



جامعة عجمان
AJMAN UNIVERSITY

POLICIES AND PROCEDURES MANUAL 2017-18

VOLUME 2

- E. ACADEMIC POLICIES
- F. STUDENT POLICIES





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E: Academic Policies



جامعة عجمان
AJMAN UNIVERSITY

1. Curriculum Approval and Revision Policy

| Policy Name | CURRICULUM APPROVAL AND REVISION POLICY | | |
|--------------|---|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

This policy describes the requirements of academic programs, and their study plans. The policy also describes how students' study plans are updated and modified.

1.1 Policy Statement

1.1.1 Publication of Program Details

- The Head of the academic department is the coordinator of the development of the curriculum of any new program to be offered in coming years.
- The Head of the academic department ensures that the curriculum complies with the requirements that are stated in the CAA standards: the total number of credit hours must at least be equivalent to the minimum required number of credit hours for Bachelor programs by the CAA.
- The minimum total number of credit hours of a Bachelor Program should not be less than 120.
- 30 credit hours of the program should be devoted to General Education courses,
- the number of credit hours of Major courses must be 30 credit hours or more,
- If the program contains a minor specialization, the number of credit hours of minor courses must be between 15 and 21 credit hours.
- The head of department ensures that each part (General Education, College, Major, and Minor requirements) must contain a sufficient number of elective courses to give flexibility to students.
- The head of department should ensure that the Goals of the program are consistent and in line with those of the College,
- The head of department should ensure that the needs of assessment, and Feasibility studies were conducted using valid approaches.
- The head of the department should identify the human and physical resources needed according to a plan once the program is offered.
- Once the program is approved by the College Council, the head of the department submit a request for the Curriculum and Study Plan Committee of the University for approval.
- Once the Approval of the Curriculum & Study Plan Committee is obtained, the Dean of College presents the new program to the Academic Council for approval.
- Once the curriculum of the new program is approved by the Academic Council, the Dean of the College launches the procedure for initial accreditation from the CAA.
- A program will be offered only when its initial accreditation by the CAA is granted.
- Each program should contain the following details:
 - a. Name and version of the program, and the Department responsible for offering it.
 - b. The campuses where the program is offered.
 - c. Minimum requirements for admission eligibility
 - d. The English Proficiency Level required by the program for admission and/or

graduation.

- e. Minimum and maximum number of students to be admitted in
- f. each intake
- g. The total number of credit hours that composes the program
- h. Name of Degree to be awarded in English and Arabic languages
- i. Graduation requirements as approved by the CAA.
- j. The definition of 1st, 2nd, 3rd, 4th and 5th(when applicable) level of study in terms of the number of earned credit hours.
- k. The study load bands for regular, warned students, and students with conditional admission.
- l. The Study Plan that consists of the list of all courses that could be taken by students that will be enrolled in the program.
- m. For each course in the study plan, the following details should be provided:
 - Course ID, course name, number of credit hours, and number of contact hours of Lectures, Lab, and Tutorial sessions.
 - Category of the course:
 - General Education (compulsory/elective),
 - College requirement (compulsory/elective),
 - Major requirement (compulsory/elective),
 - Minor requirement (compulsory/elective),
 - free study courses.
 - Prerequisite courses when applicable
 - Minimum earned number of credit hours required to register for the course.
 - The maximum earned number credit hours the student may complete before registration for the course becomes mandatory.
 - The minimum English Proficiency Level, which is required before registration in the course, is allowed.

- The program details are entered by the Registration Department, on the System upon receiving initial accreditation from the CAA.
- The fees of each course are entered on the System by the Finance Department.

1.2 Course Description

The course description of each course should contain the following details:

- course title and course code/number, credit hours (or equivalent), prerequisites (if any), co-requisites (if any);
- name and contact information of instructor;
- brief course description (as in the Catalog);
- intended learning outcomes of the course;
- course topics and contents on a week-by-week basis;
- scheduling of laboratory and other non-lecture sessions, including online sessions, as appropriate;
- information on out-of-class assignments with due dates for submission;
- methods and dates of examinations and other student assessments, including the relative weight

of various assessment elements in determining the course grade;

- teaching and learning methodologies, including any use of online instruction;
- course texts, recommended readings, instructional material and learning resources.

1.3 Compulsory courses

- Enrolled students in the program must complete all the listed compulsory courses before graduation.
- A course cannot be registered unless its pre-requisite course(s) was/are completed successfully.

1.4 Repetition of an already taken compulsory course

- ❖ A Student who wishes to improve a previous grade in a compulsory course should obtain the approval of the academic advisor.
- ❖ Upon approval, the course on the student's study plan becomes open for registration selection in the next available semester.
- ❖ The latest grade will be considered in the calculation of the Cumulative
- ❖ Grade Point Average on the student transcript.
- ❖ If the F grade is obtained in the second attempt, the student will have to re-take it again even if he/she passed it in the previous attempt.
- ❖ If the course is repeated in another University, the old grade will be discarded and a transfer grade will be given i.e.: The grade obtained in the other University will not be considered in the computation of the CGPA.
- ❖ The number of credit hours of a repeated course is considered only once even if the course was passed in both attempts.
- ❖ The grade obtained in the first attempt will remain to appear in the student's transcript without effect on the CGPA calculation starting from the semester of the 2nd attempt.

1.5 Selection of elective courses

- ❖ Students can choose the required number of elective courses from the approved list of courses based on their study plan requirements.

1.6 Repetition of an already taken elective course

- ❖ Students wishing to improve a previous grade they achieved in an elective course should obtain the approval of their Advisor.
- ❖ Upon approval, the course on the student's study plan becomes open for registration selection in the next available semester.
- ❖ The latest grade will be considered in the calculation of the Cumulative Grade Point Average on the student transcript.
- ❖ If the F grade is obtained in the second attempt, the student will have to re-take it again even if

he/she passed it in the previous attempt.

- ❖ If the course is repeated in another University, the old grade will be discarded and a transfer grade given i.e.: The grade obtained in the other
- ❖ University will not be considered in the computation of the CGPA.
- ❖ The number of credit hours of a repeated course is considered only once even if the course was passed in both attempts.
- ❖ A student may request to register in another elective course as a
- ❖ replacement of an already taken elective course to improve his/her grade. The first elective course remains to appear in the student transcript without affecting neither the number of earned credit hours nor the CGPA.

1.7 Revision of a program

- Minor revision: A revision is considered as a minor revision if the revision alter, neither the learning outcomes of the program nor the total number of credit hours of the program. The following are examples of minor changes:
 - changes to textbooks or other learning resources;
 - changes to prerequisites;
 - changes to course codes or titles, if the content of the course is accurately reflected;
 - addition of new elective courses; changes to assessment procedures.

The Dean of College may request approval from the Academic Council for the recommendation made by the College Council to:

- Introduce any of the changes above;
 - change the delivery mode of a given course: addition of a tutorial session, or changing 1 credit hour of lecture by a 2 hours of Laboratory work and vice versa.
 - review the course description of a given course based
 - on the assessment of the program without altering the Matrix of objectives of the program.
- Major revision: A revision is regarded as a major if:
 - change the legal status or form of control of the institution, including a change in ownership or merger with another institution;
 - significantly alter the mission, goals or objectives of an institution (this would include the introduction of qualifications at a higher level);
 - establish instruction in a significantly different format (such as an intensive term or weekend classes) or method of delivery (such as e-learning);
 - relocate the primary campus, or establish instruction at a branch or an additional location;
 - close one of the institution's locations;
 - make significant changes in the organizational structure, such as separating one unit or institution into two or joining two separate units (such as two departments or colleges);
 - enter a contractual relationship with another organization to provide instructional services;
 - change the language of instruction for any program;
 - change program admissions requirements from those approved by the Commission during the accreditation process;
 - make major reductions in program offerings;
 - increase or decrease the length and completion requirements of a program;

- introduce non-credit courses or activities that affect the mission or alter faculty workload.

➤ Implementation of approved changes

- The registrar is responsible for the implementation of the changes on the study plan of the program on the Registration System.
- If a course is substituted by a new course, then all enrolled students in the program that did not pass the former course, they will take the new course.
- If the major revision is approved by the CAA, then the revised program will be applied to new intakes, and to all enrolled students whose study plan will not be affected seriously by the application of the revised version; (i.e.: the student will not have to earn an extra-large number of credit hours on the top of his/her remaining number of credit hours for graduation).

2. Undergraduate Admission Policy

| Policy Name | UNDERGRADUATE ADMISSION POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

This document sets out the University's policy on admissions to accredited undergraduate degree programs, and applies to Admissions Officers and the Registrar.

2.1 Definitions

- University: Ajman University.
- Admissions Period: The period of time during which applicants can submit their admission application to the Admissions Department.
- Application Level: Admission application category, whether undergraduate, graduate or transfer.
- Active Application: An application that is not marked as “Cancelled”, “Expired”, “Enrolled”, “Rejected”, or “Declined”.
- Admissions Offer Letter: A letter issued by the Admissions Department and sent to the applicant notifying him/her that he/she has been admitted in one of the programs he/she has applied for.
- Application Rejection Letter: A letter issued by the Admissions Office and sent to the applicant notifying them of the rejection of their admission application. Waiting List: A list in which the college temporarily places students until a seat for the selected program is available. Only students who opted for the waiting list on their application can be placed on the list.
- Admission fee: The fee collected to process the admission application.
- Admission & Registration Fee: The fee collected to process a student's application & registration throughout his/her study at the University.
- Application ID: A generated number, to be used as a password, to track the status of the submitted application before a decision is taken.
- Seat Reservation Deposit: This is collected for certain programs in order to confirm the student's acceptance of the offer letter. The deposit is debited from the student's account for future use as part of the tuition fees of the first semester of study.
- Registrar: The head of the Deanship of Admissions and Registration at the University.

2.2 Undergraduate Admissions Requirements (Holders of UAE Secondary School Certificate or Equivalent Qualifications):

- a. Applications for admission should be submitted to the Admissions Department during the admission period.
- b. The applicant must possess a Secondary School Certificate (SSC) issued in the UAE, or its equivalent as approved by the UAE Ministry of Education.
- c. Holders of a SSC, Science Section, are eligible for admission in any college of the University if

- they satisfy the minimum score requirement for the degree program as published by each college.
- d. Holders of the SSC, Literary Section, with a minimum score of 60 percent, are eligible for admission to all degree programs in the colleges of Business Administration, Information Mass Communication & Humanities, and Law.
 - e. Holders of the SSC, Literary Section, with a minimum score of 60 percent, are eligible for admission to the following programs which are offered by the other colleges:
 - Bachelor of Education/Teacher Training Program in Arabic and Islamic Studies.
 - Bachelor of Education in Teaching English as a Foreign Language
 - Bachelor of Science in Information Systems
 - Bachelor in Interior Design
 - f. If the medium of instruction is English, then the applicant should satisfy the English proficiency requirement outlined in section 1.1.7.

2.3 Undergraduate Admissions Requirements (Holders of Foreign Secondary School Certificates other than British System Certificates)

- a. Holders of the national high-school certificate of a foreign country are eligible for admission if:
 - The certificate is considered for admission in public universities of the country where it was obtained.
 - The certificate was awarded after at least 11 years of schooling.
- b. The certificate includes at least six subjects covering the areas of Mathematics, Sciences, Languages, Social Sciences/Humanities or Arts.
- c. Holders of high-school certificates from countries having two-level high-school certificates must submit the certificate of the higher level.

2.4 Undergraduate Admissions Requirements (Holders of British System Certificates (IGCSE, GCSE, GCE))

- a. The applicant has passed seven subjects at the ordinary level of IGCSE or GCSE, with a minimum grade of C. If a subject is taken at AS Level or A Level, the required minimum score is reduced to D and E respectively.
- b. The seven subjects must cover the four areas of Mathematics, Science, Languages and Humanities or Arts.
- c. The applicant must prove that he/she has completed at least 11 years of schooling by providing the grade transcript of Grade 11 and that of Grade 12, when available.
- d. The applicant submits his/her school-leaving certificate.

2.5 Admissions Criteria

- a. AU Academic Council determines the number of students to be admitted to each degree program each semester, according to the university's available resources.
- b. The decision to admit a student is made on a competitive basis taking into
- c. account the number of available seats as determined by the colleges and the applicant's final

secondary school examination score.

2.6 English Language Proficiency (Undergraduate Programs)

- a. Full admission to programs where the medium of instruction is English is given to applicants who have achieved Level 1 English Language Proficiency (Refer to appendix 6.1 for a definition of English Language Proficiency levels).
- b. Students who do not satisfy the above-mentioned minimum English Proficiency requirement may begin their studies with conditional admission.

2.7 Conditional Admissions (Undergraduate Programs)

- a. Colleges at their discretion may grant conditional approval to an applicant who doesn't meet the required English Proficiency level for the programs they offer. The applicant will have to fulfill the requirements, and abide by the restrictions, mentioned below.
- b. Applicants who are in Level 2 of the English Proficiency must obtain a score of 500 in TOEFL or its equivalent within one year. They must also enroll in the Intensive Advanced English Proficiency Program (IEP) offered by the College of University Requirements and Academic Counseling.
- c. Applicants who are in Level 3 English Proficiency must obtain a score of 500 in TOEFL or its equivalent within one year. They must also enroll in the Intensive Intermediate English Proficiency Program (IEP) offered by the College of University Requirements and Academic Counseling.
- d. Applicants with an English Proficiency Level of 4 or less must obtain a TOEFL score of 450 or its equivalent within one semester. They must also enroll for an English preparation course offered by the Continuing Education Centre.

2.8 Admission for Transfer Students (Undergraduate Programs)

- a. Students transferring from other accredited universities have to comply with the following requirements:
 - Transfer is permitted to a similar program as the one studied previously only if the following conditions are satisfied:
 - They have a CGPA of at least 2.0 out of 4 or equivalent.
 - They should not have been the subject of disciplinary dismissal.
 - They meet the English Language Proficiency requirement, if applicable.
 - Transfer is permitted to a different program to the one studied previously only if the following conditions are satisfied:
 - They should not have been the subject of disciplinary dismissal.
 - They meet the English Language Proficiency requirement, if applicable.

2.9 Re-admission of Former Students

- a. Students, whose studies have been interrupted for any reason for more than one year, will have to re-apply for admission. To be eligible for re-admission, the applicant has to meet the following criteria:
 - The applicant can only be admitted to the same program he/she was enrolled in if it is still being offered by the University.
 - The applicant was not subject to academic or behavioral dismissal from the University.
 - The applicant was not in unsatisfactory standing with the University.
 - The applicant must satisfy the admission requirements in effect at the time of readmission.
 - The applicant's previous fees, charges and dues owed to the University have been paid.
 - Seats for the program the applicant wants to join are available.

2.10 Documents Required for Admission

- a. Application form, which may be obtained from the Admission and Registration Deanship, to be filled in by the applicant
- b. UAE Secondary School Certificate, or its equivalent, and grade transcript.
- c. Certified copies are acceptable
- d. Photocopy of valid passport
- e. Photocopy of a valid Identity Card(for UAE residents)
- f. Health certificate, issued by a university doctor
- g. Certificate of good conduct, issued by an official body
- h. Six passport-size photographs with the applicant's full name on the back of each
- i. A written commitment signed by the applicant that he/she will observe university rules and regulations
- j. If available, a certificate of proficiency in English language, e.g. TOEFL with a minimum score of 500 score, or IELTS with a score of at least 5. Institutional TOEFL score is considered only if the test was taken at AU.

2.11 Certification of Documents

- a. Newly admitted students are requested to have their documents certified before the end of the first semester of study, otherwise their registration will be cancelled.
 - High-school certificates obtained in the UAE must be certificated by the UAE Ministry of Education.
 - High-school certificates obtained abroad must be certificated by the Ministry of Education, and by either the Ministry of Foreign Affairs of the country of origin and the UAE embassy in that country, or by the embassy of the country which issued the certificate, and by the UAE Ministry of Foreign Affairs.

2.12 Admissions and Registration Fees

- Applications will be processed by the Admissions Department only after payment of the non-refundable application and registration fees.
- Students admitted to certain programs are required to pay a seat reservation deposit. These programs are those of: Doctor of Dental Surgery, Bachelor of Pharmacy, B.Sc. in Architecture, and Bachelor in Interior Design.
- The deposit should be paid before the end of the deadline mentioned in the offer letter.
- Failure to pay the deposit will result in the offer being withdrawn.
- This deposit is deductible from the student's fee for the semester for which admission was given.
- The finance department sets the fees and deposit amounts.

2.13 Appendix 1: English Proficiency Levels

The Admissions Department should place each application on an English Proficiency Level based on the proven documentation produced by the applicant.

| LEVEL | TOEFL | TOEFL IBT | IELTS |
|-------|-----------------|---------------|----------|
| L0 | > 550 | > 79 | Band 6 |
| L1 | > 500 | < 61 | Band 5 |
| L2 | > 480 and < 500 | > 50 and < 61 | Band 4.5 |
| L3 | > 450 and < 479 | > 45 and < 50 | Band 4 |
| L4 | < 450 | 45 | Band 3.5 |
| L5 | None | None | None |

3. Graduate Admission Policy

| Policy Name | GRADUATE ADMISSION POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

This document sets out the University's policy on admissions to accredited undergraduate degree programs, and applies to Admissions Officers and the Registrar.

3.1 Definitions

- University: Ajman University.
- Admissions Period: The period during which applicants can submit their admission application to the Admissions Department.
- Application Level: Admission application category, whether undergraduate, graduate or transfer.
- Active Application: An application that is not marked as "Cancelled", "Expired", "Enrolled", "Rejected", or "Declined".
- Admissions Offer Letter: A letter issued by the Admissions Department and sent to the applicant notifying him/her that he/she has been admitted in one of the programs he/she has applied for.
- Application Rejection Letter: A letter issued by the Admissions Office and sent to the applicant notifying them of the rejection of their admission application.
- Waiting List: A list in which the college temporarily places students until a seat for the selected program is available. Only students who opted for the waiting list on their application can be placed on the list.
- Admission fee: The fee collected to process the admission application.
- Admission & Registration Fee: The fee collected to process a student's application & registration throughout his/her study at the University.
- Application ID: A generated number, to be used as a password, to track the status of the submitted application before a decision is taken.
- Seat Reservation Deposit: This is collected for certain programs in order to confirm the student's acceptance of the offer letter. The deposit is debited from the student's account for future use as part of the tuition fees of the first semester of study.
- Registrar: The head of the Deanship of Admissions and Registration at the University.

3.2 Admission Requirements for Master's Level Programs

In accordance with the University requirements for graduate degrees, a candidate to be admitted into the M.Sc. program he/she must fulfill the following minimum requirements:

- a. Completion of a recognized baccalaureate degree in a discipline appropriate for the Master's degree. A Higher Diploma is not equivalent to a baccalaureate degree and does not qualify an applicant for admission to Master's programs.
- b. A minimum cumulative grade point average of 3.00 on a 4.0 scale, or its established equivalent, in

- the applicant's baccalaureate degree program.
- c. For programs taught in English, a minimum TOEFL score of 550 on the Paper-Based, 213 on the Computer-Based, or 79 on the Internet-Based test, or its equivalent in a standardized English language test, such as 6.0 IELTS or another standardized, internationally recognized test approved by the Commission, with the following exceptions:
- a native speaker of English who has completed his/her undergraduate education in an English-medium institution and in a country where English is the official language;
 - an applicant with an undergraduate qualification from an English-medium institution who can provide evidence of acquiring a minimum TOEFL score of 500 on the Paper-Based test, or its equivalent on another standardized test approved by the Commission, at the time of admission to his/her undergraduate program.

3.3 Conditional Admission Requirements for Master's Level Programs

- a. A student with a recognized baccalaureate degree and a TOEFL score of 530 (197 CBT, 71 iBT) or its equivalent on another standardized test approved by the Commission may be admitted conditionally to a Master's program. Such a student must meet the following requirements during the period of conditional admission or be subject to dismissal:
- must achieve a TOEFL score of 550, or equivalent, by the end of the student's first semester of study;
 - may take a maximum of six credit hours in the first semester of study, not including intensive English courses;
 - must achieve an overall grade point average of 3.00 on a 4.0 scale, or its established equivalent, in the first nine credit hours of credit-bearing courses studied for the Master's program.
- b. A student with a recognized bachelor degree with a cumulative grade point average between 2.5 and 2.99 on a 4.0 scale, or its established equivalent, and who meets the English language competency requirements for general admission stated in Part I above, may be admitted conditionally to a Master's program. Such a student must meet the following requirements during the period of conditional admission or be subject to dismissal:
- may take a maximum of nine credit hours in the first semester of study;
 - must achieve an overall grade point average of 3.00 on a 4.0 scale, or its established equivalent, in the first nine credit hours of credit-bearing courses studied for the Master's program.
- c. A student who does not meet the above stated GPA requirement (2.5 or more) but has at least 5 years of relevant documented work experience after his graduation can apply for the program. The number of students admitted under this category must not exceed 10 % of the total number of students of the Master program. A minimum of 550 on paper based TOEFL or 6 on IELTS (or its equivalence) is required. Institutional TOEFL score is considered only if the test is taken at AU.
- d. Holders of a Bachelor degree, with a CGPA 3.0 or more out of 4.0, in another field may apply to the Pre-Master foundation program, which is composed of a set of 3 to 5 undergraduate courses at AU, depending on the curriculum of their Bachelor degree. They will be admitted in the Master program if they obtain at least a CGPA of 3.0 in the pre-tailored foundation program. Enrolment in the Pre-Master foundation program requires at least 500 TOEFL score or its equivalent.

3.4 Admission Requirements for Professional Graduate Diploma Program in Teaching

An applicant is eligible for the admission into the Professional Graduate Diploma in Teaching if:

- a. He/she holds a Bachelor's degree from a UAE-recognized university with a minimum cumulative GPA of 2.
- b. The Bachelor degree of the applicant is in one of the following fields: Arabic Language, Islamic studies, English Language or Translation, IT, Mathematics, Biology, Physics or Chemistry.

3.5 General Admission Requirements for Doctoral Programs

- a. Completion of a Master's degree in a discipline appropriate for the doctoral degree.
- b. A minimum cumulative grade point average of 3.00 on a 4.0 scale, or its established equivalent, in the applicant's Master's degree program.
- c. A minimum TOEFL score of 550 on the Paper-Based; 213 on the Computer-Based, or 79 on the Internet-Based test, or its equivalent in a standardized English language test: such as 6.0 IELTS or another standardized, internationally recognized test approved by the Commission, with the exception of applicants who have studied Master's degree programs taught in English that required for admission a TOEFL score of 550 or equivalent.

3.6 Re-admission of Former Students

Students, whose studies have been interrupted for any reason for more than one year, will have to re-apply for admission. To be eligible for re-admission, the applicant has to meet the following criteria:

- a. The applicant can only be admitted to the same program they were studying in if it is still being offered by the University.
- b. The applicant was not subject to academic or behavioral dismissal from the University.
- c. The student was not in unsatisfactory academic standing
- d. The applicant must satisfy the admission requirements in effect at the time of readmission.
- e. The applicant's previous fees, charges and dues owed to the University have been paid.
- f. Seats for the program the applicant wants to join are available.

3.7 Documents Required for Admission to a Graduate program

Application form, which may be obtained from the Admission and Registration Deanship, to be filled in by the applicant

- a. UAE Secondary School Certificate, or its equivalent
- b. Certified copy of the Bachelor degree certificate or its equivalent,
- c. Certificate copy of the grade transcript
- d. Certificate of proficiency in English language, e.g. TOEFL with a minimum score 550 in TOEFL or its equivalent
- e. Photocopy of valid passport
- f. Ac copy of UAE ID card for UAE residents
- g. Health certificate, issued by a university doctor

- h. Certificate of good conduct, issued by an official body
- i. Six recent passport-size photographs
- j. Two reference letters
- k. A written commitment signed by the applicant that he/she will observe university rules and regulations.

➤ Notes:

- AU does not take into consideration Institutional TOEFL scores obtained in another institution.
- If the Bachelor degree is obtained abroad, the applicant must apply for Equivalency of the his/her degree at the Ministry of Higher Education & Scientific Research, UAE.

3.8 Certification of Documents

Newly admitted students are requested to have their documents certified before the end of the first semester of study, otherwise their registration will be cancelled.

- a. Bachelor Degrees obtained in the UAE must be certificated by the UAE Ministry of Higher Education & Scientific Research, UAE.
- b. Bachelor degree obtained abroad must be certificated by the Ministry of Higher Education, and either by the Ministry of Foreign Affairs of the country of origin and the UAE embassy in that country, or by the embassy of the country, which issued the certificate, and by the UAE Ministry of Foreign Affairs.

3.9 Admission Validity

Admission to a Graduate program is valid for a full semester.

3.10 Admissions and Registration Fees

- a. Applications will be processed by the Admissions Department only after payment of the non-refundable application and registration fees.
- b. Students admitted are required to pay a seat reservation deposit. The deposit should be paid before the end of the deadline mentioned in the offer letter.
- c. Failure to pay the deposit will result in the withdrawal of the admission offer.
- d. This deposit is deductible from the student's fee for the semester for which admission was given.
- e. The finance department sets the admission and seat reservation fee.

4. Transfer Admission Policy

| Policy Name | TRANSFER ADMISSION POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

This document sets out the University's policy on transfer admissions of enrolled students in an accredited undergraduate or graduate degree programs at another institutions.

4.1 Definitions

- University: Ajman University.
- Admissions Period: The period during which applicants can submit their admission application to the Admissions Department.
- Application Level: Admission application category, whether undergraduate, graduate or transfer.
- Active Application: An application that is not marked as “Cancelled”, “Expired”, “Enrolled”, “Rejected”, or “Declined”.
- Admissions Offer Letter: A letter issued by the Admissions Department and sent to the applicant notifying him/her that he/she has been admitted in one of the programs he/she has applied for.
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- Admission fee: The fee collected to process the admission application.
- Admission & Registration Fee: The fee collected to process a student's application & registration throughout his/her study at the University.
- Application ID: A generated number, to be used as a password, to track the status of the submitted application before a decision is taken.
- Seat Reservation Deposit: This is collected for certain programs in order to confirm the student's acceptance of the offer letter. The deposit is debited from the student's account for future use as part of the tuition fees of the first semester of study.
- Registrar: The head of the Deanship of Admissions and Registration at the University.

4.2 Transfer admission of undergraduate students in good academic standing

A Student from accredited institutions of higher education may apply for admission in an AU program in the same field of study if:

- a. The former institution is recognized by the Ministry of Higher Education & Scientific Research, UAE

- b. The student has been in good academic standing i.e.: the Cumulative Grade Point Average (CGPA) is a least 2.0 on a scale of 4.0, or the equivalent,
- c. The student has not been the subject of disciplinary dismissal.
- d. The student is holder of a High School Certificate which is eligible for admission to AU undergraduate programs

4.3 Transfer admission of undergraduate students who were not in good academic standing

A student, who was not in good academic standing in a accredited institutions of higher education, may apply for admission in an AU program in a different field of study if:

- a. The student has not been the subject of disciplinary dismissal.
- b. The student is holder of a High School Certificate which is eligible for admission to AU undergraduate programs
- c. The student satisfies the minimum academic requirements for admission to the program applied for.

4.4 English Language Proficiency requirements

- a. If the student was admitted at his/her previous university based on the Institutional TOEFL, he/she will be requested to re-take TOEFL test at AU.
- b. If the student was disconnected from his studies, his non- Institutional TOEFL score will be considered only if it was obtained in less than two years at the date of the beginning of the first semester of study at AU.

4.5 Requirements for Transfer of undergraduate courses

- a. The transfer of credited courses is considered for a student who is transferring to a similar program to the program studied previously if:
 - His/her cumulative grade point average was at least 2.0 on a scale of 4.0, or the equivalent
 - the number of credit hours for the course is not less than that of the AU equivalent course
 - the grade obtained on the previous course must have been at least C (or the grade that corresponds to “Merit/Good” for institutions using a different grading scale)
 - the course content at the institution previously attended should be similar to that of the corresponding course offered at AU.
- b. If the transfer is accepted in a program in different field of study because the CGPA was less than 2.0, the transfer of a course may be considered only if:
 - The course is a General Education course
 - the number of credit hours for the course is not less than that of the AU equivalent course
 - the grade obtained on the previous course must have been at least C (or the grade that corresponds to “Merit/Good” for institutions using a different grading scale)
 - the course content at the institution previously attended should be similar to that of the

corresponding course offered at AU

- c. If a student meets these transfer conditions but is unable to submit the course content that was covered previously, he/she may sit an examination set by the College (after payment of a fee). The examination result will be used to determine whether the course will be transferred or not.
- d. The maximum number of credit hours that could be transferred must be less than 50 percent of the credit hours that are required for graduation.
- e. The majority of the final thirty credit hours must be completed at AU.
- f. Grades obtained in transferred courses at the previous institution will not be taken into account in the computation of the CGPA at AU.

4.6 Transfer of Graduate Students from Accredited Institutions

A Graduate student may apply for Transfer admission in an AU Graduate program in the same field of study if:

- a. The program and the previous institution are recognized by the Ministry of Higher Education & Scientific Research, UAE.
- b. The student has been in good academic standing, i.e.: his/her Cumulative Grade Point Average (CGPA) is a least 3.0 on a scale of 4.0, or the equivalent,
- c. The student has not been the subject of disciplinary dismissal.
- d. The student satisfies the minimum admission requirements to the graduate program applied for.

4.7 English Proficiency requirement for graduate programs

- a. Any transferred graduate student is required to prove that he/she passed TOEFL test with at least 550 score or its equivalent in its previous graduate program.
- b. If the student was admitted at his/her previous university based on the Institutional TOEFL, he/she will be requested to re-take TOEFL test at AU.

4.8 Course transfer in Graduate programs

- a. The transfer of credited courses may be considered if:
 - The cumulative grade point average was at least 3.0 on a scale of 4.0, or the equivalent
 - the number of credit hours for the course is not less than that of the AU equivalent course
 - the grade obtained on the previous course must have been at least B (or the grade that corresponds to “Merit/ very Good” for institutions using a different grading scale)
 - the course content at the institution previously attended should be similar to that of the corresponding course offered at AU
- b. Only grades obtained from courses taken at AU will be taken into account in the calculation of a student’s CGPA, i.e., grades obtained from transferred courses at the previous institution will not be taken into account in the computation of the CGPA.
- c. The number of credit hours that could be transferred should not exceed 25% of the total number

of credit hours of the program.

- d. The transferred courses should not constitute the majority of courses (excluding the thesis/dissertation) of the 2nd year of the program

- *Documents Required for Course Transfer*

- A Certified copy of the Transcript
- A certified copy of the detailed course description of the course that includes the learning outcomes of the course
- The transferred credit hours will be shown on the Transcript only if verification certificate of the former transcript is received from all previous institutions. Also, credit will not be given twice for substantially the same course taken at two different institutions.

5. Advance Standing and Prior Learning Assessment and Recognition (PLAR) Policy

| Policy Name | ADVANCE STANDING AND PLAR POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

5.1 Advance Standing

AU recognizes advanced standing with the condition that at least 50% of the credit hours of the undergraduate programs, including the majority of the final year courses, are completed at AU. For graduate programs, at least 75% of the credit hours should be completed at AU.

5.2 Recognition of Prior Learning

The objective of Prior Learning Assessment and Recognition (PLAR) is to assess the education and learning experience of newly enrolled students at the time of their joining Ajman University (AU) and determine if they may receive credit based on their current level of knowledge, skills, and competencies. It is an educational initiative that provides newly enrolled students an opportunity to identify, demonstrate, and gain recognition for what they already know and can do. It allows them to obtain credit for university-level knowledge and skills gained outside the classroom and/or through other educational programs. PLAR uses valid, rigorous assessment methods consistent with AU policies and procedures to ensure that learning worthy of credit has taken place. Some of the advantages of PLAR are that it:

- e. validates appropriate learning gained through work and life experiences,
- f. identifies areas of competence and areas requiring further study,
- g. reduces time and expense to acquire a degree,
- h. allows for more appropriate learner placement in programs,
- i. increases accessibility to a broad range of learners,
- j. provides an important service for the community,

5.2.1 Policy Statement

1. Ajman University shall recognize prior learning of applicants who have acquired significant learning through work and life experiences which may be equivalent to some University courses.
2. For appropriate recognition, the learning should be current, relevant to the course and of sufficient breadth and depth to ensure university level learning.
3. For obtaining credit for prior learning experience, applicant's knowledge, skills, and competencies shall be weighed against course descriptions and their learning outcomes.
4. A maximum of 30 credit hours can be gained through PLAR.
5. For every course that has been successfully recognized against prior learning experience, a grade of 'S' (Standing) shall appear on the transcript. For all such courses, the course classification will be coded as 'PLAR'.

6. PLAR courses shall not be used in determining the cumulative GPA.
7. In case of unsuccessful recognition, the applicant may submit another application after a delay of at least six months by providing additional learning experience and demonstration of knowledge, skills, and competencies.
8. Unsuccessful applicants have the right of appeal to the College Dean whose decision will be final.

5.2.2 Procedure

1. An applicant shall complete a PLAR application form providing complete details of his/her prior learning experience and suggest courses for which credit may be granted to the applicant. The complete application form, along with all supporting documents and evidence as well as receipt of PLAR processing fee, shall be submitted to the Admission and Registration Department.
2. In filling the PLAR application, the applicant can get assistance from his/her academic advisor.
3. The registrar shall forward the application form along with supportive documents to the College Dean who shall provide it the Head of Department (HOD) for evaluation and recognition.
4. The HOD shall form an ad-hoc committee in the department to study the case.
5. The Committee shall determine the assessment tools for assessing prior learning of the applicant. These may include one or more of the following: written/oral exams, projects, assignments, interviews, skill demonstration, or portfolio review.
6. The Committee can ask the applicant to submit other documents or evidence, as required.
7. When the applicant has been assessed, the Committee shall complete an Assessment Evaluation form and submit it to the HOD. This form will list all the courses for which credit has been granted. It shall also list separately the courses for which the applicant requested the credit but no credit was granted by the Committee.
8. The HOD, after approving the recommendations of the Committee, will provide the Assessment Evaluation form to the Dean. The HOD can ask the Committee to explain its recommendations and reasons behind its decisions. He/she can also ask the Committee to reconsider its recommendations.
9. The Dean will submit the Assessment Evaluation form to the Admission and Registration Department. The student will be informed accordingly by the Admission and Registration Department.
10. If an applicant is not satisfied with the decision of the ad-hoc committee and the HOD, he/she can file an appeal with the College Dean who shall make the final decision.

6. Internship Policy

| Policy Name | INTERNSHIP POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

This document sets out the University's policy relative to field training in a company.

6.1 Career & Placement Services Office (CPSO)

Through the Career & Placement Office, AU ensures that:

- Companies/potential employers are screened for their suitability for external training of AU students.
- The screening is based on the appropriateness of the company for students, and good work experience.
- Agreements will be signed between the CPSO and Companies. The agreement must cover the following:
 - the company will give a job description and suitable assignments to the student to meet the learning objectives.
 - the Office of Career & Placement Services will inform the company of the name of the College advisor, and the assessment methods of the internship
 - The Office of Career & Placement Services gives the internship manual to the site supervisor who is assigned by the company to supervise the student.
 - The Office of Career & Placement Services ensures that the site supervisor is aware of his/her responsibilities, which are defined in the internship manual of the college in which the student is enrolled.

6.2 Duties of the College

- The Dean of the College is responsible for the appropriateness of the Training sites.
- The Head of the Department is responsible on the quality of the supervision, schedule of oral presentations and appropriateness of the placement sites as far as the learning outcomes are concerned.
- The Head of the Department dresses the list of students which will register in the internship well before the start of the internship
- The Head of the Department divides the students into groups of up to 10 students taking into account the location of the companies at which the students will do their internship.
- The Head of the Department assigns an internal supervisor to each group of students
- The internal supervisor, who will supervise a group of students, will :
 - give an orientation session of 2 hours to the students as before the start of the internship;
 - receive the weekly reports of the students signed & commented by the Site Supervisor;
 - arrange meetings with the students on a regular basis, at least once in every 2-weeks for guidance to improve students' performance, and to discuss difficulties encountered by students;

- raise difficulties encountered by students to the Head of the Department and the Manager of Office of Career & Placement Services;
- guide students on who to write the final report, and the content of their oral presentation;
- ensure that each student will submit his/her final report on time;
- ensure that each of his/her students informed on the schedule of the oral presentation to be defended in front of a Jury.

6.3 Incentive for Faculty that find placement sites in new reputable companies/institutions

The Dean of the College and the Manager of the Office of Career & Placement Services could recommend a bonus of up to 3000 AED to the Faculty member who arranges for five internships in reputed placement sites.

6.4 Schedule of oral presentations

The Departments will schedule the oral presentations on Thursdays so that interested 2nd and 3rd year students can attend the oral presentations.

6.5 Grading of the internship

- Site supervisor: 30 marks
- Internal advisor: 30 Marks
- Jury: 40 Marks: 20 marks are devoted for the report, and 20 marks for the oral presentation

6.6 Submission of the Grades

- a. The Office of Career & Placement Services sends the grade sheet of each group to the Registration Department.
- b. The Grade sheet must be signed by the Internal Supervisor, the Head of Department, the Dean of the College, and the Manager of the Office of Career & Placement Services.

6.7 Assessment of the effectiveness of the training

- a. The members of the Jury will fill up a questionnaire that focuses on the learning outcomes, quality of the training site, and that of the site supervision.
- b. The Head of Department will analyze the feedback expressed in the questionnaire.

7. Undergraduate Completion Policy

| Policy Name | UNDERGRADUATE COMPLETION POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

This policy outlines the procedure to be followed by admitted undergraduate students until their graduation and describes how the graduation requirements, as approved in the accreditation of the program by the CAA, are implemented. Furthermore, it also includes how completion of the requirements of a degree is assessed.

7.1 Addition of the program on the Registration system

- a. Once the program is awarded initial accreditation from the CAA, the Dean of the College sends to the Registrar the following:
 - The final list of all courses in each category: Compulsory and elective courses of General Education courses, College courses, Major courses, and Minor courses when applicable.
 - The detail of each new course: course number, credit hours, contact hours of Lectures, Lab sessions, and Tutorial sessions per week, pre-requisite course(s), level of study.
- b. Once the Registration officer enters the program on the system, he submits to the Registrar a printout of the entered study plan on the system.
- c. The Registrar ensures that the entered study plan complies with the CAA standards:
 - It contains 30 credit hours of General Education,
 - The number of credit hours of Major courses adds up to at least 30 credit hours,
 - Minor courses adds up to at least 15 credit hours if applicable,
 - the total number of credit hours of the program is as approved by the CAA: not less than 120 credit hours for Bachelor Programs.
- d. The Registrar sends a hard copy of the study plan to the Dean of the College for approval.
- e. Once the approval of the Dean is obtained, the Registrar sends the list of the details of new courses along with their fees to the Finance Department to enter on the system.
- f. The Registrar activates the new program on the Registration system so that admission to the program can be opened, and its courses could be planned on the Timetable module of the Registration System.

7.2 Courses to be taken outside AU

- a. Students can benefit from AU MoUs with other institutions. AU allows its non-transferred students to take some courses of their study plan in accredited institutions in the UAE or abroad during their studies.
- b. Most of the courses, that could be studied outside AU, must be credit hours of courses of the first 3 level years: 1st, 2nd , and 3rd year.
- c. The transferred courses should not, in any case, include more than 49% of the credit hours of the program.
- d. Under no circumstances, the Dean of the College and the Registrar will grant approval to study more than 12 credit hours of the last thirty credit hours of the program outside AU.
- e. The academic advisor and the Registration officer in charge are responsible in following up the academic progress of the student, to avoid delays in the student's graduation.

7.3 Follow up of graduating students

- a. At the end of the add and drop period of each semester, the Registrar sends to the Dean of each college, the list of graduating students along with their transcripts, registered courses during that semester, and the pre-graduation form to be signed by the academic advisor.
- b. For each graduating student, the academic advisor fills in the pre-graduation form whose content mainly is a detailed checklist whose aim is to check if the earned courses along with the registered courses during the current semester cover all the requirements for graduation (Compulsory and Elective courses of each category) subject to passing currently registered courses. The form also contains a section concerning equivalent courses that were taken based on approved request form, which is kept in the student's file at the registration department.
- c. In parallel, each registration officer reviews the academic records of graduating students, and compares them to the official study plan of the program.
- d. Well before the end of the semester, each registration officer compares the results of his/her analysis with that of the academic advisor. In case of discrepancy, he/she transfers the case to the Registrar who will in turn discuss the case with the Dean of the College.
- e. Finally, for each program, the list of graduating students' names and IDs is compiled by the Registration Department before the end of the semester.

7.4 Follow of approved graduating students after announcements of end of semester results

- a. Once the results are announced, the Registrar sends to the Dean of each College:
 - The list of graduating students, along with their final Transcript, whose CGPA is 2.0 or more
 - The list of graduating students that completed all courses but their CGPA is less than 2.0. These students will be asked by the academic advisor to re-take courses from their study plan to raise their CGPA to 2.0 or more.
 - The list of graduating students who failed one or more courses during their last semester. These students may ask for a re-sit exam if they have failed in one course and it is the last course required for graduation. Otherwise, they will re-take the courses during the following semester.

- b. After coordination with the Registrar, the Dean of the college sends the list of the graduates to the Academic Council of the University for approval.

7.5 Change of student status from Regular to Graduate student

- a. Each Registration officer shall change the status of the student to a graduate student after ensuring that:
 - The name of the student is in the approved list of graduates.
 - The individual report of the student is signed by the academic advisor, and the Dean of the College.
 - The most recent personal data (filled in by the graduating student in the graduation form) are consistent with the existing ones on the system.
 - The student submitted his/her clearance sheet.
- b. The Registrar sends the list of declared graduates to the Deans of the Colleges including the following information: ID, Name, earned credit hours, CGPA, and program.
- c. The Registrar is responsible for publishing the list of graduates online to be used by the Department of Programs & Certification of the Ministry of Higher Education & Scientific Research before the distribution of graduation certificates.

7.6 Important

- a. Changing the name of the graduate is not allowed once the graduate has been issued his/her graduation certificate even if he/she presents an official document.
- b. A Graduate cannot be re-enrolled in the same program to raise his CGPA if he/she had been issued his/her graduation certificate.

7.7 Graduation Certificates

- a. Each graduate will be given a Graduation Certificate in Arabic and English.
- b. The certificate shows the Merit that corresponds to the student's CGPA according to the following scale:

7.8 Scaling System for Graduation

| Cumulative GPA | Merit |
|---------------------------|----------------------|
| From 3.8 to less than 4.0 | Excellent with Merit |
| From 3.6 to less than 3.8 | Excellent |
| From 3.0 to less than 3.6 | Very Good |
| From 2.5 to less than 3.0 | Good |
| From 2.0 to less than 2.5 | Satisfactory |

- One of the two graduation certificates contains the Security Chip.
- Each graduate is entitled to only one Wall Graduation Certificate in either Arabic Language or

English Language depending on the Medium of Instruction of the program. This certificate is distributed during the Graduation Ceremony.

7.9 Time Allowed for Completion of a Degree Program

- a. The maximum time for a student in which he/she may complete a degree program is double the regular number of required semesters. In other words, a four-year bachelor degree must be completed in a maximum of 16 regular semesters of enrolment in the program (not including summer semesters). Suspended semesters are not counted in the time allowed for students to complete their degree.
 - b. The minimum time allowed to complete a degree for non-transfer students is a minimum of six regular semesters for four-year programs and eight regular semesters for five-year programs.
 - c. The maximum and minimum number of semesters of enrollment for transfer students are determined after the deduction of the number of earned/transferred semesters (15 credits correspond to one semester) from the above limits.
- Suspended semesters are not counted in the time allowed for students to complete their degree.



This policy outlines the procedure to be followed by admitted undergraduate students until their graduation and describes how the graduation requirements, as approved in the accreditation of the program by the CAA, are implemented. Furthermore, it also includes how completion of the requirements of a degree is assessed.

- a. Once a Graduate program is awarded initial accreditation from the CAA, the Dean of the College sends to the Registrar the following:
 - The approved list of all courses of Compulsory and Elective courses.
 - The detail of each new course: course number, credit hours, contact hours of Lecture, Lab sessions, and Tutorial sessions per week, and the pre-requisite course(s).
 - The minimum & maximum time allowed for completing the Thesis/Dissertation when applicable.
- b. The Registration officer submits to the Registrar a printout of the entered study plan on the system which shows the list of courses along with their details in each category, and the number of required credit hours in each category.
- c. The minimum number of credit hours/credit units required for the completion of a qualification must be no less than the following:
 - Associate degree (Diploma) or its equivalent – 60 semester hours or equivalent;
 - Baccalaureate Degree or its equivalent – 120 semester hours or equivalent;
 - Postgraduate Diploma – 24 semester hours or equivalent;
 - Master's Degree or its equivalent – 30 semester hours including thesis requirements (if any), or equivalent. If the program has a thesis component, then the number of credit hours of taught courses should not be less than 21 credit hours;
 - Doctoral Degree or its equivalent – 42 semester hours including dissertation requirements, or equivalent, with at least 24 of those hours being “taught” classes rather than dissertation credits.
- d. The Registrar sends a copy of the study plan to the Dean of the College for approval.
- e. Once the approval of the Dean is obtained, the Registrar sends the list of new courses along with their fees to the Finance Department to be put on the system.
- f. Finally, the Registrar activates the new program on the Registration system so that admission to the program can be opened and its courses could be planned on the Timetable module of the Registration System.

8.2 Courses to be taken outside AU

- a. Independently of the number of credit hours that could be transferred to transferring Graduate students who are in good academic standing (CGPA is 3.0 out of 4.0 or more), the maximum number of credit hours that will be transferred should not exceed 25% of the total number of credit hours of the courses that compose the program.
- b. The transferred courses should not, in any case, include more than 25% of the credit hours of the final year of the program.
- c. To encourage its students to benefit from its MoUs with other institutions, AU encourages its non-transferred students to take some courses, up to 6 credit hours, of their study plan in accredited institutions in the UAE or abroad during their studies. However, at least 3 credit hours must be a course of the 1st year of the program.
- d. Under no circumstances, the Dean of the College and the Registrar will grant approval to study more than 6 credit hours of the final year credit hours outside AU.
- e. The academic advisor and the Registration officer in charge are responsible in following up the academic progress of the student, to avoid delays in the student's graduation.

8.3 Follow up of graduating students

- a. At the end of the add and drop period of each semester, the Registrar sends to the Dean of each college, the list of graduating Graduate students along with their transcripts, registered courses during that semester, and the pre- graduation form to be signed by the academic advisor.
- b. For each graduating graduate student, the academic advisor fills in the pre-graduation form whose content mainly is a detailed checklist for whether the earned courses along with the registered courses cover all the requirements for graduation are fulfilled subject to passing currently registered courses.
The form also contains a section concerning the progress of the thesis/dissertation.
- c. In parallel, each registration officer reviews the academic records of the students, and compares it to the official study plan of the program.
- d. Well before the end of the semester, each registration officer compares the results of his/her analysis with that of the academic advisor. In case of discrepancy, he/she transfers the case to the Registrar who will in turn discuss the case with the Dean of the College.
- e. Finally, for each program, the list of graduating students' IDs dressed by the Registration Department before the end of the semester.

8.4 Follow up of approved graduating graduate students after announcements of end of semester results

- a. Once the results are announced, the Registrar sends to the Dean of each College:
 - The list of graduating graduate students along with their final Transcript whose CGPA is 3.0 or more
 - The list of graduating graduate students who completed all courses but their CGPA is less than 3.0. These students will be asked by the academic advisor to re- take courses from their study plan to raise their CGPA to 3.0 or more
 - The list of graduating graduate students who failed one or more courses during their last semester. These students may ask for a re-sit exam if they have failed in one course otherwise, they will re-take the courses during the next semester.

- b. After coordination with the Registrar, the Dean of the college sends the list of the graduates to the Academic Council of the University for approval.

8.5 Change of student status from Regular to Graduate student

- a. Each Registration officer shall change the status of the student to a graduate student after ensuring that:
 - The name of the student is in the approved list of graduates.
 - The individual report of the student is signed by the Academic advisor and the Dean of the College.
 - The most recent personal data (filled in by the graduating student in the graduation form) are consistent with the existing ones on the system.
 - The student submitted his/her clearance sheet
- b. The Registrar sends the list of declared graduates to the Deans of the Colleges including the following information: ID, Name, earned credit hours, CGPA, and program.
- c. The Registrar is responsible for publishing the list of graduates online to be used by the Department of Programs & Certification of the Ministry of Higher Education & Scientific Research before the distribution of graduation certificates.

8.6 Important

- a. Changing the name of the graduate is not allowed once the graduate has been delivered his/her graduation certificate even if he/she presents official documents.
- b. A Graduate cannot be re-enrolled in the same program to raise his CGPA if he/she had been issued his/her graduation certificate.

8.7 Graduation Certificates

- a. Each graduate will be given a Graduation Certificate in Arabic and English.
- b. The certificate shows the Merit that corresponds to the student's CGPA according to the following scale:

8.8 Scaling System for Graduation

| Cumulative GPA | Merit |
|----------------------------|-----------------------|
| From 4.0 to 4.5 | Excellent with Honors |
| From 3.75 to less than 4.0 | Excellent |
| From 3.0 to less than 3.75 | Very Good |

- One of the two graduation certificates contains the Security Chip.
- Each graduate is entitled to only one Wall Graduation Certificate in either Arabic Language or English Language depending on the Medium of Instruction of the program. This certificate is distributed during a Graduation Ceremony.

9. Academic Progress Policy

| Policy Name | ACADEMIC PROGRESS POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

This procedure describes the different issues involved in the follow up of the academic progress of the students at the University.

9.1 Course Selection

- a. Students should select, after consultation with the academic advisor, the courses they wish to register from their study plan before registering these courses.
- b. The selection process of the courses takes place during both the early registration and the regular registration periods.
- c. To avoid registration errors, the Registration system will automatically check the selected courses based on the following criteria:
 - The selected courses are listed in the student's study plan.
 - The student has met prerequisites of the selected courses if any.
 - The student has met the minimum credit hours required to register the selected courses if any.
 - The minimum and maximum study load of the student should be adhered to.
 - The student has met the minimum English Language Proficiency
 - Level which is required for the registration of each of the selected courses.
- d. The selection of certain courses for registration becomes mandatory if the student has completed a certain number of credit hours without passing those courses.
- e. Course registration, which is processed during the early registration period is exempted from meeting the prerequisite conditions above if the pre- requisite course is registered during the current semester. However, they will be automatically dropped from the selected courses if the student fails to pass any of the prerequisites.
- f. Warned students and students on conditional admission are not eligible for early registration and should get their academic advisor's approval for their selected courses during the registration period.
- g. Students on conditional admission will have to register in the courses listed in the conditional acceptance letter of their admission during their first semester of studies after fulfillment of English proficiency requirements.
- h. A student may ask his/her academic advisor to waive a restriction on his/her course selection such as: allowing them to register for a free study course not listed in their study plan. The student will have to provide a valid justification for the waiver.
- i. The Registration officer may register courses on the student's behalf on the system, subject to the approval of the academic advisor and the Registrar, to waive any approved academic restriction mentioned above.



9.2 Course Registration

- a. Course Registration is available to all students who completed the course selection process and who are not on academic hold.
- b. Students may register in courses shown in the schedules published by the Registration Department, provided that seats are available, and there are no timing conflicts in the schedules of the courses they register in.
- c. The total semester credit hours of registered courses should be within the authorized student's study load which is defined as follows:

| Student's Standing | Academic CGPA | Minimum Credit Hours | Maximum Number of credit hours |
|----------------------------------|---------------|----------------------|--------------------------------|
| Excellent Standing | 3.6 - 4 | 9 | 21 |
| 1 st Academic warning | Below 2 | 9 | 15 |
| 2 nd Academic warning | Below 2 | 9 | 12 |

- Academically warned students having 1st, or 2nd warning must repeat at least 3 to 9 credit hours.

9.3 Add/ Drop courses

- a. Students may add courses during early registration, registration, and add/drop period of the semester.
- b. Students may drop courses during early registration, registration, add/drop period of the semester.
- c. To perform add/drop, students should not be on academic hold.
- d. Credit hours of registered courses should be within the student's Study Load. Graduating students whose remaining courses have less than the minimum required number of credit hours on their study load band are exempted from this restriction.
- e. The Registration Officer may add/drop courses on the student's behalf, subject to the approvals of the academic advisor and the Registrar, to waive any academic restriction mentioned in 8.3 "d".

9.4 Changing Course Section

- a. Students may change their registration from one section of a course to another one provided that they are:
 - Not on academic hold
 - There are no timing conflicts caused by changing to the new section with the other already registered courses
 - seats are available in the section they are changing to.
- b. Course section change is allowed from the start of early registration until the end of add/drop period.
- c. Changing course section does not require approval of the academic advisor, and may be initiated

and completed by the student using online registration.

9.5 Withdrawal from Registered Courses

- a. Withdrawal from a registered course is allowed during the Withdrawal period for the semester specified in the academic calendar.
- b. A student may request a withdrawal from a course, and receives a grade of “W” in the withdrawn course.
- c. Students on academic hold are not entitled to withdraw from courses without approval of the academic advisor and they are required to seek the approval of the Registrar to process their request.
- d. Credit hours of remaining registered courses should be within the student’s Study Load.
- e. The Registration Officer may withdraw courses on the student’s behalf, subject to the Registrar’s approval, to waive any academic restriction mentioned in 8.5 “c”.

9.6 Incomplete Requests

To be eligible for an incomplete request, students must have an acceptable evidence for failure to attend a final examination of a given course in which they have a minimum total score of at least 36 out of 60 in their coursework.

- a. Acceptable evidence for failure to attend a final examination consists of the following:
 - Illness certified in a medical report approved by the University doctor
 - Death certificate of a first or second degree relative c) Arrest or summons before a court or other legal body
 - 2 final exams are scheduled at the same time and the same day
 - Having more than 2 final exams in the same day
- b. The request must be made to the Registration Department within 72 hours after the date of the exam.
- c. Incomplete requests should be sent by the Registration Officer to the Course Instructor before the end of the incomplete deadline as published in the academic calendar.
- d. The instructor should obtain the approval of the Department Head and the Dean of the College before the end of the deadline as shown in the Academic Calendar.
- e. The request is accepted when the approvals are granted.
- f. A student who was granted an “incomplete” grade for a course, he/she will need to take the final exam before the end of the first week of the following semester in which he/she is registered.
- g. The Grade obtained in a course for which Incomplete Grade was accepted, is not subject to Grade Complaint.
- h. Students who fail to take the final exam as stated in 6.6 will receive a grade “F” in the course.

9.7 Re-sit Exam

- a. A re-sit exam allows students to re-take the final exam of a course in which the grade “F” is obtained in their last semester before graduation.
- b. Only students who meet the following conditions are eligible for a re-sit:
 - The student is not on academic hold, and meets the financial preconditions of the request.
 - The student has passed all his/her courses except for one.
 - The student submits the request for re-sit exam before the beginning of the following semester.
- c. The application for re-sit exam needs to be approved by the Dean of the College offering the course, and the Registrar.
- d. The Head of Department will schedule a date and time for the exam, which should be before the end of the 2nd week of the following semester.
- e. The College Dean will have to certify the grade, and send it to the Registration Department.
- f. The Registration Officer will update the grade by following the grade change procedure, and re-compute the new CGPA.
- g. If the Instructor has left the University, another Instructor will set the exam paper equivalent to that which was administered by the instructor.

9.8 Procedure for changing the study load

- a. Students may request to change their study load band to another band with higher maximum for a particular semester during the registration, or add/drop periods.
- b. To place the request, the student’s CGPA has to be at least 3.6 in the preceding semester, or the student is expected to graduate at the end of the semester, given that his/her CGPA is at least 2.0.
- c. The student should submit his/her request to the academic advisor.
- d. The necessary change will be applied on the system upon the approval of the academic advisor.
- e. The Registration officer may change the study load on the student’s behalf subject to the Registrar’s approval.

9.9 Suspension/Withdrawal of Registration

- a. A student has the right to suspend his studies for 4 semesters during the whole period of his/her studies. However, the suspension for more than two consecutive semesters is not allowed.
- b. The Registrar and the Dean of the College may decline the request if the student did not progress in his/her studies normally i.e.: The student is likely to exceed the maximum period, which is allowed to complete the program.
- c. Students should request suspension of the semester no later than the end of the semester withdrawal period.
- d. The request should be submitted to the registration department, along with the justification for the suspension.
- e. The registration officer should obtain the approval of the Registrar in order to process the request.
- f. If a student requests the suspension of registration after the Add/Drop period, then all registered

courses will be dropped. A grade of “W” will show on the student’s transcript for all registered courses.

- g. Refunds are assessed in accordance with the refund policy of the University (see Accounts Receivable Procedure)

9.10 Forced temporary suspension by the Academic Council:

The Academic Council may suspend an undergraduate student on Warning 3 for one or two semesters to enable him/her to repeat courses in another University to raise his/her Cumulative Grade Point Average (CGPA) to 2.

9.11 Transfer to a new program

- a. Admitted students may request to transfer to another program before the start of their first semester of studies, subject to availability of seats. However, they should meet the minimum admission requirements of the program they wish to join.
- b. For continuing students, the CGPA’s should be equivalent to the admission requirement of the new program.
- c. Continuing students are allowed one program transfer only during their studies, unless they are granted a waiver by the Registrar.
- d. The availability of seats in the new program is a prerequisite to accepting transfer requests.
- e. If the number of available seats in a program is less than the number of requests, the Dean of College selects the approved requests on a competitive basis using the CGPA, High School score, previous program, and eventually grades obtained in specific courses that are relevant to the new specialization. He can also arrange interview sessions.

9.12 Academic Hold

- a. A student on hold is prevented from requesting a number of activities at the University including course registration.
- b. A student is put on academic hold if he/she commits any of the following violations:
 - He/she suspends a semester without prior approval.
 - He/she exceeds the number of semesters allowed to complete the academic program.
 - He/she receives an academic warning. The hold is temporary and can be removed by signing the required College undertaking, and if the academic warning is not the 3rd one.
- c. He/she performs an academic or non-academic act deemed in violation of the University rules and regulations.
- d. Academic hold is issued by the concerned College, or by the Chairman of the Disciplinary committee.

9.13 Honors List

- a. Each College's honors list is made of academically distinguished students who obtained the first three highest CGPA in the College among those that have completed at least 60 credit hours at AU.
- b. The nominated students should have demonstrated good conduct, and they have not been delayed in their studies.
- c. The list is issued for each regular semester by the Registration Department.

9.14 Attendance regulations

- a. Instructors are required to take attendance at the start of each class, marking students as present, absent.
- b. Completed attendance logs on the System cannot be modified without approval of the Dean of the College and the Registrar.
- c. Students that register in a course during the Add/Drop Period will be marked as "excused" for the classes they missed.
- d. A student wishing to be excused from attending a session should gain the approval of the Instructor before the beginning of the class, or present a valid excuse after the class in the case of emergencies.
- e. Students may be excused for the following reasons:
 - Proven medical emergency
 - The death of a relative
 - Held by a third party beyond their control (police, court, etc.)
- f. If a student is absent for 10 percent of class hours, the Instructor will issue a 10 percent absence warning.
- g. If a student is absent for 20 percent of class hours, the Instructor will issue a 20 percent absence warning.
- h. If a student is absent for 25 percent of class hours, the Instructor will issue a 25 percent absence warning, and the student will receive an F grade.
- i. A 25 percent absence warning requires the approval of the Dean of the College offering the course.
- j. Automatic notification of warnings will be sent to students by email and SMS.

9.15 APPENDIXES

I: English Proficiency Levels

The Registration Department should place each student on an English Proficiency Level based on proven documentation produced by the student.

| LEVEL | TOEFL | TOEFL IBT | IELTS |
|-------|-----------------|---------------|----------|
| L0 | > 550 | > 79 | Band 6 |
| L1 | > 500 | < 61 | Band 5 |
| L2 | > 480 and < 500 | > 50 and < 61 | Band 4.5 |
| L3 | > 450 and < 479 | > 45 and < 50 | Band 4 |
| L4 | < 450 | 45 | Band 3.5 |
| L5 | None | None | None |

II. Grading System

The University recognizes the grading system as outlined below. The merit of the degree is determined according to the following scale:

| Marks | Grade | | Merit |
|----------------|--------|-------|------------------|
| | Letter | Point | |
| From 90 to 100 | A | 4.0 | Excellent |
| From 85 to 89 | B+ | 3.5 | Very Good (High) |
| From 80 to 84 | B | 3.0 | Very Good |
| From 75 to 79 | C+ | 2.5 | Good (High) |
| From 70 to 74 | C | 2.0 | Good |
| From 65 to 69 | D+ | 1.5 | Pass (High) |
| From 60 to 64 | D | 1.0 | Pass |
| Less than 60 | F | 0 | Fail |

III. Semester Grade Point Average (GPA)

- The GPA indicates the student performance during the semester.
- The GPA is calculated by dividing the product of credit hours and point grade by the sum of credit hours of the semester.
- The following example illustrates the calculation of the GPA:

| Subject | Credit Hours | Points | Product of credit hours by point grade |
|-----------------|--------------|--------|--|
| Mathematics | 3 | 3 | 9 |
| Statistics | 3 | 2 | 6 |
| Physics I | 3 | 3 | 9 |
| Islamic Culture | 3 | 4 | 12 |

| | | | |
|-----------------|----|---|-----------|
| Arabic language | 3 | 4 | 12 |
| Psychology | 3 | 2 | 6 |
| Total | 18 | | 54 Points |

In this example, if a student obtains the results as set out in the table above, his/her grade point average will be computed as $GPA = 54/18 = 3$.

IV. Cumulative Grade Point Average (CGPA)

- The Cumulative Grade Point Average (CGPA) indicates the student's average performance over all semesters up to the last completed semester. To calculate the CGPA, the following formulae shall be used:
 $CGPA = (\text{Total of the grade points of each course} \times \text{credit hours}) / \text{total credit hours taken}$.
- To calculate the CGPA, the last grade obtained by the student is considered.
- If a student retakes a course, the original grade of the student will appear in the transcript. However, the CGPA is calculated based on the latest score.
- Transferred courses will not be included in the CGPA calculation.

V. Grade Modification

- Grades can be modified only in the following situations:
 - Changing an incomplete grade after the student completes the course.
 - A result of grade complaint. The approval of the Dean of the College offering the course is required in such an instance.
 - A data entry mistake by either the Registration Officer or the Instructor.
- A record of the old grade and the modification should be kept by the Admission and Registration Department.

VI. Graduation Requirements

- A student will be awarded a degree subject to fulfilling the following requirements:
 - Completion of all courses of the academic program as described in the course plan.
 - Completion of practical training/ Thesis as specified in the study plan.
 - A CGPA of at least 2.0 for undergraduate programs and a CGPA of at least 3.0 for Graduate programs.
- In the event that the student completes all the courses but falls short of the CGPA requirement stated above, he/she needs to repeat courses in order to raise his/her CGPA to the required minimum.

10. Grading and Assessment Policy

| Policy Name | GRADING AND ASSESSMENT POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

This policy describes how student performance is assessed, and how final grades are recorded on the University system by the Registration Department.

10.1 Course Grading Scale Setup

- The Instructor of each class of students is required to enter the grading components of his/her course on the Student Information System (SIS) during the first week of the semester.
- The Instructor should follow the course assessment methods, which are described in the approved description of the course.
- The overall score is normally distributed as follows:
 - 40 % for semester tests and activities,
 - 20% for the Mid-Semester Examination
 - 40% for the Final Examination
- The grading scale should be made available to students during the first week of classes.

10.2 Grading Process

- On completion of each grading component (a quiz, an assignment, tests, and Mid-Semester exam), the Instructor will log the grade on the SIS for every student, no later than one week after the grading of that component.
- The Instructor can modify/review the grade of any component at any time before submitting the grade to the Registration Department.
- Once the grades are submitted to the Registration Department, any changes to the grades will have to be processed using the Grade Modification procedure given below.

10.3 Grade Submission

- The Instructor is required to submit the grades to the Registration Department after having ensured that the grades for all students have been entered. No cell is left blank on the grade sheet.
- The Instructor should lock the grades in the SIS against further changes, then print them and sign a hard copy of the Grade sheet.
- The hard copy will have to be reviewed by the Head of the Department and the Dean of the College.
- If both the Head of Department and the Dean of the College approve and sign the grade sheet of the class, the original of the hard copy of the grades will be sent to the Registration Department.
- One copy of the grade sheet must be kept in the Dean's office of the college that offers the course.
- If the Registration Department finds any discrepancies between the grades entered by the Instructor on the SIS and the hard copy of the Grade sheet, then the sheet is sent back to the Instructor for correction.

- g. If the Registration Department finds no discrepancies, then the electronic copy is certified/locked, and the hard copy of the grade sheet is filed.
- h. When the electronic copy is certified/locked, the Instructor will no longer be able to unlock the grades book and make further changes. The appropriate Grade Modification procedure will have to be followed to make further changes.

10.4 Procedure for Grade Modification

- a. Students can submit a request for Grade Complaint in a course at the Registration Department during the Period shown in the academic calendar (the next two weeks the announcement of the results on the University website).
- b. The Registration Department sends the request to the Dean's office of the College, which offers the course who will, in turn, forward it to the Instructor of the course.
- c. The Instructor will review the Final Examination and decides if the grade will remain unchanged, or review the grade upwards or downwards by giving the justification of the modification.
- d. Once the Dean approves the decision of the Instructor, he/she will forward the decision to the Registration Department who will inform the student of the decision.
- e. The student cannot introduce another Grade complaint for the same course if the grade was kept unchanged.
- f. If the Grade is kept unchanged, the student may introduce a written complaint to the Dean who could designate a committee of faculty members to review the answer paper of the student.
- g. If the Instructor is no longer at AU, the Head of Department will investigate the complaint made by the student by reviewing the grades left by the Instructor, and the answer sheet of the Final exam of the student.

10.5 Copies of Final exam papers

- a. Each Instructor should hand back the answer sheets of the students at the Head of Department Office, which keeps them for 2 regular semesters.
- b. The Instructor should attach, to his/her end of semester report, a copy of all tests, Mid-semester exam, and Final Exam along with the answers to each question and the mark of each question.
- c. The Instructor will also attach, to his/her end of semester report, a copy of the answer sheets of the Mid-semester exam and the Final Exam of three students who have obtained the best, middle, and worst grades (A, C, and F) respectively.

10.6 Standards for writing & administrating exams

- a. Test 1 and Test 2 are exams that assess a small number of learning objectives. They are usually graded on at most 15 marks each.
- b. Quizzes are usually graded on at most 5 marks. They can be administrated without prior information of the students.
- c. Instructors are encouraged to give assignments on a regular basis using Moodle.
- d. If the course has a Lab session, the Instructor must ensure that each student submit a report on each experiment no later than one week after the completion of the experiment.
- e. Laboratory reports must be handed back to the students as soon as possible so that the students benefit from the observations, made by the instructor, in their future reports.

- f. The Instructor must ensure that the report is the result of personal findings of the student.
- g. If the Instructor notices that the report was plagiarized, a Zero Mark is given to the student.
- h. To discourage students from using reports written by former students, the Instructor is expected to revise Lab assignments regularly.
- i. If the student does not submit his/her, report on time, the Instructor may penalize the student for late submission. The penalty can go up to giving a Zero Mark in the Report.
- j. The final exam paper should contain questions, which are designed in a manner that they truly measure the degree of achievement of the expected learning outcomes of the course.
- k. If the course is taught by more than one Instructor, the Final Exam questions must be common to all students, or achieve the same outcomes in case of more than one version.
- l. Final Exam paper may contain four compulsory questions and multiple-choice questions.
- m. Instructor(s) is/are also responsible for keeping the exam papers in a very safe place.
- n. The Instructor (s) should make sure that the exam paper is not kept on the hard disk of his/her Laptop to avoid its leakage by hacking techniques.
- o. The Instructor must attach a statistical analysis, based on students' grade, in the end of semester report to measure the degree of achievements of the objectives and the goals of the course.

10.7 Availability of a spare copy of A Final Exam Paper.

- a. Each Instructor is expected to submit, to the Head of Department, a version of a Final exam paper, not necessary identical to the official one, in a sealed envelope. This version could be copied in case the Instructor will be absent during his Exam session due to a very serious emergency.
- b. A spare copy of the final exam should satisfy all requirements of the Final Examination: the form and the content of the questions.
- c. The Head of the Department will hand back the sealed envelope to the Instructor before the administration of the exam.

10.8 Submission of the Final Grades

- a. The Instructor is expected to submit the Grade sheet to the Registration Department within 72 hours from the date of the Final Exam.

10.9 Schedule of the Final Exam

- a. The Length of the Final Exam is Two (2) hours for all non-practical courses
- b. The Final exam must be administrated on the day, the time, and place as announced on the Final Examination Schedule.
- c. Instructors must use the University grading system, which is shown in the following table.

➤ The university adopts the following grading system:

| Marks | | Grade | | Merit |
|----------------|---------------|--------------|--|------------------|
| | Letter | Point | | |
| From 90 to 100 | A | 4.0 | | Excellent |
| From 85 to 89 | B+ | 3.5 | | Very Good (High) |
| From 80 to 84 | B | 3.0 | | Very Good |
| From 75 to 79 | C+ | 2.5 | | Good (High) |
| From 70 to 74 | C | 2.0 | | Good |
| From 65 to 69 | D+ | 1.5 | | Pass (High) |
| From 60 to 64 | D | 1.0 | | Pass |
| Less than 60 | F | 0 | | Fail |

11. Independent Study Policy

| Policy Name | INDEPENDENT STUDY POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

Independent Study is an opportunity for students to earn academic credit for learning outside the formal class structure, under the individual direction of a faculty member. Independent Study is a flexible mode of learning that offers the student an alternative to the classroom. Though it is perhaps best suited to students who, for whatever reason, are unable to do resident work, it is by no means restricted to this group.

Full-time students may find Independent Study a viable option in that it provides benefits such as resolving scheduling conflicts, opportunity to raise their grade point average (GPA), and allowing students who do not wish to attend summer courses the opportunity to continue their program of study while off campus.

11.1 Independent Study

- AU allows a maximum of nine credit hours of Independent Study towards the Bachelor degree, but some departments may be more restrictive.
- A maximum of three credit hours may be taken in any one semester.
- A prior written approval referred to as Study Agreement is required prior to any initiation of course work.
- For an undergraduate student to be eligible for a course to be taken as Independent Study, the students must have passed any prerequisites and have completed a significant portion of his/her undergraduate studies with CGPA standing of a very good or relevant documented experience in the subject matter.
- The student is required to complete and sign an Independent Study Agreement.
- The Independent Study Agreement must be approved and signed by the Independent Study Coordinator of the College and head of the student's major department.
- Only faculty members may sponsor courses to be taken as Independent Study.
- A minimum of 25 hours of work of in dependent study is required per semester for each one credit hour.
- Registration for Independent Study courses must be done in the same period as all other courses.
- Independent Study credit will be granted upon satisfactory completion of the project requirements as defined in the Independent Study Agreement
- Independent study work cannot exceed 25% of the course work requirement for master's degree students.
- Graduate level independent study may not be used as an avenue for allowing graduates to take courses that are part of the core or major courses in their program.
- For graduate students, the department may require a student to take undergraduate major courses as a means of making up deficiencies. The student should informed that the credit hours these courses will not be part of the completion requirements but will used in the computation of their CGPA.

12. Class-Size Policy

| Policy Name | CLASS-SIZE POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

AU is committed for implementing efficient class-size policy. Selection of class size depends on the nature of the course and insures effective course delivery. This policy sets the guidelines for selection of appropriate class size for each course in different colleges.

12.1 Policy Content and Guidelines

All AU colleges have guidelines regarding maximum class size, the rationale for such guidelines, demonstrates that the AU adheres to its own policies and the guidelines issued by the CAA.

Table 1. Class size of different courses implemented in AU colleges

| College | Theoretical Course | Lab Sessions | Clinical and Technical | Studios | Tutorial |
|---|--------------------|----------------|------------------------|-----------|--------------|
| University Requirements and Academic Counseling | 60 | 25 | -- | -- | -- |
| Dentistry | 60 | 20 | 30 | -- | -- |
| Pharmacy and Health Sciences | 60 | 20 | 30 | -- | -- |
| Engineering | 45 | 20 | -- | 18 | 30 |
| Information Technology | 40 | 20 | -- | -- | -- |
| Education and Basic Sciences | 40 | 20 | -- | -- | 25 |
| Business Administration | 45 | 20 | -- | -- | -- |
| Information, Mass Communication and Humanities | 40 | 20 | -- | -- | -- |
| Law | 45 | 30 | -- | -- | -- |
| Class Size | 40 - 60 | 20 - 30 | 30 | 18 | 25-30 |

Table 2. Class size of courses in some graduate programs offered by AU.

| Colleges | MBA ¹ | MOL ² | GWEM ³ | Programs | | MSc. / UD ⁶ | | PDT ⁷ | |
|--|------------------|------------------|-------------------|------------------------|------------------------|------------------------|--------|------------------|--------|
| | | | | MSc Pharm ⁴ | MSc /Dent ⁵ | | | | |
| Business Administration | 25 | | | | | | | | |
| Law | | 15 | | | | | | | |
| Institute of Environment | | | 10 | | | | | | |
| Pharmacy | | | | 20 | | | | | |
| Dentistry | | | | | 12 | | | | |
| College of Engineering | | | | | | Theor y | studio | | |
| | | | | | | 25 | 15 | | |
| College of Education and Basic Science | | | | | | | | Theory | Studio |
| | | | | | | | | 25 | 10 |
| Class Size | 25 | 15 | 10 | 20 | 12 | 40 | | 35 | |

¹ = Master of Business Administration

² = Master of Law

³ = Master of Science in Groundwater Engineering and Management

⁴ = Master of Science in Pharmacy

⁵ = Master of Science in Restorative Dentistry

⁶ = Master in Urban Design

⁷ = Professional Diploma in Teaching

- The maximum class size does not mean the optimal class size. The maximum class size reflects the level of the course, course-learning objectives, degree of faculty-student interaction and instructional methods used.
- Deterioration of the learning experience is generally experienced if the class size goes above the maximum level.
- In accordance with the CAA and AU standards, the class size depends on the size of lecture hall, effective teaching and availability of modern educational resources.
- Rules and regulations governing supervised studies are outlined and published in the student handbook.

13. Academic Advising Policy

| Policy Name | ACADEMIC ADVISING POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

AU provides current and prospective students, academic advisement that is accurate, consistent, and timely so that students can develop meaningful educational plans compatible with career and life goals.

The purpose of this policy is to:

1. define goals and nature of AU academic advising program;
2. specify the responsibilities of advisors and advisees; and what students can expect from the advising program.
3. describe the structure of the University's advising program.

13.1 Introduction

As part of its dedication to academic success, AU is committed to providing high quality academic advising in order to help students in the development and pursuit of academic objectives consistent with their life goal. Academic advising is an ongoing process that connects students to the university. We believe it is important to empower each student with knowledge, resources and skills that will leads to academic success and lifelong desire to learn inside and outside the classroom.

13.2 AU advising policy

- a. All students shall be informed of the advising policy and advising process during the initial orientation and be directed to an appropriate advisor.
- b. All regular students shall be assigned an advisor.
- c. All students on probation must be given regular advising each semester;
- d. All students expected to graduate must be advised at least twice every semester of their final year;
- e. Student counseling and career counseling shall be made available to all matriculated students;
- f. Advising by faculty for all incoming and continuing students shall be made available at least once each semester;
- g. Assessment of department advising shall be done every semester as a part of the regular program review process;
- h. Academic departments advising shall be assessed and reviewed every year;
- i. Funding and resources shall be made available to all units to ensure effective and efficient advising at all levels;
- j. Training shall be provided for all advisors and peer mentors;
- k. Accurate information shall be posted and maintained on the university's website.

13.3 The Goals of Academic Advising

- a. To assist students in making their own decisions in choosing an appropriate course of study commensurate with their interests, abilities and meet their academic and life objectives;
- b. To answer questions raised by students and to make them aware of the possible short- and long-range consequences of their choices;

- c. Ensure that all students are aware of resources, services and educational opportunities at the University that may be pertinent to the student's educational objectives;
- d. To be an information source regarding university policies, procedures;
- e. To facilitate resolution of academic problem, conflict and concern, as appropriate;
- f. Refer students as necessary to other resources;
- g. To encourage students to be creative in their academic choices;
- h. To be an on-going source of dialogue and advice about life and academic goals for students.
- i. Collecting and disseminating information on student needs, wants perceptions, and trends in order to enhance AU institutional effectiveness and adaptability.

13.4 Implementation of Advising Policy

❖ *University Responsibilities*

- Make resources available for initial and on-going training of advisors and peer advisors;
- Gather and disseminate appropriate academic advising materials to assist colleges;
- Act as a reference service and respond to questions from colleges and departments, as well as from faculty and students;
- Be familiar with campus-wide advising problems and formulate and make suggestions for the improvement of the advising program;
- Provide academic advising orientation for newly appointed faculty;
- Make every reasonable effort to provide students, faculty, and appropriate staff with accurate information in the student handbook, university catalogs, class timetable, website, and other publications.

❖ *Colleges and Departments Responsibilities*

Academic advising is a primary responsibility of the faculty members in each college. Academic advising should be integrally related to the rest of the educational process.

1. It is the responsibility of departments, colleges , and Student Services to:
 - a. Ensure that advising is available for students when they need or wish it rather than merely when the College requires it. This means that advising opportunities shall be available to students throughout the academic year at regular, reasonable intervals.
 - b. Make all relevant (using any format deemed appropriate) information available to students. The following list is indicative of the types of information that might be made available:
 - i. University rules, regulations, and procedures;
 - ii. Support resources available on campus;
 - iii. A copy of students' advising responsibilities;
 - iv. Necessary forms and academic calendar;
 - v. Study plan;
 - vi. Internship opportunities;
 - vii. Projected course offerings by the department;
 - viii. A standardized template for students' individual study plans; and

- ix. University catalogs.
- 2. Provide training for advisors and peer advisors. They shall receive training in the following areas:
 - a. Learning principles applicable to advising including:
 - i. University rules, regulations, and procedures;
 - ii. Support resources available on campus;
 - iii. A copy of students' advising responsibilities;
 - iv. Necessary forms and academic calendar;
 - v. Graduate programs at AU;
 - vi. Training opportunity;
 - vii. Major /program requirements;
 - viii. Projected course offerings by the department;
 - b. Appropriate personal and occupational choices for their advisees
 - i. Advisors must know the current state of the world outside AU if they are to give meaningful advise to students;
 - ii. Advisors must be trained to relate students' abilities to requirements of choices.
 - c. Technical requirements for the university requirements general education and major courses.
 - d. Teaching advisees to:
 - i. Take responsibility for their academic success over their career at AU;
 - ii. Make realistic self-appraisals of their progress in such areas as:
 - intellectual development;
 - working alone;
 - learning to produce;
 - learning to consume;
 - appreciating the differences among human beings while still making value judgments;
 - overcoming (rather than masking) personal, physical and educational problems and deficiencies.
 - e. Resources available on campus.
 - f. Take into account the entire context of their advisee's learning experience.

❖ ***Advisor Responsibilities***

- 1. Maintain the primary advising file for each advisee. At a minimum, these files shall contain:
 - i. A written record of advising and referral documenting each formal advising session;

- ii. A copy of the advisee study plan.
 - iii. Copies of advisee transcripts.
 - iv. Copies of advisee current semester timetable.
 - v. Semester by semester graduation study plan for each advisee.
2. Listen to advisee concerns and respect their individual values and choices.
 3. Understand and effectively communicate all university and college academic policies and procedures.
 4. Refer advisee to appropriate resources for both academic and non-academic concerns
 5. Cooperatively evaluate and assess your academic performance and areas of strength while assisting in selecting courses.
 6. Encourage advisee participation in co-curriculum activities.
 7. Ensure that advisee are aware of opportunities and benefits available at AU.
 8. Maintain confidentiality.
 9. A graduation progress check sheet for each advisee.

❖ *Peer advisor Responsibilities*

AU peer advisors are continuing senior students who work primarily with students on probation. They are chosen from a select group of students and complete an interview and training process. Peer advisors help students pick classes, provide information on academic policies and procedures, and make appropriate referrals to campus resources. They also provide advising based on their experiences as students at AU. Peer advisors hold walk-in and appointment hours.

Peer advisors can provide academic information from their own student perspective. They advise students on the “real deal” when it comes to choosing classes, picking a major, and utilizing campus resources. They share the lessons they have learned as AU students. Because peers are highly trained on advising material, they are a valuable academic resource.

Peer advisors serve six purposes:

1. Help new students and students in probation at AU.
2. Help advisee master basic academic processes
3. Teach and reinforce student skills for success (i.e. time management, study skills, etc.)
4. Act as referral source
5. Offer a different but complementary point of view from staff or faculty advisors' perspectives
6. Are role models for successful students

❖ *Student Responsibilities*

The advising process depends on the thoughtful participation of the students. Students must assume the following responsibilities:

1. Become familiar with their advisors and advisor offices by initiating contact and seeking assistance on regular basis through email, phone, and individual appointment.
2. Become familiar with academic policies, dates, and deadlines.

3. Come prepared and on time to meeting with your advisor.
4. Ask for clarification if the advisor fails to explain an issue or concern in a way that sense to you.
5. Read all email communication from your advisor and other AU departments.
6. Inform your advisor of problems and concerns which may impact your academic performance as soon as possible
7. Familiarize themselves with requirements for the major/ program, as well as graduation and other requirements, contained in the appropriate University Catalog and other University publications;
8. Maintain their own personal academic advising folders and take them to every advising appointment. For undergraduate students, it is recommended that this folder include:
 - a. Unofficial copies of prior college or university transcripts;
 - b. Transcript;
 - c. Current semester timetable; and,
 - d. An individual study plan.
 - e. Notes from formal advising sessions.
9. Obtain academic advice whenever it is needed from your advisor.
10. Develop an individual study plan. The individual study plan must be approved by the student's appropriate advisor.
11. Accept ultimate responsibility for their selection of classes, which incorporates their decisions as well as the academic advice that has been given.
12. Evaluate (if they so choose) academic advising programs and individual academic advisors by filling survey forms, speaking or writing to the head of departments, or the dean.
13. If you are on academic warning or probation, you are required to meet with your advisor on a regular basis.

❖ ***Peer Mentoring of Students on probation***

Students with CGPA below 2.0 are considered on probation. The advisor shall advise the student to repeat courses with low performance with grades (i.e. "F", "D", and "D+") in order to improve the CGPA. Each advisor will provide mentoring for a group of students on probation within his/her department. Mentoring includes peer mentoring, monitoring and progress reporting. The plan for helping students on probation includes:

1. At the beginning of each semester, a list of students on probation is requested by the Deans of Colleges from the Registrar's office. The Deans will advise department Chairs to draw corrective actions.
2. This plan is executed at the departmental level and would include
 - Hold regular individual meetings with students on probation.
 - Advise students on probation to repeat courses with grades less than "C" prior to registering in any further courses.
 - Request students on probation to visit instructors frequently during office hours.
 - Provide students on probation with peer mentoring from senior students.

- Request students on probation to meet their peer mentor on regular basis.

The head of Department will request a feedback report on the performance record of each student on probation from course instructor(s). The progress is monitored through special forms maintained in the department. The department council will discuss the progress of students on probation in each of its regular meeting. Progress report will be sent to the dean.

14. Academic Probation Policy

| Policy Name | BOARD OF TRUSTEES POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

14.1 Academic Probation (Undergraduate Programs)

- If a student's CGPA is less than 2.0 in any regular semester, starting from his/her second semester at the university, he/she will receive an academic warning. The Registrar will place students on academic probation when their CGPA falls below 2.00 or when the Registrar is notified by the college that a student has failed to meet other conditions for academic progress that may apply in some majors. The Registrar will notify students and his/her sponsor in writing of their academic probation status and of any conditions associated with the academic probation.
- A student on probation must raise his/her CGPA to at least 2.0 within two semesters, not including the summer session.
- The study load of warned students will be reduced, as follows:
 1. *First warning:* a maximum of 15 credit hours among which three or six credit hours are repeated depending on the CGPA and the previous semester's GPA
If a student having a first warning has failed to raise his/her CGPA to 2.0 or higher at the end of the following semester (excluding the summer semester), his/her case will be reviewed by the College Council. The council may take one of the following actions:
 - a. transfer the student to another program providing that his/her CGPA for the courses to be transferred is 2.0 or higher.
 - b. allow the students to continue in his major (This option is open only for students who can raise CGPA to 2.0).
 - c. dismiss the student from the university (If a and b are not satisfied).
 2. *Second warning:* a maximum of 12 credit hours among which six or nine credit hours are repeated depending on the CGPA and the previous semester's GPA.
- Student load can be raised by 2 credits upon dean request.
- If a student having a second warning has failed to raise his/her CGPA to 2.0 or higher at the end of the following semester (excluding the summer semester), students will be dismissed from the university.
- Students can be placed on academic probation only twice, and for no more than four semesters in total while studying at AU, whether for one or two academic probationary events. After that threshold is reached, students will be dismissed from the University if they have not achieved CGPA of 2.0.

- If a student attempts courses during the summer after being placed on probation, that term will not count as one semester on probation.
- When dismissing students from the university, the university may give students the option of reapplying for admission after a maximum of one calendar year has passed from the final day of the session during which the dismissal was implemented, or the university may choose to permanently dismiss students from the university, which means that it will not consider future applications from the student. The type of dismissal will be included in the letter from the college, and recorded by the Office of the Registrar.
- Readmission applications are evaluated based on:
 - a. The total record of the student and consistent with the admission practices in effect at the time of application.
 - b. The student had studied courses (counted toward his degree) in another accredited university and raised his/her CGPA to 2.0
- A readmitted student is governed by the academic requirements in effect at the time of readmission.
- Academic probation and dismissal are permanently recorded on the transcript.

14.2 Academic Probation (Graduate Programs)

- A student will be put on probation if his/her CGPA is less than 3.0 starting from his/her first semester of studies.
- A student on probation needs to raise his/her CGPA to at least 3.0 within two semesters, not including his/her summer session.
- A student on probation will not be allowed to register courses unless he/she signs an undertaking to improve the CGPA to 3.0 or more.
- The study load of academically warned graduate students will be reduced to the relevant band set in their program by the Academic Council.
- After a second Warning, if the student fails to raise his/her CGPA to 3.0 or more, the College shall dismiss him/her from the program.
- The Graduate program coordinator may advise an academically warned student to repeat one or more than one course to increase his/her chances to raise his/her CGPA to 3.0.

15. Course File Policy

| Policy Name | COURSE FILE POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2017 |

This course file policy states the standards for course preparation, update and revision.

15.1 Policy Statement

All academic faculty members are required to prepare course files for courses they teach. Course files must include the following information, which may be in electronic form or hard copy:

1. syllabi for the current and previous offerings of the course;
2. copies of all instructor teaching materials;
3. copies of all assessment instruments;
4. instructor worked answers and marking schemes for all assessment instruments;
5. examples from across the range of student performance of graded responses to all assessment instruments;
6. comprehensive instructor review of the presentation of the course, covering:
 - c. appropriateness of the course learning outcomes;
 - d. extent to which the syllabus was covered;
 - e. extent to which learning outcomes were met (with evidence);
 - f. appropriateness of textbooks and other learning resources;
 - g. appropriateness of assessment instruments in relation to learning outcomes;
 - h. appropriateness of the balance of assessment;
 - i. appropriateness of prerequisites;
 - j. general comments on any problems encountered with the course;
7. quantitative analysis of student performance during the course presentation (e.g., grade distributions);
8. summary of student feedback on the evaluation of the course.

15.2 Policy implementation

- Heads of department and deans are responsible for ensuring that the requirements of this policy is communicated effectively and are supported by appropriate administrative arrangements and documentation.
- It is the responsibility of course instructor to maintain and update their course files.

15.3 Policy Review

- This policy will be revised periodically to address any new requirements from the CAA.

16. Policy on Intensive Modes of Course Delivery

| Policy Name | INTENSIVE MODE OF COURSE DELIVERY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Vice Chancellor for Academic Affairs | Reviewed | Annually |
| Approved By | Council for Academic Affairs | Approved Date | 2018 |

16.1 Policy Statement

The term *intensive modes of course delivery* refers to courses that are offered over a shorter duration than the normal standard semester. These may include short courses of a few weeks duration, and courses offered in a shortened summer semester.

16.2 Policy implementation

To ensure that students have the same learning experience as that provided in a standard course delivery, following rules must be adhered to:

1. Students are fully informed of any modifications that may have been made in Ajman University's delivery of its academic courses or programs in order to accommodate the shortened duration of a course or program;
2. students in courses offered through intensive modes of delivery have comparable duration of class contact time, and comparable expectations for out-of-class study time, as in the same courses offered during the regular semester or term;
3. students have sufficient time for preparation, reflection, analysis, and the achievement of course learning outcomes.
4. the full content of the approved syllabi will be taught during the condensed period including the assignments and assessment schemes with the same rigor and standards as in the course given in a regular semester;
5. the course study plan is such that the learning outcomes of the courses and programs can reasonably be achieved by all enrolled students; and
6. all student services such as library access and support, IT laboratories and IT support, catering, health services, and recreational facilities shall be available during the shortened term.

F: STUDENTS POLICIES



جامعة عجمان
AJMAN UNIVERSITY

1. Student Disciplinary Policy

| Policy Name | STUDENT DISCIPLINARY POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Deanship of Student Affairs | Reviewed | Annually |
| Approved By | Vice Chancellor for Academic Affairs | Approved Date | 2017 |

1.1 Policy Statement

This policy is made in recognition of the principle that the basis for dealing among members of the University should be one of mutual respect and is part of the process by which the University encourages adherence to such principles in the context of student behavior.

All members of AU, including students, are expected to conduct themselves in accordance with the regulations of the University, and the laws of the UAE. In particular, AU students are requested to play an exemplary and positive role in enhancing the reputation of the University by:

- demonstrating a clear commitment to their own learning
- conforming themselves to all specified time requirements for registration, class schedules, examinations and completion of assignments;
- ensuring that work presented is their own personal work;
- ensuring that all information presented to faculty members and administrative staff is accurate and true;
- conducting themselves in a courteous and proper manner in their dealings with faculty members, employees or other students;
- meeting their academic advisors regularly;
- respecting the property of others and of the University;
- reporting grievances to their academic advisor or the Dean of the College;
- not engaging in cheating, plagiarism, disruptive behavior or improper conduct which could damage the reputation of the University;
- not using AU's facilities for other than learning purposes without prior authorization;
- not falsifying documents or using falsified documents for any purpose related to the University;
- not distributing leaflets or collecting signatures on University premises or hostels without prior authorization;
- abiding by AU rules and regulations, and the directives of the academic and administrative staff; and acting in a way that will not cause offence to the culture of the UAE .

1.2 Policy Content and Guidelines

- Any violation of University regulations or directives, or improper behavior (as set out in the purpose of this policy), is considered as misconduct and will render the student liable to disciplinary action which may range from a verbal warning to dismissal from the University.
- In addition, if a student violates any rule or instruction during an examination, or is caught cheating, he/she will be asked to leave the examination room. In this event, the campus examination committee will interview the student on the day following that in which the incident occurred and will as a result submit a detailed report to the Chancellor of the University, in which the level of punishment is

recommended. The level of punishment may range from the giving of an “F” grade for the course concerned, or failure in all courses for which the student is registered that semester.

- A copy of the decision of the Chancellor will be kept in the student’s file, and the Admissions and Registration Deanship will also inform the guardian as appropriate.

1.3 Proceeding:

- Any member of the University community may bring a complaint against a student. A complaint must be filed to the Head of the SDC within two weeks of the incident or the discovery of the alleged infraction(s). The complaint should be concise and complete statement of allegations.
- The Head of the SDC shall set a time and place for the hearing within one week of the time the complaint is filed.
- The Head of the SDC will notify the respondent in writing of the complaint and the specific allegation filed. The respondent shall receive a written copy of the allegedly violated regulation and the time and place of the hearing through the student affairs.

1.4 Student Disciplinary Committee Rules:

- The SDC shall meet regularly at scheduled times as required by the caseload.
- All committee hearing will be closed to public.
- Any member of the SDC having a particular conflict of interest in a case must abstain from participation in the hearing.
- Burden of proof (“clear and convincing evidence”) rests on the complaint.
- Witnesses may be called by the parties and/or by the SDC. Witnesses may be either witnesses to the actual event or character witnesses. Character witnesses may be called, if appropriate, during the sanction phase of the hearing. The SDC may, by majority vote, reasonably limit the number of witnesses for such reasons as redundancy or irrelevancy. Witnesses may be excluded from the hearing until testimony is to be presented.
- The complaint, the respondent and the members of the SDC shall all have the right to examine and cross-examine witnesses.
- All evidence offered must be relevant, not privileged and legally acquired.
- The SDC will determine the acceptability of evidence by majority vote.
- The respondent has a right to remain silent to avoid self-incrimination.
- Should the respondent be unable to attend a scheduled hearing, the time and place of which will have been made known in advance to the SDC and in writing, he/she must notify the Head of the SDC at least two working days in advance of the scheduled hearing, except in extreme emergencies, and for good cause, so that the hearing may be rescheduled by Head of the SDC. If the respondent fails to notify the Head of the SDC of his/her inability to attend the scheduled hearing as described above, the SDC will hear the case in the respondent’s absence. The complainant should also attend any scheduled hearing, except in extreme emergencies in which case he/she must immediately notify the Head of the SDC and justify his/her absence. If the complaint fails to attend a scheduled hearing without the above-mentioned notification and justification, the SDC may dismiss the case.
- In closed session, the SDC, after due deliberation will decide whether, by clear and convincing evidence, the respondent is or not in violation of the code as charged.
- After deliberating, the SDC will determine the appropriate sanction.

1.5 Sanctions:

- The SDC will recommend sanctions consistent with the severity of the offense. Standard sanctions such as warning, fines or assessments for damages to the University property may be appropriate for lesser offense. The SDC may recommend sanctions reflecting the nature of particular offense. Repeat offenders may receive harsher sanctions. For more serious matter such as behavior that disrupt or delay operation or compromises the safe environment or integrity of residential halls or University, suspension or dismissal from the residential hall or the University may be recommended.
- One or more of the following sanctions may be imposed upon a student for violation of disciplinary regulations. The SDC is not limited to the list of sanctions provided below and may recommend new sanctions. However, all sanctions, when appropriate, may be modified, deferred or suspended by the University Chancellor. The sanctions that may be imposed are as follows:
 - Letter of apology.
 - Drawing attention verbally or in writing.
 - Warning that continuation or repetition of prohibited conduct may cause additional disciplinary action.
 - Punitive fine.
 - Temporary or permanent barring from the University premises.
 - Restriction (repayment of the direct cost of damage or services resulting from violation of this code).
 - Temporary or permanent loss of privileges (for example denial to access computer services or sport facilities).
 - Temporary or permanent expulsion from the residential halls.
 - Failing the student in one exam.
 - Failing the student in one or more courses.
 - Failing the student in all courses for one semester.
 - Suspension from the University for one or more semesters.
 - Dismissal from the University (this action will be permanently recorded on the student's transcript).
 - Cancellation of degree if a forging has been proved of documents submitted to the University.

1.6 Implementation:

- The Head of the SDC should forward the case record to the University Chancellor within two working days after the hearing.
- The Chancellor may approve or disapprove the sanction. In case of disapproval it will be referred back to the SDC through the University legal advisor. In this case the SDC will review the sanction and resubmit it back to the Chancellor.

1.7 Emergency:

- In the instance of severely and willfully disruptive behavior, or when the ordinary rights of any member of the University community are threatened by the continuing presence or activity of student or students in the residential hall or elsewhere on the campus, the Chancellor may suspend such student(s) from participating in residential life or other campus activities, pending the outcome of the hearing.

1.8 Informing the student:

- The students will be informed of sanction in writing through student affairs. Copies of the sanction will be kept at the University archive and another copy will be kept in the student file at the registration. The office of student affairs will inform parents or guardians of students misconduct when:
 - The sanctions involve fines.
 - The sanction involve failing in one or more courses.
 - The sanctions involve suspension from the University.
 - The sanctions involve dismissal from the University.
 - A student is found responsible for a second violation of the code of conduct.

1.9 Appeals:

- Respondent may appeal to the Chancellor regarding any disciplinary determination arrived at through a hearing and resulting in disciplinary probation removal from University housing, failing of courses, suspension from the University or dismissal from the University.
- An appeal must be in writing and delivered to the University legal advisor within 2 working days after the notice is delivered.
- The University legal advisor will refer the appeal to the Chancellor.
- The appeal will be reviewed by the Chancellor to determine its viability or he may refer it to SDC.
- The Chancellor or the SDC will determine the appeals viability based on whether there is new information that significantly alters the face of facts stated earlier, evidence of improper procedure, findings that are against the weight of evidence or excessive sanctions. If an appeal is deemed viable, the Chancellor will reconsider it for review and decision.
- The Chancellor may deny the request of appeal and affirm earlier finding.
- A new hearing may be conducted on appeal. Decision rendered by the Chancellor will be final.
- Sanctions may be reduced only if found to be substantially inappropriate to the offense.
- The case may be dismissed if the findings are found to be unsupported by evidence.

2. Student Academic Integrity Policy

| Policy Name | STUDENT ACADEMIC INTEGRITY POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Deanship of Student Affairs | Reviewed | Annually |
| Approved By | Vice Chancellor for Academic Affairs | Approved Date | 2017 |

This document sets out the University's policy, which regulates the sanctions taken against students for academic dishonesty. The disciplinary committee is the authorized body to recommend actions against offenders of the Academic Integrity.

2.1 Plagiarism

- The rich learning resources that are available at AU are expected to be used for reading to help you to understand and to find out the work of others in the topic of your essays or projects only.
- Students are requested to submit their own work to be used for evaluating the level of achievement of a specific learning outcome.
- Each faculty should explain to his/her students that he/she is interested in evaluating their own work and not the work of others.
- It is not forbidden to reproduce an idea or sentences from a book or an article as long as the student uses quotation marks and give its source.
- There is no usage in reproducing sentences if the student does not refer to them in his/her sentences.
- Every submitted project is expected to contain a reference section in which the student lists all the materials that he/she consulted or used in the project.
- Plagiarism is strictly forbidden at AU, which has acquired specialized software that detects plagiarism.
- If plagiarism is proven, a zero mark may be given to the project, which subsequently induces a failure in the course.

➤ Cheating:

Any student who is caught in possession of written information relevant to the course, messages by mobile phone, or transmitting written or verbal information to his/her classmates shall be considered a cheater. This includes also the following:

- Using a book, magazine, research, computer or internet file.
- Using scraps, slips or copies.
- Using signs to convey information.
- Sending or receiving information through mobile phone.
- Writing on wall, ground, chair, clothes or body.
- Using every other means of information not allowed by the university regulations.

➤ Trying to cheat:

Any student who is caught in possession of written information, messages sent by mobile phones, or transmitting written or verbal information to his/her classmates shall be considered trying to cheat.

This also includes what follows:

- Looking at the answer sheet of another student.
- Talking with classmates in the examination room.
- Possessing a mobile phone.
- Possessing papers or any other means that comprises information relevant to the subject of exam, but not shown up.

2.2 Examples of Academic Integrity Violations

* The following list includes, but is not limited to, examples of violations under the Academic Integrity policy.

| Plagiarism | Test and Exam Rules | Other violations |
|--|---|--|
| Failing to acknowledge sources through the use of proper citations when using another's works and/or failing to use quotation marks. | Attempting to read other students' exam papers. | Co-operation or collaboration on an academic assignment, in whole or in part, when the instructor has indicated that the assignment is to be completed on an individual basis. |
| Submitting any work written, in whole or in part, by someone else. | Speaking to another student (even if the subject matter is irrelevant to the test). | Disruption of classroom activities or periods of instruction. |
| Submitting a project by a third party, developed without major modifications as one's own. | Leaving answer papers exposed to view. | Improper access to confidential information such as exams or test questions. |
| Using ideas or material without appropriate acknowledgment in any academic assignment. | Writing an examination or part of it, or consulting any person or materials outside the confines of the examination room without permission to do so. | Misrepresentation of facts for any academic purpose. |
| Using another's data or research findings. | Using material not authorized by the examiner. | |

2.3 Procedures Regulating Irregular Behaviors during Sit-in Exams

- All cases of cheating or trying to cheat, disturbing the peace and calm of the examination room, disrespecting one of the invigilators, impersonating an examinee or engaging someone else to take the exam by-proxy shall be reported to the College Examination Committee by all the invigilators.

- The invigilator shall notify the student who is caught cheating or trying to cheat to see the chair of the College Examination Committee by means of a form designed by the Central Examination Committee and by which he/she will be informed of the place and time of his/her appearance before the Central Examination Committee.
- The College Examination Committee shall refer the report to the Central Examination Committee in turn submits it to the University Disciplinary Committee
- The University Disciplinary Committee shall conduct the investigation with the cheater (or trying to cheat) and report all available witnesses within no more than 48 hours, then a report shall be submitted. In case the student does not attend in the assigned time, he/she will be subject to an investigation that will be conducted in absentia.
- The University Disciplinary Committee shall be entitled to take the decision to keep the report in case the infraction is not supported by any evidence; the decision is deemed definite and the student may be allowed to re-sit the examinations.
- The Chair of the Central Examination Committee shall refer the report to the University Disciplinary Committee to take the appropriate decision with regard to the infraction the examinee is accused of.
- Once asked by the invigilator, the examinee who is caught cheating or trying to cheat shall quit the examination room.

2.4 Disciplinary Penalties

- The examinee who is proven to have cheated or tried to cheat at the end of semester exams shall be deemed have failed the course.
- The examinee that is caught cheating shall be deemed have failed all the courses of the end semester exams.
- The examinee who shall be considered to have failed all courses he/she registered in the semester and suspended from registration in the following semester is he/she who:
 - cheats a second time in the final semester exams.
 - is caught cheating or trying to cheat in the final semester exams and proven to have disrespected the invigilators, deliberately tried to disturb the peace or calm of the examination room, or call examinees to rebel.
 - The registration fees shall not be reimbursable in the above-mentioned cases.
- Any student who introduces a research paper or any measurable academic activity and proven to have plagiarized shall be deemed to have failed the course and shall not be reimbursed.
- In case a student from the University is caught impersonating an examinee or engaging someone else to take the exam by proxy, they shall be both subject to expulsion for no less than two successive semesters.
- If a person from outside the University is caught impersonating an examinee, the University shall be entitled to bring legal action against him/her, and the student shall be subject to irrevocable expulsion.
- The decisions shall be considered definite after approval by the Chancellor of the University.

3. Student Grievance and Appeal Policy

| Policy Name | STUDENT GRIEVANCE AND APPEAL POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Deanship of Student Affairs | Reviewed | Annually |
| Approved By | Vice Chancellor for Academic Affairs | Approved Date | 2017 |

3.1 Policy Statement

The student appeal policy guides the student through steps of filing an appeal for reconsidering or changing an academic grade or decision. On occasions, a student may disagree with the academic decision of a faculty member. The University provides an appeal process for the student to request reconsideration of an academic decision. Academic Appeal is petition to change a decision basis for a student appeal matter. The decision may be either that the academic judgment was unfair in the view of the student or that the Department academic decision is applied incorrectly in the view of the student.

The Dean of Student Affairs forwards the student grievance to the Chairman of the Student Grievance Committee who will arrange a meeting to hear both parties and witnesses, as appropriate. The committee will then deliberate upon its findings and make a recommendation to the University Chancellor who will take the final decision, to be communicated to both parties.

3.2 Preliminary Steps:

To initiate or pursue a grievance, the following steps must be observed no later than three weeks following the occurrence of the faculty member decision.

Step 1. The student should first discuss the matter with the person or persons directly involved, in an attempt to resolve the issue through informal discussion.

Step 2. If there is no resolution in step 1, the student should discuss the matter with the head of Department to whom those directly involved report (or if the head of department is directly involved, with the College Dean. If the College Dean is directly involved, with a senior management staff who shall attempt to mediate an informal resolution).

Step 3. If reconciliation has still not been achieved, the student shall submit a written statement of his grievance to the Appeal Committee through the Dean of Student Affairs. The statement shall contain:

- a brief narrative of the condition giving rise to the issue;
- a designation of the parties involved; and
- a statement of remedy requested.
- Formation of the Student Appeal Committee:

At the beginning of each academic year the University Chancellor shall appoint five faculty members to form the Student Appeal Committee. The Chancellor also appoints the Head of the committee.

3.3 Committee Action:

Upon receipt of a written statement of an academic grievance request, the head of Student Appeal Committee (SAC):

- Determines prior to considering the case whether discussion between the persons directly involved, Head of department, and College Dean have been exhausted in attempting to resolve the issue.
- Notifies the parties named in the statement of receipt of a complaint naming them, and sends a copy of the statement to the named parties and to all committee members.
- Meets within two weeks after receiving the written statement to review the written statement and renders a decision as to whether sufficient ground is present to warrant a hearing.
- Notifies the grievant and the named parties of its decision in writing. If a hearing will be held, the SAC notifies in writing all parties involved, including witnesses, of the date, time and place of the hearing at least one week prior to the date set.
- Informs the parties that the providing of proof rests with the grievant.
- Requests in writing from all parties involved any pertained material deemed necessary for review by the committee prior to the hearing. These materials, plus any additional materials either party chooses to submit must be made available to the committee no later than four days prior to the hearing. Any person named in the grievance may submit a written statement to the committee outlining issues from their perspective.
- All communication among the committee, the grievant(s) and person(s) named in the statement of complaint will be confidential.

3.4 Hearing Process:

- All hearing conducted by the Student Appeal Committee shall be conducted confidentially in the following manner:
- The Grievant(s) and respondent must be present during the information gathering portion of the hearing. Witnesses will be available, and called when needed. The committee reserves the right to allow the presence of a secretary.
- All statements during the information exchange phase of the hearing will be written.
- Any committee member may question any of the participants at the hearing, at any time during the proceedings.
- The grievant will present his/her statements and/or witnesses to the committee.
- The respondent will have the opportunity to question the grievant(s) and witnesses about their statements.
- After all information is exchanged, all persons, other than the committee members and the secretary will leave the committee room. The grievant(s), respondent(s) and witnesses will continue to be available to the committee should further information be needed.

3.5 Decision

The Dean/ Chair of SAC shall approve or reject the committee recommendation(s) within two weeks after it is received, unless the Dean/ Chair of SAC feels that more information is necessary, in this event the case will be referred back to the committee for further findings prior to decision. If the decision of the Dean/ Chair of SAC is not in accordance with the committee's recommendation(s), he shall state the reason for that decision, in writing, to the committee. The Dean/ Chair of SAC shall then take appropriate action to implement his decision. The grievant(s) and respondent(s) will be informed in writing of the Dean/ Chair of SAC's decision.

3.6 Appeal:

- The grievant(s) or respondent(s) may petition a grievance within two weeks of the Dean/ Chair of SAC's decision.
- The Dean/ Chair of SAC or the Student Appeal Committee will determine the Appeal viability based upon evidence not available at the original hearing.
- If an Appeal is deemed viable, the Dean/ Chair of SAC will ask for rehearing.
- The Dean/ Chair of SAC may deny the request of an appeal and affirm the earlier decision.
- A rehearing will be conducted on the appeal. A decision rendered by the Dean/ Chair of SAC will be final.

4. Student Activity Policy

| Policy Name | STUDENT ACTIVITY POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Dean of Student Affairs | Reviewed | Annually |
| Approved By | Vice Chancellor for Academic Affairs | Approved Date | 2017 |

This document sets out the University's policy, which regulates student activities supervised by the Deanship of student affairs.

- The Office of Student Affairs is responsible, and plays a vital role in governing, shaping and organizing activities that offer scientific, cultural, and entertainment benefits to students.
- The Office of Student Affairs, Deanship of Student Affairs and the Deans of Colleges are responsible for encouraging all students to participate in at least one activity to enable them to build their personality and to develop their extra-curricular talents.
- The Student Activities Section (SAS) of the Office of Student Affairs is responsible of organizing several activities that should span a wide range of interests, covering social, cultural, artistic, and sport activities.
- The SAS should also act as the central support for a variety of student societies.

4.1 Social and Cultural Activities

❖ Aim of Social and Cultural activities

- a. widening and promoting the social aspects of the students' personality
- b. training students for voluntary work.
- c. contributing to the rapid integration of new students in University atmosphere.
- d. Organizing Global day.

❖ The SAS is responsible of the following main Social and Cultural events

- a. Arranging and supervising meetings at which students are able to get to know each other to break down the psychological barriers between senior and new students.
- b. Promoting social awareness among students including for a variety of charitable causes, such as visiting institutions, orphanages, hospitals, etc.
- c. Organizing heritage day for all nationalities.
- d. Organizing activities, during the holy month of Ramadan.
- e. Cooperating with the UAE institutions and authorities in health-awareness campaigns on subjects such as illegal drugs and smoking.
- f. Organizing blood donation campaigns in cooperation with the Ministry of Health.
- g. Taking part in campaigns and events organized by formal authorities such as the National Day, Martyr's Day, Flag Day, Civil Defense, UAE national sports day, Happiness day and Traffic Week Festivals.

- h. Offering regularly training courses on first aid and personality development.

❖ **The SAS supervises students in:**

- a. Organizing high quality intellectual and cultural lectures given by reputed experts from within and outside the University.
- b. organizing cultural, intellectual, literary and scientific competitions, and awarding prizes and certificates for distinguished projects such as short stories, literary articles, scientific research and poetry competitions, to promote student creativity.
- c. organizing readings, seminars, discussion forums and exhibitions of student work.
- d. writing articles for publication in the University Magazine.
- e. participating in cultural, intellectual and scientific competitions organized by educational, literary and scientific institutions in the UAE.

❖ **Art Activities**

- a. The SAS is responsible for promoting the aesthetic and artistic aspects of student life by:
 - organizing exhibitions of student artwork in various areas to motivate talented students.
 - encouraging students to design wall magazines to show their written and artistic work, exhibited in the halls and corridors of the University.

❖ **Sport Activities**

- a. The SAS is responsible for encouraging the participation of a large number of students in sport activities that are available at the Campus to build their physical wellbeing through exercises.
- b. The SAS is responsible for managing the usage of AU sport complex and facilities: fields for football, handball, basketball and volleyball, and the gymnasium.
- c. The SAS also organizes sporting events and coaches the various students teams in many indoor and outdoor national competitions, by:
 - forming University sport teams and arranging regular training sessions.
 - participating with universities and colleges from across the UAE in championships and sporting competitions organized by the Higher Education Sports Federation.
 - promoting health and fitness through body-fitness programs and courses in track and field sports, games and swimming.
 - ensuring that the University sport facilities and equipment are updated.
 - ensuring that safety standards are upheld.

❖ **Student Council**

AU recognizes two single-gender student councils for male and female students. Each student council consists of 15 members, 10 of which are nominated by the colleges while the remaining 5 are chosen through campus-wide elections. The Student Council's mission is to represent students and give them the opportunity to communicate their views and concerns to the Higher Management. It provides resources to various student, and endeavors to promote the values of teamwork, dedication and responsibility.

❖ **Student Clubs.**

- a. In collaboration with Colleges, the office of Students Affairs is responsible for supporting clubs, which exists in Deanship of student affairs and each college.
- b. The goals of these clubs are to:
 - encourage student participation in a variety of activities to improve their performance and develop their leadership skills.
 - promote the spirit of cooperation among students, and encourage them to take on responsibility.
 - provide support to new students by advising them and helping them in their new academic life.
 - obtain student input regarding needs and wishes, and forward the information obtained to the Office of Student Affairs .

5. Student Right and Responsibility Policy

| Policy Name | STUDENT RIGHT AND RESPONSIBILITY POLICY | | |
|--------------|---|---------------|----------|
| Policy Owner | Dean of Student Affairs | Reviewed | Annually |
| Approved By | Vice Chancellor for Academic Affairs | Approved Date | 2017 |

This document sets out the University's policy, which regulates the Rights and Responsibilities of students during their period of studies at the University.

5.1 Student rights

- The Student Affairs Deanship is responsible for ensuring that the academic staff and non-academic staff are informed of the rights of students.
- Each academic advisor is responsible for ensuring that his/her advisees are aware of their rights during their study at AU.
- Each student has the right to receive the course description of his/her courses which includes the learning outcomes of the course, and the assessment methods used to determine his/her Final Grade in each course.
- Each student has the right to expect that his/her Instructors masters the subject and are open to discussion of different points of view or ideas related to the content of the course.
- Each student has the right to classes in which the Instructor does not propagate his/her points of view on subjects, which are not relevant to the content of the lecture.
- Each student has the right to object to changes of the schedule of his/her courses after the end of the Add/Drop Period.
- Each student has the right to be received by his/her instructors during the office hours, which are published by the Instructors.
- Each student has the right to receive, on time, the copy of his/her assignment, quiz, project, Lab report, after having been graded by the Instructor.
- Each student has the right to introduce a Grade complaint request about his/her Final Grade during two weeks after the announcement of the results.
- Each student has the right to request an adequate learning environment atmosphere during his/her lecture
- Each student has the right to be received, after taking an appointment if required, by his/her Head of Department, Dean of College, deans/managers of service units, and by the Vice-Chancellors.
- When a student believes that one of his/her rights was violated, he/she has the right to seek redress using the published procedures, which are available in the student handbook, bearing in mind that the University aims to resolve conflicts at the lower level.
- Each student has the right to raise his/her concern to the Dean of Student Affairs who is the most appropriate staff member to resolve conflicts.

5.2 Student Responsibilities

- a. Each student is responsible for reading the policies and regulations that are published in the student handbook which is, available on the University website www.ajman.ac.ae
- b. Each student is responsible for making progress to achieve his/her educational goal.
- c. Each student is responsible for the selection of his courses after consultation with his/her academic advisor.
- d. Each student is responsible for checking that registered courses were not cancelled during the Add/Drop period by the College.
- e. Each student is responsible for finding legal financial sources to finance his/her studies.
- f. Each international student is aware that the University is not responsible for obtaining the residence visa for him/her if it was declined by the competent administration.
- g. Each student is responsible for his/her compliance with the Code of Conduct, which is published in the student handbook.
- h. Each student is responsible for the consequences that follows the discovery that he/she used falsified document(s) for his/her admission or during his/her studies at the University.

6. Student Counseling Policy

| Policy Name | STUDENT COUNSELLING POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Dean of Student Affairs | Reviewed | Annually |
| Approved By | Vice Chancellor for Academic Affairs | Approved Date | 2017 |

The University recognizes the importance of a counseling service, and the need for healthy and safe study environment that will contribute to the well-being and productivity of staff and students. The Policy main purpose is to:

- outline the University's commitment to provide counseling to all students.
- ensure compliance with all applicable regulations.
- manage mental and social health of the students appropriately for the protection of the university's reputation and standards for current and future students.

6.1 Overview

- All students at AU have access to the social and psychological benefits associated with mental health issues provided the University Student Counseling office.
- Student counseling office (SCO) works with students struggling with a variety of personal issues. Ensuing are some of the common concerns:
 - Adjustment to college life
 - Academic challenges
 - Issues of past, recent, or present physical, emotional problems
 - Emotional distress (anxiety, stress, grief, depression)
 - Low self-esteem - feelings of inadequacy
 - Relationship issues (marital, friends, roommates)
 - Past or recent losses or trauma
 - Spiritual challenges
 - Body image, eating, and nutritional concerns
 - Crisis situations when life gets overwhelming (including feeling suicidal and all other mental-health emergencies)
 - And many other unique issues specific to each person.
- Any effective system for administering counseling student mental health benefits must accommodate a wide variety of student circumstances. More frequently than not, these accommodations conflict with each other, so a single procedure to be followed by each student is not likely to satisfy all students. Therefore, the system that has evolved is designed to provide options meeting as many needs as could be anticipated at the time this document was prepared.
 - If it becomes clear in the counseling session that there is a real danger to oneself or to others, we are required to take action.
 - Additional records of sessions are sometimes taken such as the counselor's personal

notes and audio tapes. These are destroyed in a timely manner and do not become part of an individual's counseling record.

- iii. Each individual is entitled to privacy in his/her work with a counselor.
- iv. All contacts with the counselor are confidential to the Student Counseling office professional staff.
- v. Written permission is required for Counseling Services to release information to others outside the Counseling Services.

6.2 Policy for students who fail to attend counseling service sessions

- Counselor will attempt to contact students through secure messaging to schedule another appointment suitable for both counselor and student:
 - a. Contact will include a reminder of the failure to attend session.
 - b. If the counselor does not hear from student within two weeks of the initial no-show, counselor will render the file inactivate.
 - c. If the student does not schedule within 30 days, the student's file will remain inactivated and the student may have to complete the initial intake process if the service is requested at a later date.
 - d. Additionally, if a student is chronically late in canceling his or her appointments, the student may become ineligible for services. If a student does not notify the Student Counseling office with at least 24 hours' notice on two consecutive occasions, the student's next appointment will be at least 30 days from the last cancellation.

6.3 Guidelines for Housing/Counseling considerations

- These guidelines will be used when reviewing the housing counseling request.
 - a. The process of verifying and reviewing a Counseling Request can take one week or more before a decision is made and the student is informed of the decision.
 - b. The student is strongly encouraged to sign a Release Form with his/her Medical/Mental Health Professional. This will allow the University Housing to verify the submitted information.
 - c. If the student is currently seeing a Medical/Mental Health Professional, the student will need to provide documentation from the Medical/Mental Health Professional, on the professional's stationary, detailing:
 - i. Length of time the student has been seen/under treatment by the Medical/Mental Health Professional.
 - ii. Treating Medical/Mental Health Professional's contact information.
 - iii. Psychological disorder.
- If the student is not currently seeing a Medical/Mental Health Professional, the student will need to do the following:
 - a. Make an appointment with a Medical/Mental Health Professional.
 - b. Be seen or under treatment for a minimum of FOUR visits (more visits may be necessary if clinically required) with the Medical/Mental Health Professional.
 - c. Provide documentation from the Medical/Mental Health Professional, on professional's stationary detailing:
 - i. Length of time the student has been seen/under treatment by the Medical/Mental Health Professional.
 - ii. Treating Medical/Mental Health Professional's contact information.

iii. Psychological disorder.

- d. At AU student Counseling office, the student's issue must be clinically significant and be directly related to the Housing situation. Merely having a psychological disorder does not indicate that the Medical/Mental Health Professional will recommend that a Housing contract be cancelled. Each request will be reviewed by the entire clinical team before a recommendation can be made. Ultimately, the final decision will be made by University Housing.

6.4 Release of Policy Information

- All communication between a student and a counselor, psychologist, or is confidential and will not, except under the circumstances explained below, be disclosed to anyone outside of the Counseling Services unless written authorization to release information is given.
A Release of Information Form will need to be signed to have a Counseling Services professional staff communicate the information to any concerned party.
A record is kept of a student's work with the UCC. It contains information a student has provided to the Counseling Services in writing as well as counseling notes from the student's sessions. The record remains in the Counseling Services for a period of three years following the student's last visit; at that time, it is destroyed.
- Most limits to confidentiality are to ensure safety. If there is evidence of imminent danger of harm to the student or other(s), the UCC will take action.
- Counseling information cannot be released to the following without the client's consent:
 - a. Parents or guardians, spouse, siblings, or significant other
 - b. Another doctor, lawyer, or health organization
 - c. Insurance company.
- Procedure:
 1. A student may review his counseling record in the confines of the Counseling Services office with a counselor and only by appointment.
 2. A student wishing to grant release of information to another party must complete the Release of Information form.

6.5 Student Complaints/Grievances

- Student complaints are handled largely through the existing chain of command
 - a. If a student has a complaint about an employee or consultant of the Student Counseling office Services or Health Service, he or she is directed to speak with that employee's director, or if necessary, the immediate supervisor of the employee.
 - b. The complaint should initially be lodged informally by speaking with someone in the department. However, the complaint can be lodged more formally in writing first to the Director within five (5) working days of the incident.

- c. The written complaint or grievance should include a description of the incident, date, time, and persons involved in the complaint.
- The director shall then respond to the grievance in writing within five (5) working days of the date the grievance was signed and filed
 - a. If the student is not satisfied with the outcome of that discussion or response, he or she is directed to the next higher level of administration. In each case, careful consideration is given to the emotional stress the student may already be in as well as any complications arising from a possible mental or physical illness.
 - b. If a complaint comes from a non-student, it is handled administratively first by the director, then by the Dean of Student Affairs, and finally, if necessary, the Vice-Chancellor's for Academic Affairs Office.
 - c. The Director reserves the right to consult with the Legal department of the University around issues or complaints that may have legal implications.
 - d. Documentation of a student complaint would become part of the confidential record.
- If the student is not satisfied with his or her current counsellor or health care provider
 - a. He or she can select another counsellor within the department or accept a referral to another provider outside the University.
 - b. Any costs incurred by the student seeking these services outside of the University are not covered by the University.
- Any complaints, if found to have merit, will be used in the supervision of the employee involved to improve the person's skills and function. If the complaint is significant, the student may take legal action.

7. Student Finance Policy

| Policy Name | STUDENT FINANCE POLICY | | |
|--------------|-------------------------|---------------|----------|
| Policy Owner | Chief Operating Officer | Reviewed | Annually |
| Approved By | University Cabinet | Approved Date | 2017 |

AU's Student Finance Policy is set to inform students, parents or sponsors about the financial rules and regulations implemented by AU, in addition to the financial responsibilities, associated with admission to graduation processes, withdrawal or dismissal from the University. Students have the right to re-fund, exemption, or receive scholarships according to clear and well-defined rules and regulations.

7.1 Application and Registration fees

- Application and registration fee for undergraduate programs and Professional Diploma in Teaching is AED 1,300 paid in cash as one installment upon the submission of admission application and is not part of the tuition fees. The application and registration fee is non-refundable, except when the student's application is rejected in which case an amount of AED 1,000 will be refunded to the student.
- Students who wish to apply for transfer of courses from other accredited institutions pay a non-refundable fee of AED 500. This fee shall be considered part of the application and registration fee if the student is admitted in Ajman University.
- Students admitted to the Dentistry, Pharmacy, Architectural Engineering, Interior Design, and Law undergraduate programs are required to pay a seat reservation deposit as stated in the table below. This deposit is non-refundable and non-transferable and must be paid before the deadline stated on the letter of admission. This deposit is deductible from the student's tuition fees once the applicant joins the university. If the student asks to defer admission to the following semester and the request is approved, the deposit will be applied to the following semester.

| Program | Deposit (AED) |
|-------------------------------------|---------------|
| Doctor of Dental Surgery | 21,000 |
| Bachelor of Pharmacy | 12,000 |
| B. Sc. in Architectural Engineering | 8,000 |
| Bachelor in Interior Design | 4,000 |
| Bachelor of Law | 4,000 |

Application and registration fee for graduate programs is AED 2,000 paid in cash as one installment upon the submission of admission application and is not part of the tuition fees. The application and registration fee is non-refundable, except when the student's application is rejected in which case an amount of AED 1,700 will be refunded to the student.

7.2 Tuition fees

- a. **Undergraduate credit hours fees:** Tuition fees for courses and programs are determined in accordance with the credit hours system as follows:

Tuition fees for the Bachelor's programs offered at AU

| College | | Fee per one credit hour (AED) |
|---|--|-------------------------------|
| College of Dentistry | | 2,000 |
| College of Pharmacy and Health Sciences | | 1,500 |
| College of Information, Mass Communication and Humanities | | 1,025 |
| College of Law | | 1,100 |
| College of Information Technology | | 950 |
| College of Engineering | B.Sc. in Biomedical engineering | 1,300 |
| | B.Sc. in Electrical Eng. (Electronics) | 1,300 |
| | B.Sc. in Electrical Eng. (Communication) | 1,300 |
| | B.Sc. in Electrical Eng. (Instrumentation & Control) | 1,300 |
| | B.Sc. in Architectural Engineering | 1,500 |
| | Bachelor in Interior Design | 1,300 |
| College of Education and Basic Sciences | | 950 |
| College of Business Administration | | 950 |
| Unit of General Studies | | 1,150 |

- b. **Graduate credit hours fees:** Tuition fees for graduate course and programs are determined in accordance with the credit hours system as follows:

Tuition fees for the Graduate programs offered at AU

| College/Institute | Major | Fee per one credit hour (AED) |
|--|---|-------------------------------|
| Institute of Environment, Water and Energy | M.Sc. in Groundwater Engineering & Management | 2,000 |
| College of Engineering | M.Sc. in Architecture & Urban Studies | 2,500 |
| College of Business | MBA: Human Resources Management | 2,000 |

| | | |
|---|---|-------------------------------|
| Administration | MBA: Financial Management | |
| | MBA: Marketing | |
| College of Law | Master of Law (Public Law) | 2,200 |
| | Master of Law (Private Law) | |
| College of Education and Basic Sciences | Professional Diploma in Teaching | 1,000 |
| College of Pharmacy and Health Sciences | M.Sc. in Pharmacy (Clinical Pharmacy) | 3,125 |
| | M.Sc. in Pharmacy (Pharmaceutical Technology) | |
| College of Dentistry | M.Sc. in Restorative Dentistry | 420,000 per program (3 years) |

❖ **Laboratory, Clinic and Studio Fees (Fee payable every semester)**

This fee includes laboratory fee of courses offered by the College but it excludes Lab fee of courses of the study plan offered by other Colleges.

| College | Dentistry | | | Pharmacy |
|------------|---------------------------------------|--|----------------|----------|
| | 1 st -3 rd year | 4 th & 5 th year | | |
| Fees (AED) | 4,000 | Clinics | Productive Lab | 2,600 |
| | | 6,000 | 3,000 | |

- Students registered in the programs of Architectural Engineering and Interior Design will pay a studio fee of AED 1,500 per semester.
 - Students registered in the program of bachelor of Arts in Mass Communication will pay a studio fee of AED 1,025 per semester for each registered course having Radio/TV session.
 - Students registered in the program of bachelor of Arts in Mass Communication will pay a studio fee of AED 1,025 per semester for each registered course having Radio/TV session.
- ❖ **Course Laboratory fee:** Students registered in courses having lab sessions offered by colleges other than College of Dentistry and College of Pharmacy, will be charged an additional fee of AED 650 per course.
- ❖ **Orientation Course Fee:** New students pay a fee of AED 1,150 for the Orientation Course, which is taken during the first semester of enrolment.
- ❖ **Additional Fees: The student pays the following additional fees:**
- Additional lab fee for each registered course having lab sessions offered by colleges other than College of Dentistry and College of Pharmacy: AED 650
 - Additional fee for courses having a tutorial sessions: AED 550

- Additional fee for graduation project courses at the College of Information Technology AED 600
- Additional fee for graduation project courses at the College of Engineering: AED 600
- Additional fee for internship courses: AED 800
- Student service fee per semester: AED 300
- Application fee for an incomplete course: AED 500
- Reference letter: AED 30
- Extra copy of the academic transcript: AED 100
- Grade grievance application: AED 100
- ID card, per academic year: AED 25
- Additional fee of AED 500 per each registered course taken as independent studies.
- AED 200: penalty for each bounced cheque.

The University reserves the right to increase the tuition and other fees up to 10% per academic year when deemed necessary.

7.3 Refund Policy:

a. Add/Drop Period:

- The add/drop period is two weeks from the start of the course. During this time, students may add or drop courses without incurring charges. If a student adds one or more course(s) during add/drop period, he/she must pay additional fees for the added course(s) at the time of submitting the application, or the application will be rejected.
- If a student withdraws from one or more courses during add/drop period, the fees of the dropped course(s) will be credited to his/her account for the following semester.
- A student may withdraw from one or more course(s) after the end of add/drop period, provided he/she remains registered in at least three courses that semester. In this case, the student does not have the right to claim any refund for the fees of the withdrawn courses.
- If a student wishes to reclaim any money from a credit balance, he/she must fill in an Application for Refund Form and submit it to the Student Account Officer after the end of the add/drop period. If the student fails to do this, the money will be credited to the student balance for the following semester.

b. Suspension of Registration:

- During add/drop period a student may submit an application for suspension of registration for one or a maximum of two consecutive semesters. The application should be submitted to the Office of Admissions and Registration. In this case, the full amount of any fees paid shall be credited in full to the student's balance for the following semester, or refunded two weeks after the submission of the application for refund to the Student Account Officer (at the Office of Finance).
- If the student submits an application for suspension of registration for one or two semesters during the two weeks following the end of the add/drop period, he/she shall be entitled to only 50 percent of the tuition fees of the semester in which he/she submits the application for suspension.
- If the student submits an application for suspension of registration after the end of the two weeks

following the add/drop period, he/she will not be entitled to claim a refund of any part of the tuition fees of the semester in which he/she submits the application for suspension.

c. Withdrawal from the University:

- During the add/drop period, the student may submit an application for suspension of registration and withdrawal from the University. The application should be submitted to the Office of Admissions and Registration. In this case, the student is entitled to a full refund of tuition fees paid for the semester in which he/she submits the application for withdrawal. The refund will be made one week after the submission of the application for refund to the Student Accounts Office.
- If the student makes an application for suspension of registration and withdrawal from the University within the two weeks following the end of the add/drop period, he/she is entitled to a refund of only 50 percent of the tuition fees for the semester in which he/she submits the application.
- The student shall not be entitled to claim a refund of any part of the tuition fees if the application for suspension of registration and withdrawal from the University is made more than two weeks after the end of the add/drop period.

d. Disciplinary Dismissal:

- A student who is dismissed from the University for disciplinary reasons is not entitled to any refund of tuition fees of the semester of dismissal.

7.4 Books:

The University will supply course E-books to students at reasonable prices. It should be noted, however, that a student in receipt of a fee exemption as listed above will not be provided with E-books without charge.

8. AU Student Records Policy

| Policy Name | AU STUDENT RECORDS POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Registrar | Reviewed | Annually |
| Approved By | Vice Chancellor for Academic Affairs | Approved Date | 2017 |

This document sets out AU's policy on the collection, use and disclosure of personal information that forms part of the official student record. It applies to the Admission and Registration, Office and all other academic and administrative units that are primary and secondary custodians of specific data collected and stored about the students of the University.

8.1 Student Record

- Ajman University creates and maintain academic record for each student who is admitted in the University. This record shall be created at the time of admission, and shall be maintained throughout the duration of the student's enrollment as the official record of the student's academic activities, transactions, performance, and achievements.
- Academic transcript represents is the transactional certification of the student's performance and academic status within the University including degrees awarded.
- The Student Information System (SIS) is the University's official repository of student academic records. Only the Admission and Registration Office can modify student information. Any request to access the Student Information System must get the approval of the registrar
- Depending on their roles and responsibilities, faculty, staff, and students might be authorized to have access to SIS to perform certain student academic transactions as appropriate.
- The Admission and Registration Office is the Custodian of student academic records and data, and the Custodian of Student Information System (SIS).

8.2 Maintenance and back-up of student record

- Hardcopy of student records are stored in a secure, fireproof cabinet on University premises.
- The University maintain a digital copy of student records (view IT pack up policy for digital copies)

8.3 Retention and disposal of records

- Hard copy of students' files will be kept by AU.
- The hard copy of the final course marks will be kept by AU.
- The final examination papers are kept by the Department for two semesters.

8.4 Permanent Academic Record

A permanent academic record reflecting the academic achievement of the student who registers at AU is

maintained by the Admission and Registration office.

a. Student Records:

All documents submitted to the University in support of an applicant for admission become the property of Ajman University and, as such, become under the control of the Admission and Registration office. The University is not required to provide (or allow the making of) copies of these documents. Transcripts from other institutions submitted to AU for admission or credit transfer become the property of AU and cannot be returned to the student or forwarded to other institutions.

b. Permanent student record file includes:

❖ Administrative documents:

- High School certificate, and grade certificate, equivalency certificate (when applicable)
- Passport's copy, Health certificate, Conduct certificate, and Photos
- Application form, any eventual undertaking.
- Address of the student

❖ Academic documents

- Grade transcript for each semester & timetable of registered courses.
- Transfer credit information including names and dates of attendance at other post-secondary institutions, courses taken and credit hours and final grades earned, degrees, diplomas, and other awards, and related information.
- Degrees and awards earned including date awarded, degree, College, major(s) and minor(s) and CGPA.
- Academic disciplinary information, if applicable.
- Any requested transaction such as: form of transfer to another major, add & drop form, change section form, suspension of study, request of transfer of courses and original transcript, complaint about a grade, incomplete request, absence warning, etc...

➤ Electronic copy of student records contains the following:

- Personal information including information about high school certificate.
- Status of the student (regular, suspended, dismissed).
- All academic transactions :
 - Grades & registered courses in each semester
 - Grade Transcript
 - All financial transactions.

8.5 Security and confidentiality

- a) Ajman University safeguard the privacy of students and confidentiality of their academic records.
 - Individuals with access to protected student academic records have an affirmative responsibility not to release that information to any third party.
 - Relevant offices with access to student academic records may not release any information without the prior consent of the student.
- b) Only authorized staff can execute result of grade complaint, or change spelling of the student's name. Furthermore, the Registrar has an information system that detects any eventual change of grades on the system. The history of all transactions can be traced.

8.6 Access to and disclosure of Information

Consent to disclosure of personal identification is within jurisdictions of UAE federal laws. The following are some exception, which permit disclosure without consent:

- Disclosure to university official with legitimate educational interest.
- Parents are given access to the student academic record unless the student requests otherwise and parents will be informed accordingly.
- Sponsors are given access to the student academic record unless the student requests otherwise, sponsors will be informed accordingly.

8.7 Non-Academic Student Records

- a) The University maintains non-academic student records in other departments interacting with students.
- b) Use, confidentiality, and access to such records are determined by the University department responsible for the service, activity, or function involved.

8.8 Student Record Retention and Disposal

AU is committed to protecting the security and confidentiality of protected information created or received in the course of business. The University's Record Retention Schedule prescribes the length of time that records created or received by the University must be retained. Once record reach the end of the scheduled retention period, they should be disposed off. Records disposition is the final phase of a record's life cycle. This policy outlines the appropriate methods for disposing of University records slated for destruction.

a. Items removed from student file upon graduation or withdrawal

- Add/drop forms (removed after submitting the clearance form)
- Letters of recommendation
- Correspondence not related to academic progress
- Acceptance letter
- Academic actions unrelated to academic honest.
- Letter of good conduct
- Medical report.

b. Items retained permanently in student file

- Application for admission or readmission
- Transcripts from other Universities
- Transfer credit requests that are rejected
- Entrance exams and test score reports (not applicable)
- Requests for course withdrawal
- Name change authorizations
- Transfer credit approvals
- TOEFL/ IELTS scores
- Degree audits
- Name change authorizations (repeated).
- Transfer credit approvals (repeated).
- Final transcript
- Information pertaining to academic honesty or violations of academic honesty policy
- Passport copy
- Photos
- Letter of good conduct (removed)
- Copies of high school certificates
- Medical report (removed).

8.9 Destruction/Disposal Guidelines

The disposal of student records must occur in accord with retention schedules, after destruction approval is granted and then in a secure manner. Any document (paper, form, report, etc.) that contains personally identifiable student information, even if it is not considered to be an official student record, cannot simply be placed in the trash. The appropriate method should be chosen for each office based on the volume of materials and the availability of shredders or recycling bins.

Shredding – any document with personally identifiable information can be shredded and then placed either in a recycle bin or in the trash.

Burning – any document with personally identifiable information can be burned.

8.10 Student Assessment Records

The main database of student results is SIS which is managed by Admission and Registration. The Admission and Registration office retains permanently as archives the grade results of all courses. Official transcripts of results are generated by the SIS, based on the data supplied to it by faculty members. Many other records related to students are retained in the University student file administered by the Admission and Registration office.

Notwithstanding the paramount importance of the centralized record keeping systems, academic units generate and accumulate significant records relating to student' progress and these need to be managed appropriately. Work completed by students for assessment, including essays, assignments, presentations, examination scripts, but not theses, need to be retained for a minimum of one semester (final exam papers are kept for a minimum of one academic year) before being destroyed.

This is the period set by the Academic and Scientific Council resolutions. Copies of theses for higher

degrees are retained in the University Library.

8.11 Student result records

Although the official results records are those maintained by the Admission and Registration office. Academic units will have local records of students' achievements in particular components of a unit of study or course. Such records must be kept for a minimum of one year. Records of changes to assessment results should be attached to the University results file.

8.12 Teaching:

Most course delivery records retained locally in academic units need only to be retained as long as they are needed for teaching or administrative purposes. This includes course notes, study guides, reading lists, assignments etc. Records relating to teaching policy matters are required as University Archives.

8.13 Electronic Information:

Disposition of electronic information must be performed in a manner that protects private or confidential information. The sale, donation, scrapping, or internal University transfer of computers or other electronic devices requires the secure destruction of information contained on the computer or electronic device.

9. Student Information Release Policy

| Policy Name | STUDENT INFORMATION RELEASE POLICY | | |
|--------------|--------------------------------------|---------------|----------|
| Policy Owner | Registrar | Reviewed | Annually |
| Approved By | Vice Chancellor for Academic Affairs | Approved Date | 2017 |

This document purpose is to outline the university's commitment to protect all members of the university community and ensure compliance with all applicable regulations.

➤ **AU releases information in accordance with the following guidelines:**

- a. The following may request information from AU database in support of approved activities. Those departments and units include but are not limited to:
 - Administrative units of AU
 - Academic units of AU
 - Higher Administration
 - Student Affairs Deanship
 - Career Development Center
 - Alumni Office
 - Law enforcement agencies.
 - Academic screening agencies (consent of the graduates).
- b. All requests from anyone else seeking information on another person will be forwarded to the registrar so that he/she can decide whether to contact the requestor.
- c. 4. The office may release pass/non-pass grade information to student sponsors to facilitate their payments of AU coursework.
- d. 5. The office will release student identification, contact, and other related information to the other department e.g. Student Affairs Deanship so it can:
 - Offer Society membership to new students.
 - Invite new students to its Meetings and Seminars.
 - Announce Deanship's sport and cultural activities.
- e. The office will release students' names, addresses, and information on examinations passed to colleges, department and class lecturers so they can monitor class pass ratios, or recognize educational achievement.
- f. The office do not release students' contact information to third parties for marketing purposes.
- g. Bachelor/Master/ Diplomas and certificates are the personal property of students. Upon program

completion, a diploma or certificate is handed directly to the student unless the student authorizes its release in writing to another person or entity.

- h. The Registrar may publish a list of the academically warned students for the University and may publish other lists in AU's news site or media for recognition purposes.
- i. All requests for information from members of the media must be referred to the Office of External Relations and Cultural Affairs and Director of Internationalization. (not available at AU)
- j. Following is information that may be released from the office of Admissions and Registration database: Information available for release is limited to:
 - Full name
 - Address and telephone number
 - Degree(s) and date of degree(s) awarded by AU
 - Grade obtained (CGPA)
 - Employer address and telephone number
 - Email address
 - Fax number(s)
 - Miscellaneous comments, awards.
- k. Formats available for distribution of information. Information may be obtained in the form of lists, USP, and downloads by authorized University representatives in support of approved activities.
- l. It is the responsibility of the unit requesting information to maintain the absolute confidentiality of that information as specified in this policy statement.
- m. Compliance with the above policy. Failure to abide by any of the regulations stated within this policy may result in denial of access to information contained in the Admissions and Registration database.