# Student Handbook
## 2018/ 2019
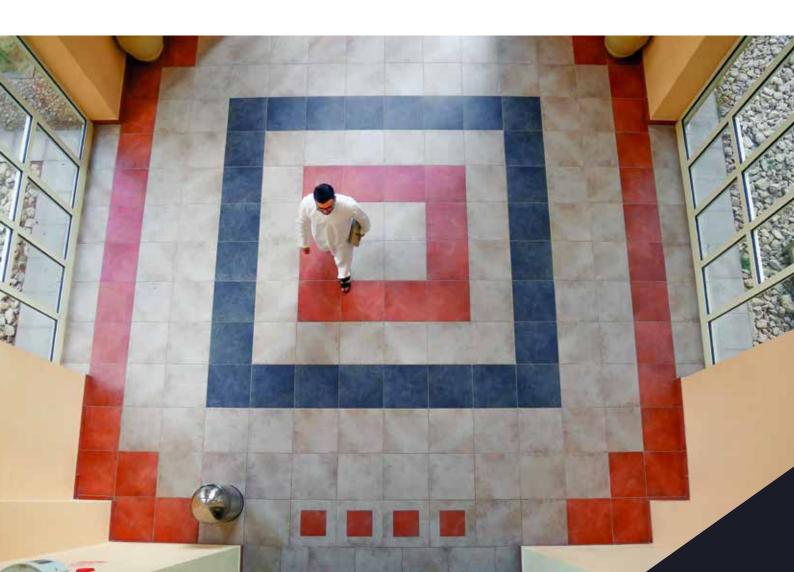
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# ABOUT THE DEPARTMENT OF STUDENT AFFAIRS



## 1. DSA Mission

The mission of the Department of Student Affairs is to enable an inclusive, nurturing, engaging, and motivating environment that fasters students' academic success and personal growth.

In fulfilling this mission, the Department of Student Affairs focuses on creating a conducive learning environment in which students' well-being is prioritized while simultaneously providing the opportunity to pursue intellectual, social and professional development throughout their time at AUE and beyond. The goals of the Department of Student Affairs is to

1. Nurture students' learning, creativity and well-being.
2. Engage students with the AUE community and the wider community nationally, regionally, and internationally
3. Motivate students via opportunities for personal and professional development.
4. Celebrate students' diversity as core tenets of AUE's values.

## 2. DSA Functions

### 1. Judicial Function
The DSA undertakes all matters related to student grievances, violations of Code of Cnduct, and disciplinary actions

### 2. Student Recognition
Recognizing and enabling student excellence is a core value of AUE As such the DSA undertakes facilitating the process of applying for grants and scholarships as well as celebrating student excellence and demonstrated leadership through various awards.

### 3. Student Sponsorship
The DSA is the first point of contact for students sponsored by both government and private institutions. The DSA ensures that students and the relevant divisions are aware of the terms and conditions of the sponsorship and are in adherence with any guidelines pertaining to maintaining the sponsorship.

### 4. Student Activities & Engagement
The DSA undertakes establishing and facilitating all extracurricular activities and initiatives including student clubs, associations, competitions, initiatives, events and trips.

### 5. Student Exchange Programs and Trips
The DSA facilitates student exchange programs with various universities in which AUE is engaged with Memorandums of Understanding as well as facilitates any educational trips nationally, regionally, and internationally.

# AUE Services and Facilities

AUE provides a broad selection of services and facilities to the students including both on-campus and off-campus facilities. The Department of Student Affairs plays a vital role in campus life and activities.

AUE has well-resourced facilities designed to create a welcoming environment that allows students to be both innovative and engaged in the university life.

## 1. Student Residence

The American University in the Emirates facilitates accommodation for students upon their request. It is an off campus housing that the university has a full access to. However, AUE bears no legal or financial responsibility for any accommodation that might be secured in this way.

## 2. Recreational Facilities

AUE students have access to recreational facilities that engage students in common activities such as video games and other entertainment activities. The recreational area is available to all AUE students in the ground floor of block 6.

## 3. Student's Visa

AUE can provide one-year renewable residence visa for its students.

AUE students who want to apply for student visas should proceed as follows:
• Secure Admission Approval from ARD.
• Pay the Admission and Registration fees and minimum of 3 courses in advance (Non ELI program).
• Pay the visa fees, Medical and EID fees as well as refunded security deposit.
• Submit all invoices and fill the visa request form the Protocol and Public Relations Department (PRPD) in order to start the process

## 4. Reception Desks

Located in the main entrance of block 6 and in the main lobby of each floor in AUE campus, the reception desks are for general inquiries and information about AUE. Queries about General Services are: lost and found and transportations, both available in the main entrance of block 6.

## 5. Parking & Transportations

AUE provides a large space of free parking lots for the students, faculty, administrative staff, and visitors. In addition to the parking lots facility, AUE transportation service is offered for the students upon their request. The student shall contact the General Services Department for the shuttle bus services which are provided to the Emirates of Dubai and Sharjah only.

For further information, students can contact the Transportation Services in General Services Department which is in the ground floor, Block 6, or email asd@aue.ae.

## 6. Vending Machines

Vending Machines are available in every floor within the campus.

## 7. AUE Bookstore

AUE has its own bookstore in the ground floor of the campus It provides students with all the necessary resources like books, text books, and documents needed to have an academic assistance.

## 8. AUE Library

Located in the ground floor of the campus, block 6. The Library facilitates learning in a very productive environment and a peaceful, quiet space for all students.

## 9. AUE Copy Center

Located in the ground floor of Block 6 in the campus, the AUE Copy Center facilitates faculty, staff members and students' needs related to printing, documentation and lamination, which are reasonably affordable prices.

## 10. Cards (AUE Membership)

Students should request their AUE ID cards upon registration from the Admission & Registration Department located in the second floor of Block 6. AUE ID cards must be available with the student all the time. Students cannot enter the final exams without their IDs.

### 11. Dining Services

The Food Court is located within the Dubai International Academic City (DIAC) authority with many international restaurants and coffee shops which offer delivery service within the Campus.

### 12. Mini-Market

The mini-market is located outside AUE campus.

### 13. AUE Prayer Rooms

Male and female Prayer Room are available for students, AUE employees and visitors. The prayer rooms are located on the second floor of Block 7.

### 14. Lost and Found Services

The Lost and Found services are available at the General Services Department located in the ground floor of Block 6. Lost and Found services are responsible for the items found within the campus. Lost and Found Items will be kept in the General Services department and can be collected anytime.

### 15. AUE Security

Security is part of the General Services offered by AUE. Security men are the authorized guards/agents on campus. They secure and monitor the entire campus 24/7, including campus halls and University buildings. The security ensures the safety and the security of students, faculty and staff members during their presence in AUE campus. In case of any type of violation or incident, students have the right to report it to the security.

### 16. Health Services

An ambulance is available 24/7 in front of the entrance of block 6. It provides necessary medical care to students, faculty and administrative staff members in case of emergency. If needed, free transportation to hospital will be offered. AUE also provides insurance that covers accidents that may take place on campus.

### 17. ATM Machines

ATMs are located in the open-area beside the Food Court.

### 18. Publications

AUE students are encouraged to actively contribute to the several AUE publications, electronic and in print. These publications are supervised by faculty members in collaboration with the Department of Student Affairs. Students involved in these publications must adhere stipulations of University's Code of Conduct and remain mindful of their responsibilities as outlined in the Student Rights and Responsibilities section. Students may not publish any material with the University's name outside of these publications without explicit written approval from the faculty supervisor and/or the Department of Student affairs. Violating these will subject students to consequences outlined in the Disciplinary please refer to the University Policy and Procedure Manual.

# Student Services

### 19. Online Admission

The university provides online admission service with quick response and close follow up to ensure the applicant fullfills the initial requirement. However, students need to visit the university campus to proceed with the entry essay writing and the admission interview.

### 20. Online registration

Students have access to course schedule and have the possibility of registering courses based on study plans available on the student portal. Students are still advised to meet with their academic advisors to validate their course registration.

### 21. Student Portal

The University provides access to an online portal that includes all facilities and services including registration, payment, submission of assignment and projects etc…

### 22. Online Payment

The University provides online payment to facilitate student's registration and payment process. Students can proceed with the online payment by logging onto the student portal.

### 23. The Library

The library is key resource in the educational and research process at the AUE. With the introduction of The Integrated Library and Information Management System (ILIMS) that automates all AUE library activities, AUE library implements modern technologies and industrial standards, putting into everyday practice the latest informational products and new types of library services.

Providing easy and convenient access to information by both student and faculty is the major function of the library, as defined in its mission statement: The mission of the AUE Library is to provide quality services, learning resources, and information literacy programs in support of students, faculty, and the general information needs of the diverse community.

The library managed to develop a core collection of 11,960 volumes. As the language of instruction at the AUE is English, 7,588 of the books are in English, while the rest are in Arabic and some other languages (when the book is of high academic quality and it is not translated in English). The library holdings have been developed at a high and steady rate, and the number of the new books, acquired by purchasing or donations, for that period amounts to 7,500, so the average yearly collection growth is 1,500 new volumes. With the introduction of the electronic format as a valid format for scholarly communication, the library started to acquire full-text electronic journals, aggregated in different vendors' databases: EBSCO Host on-line containing 11 subject databases; ProQuest – a database containing full-text e-journals in all subject areas; JSTOR – containing 4 subject collections of the full run of 400 leading journal titles in humanities and social sciences; Ebrary, a database for on-line E-books, Web of Science, and Encyclopedia Britannica.

The total number of the original electronic journals titles is more than 19,700. All the journals titles, regardless of format, retrospectively go back to 15 years at minimum. Most of them are present in the databases with their full runs, and the access to their content is provided through print and electronic indexes, which give the readers the opportunity to search by various options – author, titles, ISSN, key words, subjects and periodicals titles.

### 24. Computer Laboratories

The American University in the Emirates provides students with access to its computer laboratories for experimental learning purposes. Either computer labs or special labs, students are encouraged to have hands on experience through practicing the course assets through theses specialized labs.

# Learning Support Centers
## The Advising and Student Success Center

Students throughout the academic year. At the heart of its function the Advising and Success Center is a focus on enabling students to fulfill their academic potential at every stage of their journey towards fulfilling the requirements of their degrees. The goals of the Advising and Success center are as follows:

1- To provide advising support services that compliment the advising function at the college-level while enabling students to achieve their academic goals.

2- To provide the academic support needed for students to achieve their course-specific goals and acquire the skills needed for success in achieving the learning outcomes of their programs.

The Advising & Student Success Center provides students support in two important areas:

- Advising services which center on providing students with the support needed as they make fundamental decisions about their academic goals, course registration in line with their study plans, providing students with the information needed to better understand their academic standing, and developing strategies that enables students to confidently move towards their academic goals

- Success support services which focuses on providing students with the support needed in acquiring specific skills and obtaining course-specific support in the form of tutoring. This process is particularly important given that it is built on a system in which students with a demonstrated record of academic excellence are given the opportunity to develop their own skills and gain practical experience as they deliver tutoring sessions to their peers in subjects in which they may be struggling. This student-centric learning process provides a unique learning experience for the students and enables them to more actively engage in the learning process whether as tutors or tutorees.

# Scholarships and Grants

AUE provides various means of financial support through the different grants offered on both the undergraduate and graduate level

## Undergraduate Grants
 • University & High School Merit Grant

### 1. University merit
Upon the completion of 45 Credit hours with CGPA equal to 3.6 or above a 10% tuition grant on tuition fees will be granted to students during regular semesters excluding summer with the condition of maintaining the same CGPA.

### 2. High School Grant

The below scale shall be considered for this criteria:

| High School Score | Scholarship Percentage |
|---|---|
| 95% & Above | 20% |
| 90 - 94.99% | 15% |
| 85 - 89.99% | 10% |

### • Corporate Grant
Students who are employed within governmental sectors affiliated with AUE shall be granted with 15% waiver on tuition fees. Students shall maintain a minimum CGPA of 2 to continue availing the grant

### •Sibling Grant
Brothers and sisters enrolled simultaneously shall be granted 20% grant on tuition fees. They can also be entitled for the same percentage on a sharing basis. Minimum CGPA of 2.5 should be maintained to continue availing the sibling grant.

### • Athletic Grant
The Athletic grant will be 50% for main players, and 20% for the substitute Players which shall be applied on regular semesters only and not during summer and upon the confirmation of the coach. Minimum CGPA of 2.6 should be maintained to continue availing the grant.

### • Financial Aid
AUE grants students with financial difficulties the opportunity to apply for financial aid which is subject to the submission of all necessary supporting documents, review and approval of the concerned committee. However, the responsibility of financing higher education rests with students and their families. Students can apply for a financial aid by submitting a completed Financial Aid Form together with the required supporting documents to the Department of Student Affairs. Based on the student and the university financial aid budget, a discount will be applied to the student's balance. The discount will be reviewed on yearly basis and not included in summer semesters. The Financial aid of enrolled students with CGPA less than 2.5 will not be renewed. Financial aid will be awarded to students regardless of race, color, sex, national origin, or disability. All students are guaranteed fair and equal treatment in the allocation of financial aid.

### Financial Aid requirements:
• A financial Aid Form to be filled in details

• A valid copy of passport and resident visa for parents and student

• Detailed financial status of both parents: Salary certificate and bank statement of last six months

• If the student is self-sponsored:  Salary certificate and bank statement of last six months

• Certificates verifying education tuition fees for all family members

• A copy of the rental contract for accommodation

• A documentation of loans or family difficult circumstances (sickness/ death…)

 All documents listed above should be submitted within the deadline otherwise the application will not be reviewed and will be rejected. Applicants may submit additional supporting documents with respecting always the deadlines.

*Financial aid committee:*

1. Manager of the Student Affairs Department
2. University Registrar
3. Manager of the Finance Affairs Department
4. Director of Office of Counseling and Disability
5. Two academic advisors to be appointed by the VPEMSS
6. One Representative from the Department of Student Affairs.

*Deadlines:*
For Fall semester: 20th of September
For Spring Semester 10th of February

• *Scholarships (upon availability)*
Scholarship is available only after satisfying all AUE admission requirements for both the graduate and undergraduate program.
Only applicants from UAE (UAE citizens or residents) and GCC citizens are eligible to apply

*Undergraduate Scholarship Requirements*
1. High school average of 90% and above

2. Recommendation letter from school (Not older than 3 months)

3. Valid English proficiency Certificate (less than 2 years) with the below score:

4. ILETS(Academic): 5.5

5. AUE TOFL PBT: 527

6. TOEFL IBT: 70

7. A letter of interest (essay) that clearly states the intended College and Major

8. (The required essay is intended to provide each applicant with an opportunity to explain your achievements and qualifications relative to the tuition scholarship criteria, as well as the value that you expect to add to the University student community, at either the undergraduate or the graduate level.

9. Certificate of good conduct from previous school

10. Copy of UAE Resident visa (if applicable)

11. Successfully passing the admission interview

*Graduate scholarship Requirements:*
1. CGPA 3.6 and above

2. Recommendation letter from your university (Not older than 3 months)

3. A letter of interest that clearly states the intended program A letter of interest (essay) that clearly states the intended College and Major (The required essay is intended to provide each applicant with an opportunity to explain your achievements and qualifications relative to the tuition scholarship criteria, as well as the value that you expect to add to the University student community, at either the undergraduate or the graduate level.)

4. Valid English proficiency Certificate (less than 2 years) as per AUE admission requirement

5. Copy of UAE Resident visa (if applicable)

6. Successfully passing the admission interview

• *Peer Grant*
To be eligible for the grant which is valid for only one semester the below conditions should be met:

1. The recruiter student should be enrolled at least one semester before the recruited student
(New Student)

2. The recruited student should register minimum 5 courses

3. The discount application can ONLY be accepted upon the admission or registration of the recruited student

4. 10% discount will be entitled for one semester only if the recruiter has a cleared balance

5. The maximum peer discount the recruiter can get per semester is 40%

6. The peer discount is not applicable during summer semesters except if the recruiter is expected to graduate on summer

• *Early Payment*
The Early Payment Grant will be applied 5% during the early registration period of Fall & Spring according to the Finance department.
Undergraduate early registration discount will be 5% on tuition fees only (full payment),
Full payment Conditions.

# Graduate Grants & Scholarships

**•Professional Master in Sports Law (MSL)**
Students enrolled in the Professional Masters of Sport Law program might be eligible for below grants upon meeting the requirements and maintain a minimum CGPA of 3:
1- 25% for students working in Governmental Sectors within UAE
2- 20% for students working in Semi-Governmental Sectors within UAE
3- 30% for AUE graduates

**• Master in Sports Management (MSM)**
Students enrolled in the Masters of Sport Management Program might be eligible for below grants upon meeting the requirements and maintain a minimum CGPA of 3:
1- 15% for students working in Governmental Sectors within UAE
2- 10% for students working in Semi-Governmental Sectors within UAE
3- 30% for AUE graduates

**• Master in Security & Strategic Studies (MSSS)**
Students enrolled in the Masters in Security & Strategic Studies and who are working in Governmental Sectors within UAE might be eligible 25% waiver on tuition fees upon meeting the requirements and maintaining a minimum CGPA of 3.

**• Master in Business Administration (MBA)**
Students enrolled in Master in Business Administration might be eligible 15% waiver on tuition fees upon meeting the requirements and maintaining a minimum CGPA of 3

**• Master in Arbitration**
Students enrolled in the Masters in Arbitration Program might be eligible for below grants upon meeting the requirements and maintain a minimum CGPA of 3:
1- 25% for students working in Governmental Sectors within UAE
2- 25% for students working in Semi-Governmental Sectors within UAE
3- 30% for AUE graduates

**• Master in Intellectual Property**
Students enrolled in the Masters in Intellectual Property Program might be eligible for below grants upon meeting the requirements and maintain a minimum CGPA of 3:
1- 25% for students working in Governmental Sectors within UAE
2- 25% for students working in Semi-Governmental Sectors within UAE
3- 30% for AUE graduates

**• Master in Criminal Sciences**
Students enrolled in the Masters in Criminal Sciences Program might be eligible for below grants upon meeting the requirements and maintain a minimum CGPA of 3:
1- 25% for students working in Governmental Sectors within UAE
2- 25% for students working in Semi-Governmental Sectors within UAE
3- 30% for AUE graduates

**• Master in Securtity Studeis and Information Analysis**
Students enrolled in the Masters in Security & Strategic Studies and who are working in Governmental Sectors within UAE might be eligible 25% waiver on tuition fees upon meeting the requirements and maintaining a minimum CGPA of 3.

**• Master in Art in Diplomacy (MAD)**
Students enrolled in Master of Arts in Diplomacy might be eligible 15% waiver on tuition fees upon meeting the requirements and maintaining a minimum CGPA of 3

# Academic Policies

**1. Admission Policies**
Admission to Undergraduate studies

**Freshman admission**
Secondary education certificate
The minimum Secondary School requirements depends on the educational system of the applicant.
For applicants with General Secondary School Certificates that follow the UAE Ministry of Education curriculum, the minimum Secondary School average required for admission is 60% (Scientific and Literary streams). Other streams will require a minimum score average of 70%.
Applications by holders of a non-UAE
High School Certificate, obtained abroad, are processed in accordance with decrees No. 200/2004 and 312 /2004 of His Excellency the Minister of Higher Education & Research. In general, holders of the National High School Certificate from a foreign country are eligible for admission if:

1. The certificate is accepted for admissions to public universities of the country in which it was obtained.

2. The certificate was obtained after at least 11 years of schooling.

3. The certificate includes a minimum of six subjects covering the four subject areas: Mathematics, Sciences, Languages and Social Sciences & Humanities or Arts,

4. Holders from countries of two-level High School Certificates must submit the certificate of the highest level.

5. Applicants are required to submit a certificate of equivalency for their High School Certificates from the UAE Ministry of Education.

## a. International Recognition

The following are examples for standard Secondary School Certificates, along with individual minimum requirements.

> American High School Diploma
• Original High School Diploma with a minimum CGPA of 2.0 out of 4.0
• SAT in Mathematics with a minimum score of 400.

> British Secondary School Certificate GCSE/IGCSE/AS/A2/O
• The minimum required for university admission is a total of seven subjects at either O-level or AS/A2 level, with a minimum grade of "C" for the O-level, "D" for the AS and "E" for A2.
• The subjects should cover at least four of the following fields:
a- Mathematics
b- Languages
c- Sciences
d- Social Studies and Humanities
e- Art and Design
• School Leaving Certificate (Grade 11 or 12)

> International Baccalaureate
• Minimum of six subjects with a minimum grade of four at each subject.
• Proof of successfully completing 12 years of schooling.

> Iranian Certificate
• Completion of Pre University year is required.
• The minimum average required for university admission is 12/20.

> Indian Certificate
• Senior Secondary School Certificate (12th Standard) is required, with an average equivalent to 60%.

> Pakistani certificate
• Higher Secondary School Certificate (Part II) is required, with an average equivalent to 60%.

> French Baccalaureate
• Obtaining the Baccalaureate with an average equivalent of 10 out of 20.

> Lebanese/ Moroccan/ Tunisian/ Algerian and all other French-patterned educational systems.
• Obtaining the Baccalaureate with an average equivalent of 10 out of 20.

## b. English requirement

For all undergraduate programs except Bachelor of Public Relations-Arabic and Bachelor of Law:
> TOEFL PBT with a score of 500 or above, (The TOEFL PBT should be taken at AUE in order for it to be accepted). OR
> TOEFL IBT, with a score of 61 or above. ORIELTS Academic, with a score of 5.0 or above. OR
> The Cambridge Test of Advanced English, with a score of 154 or above. OR
> The City & Guilds International Test of English for Speakers of Other Languages ESOL (IESOL), with a score of B1/B2 or above. OR
> The Pearson Test of English Academic (PTE Academic), with a score of 44 or above.

For Bachelor of Public relations- Arabic
> TOEFL PBT with a score of 450 or above, (The TOEFL PBT should be taken at AUE in order for it to be acceptable). OR
> IELTS Academic, scored at 4.5 or above. OR
> The Cambridge Test of advanced English, scored 147 or above. OR
> The City & Guilds International Test of English for Speakers of Other Languages ESOL (IESOL), scored at A2/B1 or above. OR
> The Pearson test of English Academic (PTE Academic), scored 38 or above.
> EmSAT 1100

## Interview/essay

> All applicants are required to attend an admissions interview with the Program Representative.

> All applicants are required to write a one-page (250 word) personal admissions statement in English. Personal admissions statements for CLAW or Bachelor of Public Relations (Arabic) programs need to be in Arabic.
c. Other identification requirements
Beside the academic records and English requirements, students must submit their identification documents as follow:
> Valid passport copy

> Valid copy of UAE residency Visa

> Valid copy of UAE ID card

> Four photos

> Certificate of good conduct behavior from local police authority

## Transfer admission

### Admission Requirements:

Students who are transferring from another higher education institution may be considered for admission at AUE upon availability of seats and after meeting the following requirements:

• Transfer students must be in good academic standing and have a CGPA of 2.00 out of 4.00 and should not be in academic probation or disciplinary dismissal.

• The Higher education institution attended must be accredited by the Ministry of Higher Education and Scientific Research in UAE. International students must provide authenticated transferred credit by the relevant Ministry or entity in the country of origin.

• Transfer students must satisfy all the AUE admission requirements including English proficiency prior to their admission at AUE; non-conditional admission is granted to transfer students.

• Transfer students should provide the admissions office with all required documents of admission, including official transcripts and course syllabi of courses attended at the previous university.

### Transfer Credit Policies:

All students must complete their last two years at AUE to be awarded an AUE degree. However, students are required to submit their official transcripts and course syllabi in the first semester of admission as no transfer credit will be awarded after the first semester. All transfer courses are only evaluated once.

Below are the criteria for transfer credit:

> Students are illegible to transfer no more than 50% of their program credit.

> The transfer course is evaluated course by course.

> Student CGPA at the previous university/institution should be at a minimum of 2.00 out of 4.00 or above.

> The transferable course credit is only at level 100 and 200 at AUE.

> Courses with a grade of "C" (GPA 2.00) or above will be eligible for transfer of credit.

> 3 and 4 credit hours will be considered equivalent to AUE's three credit hours.

> No more than two courses will be transferred from a student's chosen concentration.

> Transfer of credit will not be granted for Upper Level courses.

> All courses transferred to AUE must be conducted in English (except CLAW and Public Relations (Arabic).

> The transfer course will be recorded in the student's transcript as "TR" and will not be part of the student's GPA.

Credits are awarded solely by the appropriate Dean of College. Transfer students must complete the Transfer Credit Form. Transferring students will be informed in writing about transfer credits before they enroll at AUE.

### Confirmation of Admission

Undergraduate Students accepted by AUE must pay a non-refundable enrollment confirmation fee within a month of receiving the admissions offer and before starting the orientation, registration and advising process. The offer of admission is only valid for the same semester in which the student applied for.

The Assessment of the Admission procedure will permit AUE to individually assess each applicant. This procedure will serve as a model for admission decisions as it has predictive powers. It is the duty of the Admission and Registration Department to always collect such scoring data to help AUE maintain its standards on admissions.

### Forged Admission Documents

The American University in the Emirates reserves the right to take the necessary disciplinary actions, which may include a suspension or dismissal from the University at any time, if the student submits forged documents and/or provides incorrect information to obtain admission at AUE.

### Visiting Student Admission

Visiting students are students from other universities who attend courses at AUE without the intent to complete a degree at AUE. They should:

a- Check with their home institution in regards to the transferability of courses.

b- Submit their applications with non-refundable admission fees to the Admission and Registration Department.

c- Submit a permission letter from their home institution, listing the courses they wish to attend at AUE.

d- Submit a copy of their TOEFL or IELTS score or any other English proficiency test as proof of their use of the English language.

e- Earn up to (15) credit hours per semester once accepted at AUE, for a maximum of one year.

f- Visiting students may enroll at any course listed by their home institution, as long as they have the required academic background.

g- In the case of courses with limited enrollment, priority to attend the course is given to AUE students.

## Exchange Student Admission (Incoming Students)

### Requirements

a- Students must meet current admission rules applicable to foreign students with regard to immunization requirements, insurance requirements and availability of adequate funding.

b- Students must be nominated by their home university.

c- Student should be regular student of the said home institution; to which they should pay whatever fees they are required to in order to be registered at AUE.

### Fees Accommodation & Travelling Expenses

a- Tuition fees to be paid to the home institution per the fee policy and number of courses opted for, unless otherwise specified as per the affiliation agreement with partner institution/ host institution.

b- Student should pay all other costs, such as application fee, visa, accommodation, meals, transport, health insurance, library card, student association, etc.

### Admission Requirements

#### Student must:

a- Submit an application file including transcripts at Undergraduate level and a motivation letter explaining why they want to join the program at AUE.

b- Taking a personal interview with a full time representative of AUE prior to admission.

c- Students must have a minimum score of 500+ in TOEFL exam or it's equivalent prior to departure.

### Admission Status

#### Full admission

Applicants who submit all the required documents and meet all the admission requirements in the first semester are given a full admission.

#### Provisional admission

Qualified applicants who are unable to submit one or more of the required documents for admission processes (please see Required Admission Documents) will be admitted provisionally for their first semester. All admission provisions must be cleared by the end of the first semester.

If provisionally admitted students fail to clear their provisional status by the end of their first semester, administrative holds will be placed on their academic records and on their portal, preventing students' registration for future semesters until they submit all the required admission documents

#### Conditional admission

Freshman students who are unable to obtain the required score for TOEFL/IELTS or its equivalent in the first semester of admission are conditionally admitted to the Intensive English Program (IEP), which is offered by the English Language Institute (ELI) and requires students to obtain the mandatory scores in a maximum period of 12 months; otherwise students will be prevented from registering for any course. Transfer students are not subject to any conditional admission.

Students can obtain a maximum of 15 credit courses whilst enrolling in the ELI, as listed in the table below:

| TOEFL Level | No. of courses allowed per semester | Pooled Courses to choose from | |
|---|---|---|---|
| TOEFL/IELTS Preparation | Four Courses | · Social or Behavioral Sciences<br>· Arabic Language<br>· Islamic Studies | · Natural Science<br>· Communication and Study Skills |
| ADVANCED | Three Courses | · Social or Behavioral Sciences<br>· Arabic Language<br>· Islamic Studies | · Natural Science<br>· Communication and Study Skills |
| INTERMEDIATE | Two Courses | · Social or Behavioral Sciences<br>· Arabic Language<br>· Islamic Studies | · Natural Science<br>· Communication and Study Skills |
| BEGINNER | One Course | · Social or Behavioral Sciences<br>· Arabic Language<br>· Islamic Studies | · Natural Science<br>· Communication and Study Skills |

*English Language Institute are as follows:*

| DETAILS | LEVELS | | | |
|---|---|---|---|---|
| | **BEGINNER** | **INTERMEDIATE** | **ADVANCED** | **TOEFL/IELTS** |
| WEEKS | 15 | 15 | 15 | 15 |
| HOURS PER WEEK | 8 | 8 | 8 | 4 |
| TOTAL HOURS PER SEMESTER | 120 | 120 | 120 | 60 |
| MIDTERM EXAM | IEP EXAM | IEP EXAM | TOEFL/IELTS EXAM | TOEFL/IELTS EXAM |
| FINAL EXAM | IN HOUSE FINAL EXAM | IN HOUSE FINAL EXAM | TOEFL/IELTS EXAM | TOEFL/IELTS EXAM |

### Undecided admission

*Freshman students who still did not decide on which college/major can enroll, may hold an undecided admission status and enroll in General Education courses where he/she can explore their interests and develop passions. In time, the student will be able to decide the college/major.*

### Readmission

*Students that have voluntarily withdrawn from the university or otherwise suspended their studies for one or more regular academic periods, and are now readmitted or re-enrolled in the university. Once readmitted, the recent admission requirements will be applied and student will be assigned a new ID number moreover the previous earned credit hours are retained graded.*

### Admission to Graduate Studies

*Graduate Applicants are the ones who have completed their undergraduate degree, and are pursuing their graduate studies at AUE.*

### Admission Requirements

• *Original copy of the Bachelor Degree Certificate, attested by the UAE Ministry of Higher Education and Scientific Research; (applicants holding a baccalaureate degree from outside the United Arab Emirates should submit an equivalency letter from the UAE Ministry of Higher Education and Scientific Research)*
• *Original Copy of the Academic Transcript, the Minimum CGPA required for university admission is 3.00\* out of 4.00 (\* Applicants with a CGPA (2.00 to 2.99) need to submit their academic record and meet with the concerned program director)*

### English Proficiency Requirements

*Applicants should provide a valid copy of one of the following:*
• *TOEFL PBT scored 550 or above, (The TOEFL PBT can be taken at any of the accredited higher education institutions in UAE).*
OR
• *TOEFL iBT, scored 79 or above.*
OR
• *IELTS Academic scored 6.0 or above.*
OR
• *The Cambridge Test of advanced English, scored 162 or above.*
OR
• *The City & Guilds International Test of English for speakers of Other Languages ESOL (IESOL), scored B2 or above.*
OR
• *The Pearson test of English Academic (PTE Academic), scored 50 or above.*
• *EmSAT 1400*

### Additional Admission Requirements

• *For Master of Business Administrations (MBA) application, all applicants will be required to submit a valid GMAT score as a mandatory admission requirement, Applicants who have not taken the GMAT at the time of admission may be granted conditional admission, with a requirement that they submit GMAT score not later than the end of the first semester following admission.*
• *Students with the Undergraduate Degrees from an accredited university and specialized in International Relations, Political Science, International Studies, International Politics, and Communication Studies areas will be exempted from the Bridging courses under Master of Arts in Diplomacy.*

• Students with the Undergraduate Degrees from an accredited university and specialized in Business Administration areas will be exempted from the Bridging courses under MBA Program and MSM Program.

• Students with the Undergraduate Degrees from an accredited university specialized in Social Science and Humanities Studies or carrying five years' experience in the security and strategic field will be admitted to Master of Arts in Security and Strategic Studies.

• Students whose specializations are not in the related fields of study will be subject to Bridging courses.

• Courses required at Bridging level are subjected to the evaluation of the transcripts which will determine the courses to be exempted.

### Interview/Essay

> All applicants are required to attend an admissions interview with the Program Representative.

> All applicants are required to write a one-page (250 word) personal admissions statement in English. Personal admissions statements for Arabic Master Programs need to be in Arabic language.

### Other Identification Requirements

Beside the academic records and English requirements, students must submit their identification documents as follow:

> Valid passport copy

> Valid copy of UAE residency Visa

> Valid copy of UAE ID card

> Four photos with white background

> Certificate of good conduct behavior from local police authority

### 2. Orientation

New students are encouraged to attend the Orientation Program. The Orientation Program allows students to:

a- Be introduced to AUE academic life.

b- Gain information on the general academic policies and regulations.

c- Socialize with peers.

d- Meet the faculty members and administration staff of AUE.

e- Discuss relevant issues as a freshman.

f- Gain information on the University facilities and services.

g- Go on campus tours and visit the departments.

With the assistance of the Department of Students Affairs, each college/department organize an orientation for their students to allow them to familiarize themselves with the college study plan, requirements, regulations and any other academic issues.

Students who fail to attend their Orientation Program will miss crucial information relevant to their journey at AUE, which provides updates concerning all campus-wide or program issues and changes each year. AUE introduced the Orientation Program under the name "University Life" in the "Study and Learning" course to ensure students who could not attend the Orientation Program could also benefit from the vital information it offers.

### 3. Academic Advising

AUE believes that the process of academic advising develops both life and career goals through continuous and multifaceted, sequential and logical steps taken by the students and their advisors, that contribute to student growth.

*A student can build a personal plan for education and career commitment with the help of the Academic Advisor.*

*Students are assigned Academic Advisors, who are full-time faculty members in the area of the student's specialization, to assist them through course selection, schedule planning and approving the final course schedule. However, it is the student's responsibility to select the courses to be registered each semester while midful of the course prerequisite. In accordance with academic policies and procedures, AUE requires Academic Advisors to meet with students at least once every semester.*

*Goals of Academic Advising:*
*a- Help students to determine their goals according to their capabilities, skills, concerns, career and educational interests and job markets.*
*b- Help students to select courses and determine their educational plans according to their goals and career interests.*
*c- Help students develop their decision-making skills.*
*d- Provide useful information to students on programs, resources, procedures and policies.*
*e- Assist students in connecting with institutional services.*
*f- Help students evaluate their educational plans and career goals.*

*Students who are in academic probation and experiencing academic difficulties in classes are supported by the Advising and Student Success Center , where they can receive further academic advising assistance.*
*In addition, students may refer to their Chair of Department, Program Director, Associate Dean or College Dean for assistance.*

*4. Class Attendance*
*1. Students' attendance is recorded for their own benefit. It is strongly recommended that students be committed to attending and participating in class activities. Instructors should keep records of their students' attendance and may request them to justify their persistent absences and lateness.*

*2. The attendance policy should be clarified to the students during the first class meeting. Attendance requirements depend on the nature of the course and may be imposed by the instructor for specific courses. Attendance is particularly essential for participation courses, where the student is expected to actively participate through discussion or written assignments.*

*3. Students with poor attendance records will receive attendance warnings in the following manner:*

*4. 1st Warning: For 10% absence of the total class hours per semester.*

*5. 2nd Warning: For 20% absence of the total class hours per semester.*

*6. 3rd Warning: For 25% absence of the total class hours per semester, and will receive an" FA" "Failed due to Absence" grade for that particular course.*

*5. Grading System*
*The grading system of AUE is designed to:*
*a- Assess and recognize a student's performance within a specific course.*
*b- Provide evaluation that helps the instructor decide on the relevance of other courses, programs, or further education.*
*c- Reinforce students' passion for learning.*
*d- Advise prospective sponsors on student performance.*

*> Grades Description*
*a- A Exemplary*
*Indicates the student's outstanding level of performance and proficiency.*

*b- B B+ Very Good Work*
*Indicates that the student invested himself in a subject matter/skill in an appropriate manner, producing work of high quality but not necessarily excellent.*

*c- C C+ Adequate Work*
*Indicates that the student has successfully completed classroom work, homework and examinations for the subject.*

*d- D D+ Minimally Acceptable Work*
*Indicates that the student has met the course minimum requirements at the minimal level in the subject.*

*e- F Unacceptable Work*
*Indicates that the student did not fulfill the minimum requirements of the course and has performed below the University Quality Standards.*

*f- I Incomplete Work*
*Units attempted are included in GPA after a maximum of one year.*

| Grade | Percentage | Grade Points |
|:---:|:---:|:---:|
| A | 90.00 - 100 | 4.0 |
| B+ | 85.00-89.99 | 3.5 |
| B | 80.00-84.99 | 3.0 |
| C+ | 75.00 -79.99 | 2.5 |
| C | 70.00-74.99 | 2.0 |
| D+ | 65.00 -69.99 | 1.50 |
| D | 60.00-64.99 | 1.0 |
| F | Less than 60 | 0.0 |
| IP | | 0.0 |
| I | | 0.0 |

### > The role of the Vice President for Academic Affairs in approving grades

The grade forms which accumulate the final registered grades, signed by the concerned instructor in a particular course, are signed by the Registrar, the concerned Program Coordinator and the Dean of College. The Vice President of Academic Affairs is responsible for checking grades of students to make sure that the grading form is accurate and ready for release to the student community.

### Incomplete grade

All students are expected to accomplish the course work requirements, including the final exam, in order to earn a final grade successfully.
Students who do not attend the final exam due to serious and exceptional reasons, such as:
a- Emergency Illness
b- Road Accident
c- Death of next of kin
d- Official/Governmental Mission

Can apply for an Incomplete Exam within the Registration Department. However, the request for an Incom

plete Exam can only proceed upon the approval of the Course Instructor, College Dean and Provost. Only students who achieve the satisfactory course work requirements and are not dismissed under any grounds (disciplinary/attendance) can be considered for an Incomplete Exam.

Once approved, a grade of "I" will be recorded on the student's transcript and will be pending until the end of the second regular semester, otherwise the grade of "I" will be reverted to "F" or to the grade as assigned by the Academic Instructor. Students may request for an extension for the Incomplete Exam by submitting a written extension request to the College Dean, which is subject to approval or rejection.
It is the student's responsibility to coordinate with their Academic Instructor to reschedule the date of the Incomplete Exam.

Students are unpermitted to register for a course with a grade of "I" on the following semester

## 6. Grade Appeal

A Grade Appeal applies when a student suspects that an incorrect or unfair grade has been assigned to his work, and has to be supported by evidence. Student are required to comply with the below policy:

First: Discuss the issue with the concerned instructor

Second: Unless convinced by the instructor, the student may seek arbitration from the Department Chair and the concerned Dean.

Third: Unless a resolution is attained, the student may request a Grade Appeal Hearing to the Provost with an ad-hoc Grade Appeal Committee.

> The responsible Dean will respond in writing to the grade appeal in 7 working days from date of receipt of the appeal.
> The ad-hoc committee which consist of college dean/Chair of department, university registrar and student affairs manager shall meet and decide upon the student's grade appeal
No further review shall be made upon the decision of the grade appeal ad-hoc committee

### Grade Appeal Procedure:

a-Grade appeal is accepted from the student after submitting the grade appeal request and payment of grade appeal fees to the Financial Affairs Department.
b-The grade appeal form is forwarded to the Dean of the appropriate Department.
c-Dean releases the form to the teaching faculty of the subject in the semester.
d-Faculty scrutinizes the appeal comparing with final result.
e-Faculty writes his observations at the back of the paper justifying changes, if required, or hold the present grade.
f-Faculty forwards observations to the Dean of the College, through Deputy Dean or Program Coordinator.
g-Grade appeal form along with the comments and observations of the faculty member shall be submitted to the ad-hoc committee for review and final decision.

### 7.Undergraduate Academic Standing

Students are expected to maintain a CGPA no less than 2.00.

Students who perform below the acceptable requirements will be placed on academic probation.
At the end of each semester and upon attending 30CH at AUE, students with a CGPA less than 2.00 will receive an academic warning.
Full-time students under a probation status for the first time can register for a maximum of 12 credits (four courses) and nine credits (three courses) if they receive a second warning. Only students with a CGPA of 2.00 (good academic standing) can register for a normal course load. Summer course grades will not be considered when with the probation calculations. Students will be on academic probation as long as their CGPA is under 2.00 and will receive a formal notification. Their Academic Advisor, Sponsor (if available), College Dean and guardian will be informed. These students can register for only 12 credits and only nine credits for the first and second probationary period respectively, otherwise, students will undergo the following procedures:

Action 1: Students must repeat courses with grades lower than "C" to improve their CGPA. The maximum number of courses that can be repeated should not exceed three courses.

Action 2: If the student remains at the second academic warning status, they will be transferred to another College that accepts a lower admission average, upon a student petition signed by the Academic Advisor and concerned Dean and approved by the VPAA/Provost. However, only students who have passed courses part of the program can be considered for transfer. Their grade will be added on the CGPA.

Action 3: If a student on academic probation does not achieve a good academic standing in the second college they will be automatically dismissed after receiving three academic warnings.

Students who completed 75% of the program credit hours and more and their CGPA less than 2.00, they will remain in the same specialization and college and only repeat courses until achieving a CGPA of 2.00 with respect of the maximum duration to accomplish the program.

### University honors and awards

Promoting students' excellence is central to AUE's organizational culture. At the end of every semester an Honors list is published displaying the outstanding students who receive awards depending on the Grade Point Average (GPA) achieved.

AUE students will be placed on the Honors list for the semester in which they complete a minimum of 15 course hours with a semester Grade Point Average (GPA) of 3.50 and above.

Students who hold Pass, Fail, Exempted, Transferred, Withdrawn and Incomplete statuses cannot be considered for the Honors list. In addition, students should not hold a record of violation of code of conduct or any disciplinary action to be considered for the Honors list.

AUE awards students who achieved very good academic standing as follow:

> Dean's List: 3.50 - 3.74
> President's List: 3.75 – 4.00

The Office of Registrar will announce the name of students awarded Honors approximately five weeks after the end of the semester. Any grade change or repeated course after the Honors are announced does not permit the student eligible for the Honors list. Instead, the student will receive a letter of appreciation from the Office of Registrar to recognize their academic achievement.

### Graduation Honors

Recognition of academic Honors at graduation is an important aspect of the commencement exercise. Students at AUE are granted Latin Honors as described in the below table and wear "Honor Sashes" as a kind of appreciation to their academic achievement.

| Honor | CGPA |
|---|---|
| Summa Cum-Laude | 3.90 – 4.0 |
| Magna Cum-Laude | 3.70-3.89 |
| Cum-Laude | 3.50-3.69 |

### Degree completion and graduation requirement

To graduate from AUE at Undergraduate level every student is responsible for:

a- Applying for graduation.

b- Completing all courses as described in the study plan.

c- Completing all core curriculum and general education coursework.

d- "Incomplete" grades are given to non-fulfilled requirements of the Bachelor Degrees. Students must reapply for graduation in the following semester when the final grade has been officially recorded.

e- Successfully completing all the program requirements without exceeding the allowed time frame, including the apprenticeship.

f- Have official transcripts from previous Institutions on file for Admission and Records.

g- Earn at least a GPA of 2.00 on a 4.00 scale on any transfer coursework.

h- Complete and submit the "Clearance Form" to the Admission and Registration Department.

i- Earn a CGPA of 2.00 out of 4.00 to graduate from an undergraduate program.

**Important:  As the University is committed to improving its academic programs,
course code, course prerequisite, course requirements and content may**

## 8. Graduate Grading Key

| Grade | Percentage | Grade Points |
|:-----:|:----------:|:------------:|
| A | 96.00 –100 | 4.0 |
| A- | 90.00 - 95.99 | 3.75 |
| B+ | 87.00 - 89.99 | 3.25 |
| B | 84.00 - 86.99 | 3.00 |
| B- | 80.00 - 83.99 | 2.75 |
| C+ | 77.00 - 79.99 | 2.25 |
| C | 74.00 - 76.99 | 2.00 |
| F | Less than 74.00 | 0.00 |
| IP | | 0.00 |
| I | | 0.00 |

## Graduate Academic Standing

| CGPA Range | Academic Standing |
|:----------:|:-----------------:|
| 0.00 -1.99 | Fail (Cannot Graduate) |
| 2.00-2.24 | Pass (Cannot Graduate) |
| 2.25 -2.74 | Poor (Cannot Graduate) |
| 2.75 -2.99 | Satisfactory (Cannot Graduate) |
| 3.00 -3.24 | Good |
| 3.25 – 3.74 | Very Good |
| 3.75 -3.99 | Excellent |
| 4.00 | Exemplary |

## 9. Incomplete Examination

*All students are expected to accomplish the course work requirements, including the final exam, in order to earn a final grade successfully.*

*Students who do not attend the final exam due to serious and exceptional reasons, such as:*

*e- Emergency Illness*
*f- Road Accident*
*g- Death of next of kin*
*h- Official/Governmental Mission*

*Can apply for an Incomplete Exam within the Registration Department. However, the request for an Incomplete Exam can only proceed upon the approval of the Course Instructor, College Dean and Provost.*

*Only students who achieve the satisfactory course work requirements and are not dismissed under any grounds*

*(disciplinary/attendance) can be considered for an Incomplete Exam.*

*Once approved, a grade of "I" will be recorded on the student's transcript and will be pending until the end of the second regular semester, otherwise the grade of "I" will be reverted to "F" or to the grade as assigned by the Academic Instructor. Students may request for an extension for the Incomplete Exam by submitting a written extension request to the College Dean, which is subject to approval or rejection.*

*It is the student's responsibility to coordinate with their Academic Instructor to reschedule the date of the Incomplete Exam.*

*Students are unpermitted to register for a course with a grade of "I" on the following semester.*

## 10. Student Record

### Definition of student records

Submitted documents by the student, such as transcripts from a previous university, high school certificates, diplomas, English proficiency scores and other academic records are considered the property of AUE and maintained by the Admission and Registration

Department. However, student records can also be accessible through their Academic and Career Advisors.

AUE student records are confidential and therefore only accessible to specific AUE Personnel, Units, Offices, Governmental entities, Accredited/audit agencies

reviewing AUE programs.

Two main AUE departments hold records of all students. The Admission and Registration Department maintains information pertaining to students' enrollments

(registration) and their official academic records

(admissions application, test scores, letters of

recommendation, copy of academic record, notes (if any) made by academic counselors, information on honors awarded and/or academic discipline imposed and similar items). The Financial Affairs Department also maintains information about charges assessed and payments made to students' accounts.

### Student's privacy right

Students may:

> Access and review information reflected in their educational records. AUE is not required to deliver any copies of these documents.

> Notify and request updates of their profile and database for their phone number, home and email address.

> Agree to any disclosure of personal information of educational records, in accordance with UAE federal and local laws. AUE reserves the right to release students' information and academic records to an immediate guardian and sponsor, if any.

### Student records policy

The following are the policies which administer the access, preservation, audit and the final record handover to the students:

a- A designated AUE Staff member is accountable for no more than one specific type of student record and only that person is authorized to release the record.

b- AUE personnel who need information from students' records for certain reasons, can obtain them from the responsible department or staff who are listed among the authorized persons to access these records.

c- Students' records are regularly assessed and updated. Any alteration of specific records must be reported.

d- Students are entitled to check their own records and

may obtain a copy of a payment record upon request. It is understood that this provision excludes medical and counselling records, in addition to, records that have been waivered by the student.

e- A filed documentation of students' records relevant for advising is made available to the student's Advisor who usually keeps the file. This file may also be accessible in the related Academic Department Office for other purposes. When the student changes Majors or Advisors within the same field, their records are handed over to the next Advisor

f- Medical and counseling records will be delivered to any external medical or psychological entity or to AUE Staff upon a written request from the student.

g- All AUE Staff, who are in possession of students' records, are not permitted to deliver them to outsiders, unless authorized in writing by the student.

h- Records of requests and disclosures of private information are secured by the staff member responsible for the custody of students' records.

i- Ordinary information that would be published in a newsletter, a student directory or any other materials, can be released by AUE without seeking the student's consent. These include: student's name, home address, email address, major field of study (including degree program(s), fields, Major(s), Minor(s), year of study, awards and honors, participation in officially recognized activities and sports, weight and height of members of athletic teams and all related information. Students may request that the Registration and Admission Department and/or the Students Affairs Department withhold their information.

j- Students' photographs may be used occasionally for AUE publications, with the consent of the student.

### Retention of student records

The educational records of all enrolled students are maintained by the Admission and Registration Department.

### Duration of holding student records:

> Student records are kept for 10 years after the date of graduation, withdrawal or dismissal from the University.
> Visiting student records are kept for one year after the last attended semester in the University.

### Documents to be maintained electronically
### before disposable:

> Academic qualifications (High school, Bachelor degree, Diploma)

> Transcript records of previous attended universities/institutes.
> English Proficiency Test (TOEFL/IELTS).
> Entry exam (interview/essay).
> Student identification: (passport/Emirates ID card)

*Record disposal:*
> All the above student documents will be shredded under controlled conditions.

*Holding of student records*
In case of academic violations, financial requirements or not meeting the academic evaluations carried out by departments during a given semester, students' records status will be set on hold, and it's their responsible for clearing their own status. Remaining on a 'hold' status will affect a student's grades, transcripts, registration, accounts receivable and graduation.

*13. Internship*
Please refer to the Internship manual

# Students Rights and Responsibilities

The American University in the Emirates, guarantee a fair treatment, equal opportunities to access the university's resources, facilities and activities. Furthermore, it is in fact the student responsibility to gather all necessary information, policies, rules and regulations that govern the university and outlines the basis of the relationship between the student and his/her colleague, academic and administrative units. Student's rights and responsibilities include but not limited to the following:

*Student Rights*
> Students have the right to be respected by academic and administrative staff within the university and treated fairly regardless of their "race, religion, color, nationality, age, sex and disability.

> Students have the rights to be informed with course objectives and requirements as per the syllabus.

> Students have the right to be informed about the course grading scale and criteria with the guarantee of a fair evaluation

> Students have the right to receive the course work prior to sitting for the final examination

> Students have the right to file a grievance, report an inappropriate conduct, or submit a written concern including grading grievance. The time of filling the grievance should not exceed 7 days from the occurrence of the incident.

> The students have the right to access library information, IT Labs and specialized software and hardware to pursue knowledge and career development.

> The students have the right to access an e-mail address within the domain of AUE, which stands for a communication tool that supports the University's institutional activities, including research, teaching, learning, and administration.

> Students have the right to access computers in the Laboratories, Library work stations and references and Multimedia Labs which shall be used for academic assistance.

*Student Responsibilities:*
> Students shall comply with published university policies (Student Handbook, Undergraduate and graduate manual).

> Students bear the responsibility of familiarizing themselves with the university policies and procedure through accessing the published university policies.

> Students shall attend the orientation scheduled at the beginning of each semester to be informed about the University policies and other important information.

> Students shall respect and abide completely by the University Codes of Conduct.

> Students shall be fully engaged in class and shall not engage themselves in activities that may disrupt the class.

> Students shall bear the responsibility of seeking academic and administrative assistance for faculty and admin staff which give them help in meeting their major and course requirements.

> Students shall contact their academic advisor at least once a semester to seek help related to course registration, study plan review and other academic related subject matters.

> Students shall ensure their completion of their degree requirements through meeting the academic and administrative graduation requirements.

> Students shall bear the responsibility of all classes missed due to any reasonable and non-reasonable excuses.

# Code of Conduct and Discipline

Students are to be committed to the university code of conducts which include and not limited to the following:

## 1. Professional code of conduct

• Students shall show respect and commitment to AUE community with different ethics, standards, beliefs and values of the community.

• Students shall be committed to fully abide by the Academic code of conduct and show integrity and honesty in all matters related to their academic journey.

• Students shall respect and abide by AUE financial policy.

• Student shall not commit any fraud which includes signature or submission of documents.

• Students shall not exchange any type of gifts with faculty or administrative staff.

• Conflict of interest between students and faculty or admin must be reported

## 2. Personal Code of Conduct

• Students shall show respect to their colleagues, faculty and the wider AUE community.

• Offensive, inappropriate or aggressive language is strictly prohibited.

• AUE students have to show personal honor and exercise integrity.

• Smoking is prohibited in all campus areas unless designated clearly by sign posts.

## Dress Code

Students attire shall respect the culture of the United Arab Emirates and clothing guidelines. Students shall familiarize themselves with AUE dress code and completely avoid the following:

• Short skirts/shorts (anything above the knee).

• Revealing clothes (transparent, string vest, low cut tops etc..…).

• Very tight clothes that reveal undergarments.

• Crop tops, vest tops or anything similar.

• Clothing with inappropriate wording

• Cut-out jeans, trousers, tops, dresses

## 3. Examination Code of Conduct

The students shall respect and abide by the Examination Rules and Procedures. Any violation may lead to serious disciplinary measures.

• Students and proctors are solely allowed to be in the examination hall.

• Students shall not be accepted in the examination hall without AUE student card.

• All time keeping devices should be placed on the desk and can be checked by the proctors any time during the exam.

• Students shall be seated according to the proctor's directions

• Students can be reseated either by the proctors or the exam committee members.

• All means of communication between students/ candidates are shall not be permitted at any time during the exams.

• Students shall not leave the examination hall for any reason before the completion of their exam.

• Students are not allowed to leave the examination room before 40 minutes from the start of the exam.

• Unauthorized materials or electronic devices cannot be used or entered in the examination hall. Such materials include but not limited to:
Books, course slides, course summary, mobiles, IPod, smart watches, electronic dictionaries…

• Students shall hand their exam paper whenever the proctor ask for.

• Any kind of threat, verbal or physical abuse conducted either inside or outside the exam hall against proctors, colleagues, academic or administrative staff disqualifies the student from continuing the exams

## 4. Library Code of Conduct

• Students who are using the library should demonstrate an appropriate behavior and follow the University Code of Conduct.

• The library assistant are fully monitoring the library and ready to assist all students with their needs.

• The library assistant have the right to ask the students for their AUE ID, and to report any misbehavior inside the library.

• Students must set their phones to silent mode in order to preserve a quiet learning environment.

• Students are expected to behave and interact respectfully with other students.

• Group study rooms are available in specified places within the library.

• Food and beverages are not allowed inside the library, except water.

• Students are responsible for their personal belongings, as AUE library will not be responsible for any stolen or lost personal items.

• Smoking is strictly prohibited inside the library and in the campus.

• Students will be warned or reported to the Misconduct Committee in case of damaging any of the library equipment, or furniture, etc.

## 5. Academic Code of Conduct

### a) Plagiarism

Students shall submit work which must be the result of their own efforts. References, quotations, ideas or data if ever used should contain proper acknowledgment of the sources without exceeding the percentage set by the course instructor.

### b) Impersonation

Impersonating another student's identity in examination, class attendance, course work submission or presentation will warrant disciplinary measures.

### c) Inappropriate collaboration

AUE encourages collaborative learning through class discussion, group presentation and research which is a method often used by instructors. However, students should distinguish between shared learning that should be guided by the course instructor and collaboration in working on assignments, projects, exams or any course work which should be individual. All instructors will guide students through the process and limitation of course collaboration. The instructor has the authority to take disciplinary actions against any proved inappropriate shared work.

### d) Cheating / Academic dishonesty

### 3.1 Cheating Policy

The American University in the Emirates (AUE) seeks to ensure the reliability of student assessment processes, and learning. AUE's Academic integrity policy aims at protecting the University's academic honesty which is based upon certain core values as Trust, Fairness, Respect and Responsibility. These values apply to all academic activities

required for degree program completion.

### 3.2 Definition of Cheating

Cheating is actual or attempted act of deception to secure unfair or lawful gain for the purpose of getting credit or grade on any assessment required from the course. This includes but not limited to the following:

1. Taking information from another student when completing an assignment of any kind to be evaluated. The detection may occur during an examination or in the exam grading process.

2. Submitting an assignment or project that was done and submitted by another student either in the current or previous academic year.

3. Submitting projects or research with fabricated results or evidence.

4. Impersonate a student identity (which means allowing another person to sit for the exam instead of the concerned student).

5. Faking or changing any academic record.

6. Faking or submitting any false medical, academic or any kind of reports required by any unit of the University.

7. Attaining any exam (quiz, midterm or final) prior to the examination date either by bribery, conspiracy, robbery or any other inappropriate means.

8. Assisting any other student in cheating.

9. Using a headset, mobile telephone, IPod or any electronic device during the exam.

10. Talking to another student during the examination process.

11. Using unauthorized material to copy during examination, such as papers, books or phones.

NB: Any cheating offence may be detected either by the Proctor or the Instructor during the examination process.

### 3.2 Procedures
All instructor's/ faculty member in charge of the course shall ensure that all course work assessment is conducted fairly. If an offense of cheating was proved against a student during any course work, the case shall be reported to the college dean and the Department of Student Affairs.

The below penalties shall be applied accordingly:
> Academic: Zero grades will be given to the assessment.
> Discipline: A Warning letter will be given and the student (s) referred to the Department of Student Affairs (record will be kept there).

Since the final exam is not conducted in the regular classes, cheating reports shall be submitted by the proctors to the exam committee. The Vice President for Enrollment Management will form a Disciplinary Committee to review the case. The Department of Student Affairs will inform the student that he/she has allegedly been caught cheating.

### a. Penalties: If student(s) is proven guilty, the following will be the penalties:
First offence: students will get zero (o) on the exam/assignments/project etc. They shall be put in an academic probation for one regular semester and be part of a community project within the university before the of that Academic Year.

Second Offense: students will fail the course he/she is currently enrolled in and get "XF" grade. Students shall get suspended for one semester that might include irregular semester (summer).

Third Offense: students shall be dismissed from the University with immediate effect with failing in ALL courses he/she are enrolled and receiving "XF". The students have the right to receive upon request a transcript with academic dismissal.
All penalties shall be accompanied with documented warning letters to be kept in students' file

### b. Appeal:
Students have the right to appeal for decision made by the Discipline Committee. An Appeal Committee should be formed by the Provost office in order to review the case and arrive at a final decision.

### d. Other Misconduct
The below includes other misconduct that student should be advised not to commit to avoid disciplinary sanctions
1. Drugs and Alcohol

Any use, distribution or consumption of alcohol or drugs with approved medical prescription

2. Gambling
Any type of Gambling is not allowed within the Academic City and the University premises.

3. Sexual Misconduct
Any sexual harassment of any type or public sexual activities is not by any means accepted

4. Forgery
Any type of forgery including submitting fraudulent documents for admission, fake identification, false academic information (transcripts, final exam schedule, course schedule etc…).

5. Filing false complaints or misconduct report
Students who claim false accusation, complaints or submit fake appeals on purpose to gain benefit of any kind or to cause trouble to another student, faculty or administrative staff.

6. Verbal Assault
This includes any verbal insult or misuse of certain vocabulary that humiliates, disrespects or threateans any student, faculty or administrative staff.

7. Physical Assault
Physical violence or any attempt or threat that exceeds the verbal violence within the university and Academic city premises.

8. Failure to Satisfy the University Policy and Procedures
If students fail to appear before a committee, refuse to sign disciplinary warning, or do not respond to any official communication from AUE/ college/ faculty member/ advisor/ Academic Administrator. This also include failing to abide by the disciplinary penalties or abiding by the policy and procedures stated in both the undergraduate and graduate manual or the student handbook.

9. Holding Weapons
The use or the possession of any kind of illegal material or weapons that is prohibited by Law.

10. Stealing
The act of taking intentionally any personal belonging of other student or employee within the university and Academic city premises without approval or personal permission.

11. Bulling and Intimidation
Any kind of harassment, threats, irritation or disrespect of other student that may cause psychological issue, embarrassment or discomfort. This also include any act of racism, sexism or discrimination based on colour, gender, financial abilities, religion, nationality etc.…

### 12. Misuse of Social Media Network
The university social media network such as the Facebook page, Instagram, twitter, Snapchat etc.… is open for the public. Therefore, any promotion of hate, violence or insult against any of AUE community member including students or Alumni may lead to serious disciplinary action.

### 13. Malpractice with AUE Clubs
Any student (club member) that initiate any kind of events and activities or represent AUE in any way either on and off campus without pre written approval will be subject to disciplinary measures.

# Disciplinary Measures and Procedures

Upon confirming and conveying the incident report that states the violation of Code of Conduct or Academic Dishonesty to the Department of Student Affairs, the DSA shall inform the student in written of the allegations he/she was made responsible of and that he/she should respond to that within 7 working days.

### 1. Procedures
• Any violation of AUE code of conducts shall be reported within less than 48 hours to the judicial office within the Department of Student Affairs, who shall take necessary disciplinary actions in case of a proved misconduct or defilement.

• If the report is not based on valid proofs and facts, the Vice President for Enrollment Management shall form a committee to investigate and decide upon the action to be taken.

• In case of an Academic violation, faculty members shall report to the Dean and the Judicial Office the action taken to be documented in the student' file.

• Student who will be reported for a violation of the university standards/code of conducts will adhere before the disciplinary committee (to be formed by the Vice President for Enrollment Management and Student Services) for hearing.

• Upon the hearing, the student may confess or deny the allegation against him/her. If once he/she declares, the allegation will have proved and the action shall be taken accordingly. In case of denial, the Department of Student Affairs may proceed if there is enough evidence to be presented to the discipline committee.

• The Disciplinary committee may decide to suspend a Student from attending classes pending a hearing.

• The Disciplinary Committee shall invite the student and all concerned individuals that may ensure a fair and reasonable decision

• Student cannot withdraw from a course or university prior to concluding an investigation.

### 2. Penalties
Students may have to bear disciplinary sanctions/penalties if they are proved to be fully responsible for a misconduct or violation. The sanction or penalties includes but not limited to the following:

• Notice of Reprimand
A warning that is considered to be a wakeup call and reminder for a student to refer to AUE student handbook and familiarize himself/herself with the code of conducts, rules and regulations and abide by them. In such case, the student will receive a formal notification of this Disciplinary Verbal Warning which shall be documented.

• Disciplinary Written warning
Any written warning issued to a student will be immediately field to be kept as a record and will be treated as an official notice for a violation.

• Course failure
Student may fail a course with receiving a grade of XF in case of an Academic Dishonesty.

• Suspension from the University for one semester
Student shall drop the courses registered with receiving grades of XF and cannot register without an approval form the Department of Student Affairs upon the completion of the sanction. This suspension might be made during regular semesters (fall and spring) or irregular semesters (summer)

• Disciplinary Probation
This notice is a period of time to be determined by the Disciplinary Committee during which, the student shall show respect to AUE rules and regulations to avoid serious disciplinary sanctions.

• Dismissal from the University
A student shall be dismissed with immediate effect from the University and its premises and shall proceed with the final clearance with receiving an official transcript with the completed credit hours. In case of disciplinary dismissal, the record shall be added to the student's official transcript.

• Other Penalties/ Sanctions
AUE reserves the right to impose other penalties depending on the nature and circumstances of the misconduct or violation.

## 3. Authority for Student Discipline

The Manager of the Department of Student Affairs has the authority to issue warning to students in case of clear, proved and minor violations and refer students to Disciplinary committee for hearing in others. This committee has the full authority to investigate a misconduct and decide upon the penalties. The circumstances and the nature of misconduct will determine which process the Judicial Office will take.

**Appeal on Penalties**

o Upon receiving a formal notice of a penalty/sanction, student shall present a written appeal to the Department of Student Affairs within maximum 7 working days.

o No appeal can be processed after 7 working days from officially informing the student.

o The Provost shall for an appeal committee to hear the student and give a final decision.

o No Appeal shall be accepted further after announcing the final decision.

o Only appeal on suspension, dismissal and course can be accepted.

o Appeal shall be rejected if it does not contain a proper explanation and a reason for processing the appeal.

o Appeal shall be void if it is due to lack of knowledge of AUE policies and Procedures published in the different manuals.

o During the appeal process, the same sanction shall be considered valid untill the decision upon the appeal is made.

# Student Grievance

## 1. Purpose

The Student Grievance Policy and Procedure aims to protect students' rights, as outlined in the Students' Rights and Responsibilities section of the AUE Student Handbook, by providing a process for students to report a violation(s) of their rights or other inequitable treatment, and to have their grievance reviewed, and resolved as appropriate.

## 2. Definition of Grievance

A grievance is a student complaint raised upon 1) a specific violation(s)
of his/her student rights, as outlined in the Students' Rights and Responsibilities section of the AUE Student Handbook and/or 2) unfair treatment during his/her enrollment at the American
University in the Emirates by a faculty or non-faculty employee. Grievances must be submitted within 30 days of the occurrence. For complaints against another student, please see the Code of Conduct and Discipline and the Disciplinary Measures and Procedures sections of the AUE Student Handbook.

## 3. Grievance Categories

> Informal Grievance
An informal grievance, is any grievance that is raised verbally (not in writing) to the DSA, a college dean, or another administrator.

> Non- Academic Grievance
A non-academic grievance, is a formal grievance (submitted in writing via the Complaint/Suggestion Form in Student Portal) to the DSA against an employee of the American University in the Emirates that does not relate to an academic matter.

> Academic Grievance
An academic grievance, is a formal grievance (grievance (submitted in writing via the Complaint/Suggestion Form in Student Portal) to the DSA, a college dean, or another administrator against a faculty member and/or related to an academic matter, such as way of teaching, grading, class arrangement, coursework, etc. Academic grievances cannot be submitted after the final exam in the relevant course. Academic grievances regarding final exams shall not be accepted. Students should instead apply for grade appeal.

## 4. Grievance Policies

All students have the right to file a grievance. The Grievance Policy and Procedures outline the mechanism
for managing, recording, and resolving grievances within the University.
Grievances must be submitted within 30 days of the occurrence. Formal grievances must be submitted in writing via the Complaint/Suggestion Form available in Student Portal.

## 5. Grievance Procedures

The Grievance Procedures depend on the type and severity of the grievance. The below are the different procedures that shall be taken based on the type of grievance.

> Non- Academic Grievance
Upon receipt of a non-academic grievance via the Complaint/Suggestion Form, the DSA will investigate the grievance. If it appears the grievance may be a misunderstanding, DSA personnel may call for a meeting with the involved parties to mediate. If the grievance is not a misunderstanding or cannot be resolved by mediation, then the grievance will be forwarded to the Grievance Standing Committee. The Grievance Standing Committee will schedule a meeting for the involved parties, examine any evidence, and deliver a decision. The minutes of the meeting shall indicate the resolution or dismissal of the grievance.

> Academic Grievance
Upon receipt of an academic grievance via the Complaint/Suggestion Form, the DSA will forward the grievance to the relevant college dean for internal investigation. The college dean may call for a meeting with the involved parties to discuss the grievance, and for them to provide evidence and supporting documents that confirm or reject the validity of the grievance. The minutes of meeting shall indicate the resolution or dismissal of the grievance. If a mutual agreement cannot be reached then the case should be escalated to the Provost's Office.

If the grievance is against a college dean, the DSA shall forward the grievance directly to the Provost's Office to investigate and form a Grievance Committee if necessary. The Grievance Committee will schedule a meeting for the involved parties, examine any evidence, and deliver a decision. The minutes of the meeting shall indicate the resolution or dismissal of the grievance.

### 6. Grievance Appeal
A shall may submit a written appeal to the DSA within maximum seven working days of the Grievance Standing Committee's decision. No appeals shall be accepted after the deadline. An Appeal Committee shall be formed to make a final decision. The Appeal Committee will schedule a meeting for the involved parties, examine any evidence, and deliver a decision. The minutes of the meeting shall indicate the resolution or dismissal of the grievance. No further appeal is permitted.

### 7. Confidentiality of Grievance
Submitted grievances and related documentation will be kept confidential and shared only with the relevant parties and/or departments.

# Guidance and Disability Center

The mission of the Guidance & Disability Center is to provide the AUE community with the support needed to fulfill their personal and academic potential via a holistic approach to enabling a healthy, positive, supportive and inclusive environment for all regardless of physical and mental ability.

The goals of the Guidance and Disability Center are:
1- To provide a wide-range of mental health support services including councelling, coaching, and personal development training.
2- To provide the support needed for members of the AUE community with particular needs due to physical or mental disability in a way that enables the fulfillment of individual potential throughout their journey at AUE.

The Guidance and Disability Center works to instill in students a culture of mindfulness that enables them to navigate the challenges and opportunities throughout their time at AUE. Spefically related to students with metal or physical disability the Guidance and Disability Center focuses on devising a holistic strategy with students, and faculty members where involved, to ensure that students are able to overcome the challenges of university life both inside and outside the classroom and to enable them to seize opportunities for personal and academic fulfillment.

### a. Academic Counselling
The Guidance and Disability center offers Academic counselling for students at risk and students who have challenges in adopting with the academic environment. These students shall be referred by their colleges, professors and academic advisors.

### b. Personal counselling
Provides a supportive environment that encourages students to open and talk freely. The personal counselling is confidential and aims at empowering student's personality and confidence which help them in their academic and future career.

### c. Transfer Counselling
Ensure the readiness of students before transferring to another college, major or university.

## Students with Special Needs

### 1. Definition of Special Needs
Students who have psychological, emotional or physical difficulties that requires academic accommodation or special setting that facilitate learning in an accommodated environment.

### 2. Conditional Admission
Admission requirements that include a specified term for assessment and gradual acclimation into the academic community.

### > Academic Accommodation
Allows students to have additional time for testing, completing assignments, provide them with special class environment that facilitate learning and reduce the challenges of learning with the circumstances they are facing

> Attendance Modification

> After the 3rd warning, faculty can generate an GCG Student Development Referral for a student.

> The student would have to meet with the GCG counselor with 72 hours to develop an Achievement Plan.

> The student would have the opportunity to complete an additional assignment as specified by the course instructor to make up for the instructional time.
> Upon OCG recommendation, the student would be able to resume course participation, with the condition of no subsequent absences.

Students who have a documented disability diagnosed by a qualified professional in the field would be able to apply for academic accommodations through the Guidance and Disability Center in order to have equal access for educational opportunities at AUE.

AUE admissions team in collaboration with OCG would review all appeals for academic accommodations and work with the student to write an academic accommodations contract. AUE would then work with other departments on campus to ensure the timely application of approved academic accommodations. The deadline for accommodation requests would be the 5th week of the term- and could not be granted retroactively.

> Confidentiality of reports
Reports of students with special needs remains confidential and cannot be shared with any department except for the student affairs and upon an official request to use it for a formal investigation, collection of CHEDS data or top management references.

## Career Developments

Student's career development is one of the most important aspect to measure student and university success. Hence, AUE gives a great deal of attention and dedication of qualified staff and faculty members to add positive value input and contribution towards enhancing this area.

The University provides career related services to both enrolled and Alumni through Office of Career and Internship Students shall obtain continuous advising that help them in drawing their own career goals through career fairs, career workshop, career counselling, resume building, and interview trainings. The Office of Career and Internship  is also responsible for the on campus employment

## 1. Career Placement Service

The Office of Career and Internship within the Department of student Affairs assists student with securing job placement either before or upon graduation. Students will be given an opportunity to be placed within the market that matches their degree specialization. Students shall go through intensive preparation of CV writing, interview guidelines and LinkedIn profile review. Students shall be made well prepared for professional recruitment process.

## 2. Career Planning

The Office of Career and Internship along with the academic advisor shall ensure that the student's enrollment is matching his/her career plan.

This planning shall be based on self-assessment that helps student understand and value his/her interpersonal skills, interests.

Step 1: helps you understand your personal and career goals, your interests, preferences, strengths and weaknesses.

Step 2: Consider your career options and identify which available roles fit your interests and abilities.

Step 3: Decide on your career goals

Step 4: Develop and implement a career strategy

Step 5: Review and adjust your career strategy

Career planning starts from the first day of student' admission and continue with the Alumni Affairs.

## 3. Career Counselling

The Office of Career and Internship provide Career Counselling in many ways such as helping students set themselves short and long term goals, assist students with CV writing, provide guidance so that the students have the best chance of succeeding at their chosen degree and ensure the readiness of students for full time employment. Students will be informed of when and where workshops will be taking place. They are highly encouraged to attend as many workshops as the information that will be shared will help greatly once post University life commences

# On Campus Employment

## Undergraduate on campus employment
Students may be offered opportunities to be employed on campus upon meeting the below requirements:

• Shall be full time undergraduate student who has completed minimum 45 credit hours continually.
• Visiting and exchange students are not eligible for the campus employment.
• Shall have a CGPA of 3.5 and above and has a good behavior

The university reserves the right for taking the final decision when it comes to the campus employment
Student trainee cannot work beyond 25 hours a week with range of payment of AED 20 to AED 30 per hour. Student trainee may work up to 45 hours during Academic Break and summer if they registered no courses.
Student trainee cannot be eligible for on campus employment if they are enrolled for 18 Credit hours during four consecutive days (EX: Sunday/Monday/Tuesday and Wednesday).
Student trainee can hold different positions at the same time but the working hours should not exceed the normal working hours as stated above.

## On Campus employment for Graduate students
### Graduate Assistantship
Both academic administrators and faculty members may examine the profile of newly graduate admitted students and then recommend students for needed positions of the Graduate Assistantship. These positions are divided into 3 categories:

### Graduate Academic Administrative Assistantship
Student who meet the graduate on campus employment may be given some administrative responsibilities such as college coordinator or officer in the Advising and Student Success Center. The relevant college or department should confirm both the need and the acceptance of the student trainee.

### Graduate Research Assistantship
Student who shows significant academic achievement when it comes to research, might be given an opportunity to be graduate research assistant but solely under the heavy supervision of the faculty member and shall be first approved by the Vice President of Research and Advancement.

### Graduate Teaching Assistantship
Faculty members or Academic Administrators shall nominate students for graduate teaching assistant positions or may post through the Office of Career and Internship, vacancies for the same.

Graduate Teaching assistant will assist with the academic program with reporting to the faculty members, that may include teaching student's extra classes, explaining course assignment, assisting faculty members during lab classes, setting up for lectures etc.…

Faculty member may design the tasks and responsibilities of the Graduate Teaching Assistant and proceed with the employment process upon getting the necessary approvals of the Dean and the Provost.

The Below criteria are to be followed prior to selecting any graduate student trainee/assistant.

Graduate student may be offered the opportunities to work while studying, but shall satisfy the below criteria:
• Shall be full time graduate students/ shall be neither full time nor part time working student.
• Student Graduate Trainee can only apply for on Campus jobs upon completing 12 Credit Hours.
• Shall complete at least one regular semester with CGPA of 3.56.
• Visiting and exchange students are not eligible for the campus employment.

The university reserves the right for taking the final decision when it comes to the campus employment

Student trainee cannot work beyond 30 hours a week with range of payment of AED 20 to AED 35 per hour. Student trainee may work up to 45 hours during Academic Break and summer if they registered no courses.

Student graduate trainee cannot hold different positions at the same time.

## Office of Career and Internship Input
The Office of Career and Internship is responsible for taking a journey with students from career

advising to securing employment opportunities.

Student shall receive proper career advising either during the admission process or within his first year of studies.

During their studies, students are advised to attend career workshops that include CV building, interview training and orientation about perspective employers.

Students shall also take advantage of the part and full time jobs along with the internship opportunities that are continuously announced through the university media and communication channels.

## 4. Employer Input
Prospective employer or partners shall submit a detailed job description and/or criteria for selection to the Office of Career and Internship to be announced accordingly.
Employers shall complete the online registration form to be part of AUE career fair

Employers shall provide the Office of Career and Internship with feedback related to Alumni performance during interview or/ and when employed.

## 5. Student Input
Students shall show interest in benefiting of the career service the university is providing through uploading their CV or submitting it to the Office of Career and Internship .

Students should keep themselves aware about the announced employment opportunities.

Student's trainee should give minimum 2 weeks' notice before quitting their occupations.

Student's trainee shall keep monthly attendance record and submit it for approval and payment process.

# Sponsored Students Enrollment

## 1. Definition

Students may receive full or limited scholarship from Governmental, semi-governmental, private entities or individuals. Students under this category will be recognized by university units (DSA, ARD and FAD) as sponsored students and specific policies when it comes to admission, registration, and record will be applied on them.

## 2. Sponsored student admission

Sponsored students will be admitted to colleges and programs based on the instructions given within their sponsorship letter. Unless on self-sponsorship, students cannot be accepted within a program different from what their sponsor decide on.

## 3. Registration Regulation Process

Sponsored students may follow and abide by AUE registration process with respecting the below guidelines that reflects the sponsor 'policies and procedures:

a) Student must enroll within the same program assigned and confirmed by their sponsor
b) Student shall register for minimum 4 courses during regular semester.
c) Student shall register for below the requirement if he/she did not meet yet the English proficiency requirements or is academically at risk.
d) Upon the completion of the ass and drop period, student shall never drop/withdraw any course without the sponsor approval.
e) Student shall not be allowed to transfer or change major/college with the sponsor prior approval.

## 4. Student Record

All sponsored student record shall be shared with their sponsor without any prior approval or agreement with the student.
Student record may include but not limited to the following:

• Admission letter
• Academic Transcript
• Attendance Report
• Courses Schedule
• Study Plan
• Disciplinary reports
• Official excuses for absences
• Final exam Schedule
• Performance/assessment Report

# Use of Facilities and Electronic Resources

*Adequate Use of Information Technology Resources*

*Introduction*

Information Technology Department (ITD) in American University in the Emirates provides IT resources to the faculty members, administrative staff, students and guests. All members of AUE community are responsible for using IT resources in an ethical and respectful manner that protect AUE sensitive information secure by
following the AUE IT policies and procedures.
Any suggestions, recommendations and feedback on the policies and procedures specified in this manual are welcome. These policies and procedures apply to all employee of AUE.

*Policy 1: Adequate Use of Information Technology Resources*

*Overview*

Describe the appropriate use of technology resources to AUE faculty, admin, students, and guests in secure environment with obvious user rights and responsibilities

*Objectives*

This policy ensures the adequate use of Information Technology resources:
» Data, systems and IT resources are well secured from unauthorized access
» Communication through electronic devices consistent with AUE policies and regulations.
» ITD in AUE has its own legal obligations and framework for controlling data access
» Providing training to AUE faculty and administrative members to maintain adequate level of awareness and knowledge.

*Policy Statements*

» Computers, networks, database, information systems, hardware, software packages, applications, IT expertise and IT management skills play vital role to accomplish the University mission of instruction, research and service. ITD provides the shared access to the faculty, administrator and students in support of accomplishing the educational mission.
» These valuable IT resources of the University are required to be used properly, securely in an efficient and effective manner. Abuse of IT resources is prohibited and considered as violation of IT policy.
» Users in University should be aware of user regulations and responsibilities. Failure to comply with the IT policy may result in loss of computing privileges or disciplinary action against individual or group respectively.

*Procedure*
*a) Definitions Acceptable Use*
*i. Integrity systems can only be accessed by authorized users, the credentials and privileges have been assigned according to user job description. Use of the information belong to AUE for personal business or sharing with unauthorized third party organization is strictly prohibited and considered the breaching of AUE IT policy.*

*ii. Unauthorized access to university's information and systems without the permission is considered as security breach. Legal and disciplinary action and termination will be imposed on individual or group, and will lead the university to prosecute the user legally.*

*iii. This policy guides the confidentiality, privacy, user's rights, misuse of information and data belong to AUE and serious consequences of breaching policy.*

*iv. Use of internet and communications-enabled applications must be used only for academic and business purposes; all users are provided credentials to access wireless internet connection.*

*v. It's prohibited for users to access any website that is banned in UAE or in contradiction of culture or moral values.*

*vi. Users are not allowed to access any site contains religious or country feelings derogatory, offensive language, abused for any individual or group and sites contain pornographic material. In result of breaching this policy individual or group will be prosecuted under the UAE Law and AUE policy.*

*vii. The users cannot download, upload and install any application or software without permission of ITD. IT department is responsible for installing the basic and professional applications in all the PCs in the universities.*

*b) Authorized User*
*ITD is responsible for allocating different levels of permission and privileges and limits access to its stakeholders such as students, faculty, administrative staff, visitors and alumni. Permissions and privileges are assigned according to employees' designations and positions to utilize the shared IT resources such as student portal, email system, academic portal, alumni portal, admin portal and all hardware resources as well.*

*c) Information Technology Resources*
*The IT resources belong to AUE are communication*

*facilities, networking devices, services and resources, desktop computers, apple computers, physical servers, wireless devices, telephony equipment, workstations, multimedia equipment, 3-D printers, shared printers and scanners, software designed by AUE and other licensed software are provided in faculty and administrative offices, in classrooms and computer labs and to all stakeholders depending on their level of usage and professions.*

*d) Security Incident and Measures*
*ITD is fully aware of security issues in IT resources and have safety measures to prevent the system from viruses, threats and Trojans by updating operating system and antivirus software, use strong password, protect confidential information, data protection, install applications from trusted source, ITD helps to recover the lost data and restore it. It also ensures the confidentiality and integrity of the IT resources owned by AUE. The department is responsible for investigate any violation occurs concerning security breach in IT resources and is liable to report to high level management of AUE.*

*Policy 2: Rights and Responsibilities of using AUE's Networks and Computing Resources Audience:*

*Overview*
*All members of AUE, faculty members, administrative staff, and guests.*

*Objectives*
*All AUE's stakeholders must know their rights and responsibilities before using University network and IT resources.*

*Policy Statement*
*ITD is responsible for providing access to the network for students, faculty, administrative staff, and guests. The AUE computer network consists of a campus-wide backbone network, local area network, shared devices, and desktop computers for all users. The department oversee to make sure that there is no violation of policy.*

*Procedure*
*AUE's stakeholders can expect certain rights as they use the network and its services.*
*Rights:*

*a) Intellectual Freedom*
*AUE is providing the free and open platform for sharing research ideas, viewpoints, academic work and discussing business values. Network administrator does not apply sanctions to share the ideas or to do research for academic purposes.*

### b) Safety from Threats:

Network administrator has the right to monitor virus threats from outside and inside the organization and block the USB port of all classrooms, offices and computer lab desktop computers, does not allow users to connect external hard drive and flash memory sticks directly to desktop computers or laptops and also applies restriction on all desktop computers not to download any application or software from unauthorized source. For installing and downloading any program for any computer machine, the permission is needed from ITD. Network administrator applies the policy for a certain period and minimize the risk and notify the particular faculty, admin and students if virus threats coming from their computers or laptops within the university campus.

### c) Privacy:

Data files, e-mail communications, message transfers are not private over AUE network. The University reserve its right as the owner and provider of the network to monitor, examine, log, capture, archive all communication channels and inspect the files in any particular computer machine. All users must know that all communications over AUE network are not private and could be monitored if needed. In case of computer threats, the investigation will be launched by high level management to IT director. AUE does not take any responsibility if AUE network is misused by any member of organization. Network administrative always follow the University policies and does not liable to clarify the queries from the members about security issues, he/she does routine monitoring of the network or in case of complaints.

### Responsibilities

Every network user must know his/her responsibility to use network and IT resources freely but not violating and breaching AUE policy. If anyone knowingly violates the policy, the access to network will be suspended immediately. You might face University disciplinary action or federal legal prosecution depending the seriousness of violation.

i. You are responsible to use all the network channels that have been assigned to you with unique network ID. You cannot give your credentials or network ID to someone to use University network and IT resources.

ii. You can only use University e-mail for academic and research purposes, administrative pursuits and not obliged to use University e-mail for personal use, opt-in for non-academic articles, emails, newsletters and commercial purposes.

iii. You are solely responsible for your password

protection, do not disclose to anyone as it is strictly confidential for all members of University, and also include changing your password on a regular basis and making sure no one else knows about your password. Passwords for user portal, student portal, faculty portal, email, desktop computer, wireless mobile connections are highly confidential. Any misuse of your authorized network will be treated as offense and University is not responsible for the vulnerability of your password if in case of changed by someone or used by someone.

iv. You must not run any software, program or application without the consent of ITD. If you need to install any application or program, you need to send an e-mail to ITD for approval and it will take care to install according to requirement. The department believes in trusted source and licensed software.

v. You must abide by the software and digital copyright law, no one is allowed to distribute the digital material over the network without permission from their
immediate supervisor, no one is allowed to make copies of software programs, video files, still and digital images, radio and television broadcasts, and written text unless permitted by the copyright owner and license.

vi. You must not attempt to monitors' other computers, change, modify, update or delete the data as it is violating AUE IT policy and one has to face serious consequences of doing so. The person will be liable to face federal law, local law or University disciplinary action

vii. The IT resources and network is provided to all users to support the mission of AUE University and not to use for personal and commercial use.

viii. Continued violations of system may result in permanent barred from AUE network, immediate suspension of e-mail, restriction of access of web portal and other communication channels.

### Policy 3: Access Control of Electronic Information Systems and Physical Resources

Overview ITD in AUE is providing access to its stakeholders to electronic information and systems at different levels.

### Objectives

» To facilitate IT resources and provide secure environment is one of the vital objective of ITD.

» Provide accessibility to users and controlling IT resources.

*» Provide the communication facilities to end users to make everyday operations easier and effective to gain AUE mission and goals.*

*» ITD always provides up to date software and latest technology to its all users to make working environment progressive to save time and to have quality output.*

*» Organize a frequent health check of computers and networks to enhance the performance to gain maximum output from the systems.*

*» ITD is securing electronic and physical resources to the extent that end users are very well protected. The purpose of this policy is to ensure the implementation of strong password, turning on firewalls, updating antivirus frequently, keeping operating system up to date and allowing users to have back up their data on regular basis using OneDrive cloud storage services.*

### Policy

*1. ITD is abide by AUE's access control policy to its electronic and physical resources such as servers, network devices, access points.*

*2. ITD ensures the full security of IT resources and systems, and to minimize the risks of security breach. It also makes sure that technical staff to conduct their activities within an authentic framework.*

*3. Access and authorization of information flow is controlled according to the standards and rules set by ITD.*

*4. Information and physical resources are located in an area that minimize the risks of hazards, water, electricity problem, dust or any kind of damage.*

### Procedures

*» IT Department is responsible for managing biometric access control system in which users record their everyday attendance by scanning their finger/face. The server rooms, all departments, network devices and firewall devices are physically protected and can be accessed by authorized persons by using passwords and access cards.*

*» The printing jobs are well secured by RFID cards so that the requester can only take the print out using the access card to ensure confidentiality of the document.*

*» For securing network/system, ITD ensures that only the accessible ports used for particular services are opened and rest of the ports are closed.*

*» Only authorized persons by ITD are allowed to install or remove the software from any machine.*

### Policy 4: Wireless Access

### Overview
*The wireless access policy defines the protection of AUE IT based resources from any unauthorized access and malicious attack that could damage the IT systems, servers and database.*

### Objectives
*» ITD is providing internet access to all AUE stakeholders through wireless access points.*

*» The wireless access helps all users to access the academic data, research data and administrative data that helps achieving the mission of AUE.*

*» ITD provides an opportunity to all its authorized users to access internet through all their Wi-Fi enabled devices.*

### Policy
*1. ITD ensures the wireless infrastructure such as access points, cable, powers, network hardware are secure from any unauthorized access and threats.*

*2. ITD is responsible for granting authorization to all AUE's stakeholders enables them to access IT-based resources through wireless connection. However, there are different types of privileges assigned to users e.g. Guest users are not allowed to access the local network of AUE.*

*3. This policy ensures that deployment of wireless network in AUE is controlled and managed in a centralized way to provide an uninterrupted service, while maintaining network security.*

*4. ITD ensures the secure wireless access and monitor any inappropriate activities by users, threats or unauthorized.*

*5. ITD reserve a right to block users Wi-Fi devices connected to AUE wireless access points, in case of breaching IT policy.*

### Procedures
*i. Students and staff at the University has given access to wireless network using encrypted network with custom RADIUS server, while Guest users are using unencrypted open network with limited bandwidth.*

*ii. ITD has three SSIDs (Service Set Identifiers); AUE-Staff, AUE_Students, AUE-Guest are assigned to staff, students and guests respectively.*

*iii. AUE access points are centrally controlled and managed via a cloud base controller from Meraki, Cisco.*

*iv. ITD manages multiple sites of AUE campus; having thirty-three access points meets the greater needs of the University users.*

*v. ITD has mechanism to monitor the usage of wireless network on regular basis and also identifies the misuse of wireless network and inappropriate activities.*

# Community Engagement

### Policy Statement
*To make sustainable contributions to the social, cultural and economic development of Dubai and the United Arab Emirates by:*

*» Producing and supporting pioneering high quality academic research that will inform policy debate and community development*

*» Generating and providing strategic services and facilities that would contribute to the development of individuals and society.*

*» Transforming lives through knowledge, collaboration and partnership with universities, government bodies and NGOs.*

*» Strengthening the sense of community and shared visions through meaningful engagement that grounds AUE in the community and enables its responsiveness to the needs and challenges facing society.*

### Procedures
*1. All community engagement proposals by AUE members*

*must be forwarded to the Office of Community Engagement which is responsible for AUE's community engagement initiatives*

*2. Proposals should be in provided in written form, using the form provided by Office of Community Engagement*

*3. Internal Initiatives will need to be provided at least 12 working days before the intended event, while external initiatives will need to be provided at least 25 working days in advance. Failure to submit the documents will jeopardize the approval of the proposal or the involvement of the Office of Community Engagement in it*

*4. The Office of Community Engagement is not responsible for the completion or involvement of projects that have not followed the correct procedures or line of communication*

*5. In coordination with the Provost office and the Institutional Effectiveness Department, the Community Engagement Office is responsible for determining what initiatives constitute community engagement initiatives based on the criteria of the Ministry of Higher Education and other accreditation bodies.*

*6. Due to limited capacity and other internal considerations, the prioritization of different proposals will be at the discretion of the Office of Community Engagement*

*7. It should be noted that all AUE members are invited to cooperate with the Office of Community Engagement, but secretarial tasks and administrative follow ups are not within the scope of the office and do not fall within its responsibilities*

# Field Trip Policy and Procedures

## 1. Purpose

Field trips abroad or domestic course related trip shall be initiated only if it enhances and adds value to the course and matches with the Course Learning Outcome. Faculty members shall ensure necessary approval of College Dean and Provost prior to announcing the destination and dates among students.

## 2. Procedures

The faculty member who plans to take students to course related destination for curriculum emphasis purposes should at first satisfy the below requirements:
• Submission of course related field trip form signed and approved by the college dean, IE and provost.
• Setting the criteria of students that shall be accepted to be part of the trip

## 3. Responsibilities

### a. College Responsibilities

College or college representative responsible for the Academic planning of the trip when it comes to the following:

• Deciding on the destination
• Approving and confirming the course learning outcome of the trip
• identifying criteria for selecting students
• Providing final decision on selected students

### b. Student Affairs Responsibilities

The Department of Student Affairs shall ensure all logistics planning and preparation as per the following:
• Scheduling the announcement of the trip in details
• Ensuring logistic preparations for the trip
• Assisting students with fulfilling visa requirements
• Managing the payment process

All trips shall be initiated at least 8 weeks prior to Departure. The department of student Affairs shall not be made responsible if the above requirements are not met.

# Physical Environment: Safety

The University provides a healthy and secure environment for the campus community and meets UAE Federal Labor Law Legal Requirement that specifies certain provisions for employees and students' safety and health care, stipulated under Article 91 to Article 101.

Accordingly, AUE is adhering to the following measures and procedures:

AUE provides all campus community with suitable protection against injuries which may occur at any moment, fire which may result from any malfunction such as short circuit. AUE is applying all precautionary measures specified by the Ministry of Labor.

## • Fire Prevention and Fighting

At campus, detailed instructions related to fire prevention and fighting are displayed in each floor in a permanent and prominent places. Following the UAE Federal Labor Law Legal Requirement, these instructions are in Arabic and English.

Further, the campus has an emergency evacuation plan for its campus which is regularly tested. This evacuation plan is fixed in each floor next to the lifts showing the following:

The place (where you are) according to the Campus
Evacuation Exit Doors
Assembly Point
Instructions

This evacuation plan is regularly tested by both TECOM authority and AUE General Services Department once a year.

### Emergency Kits

As directed by the Ministry of Labor, at AUE, first aid kits containing medicines, bandages and other first aid material are available in each floor in a permanent and prominent places.

### Cleanliness, ventilation, lighting, drinking water and bathrooms

At AUE, every place of work is kept clean and well ventilated; cleanliness is maintained through an outsourced top level facilities management company in the UAE. Also, all floors in each block have adequate lighting, provided with water suitable for drinking, and bathrooms.

### Medical Care

AUE provides all employee with medical care coverage up to the standard determined by the Ministry of Labor in consultation with the Ministry of Health through the best available third party administrator and insurance company in the UAE

### Hazardous Material

At the University, specifically at the College of Fine Arts and Design, all painting materials are acrylic paints. Acrylic paints are not toxic when they are used for typical acrylic painting purposes, because they are water-based.

### Facilities Insurance

All the University facilities are covered in policy insurance that involved the main structure of the campus blocks. If buildings were to subside, burn, or be damaged by extreme weather, buildings insurance policy covers the costs of rebuilding or repair. Also staff and students are covered in the accident insurance policy.

# Rules and Regulation for Clubs and Association Organizations

Students may initiate clubs or association for cultural, educational or entertainment purposes within the American university in the Emirates. All cultural clubs should be registered within the Ministry of culture, youth and community development and should not involve any type of discussion, grouping or raising awareness certain subjects such as politics, sex, religion, etc. All active clubs' members are allowed to initiate activities or represent the university either on or off campus without any prior written approval from the university.

### > Educational Club/Association

Any educational club can only be established upon the confirmation of its purpose and the approval of its bylaws, goals and objectives by the Academic Council

Committee. It should also be supervised by an academic administrative or faculty member to ensure an effective outcome and added value to student academic and professional career and pathway.

### > Cultural clubs

The cultural clubs at AUE that aims at celebrating with pride culture within different nationalities, should have its own bylaws, rules, regulations, structure and details organizational structure that outline the purpose, activities and members. This category of clubs shall be under the supervision of the Department of Student Affairs

### > Entertainment clubs

Any clubs that aims at entertaining students and engage them in different activities that may create a balance and harmony between the personal and educational life is encouraged by the university.

Whether it is a musical club or theatre, students involved will receive constant support and guidance to grow their talent and excel in competitions between universities and other institutions in this area.

# Student Organization

### Student Council

The American University in the Emirates student council is playing a major role in supporting the university mission and vision. It is through the student council feedback that the Department of Student Affairs come up with new opportunities for improvement and enhancement. The President of the Student Council is a member of the University Council Standing Committee and is often invited whenever students related topics are discussed.

Please refer to the Student Council Manual for more details about the structure, roles, policy and procedures.
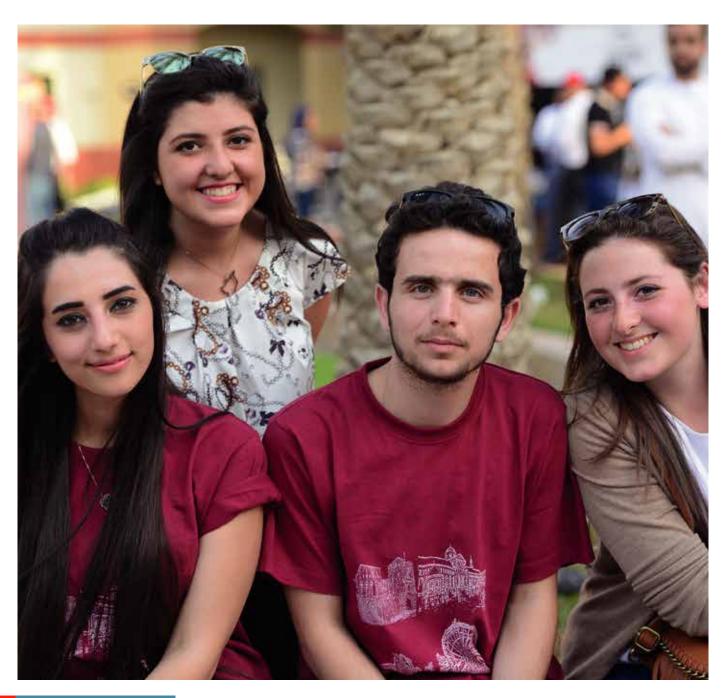
### Student Activities

The Department of Student Affairs is responsible for developing, organizing and initiating student's activities calendar. The Department of Student Affairs shall work with other departments and colleges to organize extracurricular activities that may involve student organizations, student councils, students 'leaders and representatives. All events shall respect both the policies and procedures outlined in this chapter and university policies and procedures

### Procedures:

• Students shall not proceed with any event/ activity/ workshop etc… without prior approval from the student

affairs department.

• Only recognized clubs, association and the Student Council have the possibility of using the university communication channels for advertisement and event announcement purposes and that can only be done through and with the approval of the student affairs department.

• Students/ AUE community shall not proceed with any announcement/advertisement through brochures, flyers and any kind of print out without having them stamped from the department of student affairs department or/and the registration department.

• Any advertisement for profit companies/organization shall not be done unless approved by the department of student affairs.

• Student organizations shall not communicate with any internal or external party without prior approval from the department of student affairs and /or the academic supervisor.

• Students who were involved in any disciplinary sanctions or has history of codes of conduct violation are not eligible to be part of any student organizations.

• Students shall not proceed with any purchasing for any event or activity without an approved budget from the department of student affairs.

• Students shall submit a detailed expense report with supporting documents for any spent budget/cash
Any violation or non-conformity of the above shall give the department of student affairs the right of taking disciplinary measures.

"
# NOTHING IS IMPOSSIBLE

# PATHWAY TO SUCCESS

Student-Handbook

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