

List of Services of the Student Service Center and Execution Deadlines

No.	Service / Action	Execution time	Participating units
1	Receiving and registering applications and requests from students	on the day of the request; if submitted via Platonus or MyKNUS – no later than 1 business day	SSC
2	Issuance of a certificate of study	on the day of the request, but no later than 1 business day	SSC, Registrar's Office, Dean's Office
3	Issuance of a transcript	no later than 3 business days	SSC, Registrar's Office, Dean's Office
4	Receiving applications on student status changes: reinstatement, transfer (including to another educational program and language of instruction), expulsion, academic leave and return from academic leave	receipt – on the day of the request; transfer to the executor – no later than 1 business day; result – no later than 3 business days	SSC, Registrar's Office, Dean's Office
5	Calculation of the academic difference and preparation of a comparison sheet (upon reinstatement)	receipt – on the day of the request; transfer to the executor – no later than 1 business day; result – no later than 5 business days	SSC, Registrar's Office, Department of Sports Education and Applied Sciences, Department of Digital Innovation and Esports, Department of Business Management and Tourism, Department of Sports Excellence
6	Receiving applications for duplicates of educational documents and other academic documents	receipt – on the day of the request; transfer to the executor – no later than 1 business day	SSC, Registrar's Office
7	Consulting on tuition payment and outstanding debts	at the time of the request; if an inquiry to the Accounting Office is needed – response no later than 2 business days	SSC, Accounting Office
8	Support of applications in Platonus and monitoring of execution statuses	daily; overdue applications are escalated on the same day	SSC, Registrar's Office, Dean's Office
9	Receiving and supporting requests to make up classes missed for valid reasons and to retake exams to clear academic debt	receipt – on the day of the request; transfer to the executor – no later than 1 business day	SSC, Registrar's Office, Dean's Office
10	Amendment of students' personal data	no later than 3 business days	SSC, Registrar's Office
11	Adjustment of individual study plans, re-registration for courses, access and data issues in the AIS	no later than 2 business days	SSC, Registrar's Office, Department of Academic Affairs, IT
12	Receiving applications for vacant educational grants	within the deadlines set by the academic calendar and order; receipt – on the day of the request	SSC, Dean's Office, Registrar's Office
13	Support of requests within appeal procedures	receipt – on the day of the request; transfer to the Appeal Commission – no later than 1 business day	SSC, Appeal Commission

No.	Service / Action	Execution time	Participating units
14	Drawing up contracts with students (bilateral, trilateral) and supplementary agreements; preparation of settlement and reference documents on tuition payment and refunds	no later than 5 business days	SSC, Department of Human Resources Management and Legal Support, Accounting Office
15	Extracts from orders for submission to migration authorities; documents for visa extension and registration of international students	extracts – no later than 3 business days; receipt of documents – on the day of the request; transfer of information to the responsible unit – no later than 1 business day	SSC, Registrar's Office, Department of International Cooperation
16	Academic mobility and study abroad: receiving and supporting documents	receipt – on the day of the request; transfer of information to the responsible unit – no later than 1 business day	SSC, Department of International Cooperation
17	Student dormitory: support of requests for check-in and check-out	receipt – on the day of the request; transfer of information to the responsible unit – no later than 1 business day; result – no later than 3 business days	SSC, Department of Social and Educational Affairs
18	Receiving applications and documents for social, financial, and inclusive support	receipt – on the day of the request; transfer of information to the responsible unit – no later than 1 business day	SSC, Department of Social and Educational Affairs, Dean's Office
19	Providing information and consulting on admission and study at the military department	on the day of the request	SSC, Department of Social and Educational Affairs
20	Consulting on employment and career events, volunteering, events and social support, and research projects; receiving students' requests and transferring them to the KNUS Career Development Center, the Department of Social and Educational Affairs, and the Department of Science and Commercialization	consulting – at the time of the request; transfer of information to the responsible unit – no later than 1 business day	SSC, KNUS Career Development Center, Department of Social and Educational Affairs, Department of Science and Commercialization
21	Receiving requests on anti-corruption and legal matters	receipt – on the day of the request; transfer of information to the responsible unit – no later than 1 business day	SSC, Compliance Officer, Department of Human Resources Management and Legal Support