

Service Friendliness

UZSWLU developed a secure system of academic and non-academic support services to assist students who are in need of academic, psychological and financial support. The infrastructure of the University is specially organized to comfortably accommodate students and create all necessary conditions to attain high quality education (student dormitory, library and etc.). The existence of tutoring services, career consulting centers, funding students with special needs, openness and transparency in the information centers (website) guarantees the availability of service friendliness in the University.

A special fund has been raised to provide financial support to university students. Additionally, there are many special conditions created to accommodate students comfortably at the University (library, student dormitory, kitchen, laundry, ironing room, lesson preparation rooms and etc.).

Tutors are assigned to work directly with students in and out of class conditions at the University. Tutors get acquainted with the personal and familial condition of each student, problems that they encounter during their study at the University, and accordingly provide them with advice and guide them to get out of various difficult situations. Students with disabilities of the first and second groups, as well as students with childhood disabilities, are provided with a state grant. Students with disabilities are provided with free accommodation or money for renting a flat. There are specially organized extra-curricular training groups that provide students with career guidance at the University. <https://www.uzswlu.uz/en/department-of-spirituality-and-enlightenment>; <https://www.uzswlu.uz/en/department-of-marketing-and-student-practice>

There is a special department, namely “Department of working with of individual and legal entities, control and monitoring”. Appeals to the University from students, individuals and legal entities are studied no later than the deadlines established in the legislation (usually within 24 hours after getting query). The department carries out warning control, conducts daily and monthly analysis of executive discipline, and provides information at meetings under the rector of the University. Monitoring the timely execution of documents on the basis of electronic proceedings and the document management system provide methodological assistance in ensuring the execution of documents. <https://www.uzswlu.uz/en/department-for-working-with-applications-of-natural-and-legal-entities-control-and-monitoring>. The department also informs the rector about the results of the study of the state of executive discipline in the structural

units of the University and to control the implementation of the orders adopted to eliminate errors and shortcomings identified.

Students can also contact the University management staff and faculty through the website and social networking system -Telegram channel of the University.(the query gets response usually within 24 hours). Each student has the opportunity to contact professors and teachers working at the University about the course and personal issues through emails or in-person meetings too.

All information about the management and administrative processes of the University is posted and widely available on the University website - uzswlu.uz, and students can ask questions on the specially organized telegram channel - uzdjtu and other social networking systems (Facebook, Instagram). In addition, the necessary information can be obtained from the Student affairs department and the Registry office. <https://www.uzswlu.uz/en/department-of-student-affairs>; <https://www.uzswlu.uz/en/department-of-marketing-and-student-practice>; <https://www.uzswlu.uz/en/department-of-spirituality-and-enlightenment>

The University effectively integrates international perspectives into the curriculum, and meets the diverse needs of students. This includes providing promoting diversity in campus events, ensuring accessible mental health resources, and implementing policies that encourage equality.

Large-scale cultural events are organized to cater to the diverse needs of students: sports competitions, various scientific Olympiads, trips to concerts and theaters, meetings with poets, heroes of Uzbekistan, journalists, bloggers, employers are organized.

Students of the University study at prestigious foreign universities through academic mobility and internship programs. Job fairs are annually held for graduates (various vacancies are offered and contracts are concluded). <https://www.uzswlu.uz/en/department-of-spirituality-and-enlightenment>; <https://www.uzswlu.uz/en/department-of-marketing-and-student-practice>; <https://www.uzswlu.uz/en/international-cooperation>; <https://www.uzswlu.uz/en/managing-scientific-research-activity-of-bright-students>; <https://www.uzswlu.uz/en/olimpiada>

Special conditions that exist in higher education institutions in developed countries are created for students at the University. There are 9 academic buildings, 450 classrooms, 1 spiritual and educational center, 1 concert and exhibition hall, 4 information and resource centers, 6 student dormitories, 20 student lounges, 6 computer classes, 6 gyms in student dormitories and 30 workout centers on site, where students can go in for sports in their free time.

University IT rooms are equipped with modern means of technology. The number of computers at the university is 1436, of which: for students - 696, for departments, the administration - 740, video projector - 70, interactive whiteboard - 4, interactive panel - 9, information kiosk - 5, electronic scoreboard - 7, number of cameras - 220, number of TVs - 288. Students can access any library in the world using high-speed Internet and get up-to-date information using the necessary literature in the IT rooms. All university classrooms are equipped with modern teaching equipment. In the University courtyard, student recreation areas equipped with special equipment have been created. <https://www.uzswlu.uz/en/university-library>.

The university displays quite strong service friendliness, evidenced by provision of academic, financial and personalized moral support to students.

Academic, moral as well as career support is provided to students by tutors, who are attached to each student for all four years of their study. The description of tutor services is available in <https://uzswlu.uz/tyutorlik-xizmati-korsatish-tartibi-va-tavsifi>. Besides, moral support is provided by psychologists, who organize different trainings (preventive and psychological) for students to provide their emotional health <https://uzswlu.uz/talabalarning-ruhiy-salomatligi-muammolari-boyicha-shaxsga-yonaltirilgan-seminar-va-treninglar-tartibi>. <https://www.uzswlu.uz/en/procedures-for-providing-psychological-and-material-support-to-students-for-problems-encountered-outside-of-the-educational-and-educational-process>. Personal psychological consultations are also organized for students with disabilities and students who have emotional and intellectual challenges in study <https://uzswlu.uz/nogironligi-mavjud-talabalarga-psixologik-va-moddiy-yordam-berish-tartiblari>.

The students who have financial problems are provided with university dormitory at a special low cost <https://uzswlu.uz/talabalarni-yotoqxona-bilan-taminlash-tartibi-va-hujjatlari>. The students with disabilities are provided with free accommodation at the university dormitory <https://uzswlu.uz/birinch-i-va-ikkinchi-guruh-nogironlari-talabalarni-oquv-yili-davomida-talabalar-turar-joyi-uchun-tolovdan-ozod-qilish-tartibi>.

A lot of cultural events and programmes are offered to students. They are organized by university and faculties spirituality departments: sports competitions, concerts, meetings with poets, journalists, bloggers, employers are organized. For example, in 2023-2024 academic year 300 events were held embracing nearly 2200 students <https://uzswlu.uz/manaviy-tadbirlar-utkazish-tartibi-va-hisoboti>.

The university provide adequate facilities for students, including 6 dormitories, 6 gyms, exhibition halls, 4 information and resource centers, 20 student lounges, etc. Most of the classrooms are equipped by projectors nad necessary facilities <https://uzswlu.uz>.