acts as your academic mentor in your educational program. He or she can also assist you in choosing your learning path (creating an individual plan) and further mastering the educational program.

"Adviser" section allows you to always stay in touch with your curator and receive

useful information from him or her.

There is a card with data and contact details of the teacher who acts as an advisor, and a block with useful materials for you to review and study below.

You can also communicate with him or her here. To do this, click the "Write to the adviser" button and a chat with the teacher will open.

If the adviser did not suit you for some reason, you can complain about him or her, or send a request to change the curator. To do this, click the cancel icon in the corner of the data card.

The system will redirect you to the "Student's requests" section where you can state your request and submit your request for review.

3. PERSONAL ACCOUNT SETTINGS

To change the settings of your personal account, click on your avatar and go to "Settings" or "Profile" at the end of the menu.

You can edit the following settings here:

- adding or changing a profile picture ("Personal data" tab);

- setting up incoming notifications with switches ("Notifications" tab);

- changing/editing the phone number and e-mail specified during registration, as well as ability to add your pages on social networks ("Contacts" tab);
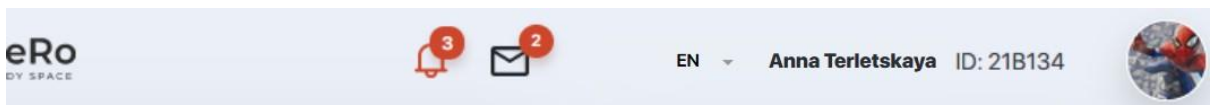

- change password ("Security" tab).

4. COMMUNICATION AND NOTIFICATION MANAGER

There are icons with a bell and an envelope in the top line of your personal account.

Clicking the "Bell" opens the notification feed, which is configured in the Settings of your personal account (see section 3).
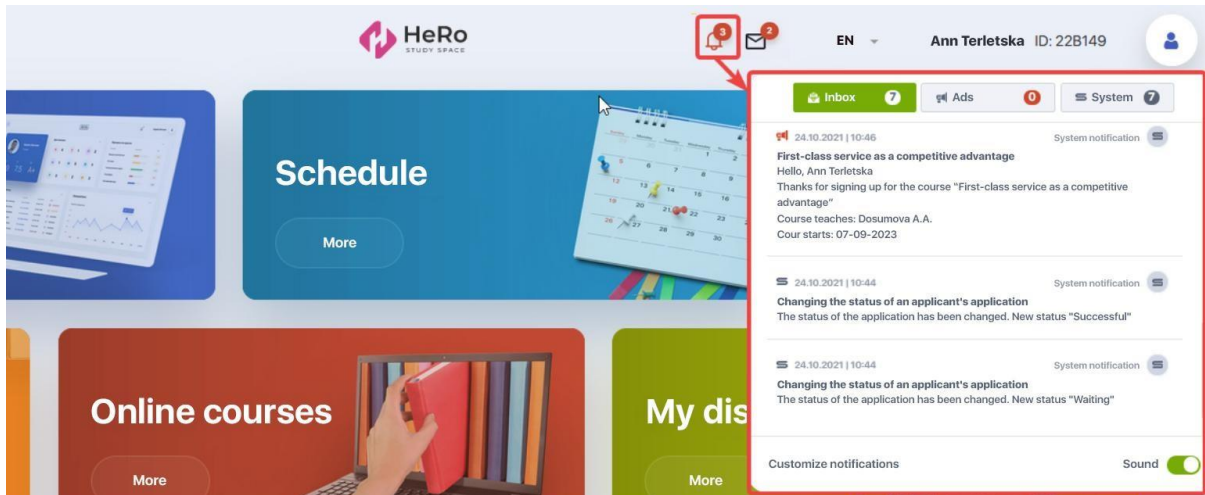
The "Envelope" icon displays all your active chats with teachers and an advisor that you have during doing homework or discussing other topics.
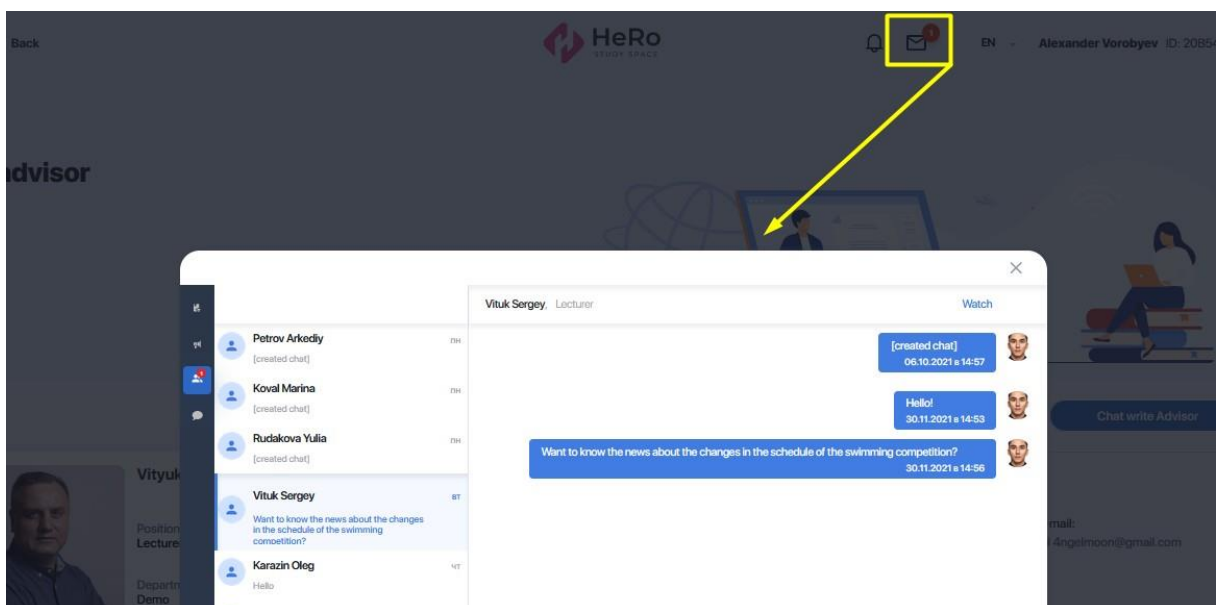
If you receive new notifications or messages in the chat, you will not miss them, as their number will be highlighted with a red indicator next to the corresponding icon.