



الجامعة
الأمريكية
في الإمارات
American
University
in the Emirates

UNDERGRADUATE & GRADUATE STUDENT HANDBOOK 2019/ 2020



ISSUED
1 JANUARY 2020

“A COUNTRY’S
GREATEST INVESTMENT
LIES IN BUILDING
GENERATIONS OF
EDUCATED AND
KNOWLEDGEABLE
YOUTH”

SHEIKH ZAYED

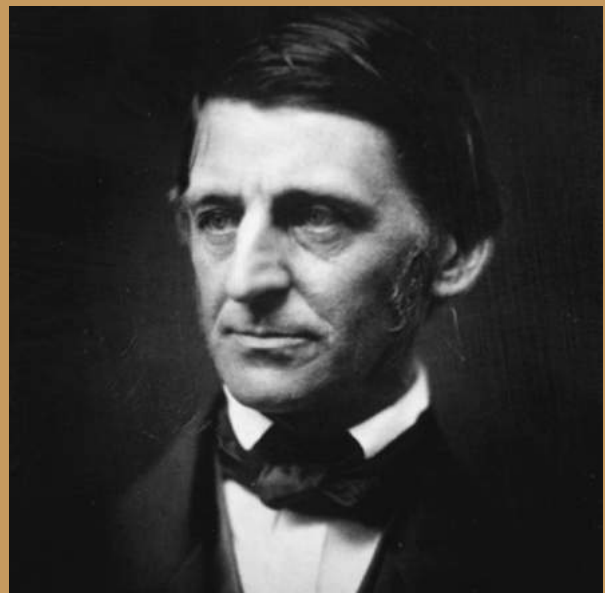


“NOTHING IS
IMPOSSIBLE WHERE
THERE IS
PERSISTENCE.
NOTHING IS
IMPOSSIBLE WHERE
THERE IS BELIEF”.

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".

Sincerely,

Professor Muthanna G. Abdulrazzaq



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Academic Calendar

FALL SEMESTER 2019-2020

"Weekend"

AUG-19	1	Start day of Registration
	1 - 8 - 15 - 22 - 29 - 30 - 31	Admission Placement tests
	From 25 to 29	New Faculty Orientation
	30	Start day of classes (Weekend classes)
	30 - 3 Sep	Add and Drop
SEP-19	1 - 2 - 3 - 4 - 5	Admission Placement tests
	3	Last day of Registration
	4 - 5	Late registration (with late registration fees)
	8 - 26	Student Orientation
OCT-19	10	Last day of withdraw courses without grade penalty "W"
	11 - 19	Midterm exam
	20 - 26	Midterm grades publishing
NOV-19	Oct 19 - Dec 8	"Withdraw courses with penalty "WF"
	30	Commemoration Day
	2 - 3	National Day
	7	Last day of classes
	8	Final Exam begins
	19	Final Exam ends
	20	Last day of final grade publishing
	21	Final Grade Appeal
	22 - 9 Jan 2020	Winter Break

FALL SEMESTER 2019-2020

"Weekday"

AUG-19	1	Start day of Registration
	1 - 8 - 15 - 22 - 29 - 30 - 31	Admission Placement tests
	From 25 to 29	New Faculty Orientation
SEP-19	1 - 2 - 3 - 4 - 5	Admission Placement tests
	1	Start day of classes (weekday classes)
	1 - 5	Add and Drop
	5	Last day of Registration
	6 - 7	Late registration (with late registration fees)
	8 - 26	Student Orientation
OCT-19	10	Last day of withdraw courses without grade penalty "W"
	13 - 24	Midterm exam
	20 - 26	Midterm grades publishing
NOV-19	30	Commemoration Day
DEC-19	1	Last day of withdraw courses with grade penalty "WF"
	2 - 3	National Day
	7	Last day of classes
	8	Final Exam begins
	19	Final Exam ends
	20	Last day of grade publishing
	21	Final Grade Appeal
	22 - 9 Jan 2020	Winter Break

SPRING SEMESTER 2019-2020

"Weekend"

JAN-20	1	New Year
	2	Start day of Registration
	5 - 6 - 7 - 8 - 9 - 10 - 11 - 12 - 13 - 14 - 15	Admission Placement tests
	From 5 to 9	New Faculty Orientation
	10	Start day of classes (weekend classes)
	10 - 14	Add and Drop
	14	Last day of Registration
	15 - 16	Late registration (with late registration fees)
FEB-20	19 JAN - 8	Student Orientation
	20	Last day of withdraw courses without grade penalty "W"
	21 - 29	Midterm exam
MAR-20	6 - 11	Midterm grades publishing
	29	Beginning of Spring Break
APR-20	4	End of Spring Break
	5	Class resumption
	23	Last day to withdraw from courses after midterm "WF"
	30	Last day of classes
MAY-20	1	Final Exam begins
	16	Final Exam ends
	18	Last day of final grade publishing
	19 - 20	Final Grade Appeal
	30	Graduation Ceremony

SPRING SEMESTER 2019-2020

"Weekday"

JAN-20	1	New Year
	2	Start day of Registration
	5 - 6 - 7 - 8 - 9 - 10 - 11 - 12 - 13 - 14 - 15	Admission Placement tests
	From 5 to 9	New Faculty Orientation
	12	Start day of classes (weekday classes)
	12 - 16	Add and Drop
	16	Last day of Registration
	17 - 18	Late registration (with late registration fees)
FEB-20	19 JAN - 8	Student Orientation
	20	Last day of withdraw courses without grade penalty "W"
	22 – 5 March	Midterm exam
MAR-20	6 - 11	Midterm grades publishing
	29	Start of Spring Break
APR-20	4	End of Spring Break
	5	Class resumption
	23	Last day of withdraw courses with grade penalty "WF"
	30	Last day of classes
MAY-20	1	Start day of Final Exam
	16	Last day of Final Exam
	18	Last day of grade publishing
	19 - 20	Grade Appeal
	30	Graduation Ceremony

SUMMER (1) TERM 2019-2020

"Weekend"

MAY - 20	1	Start day of Registration
	24 – 25 – 26 – 27 – 28 – 29	Admission Placement tests
	From 24 to 28	New Faculty Orientation
	29	Start day of classes (weekend classes)
	29 – 1 June	Add and Drop
JUNE - 20	1	Last day of Registration
	3	Late registration (with late registration fees)
	7 – 8	Student Orientation
	18	Last day of withdraw courses without grade penalty "W"
	12 - 17	Midterm exam
	18 - 23	Midterm grades publishing
	26	Last day of withdraw courses with grade penalty "WF"
JULY - 20	3	Start day of Final Exam
	4	Last day of Final Exam
	6	Last day of grade publishing
	6 - 8	Grade Appeal

SUMMER (1) TERM 2019-2020

"Weekday"

MAY - 20	1	Start day of Registration
	24 – 25 – 26 – 27 – 28 – 29	Admission Placement tests
	From 24 to 28	New Faculty Orientation
	31	Start day of classes (weekday classes)
	29 – 1 June	Add and Drop
JUNE - 20	1	Last day of Registration

	3	Late registration (with late registration fees)
	7 – 8	Student Orientation
	13	Last day of withdraw courses without grade penalty "W"
	14 - 17	Midterm exam
	18 - 23	Midterm grades publishing
	26	Last day of withdraw courses with grade penalty "WF"
JULY - 20	5	Start day of Final Exam
	8	Last day of Final Exam
	9	Last day of grade publishing
	9 - 10	Grade Appeal

SUMMER (2) TERM 2019-2020

"Weekend"

July - 20	1	Start day of Registration
	5 – 6 – 7 – 8 – 9 – 10	Admission Placement tests
	From 5 to 8	New Faculty Orientation
	10	Start day of classes (weekend classes)
	10 – 13	Add and Drop
	12 - 14	Student Orientation
	13	Last day of Registration
	15	Late registration (with late registration fees)
	23	Last day of withdraw courses without grade penalty "W"
	24 - 29	Midterm exam
	31 – 2 Aug	Eid Al Adha (*)
AUGUST - 20	30 July - 4	Midterm grades publishing
	7	Last day of withdraw courses with grade penalty "WF"
	14	Start day of Final Exam

	15	Last day of Final Exam
	20	Last day of grade publishing
	20 – 21	Grade Appeal

SUMMER (2) TERM 2019-2020

“Weekday”

July - 20	1	Start day of Registration
	5 – 6 – 7 – 8 – 9 – 10	Admission Placement tests
	From 5 to 8	New Faculty Orientation
	12	Start day of classes (weekend classes)
	10 – 13	Add and Drop
	12 - 14	Student Orientation
	13	Last day of Registration
	15	Late registration (with late registration fees)
	23	Last day of withdraw courses without grade penalty "W"
	26 - 29	Midterm exam
	31 – 2 Aug	Eid Al Adha (*)
AUGUST - 20	30 July - 4	Midterm grades publishing
	7	Last day of withdraw courses with grade penalty "WF"
	16	Start day of Final Exam
	19	Last day of Final Exam
	20	Last day of grade publishing
	20 – 21	Grade Appeal

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

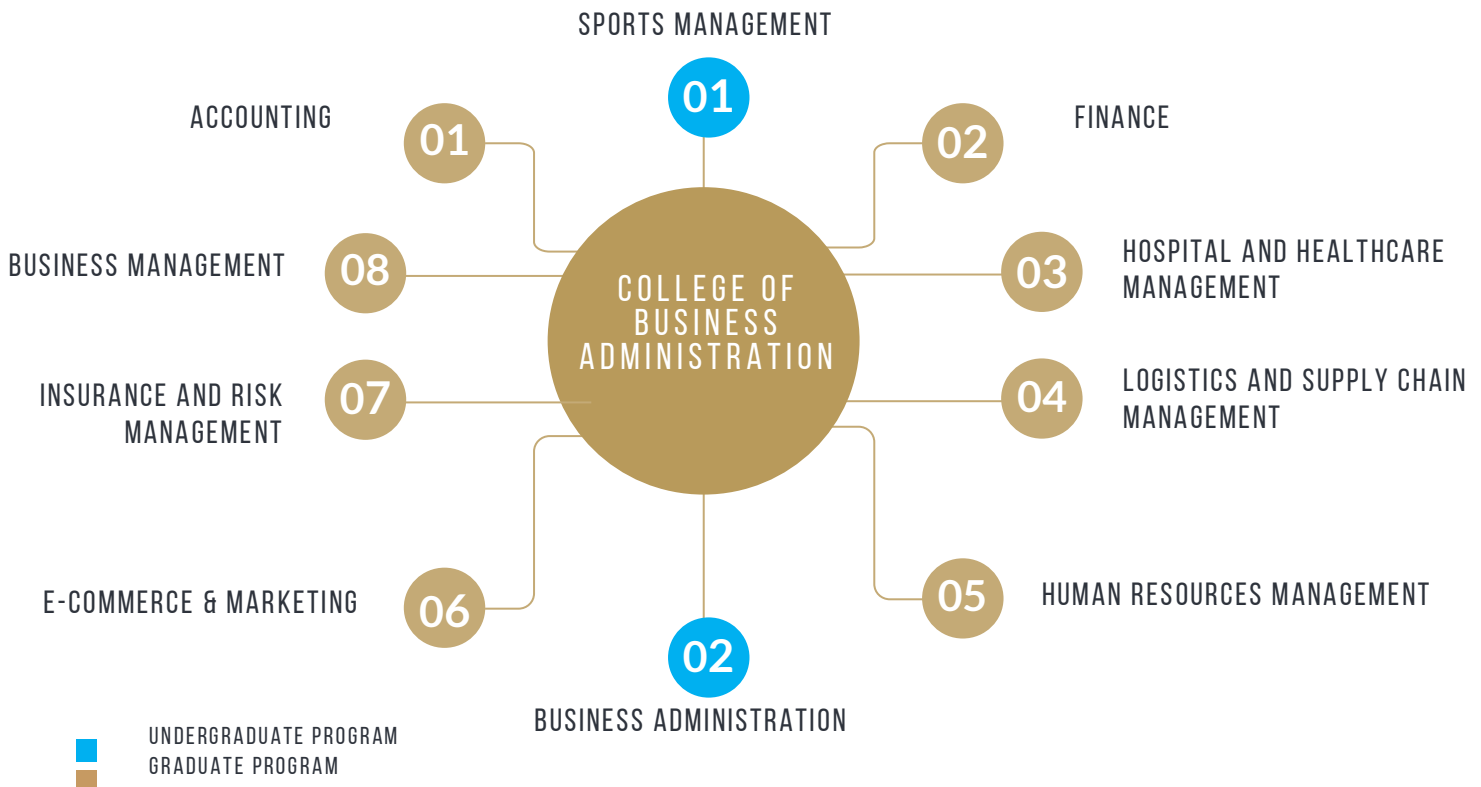
INTRODUCTION

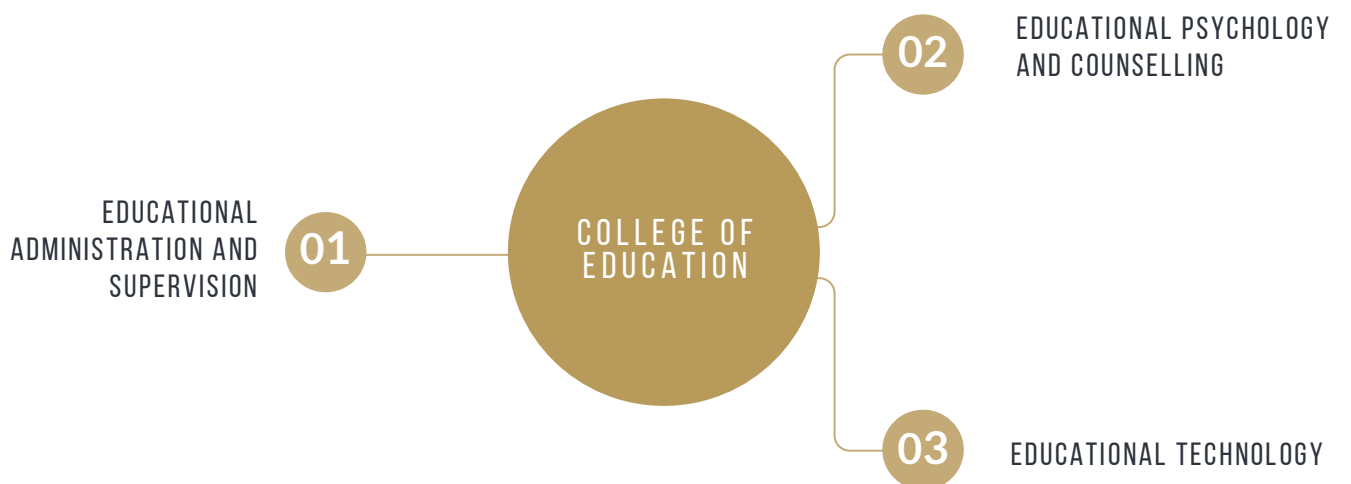
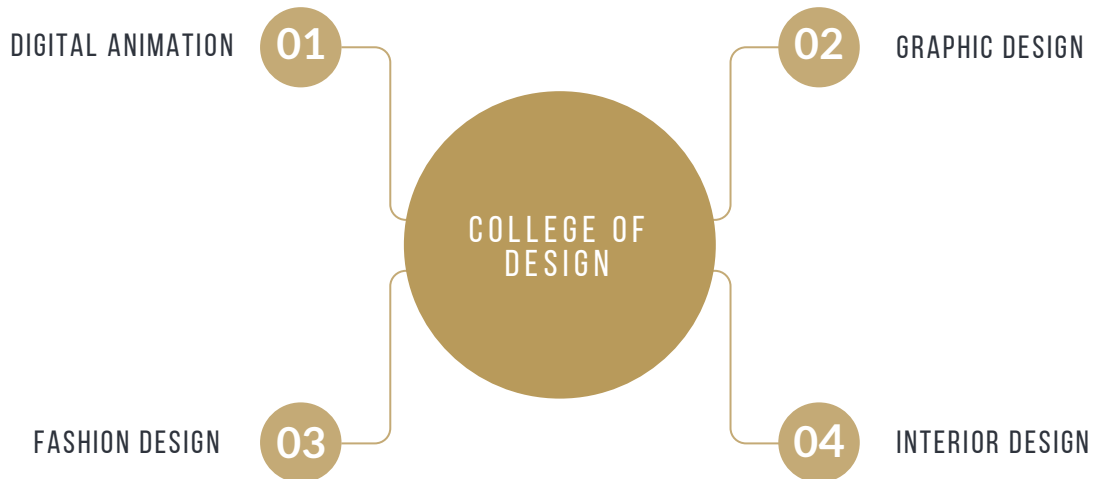
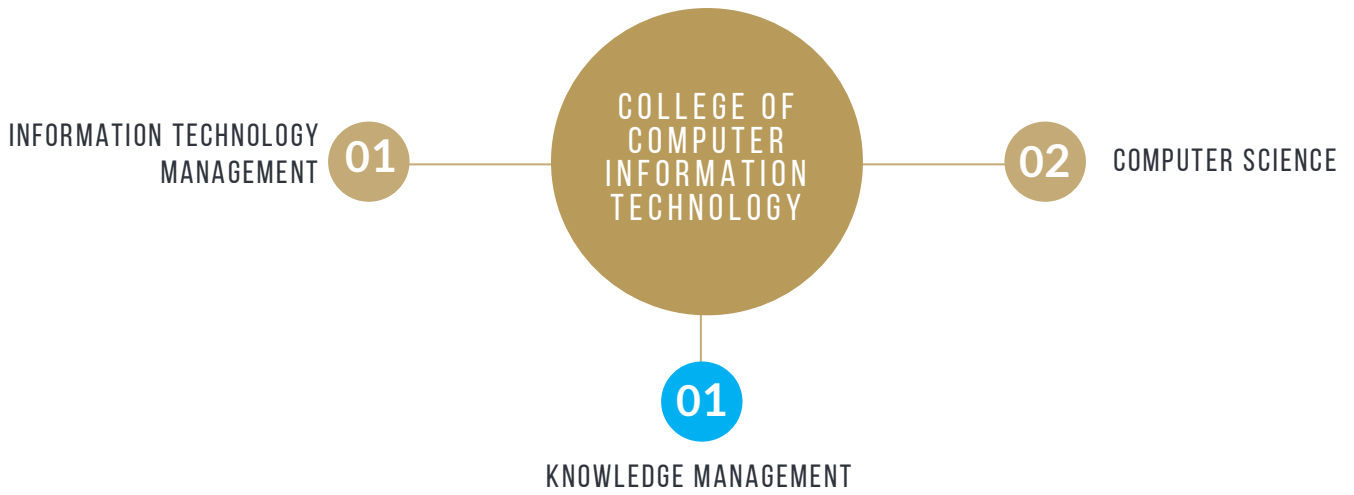
The American University in the Emirates (AUE) was established in 2006 with the vision to become “one of the leading higher educational institutions providing an integrated pathway for students to become creative, effective, and productive members of the community”. The mission of AUE is as follows “The American University in the Emirates (AUE) a coeducational undergraduate and graduate degree granting institution of higher education is committed to preparing students as global citizens for successful employment and continuing higher education by offering student centered quality teaching, learning, research, and service opportunities through multidisciplinary academic degree programs”. AUE offers its students an environment that brings with it the hallmarks of the American system of higher education in a culture that is deeply committed to the region and firmly rooted in the core values of:

- Improve Quality of Life
- Respect and Dignity
- Equal Opportunities and Recognition
- Openness, Trust, and Integrity
- Innovation and Creativity
- Persistence and Entrepreneurialism
- Stewardship and Economic Viability
- Safety and Environmental Responsibility
- Teamwork and Partnership

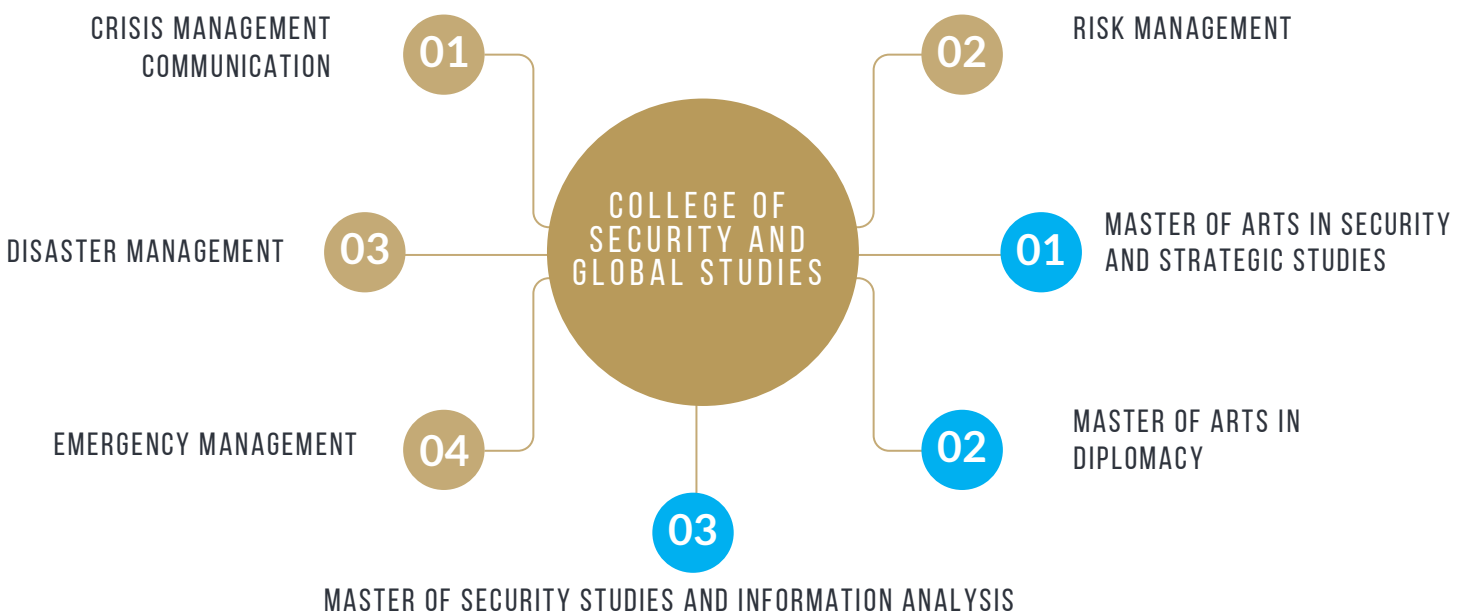
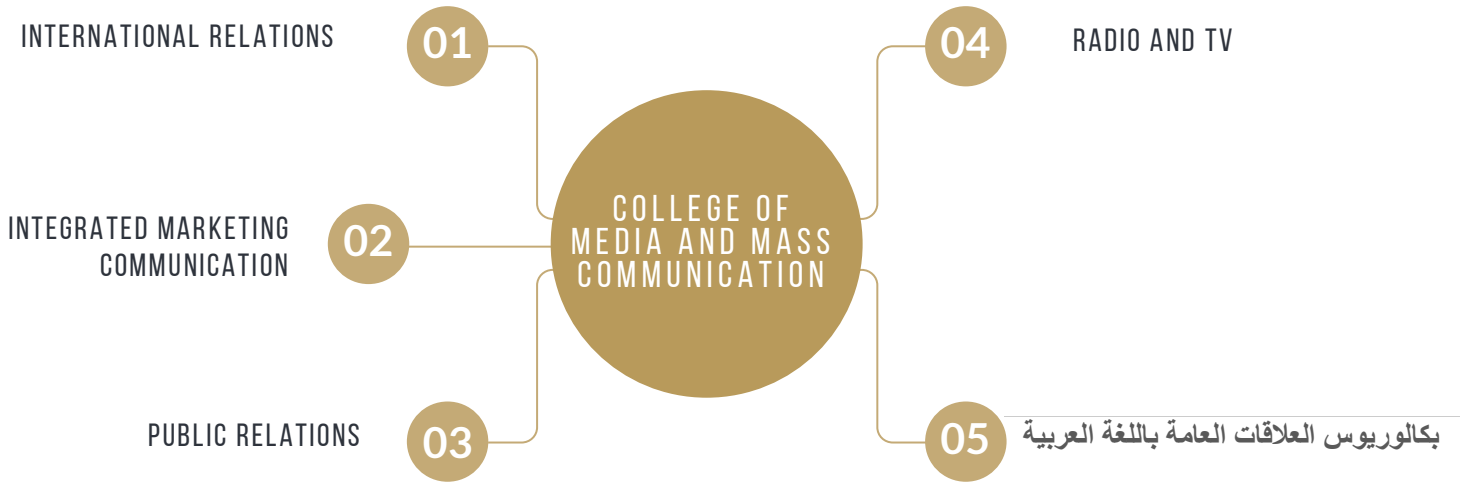
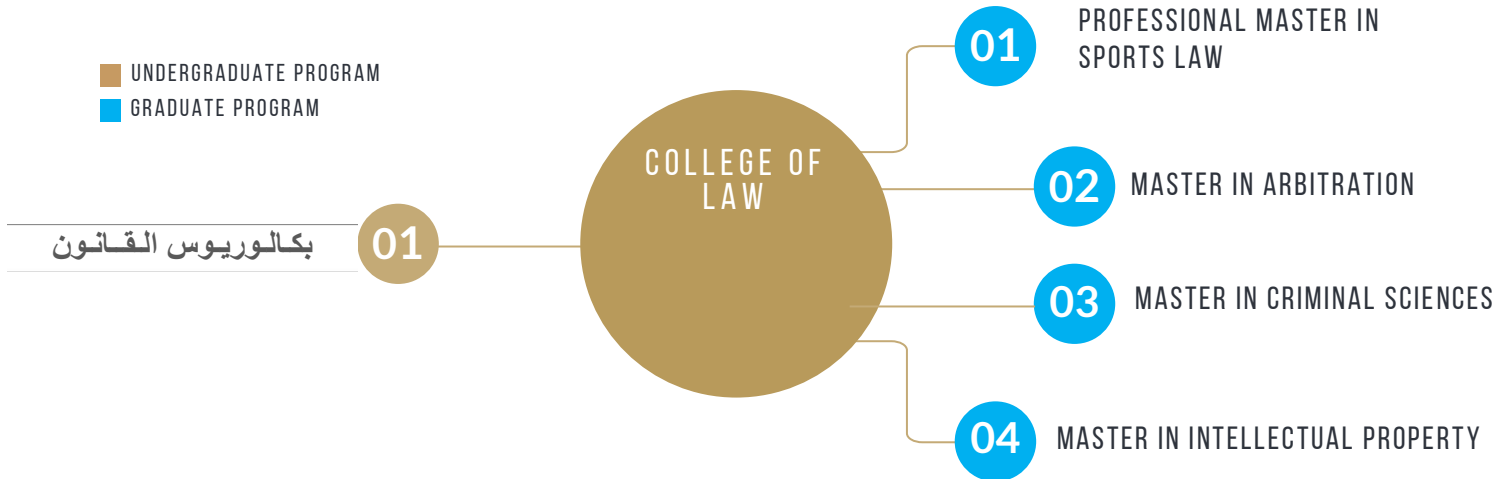


AUE has grown to an institution proudly serving students from 62 nationalities studying across 7 colleges and 38 specializations at the undergraduate and graduate levels consisting of the following:





■ UNDERGRADUATE PROGRAM
 ■ GRADUATE PROGRAM



■ UNDERGRADUATE PROGRAM
 ■ GRADUATE PROGRAM

AUE'S PHILOSOPHY

AUE's philosophy centers on preparing global leaders well-equipped for dealing with the challenges of an increasingly complex world and capable of advancing their diverse communities. The comprehensive liberal arts component of every program and the emphasis on practical experience in specialization courses enables students to emerge with a world-view that is sensitive to context and skills that are essential for innovative thinking.

AUE is licensed and its programs are accredited by the Commission for Academic Accreditation of the Ministry of Higher Education in the United Arab Emirates. The language of instruction at AUE is English for all its programs with the exception of the Bachelors of Public Relations that is offered in Arabic (in addition to English) and the programs offered by the College of Law

ON-CAMPUS RESOURCES AND SERVICES.

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.

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



DINING AND RECREATION

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

COPY CENTER

Located in the ground floor of Block 6 in the campus, the AUE Copy Center offers printing, documentation and lamination services at reasonably affordable prices to faculty, staff, and students.

ID 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.

IMMIGRATION & 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.

INSURANCE & HEALTH SERVICES

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

Students can seek health insurance by applying from the Protocol and Public Relations Department located on the second floor and proceed to make the necessary payments.

In cases of medical emergencies: students, faculty, or staff are authorized to call for medical assistance. The Manager of Student Life & Community Engagement is notified and a student life staff member remains with the student until the student's safety is established by the medical personnel.

Depending on the severity of the case parents and/or guardians may be notified of the emergency.

LABS

AUE students have access to 9 computer laboratories located on the first and second floors equipped with the programs and software that is required for their coursework.

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.

PRAYER ROOMS

Students have access to male and female prayer rooms located on the second floor where they are able to perform their daily prayers.

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 4 study rooms that provide a quiet and productive learning environment,



SAFETY AND SECURITY SERVICES

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.

STUDENT RESIDENCE

AUE facilitates student accommodation via trusted third-party providers. AUE students may approach the Office of Student Life for information related to the student residence via the third-party providers.

TRANSPORTATION AND PARKING

AUE provides its students with transportation services upon their request. Students who require transportation services approach the Facilities Management Department located on the second floor. Parking is located in the parking lot adjacent to Block 6 and across the street.

FINANCIAL INFORMATION

Undergraduate Degrees Tuition Fees

Programs	Per credit hour		
	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
College of Education - (1) Liberal Art Courses	1,400	4,200	1,151
College of Education - (2) Liberal Art Courses	1,575	4,725	1,295

Graduate Degrees Tuition Fees

Programs	Per credit hour		Per course
	AED	AED	USD
Master of Arts in Diplomacy (MAD) - Bridging Course	2,100	4,200	1,151
Master of Arts in Diplomacy (MAD) - Core/Specialization Course	3,502	10,505	2,878
Master of Business Administration (MBA) - Bridging Course	1,575	3,150	863
Master of Business Administration (MBA) - Core/Specialization Course	3,150	9,450	2,589
Master of Sports Management (MSM) - Bridging Course	1,575	3,150	863
Master of Sports Management (MSM) - Core/Specialization Course	3,502	10,505	2,878
Master of Arts in Security and Strategic Studies (MSSS)	3,502	10,505	2,878
Master in Security Studies & Information Analysis	3,502	10,505	2,878
Professional Master in Sports Law- Bridging Course	1,444	2,888	791
Professional Master in Sports Law- Core/Specialization Course	3,413	10,238	2,805
Master in Arbitration	3,675	11,025	3,021
Master in Criminal Sciences	3,675	11,025	3,021
Master in Intellectual Property - Bridging Course	1,444	2,888	791
Master in Intellectual Property - Core/Specialization Course	3,675	11,025	3,021
Master of Knowledge Management (MKM) - Core/Specialization Course	3,502	10,505	2,878

Students Services Fees (Non-Refundable)

Services	Fees	
	AED	USD
Admission Fees - Undergraduate Degrees (Including ID & Application Fees)	3,150	863
Admission Fees - Graduate Degrees (including ID + Application Fees)	3,675	1007
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 Semester)	525	144

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

Intensive English Programs (IEP)

Services	Fees	
	AED	USD
Programs		
Intermediate English Level	7,560	2,072
TOEFL / IELTS Course	3,780	1,035

Visiting Student's Tuition Fees (Undergraduate Degree)

Undergraduate Degrees	Per credit hour		Per course
	AED	USD	
Programs			
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

EXPLANATION OF FEES

PAYMENT METHODS

AUE students are expected to pay their tuition fees and other service charges related to attending Bachelor and Master 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 (UNDERGRADUATE 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 SELF-SPONSORED STUDENTS (GRADUATE STUDENTS):

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

Option 2: 33% down payment for the total tuition fees should be made on the same day of registration, the second 33% and the third installments 34% should be made by one month and two months postdated checks respectively. (checks need to be dated on the 5th of the due month).

In the case of bounced checks from the bank, there will be a penalty of AED 525 per check. The check date cannot be changed later.

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.

OUTSTANDING BALANCE AND REFUND

STUDENT REFUND

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.

PROCEDURE

1

A student wishing to obtain a refund upon withdrawing from a course may do so by filling the Tuition Refund Application Form at the Financial Affairs Department no later than 15 working days after the end of the add/drop period.

2

If the student wishes withdrawal after 15 working days from the end of add/drop period with evidence of mitigating circumstances including but not limited to illness/hospitalization, first-degree relative death, or national service:

- The Financial Affairs Director calls for the meeting of the Financial Support Committee to review the applications.
- The student is notified, and the refund applied within 48 hours after the convening of the Financial Support Committee.

EMAIL ADDRESS AND OFFICIAL COMMUNICATION

Statement

Acceptable Use: Email is to be used primarily for professional purposes associated with the academic and research pursuits. Any personal use must not interfere with the university activities, must not involve chain letters or solicitations, and must not damage AUE's reputation.

Content Precaution: E-mail users must treat e-mail messages as if they were written on AUE letterhead. In addition, e-mail may not contain language, images or sounds that are harassing, defamatory, or discriminatory actions.

Unwelcome Email: It is the responsibility of the user to contact the ITD in case of receiving inappropriate email, threatening or ransomware type messages whether internally or externally.

Security: The users must be careful when sending or receiving sensitive or confidential information over email.

Ownership: The e-mail system and all messages sent by e-mail are property of AUE. The AUE reserves the right to access and disclose all messages sent or received using its e-mail system to determine whether users have breached or violated AUE security policy. Users should be aware that their deletion of a message might not automatically delete all copies of that message.

Copyrighted Material: Certain data and materials on the internet may be copyrighted and downloaded for distribution would constitute copyright violation.

Retention: Email users are responsible for the maintenance of their mailboxes, i.e., saving or deleting messages.

Bulk E-mail: If users are sending bulk e-mail, please check with the ITD Department prior to sending. Bulk e-mail can be defined as official communication sent to all users with an (@aue.ae) address.

All communications between the University and students will take place via the student's University email. Any other mode of written communication is considered unofficial and faculty and staff reserve the right to refuse communication via any channels other than official University email. While the University may choose to communicate with the student via their registered phone numbers, the consequences of failure to check the University email is the sole responsibility of the student. Students must visit the Information Technology Department to activate their University Email. First semester students may seek the assistance of the Office of Student Life in activating their University Email. Additionally, students can not file a grievance if the incident or situation arose from the student not activating/using the University email.

STUDENT PRIVACY AND RECORDS RELEASE

The University safeguards students' rights to individual privacy and confidentiality of information and records in a way that serves the best interest of the students and the institution. AUE student records are defined as files, documents, and materials, electronic or in print that include educational, personal, medical and any other information pertaining directly to a student. Access to these records is restricted to specific departments and personnel within the University.

Unless explicitly prohibited in writing the University can share the students' Directory Information (including Name, DoB, Nationality, Specialization, Enrollment Date, Graduation Date, Employment Status) to a third party as well as use it in its publications.

No information including but not limited to grades, attendance, financial history, disciplinary records, counseling reports, can be released to a third-party including parents, guardians, or any other individuals or entities without the explicit written consent of the student. However, should a student violate a Student Code of Conduct, the Manager of the Office of Student Life and Community Engagement may communicate with the parent or guardian without the student's written consent.

ACADEMICS AT AUE

AUE is committed to ensuring that students are able to evolve as emerging scholars and future practitioners in their chosen fields via a supportive, motivating, and engaging environment both inside and outside the classroom. Refer to the *Undergraduate Catalog* for further details including admissions requirements, academic progress, and other relevant academic policies.

ACADEMIC ADVISING

AUE ensures that each undergraduate student (Advisee) is assigned to an academic advisor specialized in his/her subject of study to provide the student with academic guidance and support during his/her period of study in the University. Graduate students shall be provided with academic advising and support by their program directors.

CLASS ATTENDANCE

To ensure that students benefit from each module of instruction within the credit system. AUE supports student learning by recording class attendance and considers it necessary that students are committed to attending and participating in class activities. Class discussion, projects, presentations, group work, field trips and other coursework are all essential parts of student learning and their experience in participation is an important aspect of the course.

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

Attendance is related to the nature of the course and imposed by the instructor in a manner appropriate for each course. 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 an automated message attendance warning as follows:

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

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

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

An exemption of no more than 10% of the total semester hours shall be provided subject to the documented evidence to remove a dismissal after the 3rd Warning and/or to apply for an incomplete final exam for the following incidents:

- a. Accident
- b. Admitted in hospital
- c. Death of a first degree relative, immediate family
- d. Assignment for national mission.

IN CASES OF REPEATED ABSENCES, THE FOLLOWING TAKES PLACE:

1

A student shall be notified through his/her online portal and given a first warning when his/her absence is a cumulative of 10% of the class contact hours.

2

A student shall be notified through his/her online portal and given a second warning when his/her absence is a cumulative of 20% of the class contact hours.

3

A student shall be notified through his/her online portal and given a third warning when his/her absence is a cumulative of 25% of the class contact hours.

4

A student shall be notified and dismissed from the concerned course when his/her attendance is more than 25% of the class contact hours and shall receive an "FA" "Failed due to Absence" grade in that course.

5

A student who is dismissed from a specific course may be granted to another 5% absence permission subject to a valid reason supported by relevant and official dismutation and shall go through the following process:

- a) A student may obtain an Attendance Dismissal Removal Form from the Admission and Registration Department and submit it to the course instructor for approval.
- b) The Attendance Dismissal Removal Form shall be approved and signed by the course instructor and then the Dean of the college.
- c) When the Attendance Removal Form is dully signed and approved, the student shall handover the Form to the Admission and Registration Department to remove his/her dismissal.
- d) If a student has been granted as per point No.5 above and happened to be dismissed from the course one more time, he/she shall be dropped from the course while receiving "FA".

GRADING SYSTEM

UNDERGRADUATE LEVEL GRADING SCALE

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

Letter Code	Description	Numerical Scale of the Grades	Included in			Grade Points Value
			Credits Earned	Credits Attempted	CGPA	
A	Excellent	90.00-100	Yes	Yes	Yes	4.00
B+	Very Good	85.00-89.99	Yes	Yes	Yes	3.50
B	Good	80.00-84.99	Yes	Yes	Yes	3.00
C+	Satisfactory	75.00-79.99	Yes	Yes	Yes	2.50
C	Average	70.00-74.99	Yes	Yes	Yes	2.00
D+	Below Average	65.00-69.99	Yes	Yes	Yes	1.50
D	Poor	60.00-64.99	Yes	Yes	Yes	1.00
F	Fail	Less than 60	No	Yes	Yes	0.00
IP	In Progress	n/a	No	No	No	n/a
I	Incomplete	n/a	No	Yes	No	n/a
W	Withdrawal	n/a	No	Yes	No	n/a

GRADUATE LEVEL GRADING SCALE

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

Letter Code	Description	Numerical Scale of the Grades	Included in			Grade Points Value
			Credits Earned	Credits Attempted	CGPA	
A	Excellent	96.00-100	Yes	Yes	Yes	4.00
A-	Very Good	90.00-95.99	Yes	Yes	Yes	3.75
B+	Good	87.00-89.99	Yes	Yes	Yes	3.25
B	Satisfactory	84.00-86.99	Yes	Yes	Yes	3.00
B-	Average	80.00-83.99	Yes	Yes	Yes	2.75
C+	Below Average	77.00-79.99	Yes	Yes	Yes	2.25
C	Poor	74.00-76.99	Yes	Yes	Yes	2.00
F	Fail	Less than 74	No	Yes	Yes	0.00
IP	In Progress	n/a	No	No	No	n/a
I	Incomplete	n/a	No	Yes	No	n/a
W	Withdrawal	n/a	No	Yes	No	n/a

STUDENT ACCESS TO GRADES

FINAL GRADE APPEAL

A student cannot file for a grade appeal citing the faculty's grading standard (i.e. challenging, strict, difficult). Students have the right to appeal against any final grade that is below 90% only in incidents where the student perceives that:

1. The grade assigned is based on considerations other than the quality of the submitted work including but not limited to discrimination or personal conflict.
2. The overall grade or specific coursework are miscalculated.
3. The grading was inconsistent with the grading rubric.
4. The course work requirements were inconsistent with those specified in the syllabus, coursework brief, or the instructor's previous announcements.

The student must support their appeal case with appropriate evidence.

PROCEDURE

This procedure provides clear guidance and advice for enrolled students who wish to appeal their final grade.

1. **Written Appeal to Course Instructor:** The student must raise his/her concerns over the final grade directly with the instructor in writing within 5 working days from the date of the grade publishing and notify the Office of Student Life and Community Engagement of this in writing via official University email.
2. **Faculty-Student Meeting:** The faculty member must set a time to meet the student to discuss the student grade. The student may request the presence of Student Life and Community Engagement personnel in the meeting. The outcome of the discussion must be documented in writing by the faculty member.
3. **Written Appeal to College Dean:** Should the matter remain unresolved or if the student does not wish to directly address the faculty member:
 - a. The student must address the concern in writing directly to the College Dean and the College Coordinator.
 - b. The College Dean will then meet with the student to discuss the grade appeal. A member of the Office of Student Life and Community Engagement may be present at the request of the student.
4. **Grade Appeals Committee:** If the evidence presented warrants a reconsideration of the coursework assessments and/or final grade the College Dean calls for the Grade Appeals Committee to proceed to a formal investigation.
 - a. The committee notifies the faculty member who is then requested to provide any evidence or supporting documents demonstrating fair, consistent, and appropriate grading.
 - b. The Grade Appeals Committee makes a recommendation on the grade to the College Dean who ensures the implementation of the decision by the concerned faculty member.
5. **Course Instructor Consent:** Should the faculty member reject the Committee's decision he/she must formally communicate this in writing to the College Dean.

6. **Provost Review & Final Decision:** The College Dean notifies the Provost who reviews the recommendations of both the Grade Appeals Committee and the faculty member and makes a final decision. The Provost decision is final and cannot be appealed by the faculty member or the student.
7. **Notification:** The College informs the student of the decision explicitly in writing via the student's official University email no later than 5 working days from the date of the filing of the grade appeal.

OFFICE OF COUNSELING AND DISABILITY

As an equal-opportunities 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.

The Office of Disability Support and Counseling 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 Office of Disability Support and Counseling 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

PROCEDURE

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 Office of Guidance, Counselling, and Disability Support 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 Office of Guidance, Counselling and Disability Support notifies the Office of Student Life of the kind of special accommodation the student requires both inside and outside the classroom.
- 3 The Office of Student Life notifies the relevant faculty/staff of the kind of special accommodation that the student requires and ensures adequate follow up.
- 4 Where applicable students must provide updated reports annually to the Office of Guidance, Counselling and Disability Support.
- 5 The Office of Guidance, Counselling, and Disability Support verifies the special accommodation needed by students to the Office of Student Life prior to the start of each new academic semester.
- 6 The Office of Counseling, and Disability Support verifies the special accommodation needed by students to the Department of Student Affairs prior to the start of each new academic semester..
- 7 Students may approach the Office of Counseling and Disability Support at any time to seek support for any emotional or mental health issue they may be facing throughout the semester
- 8 The Office of Counseling, and Disability Support provides University wide workshops on various issues related to mental health and the support of people of determination.

LEARNING RESOURCE CENTRE SERVICES

AUE Learning Resource 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 Learning Resource has four private study room available for 2 hours for current AUE Learning Resource 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 Learning Resource 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 Learning Resource are 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 Learning Resource center experience.

All Learning Resource Center 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.

Reader Behavior: 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 readers 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.

Readers' Accessibility: Readers 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 staff 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 readers will be encouraged to select and fetch material for them without the need of Library staff assistance.

However, the Library staff will gladly provide assistance to readers 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 Services for Readers

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.

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.

STUDENT LIFE AND STUDENT SERVICES

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.

STUDENT ORIENTATION

The Office of Student Life holds a bi-annual university-wide orientation program that is designed to facilitate freshmen's transition to University life at AUE. The orientation program introduces students to the University's facilities, departments, policies and procedures, as well as provides an avenue for students to meet their peers and interact with them via social events and activities.

Additionally, each College holds an orientation for its freshmen to introduce them to their College leadership, their Academic Advisors, and provides them with an overview of the areas pertinent to succeed in their chosen specializations. The Office of Student Life also participates in these orientations in which it provides students with an overview of each of the departments and offices related to student support as well as the pertinent policies and procedures.

STUDENT SERVICES

At the core of AUE's philosophy is the belief that students must be given ample opportunities to pursue their intellectual, professional, and personal growth in a safe, supportive, and conducive environment.

OFFICE OF STUDENT LIFE & COMMUNITY ENGAGEMENT

MISSION

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

OSL FUNCTIONS

Student Engagement: The OSL undertakes establishing and facilitating all extracurricular activities and initiatives including student clubs, associations, competitions, initiatives, events and trips.

Student Recognition: Recognizing and enabling student excellence is a core value of AUE. As such the OSL offers awards based on academic excellence, leadership, club engagement, and student engagement.

Student Exchange Programs and Study Abroad: The OSL 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.

Volunteering & Community Engagement: The OSL seeks to provide students with opportunity to engage in the greater community

Financial Support: AUE offers a variety of financial support options to students including grants, scholarships, and financial aid. Additionally, the OSL is the first point of contact for students sponsored by both government and private institutions. The OSL 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.

Grievances & Discipline: The OSL undertakes all matters related to student grievances, violations of Code of Conduct, and disciplinary actions.

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 Office of Student Life for details on how they can participate. Additionally, the Office of Student Life encourages students to initiate any athletic team of their interest and/or initiate or participate in athletic activities and events. Join one of our teams today by visiting the Office of Student Life or emailing: athletics@ae.ae.

STUDENT ENGAGEMENT

Student engagement activities are a core component of a well-rounded University education. This section outlines the ways in which students can initiate student clubs or develop student activities.

The Office of Student Life and Community Engagement 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 Office of Student Life and Community Engagement.

STUDENT CLUBS

The Office of Student Life and Community Engagement 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 Office of Student Life and Community Engagement.

AUE is proud home to over 20 special interest and cultural clubs each with dedicated leadership, activities, and events throughout the year. Student Clubs include, but are not limited to the following:

- AUE Acting and Performance Club
- AUE Art & Design Club
- AUE Business Club
- AUE Film Club
- AUE Marketing Club
- AUE Music Club
- AUE Student Health Ambassadors
- AUE Student Newspaper
- Culture Clubs
- Debate Club
- Hacking Club
- Happiness, Motivation & Wellness Club
- International Majlis of Women Qaedat
- Literary Creative Club
- Management Consulting Club
- Model United Nations (MUN)
- Photography Club
- Research Club
- Sustainability Club
- Yalla Finance

PROCEDURE

To propose or initiate a student club in forming a new club must complete, a student, faculty, or staff member must complete the Club Initiation Form and submit it to the Office of Student Life for approval

1. Club Guidelines:

- 1.1 Students or faculty may initiate a new club or society by filling the Club Initiation Form at the Office of Student Life & Community Engagement 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).
- 1.2 The Manager of Student Life and Community Engagement calls for a meeting of the Student Activities Committee to review the proposals for approval. The Office of Student Life and Community Engagement notifies the concerned individuals of the decision of the Student Activities Committee within 5 working days.
 - 1.3 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.
 - 1.4 Upon receipt of the signed meeting minutes the Office of Student Life and Community Engagement 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
 - 1.5 Club Officers must provide the Office of Student Life and Community Engagement a list of proposed events/activities within 2 weeks of official formation.
 - 1.6 The Manager of Office 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 Office of Student Life and Community Engagement.
 - 1.7 Where applicable, no purchases or expenses can be made by a Club or a member of a Club without obtaining formal approval from the Office of Student Life and Community Engagement.
 - 1.8 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 Office of Student Life and Community Engagement.

2. To Remain Active:

- 2.1 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 Office of Student Life and Community Engagement within 3 days of the conclusion of Club Fair.
- 2.2 Hold monthly club meetings from September to April.
- 2.3 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.
- 2.4 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).
- 2.5 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.
- 2.6 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 Office of Student Life and Community Engagement
- 2.7 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.
- 2.8 Clubs may not collect dues or fees from members or event attendees without the Office of Student Life and Community Engagement approval.
- 2.9 Adhere to Student Rights & Responsibilities and the AUE Code of Conduct and Discipline as per the current *AUE Student Handbook*.

- 2.10 Any sponsorships, external partnerships, or external must be approved and coordinated by the Office of Student Life and Community Engagement.

3. Membership

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

3.2 Officers

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

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

3.4 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.

3.5 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.

3.6 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

4.1 President – it shall be the duty of the President to:

- 4.1.1 Preside at meetings
- 4.1.2 Vote only in case of a tie
- 4.1.3 Represent the club
- 4.1.4 Ensure club’s finances and expenses are fully paid at the end of each semester of their term
- 4.1.5 Appoint committee chairpersons subject to the approval of the Executive Committee
- 4.1.6 Serve as an ex-officio member of all committees except the nominating committee
- 4.1.7 Alert OSL of any upcoming meetings
- 4.1.8 Perform such other duties as ordinarily pertain to this office including overseeing all officers and completing club requirements as required by OSL
- 4.1.9 Report to the designated OFFICE OF STUDENT LIFE AND COMMUNITY ENGAGEMENT Officer regularly (at least 4 times per semester) through email or in person with activity plans, updates, etc.
- 4.1.10 Communicate regularly with the Club Advisor through email or in person (every two weeks) with activity plans, updates, etc.

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

- 4.2.1 Preside in the absence of the President
- 4.2.2 Serve as chairperson of the Activities & Events Committee

4.3 Secretary – It shall be the duty of the Secretary to:

- 4.3.1 Record the minutes of all meetings
- 4.3.2 Keep a file of the club’s records
- 4.3.3 Maintain a current roster of membership
- 4.3.4 Monitor the club’s aue.ae email address
- 4.3.5 Issue notices of meetings and conduct the general correspondence of the club

4.4 Treasurer

4.4.1 Responsible for all club funds and monetary issues, and must submit to the designated OSL Officer updated spread sheets showing the event type, date, expense, and balance

4.4.2 Must receive approval on all expenses in advance of any event (minimum of three weeks in advance) from the Office of Student Life and Community Engagement, as per the Event Initiation Form.

5. Meetings & Events

5.1 Meetings – Regular meetings shall be held monthly from September to April.

5.2 Special Meeting – Special meetings may be called by the President with the approval of the Executive Committee.

5.3 Quorum – A quorum shall consist of 2/3 of the membership.

5.4 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.

5.6 Conduct - Club members, meetings, and events must adhere to the AUE Students Rights and Responsibilities and the AUE Code of Conduct and Discipline as per the current *AUE Student Handbook*.

6. Executive Committee

6.1 Responsibility – Management of this club shall be vested in an Executive Committee responsible to the entire membership to uphold these bylaws.

6.2 Membership – This committee shall consist of the officers as listed in Article III and the faculty advisor.

6.3 Meetings – This committee shall meet at least once between regular meetings of the club to organize and plan club initiatives.

7. Advisor

7.1 Selection – there shall be a committed faculty/staff advisor who shall be selected each year by the Office of Student Life & Community Engagement.

7.2 Duties – The responsibilities of the faculty advisor shall be to:

- 7.2.1 Maintain an awareness of the activities and programs sponsored by the club.
- 7.2.2 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.
- 7.2.3 Attend regular meetings and executive committee meetings as often as his/her schedule allows.
- 7.2.4 Assist in the orientation of new officers.
- 7.2.5 Explain and clarify campus policy and procedures that apply to the club.
- 7.2.6 Maintain contact with the Office of Student Life
- 7.2.7 Provide direction in the areas of: parliamentary procedure, meeting facilitation, group-building, goal setting, and activities and events planning.

8. Committees

8.1 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.

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

8.3 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,

STUDENT EVENTS & ACTIVITIES

The Office of Student Life and Community Engagement 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 Office of Student Life and Community Engagement.

PROCEDURE

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 Office of 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 Office of Student Life and Community Engagement Officer, the student/Club Officer must submit the *Event Request Form* to Office of Student Life and Community Engagement at least three weeks prior to the proposed event date. The *Event Request Form*
3. Once the *Event Request Form* is approved by the OSL Manager, the designated OSL 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 OSL 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 Office of Student Life and Community Engagement through official email communication.
 - a. Flyers
 - i. Flyers must be stamped by the Office of Student Life
 - ii. Distribute approved flyers/posters in the Student Lounge and at exit doors of the buildings
 - iii. Post approved flyers/posters on designated OSL bulletin boards
 - iv. Remove flyers/posters the day after the event
 - b. AUE Website & Social Media

- i. Submit a soft copy of the flyer/poster to the designated OSL Officer who will then coordinate with the appropriate Offices
 - c. Station
 - i. Submit a request to set up a table in the Student Lounge area where club members can advertise the event
 - d. Press coverage
 - i. Must be communicated to the designated OSL 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 Office of Student Life Community Engagement.
 7. All forms are available with the Office of Student Life and Community Engagement and should be submitted electronically by a student club officer via email to the designated OSL Officer.

STUDENT COUNCIL

The mission of the American University of the Emirates Student Council (AUESC) is to build a sense of community and pride amongst AUE students; increase student attendance at and engagement in AUE events and activities; promote, encourage student involvement in student clubs and athletics; foster positive relations and strengthen collaboration between the student body, faculty, administration, and the greater community; engage the AUE community internally and externally; introduce new students to AUE and facilitate their transition to University in their first year; foster national identity among students and strengthen the spirit of social responsibility towards the UAE; undertake initiatives that aim at enabling the student body's creative spirit to flourish at AUE; and support the Office of Student Life & Community Engagement (OSL) in executing and promoting events and activities.

PROCEDURE

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 1.1 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.

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*.

Additionally undergraduate students' academic excellence is recognized at graduation during which students are bestowed with Latin Honors as follows:

1. *Summa Cum Laude* for students whose CGPA is 3.90-4.0
2. *Magna Cum Laude* for students whose CGPA is 3.70-3.89
3. *Cum Laude* for students whose CGPA is 3.50-3.69

Graduate students are recognized via the following awards:

1. *The Academic Excellence Awards*: awarded to graduate students who have completed 12 credit hours and have achieved a CGPA of 3.5 and above.
2. *The Leadership Excellence Awards*: awarded to one graduate student in each program/specialization who has completed 12 credit hours, achieved a CGPA of 3.5 and above and has demonstrated leadership qualities and/or made an impact at AUE or externally. The Office of Student Life asks College Deans to nominate eligible students for this award.

Eligible students are notified by the Office of Student Life 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.

AUE 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.

AUE CLUB EXCELLENCE AWARDS

The AUE 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.

AUE STUDENT ENGAGEMENT AWARD

The AUE 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 AUE 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.

COMMUNITY ENGAGEMENT

The Office of Student Life provides a variety of avenues for students to initiate and participate in community engagement activities whether via student clubs or events and activities. Some of the community engagement activities include:

1. The Annual Breast Cancer Awareness Campaign
2. The Annual Ramadan Iftar Tent
3. Celebrations of International Women's Day
4. World Cancer Awareness Campaign
5. Charity Volunteering Trips
6. World Health Day
7. Blood Drive

FINANCIAL SUPPORT

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 Office of Student Life 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.

1. **AUE Scholarship:** AUE offers full academic scholarships to eligible students at the undergraduate and graduate levels.
2. **AUE High School Merit Scholarship:** AUE offers the High School Merit Scholarship to academically qualified applicants with a specific high school average for a period of four consecutive semesters. Eligible students are required to maintain a specific minimum CGPA in order to continue availing the Scholarship.
3. **AUE University Merit Scholarship:** AUE offers the AUE University Merit Scholarship to students who achieve and maintain a particular CGPA after the completion of a minimum number of credit hours.
4. **AUE Athletic Scholarship:** AUE offers Athletic Scholarships to students who demonstrate exceptional athletic abilities and are registered athletes on an AUE athletic team.
5. **Corporate and Government Grants:** AUE offers partial grants of varying percentages as per agreements signed with various entities in the public and private sectors.
6. **Financial Aid:** AUE offers partial grants to highly qualified undergraduate students with demonstrated financial need. Award amount depends on demonstrated financial need and academic qualifications.

Below are examples of some of the funding types that AUE offers. Please refer to the latest Financial Support Catalogue for financial support requirements and award amounts.

Funding Type	Description
Al Saada Card Grant	<ul style="list-style-type: none"> • Undergraduate students • Current employees • Valid Al Saada card in student's name
Athletic Scholarship	<ul style="list-style-type: none"> • Undergraduate students • Registered athletes on an AUE team • Nominated by Athletic Coordinator
AUE Scholarship	<ul style="list-style-type: none"> • New undergraduate students • Enrolling directly from high school • Min. 90% average
Dubai Corporation for Ambulance Services	<ul style="list-style-type: none"> • Undergraduate students • Current employee
Dubai Electricity and Water Authority (DEWA) Grant	<ul style="list-style-type: none"> • Undergraduate students • Current employee

Dubai Police Grant	<ul style="list-style-type: none"> • Undergraduate students • Current or retired employee <u>OR</u> • Have a mother, father, husband or wife who is a current or retired employee
Early Payment Discount	<ul style="list-style-type: none"> • Undergraduate students • Pay in full by early payment deadline
Esaad Card Grant	<ul style="list-style-type: none"> • Undergraduate students • Valid Esaad card in student's name <u>OR</u> • Have an eligible family member as listed on the back of a valid Esaad card
Family Grant	<ul style="list-style-type: none"> • Undergraduate students • Two or more registered immediate family members (siblings, parents, spouse, children) • Registered in courses simultaneously
FAZAA Card Grant	<ul style="list-style-type: none"> • Undergraduate students • Valid FAZAA card in student's name
Financial Aid	<ul style="list-style-type: none"> • Undergraduate students • Extreme financial hardship • Must apply online through student portal • New students must have a high school average of 75% or above
Government Employee Grant	<ul style="list-style-type: none"> • Undergraduate students • Current UAE government employee
General Directorate of Residency and Foreigners Affairs (Dubai) Grant	<ul style="list-style-type: none"> • Undergraduate students • Current or retired employee; <u>OR</u> • Have a mother, father, husband or wife who is a current or retired employee
High School Merit Scholarship	<ul style="list-style-type: none"> • Undergraduate students • Final high school average of 85 or higher • High school graduate within two years of enrolling at AUE • Granted for first four consecutive semesters of study
University Merit Scholarship	<ul style="list-style-type: none"> • Undergraduate students • Min. CGPA of 3.6 • Min. 45 credit hours completed

STUDENT RIGHTS AND RESPONSIBILITIES

STUDENT RIGHTS

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

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.

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 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.

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.

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.

PROCEDURE

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:

- Alleged discrimination based on age, gender, race, or disability excluding sexual harassment grievances.
- Misconduct of a member of the University community
- Sexual Misconduct
 - 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.
 - 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.
 - If the grievance is not resolved after this meeting, then the remainder the grievance procedure will be followed.
- Academic matters, excluding individual grades (which must follow the Final Grade Appeal Procedure) except when the conditions in items A or B above apply.

Informal Complaint (Mediation)

1. The student should approach the Office of Student Life and Community Engagement with their complaint.
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 resolves 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 5 working days from the date of resolution.

Formal Complaint/Grievance**Initiating a 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 completing a Student Grievance Form at the Office of Student Life and Community Engagement where staff will explain the grievance process.
2. The completed grievance form must be presented to the Manager of Student Life and Community Engagement, or designee, within 48 hours after satisfying the first step in the grievance process.
3. The Manager of Student Life and Community Engagement, or designee, shall give written acknowledgement of receipt of the Student Grievance Form.

Resolving a 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 by the Manager of the Student Life & Community Service, or designee, to meet and clarify details of the grievance
2. **Investigation:** Upon receiving grievance, the Office of Student Life & Community Engagement will begin a formal investigation of the grievance.
3. **Letter of Notice:** If reasonable cause exists, the complainant (and respondents, if applicable) will be notified of a scheduled Grievance Committee Hearing via a formal 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 Office of Student Life & Community Engagement 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. **Grievance Committee Hearing:**
 - a. Hearings are closed to the public. When testimony is being given, only the Committee members, the student, the employee, and the witness giving testimony may be present. During deliberations, only the members of the Committee may be present.
 - b. Hearings are informal.
 - i. A tape recording of the testimony presented during the appeal hearing may be made.
 - ii. The Committee's deliberations are not taped-recorded.
 - iii. After resolution of the appeal, the tape recording will be kept for three months in the Office of the Director of Student Affairs.
 - iv. Either party in the appeal may listen to this tape recording under the supervision of the Chief Student Services Officer or designee
 - c. The Committee may question the student, faculty and the employee. The Committee may also question the employee's supervisor and any additional witnesses that it considers necessary to render a fair decision. Questions must be relevant to the issues of the appeal.
 - d. Both parties to the appeal may ask questions of the other during the meeting. These questions must be relevant to the issues of the appeal. The Chairperson of the Committee will determine the appropriateness of the questions.
 - e. The student shall bear the burden of proof.
 - f. The Committee shall decide the solution of the grievance by a majority vote. In case of a tie, the Chairperson shall vote and thus break the tie.
 - g. The Chairperson shall forward a copy of the Committee's decision to all parties involved within 5 days of the Committee's decision
6. **Decision & Notification:** Based on the findings of the Grievance Committee, the respondent(s) will receive a formal outcome letter within 5 business 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 following disciplinary actions:
 - o **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

Office of Student Life & Community Engagement keeps a record of this incident, but it does not go into the student's disciplinary record.

- **Written Warning:** An official written notice by the Manager of Student Life & Community Engagement that becomes a part of the student's disciplinary record.
- **Restitution:** The requirement to provide monetary compensation for any damage caused to the University or any other person's property.
- **Community Service Hours:** The requirement to complete a specific number of unpaid service hours to the University, as approved by the Manager of the Office of Student Life & Community Engagement.
- **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.
- **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.
- **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.
- **Withdrawal of Financial Support:** Should a student be a recipient of any financial support including a scholarship, grant, or financial aid, the Manager of the Office of Student Life & Community Engagement has the right to withdraw financial support permanently or for a set period of time.
- **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.
- **Disciplinary Probation:** The respondent is placed on official notice that they 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
- **Disciplinary Suspension:** The respondent is required to temporarily separate from the University for a specific number of time. 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.
- **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.
- **Withholding Degree:** The University has the right to withhold issuing a degree to the respondent until all imposed sanctions, if any, are complete.

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 Service, or designee, to meet and clarify details of the grievance
2. **Investigation:** Upon receiving grievance, the Office of Student Life & Community Engagement will begin a formal investigation of the grievance.
3. **Letter of Notice:** If reasonable cause exists, the complainant (and respondents, if applicable) will be notified of a scheduled Grievance Committee Hearing via a formal 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. Additionally, the immediate supervisor of the staff or faculty member will be notified.

4. **Interim Actions:** The Manager of the Office of Student Life & Community Engagement 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. **Grievance Committee Hearing:**
 - a. Hearings are closed to the public. When testimony is being given, only the Committee members, the student, the employee, and the witness giving testimony may be present. During deliberations, only the members of the Committee may be present.
 - h. Hearings are informal.
 - v. A tape recording of the testimony presented during the appeal hearing may be made.
 - vi. The Committee's deliberations are not taped-recorded.
 - vii. After resolution of the appeal, the tape recording will be kept for three months in the Office of the Director of Student Affairs.
 - viii. Either party in the appeal may listen to this tape recording under the supervision of the Chief Student Services Officer or designee
 - i. The Committee may question the student, faculty and the employee. The Committee may also question the employee's supervisor and any additional witnesses that it considers necessary to render a fair decision. Questions must be relevant to the issues of the appeal.
 - j. Both parties to the appeal may ask questions of the other during the meeting. These questions must be relevant to the issues of the appeal. The Chairperson of the Committee will determine the appropriateness of the questions.
 - k. The student shall bear the burden of proof.
 - l. The Committee shall decide the solution of the grievance by a majority vote. In case of a tie, the Chairperson shall vote and thus break the tie.
 - m. The Chairperson shall forward a copy of the Committee's decision to all parties involved within 5 days of the Committee's decision
6. **Decision & Notification:** Based on the findings of the Grievance Committee, the respondent(s) will receive a formal outcome letter within 5 business 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 following disciplinary actions:
 - o **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 Office of Student Life & Community Engagement keeps a record of this incident, but it does not go into the student's disciplinary record.
 - o **Written Warning:** An official written notice by the Manager of Student Life & Community Engagement that becomes a part of the student's disciplinary record.
 - o **Restitution:** The requirement to provide monetary compensation for any damage caused to the University or any other person's property.
 - o **Community Service Hours:** The requirement to complete a specific number of unpaid service hours to the University, as approved by the Manager of the Office of Student Life & Community Engagement.
 - o **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.

- **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.
- **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.
- **Withdrawal of Financial Support:** Should a student be a recipient of any financial support including a scholarship, grant, or financial aid, the Manager of the Office of Student Life & Community Engagement has the right to withdraw financial support permanently or for a set period of time.
- **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.
- **Disciplinary Probation:** The respondent is placed on official notice that they 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
- **Disciplinary Suspension:** The respondent is required to temporarily separate from the University for a specific number of time. 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.
- **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.
- **Withholding Degree:** The University has the right to withhold issuing a degree to the respondent until all imposed sanctions, if any, are complete.

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

1. **Notify College Dean or Provost:** The Manager of Student Life and Community engagement will notify the College Dean and or Provost who will form a committee to investigate the incident or situation.
2. **Committee Findings Shared with OSL:** The committee findings and recommendations are to be shared with the Manager of Student Life and Community Engagement within 48 hours from the reporting of the grievance.
3. **Notification:** The Manager of Student Life will inform the student of the outcome in writing via the student's official University email with 48 hours from when the committee's decision is communicated .

Appealing to the Grievance Committee

1. **Submit Grievance Appeal Form:** If a student remains unsatisfied with the outcome of the Grievance Committee he/she may appeal the decision by filling the Grievance Appeal Form at the Office of Student Life and Community Engagement within five working days after receiving the Grievance Committee decision . The request shall include a copy of the original grievance form and the reason why the supervisor's response was unsatisfactory.
 - a. No appeal shall be allowed unless the appellant cites specifically to the grievance record and states with specificity the grounds under which the appeal shall be allowed.

- b. Any appeal submitted that does not include the required information will be dismissed without review.
2. **Grievance Appeal Committee:**
 - a. The Manager of Student Life and Community Engagement will notify the Director of Student Services
 - b. The Director of Student Services shall ensure that a Grievance Appeal Committee is organized in a manner consistent with the Committee Structure described in this procedure. The Director of Student Services shall present all relevant information on the case to the Grievance Appeal Committee who then meet with all relevant parties.
 - c. If the Student Grievance Committee overrules a decision in whole or in part, it may:
 - i. Modify the decision; or
 - ii. Remand for further proceeding.
 3. The Grievance Appeal Committee shall be responsible for reviewing substantive or procedural appeals from the decision(s) of a college dean or university administrator.
 4. Decisions of the Grievance Appeal Committee are final. There is no further appeal within the Student Grievance procedures.

The Student Grievance Committee

Composition

1. Three students recommended by the AUE Student Council.
2. Two faculty members recommended by the Provost/VPAA.
3. One Student Services staff member recommended by the VPEMSS.
4. One administrator, other than the Director of Student Services, to serve as the Committee's chairperson.
5. The Manager of Student Life and Community Engagement, or designee, who serves as ex-officio, non-voting member of the Committee. The President must approve all recommended members.

Purpose and Function

1. All student grievance committees are ad hoc and shall be formed to hear specific complaints. A new committee may be formed every time that a grievance covered under this procedure is filed.
2. Whenever a committee is formed, it may adopt additional rules and guidelines not in contradiction with these procedures.
3. When a grievance committee is scheduled, the parties involved are entitled to:
 - a. A written notice of the complaint that shall be forwarded to all parties at least five working days prior to the meeting unless the student filing the complaint waives this requirement. This notice shall include the following:
 - i. A brief description of the complaint, including the name of the person filing the complaint;
 - ii. The date, time and location of the meeting, and
 - iii. The name of any person who might be called as a witness.
4. Review all available evidence, documents or exhibits that each party may present at the meeting. This review must take place under the supervision of the Manager of Student Life and Community Engagement or his/her designee.
5. Appear in person and present information on his/ her behalf and present additional evidence to the Committee, subject to the Committee's judgment that the evidence is relevant to the appeal.
6. Call witnesses who are dismissed after providing testimony and responding to questions posed by the Committee and either party in the appeal.

Hearing Procedures

1. Hearings are closed to the public. When testimony is being given, only the Committee members, the student, the employee, and the witness giving testimony may be present. During deliberations, only the members of the Committee may be present.
2. Hearings are informal.
 - a. A tape recording of the testimony presented during the appeal hearing may be made.
 - b. The Committee's deliberations are not taped-recorded.
 - c. After resolution of the appeal, the tape recording will be kept for three months in the Office of the Director of Student Affairs.
 - d. Either party in the appeal may listen to this tape recording under the supervision of the Chief Student Services Officer or designee
3. The Committee may question the student, faculty and the employee. The Committee may also question the employee's supervisor and any additional witnesses that it considers necessary to render a fair decision. Questions must be relevant to the issues of the appeal.
4. Both parties to the appeal may ask questions of the other during the meeting. These questions must be relevant to the issues of the appeal. The Chairperson of the Committee will determine the appropriateness of the questions.
5. The student shall bear the burden of proof.



STUDENT POLICIES

1. ABUSE OF INFORMATION TECHNOLOGY AND SOCIAL MEDIA OUTLETS

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.
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 to threaten any individuals and/or entities.
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.

PROCEDURE

This procedure is to be used by any student, faculty or staff member in cases in which there is a suspected violation of the Information Technology and Social Media Outlets policy.

1. **Report Perceived Violation:** A currently enrolled student, staff or faculty member may report any perceived violation in writing via Official University email or through the Student Grievance Form.
2. **Investigation:** Upon receiving a report of a suspected violation, The Office of Student Life & Community Engagement will begin a formal investigation of the allegations.
3. **Letter of Notice:** If reasonable cause exists, the respondent will be notified of a scheduled Grievance Committee Hearing via a formal letter of notice to the respondent's 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 Office of Student Life & Community Engagement 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. **Grievance Hearing:**
 - a. Hearings are closed to the public. When testimony is being given, only the Committee members, the student, the employee, and the witness giving testimony may be present. During deliberations, only the members of the Committee may be present.
 - n. Hearings are informal.

- ix. A tape recording of the testimony presented during the appeal hearing may be made.
 - x. The Committee's deliberations are not taped-recorded.
 - xi. After resolution of the appeal, the tape recording will be kept for three months in the Office of Student Life & Community Engagement
 - xii. Either party in the appeal may listen to this tape recording under the supervision of the Chief Student Services Officer or designee
- o. The Committee may question the student, faculty and the employee. The Committee may also question the employee's supervisor and any additional witnesses that it considers necessary to render a fair decision. Questions must be relevant to the issues of the appeal.
 - p. Both parties to the appeal may ask questions of the other during the meeting. These questions must be relevant to the issues of the appeal. The Chairperson of the Committee will determine the appropriateness of the questions.
 - q. The student shall bear the burden of proof.
 - r. The Committee shall decide the solution of the grievance by a majority vote. In case of a tie, the Chairperson shall vote and thus break the tie.
 - s. The Chairperson shall forward a copy of the Committee's decision to all parties involved within 5 days of the Committee's decision
6. **Decision & Notification:** Based on the findings of the Committee, the respondent(s) will receive a formal outcome letter within 5 business 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 following disciplinary actions:
- o. **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 Office of Student Life & Community Engagement keeps a record of this incident, but it does not go into the student's disciplinary record.
 - o. **Written Warning:** An official written notice by the Manager of Student Life & Community Engagement that becomes a part of the student's disciplinary record.
 - o. **Restitution:** The requirement to provide monetary compensation for any damage caused to the University or any other person's property.
 - o. **Community Service Hours:** The requirement to complete a specific number of unpaid service hours to the University, as approved by the Manager of the Office of Student Life & Community Engagement.
 - o. **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.
 - o. **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.
 - o. **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.
 - o. **Withdrawal of Financial Support:** Should a student be a recipient of any financial support including a scholarship, grant, or financial aid, the Manager of the Office of Student Life & Community Engagement has the right to withdraw financial support permanently or for a set period of time.
 - o. **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.

- **Disciplinary Probation:** The respondent is placed on official notice that they 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.
- **Disciplinary Suspension:** The respondent is required to temporarily separate from the University for a specific number of time. 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.
- **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.
- **Withholding Degree:** The University has the right to withhold issuing a degree to the respondent until all imposed sanctions, if any, are complete.

2. ALCOHOL, DRUGS, AND ILLEGAL SUBSTANCE ABUSE

The use or possession of alcohol, drugs, and illegal substances and references to such practices verbally or in writing with students, staff, or faculty members on AUE premises is strictly prohibited and subject to the UAE law.

PROCEDURE

This procedure is to be used by any student, staff or faculty member in reporting perceived use or possession of alcohol, drugs, or illegal substances by an enrolled student at the University.

1. **Report Perceived Violation:** A student, faculty, or staff member can report suspected use or possession of alcohol, drugs or illegal substances to the Office of Student Life and Community Engagement formally in writing via official University email or through the Student Grievance Form or informally by notifying the Manager of Student Life & Community Engagement.
2. **Investigation:** Upon receiving a report of a suspected violation, The Office of Student Life & Community Engagement will begin a formal investigation of the allegations.
3. **Interim Actions:** The Manager of the Office of Student Life & Community Engagement 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.
4. **Meeting:** The Manager of Student Life and Community Engagement, along with the Director of the Office of Counseling and Disability, will meet with the respondent and determine whether there is credible evidence supporting the suspicion of use or possession of alcohol, drugs, or illegal substances.
5. **Decision & Notification:** Should there be credible evidence supporting the suspicion of use or possession of alcohol, drugs, or illegal substance, the respondent will receive a formal letter outlining the violation(s) and will be subject to one of the following disciplinary sanctions without a right to appeal, effective immediately:
 - a. **Disciplinary Suspension:** The respondent is required to temporarily separate from the University for a specific number of time. During this period of time, the respondent will be withdrawn from all courses, will be temporarily blocked from accessing the AUE Student Portal, will be temporarily banned from visiting the University grounds and attending any University events and activities.

- b. **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.

Based on the evidence, relevant authorities may be contacted by the Manager of Student Life and Community Engagement. Additionally, parent(s)/guardian(s) may be notified even in cases where the student is above 18 years of age.

3. HONOR CODE & ACADEMIC INTEGRITY

Students must adhere to the AUE Honor Code that stipulates that students 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 reporting any perceived violations of the University policies and procedures related to academic integrity.

1. Violations of the Honor Code and Principles of Academic Integrity may include but not limited to:

1. **Submitting false or fraudulent information** including transcripts, test scores, medical reports, identification papers, etc.
2. **Intentionally misrepresenting facts** related to situations and/or individuals for the purpose of inflicting harm and/or personal gain including fabricated grievances.
3. **Impersonating another student's identity** in class attendance, coursework submission, or examinations.
4. **Gaining access to unauthorized information and/or material** and failure to report knowledge of such access gained personally or by another student(s).
5. **Cheating** is defined as any actual or attempted act that is undertaken with the intention to gain unfair advantage on coursework, assessments, or examinations that includes but not limited to:
 - a. The unauthorized possession and/or use of any electronic devices during in-class assessments or examinations including but not limited to mobiles, headsets, tablets, calculators and smart watches.
 - b. Sharing, soliciting information verbally, copying the work of another student, or intentionally allowing another student to copy from one's own coursework, assessment, or examination paper.
 - c. Submitting coursework for credit in more than one course without obtaining the prior written approval of the instructors.
 - d. Submitting coursework that was previously submitted for another course even in instances in which the student is repeating the course without obtaining the prior written approval of the instructors.
 - e. Falsifying the results/findings of research.
 - f. Falsifying citations and references.
6. **Plagiarism** is defined as misrepresenting someone else's ideas or work without as one's own by not acknowledging the original ownership and source. Plagiarism includes but is not limited to using parts or all of an idea, word, sentence, diagram, artwork without proper citation even if minor or major changes have been applied to the original (including paraphrasing). Coursework is submitted through an online plagiarism detection program.

2. Assessments & Examinations Policy

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

1. Students and proctors are solely allowed to be in the examination hall.
2. Students shall not be accepted in the examination hall without AUE student card.
3. All time keeping devices should be placed on the desk and can be checked by the proctors any time during the exam.
4. Students shall be seated according to the proctor's directions.
5. Students can be reseated either by the proctors or the exam committee members.
6. All means of communication between students/ candidates are shall not be permitted at any time during the exams.
7. Students shall not leave the examination hall for any reason before the completion of their exam.
8. Students are not allowed to leave the examination room before 40 minutes from the start of the exam.
9. Students shall hand their exam paper whenever instructed by the proctor.

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

PROCEDURE

This procedure is to be used by a student, faculty, or staff member regarding incidents in which a student is perceived to be violating the University's Honor Code.

In cases of suspected violations of the Honor Code and the principles of Academic Integrity that do not involve cheating or plagiarism:

1. The individual suspecting the violation reports this to the Office of Student Life and Community Engagement officially in writing via email along with any supporting evidence.
2. The Manager of Student Life and Community Engagement calls for an investigation by the Grievance Committee that reviews the evidence no later than 48 hours after the reporting of the incident/suspicion. The procedure is governed by the Grievance Policy.

In cases of suspected cheating during an assessment or examinations:

1. Individuals suspecting cheating including peers or the proctors report their suspicion to the Exam Committee. Members of the Exam Committee are authorized to remove the student from the exam hall and investigate for any suspected evidence of cheating.
2. The proctor and/or member of the Exam Committee who investigated the student is required to submit the Exam Cheating Form supported with the appropriate evidence to the Exam Committee.
3. The Grievance Committee investigates the evidence presented and makes a decision on the validity of the cheating suspicion.
4. The decision of the Committee is communicated by the Office of Student Life and Community engagement in writing via the University official email within 48 hours later.

In cases of suspected plagiarism:

1. The faculty member can investigate with the student about suspicion of plagiarism in the absence of the results of plagiarism detecting software or if the results of the plagiarism detecting software confirms the occurrence of plagiarism the faculty member can proceed to immediately apply the grade penalty as outlined in the policy.
2. The faculty member notifies the Office of Student Life and Community Engagement about the plagiarism case along with the appropriate evidence.

3. The Office of Student Life and Community Engagement 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.

The penalty for violations of the Honor Code and Principles of Academic Integrity are as follows:

- **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.
- **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.
- **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 any of the below sanctions as deemed appropriate by the relevant committee:

- **Community Service Hours:** The requirement to complete a specific number of unpaid service hours to the University, as approved by the Manager of the Office of Student Life & Community Engagement.
- **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.
- **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.
- **Withdrawal of Financial Support:** Should a student be a recipient of any financial support including a scholarship, grant, or financial aid, the Manager of the Office of Student Life & Community Engagement has the right to withdraw financial support permanently or for a set period of time.
- **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.

Appeal

Students have the right to appeal a decision made by the Discipline Committee. An Appeal Committee is formed by the Provost's Office in order to review the case and arrive at a final decision.

All records related to incidents of violations of the Honor Code and 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.

5. STUDENT BEHAVIOR & DISCIPLINE

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. 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 Office of Student Life 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 Office of Student Life.

1. 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:

- a. Wearing ripped clothing
- b. Wearing sleeveless tops
- c. Wearing shorts or skirts above the knee
- d. Wearing clothing that bares the midriff, back and/or chest
- e. Wearing clothing and accessories with offensive and/or inappropriate symbols or language

2. Conduct on Campus & in University Official Events

Students are expected to abide by the Student Rights and Student Responsibilities 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:

- a. Disruptive behavior including intentional obstruction or disruption of any form (including excessive noise) while on the University campus.
- b. 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.
- c. Verbal or physical assault and damage to property and any behavior that is deemed threatening and aggressive against a member of the University community.

3. 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:

- a. 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.
- b. 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.
- c. Refusal to cooperate and/or comply with the instructor's directions during lectures.
- d. The use of inappropriate language (including racist and derogatory remarks) or gestures against instructors and/or peers.

- e. Verbal or physical assault and damage to property and any behavior that is deemed threatening and aggressive against instructors and/or peers.

4. Theft & Property Damage

This includes but is not limited to:

- a. 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.
- b. The damaging of or vandalizing of any objects or property that belongs to the University that is either purposeful or reckless.

5. Possession or Use of Weapons

This includes but is not limited to:

- a. 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.

6: Sexual Misconduct

This includes but is not limited to:

- t. 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.

7: Unauthorized and Illegal Activities

- a. 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.
- b. Gambling or other forms of unauthorized games or activities of chance while on campus or at University-sponsored activities or events.
- c. 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.
- d. The electronic or physical distribution or sharing of pornographic or inappropriate material.
- e. 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 many not be reserved in the name of the University.

8. Endangering the safety of others

- a. Behavior that threatens or endangers the safety of any student
- b. Physically restricting a person's movement intentionally without their consent

- c. 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.
- d. Blackmail of another person
- e. Encouraging or provoking another individual to perform a humiliating or demeaning act that causes excessive mental stress
- f. Inflicting self-injury or imposing self-harm

8: Bullying, Harassment, and Verbal Assault

This includes but is not limited to:

- a. 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.
- b. 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.
- c. 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.
- d. 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.

9: Physical Assault

This includes but is not limited to:

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

PROCEDURE

This procedure is to be used by any student, faculty or staff member in cases in which there is a suspected violation of the Student Behavior policy.

1. **Report Perceived Violation:** A currently enrolled student, staff or faculty member may report any perceived violation in writing via Official University email or through the Student Grievance Form.
2. **Investigation:** Upon receiving a report of a suspected violation, The Office of Student Life & Community Engagement will begin a formal investigation of the allegations.
3. **Letter of Notice:** If reasonable cause exists, the respondent will be notified of a scheduled Grievance Committee Hearing via a formal letter of notice to the respondent's 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 Office of Student Life & Community Engagement 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. **Grievance Hearing:**
 - a. Hearings are closed to the public. When testimony is being given, only the Committee members, the student, the employee, and the witness giving testimony may be present. During deliberations, only the members of the Committee may be present.
 - u. Hearings are informal.
 - xiii. A tape recording of the testimony presented during the appeal hearing may be made.
 - xiv. The Committee's deliberations are not taped-recorded.
 - xv. After resolution of the appeal, the tape recording will be kept for three months in the Office of Student Life & Community Engagement
 - xvi. Either party in the appeal may listen to this tape recording under the supervision of the Chief Student Services Officer or designee
 - v. The Committee may question the student, faculty and the employee. The Committee may also question the employee's supervisor and any additional witnesses that it considers necessary to render a fair decision. Questions must be relevant to the issues of the appeal.
 - w. Both parties to the appeal may ask questions of the other during the meeting. These questions must be relevant to the issues of the appeal. The Chairperson of the Committee will determine the appropriateness of the questions.
 - x. The student shall bear the burden of proof.
 - y. The Committee shall decide the solution of the grievance by a majority vote. In case of a tie, the Chairperson shall vote and thus break the tie.
 - z. The Chairperson shall forward a copy of the Committee's decision to all parties involved within 5 days of the Committee's decision
6. **Decision & Notification:** Based on the findings of the Committee, the respondent(s) will receive a formal outcome letter within 5 business 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 following disciplinary actions:
 - **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 Office of Student Life & Community Engagement keeps a record of this incident, but it does not go into the student's disciplinary record.
 - **Written Warning:** An official written notice by the Manager of Student Life & Community Engagement that becomes a part of the student's disciplinary record.
 - **Restitution:** The requirement to provide monetary compensation for any damage caused to the University or any other person's property.
 - **Community Service Hours:** The requirement to complete a specific number of unpaid service hours to the University, as approved by the Manager of the Office of Student Life & Community Engagement.
 - **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.
 - **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.

- **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.
- **Withdrawal of Financial Support:** Should a student be a recipient of any financial support including a scholarship, grant, or financial aid, the Manager of the Office of Student Life & Community Engagement has the right to withdraw financial support permanently or for a set period of time.
- **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.
- **Disciplinary Probation:** The respondent is placed on official notice that they 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.
- **Disciplinary Suspension:** The respondent is required to temporarily separate from the University for a specific number of time. 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.
- **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.
- **Withholding Degree:** The University has the right to withhold issuing a degree to the respondent until all imposed sanctions, if any, are complete.

7. STUDENT PUBLICATIONS AND MEDIA

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 members 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 Office of Student Life 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 publications: the student notifies the Office of Student Life and upon receiving written consent can proceed to represent the University in the publication in life with its policies and procedures.
4. In cases where students or guests would like permission to film on campus: they must receive official written approval from the Media and Communications Office at andrew.aziz@ae.ae.
5. The usage and placement of AUE logo, name, images and/or other University-related content shall not be reproduced, republished, redistributed, sold, licensed, manipulated, transferred, digitally transmitted, or copied in whole, or in part, in any manner, or by way of any media production, to any individual, or corporate entity, without the prior written consent of the Media and Communications Office at andrew.aziz@ae.ae.

6. All university publications, online and print, including but not restricted to catalogs, leaflets, brochures, banners, posters, newsletters, handbooks and the likes are to be reviewed, approved, and processed through the Media and Communications Office. Student-led events related artwork is coordinated and approved by the Office of Student Life and Community Engagement at osl@ae.ae.

8. ADD/DROP

AUE students may adjust and change their course registration during the add/drop period as defined in the academic calendar. Adding and/or dropping courses will solely be from the predefined recommended 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.

Dropping a course(s) during add/drop period will be refunded by 100%. After one day from the Add/drop period, the final course schedule will be recorded in the student transcript, dropping a course after the add/drop period will fall under the withdrawal and refund calendar and procedures.

Add and drop course(s) is limited in the following cases:

1. Students enrolled in preparatory or bridging course(s) are not permitted to drop any of the registered preparatory courses which are designed to improve the student's skills in a particular field of studies.
2. Freshman students are not allowed to drop University Life course (first year course) that introduce freshman students to the University life
3. AUE reserves the right to force a drop course(s) in the following cases:
 4. If the section will be close and student is not adjusting his/her schedule accordingly
 5. If the student is not eligible to register a particular course (prerequisite not met, academic standing not fulfilled, exceeding maximum allowed credit hours)
 6. If the student register a course which is not part of the study plan/program

9. COURSE WITHDRAWAL

Students are permitted to withdrawal from a course after add and drop period has completed. Students must follow the withdrawal procedure and the refund calendar to avoid any academic or financial obstacles.

Before student decides on withdrawing from a course, he/she needs to discuss the reasons of withdrawal with the instructor of the course and the academic advisor. That is helping student to take a rational decision and getting a University support if needed.

If the withdrawal occurred prior the end of week nine of the semester, a grade of 'W' will be recorded in the student transcript without any academic penalty and the refund policy will apply as per the refund calendar.

A withdrawal with an academic failure and a "WF" will be assigned when a withdrawal occurs starting from the midterm exam week of the semester. The "WF" will be recorded in the student's transcript and counted on the student Grade Point Average (GPA).

Hardship Withdrawals: Students can apply for a Hardship Withdrawal from all courses in case of serious personal hardship such as a medical condition or for any other significant and critical personnel situation that prevent students continuing his or her classes. A Hardship Withdrawal cannot be applied on selective courses. Students requesting a Hardship Withdrawal are required to support their request by providing a credible and valid documentation. The Director of Student Services can approve or reject the Hardship Withdrawal. In the case of approval, the Registrar assign a “W” to all the courses registered. The deadline of applying for the hardship withdrawal is the last day of classes. If the hardship withdrawal process is not completed by the last day of classes for the semester, student can appeal to the Vice President for Enrollment Management and Student Services.

10. UNIVERSITY WITHDRAWAL

Students who are unable to attend or complete their Enrollment at the university are required to notify the University Registrar.

University withdrawal application cancels the Enrollment of the student in a specific program and convert the status of the student from “enrolled” to “withdrawal”. If the withdrawal from the University occurs during the semester, the courses registered will be recorded as “W” or “WF” according to the Academic Calendar. The refund shall apply as per the refund calendar. It is the student’s responsibility to initiate and comply with the process of the University withdrawal by submitting the “University Withdrawal Form” and “Final Clearance Form” to the University Registrar. If a student wishes to return back to AUE, he/she needs to reapply and be readmitted after one year from the date of withdrawal and pay the admission fees. Any new admission requirements/study plan will apply.

CONTACT US

Office of Student Life & Community Engagement	osl@aue.ae	04 449 9199
Athletics Office	athletics@aue.ae	04 449 9198
Office of Careers & Internships	handshake@aue.ae	04 449 9192
Office of Advising & Success Center	Aue.sc@aue.ae	04 449 9620
Office of Counseling & Disability	Jihene.mrabet@aue.ae	04 449 9339

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