



الجامعة  
الأمريكية  
في الإمارات  
American  
University  
in the Emirates

# Undergraduate and Graduate Student Handbook



2021-2022

“A country’s greatest investment lies in building generations of educated and knowledgeable youth”

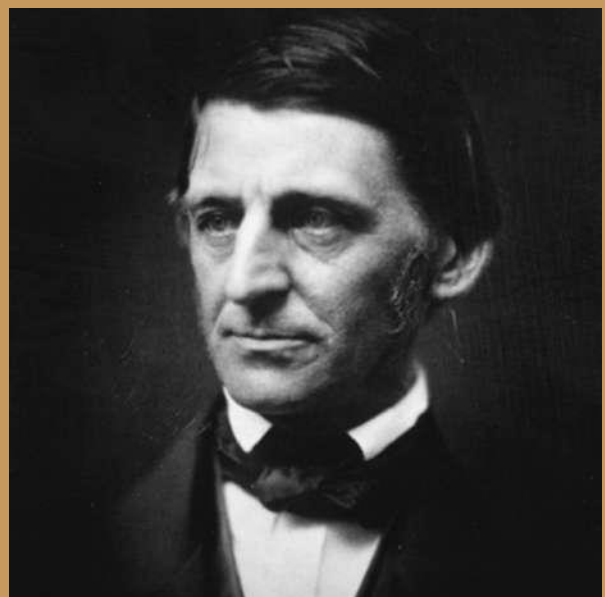
Sheikh Zayed



“Nothing is impossible where there is persistence. Nothing is impossible where there is belief”. Sheikh Mohammad



“The secret of education lies in respecting the student” Ralph Waldo Emerson





# Message from the President

Dear Students,

Welcome to the American University in the Emirates (AUE)- Your Pathway to Success!

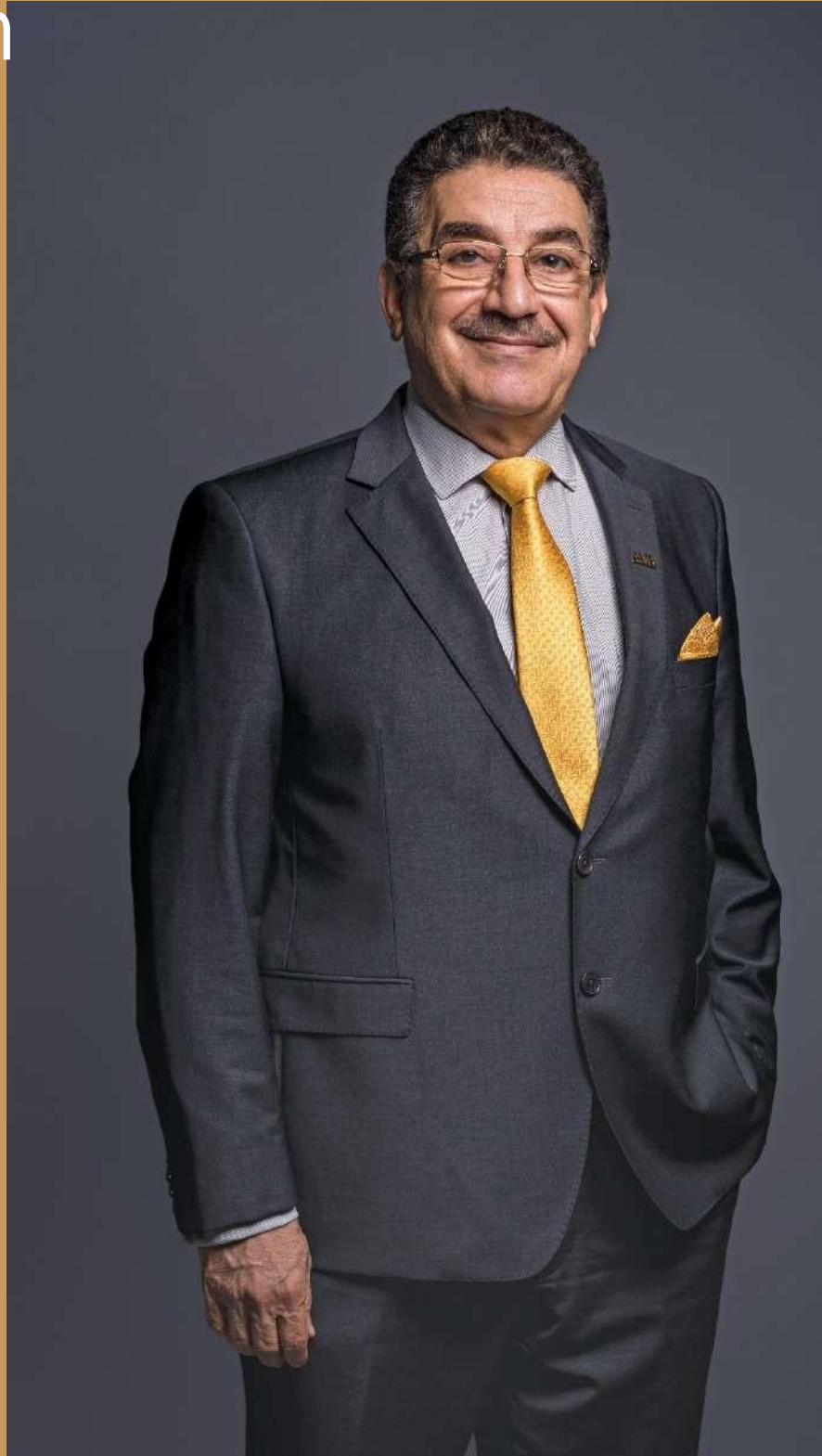
As you embark on your journey as young scholars at AUE I am confident that you will grow your curiosity and passion with perseverance and dedication. The years you spend at AUE will remain with you not only because of the memories you will create but because of the many ways you will come to surprise yourselves as you work diligently to achieve your dreams.

In every step of your journey at AUE I want you to be certain that your University stands alongside with you as you overcome the many challenges and seize the opportunities that may come your way through the student support services offered at AUE.

At AUE we believe that it is our central responsibility to enable you to pursue your intellectual, professional and personal growth so that you may graduate as well-rounded, responsible, world-citizens capable of becoming leaders in an increasingly complex world.

I encourage each of you to propose, initiate, and participate in the plethora of opportunities offered to you both inside and outside the classroom whether through the student council, clubs, societies competitions, events, trips and community engagement activities.

Students of today and leaders of tomorrow- I look forward to your many achievements at AUE where “Nothing is Impossible”.



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## Academic Calendar

FALL SEMESTER 2021-2022 "Weekend"		
AUG - 21	8	Start Day of Registration
	From 8 to 30	Admission Placement Tests
	From 29 to 2 Sep	New Faculty Orientation
	3 Sep	Start Day of Classes (Weekend classes)
	From 3 Sep to 9 Sep	Add and Drop
SEP-21	9	Last Day of Registration
	10 - 11	Late Registration (with late registration fees)
	10 - 16 Sep	Student Orientation
OCT-21	19	Prophet Mohamed Birthday
	20	Last day of withdraw courses without grade penalty "W"
	From 22 to 28	Midterm Exam
	From 29 to 4 Nov	Midterm Grades Publishing
DEC-21	1	Commemoration Day
	2 - 3	National Day
	5	Withdraw courses with penalty "WF"
	9	Last Day of Classes
	10	Final Exam begins
	21	Final Exam ends
	23	Last day of final grade publishing
	23	Last Day of Grade Appeal
25 - 6 Jan 2022	Winter Break	

FALL SEMESTER 2021-2022 "Weekday"		
AUG-21	8	Start Day of Registration
	From 8 to 30	Admission Placement Tests
	From 29 to 2 Sep	New Faculty Orientation
SEP-21	5 Sep	Start Day of Classes (Weekday classes)
	From 5 Sep to 9 Sep	Add and Drop
	11	Last Day of Registration
	12 - 13	Late Registration (with late registration fees)
OCT-21	12 - 16 Sep	Student Orientation
	19	Prophet Mohamed Birthday
	20	Last day of withdraw courses without grade penalty "W"
	From 22 to 28	Midterm Exam
DEC-21	From 29 to 4 Nov	Midterm Grades Publishing
	1	Commemoration Day
	2 - 3	National Day
DEC-21	5	Withdraw courses with penalty "WF"
	9	Last Day of Classes
	10	Final Exam begins
	21	Final Exam ends
	23	Last day of final grade publishing
	23	Last Day of Grade Appeal
	25 - 6 Jan 2022	Winter Break



SPRING SEMESTER 2021-2022 "Weekend"		
JAN-22	1	New Year
	12 Dec 2021	Start day of Registration
	From 12 Dec 2021 to 30 Dec 2021	Admission Placement Tests
	From 2 to 6	New Faculty Orientation
	7	Start day of classes (weekend classes)
	From 7 to 13	Add and Drop
	13	Last day of Registration
	14 - 15	Late Registration (with late registration fees)
	From 14 to 20	Student Orientation
FEB-22	22	Last day of withdraw courses without grade penalty "W"
	From 25 to 1 Mar	Midterm Exam
MAR-22	From 2 to 8	Midterm Grades Publishing
	25	Beginning of Spring Break
APR-22	7	End of Spring Break
	8	Class resumption
MAY-22	1	Last day to withdraw from courses after midterm "WF"
	From 2 to 4	Eid Al Fitr
	6	Last day of classes
	7	Final Exam begins
	17	Final Exam ends
	19	Last day of final grade publishing
	20	Final Grade Appeal

SPRING SEMESTER 2021-2022 "Weekday"		
JAN-22	1	New Year
	12 Dec 2021	Start day of Registration
	From 12 Dec 2021 to 30 Dec 2021	Admission Placement Tests
	From 2 to 6	New Faculty Orientation
	9	Start day of classes (weekday classes)
	From 9 to 13	Add and Drop
	13	Last day of Registration
	14 - 15	Late Registration (with late registration fees)
	From 14 to 20	Student Orientation
FEB-22	22	Last day of withdraw courses without grade penalty "W"
	From 25 to 1 Mar	Midterm Exam
MAR-22	From 2 to 8	Midterm Grades Publishing
	25	Beginning of Spring Break
APR-22	7	End of Spring Break
	8	Class resumption
MAY-22	1	Last day to withdraw from courses after midterm "WF"
	From 2 to 4	Eid Al Fitr
	6	Last day of classes
	7	Final Exam begins

	17	Final Exam ends
	19	Last day of final grade publishing
	20	Final Grade Appeal

SUMMER 1 TERM 2021-2022 "Weekend"		
MAY - 22	1 Apr	Start day of Registration
	24 - 25 - 26 - 27 - 28 - 29 - 30	Admission Placement tests
	From 24 to 28	New Faculty Orientation
	27	Start day of classes (weekend classes)
	27 - 29	Add and Drop
	29	Last day of Registration without late fees
	30	Last day of Registration with late fees
JUNE - 22	31 May - 2 June	Student Orientation
	9	Last day of withdraw courses without grade penalty "W"
	10 - 16	Midterm exam
	17 - 21	Midterm grades publishing
	30	Last day of withdraw courses with grade penalty "WF"
JULY - 22	1	Start day of Final Exam
	6	Last day of Final Exam
	8	Last day of grade publishing
	12	Last day of grade appeal
	9-13	Arafat Day and Eid Al-Adha

SUMMER 1 TERM 2021-2022 "Weekday"		
MAY - 22	1 Apr	Start day of Registration
	24 - 25 - 26 - 27 - 28 - 29 - 30	Admission Placement tests
	From 24 to 28	New Faculty Orientation
	29	Start day of classes
	27 - 29	Add and Drop
	29	Last day of Registration without late fees

	<b>30</b>	Last day of Registration with late fees
<b>JUNE - 22</b>	<b>31 May - 2 June</b>	Student Orientation
	<b>9</b>	Last day of withdraw courses without grade penalty "W"
	<b>10 - 16</b>	Midterm exam
	<b>17 - 21</b>	Midterm grades publishing
	<b>30</b>	Last day of withdraw courses with grade penalty "WF"
<b>JULY - 22</b>	<b>1</b>	Start day of Final Exam
	<b>6</b>	Last day of Final Exam
	<b>8</b>	Last day of grade publishing
	<b>12</b>	Last day of grade appeal
	<b>9-13</b>	Arafat Day and Eid Al-Adha

### SUMMER 2 TERM 2021-2022

#### “Weekend”

<b>July 2022</b>	<b>1 April</b>	Start day of Registration
	<b>8-9-10-11-12-13</b>	Admission Placement tests
	<b>9-13</b>	Arafat Day and Eid Al-Adha
	<b>13 - 17</b>	New Faculty Orientation
	<b>15</b>	Start day of classes (weekend classes)
	<b>15-17</b>	Add and Drop
	<b>17</b>	Last day of Registration without late fees
	<b>18</b>	Last day of Registration with late fees
	<b>19-21</b>	Student Orientation
	<b>28</b>	Last day of withdraw courses without grade penalty "W"
<b>AUG 2022</b>	<b>29 July - 4<sup>th</sup> August</b>	Midterm exam
	<b>5 - 9 August</b>	Midterm grades publishing
	<b>18 August</b>	Last day of withdraw courses with grade penalty "WF"
	<b>19 August</b>	Start day of Final Exam
	<b>24 August</b>	Last day of Final Exam
	<b>26 August</b>	Last day of grade publishing

	<b>29 August</b>	Last day of grade appeal
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<b>SUMMER 2 TERM 2021-2022</b>		
<b>“Weekday”</b>		
<b>JULY - 22</b>	<b>1 April</b>	Start day of Registration
	<b>8-9-10-11-12-13</b>	Admission Placement tests
	<b>9-13</b>	Arafat Day and Eid Al-Adha
	<b>13 - 17</b>	New Faculty Orientation
	<b>17</b>	Start day of classes (weekend classes)
	<b>15-17</b>	Add and Drop
	<b>17</b>	Last day of Registration without late fees
	<b>18</b>	Last day of Registration with late fees
	<b>19-21</b>	Student Orientation
	<b>28</b>	Last day of withdraw courses without grade penalty "W"
	<b>29 July - 4<sup>th</sup> August</b>	Midterm exam
	<b>5 - 9 August</b>	Midterm grades publishing
	<b>18 August</b>	Last day of withdraw courses with grade penalty "WF"
<b>August - 22</b>	<b>19 August</b>	Start day of Final Exam
	<b>24 August</b>	Last day of Final Exam
	<b>26 August</b>	Last day of grade publishing
	<b>29 August</b>	Last day of grade appeal

(\*) All Islamic lunar holidays for the private sector will be fixed per announcement by the relevant ministry

# About American University in the Emirates

## History

The American University in the Emirates (AUE) originated in 2007 with the name “American College in the Emirates” (ACE). The initial mission of the College was, “AUE is committed to offer quality, multidisciplinary, and career-oriented academic degree programs, that prepare students for successful employment and continuing higher education.” (2007) As a self-financed institution, the ACE awarded two-year associate degrees in media, information technology, business, and design. At that time, the United Arab Emirates and Dubai governments and business sectors accepted graduates with associate degrees for intermediate and entry-level employment.

The College labeled itself as an “American College” since it offered associate’s degrees under a credit hour system and an American curriculum comprised of general education, free elective courses. In the 60-credit-hours associate’s degree programs, ACE focused on general education and liberal arts for a student’s first year and offered specialization courses with job training for the second year.

The cohort of 2007 comprised 40 students, a blend of traditional first-year students and working professionals. By the year-end, 21 students dropped out, and the barriers were competency in the English language and mathematics. For a startup self-financed institution, a greater than 50% dropout rate was a significant challenge. However, with the shareholders’ commitment and financial support, the founding Board of Trustees and the College President were inspired to continue with the Institution while maintaining the necessary academic rigor. The Board of Trustees added two new priorities to the initial strategic plan: 1) student success and retention and 2) resource optimization. By the end of the academic year 2007-2008, the College developed the slogan “Nothing is impossible” to inspire students to thrive and overcome all challenges in academic and professional endeavors and motivate the College’s faculty and staff to work effectively and efficiently.

During 2008-2009, before the UAE graduated its first cohort, i.e., the class of 2007, the global financial crisis affected most business firms in Dubai and the region. As a result, organizations downsized and retained the most skilled and experienced staff. The College’s Board of Trustees observed the effects of the crisis on the United Arab Emirates’ markets and business firms and on the College’s graduates. Consequently, to meet the new paradigm shift in the market, the Board was determined to equip its graduates with more knowledge, skills, and competencies by offering bachelor’s degrees.



As a first step, by the end of academic year 2007-2008 (May 2008), American College in the Emirates changed its name to “the American University in the Emirates” (AUE). Simultaneously, the Institution substituted its associate’s degree programs into four-year bachelor’s degree programs. Finally, the University persuaded its associate’s degrees’ graduates to continue for bachelor’s degrees at the same Institution. To better reflect these changes, the University’s mission changed to, “AUE is committed to offer quality, multidisciplinary, and career-oriented academic degree programs, that prepare students for successful employment and continuing higher education.” (July 2008) in which the University discontinued the associate degree programs and started offering newly accredited bachelor’s degree programs, the student enrollment reached 460 students.

Starting in 2010-2011, the University added two master’s programs: the Master of Business Administration and Master of Arts in Diplomacy. The AUE also established the College of Law with a Bachelor of Law program. By this time, the number of enrolled students had grown to 1,000 students with increased diversity. To serve the growing student body better and represent the students’ voice in University governance, the official Student Council was formed. Also, an athletic office was established with the men’s swimming and men’s soccer team. The soccer team won first place in the Dubai Universities Football League and third place in the National League in the following year. In addition, the swimming team won first place in the National Universities Swimming Championship.

In 2011-2012, the University established the Office of Career and Internship and the Office of Alumni, and it organized the first commencement ceremony for November 11, 2011 (11/11/11). The commencement celebrated graduating students from the associate’s degrees’ classes of 2007, 2008, and 2011. The University started to focus more critically on the market and government demand of the United Arab Emirates and the Gulf countries.

Through rapport building with government entities, the University started developing bachelor’s and master’s degrees in Security and Strategic Studies, which launched in 2012-2013 to align with the national vision. Additionally, the Master in Sports Law and the Master of Sports Management were launched.

During 2013-2014, under the patronage of His Highness Sheikh Nahyan bin Mubarak Al Nahyan, Minister of Culture, Youth and Community Development in the UAE, the AUE and the North Atlantic Treaty Organization (NATO) hosted an international conference on NATO’s approach to Gulf Cooperation, Lessons Learned and Future Challenges. The AUE hosted its first Global Day event to promote awareness of cultural diversity and celebrate the different nationalities represented at the AUE. Students collaborated with their embassies and councils in preparation for the event. The AUE now hosts this event yearly. Also, under the patronage of Dubai Police, Dubai Health Authority, MBC,

and other hospitals, the AUE hosted its first event to raise awareness of breast cancer. Since then, the AUE has hosted several events to promote cancer awareness.

In the academic year 2014-2015, the AUE held its first International Cancer Awareness Forum, in the patronage of the Minister of Health of Saudi Arabia, the chief of Health Ministers in the GCC, and Princess Dina Mired from Jordan. In addition, the AUE held its first International Conference on Sports Law and Sports Management.

The International Majlis of Women was established during the academic year 2015-2016 to empower women to become agents of positive change. The former First Lady of South Africa and the First Lady of Ghana attended the inauguration.

In the academic year 2016-2017, the University established the College of Education with a new degree program, the Bachelor of Education. Furthermore, the AUE held its 1st International Equine Forum, under the patronage of H.H. Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai and Minister of Finance, to discuss the challenges and future innovations in the race of equine industry.

Also, in academic year 2016-17, the result of employer involvement provided an insight of joint organizing seminar for Dubai Immigration Department for Future Foresight, where the University graduates promote discipline-level prediction, accordingly the University organized the Future Foresight Workshop, which was delivered by Prof. Peter Bishop (Professor of Future Foresight in Houston University) and Dr. Freija Van Duijne (Professional Futurist). The audiences were employers from different governmental entities in Dubai working in Future Foresight divisions and included a free-pass invitation for the relevant-field University alumni.

Another valuable insight from employers, Dubai Courts and Dubai Electricity and Water Authority (DEWA) experience lack of specialized workforce in Knowledge Management, also they suggested the University to drive the scholarly efforts in the field of knowledge Management. The initial response was organizing a seminar for knowledge management inviting the leading entities in the field with focus on the government entities, to have more insight and more market research from the business firm. The seminar was organized in April 2017 - Dubai Courts premises and delivered by knowledge management international practitioner and academics.

In the academic year 2017-2018, the College of Computer Information Technology has received the ABET accreditation for its Bachelor of Science in computer science program. In November 2017, the College of Computer Information Technology organized the first Smart Cities Forum at the University premises. The forum's aimed to provide a platform to experts and community members to exchange

information and insights that may lead to more awareness about the Smart Cities opportunities and challenges. This was the foundation to increase research and education in the field and help the community to be at the forefront of the modern world.

In the same year, AUE's College of Security and Global Studies was established. Furthermore, the AUE held its first International Research Conference, in association with Springer, on creative business and social innovation.

Building on its success, the AUE held its second International Research Conference during the academic year 2018-2019, in association with Springer, on sustainable development and social responsibility.

Also, in November 2018, the College of Computer Information Technology continued the second forum of Smart Cities.

In February 2019, the College Media and Mass Communication organized its 1st Media Forum that focused on the power of media, the various trends seen in the media industry and the future of the social media and business. The event saw participation of media-industry prominent firms from the region joined in as the honorary audience and panelists. Similarly, in February 2019, the AUE has established the Innovation lab that aims to enriches the culture of innovation and entrepreneurship among the students and serves as a platform for collaboration between students from different disciplines to develop their start up ideas.

AUE students participated in the UAE Innovation week in February 2019, the student prototypes were presented to the Commander-in-Chief of Dubai Police, His Excellency Major General Abdullah Khalifa Al Marri.

The College of Design (CDES) organized the 1st Melange Exclusif Fashion Show in March 2019, where Talented Fashion design student designers represent their exciting Spring 2019 collection.

The 3rd AUE Student Research Competition held in April 2019, the competition has nationally expanded to 26 higher education institutions and attracted more than 90 submissions from undergraduate and graduate participants, the competition aims to instilling life-long learning, reinforcing students' future employability skills, and fostering entrepreneurial mindsets and attitudes pertinent to education, research, and innovation.

In April 2019, the College of Law organized the 1st scientific conference of the College of Law, and in cooperation with the Emirates Association of Lawyers. The AUE also proudly represented the United Arab Emirates in the Asian University Sports Federation (AUSF) Football Cup held in China.

In academic year 2019-2020, and in response to the unfolding of the global pandemic shifted its course delivery and services to Distance learning. The University has extended its academic and student support in three areas, (a) Academic Support Services, which include access to a broad range of educational learning opportunities for the enhancement of teaching, research and creative activities for faculty members and students. The Library provides online educational resources and databases, through the Learning Management System for all faculty members and students. In addition, students are provided with electronic textbooks (e-books) for each of the courses registered.

Also, academic support services include the Advising and Success Center, which offers support and assistance in conjunction with academic advisers to track student academic performance. The dedicated online portal is designed to monitor student status and progress, operated by the appointed Advisor and Student Success Officer. Moreover, students with physical and/or mental special need receive the support needed not only physically but also virtually by the Counseling and Disability Office to achieve their academic career goals. The Guidance and Counseling Office may communicate with students or vice versa via the Learning Management System to assist students, as outlined in the Student Counseling and Disability Support Policy.

The other aspect of support is reflected in (b) Student Support Services, which support students by offering various avenues of financial support. The Learning Management System allows students to apply for grants, scholarships and financial aids and allows them to submit the necessary supporting documentation online for the Students Life Office analysis, evaluation and implementation in the light of the Student Financial Support Policy. In addition, the Career and Job Placement Office prepares students for successful employment and offers an online career platform within the Student Learning Management Framework, allowing them to upload their resumes, view available jobs and upcoming career activities online, in accordance with the Career Policy.

## Vision Statement

The American University in the Emirates (AUE) is dedicated to be one of the leading higher educational institutions locally and regionally, providing an integrated pathway for students to become creative, effective, and productive members of the community.

## Mission Statement

The American University in the Emirates is a coeducational undergraduate and graduate degree-granting institution committed to preparing students as global citizens for future career aspirations and lifelong learning through quality teaching, research, and service opportunities.

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## Institutional Goals

Goal 1: Offer quality academic programs that enable students' success as professionals and positive contributors to their various communities.

Goal 2: Promote and support academic research at AUE.

Goal 3: Enhance and expand student and academic support services based on best practices to support students at AUE.

Goal 4: Engage in sustainable practices in the areas of finance, health, safety, and risk management.

Goal 5: Integrate quality management and institutional effectiveness processes across the university to seek improvement by using results.

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Goal 5: Integrate quality management and institutional effectiveness processes across the university to seek improvement by using results.

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## Core Values

- Respect and Dignity for all.
- Openness, Trust and Integrity.
- Innovation and Creativity.
- Teamwork and Partnership for Common Goals.
- Persistence and Entrepreneurialism.
- Stewardship and Economic Viability.
- Equal Opportunities and Recognition.
- Improved Quality of Life.
- Safety and Environmental Responsibility.

## Accreditation

American University in the Emirates, located in Dubai is officially licensed to 04 September, 2022 by the Ministry of Education of the United Arab Emirates to award degrees/qualifications in higher education.

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## International Accreditation

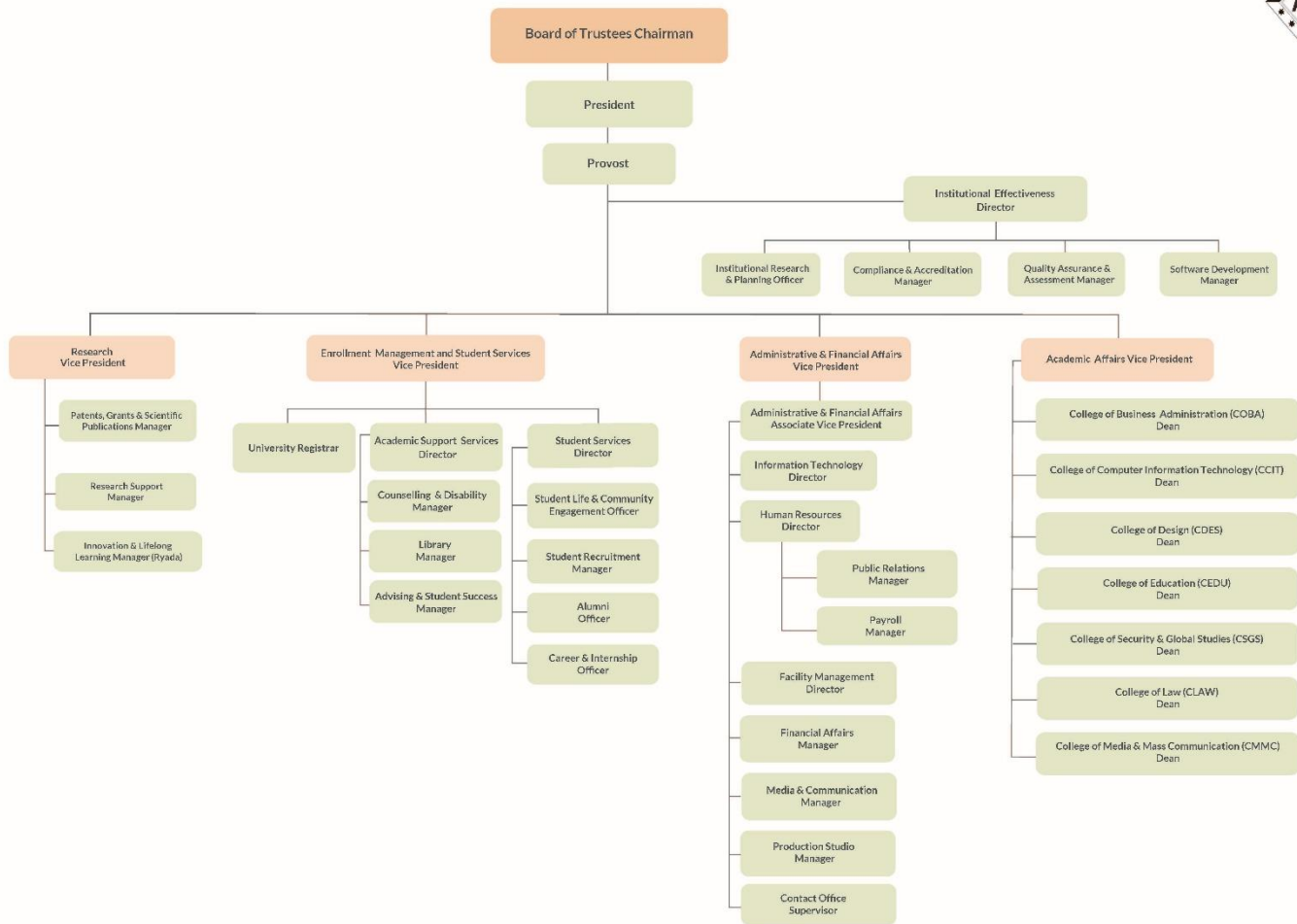
### College of Business Administration

As the world's largest business education alliance, AACSB International—The Association to Advance Collegiate Schools of Business (AACSB)—connects educators, students, and businesses to achieve a common goal: to create the next generation of great leaders. AACSB is a global membership association for the business education industry. The member network, known as the AACSB Business Education Alliance, is a network of business educators, business, nonprofit, and public-sector organizations dedicated to sharing knowledge and best practices to accelerate innovation in business education. The American University in the Emirates College of Business Administration is a member of AACSB and is working to achieve accreditation. AACSB International is a global association of leaders in education and business dedicated to supporting and advancing quality business education worldwide. Through membership, accreditation, research, thought leadership, professional development, and advocacy, AACSB partners with over 1,700 organizations, from more than 100 countries. Membership or participation in the Global Education Alliance does not imply accreditation.

### College of Computer Information Technology

The Bachelor of Computer Science in the College of Computer Information Technology is accredited by the Computing Accreditation Commission of ABET: <https://amspub.abet.org/aps/name-search?searchType=institution&keyword=american%20University%20in%20the%20>

# Organizational Chart



# The Campus

## Location

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The university is situated in Dubai International Academic City (DIAC), very accessible to all residential and commercial areas and at a 30-minute drive from the downtown. DIAC is a hub of education, where American University in the Emirates is one of the biggest Universities in the area neighbored with a number of other Universities from around the world.

## Building

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The University campus is located in Block 6 and 7 of the Dubai International Academic City (DIAC). The University accommodates the building with 41 classrooms, 207 faculty and administrative offices, one (1) Conference Hall, 11 Meeting rooms, 1 Library, 2 Recreation and waiting areas, 1 First aid clinic, 1 Male and 1 Female rooms, in order to accommodate the academic and administrative activities.

The University shares the sports facilities, parking services, food court and recreation facilities with other Universities in Dubai International Academic City providing all campus facilities to the University community.

## Area of buildings

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The building premises occupied by AUE are Block 6 which has the total floor space of 41, 203 square feet and Block 7 which has the total floor space of 71, 251 square feet providing the total size of the building space of 112,454 square feet.

## Student capacity

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The University possesses capacity to run 120 to 160 sessions per day in the available 40 classrooms and 21 labs. Depending on the class duration and credit hours taught. These sessions on daily basis can accommodate 4,000 to 5,000 students if the classes are fully utilized throughout the day but the University limits the number of students per session to provide an interactive and better learning environment for the students.

## Description of offices

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The University consists of 207 offices for its academic and administrative staff to provide adequate resources for its academic and administrative activities. The offices are categorized based on the nature of work and position assigned to the staff that are built along with the meeting rooms, waiting areas, and storage rooms in order to minimize the movement, enhance the efficiency. The office structure helps the University to manage the crowd to provide a relaxing and calm atmosphere for University staff and students.

## Description of classrooms and Labs in each floors

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The University provides adequate classroom facilities to support the academic activities, where the classrooms are equipped with all required needs including the seating of students, seating of the faculty, computer and projector for presentations, and stationary required for the classrooms. Below picture shows the images from one of the classroom, where all the classrooms are equipped with the similar equipment. The University building consists of 40 classrooms with a total of 1444 seats for students, where the University operates 12 hours on all 7 days of the week.

The University provides 20 laboratories to support the academic activities of all colleges in the University. Below is the list of all laboratories available in the University to cater all requirements of college activities in order to provide the best equipment in the field for students to practice their skills and gain knowledge to complete in the current vibrant market.

- Computer Lab
- Network Security Lab
- Database Programming & Administration Lab
- Business Intelligence and Simulation Lab
- Physics Lab
- Innovation Lab
- Workshop for College of Design
- Digital Forensics & Computer Architecture Lab
- Computer Literacy Lab
- Accounting, Programming & Software Engineering Lab
- Multimedia, Web Design, & Mobile Technology Lab
- Multimedia Studio
- Interior Design Lab
- Digital Animation Lab
- Graphic Design Lab
- Drawing Lab
- Fashion Design Lab
- Drafting Lab
- Mac/Cinema 4D Lab
- Moot Court

## On-Campus Services

AUE provides a broad selection of services and facilities to students. AUE has well-resourced facilities designed to create a welcoming environment that allow students to be engaged smoothly in the university life.

### **Student Residence**

AUE facilitates student accommodation via a trusted third-party provider. AUE students may approach the Student Life and Community Engagement Office for information related to the student residence via the third-party provider.

### **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.

### **Immigration and Visa Services**

AUE provides its students with UAE residence visa's that are valid for one year and renewable upon request. Upon admission and registration for a minimum of 3 credit-bearing courses students who require a visa apply by filling the relevant forms at the Protocol and Public Relations Department located on the second floor and proceed to make the necessary payments.

### **Lost and Found**

Students who misplace any of their personal belongings may approach any of the reception desks located on the first, second, and third floors to search/retrieve their items.

### **Transportations & Parking**

AUE provides its students with transportation services upon their request. Students who require transportation services approach the General Services Department located on the second floor.

### **Bookstore**

The AUE bookstore located on the ground floor offers students all the required resources for their coursework including textbooks, books, and other print material.

### **Library**

The AUE library located on the ground floor provides students, faculty and staff with access to textbooks, books, and other resources in print and electronic format. Additionally, the library provides students with access to computers and xx study rooms that provide a quiet and productive learning environment.

### **Copy Center**

The AUE copy center located on the ground floor that serves the printing, documentation, and lamination needs of students, staff, and faculty members.

### **Laboratories**

AUE students have access to computer laboratories equipped with the programs and software that are required for their coursework for experimental learning purposes. Either computer



labs or special labs, students are encouraged to have hands on experience through practicing the course assets through these specialized labs.

### Cards

AUE students are issued student ID Cards at the Admissions and Registration Department located on the second floor. Students are required to have their AUE Student ID Cards at all times and produce it for verification if required by a staff or faculty member.

### Dining Services

For their dining needs students have access to the DIAC food court closely located to the AUE campus. For recreational purposes students have access to the student area on the ground floor.

### Prayer Rooms

Students have access to male and female prayer rooms located on the second floor.

### Security and Safety

The health and safety of students, faculty, and staff is a top priority at AUE that ensures a healthy and secure environment for all by ensuring strict adherence to the UAE Federal Labor Law Articles 91 and 101 on employee and student safety. Hence AUE provides all members of its community with appropriate protection.

The AUE campus is monitored via security cameras in addition to being secured via security agents that monitor the campus 24 hours a day 7 days a week to ensure the safety of students,

Throughout campus, detailed instructions related to fire prevention and fighting are displayed on each floor in both Arabic and English in a permanent and prominent places. Additionally, the campus has an emergency evacuation plan that 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 annually tested by both TECOM authority and AUE General Services Department

### Health Services and Insurance

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.

# Academic Programs

## List of Undergraduate Programs

College	Program	Medium of Instruction
College of Business Administration	Bachelor of Business Administration concentration in Business Management	English
	Bachelor of Business Administration concentration in Accounting	English
	Bachelor of Business Administration concentration in Finance	English
	Bachelor of Business Administration concentration in Insurance and Risk Management	English
	Bachelor of Business Administration concentration in Hospital and Healthcare Management	English
	Bachelor of Business Administration concentration in E-commerce and Marketing	English
	Bachelor of Business Administration concentration in Human Resource Management	English
College of Media and Mass Communication	Bachelor of Arts in Media and Mass Communication concentration in International Relations	English
	Bachelor of Arts in Media and Mass Communication concentration in Public Relations	English
	Bachelor of Arts in Media and Mass Communication concentration in Radio and Television	English
	Bachelor of Arts in Media and Mass Communication concentration in Integrated Marketing Communication	English
	Bachelor of Public Relations	Arabic & English
College of Computer and Information Technology	Bachelor of Computer Science concentration in Digital Forensics	English
	Bachelor of Computer Science concentration in Network Security	English
	Bachelor of Science in Information Technology Management	English
College of Design	Bachelor of Science in Design - Digital Animation	English
	Bachelor of Science in Design - Fashion Design	English
	Bachelor of Science in Design - Graphic Design	English
	Bachelor of Science in Design - Interior Design	English
	Bachelor of Arts in Security and Strategic Studies concentration in Crisis Management	English
	Bachelor of Arts in Security and Strategic Studies concentration in Disaster Management	English

College of Security and Global Studies	Bachelor of Arts in Security and Strategic Studies concentration in Emergency Management	English
	Bachelor of Arts in Security and Strategic Studies concentration in Risk Management	English
College of Law	Bachelor of Law	Arabic & English
College of Education	Bachelor of Education concentration in Special Education	English & Arabic

## Academic Policies and Regulations

### Academic Integrity

Academic Integrity is essential to maintaining a successful intellectual environment. The AUE Honor Code stipulates that student must uphold the principles of honesty and integrity in all their undertakings at the University including adherence to the University policy on cheating and plagiarism, avoidance of intentional misrepresentation of facts, and report any perceived violations of the University policies and procedures related to academic integrity.

These procedures are to be used by a student, faculty, or staff member when a student is perceived to be violating the University's Academic Integrity Policy.

In cases of suspected cheating during an assessment or examinations:

1. Suspicion of cheating:
  - a. *During an exam:*
    - i. A proctor, instructor, or Exam Committee member may confiscate the exam of a student suspected of cheating, investigate the case, and eject the student from the exam hall or end the student's online exam attempt. A student who suspects another student of cheating should report this to a proctor, instructor, or Exam Committee for further action. A proctor or instructor who ends a student's exam must report the case and evidence to the Exam Committee for further investigation.
    - ii. A student's exam attempt should be aborted only in cases of compelling evidence of cheating. If there is suspicion of cheating but no hard evidence, the student should be permitted to complete the exam with precautionary steps as needed (e.g., by moving the student to a new location to complete the exam). The instructor, proctor or Exam Committee member still can investigate the case during the exam and refer the incident to the Disciplinary Committee.
  - b. *After an exam:* After the exam is finished. if someone finds evidence of cheating (e.g., from reviewing a recording of an online exam), that person should immediately report the case to the Disciplinary Committee.

2. **Reporting to the Disciplinary Committee:** The proctor or member of the Exam Committee who investigated the student must submit the Exam Cheating Form supported with the appropriate evidence to the Chair of Disciplinary Committee.
3. **Investigation:** The Disciplinary Committee investigates the evidence presented and makes a decision on the validity of the cheating suspicion within 48 hours of receiving the Exam Cheating Form. The Disciplinary Committee reports its recommendations to the VPAA.
4. **Verification:** The Disciplinary Committee verifies the student's academic integrity history (including cheating and plagiarism), which will determine the penalty for violation.
5. **Decision and Notification:** An official letter with the decision of the Disciplinary Committee is communicated to the student by the Chair of the Disciplinary Committee via the University official email within 48 hours. Copy of the letter is shared with the VPAA, VPEMSS, Director of Student Services, and Dean.

In cases of suspected plagiarism:

1. **Investigation:** Faculty can investigate with the student about suspicion of plagiarism in the absence of the results of plagiarism detecting software (Turnitin) or if the results of Turnitin confirm the occurrence of plagiarism, the faculty member can proceed to the next procedure.
2. **Reporting:** The faculty member reports the plagiarism case with the official Plagiarism Report via the Plagiarism Dashboard. The College Dean reviews and forwards the case to the Chair of Disciplinary Committee.
6. **Verification:** The Disciplinary Committee verifies the student's academic integrity history (including cheating and plagiarism), which will determine the penalty for violation.
7. **Notification:** The Disciplinary Committee applies the appropriate disciplinary measure as outlined in the University policy and notifies the student within 48 hours in writing via the University official email. A copy of the letter is shared with the VPAA, VPEMSS, Dean, and Director of Student Services.

The Scheme for Grade Point Deduction for identified similarity is shown in the table below:

Scheme for Grade Point Deduction for Academic Misconduct			
Accepted Similarity		Deduction	
Undergraduate Students	20%	20 - 30% <i>(50% deduction of the total possible marks of said assignment)</i>	More than 30% <i>(Zero in the said assignment)</i>
Graduate Students	10%	11 - 20%	More than 20%

		(50% deduction of the total possible marks of said assignment)	(Zero in the said assignment)
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The penalty for violations of Principles of Academic Integrity are as follows:

1. **First Violation:** If a student cheats or plagiarizes for the first time, the student *receives a warning letter* that is entered into his/her record and an F in the coursework, assessment, or examination in which the violation has taken place. The student loses any kind of financial support granted by the University including scholarships, grants, or financial aid.
2. **Second Violation:** If a student cheats or plagiarizes for the second time, the student is placed on *disciplinary probation* and receives an *XF in the course* in which the violation took place. This becomes part of his/her record.
3. **Third Violation:** If a student cheats or plagiarizes for the third time, the student *receives an XF in all courses* he/she is enrolled in during the semester in which the violation occurs and is *immediately dismissed* from the University.

In addition to the above-mentioned penalties students may be subject to additional Disciplinary Sanctions as deemed appropriate by the Disciplinary Committee.

In cases of suspected violations of the Principles of Academic Integrity that do not involve cheating or plagiarism:

1. The individual suspecting the violation reports this to the Student Life and Community Engagement Office via the Student Incident Report along with any supporting evidence.
2. The procedures for the Student Code of Conduct will be followed.

### Student Appeal

Students have the right to appeal for a decision made by the Disciplinary Committee. An Appeal Committee is formed by the Provost's Office in order to review the case and arrive final decision. All records related to incidents of violations of the Academic Integrity are kept in a safe, secured location that is accessible only to authorized personnel in the interest of safeguarding student's rights to privacy and confidentiality. The Appeal Committee reports its findings and recommendations to the Provost, who issues a letter to the student about the outcome of the appeal via the University official email. A copy of the letter is shared with the VPAA, VPEMSS, Dean, and Director of Student Services. Any subsequent appeal is made to the President and investigated at the President's discretion.

## Course Registration

With the assistance of their Academic Advisors, students should register before the beginning of each semester, and comply with the policies and procedures related to the registration, which involve the following main phases:

- Academic advising.
- Selecting courses and registering courses online.
- Payment of tuition fees.

However, visiting and exchange students must register for their courses at the Admission and Registration Department. Expected to graduate students are given the priority to register for courses in the case of limited seats, and the University reserves the right to withdraw students from courses they repeat in order to give opportunity to other graduated students and students taking the course for the first time. Students are required to comply with the following registration steps:

- 1- Students should start reviewing their academic program and their study plan.
- 2- Students should plan to meet with their Academic Advisors and review the offered courses in order to select the right courses and complete the online registration procedure.
- 3- The Academic Advisor shall approve the courses to be registered with an advisement notes to be kept as a record on the advisement system.
- 4- Students must proceed to the Financial Affairs Department to settle their financial dues within five days, otherwise, the selected online courses will be cancelled and students would be required to re-register for the courses.
- 5- Students must abide by the registration deadlines as announced in the academic calendar.
- 6- Students who register and pay for their courses during the late registration period are subject to pay for a late registration penalty of 1,575AED.

## Course Load

The full-time undergraduate student credit load is between 12 and 18 credits per regular semester. Students undertaking less than 12 credits per regular semester are considered studying as part-time..

Overload students:

A student with a high CGPA of 3.60 and above or graduating may be permitted to register for a total of 21 credit hours (seven courses), upon the recommendation and approval of the Academic Advisor, Chair of Department and College Dean.

## Add and Drop Policy

AUE students may adjust and change their registered courses by adding and dropping courses from their schedule in alignment with the published calendar and the deadline of add and drop period. After the add and drop period, student can only apply for a course withdrawal.

### Due Process

- » It is the student responsibility to follow the appropriate process of drop and add and the published deadline of the add and drop period as per the academic calendar.
- » Adding and/or dropping courses will solely be from the predefined advised courses selected and approved by the academic advisor.
- » Students can add a course(s) to their schedule or drop a course(s) in respect to the maximum and minimum credit hours allowed based on semester, student degree plan, and academic standing.
- » Transferring from one section to another section of the same course should also follow the add and drop process. Failure of complying with this process and attending different section of the same course without following the add and drop process and without notifying the Admission and Registration Department, may result on dismissal due to non-attendance of the original registered section.
- » Dropped course(s) during add/drop period are not recorded in the student record and not appearing in the student transcript.
- » Students who decide to drop a course(s) during the add and drop period will be fully refunded, however, changing courses may implicate variation in the tuition fees. Students are advised to visit the Financial Department to pay any financial difference to successfully apply the added courses in the schedule.

### Add and drop limitation

As per the student's program study plan, undergraduate preparatory courses, graduate bridging courses, other introductory courses are designed to prepare and improve students' skills in particular field of studies at the beginning of their degrees, it is not permitted to drop these courses.

### Administrative drop

The University reserves the right to force a drop course(s) in the following cases:

- » If the section will be close and student is not adjusting his/her schedule accordingly
- » If the student is not eligible to register a particular course (prerequisite not met, academic standing not fulfilled, exceeding maximum allowed credit hours)
- » If the student registers a course which is not part of the study plan/program
- » The number of students enrolled in the class do not meet the minimum class size demonstrated in the "Class Size Policy".

## Course Withdrawal



Students are permitted to withdraw from a course after the add and drop period and after the acceptance of the course instructor and academic advisor. Students must adhere to the withdrawal procedure and the academic calendar to avoid any academic or financial obstacles. The withdrawn courses are recorded in the student's transcript as either "W" or "WF" according to the period of the withdrawal request and are not calculated as attempted courses yet may result in grade penalty.

Students who discontinue attending classes are not deemed to be withdrawn from the course. Failure to withdraw the course(s) according to the articulated procedure, may result in a grade of "F" in the course(s) which may affect the student's academic standing.

#### Course Withdrawal with "W"

Students are permitted to withdraw a course prior to the midterm period as prescribed in the official academic calendar upon the course instructor and academic advisor approval. Students who formally withdraw a course prior to the midterm period will receive a grade of "W" in the registered course and will be recorded in the student official transcript accordingly. The refund of the withdrawn courses will be applied as prescribed in the procedures.

#### Course Withdrawal with "WF"

Students are permitted to withdraw from a course after the midterm period as prescribed in the official academic calendar and upon the course instructor and academic advisor approval. Students must be aware of academic and financial consequences when the withdrawal take place after the midterm period.

Students who officially withdraw a course after the midterm period will receive a grade of "WF" in the registered course, for which it will impact the students' academic standing and will be recorded in their official transcripts accordingly, with no tuition fees refund.

#### Administrative Withdrawal

The University reserves the right to withdraw the student from a course or multiple courses and revoke the student's registration at any time during the semester, in the absence of non-compliance with the University requirements such as but not limited to disciplinary action, breach of the University code of conduct, failure to pay the tuition fees.

Administrative withdrawal from a one or multiple course(s) will result in a "WF" grade; irrespective of the period when the administrative withdrawal occurred, and will possess academic and financial impact.

#### Withdrawal of Sponsor students

Students who are sponsored by the University or from a third-party organization must discuss the decision of the course withdrawal with the Office of Student Life and obtain the approval from the sponsorship prior to withdrawing from the course(s).

#### Hardship Withdrawals

Students may apply for a hardship withdrawal from course(s) in case of any severe health condition or injury or any other significant and critical personnel situation that prevents students from continuing the course(s).

The hardship withdrawal requires students to withdraw from all registered courses not selective courses. The request for hardship withdrawal may apply at any time during the semester along with the required credible and valid evidence. Students applying for hardship

withdrawal are granted a grade of “W” in all registered courses, with the application of the refund policy upon the required approval.

#### Retention of Student Records

The course withdrawal forms and relevant documentations are retained with the Admission and Registration Department, as articulated in the Students Records Policy.

## University Withdrawal

Students who wish to withdraw from the University due to mitigating circumstances, are urged to meet with their Academic Advisor, College Dean and Academic Support Department to seek guidance and support before the withdrawal process takes place.

Students are required to complete the process of withdrawal and clearance before leaving the University, failure to follow the appropriate process, may result in failing the courses and full payment of tuition fees.

#### Withdrawal before the Midterm

Students are permitted to withdraw from the University prior midterm period as prescribed in the official academic calendar. Students who officially withdraw before the Midterm will receive a grade of “W” in all registered courses in the semester, and will be recorded in the student official transcript accordingly. The refund policy will apply as outlined in the procedure. The status of the withdrawn students will be converted from “Enrolled” to “Withdraw” and must reapply for admission if wishing to return to the University as articulated in the Undergraduate and Graduate Admission Policy.

#### Withdrawal after the Midterm

Students are permitted to withdraw from the University after midterm period as prescribed in the official academic calendar. Students must be aware of academic consequences when the withdrawal take place after the midterm period.

Students who officially withdraw after the Midterm will receive a grade of “WF” in all courses registered in the semester and will be recorded in their official transcripts accordingly, with no tuition fees refund. Students must be aware that a grade of “WF” has an impact on the student academic standing. Withdraw student status will be converted to “Withdraw”, and must reapply for admission if wishing to return to the University.

#### Withdrawal during the final week of the semester

Students are not permitted to withdraw during the last week of instruction or during the final exam, unless students have a serious condition such as accident or serious medical condition that is beyond their control that impact the ability to remain enrolled and complete the required academic obligations, they can submit to the course instructor an incomplete request rather than withdrawing from the University.

#### Withdrawal of Sponsor students

Students who are sponsored by the University or from a third-party organization must discuss the decision of the withdrawal with the Office of Student Life and obtain the approval from the sponsorship prior to withdrawing from the University.

#### Hardship Withdrawals

Students may apply for a hardship withdrawal from the University in case of severe health conditions or injury or any other significant and critical personnel situation that prevents students from enrollment in the University.

The hardship withdrawal from the University requires students to withdraw from all registered courses. The request for hardship withdrawal may apply at any time during the semester along with the required credible and valid evidence. Students applying for hardship withdrawal are granted a grade of “W” in all registered courses, with the application of the refund policy upon the required approval.

#### Retention of Student Records

The physical records of the students who are officially withdrawn from the University are retained with the Admission and Registration Department as articulated in the student records policy.

## Deferment Regulations

Students may take some time off from their studies as they are eligible for a leave for two consecutive semesters or three nonconsecutive semesters during the whole period of their study at AUE.

Students who are seeking to postpone the semester must notify the Registration Department, fill the required “Deferment Form” and submit it to the Registration Department. In case of emergency and where the student is unable to come in person to the university to submit the required form, a family member/friend may apply for the deferment on their behalf upon receiving a signed authorization letter from the student. Failure to follow the process of deferment, the student will automatically be dropped from the university due to the absence for more than one academic year.

In the case of medical reason or some special and valid reasons approved by the College, students may exceed three nonconsecutive semesters of absence under strict regulations.

## Major and Minor

The University offers undergraduate students the opportunity to extent their primary degree by declaring a minor or double major. A minor, which must be associated with a major, is a group of courses in a particular discipline which enrolled students can pursue in addition to their major. Students who seek declaring a minor must complete minimum of fifteen (15) credit hours of specialized courses in addition to the prescribed credit hours of their major. A double major incudes certain courses from another particular discipline which enrolled students can pursue in addition to their primary major. Students who seek to earn a double

major must complete a minimum of thirty (30) credit hours specialized courses in addition to the prescribed credit hours of the primary major.

#### Adding a Major (Double Major)

Students are eligible to pursue an additional area of discipline by adding a second major (double major). The second major should be minimum of thirty credit hours of specialization courses only. All students who are interested in seeking double major are eligible to apply upon successful completion of 90 credit hours from their current major, with a minimum CGPA of 2.00 out of 4.00 and upon fulfilling the admission requirements of the intended second major. In case students have failed to complete the requirements of the second major, they will graduate without double majors.

#### Changing Double Major

Students can change their major to another major upon fulfilling the requirements of the intended major and upon the approval of the Department Chairs of those majors.

#### Adding Minor

Students are eligible to pursue an additional area of discipline by adding a minor. The minor should be with a minimum of fifteen credit hours of specialization courses only. All students who are interested in seeking a minor are eligible to apply upon successful completion of 90 credit hours from their current major, with a minimum CGPA of 2.00 out of 4.00 and upon fulfilling the admission requirements of the intended minor. In case students have failed to complete the requirements of the minor, they will graduate without the registered minor.

#### Changing a Minor

Students can change their minor to another minor upon fulfilling the requirements of the intended minor and upon the approval of the Department Chairs of those minors.

## Recognition of Prior Learning

AUE rigorously reviews all prior learnings on a case by case basis. If the review process demonstrates that the prior learnings meet the course learning outcomes (CLOs), regardless of how, when, and where that learning occurred, AUE approves the acceptable prior learnings for the course credential. The approval is made on a Pass/Fail basis towards any of its academic program.

#### Recognition of Prior Learning Principles

Applicants with professional and/or academic qualifications seeking graduate or Undergraduate and graduate potential students are entitled to apply for a recognition of prior learning (RPL) on a condition to meet equivalent courses, and all learning outcomes articulated in this policy.

1. AUE ensures providing transparent processes and practices that are available and accessible to students and stakeholders through its University Catalog.

2. All potential students seeking recognition of prior learning must submit reliable, valid, and official evidence to obtain credits for equivalent courses which demonstrate the achievement of all learning outcomes.
3. AUE awards potential students seeking undergraduate admission a maximum of 50% of the total credit hours of the undergraduate program through the RPL process, including all transfer credits and credits awarded through the Advanced Standing.
4. While a maximum of 25% of the total credit hours of the graduate programs for potential students seeking graduate admission, including all transfer credits.
5. Each of the courses accepted by the RPL process will be recorded in the student's transcript as exempted "EX" by the equivalent credit hour of the course offered at AUE. In other words, they are not included in the calculation of the cumulative grade point average (CGPA).

#### Recognition of Prior Learning Committee

The concerned Dean, in coordination with the Admission and Registration Director and Institutional Effectiveness Director, will form an ad-hoc committee which should include members from each respective unit. This ad-hoc committee is reporting to the concerned college council.

#### Required Recognition of Prior Learning Evidence

Potential students who are seeking RPL are required to submit a complete portfolio demonstrating the prior achievements, sit for an interview by the above-mentioned ad-hoc committee to demonstrate direct observation of skills and competencies and then sit for a challenge exam. The ad-hoc committee adheres to a systematic verification process built on evidence.

#### Documents Needed for RPL Assessment

Potential students submitting RPL application form, are required to submit the following documents evidence:

1. Qualification certificates
2. Official transcripts of previous study,
3. Official job descriptions or statements of duties and responsibilities,
4. Letters of reference from employers detailing a student's relevant skills and experience,
5. Courses taken at another provider
6. Samples or statements of work performed
7. Provide reflective papers, journal articles or similar documents that relate past learning to the learning or competency outcomes of the course or qualification in which the student is enrolling.

#### Recognition of prior learning through academic qualification

Courses taken by potential students prior to their admission at AUE which have failed to comply by the AUE Transfer Policy, the Admission and Registration Department will advise the concerned potential students to apply for the RPL process.

### Recognition of prior learning through professional qualifications/experience

The following requirements will be taken into consideration while reviewing and assessing the RPL application and supporting evidence, to decide on the awarded credit:

1. Work experience and job descriptions, including self-employment which are relevant to the discipline of the academic degree program intended to enroll.
2. The training program/courses taken by other providers which are relevant to the field of study and are fully aligned with the learning outcomes of the awarded credit.

### Recognition of Prior Learning Assessment

Assessment processes for RPL shall be equal in rigor to other assessment methods applied at AUE. The above-mentioned ad-hoc committee is responsible to review, assess and ensure that the applied RPL courses, units, qualification, knowledge, and competencies are meeting all learning outcomes of the equivalent courses offered at AUE. Also, to ensure meeting all requirements of professional and/or academic qualifications as articulated in the University Catalog.

### Recognition of Prior Learning Ad-hoc Committee Recommendations

Upon finalizing the assessment of RPL process by the concerned ad-hoc committee, its report will be submitted to the concerned college council for final review and approval that should be endorsed by the Provost. However, if any fraud documentation or misleading information submitted by potential students has been observed during the assessment process, the RPL application will be denied by the concerned ad-hoc committee. If the application is submitted by an enrolled student, the case will be subject for a disciplinary action.

### Recognition of Prior Learning Records

The RPL application, documentation, related evidence and the concerned ad-hoc committee's recommendations and final decisions are all kept by the Admission and Registration Department and recorded on the concerned students' portal, as outlined in the Student Record Policy.

## Grading System

The student's performance and learning assessed by the University is equally and consistently graded in accordance to the outlined uniformed grading scale. The grading scale for both undergraduate and graduate courses must be conveyed to students via the course syllabi and published University Catalogs.

### Preparatory Courses

Preparatory courses are offered as non-credit courses to undergraduate students who lack a sufficient background, knowledge and skills in one or more educational areas for a specified period of time. Upon successfully completing the preparatory courses, students will be permitted for admitting to a credit-bearing program. The grading scale for the preparatory courses are either Pass (P) or Fail (F) that are recorded in the student's transcript but not counted in the cumulative GPA.

### Changing Grade

Grades submitted by the faculty member are not subject to change after they have been submitted for publishing except in certain cases due to any clerical or administrative error and grade appeal. In an event of a grade error, the faculty member must initiate the changes in the grade in adherence to the outlined procedure.

### Undergraduate Grading Key

Undergraduate level grade codes, their respective numerical values and grades points are given in table below:

Grades	Description	Numerical Scale of the	
		Grades	Grade Points Value
A	Excellent	90.00-100	4.00
B+	Very Good	85.00-89.99	3.50
B	Good	80.00-84.99	3.00
C+	Satisfactory	75.00-79.99	2.50
C	Average	70.00-74.99	2.00
D+	Below Average	65.00-69.99	1.50
D	Poor	60.00-64.99	1.00
F	Fail	Less than 60	0.00
P	Pass	60 and above	0.00
FA	Failure Due to Attendance	N/A	0.00
WF	Withdrawal with Failure	N/A	0.00
XF	Failure due to academic dishonesty	N/A	0.00
IP	In Progress	N/A	N/A
I	Incomplete	N/A	N/A
W	Withdrawal	N/A	N/A

### Undergraduate Academic Standing



CGPA RANGE	ACADEMIC STANDING
3.60-4.00	Excellent
3.01-3.59	Very Good
2.60-3.00	Good
2.00-2.59	Satisfactory

#### In progress (IP) Grade

An “IP” (In Progress) grade is assigned to students who could not finish their Internship/Capstone within the same semester. In this case, the “IP” grade will be recorded on the student’s transcript. Students are expected to finish the course requirements of the Internship/Capstone before the deadline agreed with the Supervisor and Registrar, otherwise, the “IP” grade will revert to “F”. It is the student’s responsibility to coordinate with their Supervisor to accomplish the Internship/Capstone requirements and meet the deadline.

#### Incomplete (I) Grade

Students who have requested for an incomplete exam due to mitigating circumstances beyond students control as prescribed in the Assessment Policy are awarded with (I) grade. The grade will be recorded in the students transcript but will not be calculated to the cumulative GPA until the incomplete exam is completed.

#### Withdraw (W) Grade

When the student drops a course after the add/drop period and prior to the midterm exam period, student will be awarded with a (W) grade. The grade will be recorded in the students transcript but will not be calculated in the cumulative GPA. Student must retake the course again to complete the course and credit hours successfully.

#### Withdraw with Failure (WF) Grade

When the student drops a course after the midterm exam period, student will be awarded with a (WF) grade. The grade will be recorded in the students transcript and will be computed in the cumulative GPA. Student must retake the course again to complete the course and credit hours successfully.

#### Pass (P) Grade

The (P) grade is awarded to students who have successfully completed the preparatory courses. The grade and the credit hours attainment will be recorded in the student’s transcript, but will not be counted as part of the cumulative GPA.

#### Fail (F) Grade

The (F) grade is awarded to students not successfully completing a course. Students must retake the course again to complete the course successfully. The grade is recorded in the transcript of the student and calculated in the cumulative GPA except for remedial in the graduate program where the grade is not part of the cumulative GPA.

### Dishonesty/ Cheating (XF)

The (XF) grade is awarded to students in case of any violation to the academic integrity such as cheating and plagiarism. The grade is recorded in the student's transcript and computed as part of the CGPA.

## Grade Appeal

In an event when an unfair and incorrect grading is assigned, as a result of any inequitable, arbitrary, or erroneous manner supported with evidence, students have the right to apply for a grade appeal to any of the course assessments assigned as per the course syllabus. Students can apply for grade appeal due to the following reasons:

- Miscalculation of marks;
- Misgrading of a paper, project or exam;
- Application of an evaluation or grading system which was not included in the course syllabus;
- Assignment of a grade on some basis other than the student's performance in the course;
- Demonstrable evidence of discrimination or prejudice in the assignment of the grade;
- Arbitrary assignment of grade (lack of consistent and equitable standards for grading).

Students should not appeal if the justification is pertaining unsatisfactory of curriculum design, instructions, or due to violation of academic dishonesty, students may, instead, submit a grievance to the Student Life Office for such incidents.

### Time Limits for Appeal

Grade appeals must be submitted through the Student's Learning Management System supported with a written statement and evidence within the permitted timeline after the publishing the final grade of the appealed course.

### Appeal Record

Any appeal must be written, dated and addressed with the title "Academic Appeal." If a formal appeal is lodged with a faculty member, it must be lodged at all subsequent stages of appeal in its original form, while new statements can be incorporated at any time. Supporting evidence and statement are part of the appeal's permanent record and must be provided at each level of appeal. Students can be required to present their appeal in person, at the University's discretion.

### Grade Appeal Committee

The grade appeal committee is responsible to ensure that the grade assigned to the student's work is neither incorrect nor unfair, as well as, is in compliance with the assigned and approved

grading schemes - rubric that are shared with students via the course syllabus and student Portal.

The Grade Appeal Committee shall refer students to the Student Life Office if the grade appeal is associated with any type of discrimination or harassment. The Grade Appeal Committee shall process the appeal requests after the Grievance Committee resolution.

Grade Appeal Procedures:

Step 1: Informal grade appeal:

- » Student must discuss the grade with the instructor in attempt to resolve the issue (maybe miscalculation, issue in grading system,)

Step 2: Formal grade appeal

- » If it is not resolved, students login to their portal and file a grade appeal.
- » Once the grade appeal is submitted, the course instructor will receive a notification in Akademia and enter the comments and rationale. Then the chair of department offering the course will receive the notification of the grade appeal submitted by the student along with the instructor comments and rationale, the chair of department submit his/her decision in Akademia.
- » Students and the course instructor will receive a notification on the final decision of the chair of department. if the grade appeal is approved by the chair of department, the instructor will process the grade change.
- » If the grade appeal is rejected and the student disagree on the decision made by the chair of department, he/she can appeal to the Grade Appeal Committee.
- » The Grade Appeal Committee will review the case, the comments made by the instructor and chair of department and enter his/her decision in the system.
- » Students, instructor and chair of department will receive a notification on the decision made by the Grade Appeal Committee.
- » If it is approved, the instructor will proceed with the grade change
- » If rejected, the grade appeal ends at the grade appeal ad hoc committee level.

## Repeating Course

Students are permitted to repeat a course with a grade less than (D+) upon the approval of the College Dean and the availability of the course and seat. Students are not permitted to repeat the course at another institution or through Direct Study. In this case, the higher received grade will be posted on the student's CGPA.

If the student registered for a Free Elective and did not pass or the course was removed from the program study plan, the student may study another Free Elective, upon the approval of the College Dean.

Students who possess a scholarship or financial aid should visit the Student Life Office prior to deciding to repeat a course as the University will not cover the monetary expenses of the repetition of any course at the University.

## Examination and Assessment

All students are expected to attend the final examination as per the announced schedule shared in the student portal. In addition to other course assessments required and given at the day and time of the course schedule. Students must adhere to the Examination Guidelines outlined in the Student Portal and Student Handbook, when attending all examination. All types of examinations are subject of proctoring and monitoring to ensure exam security, academic integrity and fairness.

### In-term Examinations

All course assessments except the final exam are given during the course scheduled time. In case the faculty member decided to conduct exams outside the course schedule and timing, it is the responsibility of the instructor and college to notify the students on the date, timing and venue of the exams.

### Midterm Examinations

Midterm exams are scheduled during the seventh and eighth week of the semester. It is the responsibility of the faculty member to notify and announce to students the date of the midterm exam of a particular course and to assure appropriate administration of midterm exam as per the *Examination Guidelines*.

### Lab Examinations

Computer-based courses examination are administered in the University labs adhering to the Examination Guidelines. Students must complete the lab examination with the University resources without any external and additional equipment and devices. The access of internet browser during the examination is prohibited, in case the student faces any technical issue, it is reported to the exam proctor for technical support.

### Open Book Examinations

Students are allowed to refer to either class notes, summaries, textbooks, or other approved material by the instructor (that are clearly mentioned on the cover page under the instruction section) during the open book examinations. The open book examinations are designed in a way that requires students to apply their knowledge, through analysis and critical thinking. All examination guidelines are applied on the open book examinations.

### Final Projects

Based on the level and nature of the course, the faculty may request students to submit a final project report either individually or in a group and present it in class. Prior the final project submission, students must adhere to the guidelines on the expected structure and outcome of the final project and presentation provided by the faculty member in the student portal. As part of the grading and assessment process, two or more examiners, involving internal and external juries, are invited by the faculty member to assess the student's project and presentation skills. Final Projects are conducted during the class timing and on the last week before the final exam period. If the faculty member chooses a different day and time from the

course schedule, students must be notified on the date, time and venue of the final presentation.

#### Final Exams

Final exams are conducted during the final exam period as outlined in the Academic Calendar. No coursework such as projects, assignments or case studies should be assigned to students during the final exam period.

The final examination schedule provided by the exam committee must be announced in the student's portal. Students will have a maximum of two exams scheduled for the same day; in case of more exams (three or more in a day), students have the right to approach their college dean and request to reschedule alternative dates.

The Student Life Office and Counseling and Disability Office communicate and coordinate with the exam committee to accommodate the special need students during the examination period. Special need students are allocated in different examination halls, and are adhered to the *University's Examination Guidelines*.

All faculty members are expected to be available during the final exam period. It is the responsibility of the college dean to assure that final exams are conducted and managed appropriately under proper proctoring protocols. The College must notify the exam committee in case of any special requirements needed during the final examination. The final exam committee allocates sufficient number of proctors across all final exam halls and ensure the integrity of the examination process. All faculty members must post the grade within the defined timeline from the day of the examination.

#### Final Exams Permit

Only students who are registered in the course are eligible to sit for the final exams. Students who are dismissed from the course due to absences and holds financial dues are not permitted to sit for the final exam. University IDs must be presented by the permitted students to proof their identification and to sit for the final exam. Students are expected to be present at the final examination venue on time; late arrival students are strictly not allowed to enter the examination hall.

## Incomplete Exam

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

Students who do not attend both the midterm and/or the final exams due to the following reasons: (1) Emergency Illness, (2) Road Accident. (3) Death of next of kin and (4) Official/Governmental Mission SHALL take the F and immediately apply for an Incomplete Exam within the Office of Admission and Registration.

However, the request for an Incomplete Exam can only proceed for those students upon the approval of the Course Instructor, Chair of Department/Program Director, College Dean and Provost. This Incomplete Exam Approval shall be subject to (1) achieving the satisfactory

course work requirements and (2) are not dismissed under any grounds (disciplinary/attendance). Once approved, a grade of “I” will be recorded on the student’s transcript and will be pending until the completion of incomplete examination/final course assessment.

All incomplete exams will be conducted within one week after the completion of final exams and will be announced on the student’s portal. Hence, the Academic Calendar, which is announced at the beginning of each Academic Year, shall include an “Incomplete Exam Period” right after one week of the final exams. It is then the student’s responsibility to coordinate with their Course Instructor and appear for the incomplete exam as per the announced schedule.

Failing which no-repeat exam will be conducted and the grade of “I” will be reverted to “F” in the final exam and the final grade shall remain as assigned by the Course Instructor.

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

#### Incomplete Course Work Procedure:

- » If student did not show up for the exam of a particular course assessment (apart from final exam), the course instructor shall mark the student absent.
- » Once marked as absent, the student will receive a notification in the portal to apply for the incomplete exam and submit the legitimate excuse justifying the reason of absence.
- » Student must apply and submit the incomplete exam request within seven days from the date of receiving a notification from the course instructor.
- » Once the student apply for the incomplete coursework exam, the course instructor will review the student request, and approve or reject.
- » If approved, the course instructor will determine the exam date, time and venue, accordingly the student will receive a notification in the portal on the details of the makeup exam.

#### Incomplete Final Exam Procedure:

- » If student did not show up for the final he / she will be marked as absent by the designated course instructor.
- » Once marked as absent, the student will receive a notification in the portal to apply for the incomplete final exam and submit the legitimate excuse justifying the reason of absence.
- » Student must apply and submit the incomplete final exam request before the last day of the semester as published in the academic calendar.
- » Once the student apply for the incomplete final exam, the course instructor and chair of department will receive a notification and review the student request, and approve or reject.
- » If approved, the course instructor will determine the exam date, time and venue, accordingly the student will receive a notification in the portal on the details of the makeup exam.

## Credit Hour Policy

*Definition: Credit hour is defined as the amount of work represented in the intended learning outcomes and verified by evidence the student achievement.*

The University definition of a credit hour is adhered to the articulated definition in the CAA Standards, Annex 23, considering minimum of 50 minutes as the recognized length of a classroom, one semester credit hour for both undergraduate and graduate courses. Students are awarded with academic credits upon successful completion of course requirements, assessments, and fulfillment of the course learning outcomes.

1. **Lecture Courses:** Courses that emphasize concepts, discussion, ideas, and principles. One regular semester credit equals a minimum of 50 minutes teaching in a class per week for a semester of fifteen weeks or longer, including one week of examination. Students are expected to spend a minimum of 100 minutes per week of independent learning outside the class hours.
2. **Independent Study:** Courses in which students are permitted to study in a considerable depth beyond the scope of a regular course. It also conforms to the standard of minimum 50 minutes teaching in a class per week for a semester of fifteen weeks or longer, including one week of examination. A student with independent study is expected to spend a minimum of 100 minutes per week of independent learning outside the class hours.
3. **Laboratory and Studio-based:** Courses that focus on practical application on which the major focus is on hands-on practices for supporting the students learning experience. One semester credit for laboratory and studio-based course is given for a minimum of 100 minutes practical teaching in a lab or studio per week for a semester of fifteen weeks or longer, including one week of examination. Students are expected to spend minimum of 200 minutes per week of independent hands-on work outside the class hours.
4. **Internship:** Courses that encourages students to learn independently to develop and apply job-related or practical skills in a relevant discipline. One semester credit in the Internship course is equivalent to 60 working hours throughout the semester for both graduate and undergraduate internship courses. Internship courses with 3 credit hours, must have a total of 180 working hours, and Internship courses with 6 credit hours, are expected to have a total of 360 working hours throughout the semester
5. **Thesis:** Students working on independent projects also conform to the standard minimum of 50 minutes of student work per credit hour, per week, throughout the semester of fifteen weeks or longer.

### Summer Credit Hour Assignment

Courses offered during summer semester are twice as intensive as those in regular semesters (Fall and Spring). Students are expected to spend 400 minutes per week in a class throughout the summer semester, including two days of examination and 800 minutes per week of independent learning outside the classroom hours.



### Credit Hour Allocation

The academic departments are accountable for defining the level and amount of credit awarded for courses, as well as, ensuring the assigned credit hours of courses comply with this policy. Furthermore, it is the responsibility of

### Course Designation

00 level courses: Non-credit bearing courses, the 00 code is designated to the preparatory courses for which students are registered during the first semester in the University as a result of the placement test.

100 level courses: Lower-division courses, the 100 code is designated to courses that are designed to present the fundamental information, knowledge and introductory level of skills and techniques are

200 level courses: Intermediate level course which usually have 100 level courses as a prerequisite.

300 and 400 level courses: Mix of core and specialization courses that provide more in-depth study beyond the introductory level courses, usually the 400 level courses are primarily for seniors and emphasizes more on the field of specialization.

## Academic Progress

Students attending the American University in the Emirates are expected to maintain a Satisfactory Academic Progress (SAP) as they are moving toward completing their degree. Satisfactory Academic Standing is defined as a minimum of cumulative GPA for undergraduate students that need to maintain, and the timely completion of the program requirements.

The University measures the Satisfactory Academic Progress of students based on Qualitative standard which denotes to the Cumulative Grade Point Average (CGPA) of students; and Quantitative standard that consists of the maximum timeframe that student is allowed to complete the degree requirements, and the minimum credit hours to be enrolled and earned per semester.

### Maximum timeframe

Full-time and part-time students are expected to complete their bachelor's and master's degrees' requirements within 150% of the credit hours length of their programs.

### Minor and double majors

Students who intend to pursue minors and/or double majors shall adhere to the maximum timeframe of primary program length (150% of the credit hours length) in addition to the 150% of double degree and/or minor credit hours length.

### Academic Warnings

Students shall be placed in academic probation if the minimum Cumulative Grade Point Average (CGPA) is not achieved. Students shall receive academic warning as an alert of the potential consequences and necessity to improve their academic standing.

- » Undergraduate students earned 30 credit hours or above, with a Cumulative Grade Point Average (CGPA) less than 2.00 will be placed in an Academic Probation.
- » Graduate students with a Cumulative Grade Point Average (CGPA) less than 3.00 will be placed in an Academic Probation.

Students who are not making Satisfactory Academic Progress are limited to a maximum credit hours enrollment per semester. They are expected to seek assistance from the University and perform upon the advice of the academic advisor and the designated department and office in charge of providing support to students who are at academic risk. Advice may include and not limited to conditions on the enrolment in certain courses, repetition of courses with low grades, mandatory extra classes.

All University grants, scholarships and financial aid shall be revoked for students on probation (unless the grant/scholarship explicitly specified otherwise).

If the minimum Cumulative Grade Point Average (CGPA) of the student reaches the acceptable standard, the student will return to good standing in the next semester of enrolment.

### Dismissal

Students who fail to meet the academic progress requirements and who fail to meet the minimum expectations of the academic program criteria shall be dismissed from the program. Students shall receive a dismissal letter expressing the reasons for the decision in the subsequent regular semester (summer semesters are not considered).

Undergraduate students on academic probation who earned 75% of the program credit hours or above shall not be dismissed from the program, however, they can graduate only if the program graduation requirements are fulfilled.

## Transient student

AUE undergraduate students may choose to undertake courses at other UAE universities or abroad to complete their courses; abiding by the following conditions:

- a. The student should justify the reason for taking the course outside AUE to the Academic Advisor, Program Director, College Dean and the Registrar and explain whether:
  - The student is graduating.
  - The University is not offering the said course.
  - Graduation plan of the student is affected.
- b. Students should submit the duly approved Transient Student Form, upon approval from the VPAA, College Dean, Program Director, Academic Advisor and the Registrar for taking the course outside AUE.
- c. The VPAA, College Dean, Program Director, Academic Advisor and the Registrar should ensure that the proposed university in which the course is taken, whether in the UAE or abroad (Universities approved by the Ministry of Education - Higher Education Affairs (MOE) or the Universities that AUE has a partnership with, are duly approved by AUE.
- d. The number of total credits per regular semester (Fall and Spring), including Summer semesters should not exceed 18 credit hours from the total credits of the program they are enrolled in.

- e. Total credit hours to be taken during the Summer term should not exceed six credits.
- f. The Internship/Capstone /Practicum Courses are not allowed to be taken outside AUE.
- g. An extra load of only three credits can be added during the Fall/Spring semesters, totaling 21 credit hours and subject to the following conditions:
  - Students are graduating.
  - CGPA of 3.6 and above.
- f. The learning outcomes and the syllabi of the courses taken at any other university should match an appropriate manner with the one offered by the AUE.
- g. The student should obtain prior approval and an official letter from the Registrar, should they decide to take any courses outside the University.
- h. The student should submit a letter of acceptance, duly stamped from the host university, with the official syllabi to registration within a week of approval of the student's application.
- i. Students should earn a minimum Grade of "C" for the courses to be considered.
- j. The chosen course should not be a repeated course.
- k. The student must provide the official transcript for the course in order to receive credit.
- l. The student is in no case allowed to exceed the number of credit hours as stipulated above by simultaneously taking the courses in both host and home university

## Student Attendance

Students are expected to attend punctually all their classes, lectures and Labs sessions as described in each course syllabus. Students must be aware that excessive absences and tardiness with or without excuses shall affect their class performance. Students bear the responsibility of familiarizing themselves with the class attendance requirements.

### Attendance Warning

Attendance is mandatory for all courses. Class participation takes place when the student actively interacts with the instructor and/or other students through discussion or written assignments. Students with poor attendance records will receive three levels attendance warnings, if student absences exceed the allowed maximum class hours per semester, students shall receive an "FA" "Failed due to Absence" grade for that course.

An exemption of defined provision of absences shall be permitted subject to the documented evidence of legitimate excuse.

## Direct Study

Directed study course is intended to replace a conventional course not offered in the semester the undergraduate student wishes to enroll in order to timely graduate. A student is assigned to study individually with the faculty member to complete a credit for work course. For these courses, the syllabus topics and outlines covered are matching as that covered in the conventional course. Directed study is well-structured and defined coursework of substantive

reading, research, and course assessments, that is guided by course learning outcomes attainment, and scheduled course delivery that meet the course and program rigor.

Under unusual circumstances, the University offers directed study to student to study individually with the faculty member to complete a credit for work course that is not offered for the semester for graduating students.

#### Eligibility

Major/specialization courses that are not offered in the semester for undergraduate programs are qualified for directed study. Junior and senior students who achieved acceptable academic progress and good standing Cumulative Grade Point Average (CGPA) are eligible to enroll in directed study course. Students are limited to enroll in a directed study only twice (up to 6 credit hours with a maximum of 3 credit hours course) during the tenure of the student in an undergraduate program.

#### Contact Hours

Student will be deemed to be an independent learner for the course. As such, the student will be required to meet regularly with the faculty member as stipulated in the course syllabus. The faculty is required to provide and discuss the course topics, outlines, and course assessments with the student. The faculty shall follow the institutional grading policy to assign a final grade. The faculty has the responsibility to provide and support with evidence (course file) the same academic rigor in offering the course as for any other undergraduate course in the University.

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- m. The learning outcomes and the syllabi of the courses taken at any other university should match an appropriate manner with the one offered by the AUE.
- n. The student should obtain prior approval and an official letter from the Registrar, should they decide to take any courses outside the University.
- o. The student should submit a letter of acceptance, duly stamped from the host university, with the official syllabi to registration within a week of approval of the student's application.
- p. Students should earn a minimum Grade of "C" for the courses to be considered.
- q. The chosen course should not be a repeated course.
- r. The student must provide the official transcript for the course in order to receive credit.
- s. The student is in no case allowed to exceed the number of credit hours as stipulated above by simultaneously taking the courses in both host and home university



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Attendance is mandatory for all courses. Class participation takes place when the student actively interacts with the instructor and/or other students through discussion or written assignments. Students with poor attendance records will receive three levels attendance warnings, if student absences exceed the allowed maximum class hours per semester, students shall receive an "FA" "Failed due to Absence" grade for that course.

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## Direct Study

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Under unusual circumstances, the University offers directed study to student to study individually with the faculty member to complete a credit for work course that is not offered for the semester for graduating students.

### Eligibility

Major/specialization courses that are not offered in the semester for undergraduate programs are qualified for directed study. Junior and senior students who achieved acceptable academic progress and good standing Cumulative Grade Point Average (CGPA) are eligible to enroll in directed study course. Students are limited to enroll in a directed study only twice (up to 6 credit hours with a maximum of 3 credit hours course) during the tenure of the student in an undergraduate program.

### Contact Hours

Student will be deemed to be an independent learner for the course. As such, the student will be required to meet regularly with the faculty member as stipulated in the course syllabus. The faculty is required to provide and discuss the course topics, outlines, and course assessments with the student. The faculty shall follow the institutional grading policy to assign a final grade.

The faculty has the responsibility to provide and support with evidence (course file) the same academic rigor in offering the course as for any other undergraduate course in the University.

## Class Standing

### Class Standing

Class standing refers to the academic level determined by the number of credit hours completed. The below table summarizes the earned credit hours equivalent to each class:

CREDIT HOURS	CLASS STANDING
Less than 30.00 Credit Hours	Freshman
30.00 - 59.99 Credit Hours	Sophomore
60.00 - 89.99 Credits Hours	Junior
90.00 and more Credit Hours	Senior

## Graduation Honor

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 Requirements

Students are awarded with a Bachelor’s degree from the University, upon the completion of the prescribed credit hours and courses of a particular program, and meeting the minimum Cumulative Grade Point Average. Degrees are awarded to undergraduate students at the end of each semester, fall, spring and summer upon meeting successfully the outlined requirements.

The number of credit hours earned depend on the program. Undergraduate students are expected to complete their degree requirements within 150% of the total credit hours of the program bounded by a time limit articulated in the procedures. The full-time undergraduate student credit load is between 12 and 18 credits per regular semester. Students undertaking less than 12 credits per regular semester are considered studying as part-time.

### Degree Completion Requirements

For undergraduate degree completion, undergraduate students must satisfy the following requirements:

1. Earn a minimum CGPA of 2.00 on a scale of 4.00.
2. Successfully complete all courses as described in the study plan
3. The Degree Completion requirements must be met within the timeframe of the program.
4. Transfer students must successfully earn a minimum of 50% of the course credits for the program at AUE.

## Graduation

Once the Graduation Ceremony is announced, all students who are eligible to attend the commencement exercise will be notified by email and phone to visit the Registration Department, complete the “*Graduation Application Form*”, pay the Graduation fees and all other requirements, such as, gown measurements and yearbook photograph. However, students must respect the deadline to submit their application for processing.

## Financial Support

### Overview

AUE offers students financial support in various forms including scholarships, grants, and financial aid subject to eligibility and availability per semester.

The allocation of financial support is centrally coordinated via the Student Life and Community Engagement Office that is subject to a bi-annual audit to ensure compliance with the internally approved eligibility criteria for awarding the various forms of financial support as well as ensuring that this allocation is made in an equitable, transparent, and consistent manner in compliance with CAA Standards 6.7.5.

The University reserves the right to amend the categories of financial support offered and the eligibility criteria as well as revoke financial support in cases of violations of any of the University policies.

The University offers financial support in the following categories:

1. AUE Scholarship: a full scholarship offered by the University to eligible students at the undergraduate and graduate levels.
2. AUE Merit Scholarship: partial scholarships offered to students who either received a particular high school average and/or maintain a particular CGPA after the completion of 45 credit hours.
3. Corporate and Government Grants: partial grants of varying percentages as per agreements signed with various entities in the public and private sectors.

4. Financial Aid: a partial grant offered to undergraduate students with demonstrated financial need.

## Financial Support Catalogue

The Financial Support Catalogue below applies to all new freshmen undergraduate and graduate students enrolled to begin their academic career with AUE during the 2021-2022 academic year.

The Financial Support Catalogue is separated into three main categories:

1. Privilege Cards and Government Grants
2. University Scholarships and Grants
3. University Aid

### Undergraduate Financial Support Catalogue

Undergraduate - Bachelor's Degree Starting Fall 2021-2022					
1. PRIVILEGE CARDS & GOVERNMENT GRANTS					
Funding Type	Description	Amount	CGPA	Combinability	Notes
ADNOC	<ul style="list-style-type: none"> <li>• Undergraduate students</li> <li>• Current employee or family member</li> <li>• All programs except Law and PR Arabic</li> </ul>	30%	2.6+	None	ADNOC Employee and their family member must one of the following: <ul style="list-style-type: none"> <li>• ADNOC ID</li> <li>• Access of ADNOC Offer Application</li> <li>• ADNOC Pioneer ID</li> <li>• ADNC Offers Car &amp; Family Members</li> <li>• ADNOC Strategic Partner</li> <li>• Fertil Borouge</li> </ul>
AlSaada Card Grant	<ul style="list-style-type: none"> <li>• Undergraduate students</li> <li>• Current employees of General Directorate of Residency and Foreigners Affairs (Dubai)</li> <li>• Valid card in student's name</li> </ul>	25%	3.0+	None	
Esaad Card Grant	<ul style="list-style-type: none"> <li>• Undergraduate students</li> </ul>	40%	3.0+	None	Proof of family relation*

	<ul style="list-style-type: none"> <li>Valid Esaad card in student's name <u>OR</u></li> <li>Have an eligible family member as listed on the back of a valid Esaad card</li> </ul>				
FAZAA Card Grant	<ul style="list-style-type: none"> <li>Undergraduate students</li> <li>Valid FAZAA card in student's name</li> </ul>	20%	3.0+	None	
Dubai Corporation for Ambulance Services	<ul style="list-style-type: none"> <li>Undergraduate students</li> <li>Employees of Dubai Ambulance</li> </ul>	30%	3.0+	None	<p>100% scholarship for 1 employee who is of people of determination, with proof of DCAS nomination letter</p> <p>50% scholarship to 10 employees, with proof of DCAS nomination letter</p>
Dubai Electricity and Water Authority (DEWA) Grant	<ul style="list-style-type: none"> <li>Undergraduate students</li> <li>Current employees</li> </ul>	20%	3.0+	None	
Dubai Police Grant	<ul style="list-style-type: none"> <li>Undergraduate students</li> <li>Current or retired employee <u>OR</u></li> <li>Have parent or spouse who is a current or retired employee</li> </ul>	40%	3.0+	None	Proof of family relation*
General Directorate of Residency and Foreigners Affairs, Dubai (GDRFA) Grant	<ul style="list-style-type: none"> <li>Undergraduate students</li> <li>Current or retired employee; <u>OR</u></li> <li>Have parent or spouse who is a current or retired employee</li> </ul>	25%	3.0+	None	Proof of family relation*

Government Employee Grant	<ul style="list-style-type: none"> <li>Undergraduate students</li> <li>Current UAE government employee</li> </ul>	15%	3.0+	<ul style="list-style-type: none"> <li>Early Payment</li> <li>Family Grant</li> <li>Financial Aid</li> <li>High School</li> <li>University Merit</li> </ul>	<p>100% government owned entities are eligible</p> <p>Semi-government organizations not entitled</p>
<b>2. UNIVERSITY SCHOLARSHIPS &amp; GRANTS</b>					
Funding Type	Description	Amount	CGPA	Combinability	Notes
Athletic Scholarship	<ul style="list-style-type: none"> <li>Undergraduate students</li> <li>Registered athletes on an AUE team</li> <li>Nominated by Athletic Coordinator</li> </ul>	1 <sup>st</sup> Team: 50% Sub.: 25%	2.6+	None	
AUE Scholarship	<ul style="list-style-type: none"> <li>New undergraduates</li> <li>Enrolling directly from high school</li> </ul>	Up to 100%	3.6+	None	
Early Payment	<ul style="list-style-type: none"> <li>Undergraduate students</li> <li>Pay in full by early payment deadline</li> </ul>	5%	None	<ul style="list-style-type: none"> <li>Family Grant</li> <li>Financial Aid</li> <li>High School</li> <li>Government (15%)</li> <li>University Merit</li> </ul>	
Family Grant	<ul style="list-style-type: none"> <li>Undergraduate students</li> <li>Two or more registered immediate family members (siblings, parents, spouse, children)</li> <li>Registered in courses simultaneously</li> </ul>	10% per family member	3.0+	<ul style="list-style-type: none"> <li>Early Payment</li> <li>Family Grant</li> <li>Financial Aid</li> <li>High School</li> <li>Government (15%)</li> <li>University Merit</li> </ul>	<p>Must be registered and have AUEID numbers.</p> <p>Proof of family relation*</p>
High School Merit Scholarship	<ul style="list-style-type: none"> <li>Undergraduate students</li> <li>Final high school average of 85 or higher</li> <li>High school graduate within two years of enrolling at AUE</li> </ul>	<p>20%</p> <p>HS Average 95%+ 15%</p> <p>HS Average 90-94.9% 10%</p>	3.0+	<p>Can be combined</p> <ul style="list-style-type: none"> <li>Early Payment</li> <li>Family Grant</li> <li>Financial Aid</li> <li>Government (15%)</li> <li>University Merit</li> </ul>	

	<ul style="list-style-type: none"> <li>• Granted for first four consecutive semesters of study</li> </ul>	HS Average 85-89.9%			
University Merit Scholarship	<ul style="list-style-type: none"> <li>• Undergraduate students</li> <li>• Min. 45 credit hours completed</li> </ul>	CGPA 3.60 - 3.89: 10% CGPA 3.90 - 4.0: 15%	3.6+	Can be combined <ul style="list-style-type: none"> <li>• Early Payment</li> <li>• Family Grant</li> <li>• Financial Aid</li> <li>• High School</li> <li>• Government (15%)</li> </ul>	
<b>3. UNIVERSITY AID</b>					
Funding Type	Description	Amount	CGPA	Combinability	Notes
Financial Aid	<ul style="list-style-type: none"> <li>• Undergraduate students</li> <li>• Extreme financial hardship</li> <li>• Must apply through student portal</li> </ul>	Up to 50%	3.0+	Can be combined <ul style="list-style-type: none"> <li>• Early Payment</li> <li>• Family Grant</li> <li>• High School</li> <li>• Government (15%)</li> <li>• University Merit</li> </ul>	Required Documents are posted on the Student Portal

**Additional Notes - Undergraduate**

- Deadline to apply for scholarships/grants
  - Fall: September 25
  - Spring: January 25
- Deadline to apply for financial aid
  - Fall: September 1
  - Spring: January 5
- Undergraduate students can receive up to 40% in financial support per semester
- Repeated courses will not be included in the scholarship/ grant
- Proof of familial relation: If the middle and family names do not match, student must provide proof of familial relation (marriage certificate, family book, passport, etc.)
- Terms and Conditions apply

**Graduate Financial Support Catalogue**

Graduate - Master's Degree Starting Fall 2021-2022				
Funding Type	Description	Amount	CGPA	Notes
ADNOC	<ul style="list-style-type: none"> <li>• Graduate students</li> <li>• Current employee or family member</li> <li>• All programs</li> </ul>	30%	3.0+	ADNOC Employee and their family member must one of the following: <ul style="list-style-type: none"> <li>• ADNOC ID</li> <li>• Access of ADNOC Offer Application</li> </ul>



				<ul style="list-style-type: none"> <li>• ADNOC PioneerID</li> <li>• ADNC Offers Car &amp; Family Members</li> <li>• ADNOC Strategic Partner</li> <li>• Fertil Borouge</li> </ul>
AUE Alumni Scholarship	<ul style="list-style-type: none"> <li>• Graduate students</li> <li>• Graduated from an AUE undergraduate (Bachelor's) program</li> </ul>	40%	3.25+	
Dubai Corporation for Ambulance Services	<ul style="list-style-type: none"> <li>• Graduate students</li> <li>• Current employees</li> </ul>	30%	3.25+	<p>100% scholarship for 1 employee who is of people of determination, with official DCAS nomination letter</p> <p>50% scholarship to 10 employees, with official DCAS nomination letter</p>
Dubai Electricity and Water Authority (DEWA) Grant	<ul style="list-style-type: none"> <li>• Graduate students</li> <li>• Current employee</li> </ul>	15%	3.25+	
Dubai Police	<ul style="list-style-type: none"> <li>• Graduate students</li> <li>• Current or retired employees; <u>OR</u></li> <li>• Have a mother, father, husband or wife who is a current or retired employee</li> </ul>	25%	3.25+	Proof of familial relation*
Esaad Card Grant	<ul style="list-style-type: none"> <li>• Graduate students</li> <li>• Valid Esaad card in their name <u>OR</u></li> <li>• Have an eligible family member as listed on the back of a valid Esaad card</li> </ul>	25%	3.25+	Proof of familial relation*
Government Employee Grant	<ul style="list-style-type: none"> <li>• Graduate students</li> <li>• Currently UAE government employee</li> </ul>	25%	3.25+	
General Directorate of Residency and Foreigners Affairs (Dubai) Grant	<ul style="list-style-type: none"> <li>• Graduate students</li> <li>• Current or retired employees; <u>OR</u></li> <li>• Have a mother, father, husband or wife who is a current or retired employee</li> </ul>	25%	3.25+	Proof of familial relation*

# Financial Information

## Tuition and Fees

Undergraduate Degrees Tuition Fees			
Programs	Per credit hour	Per course	
	AED	AED	USD
General Education Courses	1,225	3,675	1,007
College of Computer Information Technology (CCIT) - Core Courses	1,575	4,725	1,295
College of Design ( CDES) - Core Courses	1,575	4,725	1,295
College of Business Administration (COBA) - Core Courses	1,400	4,200	1,151
College of Media and Mass Communication (CMMC) - Core Courses	1,400	4,200	1,151
* Bachelor of Public Relations (Arabic)	1,575	4,725	1,295
College of Security & Global Studies (CSGS) - Core Courses	1,680	5,040	1,381
College of Security & Global Studies (CSGS) - Liberal Art Courses	1,400	4,200	1,151
College of Law (CLAW) - Core Courses	1,470	4,410	1,209
College of Education (CEDU) - Core Courses	1,750	5,250	1,439

Students Services Fees (Non-Refundable)		
Services	Fees	
	AED	USD
Admission Fees - Undergraduate Degrees (Including ID & Application Fees)	3,150	863
Admission Fees - Undergraduate Degrees (Visiting Students)	1,050	288
Admission Fees - Graduate Degrees (Visiting Students)	1,575	432
Admission Application Form Fee - ELI Fees	788	216
Late Registration Fees	1,575	432
Graduation Fee (To be paid upon final clearance application)	2,100	575
Internet & Lab Fees (Per Regular Semester)	525	144
Internet & Lab Fees (In Summer Semester)	197	54
Replacement ID Fees	210	58
External Transfer Fee (Per Course)	525	144
Official Transcript	315	86
Graduation Certificate Fee	683	187
Attested Graduation Certificate Fee	315	86

Official Letter Request	79	22	
Fee Quotations	79	22	
Student Lockers (Per Semester)	158	44	
Visa Processing Fee (Inside UAE)	4,200	1151	
Visa Processing Fee (Outside UAE)	3,675	1007	
Health Insurance	1,102	288	
Emirates I.D.	179	49	
Visa Processing - Medical Test	441	121	
Passport Deposit / Security Fee	5,500	1,507	
Visa Renewal Fee	1,050	288	
Visa Cancellation Fee - Inside UAE	525	144	
Visa Cancellation Fee - Outside UAE	788	216	
Transport - Dubai after Mall of the Emirates	1,000	274	
Transport - Dubai before Mall of the Emirates	900	247	
Transport - Sharjah	1,200	329	
Penalty for bouncing cheque	525	144	
Health Care Services (Per Semester)	126	35	
Health Care Services (in Summer Semester)	63	17	
Change Major/College Fees	210	58	
Course Syllabus (Printed & Stamped)	210	58	
TOEFL Test (AUE students)	735	202	
TOEFL Test (Outsiders)	840	231	
<b>Intensive English Programs (IEP)</b>			
Programs	AED	USD	
Intensive English Program	3,780	1,035	
<b>Visiting Student's Tuition Fees (Undergraduate Degree)</b>			
<b>Undergraduate Degrees</b>	<b>Per credit hour</b>	<b>Per course</b>	
<b>Programs</b>	<b>AED</b>	<b>AED</b>	<b>USD</b>
General Education Courses	1,575	4,725	1,295
College of Computer Information Technology (CCIT) - Core Courses	1,925	5,775	1,582

College of Design ( CDES) - Core Courses	1,925	5,775	1,582
College of Business Administration (COBA) - Core Courses	1,750	5,250	1,439
College of Media and Mass Communication (CMMC) - Core Courses	1,750	5,250	1,439
* Bachelor of Public Relations (Arabic)	1,750	5,250	1,439
College of Security & Global Studies (CSGS) - Core Courses	1,750	5,250	1,439
College of Law (CLAW) - Core Courses	1,645	4,935	1,352
College of Education (CEDU) - Core Courses	1,925	5,775	1,582

## Payments Plan

AUE students are expected to pay their tuition fees and other service charges related to attending Bachelor courses at American University in the Emirates before the beginning of each semester/term. All outstanding balances must be cleared prior the final exams.

Students may settle their outstanding balances by visiting the Financial Affairs Department on campus and make direct cash payment, checks (current and post-dated) or credit cards. They can also access the student's portal and pay the pending dues online, or deposit the outstanding balance through a bank transfer directly to the University bank account.

AUE offers flexible payment plan, which applies to all students and published in all University publications.

The following plan options are available:

### - Enrolled Self-Sponsored Students:

Enrolled students at AUE must choose one of the following payment options and finalize the arrangements with the Financial Affairs Department:

Option 1: Full Payment (Payment should be made on the first day of registration) by cash/ credit card/current dated check

Option 2: 50% down payment for the total tuition fees should be made on the same day of registration, the second 50% must be done by two months postdated check (checks need to be dated on the 5th of the due month).

Option 3: 60% down payment of the total tuition fees should be made on the same day of registration; the equal second and the third installments (20% each) should be made by two months and three months postdated checks respectively. (checks need to be dated on the 5th of the due month).

### - Enrolled Sponsored Students:

Students who are sponsored by governmental, semi-governmental and private entities, should submit a sponsorship letter along with the registration form indicating that the sponsor organization will bear all student's financial liabilities, upon receipt of the invoice from AUE Financial Affairs Department.

## Refund Policy

Students are eligible for only tuition fees refund after the add/drop period within the time frame stipulated. Admission and service fees are non-refundable.

It is the student responsibility to apply for the course withdrawal and abide by the refund below calendar.

100% REFUND OF COURSE FEE	Withdrawal from a course within seven days after the last day of add/drop
75% REFUND OF COURSE FEE	Withdrawal from a course within 14 days after the last day of add/drop period
25% REFUND OF COURSE FEE	Withdrawal from a course within 28 days after the last day of add/drop period
0% REFUND	Withdrawal from a course over 28 days after add/drop period

All the refunded fees are credited in the student's account; cash reimbursement can occur only when students are withdrawing from the University or graduating.

## Adjustments of charges

All tuition and service fees by American University in the Emirates are approved by the University Council. AUE review its tuition and service fees annually, and may recommend and amend an increase of maximum limit 10% on the tuition and service fees to existing students in accordance with the Terms and Conditions contract (signed by all students). Changes in tuition and service fees are effective on Fall semesters of every year. All tuition and service fees are listed in the University website and Catalogs. AUE reserves the right to include additional fees to existing students to meet certain higher education needs and expectations.

## Student Services

The Student Services Department has a very multi-faceted role which begins from the time of a student's enrollment in the University until graduation, and even beyond, by being a part of the Alumni Association. The Student Services Department collaborates with other University units towards the goal of producing high quality, co-curricular programs and services in a learning environment that supports students' holistic growth and the acquisition of essential life skills in order to actualize their full potential to be responsible, engaged, and successful citizen leaders in a global environment.

The Student Services Department is home to four operating units

1. Student Recruitment Office
2. Student Life & Community Engagement Office
3. Career and Internship Office
4. Alumni Office

## Student Life and Community Engagement Office

### Mission

The mission of the Student Life & Community Engagement Office is to enable an inclusive, nurturing, engaging, and motivating environment that fasters students' academic success and personal growth. In fulfilling this mission, the Student Life & Community Engagement Office 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 Student Life & Community Engagement Office 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.

### Functions

The Student Life & Community Engagement Office oversees six main functions to promote student success at AUE:

1. **Student Engagement:** The Student Life & Community Engagement Office undertakes establishing and facilitating all extracurricular activities and initiatives including athletics, student clubs, associations, competitions, initiatives, events and trips.
2. **Student Recognition:** Recognizing and enabling student excellence is a core value of AUE. As such the Student Life & Community Engagement Office offers awards based on academic excellence, leadership, club engagement, and student engagement.
3. **Student Exchange Programs and Study Abroad:** The Student Life & Community Engagement Office 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.
4. **Volunteering & Community Engagement:** The Student Life & Community Engagement Office seeks to provide students with opportunity to engage in the greater community
5. **Financial Support:** AUE offers a variety of financial support options to students including grants, scholarships, and financial aid. Additionally, the Student Life & Community Engagement Office is the first point of contact for students sponsored by both government and private institutions. The Office 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.
6. **Grievances & Discipline:** The Student Life & Community Engagement Office undertakes all matters related to student grievances, violations of Code of Conduct, and disciplinary actions.

### Student Engagement

Student engagement activities are a core component of a well-rounded University education. The Student Life & Community Engagement Office is responsible for developing, overseeing, and coordinating all activities related to student life and development that are aligned with the Institutional mission; including but not limited to athletics, student council, student clubs and societies, and student events and activities that imbue the principles and practices conducive to sustainability. Students have the right to pursue extracurricular interests and personal and professional growth by forming and participating in University clubs, societies, activities, and events.

Faculty may also propose and/or supervise student clubs, societies, activities, and events in collaboration with the Student Life & Community Engagement Office.

### Athletics

AUE strongly supports student athletics and is proudly home to the UAE Inter-University Football champions. The AUE Men's Football Team has won 9 Dubai Football Championships, 3 UAE Football Championships, and ranked in the top 10 in the 2018 Asia Universities Olympics in China. The University also boasts a swim team that has won three UAE Championships. Additionally, the University is proud of its Women's Football Team that has won the Dubai Police Championship.

Students interested in joining one of the AUE Athletic Teams can visit the Student Life & Community Engagement Office for details on how they can participate. Additionally, students are encouraged to initiate any athletic team of their interest and/or initiate or participate in athletic activities and events visiting the Student Life & Community Engagement Office or emailing: [athletics@ae.ae](mailto:athletics@ae.ae).

### Student Council

#### Statement

##### 1. Membership

##### 1.1 Eligibility

Members must meet the following eligibility criteria:

1.1.1 Full-time AUE student currently enrolled in a bachelor's program

1.1.2 At least 18 years old (at least 20 years old for President and Vice President)

1.1.3 Completed a minimum of 15 credit hours (a minimum of 30 credit hours for President and Vice President)

1.1.4 Minimum 2.5 CGPA

1.1.5 Students with a history of misconduct and/or discipline are not eligible

##### 1.2 Composition

1.2.1 Elected Officers: There will be five elected officers comprising of the President, Vice President, Treasurer, Secretary, and Communications & Outreach.

1.2.2 Appointed Representatives: Ten additional members will be appointed by the Student Council Selection Committee with one member from each college

1.2.3 Advisor: The Manager of the Office of Student Life & Community Engagement will appoint a staff member from the Office of Student Life & Community Engagement to serve as the AUESC Advisor. The AUESC Advisor will attend the AUESC meetings, provide support and guidance to the AUESC, and serve as an ex-officio non-voting member.



## 2. Committees

### 2.1 AUESC Committees

Within two weeks of the start of the fall semester, the AUESC will together determine who will be the chair and vice chair of each of the below committees confirmed by a majority vote. Preference will be given to appointed members.

2.1.1 Athletics Committee: actively involved in cultivating sports and athletic activities at AUE including the various sports teams.

2.1.2 Cultural Committee: actively involved in cultural activities. Works closely with the Culture Clubs in planning and delivering various activities.

2.1.3 Public Relations & Media Committee: actively involved in promoting AUESC and AUE to internal and external stakeholders. Works closely with the Media Office and the relevant student clubs.

2.1.4 Art Committee: actively involved in planning and executing activities related to art. Works closely with the relevant student clubs.

2.1.5 Community Service Committee: actively involved in planning, executing and facilitating community service initiatives. Works closely with the Community Engagement Office and relevant student clubs.

2.1.6 Social & Trips Committee: actively involved in planning, executing and facilitating social activities and trips nationally and internationally.

2.1.7 Academic & Scientific Committee: actively involved in academic and scientific initiatives including competitions, workshops, seminars and conferences.

The AUESC may nominate four additional members from the student body to serve on each committee with final approval by the AUESC Advisor and OSL.

### 2.2 Special Committees

Special committees can be formed as needed with a majority vote of the AUESC and the approval of the AUESC Advisor.

## 3. Responsibilities

### 3.1 All Members

It shall be the responsibility of all AUESC members to:

3.1.1 Attend weekly AUESC meetings

3.1.2 Chair or serve on at least one AUESC committee

3.1.3 Submit proposals and execute approved initiatives to advance the mission of the AUESC as outlined in section 5.3.

3.1.4 Attend AUE activities and events

3.1.5 To uphold AUE's vision, mission, and core values

3.1.6 To adhere to the AUE Student Code of Conduct and Discipline as outlined in the AUE Student Handbook

### 3.2 President

The President oversees the AUESC agenda. The President is responsible for ensuring weekly meetings take place and that the AUESC mission (Section 1.2) is achieved.

### 3.3 Vice President

The Vice President works directly with the President and can represent the President as needed. The Vice President is responsible for the day-to-day activities of the various AUESC committees and the achievement of their objectives to advance the AUESC's mission (Section 1.2).

### 3.4 Treasurer

The Treasurer is responsible for the recording of all financial transactions and must maintain an appropriate accounting system. The approval system for these transactions must be agreed upon with the AUESC Advisor and OSL. The Treasurer is also responsible for proposing and keeping track of specific budgets.

### 3.5 Secretary

The Secretary must take minutes and keep attendance records at all AUESC meetings. These records and minutes are to be kept for future reference and be sent to the AUESC and AUESC Advisor via email within three business days of each meeting. The Secretary is also responsible for keeping a record of excused and unexcused absences and following up accordingly with unexcused absences. In the absence of the Treasurer, the Secretary will serve as Treasurer.

### 3.6 Communications & Outreach

Communications & Outreach is responsible for communicating on behalf of the AUESC with the AUE community and external stakeholders, while working closely with OSL to ensure adequate exposure of the AUESC activities throughout the year. Communications & Outreach also works closely with the AUE Student Newspaper to deliver an AUESC article in each publication.

### 3.7 Committee Chairs

Committee chairs are responsible for holding regular meetings, and coordinating their committee to achieve the tasks and initiatives assigned by the AUESC, AUESC Advisor, and/or OSL.

### 3.8 Committee Vice Chairs

Committee vice chairs support their committee chair and can represent the committee chair as needed.

## 4. Meetings

### 4.1 Meetings

The AUESC will meet weekly during the fall and spring semesters at a set date and time (as agreed upon by a majority vote of the AUESC at the start of each semester). Once set, OSL will reserve an on-campus space for the duration of the semester.

### 4.2 Quorum

Quorum shall consist of three of the five elected officers and 2/3 of the appointed members.

### 4.3 Agenda

Anyone with agenda items should submit them to the President and Secretary 48 hours in advance of the meeting. The Secretary will distribute the meeting agenda at the start of each meeting. The agenda will be structured as follows:

4.3.1 **Minutes of the Previous Meeting:** The AUESC will review the minutes of the previous meeting for accuracy, note any changes, and vote to approve the minutes

4.3.2 **Reports:** Each elected officer and committee chair will provide an update on the progress of their initiatives, tasks, and other responsibilities

4.3.3 **Old Business:** Follow up by the responsible member(s) on any outstanding items from the previous meeting

4.3.4 **New Business:** Any new items for discussion

4.3.5 **OSL:** Updates, announcements, or other business from the AUESC Advisor and OSL

4.3.6 **Announcements:** Other general announcements

### 4.4 Voting

4.4.1 During AUESC meetings, decisions will be made by the casting of votes via a show of raised hands. Sensitive matters, as determined by the President, can be voted on via paper ballot.

4.4.2 Each elected and appointed member of the AUESC is entitled to one vote. Committee members that are not elected or appointed members of the AUESC may not vote.

4.4.3 The decision will be final once a majority vote is achieved or by determination of the President in the event of a tie.

## 5. Initiatives

### 5.1 Initiatives

All AUESC initiatives must directly advance the AUESC mission outlined in Section 1.2, be submitted as a complete proposal (see Section 7.3), be approved by a majority vote of the AUESC, and with final approval by the AUESC Advisor and OSL.

### 5.2 Protocol

The AUESC is to work directly with the AUESC Advisor to address any questions, concerns, issues or initiatives. AUESC members may not approach or contact faculty, staff, AUE leadership or external entities (informally or formally) without the advance approval the AUESC Advisor or OSL.

### 5.3 Proposals

All AUESC proposals will be structured as follows:

I. Title

II. Person(s) responsible and their student ID, email, mobile number

III. Mission

IV. Date/time/location

V. Detailed description (attach any relevant information)

VI. What supplies, resources, or other support are required?

VII. Budget

VIII. Other pertinent information

## 6. Term of Office

### 6.1 Term

Members will hold office for approximately one calendar year from their inauguration at the end of the spring semester to the inauguration of the next council.

## 6.2. Re-election

AUESC members may nominate themselves for re-election if they meet the eligibility requirements outlined in Section 2.1. and if they nominate themselves for a different position than previously held. The outgoing AUESC President must wait one academic year before nominating themselves for a different position than previously held.

Approval is not guaranteed and is at the discretion of the Student Council Selection Committee.

## 6.3 Dismissal

A member can be dismissed from the AUESC before the end of their term of office by OSL if the member:

6.3.1 Has refused or neglected to comply with any provision detailed in this document

6.3.2 Has failed to meet his/her duties as a member of the AUESC and/or his/her specific position

6.3.3 Has misused his/her position, including for personal initiatives or personal gain

6.3.4 Has negatively represented AUE or the AUESC

6.3.5 Has violated the Student Code of Conduct and Discipline or AUE policy as outlined in the AUE Student Handbook

And/or

6.3.6 Is absent or late without prior approval from three or more consecutive AUESC meetings

Dismissal by OSL will be given in the form of a written notice and specify the reason for dismissal.

## 6.4 Vacancies

Vacant positions will be filled if deemed necessary by OSL, and at the discretion of OSL and the Student Council Selection Committee. In the case of vacancy in the office of the AUESC President, the line of executive succession shall be the AUESC Vice President, with approval from OSL. In the case of vacancy in the office of the AUESC Vice President, the line of executive succession shall be a member of the AUESC, as approved by the AUESC President and OSL.

## 7. Elections

### 7.1. Timing

Elections are held in the spring semester. No elections will be held during the summer semester or during final examination periods.

### 7.2 Process

**Week 1 - Call for nominations:** OSL will advertise the opportunity for students to nominate themselves for the AUESC via Student Portal survey.

**Week 2 - Personal Statements:** All nominees that meet the eligibility criteria outlined in Section 1.1 will be provided with a copy of this Document for their review, and directed to submit a personal statement to move forward in the nomination process. Nominees may be asked for additional information, such as recommendation letters.

**Week 3 - Interviews & Student Council Selection Committee:** OSL will contact and interview any qualifying nominees interested in serving as President or Vice President. Once interviews are complete, the VPEMSS will convene a Student Council Selection Committee (SCSC) comprised of: the VPEMSS, DSS Director, OSL Manager, AUESC Advisor, and one faculty member from each college. The SCSC will approve at least two nominees per elected position to run, two alternates per elected position in ranked order, select the ten appointed members, and select five appointed alternates in rank order.

**Week 4 - Election Preparations:** OSL will notify the nominees approved by the SCSC to run for election. Candidates will have a professional photo taken, submit their campaign slogan, and submit their campaign speech for OSL approval. OSL will facilitate the creation of each candidate's campaign poster.

**Weeks 5 & 6 - Campaign and Voting:** OSL will facilitate the hanging of candidate posters on campus (hardcopy and digital), posting on AUE social media accounts, and an event for campaign speeches. Candidates will be given a digital copy of their campaign poster for use on their personal social media accounts. Candidates who do not deliver a campaign speech and/or who violate the AUE Student Code of Conduct and Discipline will be automatically disqualified and removed from consideration. Voting will open in Student Portal within one day of the campaign speech event and will be open for a minimum of three days.

**Week 7 - Results:** All candidates will be contacted and informed of the election results, and all appointed members will be notified of their selection. Elected and appointed members have two business days to accept their position or it will be offered to the runner-up.

### Student Clubs, Events, Activities

Student activities are a core component of a well-rounded University education. This policy outlines the ways in which student activities are developed and offered to students and the ways in which students participate in this process in compliance with CAA Standard 6.9.

#### Statement

The Student Life and Community Engagement Office is responsible for developing, overseeing, and coordinating all activities related to student life and development that are aligned with the Institutional mission; including but not limited to clubs, societies, events, trips, workshops and competitions that imbue the principles and practices conducive to sustainability. Students have the right to pursue extracurricular interests and personal and professional growth by forming and participating in University clubs, societies, and events. Faculty may also propose and/or supervise student clubs, societies, and events in collaboration with the Student Life and Community Engagement Office.

#### Student Events and Activities

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#### Student Clubs

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#### Statement

##### 1. Students' Club Guidelines:



1. Students or faculty may initiate a new club or society by filling the Club Initiation Form at the Student Life & Community Engagement Office specifying the purpose of the club/society, the score of its activities, a proposed budget, a nominated Club Advisor (faculty or staff member), and a list of interested members (a minimum of 4 students is required for a club to be officially formed).
2. The Manager of Student Life and Community Engagement calls for a meeting of the Student Activities Committee to review the proposals for approval. The Student Life & Community Engagement Office notifies the concerned individuals of the decision of the Student Activities Committee within 5 working days.
3. If a club/society is officially initiated, the members are expected to meet within 7 days to determine their bylaws and elect or appoint officers. Every club/society must have a President, Vice President, Secretary, and Treasurer.
4. Upon receipt of the signed meeting minutes the Student Life & Community Engagement Office formally list the club/society in the appropriate outlets (including but not limited to the website and OSL bulletin boards) and allocates a space/budget where applicable and an official AUE email address
5. Club Officers must provide the Student Life & Community Engagement Office a list of proposed events/activities within 2 weeks of official formation.
6. The Manager of Student Life and Community Engagement provides the Club Officers with the approved list of proposed events/activities. No event or activity can be pursued by any Club or member of a club acting on behalf of a Club without obtaining written approval from the Student Life & Community Engagement Office.
7. Where applicable, no purchases or expenses can be made by a Club or a member of a Club without obtaining formal approval from the Student Life & Community Engagement Office.
8. No communication by a Club or a member action on behalf of a Club to any individual or entity internally or externally, whether verbally, in writing, or in print, is allowed without obtaining the formal written approval of the Student Life & Community Engagement Office.

## **2. To Remain Active:**

1. Participate in bi-annual Club Fair during the Fall and Spring semester and actively promote their club to students and submit an updated list of its members to the Student Life & Community Engagement Office within 3 days of the conclusion of Club Fair.
2. Hold monthly club meetings from September to April.
3. Have the following three officers: President, Vice President, and Secretary. A club may choose to create additional officer positions, to be defined in the club's constitution, as needed.
4. Have a minimum of four (4) active members who are currently registered American University in the Emirates (AUE) students and committed to working as officers in the club (President, Vice President, Secretary).

5. Organize two club events each semester (fall and spring), including one event annually that is open to the greater AUE community. "Club event" is defined as a gathering of the club's members for an activity that contributes to the club's purpose as per their constitution.
6. Clubs that are inactive for one year will be cancelled and will no longer be eligible for funding or other University resources. Cancelled clubs can reapply via the Club Initiation Form (provided by the Student Life & Community Engagement Office)
7. If a club requires funding, access to space on campus, or other resources then this may be requested via the Club Activity/Event Proposal form.
8. Clubs may not collect dues or fees from members or event attendees without the Student Life & Community Engagement Office approval.
9. Adhere to Student Rights & Responsibilities and the AUE Code of Conduct as per the current AUE Student Handbook.
10. Any sponsorships, external partnerships, or external must be approved and coordinated by the Student Life & Community Engagement Office.

### 3. Membership

#### Club Member:

Membership shall be open to all full-time and part-time currently registered AUE students.

#### Club Officers:

The officers shall be a President, Vice-President, Secretary, and Treasurer. Additional officers can be added to the club, if necessary.

Eligibility - Officers must be currently registered AUE students and have a minimum 2.5 CGPA.

Election - The officers shall be elected by ballot at the last meeting of the spring semester by a majority of the vote cast for that office except for in the club's founding year. In the founding year, the club will elect their officers within one month of the club's founding.

Term - The officers shall serve for one year and their term of office shall begin at the commencement of the fall semester except for in the club's founding year. In the founding year, the officers will serve from their election until the end of the spring semester when elections for the next academic year are held.

Vacancy - If a vacancy occurs in the office of President, the Vice-President shall assume the office for the remainder of the term and vacancies in any other office shall be filled by a special election.

### 4. Duties of Officers

President - it shall be the duty of the President to:

1. Preside at meetings
2. Vote only in case of a tie
3. Represent the club
4. Ensure club's finances and expenses are fully paid at the end of each semester of their
  - i. term
5. Appoint committee chairpersons subject to the approval of the Executive Committee
6. Serve as an ex-officio member of all committees except the nominating committee
7. Alert OSL of any upcoming meetings
8. Perform such other duties as ordinarily pertain to this office including overseeing all
  - i. officers and completing club requirements as required by OSL
9. Report to the designated Student Life & Community Engagement Officer regularly (at least 4 times per semester) through
  - i. email or in person with activity plans, updates, etc.
10. Communicate regularly with the Club Advisor through email or in person (every two
  - i. weeks) with activity plans, updates, etc.

Vice-President - It shall be the duty of the Vice-President to:

1. Preside in the absence of the President
2. Serve as chairperson of the Activities & Events Committee

Secretary - It shall be the duty of the Secretary to:

1. Record the minutes of all meetings
2. Keep a file of the club's records
3. Maintain a current roster of membership
4. Monitor the club's aue.ae email address
5. Issue notices of meetings and conduct the general correspondence of the club?

Treasurer It shall be the duty of the Treasurer to:

1. Manage all club funds and monetary issues, and submit to the designated Student Life Officer updated spreadsheets showing the event type, date, expense, and balance
2. Ensure approval on all expenses in advance of any event (minimum of three weeks in advance) from the Student Life & Community Engagement Office, as per the Event Initiation Form.

## 5. Meetings & Events

1. Meetings - Regular meetings shall be held monthly from September to April.
2. Special Meeting - Special meetings may be called by the President with the approval of the Executive Committee.
3. Quorum - A quorum shall consist of 2/3 of the membership.
4. Events - A minimum of two events that contribute to the club's purpose (as outlined in Article I) will be held each semester (fall and spring), including one event open to the greater AUE community.
5. Conduct - Club members, meetings, and events must adhere to the AUE Students Rights and Responsibilities and the AUE Code of Conduct as per the current AUE Student Handbook.

## 6. Executive Committee

1. Responsibility - Management of this club shall be vested in an Executive Committee responsible to the entire membership to uphold these bylaws.
2. Membership - This committee shall consist of the officers as listed in Article III and the faculty advisor.
3. Meetings - This committee shall meet at least once between regular meetings of the club to organize and plan club initiatives.

**7. Advisor Selection** - there shall be a committed faculty/staff advisor who shall be selected each year by the Student Life & Community Engagement Office.

1. Duties - The responsibilities of the faculty advisor shall be to:
  - a. Maintain an awareness of the activities and programs sponsored by the club.
  - b. Meet on a regular basis with the leaders of the student club to discuss upcoming meetings, long range plans, goals, and problems of the club.
  - c. Attend regular meetings and executive committee meetings as often as his/her schedule allows.
  - d. Assist in the orientation of new officers.
  - e. Explain and clarify campus policy and procedures that apply to the club.
  - f. Maintain contact with the Student Life & Community Engagement Office
  - g. Provide direction in the areas of: parliamentary procedure, meeting facilitation, group-building, goal setting, and activities and events planning.

## 8. Committees

Activities & Events Committee - An Activities & Events Committee composed of the Vice-President as chairperson and four other members shall be appointed by the President by September 30th each year, whose duty shall be to plan the overall activities and events schedule of the club.

Other committees - any other committees that may be needed by the club, such as publicity, membership, professional relations, social, etc.

Special Committees - The President shall have the authority to appoint any special committees, with the approval of the Executive Committee, from time to time as need demands.

**b) Students Events and Activities**

Students and Clubs interested in organizing a campus event or activity must follow the following procedures:

1. Student/Club Officer must meet with the designated Student Life & Community Engagement Officer to discuss the event idea, proposed, date, venue, and learning outcomes of the event.
2. Once initial approval is received from Student Life & Community Engagement Officer, the student/Club Officer must submit the *Event Request Form* to the Student Life & Community Engagement Office at least three weeks prior to the proposed event date. *The Event Request Form*
3. Once the *Event Request Form* is approved by the Student Life Manager, the designated Student Life Officer will request equipment, space, and obtain approval for the event
4. If the event will include a guest speaker, prior approval is required, as mandated by UAE Ministry of Education. The student/Club Officer must submit the *Guest Visitor Clearance Form* to the Student Life & Community Engagement Office along with the required documents:

Local Guest Visitor	Non-Local Guest Visitor
Passport-sized photo	Passport-sized photo
Emirates ID	Passport (or Emirates ID, if resident)
UID Number	Visa Copy
Updated CV	Updated CV
Highest Academic Degree	Highest Academic Degree

5. Once the event is approved, the student/Club Officer should create marketing material to promote the event. All marketing material and strategies must be pre-approved by the Student Life & Community Engagement Office through official email communication.

**1. Flyers:**

1. Flyers must be stamped by the Student Life & Community Engagement Office

2. Distribute approved flyers/posters in the Student Lounge and at exit doors of the buildings
3. Post approved flyers/posters on designated Student Life & Community Engagement Office bulletin boards
4. Remove flyers/posters the day after the event

## 2. AUE Website & Social Media

1. Submit a soft copy of the flyer/poster to the designated Student Life Officer who will then coordinate with the appropriate Offices

### 3. Station

1. Submit a request to set up a table in the Student Lounge area where club members can advertise the event

### 4. Press coverage

1. Must be communicated to the designated Student Life Officer who will then coordinate with the appropriate Offices

6. After the event, submit an Event Report Form, available at the Office of Student Life Community Engagement. At the end of each academic year, the club must submit an Annual Report to the Student Life & Community Engagement Office.

All forms are available with the Student Life & Community Engagement Office and should be submitted electronically by a student club officer via email to the designated Student Life Officer

## Student Awards and Recognition

AUE recognizes and celebrates student excellence, growth, and dedication both inside and outside the classroom via various awards granted bi-annually or annually. These are as follows:

### Academic Excellence Awards

Academic Excellence Awards are granted bi-annually during the Honors Ceremony in which undergraduate student effort is recognized as per the below criteria:

Academic Excellence Awards are granted bi-annually during the Honors Ceremony in which undergraduate student effort is recognized as per the below criteria:

1. Have completed 15 credit hours excluding Pass/Fail, Exemptions, Transfers, Withdrawals, and Incomplete statuses.
2. Have no record of disciplinary penalties for violations of any of the University Policies.
3. Have achieved a Grade Point Average of 3.50-3.74 to be placed on the **Dean's List**.

4. Have achieved a Grade Point Average of 3.75- 4.00 to be placed on the **President's List**.

Graduate students are recognized via the following awards:

1. **The Academic Excellence Awards:** awarded to graduate students who have
  - a. completed 12 credit hours and
  - b. have achieved a CGPA of 3.5 and above.
2. **The Leadership Excellence Awards:** nominated by College Deans and awarded to one graduate student in each program/specialization who has
  - a. completed 12 credit hours
  - b. achieved a CGPA of 3.5 and above and
  - c. has demonstrated leadership qualities and/or made an impact at AUE or externally.

Eligible students are notified by the Student Life & Community Engagement Office and are invited to the Honors Ceremony held at the beginning of the Fall and Spring semesters, where students are awarded certificates of appreciation and their names are published on the Student Bulletin Boards.

#### Leadership Award

The AUE leadership award is given to students who have demonstrated a strong sense of leadership among peers by taking initiative and proactively initiating and participating in University events and activities or representing the University in external events and activities.

#### Club Excellence Award

The Club Excellence award is given to the most active clubs, student members, and club advisors who have demonstrated excellence in club activities during the academic year via Club activities and initiatives.

#### Student Engagement Award

The Student Engagement Award is given to students who actively represent the University in external workshops and competitions throughout the academic year.

#### Alumni Engagement Award

The Alumni Engagement Award is given to active AUE Alumni who support the University, participate in its events and activities, and represents the University in internal and external events and activities.

## Career and Internship Office

The University's prioritizes equipping students with real life practical experience as a core part of its curriculum. Career preparedness and employment support are hence a core part of the student experience provided by the University. This policy outlines the ways in which the University provides career services in compliance with CAA Standard 6.7.4.

The University provides internship support, career counseling, and career placement services for students via the Office of Careers and Internship that caters to students from the first year of enrollment. The services offered are as follows:



1. **Career Counseling and Job Placement:** the University offers students individualized career counseling as part of a career planning process in which students interests, specialization, and strengths are mapped with industry opportunities. The University works with the students to then secure adequate employment opportunities that are aligned with their field of study on an individual basis as well as via an annual Career Fair that brings potential employers from the public and private sectors.
2. **Career Development and Job Preparedness:** the University ensures job preparedness by offering students specialized workshops on CV writing, Interview Skills, Business Etiquette, Job Search Fundamentals as well as offering job psychometric tests. This is an addition to guest speakers and specialized workshops related to employment in specific fields as aligned with the University's offered specializations.
3. **Internship Placement and Support:** the University offers students support in securing internship placements that are aligned with the student's interests and fields of study both on an individual basis and as part of the core Internship requirement in specific programs. In addition to internship placement the University offers ongoing counseling and job support throughout the internship including obtaining performance feedback from the internship supervisors.

## Your First Semester at AUE

A student's first semester at AUE is both critical and exciting! To ensure that each student is on the "Pathway to Success" students must:

1. Ensure that they obtain their AUE ID card from the Admissions and Registration Department.
2. Activate their AUE email.
3. Activate their AUE student portal.
4. Find their Academic Advisor and schedule a meeting with them.
5. Be aware of the Academic Calendar including start dates, add/drop dates, and exam dates.
6. Attend the orientation program.
7. Read the Student Handbook.
8. Visit the Office of Student Life to understand all the support services available.
9. Participate in Club Fair and join a student club or society.

## New Student Orientation

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

- Be introduced to AUE academic life.
- Gain information on the general academic policies and regulations.
- Socialize with peers.
- Meet the faculty members and administration staff of AUE.
- Discuss relevant issues as freshmen.

- Gain information on the University facilities and services.
- Go on campus tours and visit the departments.

With the assistance of the Student Life and Community Engagement Office, 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 it.

## Student Rights and Responsibilities

AUE safeguards the rights of its students as they pursue knowledge, personal and professional growth as members of the University community in a manner that enables a safe and conducive learning environment for all. Fundamental to these rights is the guarantee of equal opportunity for all regardless of age, gender, nationality, race, religion, and physical ability. Furthermore, as members of the University community students are also accountable for upholding their responsibilities in accordance with the laws and cultural values of the UAE and the provisions of the University policies and procedures.

Student rights are as follows:

1. The right to fair and equal treatment by all members of the University community including faculty and staff.
2. The right to respect, dignity, and confidentiality of information in accordance with the University policies and procedures.
3. The right to due process that is fair and in accordance with University policies and procedures.
4. The right to report any perceived violations of the University policies and procedures via appropriate channels.
5. The right to a safe and conducive learning environment that offers adequate and appropriate resources.
6. The right to complete and accurate information about the University policies, procedures and any other information via timely communication by the University’s official communication channels including official email, print, website, portal announcements, the call center, and social media outlets.
7. The right to express their views and share their feedback about University operations, faculty members, and courses via appropriate channels as outlined in the University policies and procedures.

8. The right to participate in institutional decision making via appropriate channels as outlined in the University policies and procedures.
9. The right to complete and accurate information regarding classwork including but not limited to: a complete course outline, grading rubric, grade scale, and coursework descriptions clearly stipulating requirements.
10. The right to pursue extracurricular interests and personal and professional growth by forming and participating in University clubs, societies, and events.

Student responsibilities are as follows:

1. To abide by the University Honor Code, Code of Conduct, and the stipulations outlined by the University policies and procedures.
2. To uphold the University values and treat all members of the University community including faculty, staff, and peers with dignity and respect and in accordance with the UAE culture and values.
3. To obtain complete and accurate information about University policies and procedures and seeking the support of the relevant individuals and departments in a timely manner.
4. To provide complete and accurate information to the University such that it is able to communicate with the student in a timely manner including activating and using the University email as well as an accurate and valid phone number.

If an enrolled student perceives that any of the aforementioned rights have been violated by any student, faculty, or staff member on or off campus then he/she has the right to file a Grievance as per the Grievance Policy.

## Student Grievances

The Student Grievance policy provides clear and accurate advice and guidance for students making a complaint or appeal, and for staff involved in handling or supporting complaints and appeals. This policy will encourage constructive engagement with the appeals and complaints procedures and offer opportunities for early and/or informal resolution. In addition, students will be able to raise matters of concern without the risk of disadvantage. The Policy will ensure that the appeals and complaints procedures are conducted in a timely, consistent, fair manner and appropriate action is taken. The university will maintain formal records of all student grievances from initiations to the final decisions.

### Statement

A grievance is defined as any incident or situation in which an enrolled AUE student perceives that one of his/her rights have been violated as outlined in the Policy on Student Rights and Responsibilities. This includes informal complaints, formal grievances, and appeals regarding

perceived inadequate teaching and learning, inappropriate classroom conduct, discrimination, harassment, bullying arising between the student and his/her peers, instructors, or staff members.

An informal complaint involves an academic or non-academic issue between a student and a member of faculty, staff, or student(s) for which a student pursues informal mediation and resolution directly with the party concerned.

#### Non-academic Grievance

A non-academic grievance is defined as any situation in which the student perceives his/her rights have been violated and wishes to pursue formal action against another student, faculty or staff member outside the context of a course on matters unrelated to teaching or learning by filing a Student Grievance Form at the Office of Student Life.

#### Academic Grievance

An academic grievance is defined as any situation in which the student perceives that his/her rights have been violated in the context of a course in matters related to teaching and learning and wishes to pursue formal action against a faculty member by filing a Student Grievance Form at the Office of Student Life.

The student grievance procedure shall be used by someone who is a student at AUE at the time the case occurred. The student registering the grievance must have received the unfair treatment as a student. A grievance cannot be filed on behalf of another student. During the grievance process, the student is responsible to provide evidence in support of the claim by maintaining written notes and necessary documentation for each step of this procedure. All accusations arising from a single event should be part of one grievance filing.

#### Eligibility:

The purpose of the student grievance procedure is to provide a system to channel student complaints against students, faculty or staff, concerning the following:

1. Academic matters, excluding individual grades (which must follow the Grade Appeal Procedure)
2. Alleged discrimination based on age, gender, race, or disability excluding sexual harassment grievances.
3. Misconduct of a member of the University community violating University policies and/or procedures
4. Sexual Misconduct

- a. Because of the sensitive nature of such grievances, alleged sexual harassment complaints should be sent directly to the Manager of Student Life and Community Engagement.
- b. A meeting with the Manager of Student Life and Community Engagement will replace the first step of the grievance procedure. The Manager of Student Life and Community Engagement will counsel with the student to determine the appropriate action that is required.
- c. If the grievance is not resolved after this meeting, then the remainder the grievance procedure will be followed.

#### Definitions:

The Office of Student Life's Grievance Hearing Policies and Procedures refer to the following terms, as defined below:

1. **Written Grievance:** refers to the written statement from a student indicating his/her intent to pursue a grievance through the American University in the Emirates student grievance system or through the University email.
2. **Complainant:** refers to an individual who has filed a formal grievance against a member of the American University in the Emirates community through the online student grievance system or through their University email.
3. **Respondent:** refers to a member of the American University in the Emirates who has been alleged of violating the policy on Student Rights and Responsibilities, Student Behavior and Discipline policy, or any other University policies or procedures
4. **Manager of Student Life and Community Engagement:** refers to the individual responsible for overseeing the proper implementation of the grievance procedures and student grievance system. The Manager may designate any other appropriate individual to perform these duties.
5. **Student Grievance Committee:** refers to an ad-hoc Grievance Committee formed by the Grievance Committee to investigate a specific student grievance. This ad-hoc committee is chaired by the Manager of Student Life and Community Engagement and reports to the Chair of the Grievance Committee (the Student Services Director).
6. **Grievance Procedures:** refers to the Student Life and Community Engagement Office's procedures to address complaints against University policies and procedures.
7. **Student:** refers to an individual enrolled into an undergraduate or graduate program at the American University in the Emirates.

Informal Complaint: Mediation

1. Students should attempt to resolve their complaints informally prior to filing a formal grievance. They may do so by approaching the Office of Student Life and Community Engagement with their complaint for advice.
2. The Manager of the Office of Student Life and Community Engagement may mediate between the student and the other parties involved in the incident (student, staff, or faculty member).
3. This step is not applicable in the cases of alleged sexual harassment, sexual misconduct or discrimination in which case the Office of Student Life and Community Engagement will provide all necessary support to follow the procedures correctly.
4. If the mediation efforts resolve the issue, then the Manager of Student Life and Community Engagement will notify the decision in writing to the Complainant(s) and the Respondent(s) within seven (7) days from the date of resolution.

#### Formal Complaint: Grievance

##### A. Filing a Formal Grievance:

1. If the Complainant(s) is/are not satisfied with the outcome of the mediation effort, he/she may file a written grievance by submitting a Student Grievance Form through their Student Portal.
2. The Student Grievance Form should state the name of the Respondent (if known) and describe with reasonable specificity any of the alleged incident(s) of that he/she wants to be addressed by the Student Life Office, including the date and place of the incident(s).
3. The Complainant may also upload any evidence connected to the reported incident.

##### B. Responding to a Formal Grievance

1. The completed Student Grievance Form grievance form is reviewed by the Student Life Office and presented to the Manager of Student Life and Community Engagement, or designee, within 48 hours after satisfying the first step in the grievance process. The Manager of Student Life and Community Engagement, or designee, confirms the type of grievance: whether it is an academic or non-academic grievance.
2. The Manager of Student Life and Community Engagement, or designee, shall give written acknowledgement of receipt of the Student Grievance Form.

##### C. Resolving a Grievance:

**Academic Grievance:** If the grievance involves an incident or situation between a student and faculty member related to teaching and learning:

1. Notify College Dean or VPAA: The Manager of Student Life and Community Engagement, or designee, will forward the Written Grievance to the College Dean and/or the Vice President of Academic Affairs (VPAA) via the Student Grievance Portal.
2. Investigation: Upon receiving grievance, the College Dean and/or the Vice President of Academic Affairs forms an Academic Grievance Committee to begin a formal investigation of the grievance.
  - a. The Academic Grievance Committee contacts the Complainant and the faculty member.
  - b. The Academic Grievance Committee seeks evidence pertaining to the grievance from both complainant and the faculty member.
3. Academic Grievance Committee Hearing
  - a. An Academic Grievance Committee will be assembled to review the grievance case, conduct an Academic Grievance Hearing, and determine a resolution.
  - b. The Academic Grievance Committee calls in the Complainant to give a statement and then questions the Complainant during an interview
  - c. The Academic Grievance Committee then calls in the faculty member to give a statement and then questions the faculty member independently during an interview
  - d. The Academic Grievance Committee may call in Witnesses independently during an interview
  - e. The Academic Grievance Committee may call the Complainant, the faculty member, or Witnesses to answer any further questions, independently
  - f. The Academic Grievance Committee deliberates and shall decide the resolution of the grievance by a majority vote. In case of a tie, the Chair shall vote and thus break the tie.
  - g. The Chair shall report the decision to the Vice President of Academic Affairs
4. Committee Findings Shared with OSL: Once the VPAA approves the Academic Grievance Committee decision, the Chair shares the Committee findings, evidence, and recommendations with the Student Life and Community Engagement Office via the Student Grievance Portal within 48 hours from the reporting of the grievance.

5. Notification: The Student Life and Community Engagement Office forwards the outcome via the Student Grievance Portal within 48 hours from when the Academic Grievance Committee's decision is communicated.

Non-Academic Grievance: If the grievance involves an incident or situation between a student and his/her peer:

1. Meeting with Complainant: If the Student Grievance Form is not clear, the complainant will be called in the by the Manager of the Student Life & Community Engagement Office, or designee, to meet and clarify details of the grievance

2. Investigation: Upon receiving grievance, the Student Life & Community Engagement Office will begin a formal investigation of the grievance. The Student Life & Community Engagement Office will contact the respondent, the witnesses, and collect evidence and/or documents.

3. Letter of Notice: If reasonable cause exists, the complainant (and respondent, if applicable) will be notified of a scheduled Student Grievance Committee Hearing via a letter of notice to the official University email account. The formal letter of notice will outline the alleged violations, notification of where to locate the Student Code of Conduct and/or University policies, procedures for resolution of the complaint, and notification of the date and time of the scheduled hearing within 48 hours of the reported violation. The respondent may also be contacted informally via phone call or in person by a Student Life Officer to follow up on the formal letter of notice.

4. Interim Actions: The Manager of the Student Life & Community Engagement Office may impose interim actions during the investigation process including a "No Contact Order" or "Temporary Suspension." Such actions may be taken to ensure the safety and well-being of the university community and the accused student.

5. Student Grievance Committee Hearing

a. An ad-hoc Grievance Committee will be assembled to review the grievance case, conduct a Grievance Hearing, and determine if the Respondent violated a university policy.

b. Student Grievance Hearings are closed to the public, are not live, and do not involve cross-examination.

c. Student Grievance Hearings are informal



- d. The Student Grievance Committee calls in the Complainant to give a statement and then questions the Complainant independently during an interview
- e. The Student Grievance Committee then calls in the Respondent to give a statement and then questions the Respondent independently during an interview
- f. The Student Grievance Committee then questions Witnesses independently during an interview
- g. The Student Grievance Committee may call the Complainant, Respondent, or Witnesses to answer any further questions, independently
- h. The Student Grievance Committee deliberates and shall decide the resolution of the grievance by a majority vote. In case of a tie, the Chair shall vote and thus break the tie.
- i. The Chair shall report the decision to the Chair of the Grievance Committee (Student Services Director)
- j. The Chair forwards a copy of the Student Grievance Committee's decision to all parties involved within seven (7) days of the Student Grievance Committee's decision.

6. Decision & Notification: Based on the findings of the Student Grievance Committee, the respondent(s) will receive a formal letter within seven (7) days of the hearing outlining the violation(s), the Committee's decision, and the student's right for an appeal. The student is subject to anyone or more of the Disciplinary Sanctions (see Disciplinary Sanctions).

Non-Academic Grievance: If the grievance involves an incident or situation between a student and a staff member or a faculty member on matters unrelated to teaching and learning:

1. Meeting with Complainant: If the Student Grievance Form is not clear, the complainant will be called in the by the Manager of the Student Life & Community Engagement Office, or designee, to meet and clarify details of the grievance
2. Investigation: Upon receiving grievance, the Student Life & Community Engagement Office will begin a formal investigation of the grievance. The Student Life & Community Engagement Office will contact witnesses, collect evidence and/or documents.
3. Letter of Notice: If reasonable cause exists, the complainant (and respondent, if applicable) will be notified of a scheduled Student Grievance Committee Hearing via a letter of notice to the official University email account. The formal letter of notice will outline the alleged violations, notification of where to locate the Student Code of Conduct, procedures for resolution of the complaint, and notification of the date and time of the scheduled hearing

within 48 hours of the reported violation. The respondent may also be contacted informally via phone call or in person by a Student Life Officer to follow up on the formal letter of notice.

4. **Interim Actions:** The Manager of the Student Life & Community Engagement Office may impose interim actions during the investigation process including a “No Contact Order” or “Temporary Suspension.” Such actions may be taken to ensure the safety and well-being of the university community and the accused student.

5. **Student Grievance Committee Hearing**

a. An ad-hoc Grievance Committee will be assembled to review the grievance case, conduct a Grievance Hearing, and determine if the Respondent violated a university policy.

b. Student Grievance Hearings are closed to the public, are not live, and do not include cross-examination.

c. Student Grievance Hearings are informal

d. The Student Grievance Committee calls in the Complainant to give a statement and then questions the Complainant independently during an interview

e. The Student Grievance Committee then calls in the Respondent to give a statement and then questions the Respondent independently during an interview

f. The Student Grievance Committee then questions Witnesses independently during an interview

g. The Student Grievance Committee may call the Complainant, Respondent, or Witnesses to answer any further questions, independently

h. The Student Grievance Committee deliberates and shall decide the resolution of the grievance by a majority vote. In case of a tie, the Chair shall vote and thus break the tie.

i. The Chair shall report the decision to the Chair of the Grievance Committee (Student Services Director)

j. The Chair forwards a copy of the Student Grievance Committee’s decision to all parties involved within seven (7) days of the Student Grievance Committee’s decision.

6. **Decision & Notification:** Based on the findings of the Grievance Committee, the respondent(s) will receive a formal Outcome letter within seven (7) days of the hearing outlining the violation(s), the Committee’s decision, and the student’s right for an appeal. The student is subject to anyone or more of the Disciplinary Sanctions (see Disciplinary Sanctions).

## Grievance Appeal

1. **Submit Student Appeal:** A Respondent may appeal the decision by filing a Student Appeal through the Student Portal. A Respondent who submits an Appeal is called an “Appellant.”
  - a. An Appellant must submit the Appeal within five (5) working days from the date of receiving the formal letter via the Student Portal.
  - b. No appeal shall be allowed unless the appellant cites specifically to the grievance / conduct record and states with specificity the grounds under which the appeal shall be allowed.
  
1. **Substantial Procedural Error:** A specific procedural error or error in interpretation of the University policies and procedures substantially affected the process
2. **New Information:** New, significant, or relevant information that was not discovered during the Grievance hearing that may substantially affect and/or change the decision of the Student Grievance Committee Hearing.
  
- c. Any appeal submitted that does not include the required information will be dismissed without review.
  
2. **Notify Student Services Director:**
  - a. The completed Student Appeal is reviewed by the Manager of Student Life and Community Engagement and presented to the Student Services Director.
  - b. The Student Life & Community Engagement Office shall give written acknowledgement of receipt of the Academic Appeal to the Appellant.
  
3. **Student Appeal Committee:**
  - a. The Student Services Director forms a Student Appeal Committee
  - b. The Student Services Director shall present all relevant information on the case to the Student Appeal Committee.
  - c. The Student Appeal Committee will not include live hearings or interviews, unless the Student Appeal Committee deems it necessary.
  - d. If the Student Appeal Committee overrules a decision in whole or in part, it may:
    - ii. Modify the decision; or
    - iii. Remand for further proceeding.

e. The Student Appeal Committee shall be responsible for reviewing substantive or procedural appeals from the decision(s) of the Student Grievance Committee, the Student Conduct Committee, or Disciplinary Sanction(s) assigned by the Student Life and Community Engagement Office

4. Decision & Notification: Based on the findings of the Student Appeal Committee, the Appellant will receive a formal letter within seven (7) days of the appeal committee meeting outlining the Student Appeal Committee's decision. Decisions of the Student Appeal Committee are final. There is no further opportunity for appeal.

## Student Code of Conduct

The University prioritizes ensuring a safe, nurturing and conducive learning environment that fosters positive and productive relationships among all stakeholders including students, faculty and staff members. This policy provides clear guidance and advice regarding the behavior expected of students and the measures taken in cases of violations of the expected standards of conduct in line with the University policies and in compliance with the national accreditation standards and UAE laws.

### Statement

The American University in the Emirates offers students a community to learn and grow. Students are expected to demonstrate behavior that is consistent with the core values of the American University in the Emirates and uphold the responsibilities outlined in the policy on Student's Rights and Responsibilities and the conduct expectations outlined in this policy. This policy applies to all undergraduate and graduate students who are registered at AUE or are enrolled in a course or program.

Instances of perceived violations will be subject to the appropriate procedures as outlined in this Policy including internal measures and/or supporting the relevant authorized entities in taking appropriate measures. The authority for pursuing action in cases of perceived violations lies with the Student Life & Community Engagement Office that maintains all relevant documents regarding student violations and disciplinary measures in the Student Files that are securely maintained with limited access to designated personnel of the Student Life & Community Engagement Office.

Students are expected to adhere to all local laws of the Emirate of Dubai, the federal law of the UAE, and all rules, regulations, policies, and procedures established by the American University in the Emirates.

### 1. Alcohol and Substance Abuse

The University is an alcohol and substance-free campus.

## **2. Abuse of Information Technology and Social Media Policy (move from separate policy to include under Student Code of Conduct)**

The use of the University's IT platforms including the computers, University email, Portal, and the University's social media outlets including its Twitter, Facebook, Instagram, or LinkedIn accounts are subject to the laws of the UAE and subject to the following prohibitions:

1. Compromising the security of the University IT systems and platforms and/or interfering with the AUE network or system.
2. Attempts to gain unauthorized access to computers, accounts, or data.
3. The use of technology devices or social media platforms to fraudulently represent the University.
4. The use of technology devices or social media platforms for any unlawful activity.
5. The use of technology devices or social media platforms to harass or intimidate any individuals and/or entities.
6. Spreading false information.
7. The use of offensive or inappropriate language via the University's technology devices or social media platforms.
8. AUE systems and networks are not allowed to be used for any commercial and/or personal purpose without prior approval from the relevant departments.
9. AUE content on its platforms and Social Media are subject to the UAE Law of Intellectual Property and Copyright.

## **3. Dress Code**

Student attire must be in compliance with the UAE laws and respectful of its values and culture. Students are expected to follow the dress code policy while on campus or off campus on official University events to ensure compliance with the customs, traditions, and laws of the UAE.

Inappropriate attire includes but not limited to:

1. Wearing ripped clothing
2. Wearing sleeveless tops
3. Wearing shorts or skirts above the knee
4. Wearing clothing that bares the midriff, back and/or chest
5. Wearing clothing and accessories with offensive and/or inappropriate symbols or language

#### 4. Conduct on Campus & in University Official Events

Students are expected to abide by the Student Rights and Student Responsibilities and the Student Code of Conduct while on the University premises and during official University events include events of all scales that take place both on and off campus. Students participating in these events must not engage in any behavior or activities that violate UAE laws or disrespect its cultural values or any of the policies related to student conduct. Inappropriate conduct includes but is not limited to:

1. Disruptive behavior including intentional obstruction or disruption of any form (including excessive noise) while on the University campus.
2. The use of inappropriate verbal or written language including racist, derogatory, threatening, vulgar, profane, inappropriate slang, insulting or offensive remarks or gestures against any member of the University community including students, faculty, staff, and visitors.
3. Verbal or physical assault and damage to property and any behavior that is deemed threatening and aggressive against a member of the University community.

#### 5. Classroom Conduct

Students are expected to demonstrate classroom behavior that is respectful of their instructors and peers and mindful of the UAE law and cultural values. Inappropriate classroom conduct includes but is not limited to:

1. Disruptive behavior including repeated, excessive lateness (more than twenty minutes from the start of the class), repeatedly leaving the classroom, eating or drinking inside the class, sleeping, or any other behavior that is distracting to the instructor and/or peers.
2. The use of electronic devices during the class without the instructor's permission including mobile phones, laptops, ipads, earpods/headphones, smart watches, and recording devices.
3. Refusal to cooperate and/or comply with the instructor's directions during lectures.
4. The use of inappropriate language (including racist and derogatory remarks) or gestures against instructors and/or peers.
5. Verbal or physical assault and damage to property and any behavior that is deemed threatening and aggressive against instructors and/or peers.

#### 6. Theft & Property Damage

This includes but is not limited to:

1. The theft or unauthorized use of property including University property or property of a member of the University community (a student, faculty, staff, or visitor) while on campus. This includes both possession and use of the property.
2. The damaging of or vandalizing of any objects or property that belongs to the University that is either purposeful or reckless.

### **7. Possession or Use of Weapons**

This includes but is not limited to:

1. The use, possession, sales, or distribution of any weapons, fireworks, explosives, or firearms or any objects that may be used as a weapon while on campus or during events that are sponsored by the University off campus. This includes all weapons that are prohibited by the UAE law.

### **8. Sexual Misconduct**

This includes but is not limited to:

2. Sexual advances, requests for sexual favors, or other verbal, nonverbal, or physical conduct of a sexual nature including inappropriate touching or fondling, non-consensual sexual contact, or non-consensual sexual intercourse.

### **9. Unauthorized and Illegal Activities**

1. Smoking is prohibited inside all campus buildings and DIAC facilities. This includes the use of any lighted cigarette, cigar, pipe, midwakh, dokha, electronic cigarette, or any other smoking device in non-designated areas. Smoking is only allowed in designated smoking areas located outside of the campus buildings. The possession of or use of shisha on campus is prohibited.
2. Gambling or other forms of unauthorized games or activities of chance while on campus or at University-sponsored activities or events.
3. The making, attempting to make, sharing, or distribution of a recording of any form, including audio or visual, or the photographing of, any person without the prior knowledge or consent of the person in locations where there is a reasonable expectation of privacy on campus or during a University-sponsored event, and when the action causes or is likely to cause injury, distress, or damage to reputation or violates applicable law.
4. The electronic or physical distribution or sharing of pornographic or inappropriate material.
5. Unauthorized use, distribution, or posting of any printed or electronic material or use of the University's name or logo in any communication or print by any student or student clubs. This includes use of the University's logo or name in any off-campus activities, which may not be reserved in the name of the University.

### **10. Endangering the safety of others**

1. Behavior that threatens or endangers the safety of any student
2. Physically restricting a person's movement intentionally without their consent
3. Activation of fire alarms or discharge of fire extinguishers without justifiable cause, tampering with power supply or electric equipment that results in a power outage or disruption or compromises of University functions or activities or results in potential harm to other individuals.
4. Blackmail of another person
5. Encouraging or provoking another individual to perform a humiliating or demeaning act that causes excessive mental stress
6. Inflicting self-injury or imposing self-harm

### **11. Bullying, Harassment, and Verbal Assault**

This includes but is not limited to:

1. Any form of intimidation, harassment, threats, irritation or disrespect of another member of the University community that may threaten their mental or physical health, or cause embarrassment, humiliation, or discomfort. This includes any act of racism, sexism or discrimination based on race, gender, color, nationality, age, disability, financial abilities, religion, etc.
2. The use of technology including mobile phones, emails, instant messaging, text messaging, social media, websites, or other forms of digital content to harass or aid in the harassment of a member of the University community that may harm or disrespect them.
3. Any form of stalking whereby an individual, by any action, method, device or means, directly or indirectly follows, monitors, tracks, observes, surveils, threatens, harasses or communicates to or about an individual.
4. The wrongful and intentional publication of a verbal or written statement with the intent to defame or spread false rumors about a person so as to cause irritation and embarrassment.

### **12. Physical Assault**

This includes but is not limited to:

Physical abuse including assaults or physical injury to a student, staff, faculty member, or visitor on campus or at official University events off campus.

### **Statement**

1. **Report Perceived Violation:** Any member of the University community including a currently enrolled student, staff or faculty member may report any perceived violations of



the Student Code of Conduct or University policies by submitting a Student Incident Report through the Campus Portal.

**2. Meeting with Complainant:** If the Student Incident Report is not clear, the complainant will be called in the by the Manager of the Student Life & Community Engagement Office, or designee, to meet and clarify details of the incident

**3. Investigation:** Upon receiving the incident report, the Student Life & Community Engagement Office will begin a formal investigation. The Student Life & Community Engagement Office will contact witnesses and collect evidence and/or documents.

a. If the violation is clearly evident, the Manager of Student Life and Community Engagement may impose one or more of the Disciplinary Sanctions (see Disciplinary Sanctions), excluding suspension or expulsion. An official letter will be sent to the respondent within seven (7) days of the reported incident outlining the violation(s), the decision, and the student's right for an appeal. The Student Conduct Procedures end here.

b. However, if violation is not clearly evident or if the incident calls for a Disciplinary Sanction that involves suspension or expulsion, the Student Life Office will proceed with a Student Conduct Hearing, as per Step 4 of the Student Code of Conduct procedures.

**4. Letter of Notice:** If reasonable cause exists, the respondent will be notified of a scheduled Student Conduct Committee Hearing via a letter of notice to the official University email account. The formal letter of notice will outline the alleged violations, notification of where to locate the Student Code of Conduct, procedures for resolution of the complaint, and notification of the date and time of the scheduled hearing within 48 hours of the reported violation. The respondent may also be contacted informally via phone call or in person by a Student Life Officer to follow up on the formal letter of notice.

**7. Interim Actions:** The Manager of the Student Life & Community Engagement Office may impose interim actions during the investigation process including a "No Contact Order" or "Temporary Suspension." Such actions may be taken to ensure the safety and well-being of the university community and the accused student.

## 8. Student Conduct Hearing

- a. A Student Conduct Committee will be assembled to review the case, conduct a Student Conduct Hearing, and determine if the Respondent violated a Student Conduct or University policy.
- b. Student Conduct Hearings are closed to the public. Student Conduct Hearings are not live and do not involve cross-examination.
- c. Student Conduct Hearings are informal
- d. Student Conduct Hearings will proceed
- e. The Student Conduct Committee may call in the Complainant to give an statement and then questions the Complainant independently during an interview
- f. The Student Conduct Committee then calls in the Respondent to give an statement and then questions the Respondent independently during an interview
- g. The Student Conduct Committee then questions Witnesses independently during an interview
- h. The Student Conduct Committee may call the Complainant, Respondent, or Witnesses to answer any further questions, independently
- i. The Student Conduct Committee deliberates and shall decide the resolution of the grievance by a majority vote. In case of a tie, the Chair shall vote and thus break the tie.
- j. The Chair shall report the decision to the Student Services Director
- k. The Chair forwards a copy of the Student Conduct Committee's decision to all parties involved within seven (7) days of the Student Conduct Committee's decision.

**Decision & Notification:** Based on the findings of the Student Conduct Committee, the respondent(s) will receive a formal letter within seven (7) days of the hearing outlining the violation(s), the Committee's decision, and the student's right for an appeal. The student is subject to any one or more of the Disciplinary Sanctions (see Disciplinary Sanctions).

#### Appeal

Students have the right to appeal on the decision made by the designated committee, by submitting an official and written appeal as per the permitted period outlined in the procedures. It is the responsibility of the Office of Student Life to notify the students on the decision of the appeal.

## Student Disciplinary Policy

The university has drawn a clear picture of what is expected from students concerning the compulsory respect of codes of conduct and academic integrity available in the student handbook. Disciplinary measures shall be taken against students who do not adhere by the university code of conduct and discipline.

#### Statement

- » Any violation of AUE code of conducts shall be reported within less than 48 hours to the judicial office within the Student Affairs Department, 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 and Student Services forms 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 Provost Office) 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 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.

#### Penalties\Sanctions

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:

1. Verbal Warning: An official verbal notice by the Manager of Student Life & Community Engagement in which the policy is explained to the respondent with the understanding that further action may be taken should the respondent be involved in further violations. The Student Life & Community Engagement Office keeps a record of this incident, but it does not go into the student's disciplinary record.

2. **Written Warning:** An official written notice by the Manager of Student Life & Community Engagement that becomes a part of the student's disciplinary record.
3. **Restitution:** The requirement to provide monetary compensation for any damage caused to the University or any other person's property.
4. **Community Service Hours:** The requirement to complete a specific number of unpaid service hours to the University, as approved by the Manager of Student Life & Community Engagement.?
5. **No Contact Order:** An order for a specific person(s) to refrain from engaging in any contact of any means with another specified member of the university campus.
6. **Behavioral Requirements:** The requirement to complete a specific activity such as writing an essay or an apology letter, giving a presentation, apologizing to another party in person, attending counseling, etc.
7. **Educational Requirement:** The requirement to complete a specific activity such as attending and/or participating in an educational activity and/or sponsoring or assisting with an educational activity for others.??
8. **Withdrawal of Financial Support:** Should a student be a recipient of any financial support including a scholarship, grant, or financial aid, the Manager of Student Life & Community Engagement has the right to withdraw financial support permanently or for a set period of time.
9. **Exclusion from University Events:** The University has the right to exclude the respondent from the participation in and/or attendance of a specific or all University events and activities, including the graduation ceremony.??
10. **Disciplinary Probation:** The student is placed on official notice that their behavior(s) are inconsistent with University policy and procedures and therefore, are not in good standing with the University. the respondent is restricted of their eligibility for financial support and on-campus employment, holding administrative positions on the Student Council and/or Student Clubs, and participation in Student Events for a specific period of time, as stipulated in the official notice.
11. **Disciplinary Suspension:** The respondent is required to temporarily separate from the University for a specific number of times. During this period of time, the respondent will be withdrawn from all courses, will be blocked from accessing the AUE Student Portal, will be banned from visiting the University grounds and attending any University events and activities.????
12. **Permanent Expulsion:** The respondent is required to permanently separate from the? University. The respondent will be withdrawn from all courses and will be permanently banned from visiting the University grounds and attending any University events and activities.???
13. **Withholding Degree:** The University has the right to withhold issuing a degree to the respondent until all imposed sanctions, if any, are complete.?

**Note:**

Disciplinary Sanctions related to academic cases: Disciplinary Suspension may only be assigned to a student with approval from the Student Services Director. Permanent Expulsion and Withholding Degree may only be assigned to a student with approval from the Vice President of Academic Affairs.

Disciplinary Sanctions related to non-academic cases: Disciplinary Suspension may only be assigned to a student with approval from the Student Services Director. Permanent Expulsion and Withholding Degree may only be assigned to a student with approval from the Vice President of Enrollment Management and Student Services.

## Student Publications and Media

Student participation in University publications or other publications representing the University is an important part of student activities and an avenue for student voices to be heard both internally and externally in compliance with their rights as students. This policy outlines the process governing student participation in publications in compliance with CAA Standard 6.9.

### Statement

Students may contribute to the University publications or initiate/participate in student-run publications as part of extracurricular activities/clubs/societies. Any kind of participation in University publications or representing the University in outside publications is prohibited without the explicit written approval of the Office of Student Life and Community Engagement and/or the concerned faculty/staff member where applicable.

1- In cases where the student is contributing to a University publication as part of a course assessment the student must obtain the concerned faculty member's written approval on the content of the contribution and ensure alignment with University policies and procedures.

2- In cases where the student wishes to volunteer to contribute to a University publication: the student makes the request by writing to the Department of Student Affairs who liaise on the student's behalf with the relevant individuals and departments. Upon approval the concerned individual/department the student must obtain written approval before publishing any content.

3- In cases where the student will represent the University in an external publication: the student notifies the Department of Student Affairs and upon receiving written consent can proceed to represent the University in the publication in line with its policies and procedures.

4- In cases where the student wishes to initiate a publication: the student follows the Policy and Procedure for student activities as outlined in 5.11.

## Student Privacy and Records

## Health Services

The University aims to complement its academic mission by providing healthcare services to its community including students, as well as, to maintain a health and wellness environment to students.

### Statement

The University provides students with health services and necessary medical care via the provision of health insurance and campus operational health clinic in cases of medical emergencies that facilitates timely medical assistance. In addition, ensures an ambulance that is available within its premises 24 hours a day 7 days a week.

Students are entitled to seek medical assistance in cases of medical emergencies. Students are entitled to seek medical assistance in cases of medical emergencies. Students are expected to provide full and reliable information on general health, allergies and medications to the healthcare provider. The emergency may be reported to parents and/or guardians depending on the severity of the case.

### Class Absence Illness/Injury Notification

The operational health clinic allocated on campus is not entitled to provide any written information of the student's illness or incapacity to attend classes. The student is responsible for providing verification of illness, and it's the faculty members responsibility for excusing absence as per the Students Attendance Policy.

### Health Insurance

The University offers students health insurance for accidents that may occur on campus. Students are required to pay a non-refundable health insurance fee upon enrollment in each semester.

### Information Disclosures

Students' health information shall not be shared for any reason until they have signed their consent to reveal or approve the use or dissemination of information. In the case of an emergency, the University is allowed to exchange specific personal health information with individuals of best interest to the student. The University may also provide public or private agencies with restricted personal health records which are approved to support disaster relief efforts.

## Student Publications and Media

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- 2- In cases where the student wishes to volunteer to contribute to a University publication: the student makes the request by writing to the Department of Student Affairs who liaise on the student's behalf with the relevant individuals and departments. Upon approval the concerned individual/department the student must obtain written approval before publishing any content.
- 3- In cases where the student will represent the University in an external publication: the student notifies the Department of Student Affairs and upon receiving written consent can proceed to represent the University in the publication in line with its policies and procedures.
- 4- In cases where the student wishes to initiate a publication: the student follows the Policy and Procedure for student activities as outlined in 5.11.

## Security and Safety Services Policy

The University prioritizes student's well-being including their physical health. This policy outlines the ways in which the University contributes to student well-being via the provision of health services in compliance with CAA Standard 6.7.

### Statement

The health and safety of students, faculty, and staff is a top priority at AUE that ensures a healthy and secure environment for all by ensuring strict adherence to the UAE Federal Labor Law Articles 91 and 101 on employee and student safety. Hence AUE provides all members of its community with appropriate protection.

The AUE campus is monitored via security cameras in addition to being secured via security agents that monitor the campus 24 hours a day 7 days a week to ensure the safety of students. Throughout campus, detailed instructions related to fire prevention and fighting are displayed on each floor in both Arabic and English in a permanent and prominent places. Additionally, the campus has an emergency evacuation plan that 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 annually tested by both TECOM authority and AUE General Services Department.

This procedure is to be used by students seeking health insurance from the University.

- 1- Students can seek health insurance by applying from the Protocol and Public Relations Department.
- 2- In cases of medical emergencies: students, faculty, or staff are authorized to call for medical assistance. The Director of Student Affairs is notified and a student affairs staff member remains with the student until the student's safety is established by the medical personnel.
- 3- Depending on the severity of the case parents and/or guardians may be notified of the emergency.

## Academic Support Services

The Academic Support Services Department provides support to students including programs that foster academic advising and student success, library services, counseling and



disabilities, and English Language development. The department wishes to support all students, including those who are at risk and are on probation, through its services. There are four academic support services offices under this department that offer a range of services that entirely focus on ensuring academic success and the academic life of the student.

## Academic Advising and Student Success Office

The Advising and Student Success Office is focused on enabling students to achieve their academic goals throughout their journey towards fulfilling their degree requirements. The goals of the Advising and Student Success Office are as follows:

- To provide advising support services that supplement the advising function at the college-level while enabling students to achieve their academic goals.
- To provide the academic support needed for students to achieve their course-specific goals and enhance the skills necessary for success in achieving the learning outcomes of their programs.

The Office 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 at risk with the support needed in obtaining course-specific support in the form of peer mentorship. 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 leadership/mentorship skills and gain practical experience as they assist their peers in subjects/skillsets 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 mentors or mentees.

The Office offers a variety of services including:

1. First Year Advising
2. Peer Advising
3. Mentoring Program
4. Academic Coaching
5. Workshops

### First Year Advising

The Advising and Students Success Office is mainly focused on first-year students to assist them through their academic journey and help them avoid typical first-year pitfalls including low academic performance. The graph below maps the student's journey in their first year:



### Peer Advising

Peer Advisors are academic achievers in their junior or senior year at AUE who use first-hand experience to advise fellow undergraduate students. They are available to meet virtually to recommend strategies for success in their specific college at AUE and answer questions from a student's perspective. Which is mainly helping the students to have a better perspective about their majors, courses, instructors, and their future career.

### Mentoring Program

The mentoring program is one of the most effective academic support services in the AUE which offer the students to have a mentor "Study Buddy" in any General, Core, Specialization

courses offered in the AUE. In the student's study plan many courses can require a mentor because of the student's previous knowledge background didn't cover such topic before so it is always important for the students to have the mentoring program in the top of their head as soon as they need an academic help in the course.

Sign Up for a Mentor:

1. Request a mentor either through the student portal or by Whatsapp'ing the Advising and Students Success Office.
2. The Advising and Students Success Office will find a mentor and arrange a suitable time for both the mentor and mentee to meet.
3. The mentor and mentee meet either virtually via MS Teams or on campus. If the mentee does not attend the arranged mentoring session

### Academic Coaching

The academic coaching is focusing on the learning process, and it is always helping the students to answer two main questions 1) How to learn? And 2) why to learn?

To answer these two questions the student is taken into a journey to learn the following: -

1. Assesses the reading: which is to use formal assessments that has a reading passage followed by questions about the passage and the other way is the informal way which is to make the students tell a story and write it in their own words to be able to evaluate the student level academically.
2. Time management: one of the main skills the student must learn through the university journey as students will be experiencing multitasking and it requires to manage your time and map all the tasks for a guaranteed success.
3. Goal setting: everyone should have a specific goal and purpose while studying in any major or college and this goal, so the office of advising and students success will help to make it clear and easy to accomplish if the student decided to follow the plan agreed on.
4. Note-taking: taking notes in the class is one of the most important tips that helps in saving a lot of time while studying and revising which we coach the basics of taking

notes and its importance and how to take understandable notes that saves the student time and power.

5. Test-taking: training the students on taking tests and making them familiar with the essay writing questions and to be specific to the point with covering all the question areas to guarantee a full mark.
6. Study habits that students currently have: the human is a creature of habits and it is a mix between good habits and bad habits and the main purpose of this training is to develop the good habits and get rid of the bad habits from an academic perspective. The key to become an effective student is learning how to study smarter, not harder.
7. Instructs students on strategies that will enhance their learning.: it is a teaching practice that shows students how to learn the content or skills they need to acquire. It provides students with clear strategies (such as note-taking or thinking aloud) to help them process, remember, and express the information they learn.
8. Helps students devise a plan for their future success: after learning all the previous tips it is the time to think of the future and this is the main thing, we guarantee the student to make which is to create a real plan that maps their future success and to know exactly what is next and what is most likely to happen to be always ready.

### Workshops

All academic units in the university offer workshops to the students and to the faculty members too, but in the office of Advising and Students Success the workshops are mainly focusing on the student life and challenges faced by the students specially the “First Year Students”. As a freshman to the university have many questions that is popping up in their minds and mainly, they are lost in many ways. The most important thing in the office workshops are the titles of the workshops as we want all our workshop to deliver a direct message that helps the student develop and map their future success and the main topics the office is focusing on are:

1. Time Management: Managing time efficiently could not only improve your productivity but will also help you to achieve a less stressful and more enjoyable way of operating, both within your study life and outside it. This practical and interactive workshop will

demonstrate how to improve the way you manage yourself, your colleagues, and your environment to achieve efficiency and effectiveness.

2. **THE MID-SEMESTER CHECK-UP: IT'S NEVER TOO LATE!** Many students they fall into a common mistake which is they recognize their bad grades after the first half of the semester so This workshop will help students make a new game plan for improving their grades in the second half of the semester by reconsidering and strengthening their time management, reading, organization, and study strategies.
3. **There is too much to read:** one of the main challenges the students face is to have many things to study for their quizzes, midterms or finals and there are easy tips to follow so you can finish studying all the course materials in an efficient way.
4. **Final's preparation:** usually the most stressful time of the academic year for the students is the finals time and students they do have directly before the final exams the final project submissions, so the workshop is mainly focusing on how to prepare your final projects as soon as it is announced by the course instructor and then to be ready for the final exam with smart tips to follow.

## Library

AUE Library is open to the AUE Members and general public available any time during the library's regular operating hours during the semester, use of special library equipment and facilities is limited to AUE students, faculty, and staff members of the general public are not allowed to log their own equipment onto the campus network.

Use of tobacco or e-cigarettes and food is prohibited in the library, talking on cell phones is prohibited, although users may utilize cell phones for texting, Use of audio or video on phones, computers, or other personal devices is allowed with headphones only, and the sound must not be audible by others.

The AUE Library has four private study room available for 2 hours for current AUE students, faculty and staff, the study room is available upon a first-come and by registration and can be renewed if there is no one waiting. the AUE Library will monitor this room for activity and maintains the right to eject anyone from this room and the library if suspected of inappropriate behavior or room usage or the time has passed, any damaged room furnishings will be charged to the student's account, if a user leaves the room the Library is not responsible for any materials left behind.

The library provides more than 17 public access computers for general library use by the AUE Learning Resource students, faculty and staff.

AUE Library is arranged to accommodate classes, group study, and other collaborative activities, groups be asked to registration, we ask that users honor these arrangements in order to enhance everyone's library experience.

All library users must produce a valid ID card when borrowing any material. Students are allowed to borrow four books for a period of 14 days, if library materials are not returned on time, an overdue notice will be sent to the student on return items overdue.

Students can return physical items at the end of the borrowing period, or before its due date.

Electronic learning resources are distributed via the University network. Therefore, all use of Learning Resource-provided network connections falls under the university policy of computing.

Some University Learning Resource materials are designated as non-circulating such as teacher's resources and those resources in Special Collection.

### **Library Services for Users**

1. Reference and reader education
2. Educational Resources on the Internet
3. E-Journals.
4. Audiovisuals/Multimedia.
5. Circulation and Reserves.
6. Donation and Exchange Programs.
7. Orientation Programs and Guided Tours.
8. Online Catalogs.
9. Photocopy Service in coordination with Auxiliary Service Department.
10. Group Study Rooms.

### **Library Policies**

The University Library provides services to meet the instructional and research needs of its students, faculty, and staff to fulfill educational commitments to resource sharing and, as resources permit, to meet the educational needs of the University community.

All Library users are subject to the rules and regulations of the University Library. The policies contained herein are established to ensure fair access to the Library collections and to promote an environment conducive to study and research.

### **Users' Accessibility**

Users of the Library are encouraged to access its collections themselves whenever possible, without the need for Library staff. The Library system used will enable students to access the Library portal that will take them to the pages of e-Resources subscribed by the Library.

### **Borrowing and Restrictions**

Some books may be restricted to short term borrowing (less than two weeks) or may be placed in the Reserve Section to allow all students access to the books, depending on the demand on materials for courses. Materials not available for loan are located in the Reference Section and Special Collections. The General Collection books are normally available for long-term borrowing. Library borrowing rules and restrictions are as follows:

1. Books marked Reference only cannot be borrowed. They must be consulted in the Library area.
2. All books are on ordinary loan. The period of ordinary loan depends on the position of the borrower whether he is a faculty member, student or staff.
3. Books must not be removed from the Library unless they have been borrowed in accordance with the regulations.

### **Shelving and Display**

Library staffs are always available and ready to assist and guide readers to find the materials on open shelves. Newly arrived books and periodicals will be displayed for a week or more near the circulation and information desks for browsing and ready reference for all readers. A list of new acquisitions will be made available on the "Current Awareness Bulletin." The main collection and reference section will be on open shelf-system. Library users will be encouraged to select and fetch material for them without the need of Library staff assistance. However, the Library staff will gladly provide help to users who are not able to access items on open shelves for themselves.

The Library offers a range of Arabic and foreign languages newspapers to support the interest of the users and comprehensive information needs of the University. The electronic versions shall remain available, whereas printed copies will not normally be kept beyond one week.

### **Library Membership Card**

All students are required to use their valid University ID card to access the Library services. No items shall be issued or services supplied without a valid student ID. The university ID of students, faculty, and staff shall not be transferable and the person to whom any card is issued will be held responsible for any items issued against that card, unless the loss of the card is reported to the Librarian. Any loss must be reported immediately.

## English in the Language Institute

The English in the Language Institute at the American University in the Emirates (AUE) provides students with the necessary English language support to ensure their academic, professional, and social success. It offers general English language courses for all levels, TOEFL and IELTS preparation classes, and one-on-one tutorials.

The communicative language teaching methods and a collection of well-designed activities by highly qualified teachers will help students gain confidence in speaking, writing, reading, and listening skills.

All students who join the English program must take an English placement test to be placed in the correct level.

In addition to providing English language support, the English in the language institute supports AUE students' continuous learning and development in academic and professional writing, speaking, and visual presentation through the Writing Lab.

### English Program Details

The English Program Learning Outcomes (PLOs)

- 1- Develop the English language skills and acquire competence in listening, reading, writing, and speaking by engaging the students in a range of communicative tasks and activities
- 2- Effectively use strategies to comprehend written and spoken language such as use of previewing, skimming and scanning techniques, contextualizing vocabulary and knowledge of text organization and purpose.
- 3- Expand students' use of grammatically correct and accurate language in speaking and writing for effective communication in a variety of academic settings and interpersonal situations.
- 4- Enlarge students' academic vocabulary by keeping a vocabulary journal
- 5- Develop critical thinking by integrating all language skills
- 6- Effectively use test-taking techniques and strategies to pass English proficiency tests such as IELTS and TOEFL

### Teaching Methods

The instructor's role will be to facilitate student learning (Learner-centered approach) and maximize the growth of all students by implementing differentiated instruction strategies. Students' critical thinking skills will be developed through an integrated-skills, content-based curriculum. They will be engaged in individual, pair and group work, discussions, debates, and regular activities. Student learning will be measured through on-going formal and informal assessments.



### Our Courses

Duration: 15 weeks (Fall and Spring Semester) or 7 weeks (Summer Semesters)

#### TOEFL Preparatory Course

Course Description: This course is intended to prepare advanced level learners for the TOEFL test. It combines skills (reading, writing, speaking, and listening) with language input (vocabulary, grammar, functions). Learners will practice skills and strategies necessary in order to take the TOEFL test and achieve the desired score. They will produce a wide range of written and spoken output in response to a variety of prompts, as well as build reading and listening strategies with a range of texts. By the end of this course, learners will have extended their knowledge of grammatical and vocabulary structures.

#### IELTS Preparatory Course

Course Description: This course is intended to prepare advanced level learners for the IELTS test. It combines skills (reading, writing, speaking, and listening) with language input (vocabulary, grammar, functions). Learners will practice skills and strategies necessary in order to take the IELTS test and achieve the desired score. They will produce a wide range of written and spoken output in response to a variety of prompts, as well as build reading and listening strategies with a range of texts. By the end of this course, learners will have extended their knowledge of grammatical and vocabulary structures.

#### BEGINNER English Course

Course Description: This course is designed to help Beginner Level learners develop their English language skills (speaking, reading, writing, and listening). It combines skills (reading, writing, speaking, and listening) with language input (vocabulary, grammar, functions). The course will strengthen learners' English language skills while they familiarize themselves with the type of content, questions, and tasks on English proficiency tests. Practice and mastery of these skills will help the learners build confidence to communicate successfully in an academic environment.

#### INTERMEDIATE English Course

Course Description: This course is designed to help Intermediate Level learners develop their English language skills (speaking, reading, writing, and listening). It combines skills (reading, writing, speaking, and listening) with language input (vocabulary, grammar, functions). The course will strengthen learners' English language skills while they familiarize themselves with the type of content, questions,

and tasks on English proficiency tests. Practice and mastery of these skills will help the learners build confidence to communicate successfully in an academic environment.

#### ADVANCED English Course

Course Description: This course is designed to help Advanced Level learners develop their English language skills (speaking, reading, writing, and listening). It combines skills (reading, writing, speaking, and listening) with language input (vocabulary, grammar, functions). The course will strengthen learners' English language skills while they familiarize themselves with the type of content, questions, and tasks on English proficiency tests. Practice and mastery of these skills will help the learners build confidence to communicate successfully in an academic environment.

#### The Writing Lab:

Location: Lab 6101, First Floor, block 6, American University in the Emirates (AUE), Dubai.

Opening Hours: Sundays- Thursdays (9:00 am- 5:00 pm)

The Writing Lab is a free service provided by the AUE to enhance students' writing, research and speaking skills. We focus primarily on students' development, and we aim to help the students discern areas for improvement, and to guide them into the next stage of growth.

#### Purpose of the Writing Lab:

1. Provide individual Consultations on oral, visual, and written projects: Students can book consultations with a consultant at the Lab. Appointments can be up to 50 minutes. Students can book up to two appointments per week. They can consult before they have started their projects (E.g. Brainstorm ideas, discuss the assignment implications), while working on the project, after the project is finished, or after they have received feedback on their project from their professor.
2. Provide Workshops on various aspects of academic writing such as Paraphrasing, summarizing and Quoting in Academic Writing, Mechanics of Academic Writing and Cohesion in Academic Writing.
3. Offer Courses that would last up to 6 weeks on Academic Writing and Speaking Skills such as Academic Writing Skills Support Course and Academic Speaking Support Course
4. Writing Together Groups: Daily 90-minute sessions (Sundays- Thursdays) are arranged to create student writers who connect, write together, and to motivate each other to make progress on their academic projects.
5. Peer- Review Working Groups: The purpose of these groups to build a community of student academic writers and to provide the students with the opportunity to receive feedback from their peers.

## Counseling and Disabilities Office

As an equal opportunity institution the University supports students in their educational endeavors regardless of any personal barriers to success. The University works to ensure that students with physical, mental disabilities receive the support needed to achieve their goals during their academic careers. This policy outlines the University's student counseling and disability support offerings in compliance with CAA Standards 6.

The Counseling and Disability Office at AUE provides a physical space that is conducive to secure and personal discussion of barriers to success that may face any given student during their academic career. The office also ensures that students are provided a qualified and experienced individual with whom they may speak with regarding any challenges they may be facing. The Office takes confidentiality extremely seriously and ensures procedures reflect a will to preserve sensitive data externally as well as within the university itself. The Office ensures that any personnel which are tasked with counseling duties are trained regarding university policy and procedures, to ensure the timely provision of services to students seeking them.

The Counseling and Disability Office provides AUE students with the support needed to ensure mental health and well-being as well as the ability to succeed via adequate support for physical and mental disability. The Counseling and Disability Office offers students the following services:

- 1- One-on-one counselling
- 2- Workshops on areas related to mental health and disability support
- 3- Special accommodation for students

### Online Counseling Sessions

The university and the counseling office decided to work online during this pandemic period to continue helping our students, to keep them safe and in contact with the psychologist. The Counseling and Disabilities Office is responsible for providing professional counseling services to the university students. The Counseling and Disabilities Director shall assist the students in identifying their issues or problems and help them in setting goals to overcome the problem.

### Services

1. Oversee students with mental health concerns and learning difficulties and conduct individual sessions to address related mental health problem;
2. Provide referral and resource information to students and serve as the liaison between students, faculty; and staff for advising them according to students' needs;
3. Provide support to students to assist them in overcoming the limitations resulting from their disability.
4. Coordinate with University community to promote mental health and disability provisions awareness on Campus;
5. Interpret assessments, identify values and interest patterns and prepare action plan to meet individual student needs in the areas of academic, personal, family and group counseling;

6. Provide educational workshops, roundtable discussions to students on topics relevant to their needs.

### Special Accommodations

Should a student require special accommodation for a particular physical or mental health issue or disability students must follow the below procedure:

1. Upon enrollment students must provide the Counseling and Disabilities Office with the following:
  - a. An impartial UAE certified professional must mail a report to the Office of Guidance, Counselling and Disability Support with a clear diagnosis, ongoing treatment, prognosis (as per the Diagnostic and Statistical Manual of Mental Disorders nomenclature in cases of mental challenges), and the evaluation procedures employed.
  - b. Clear history of treatment / diagnosis with the most recent one being within the last 12 months.
  - c. Clear explanation of any medications and potential side effects that would impact the student's learning experience and the extent of the student's compliance with the prescribed treatment.
  - d. Clear explanation of any aides that would be used to support the students physical or mental challenge.
  - e. Clear stipulation of the kind of special accommodation needed by the student in order to successfully complete the program of study.
2. Upon review of the aforementioned information provided, the Counseling and Disabilities Office notifies the relevant faculty / staff of the kind of special accommodation that the student requires and ensures adequate follow up.
3. Where applicable students must provide updated reports annually to the Counseling and Disabilities Office
4. Students may approach the Counseling and Disabilities Office at any time to seek support for any emotional or mental health issue they may be facing throughout the semester

## Contact Information and Location



American University in the Emirates,  
Dubai International Academic City, Block 6 and 7



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[www.aue.ae](http://www.aue.ae)



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