جامعة عجمان
AJMAN UNIVERSITY

STUDENT HANDBOOK

2022-2023

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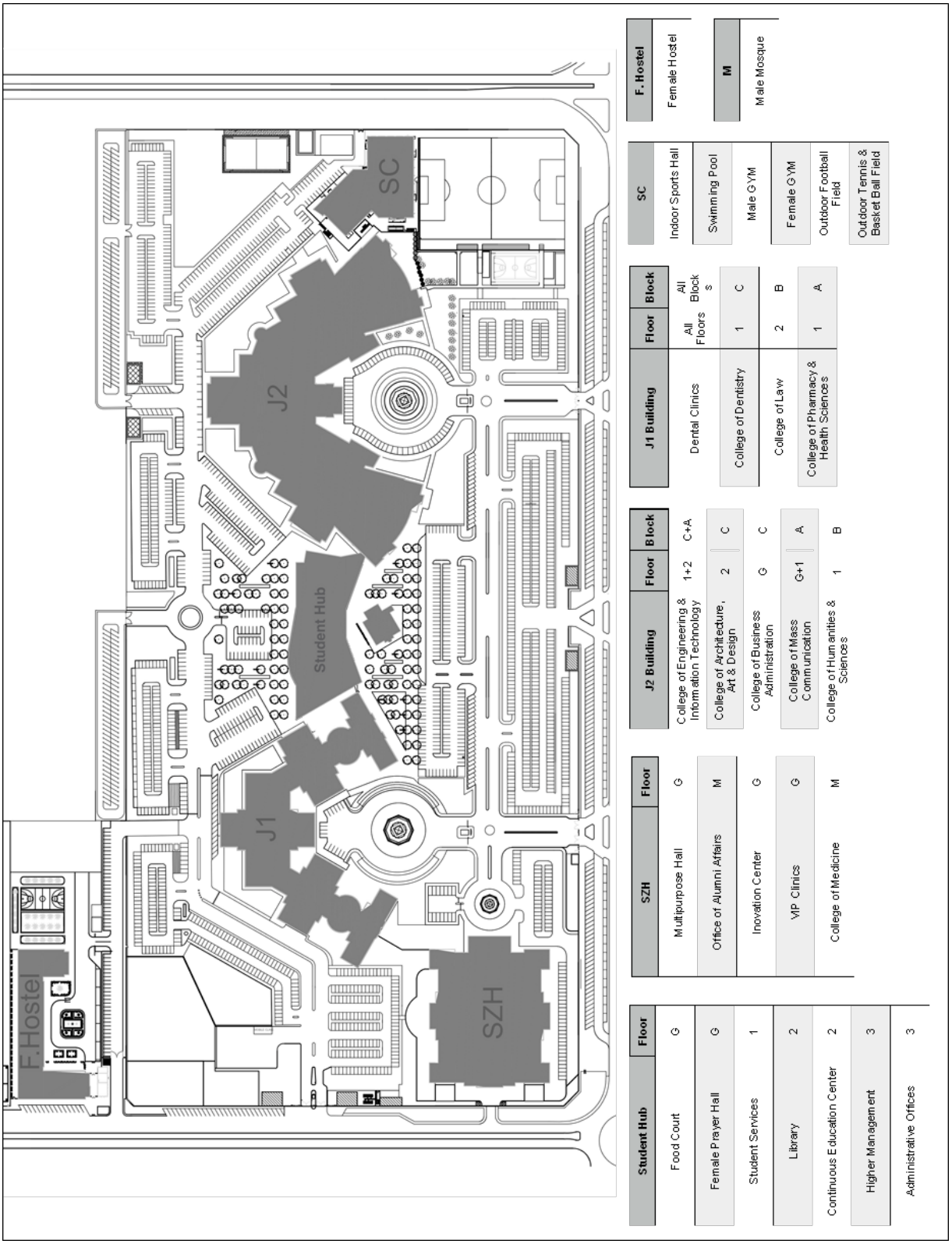
His Highness Sheikh Mohamed Bin Zayed Al Nahyan

President of the United Arab Emirates

His Highness Sheikh Humaid Bin Rashid Al Nuaimi
Member of the Supreme Council
Ruler of Ajman Patron of Ajman University

AU CAMPUS MAP



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ACADEMIC CALENDAR

Academic Calendar for Fall Semester
Academic Year 2022-2023

Day	Date	Description
Monday	August 22 - 2022	Faculty members report to work
Monday-Friday	August 22 - 26,2022	New Students' Orientation Week
		Course registration
		Examinations for incomplete removal
		Period for accepting credit transfer requests
		Period for accepting changing major requests
Friday	August 26, 2022	Last Day of Admission for the Fall semester 2022-2023
Monday	August 29, 2022	Beginning of classes
Monday-Friday	August 29 - September 2, 2022	Add & drop period
Friday	September 2, 2022	Last date for dropping courses or registration suspension with 100% refund
Monday - Friday	September 5 - 16, 2022	Period suspension of registration with 50% refund
Friday	September 23, 2022	Last date for dropping courses
Monday	October 31, 2022	Beginning of admission period for Spring semester 2022-2023
Friday	November 18, 2022	Last date for withdrawal
Monday-Friday	Nov. 21 - Dec. 2, 202	Period for course evaluation
		Early registration for spring semester 2022-2023
Thursday	December 1, 2022	Commemoration Day
Friday - Starday	December 2 - 3, 2022	UAE National Day holiday
Friday	December 9, 2022	Last Day of Classes for undergraduates
Saturday	December 10, 2022	Last Day of Classes for postgraduates

Day	Date	Description
Saturday – Monday	December 10 - 19, 2022	Final examinations period for undergraduates
Saturday - Wednesday	December 17 - 21, 2022	Final examinations period for postgraduates
Thursday	December 22, 2022	Make-up Exam
Friday	December 23, 2022	Submission of all results to the University Registrar
Monday-Friday	Dec. 26, 2022-Jan. 6, 2023	Fall-Semester vacation
Wednesday - Thursday	January 11 - 12, 2023	Graduation Ceremony for the summer semester 2021-2022 and the Fall semester 2022-2023**

Islamic holidays are tentative and are subject to moon sighting, and actual dates may not coincide with the dates in this calendar.
*** Commencement dates are tentative and are subject to change.*

Academic Calendar for Spring Semester
Academic Year 2022 – 2023

Day	Date	Description
Monday-Friday	January 9 - 13, 2023	New Students' Orientation Week
		Course registration
		Examinations for incomplete removal
		Period for accepting credit transfer requests
		Period for accepting changing major requests
Friday	January 13, 2023	Last Day of admission for Spring semester 2022-2023
Monday	January 16, 2023	Beginning of classes
Monday-Friday	January 16 - 20, 2023	Add & drop period
Friday	January 20, 2023	Last date for dropping courses or registration suspension with 100% refund
Monday-Friday	January 23 - February 3, 2023	Period for suspension of registration with 50% refund
Friday	February 10, 2023	Last date for dropping courses
Monday-Friday	March 27 -April 7, 2023	Spring semester vacation
Monday	April 10, 2023	Beginning of admission period for Fall semester 2023-2024

Day	Date	Description
Friday	April 21, 2023	Last date for withdrawal
Monday-Friday	April 17 - 28, 2023	Period for course evaluation
		Early registration for Summer Semester 2022-2023
Thursday-Sunday	April 20 - 23, 2023	Eid Al Fitr Al Mubarak*
Monday-Friday	May 1 - 12, 2023	Early registration for Fall semester 2023-2024
Friday	May 12, 2023	Last Day of Classes for undergraduates
Saturday	May 13, 2023	Last Day of Classes for postgraduates
Saturday-Monday	May 13 - 22, 2023	Final examinations period for undergraduates
Saturday-Wednesday	May 20 – 24, 2023	Final examinations period for postgraduates
Thursday	May 25, 2023	Make-up Exam
Monday	May 29, 2023	Submission of all results to the University Registrar
Wednesday-Thursday	June 7 - 8, 2023	Graduation Ceremony for the spring semester 2022-2023**
Monday	June 12, 2023	Beginning of Summer vacation

* *Islamic holidays are tentative and are subject to moon sighting, and actual dates may not coincide with the dates in this calendar.*

** *Commencement dates are tentative and are subject to change.*

Academic Calendar for Summer Semester
Academic Year 2022– 2023

Day	Date	Description
Monday	June 5, 2023	Course registration for registering late students
		Beginning of classes
Friday	June 9, 2023	Last day for Add & drop period
Tuesday - Friday	June 27-30 ,2023	Eid Al-Adha Holday*
Wednesday	July 12, 2023	Last date for withdrawal
Friday	July 14, 2023	Last day of classes
Friday	July 14, 2023	End of training (6 weeks)
Sunday – Tuesday	July 16 - 18, 2023	Final examinations period
Friday	July 28, 2023	End of training (8 weeks)

N.B: 2 hours per class session.

Academic Calendar for Second Summer Semester (Field training only for graduates)
Academic Year 2022 – 2023

Day	Date	Description
Monday	July 31, 2023	Beginning of training
Friday	September 22, 2023	End of training

**Islamic holidays are tentative and are subject to moon sighting, and actual dates may not coincide with the dates in this calendar.*
*** Commencement dates are tentative and are subject to change.*

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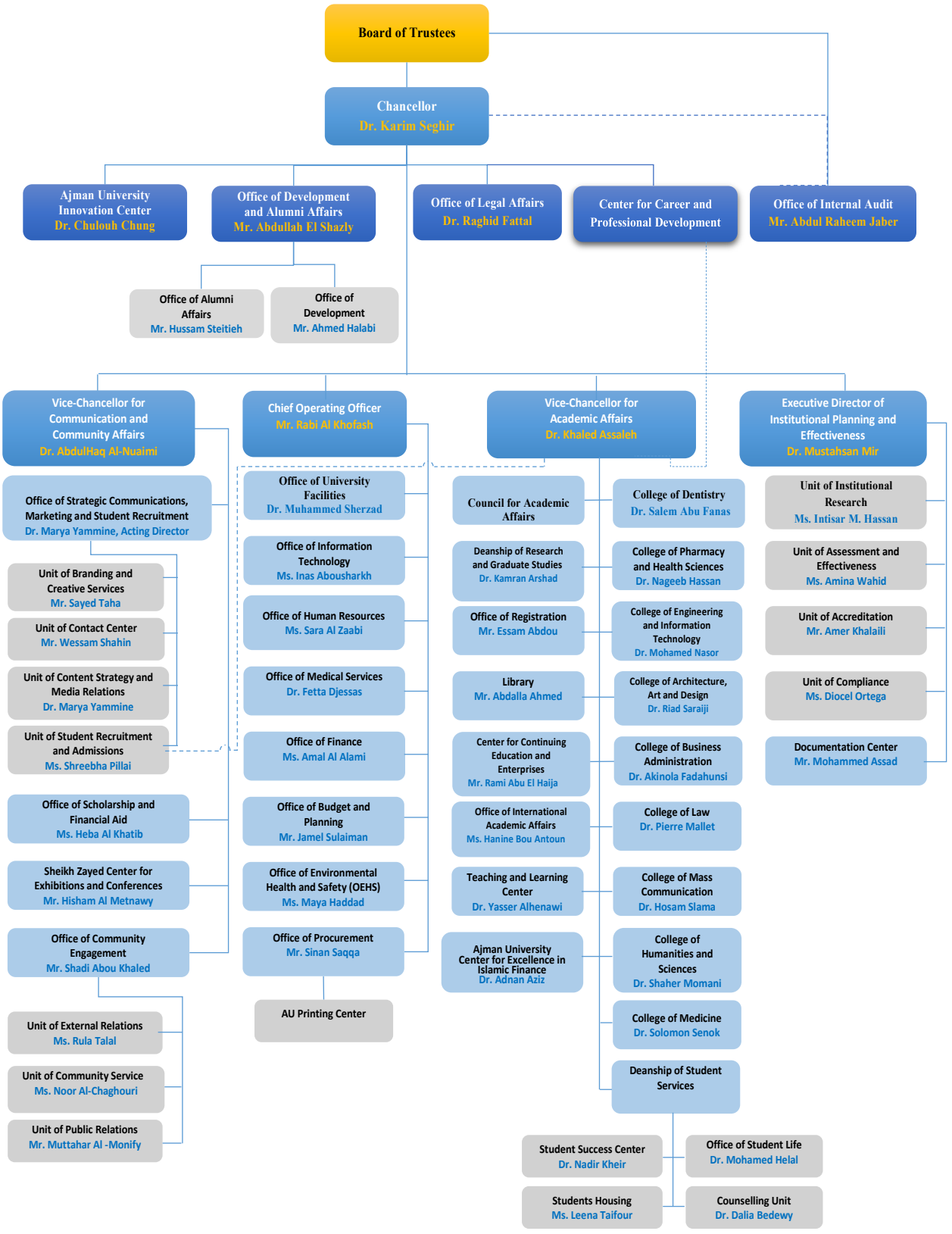
1. Ajman University Organization Chart



2. Message to AU Students

AU Student Handbook can be used as a quick-reference guide to student life at AU as it provides answers to many of the questions students ask. It gives general information about the university, the programs offered by each of the nine colleges, admission and registration procedures, and the key regulations that are relevant to students.

3. History of AU

Ajman University was founded in 1988 as a non-conventional private institution of higher education. The university was established by His Highness Sheikh Humaid Bin Rashid Al-Nuaimi, Member of the Supreme Council and Ruler of Ajman. On 17th June 1988, His Highness issued an Emiri Decree establishing Ajman University College of Science and Technology (AUCST), as AUST was then called, and the first intake of students commenced its learning journey at AUCST on 15th September that year. The Ministry of Education - Higher Education Affairs decree No 54 of 1997, brought a name change to AUCST as it became Ajman University of Science and Technology (AUST). The name of the university has been changed from Ajman University of Science and Technology (AUST) to Ajman University (AU) starting from 26th of Oct. 2016. AU offers 22 accredited undergraduate programs and 14 accredited graduate programs. The aim of these programs is to provide the community with competent graduates capable of using technology and its applications for the development of UAE society.

Accreditation and Licensure

Ajman University is licensed and its programs are accredited by the Commission for Academic Accreditation (CAA) of the Ministry of Education – Higher Education Affairs, in the United Arab Emirates.

4. Vision, Mission, Goals, and Core Values

AU Vision

Ajman University aims to be internationally recognized as one of the leading universities in the Arab world for its cutting-edge learning environment, innovative career support, impactful research, responsible outreach and community engagement.

AU Mission

Ajman University (AU) is a multicultural academic institution that offers a broad range of high quality and relevant undergraduate and graduate academic programs. The University strives to fulfil the needs of students, alumni, employers, and society through a learner-centric development journey, quality education, hands-on experience, research and community engagement. AU develops well-rounded, career-ready graduates who are professionally competent, socially responsible, innovative and active contributors to the sustainable development of the UAE and beyond.

AU Goals

AU strive to achieve the following goals:

1. Strengthen academic excellence in line with int'l standards & market requirements
2. Enhance research quality and impact
3. Build a career-making, student-centric development journey
4. Strengthen meaningful relationships with external communities
5. Recruit and retain diverse and brilliant students
6. Enhance institution sustainability

Core Values

- **Excellence:** All AU activities are conducted with strong emphasis on international quality standards.
- **Integrity:** AU adheres to the principles of honesty, trustworthiness, reliability, transparency and accountability.
- **Inclusiveness:** AU embraces shared governance, inspires tolerance, and promotes diversity.
- **Social Responsibility:** AU promotes community engagement, environmental sustainability and citizenship. It also promotes awareness of, and support for, the needs and challenges of the local and global communities.
- **Innovation:** AU supports creative activities that approach challenges and issues from multiple perspectives in order to find solutions and advance knowledge.

5. Institutional Learning Outcomes

Institutional Learning Outcomes (ILOs) define the knowledge, skills and competencies that all graduates of Ajman University are expected to achieve and practice as a result of their total experience at the University. They encompass the learning outcomes of University's General Education (GE) program as well as discipline-specific learning outcomes.

Upon completion of their degree programs, Ajman University graduates will be able to:

1. Knowledge & Skills:
   Apply discipline-specific knowledge and skills in their professional life.
2. Critical Thinking:
   Investigate an issue by collecting and analyzing evidences and draw logical conclusions.
3. Communication:
   Communicate effectively both orally and in writing.
4. Information Proficiency:
   Acquire information from various sources, evaluate it appropriately, and use it effectively.
5. Computation and Quantitative Reasoning:
   Apply quantitative techniques to analyze data, interpret it, and draw reasonable conclusions.
6. Innovation:
   Relate the value of innovation to one's professional life and to overall development of society.
7. Social Responsibility:
   Recognize the importance of social responsibility and its impact on society.

6. AU Graduate Profile

AU Graduates are expected to be:

Knowledgeable: Have in-depth discipline-specific knowledge and skills as well as broad knowledge about related fields that allow them to solve real-world problems.

Critical Thinkers: Think reflectively and investigate an issue by collecting and analyzing evidences and drawing logical conclusions.

Professional and Ethical: Conduct themselves in a professional and ethical manner.

Creative and Innovators: Formulate ideas and propose novel solutions to real-life problems.

Lifelong Learners: Adaptive, learn on their own, and continuously develop their professional knowledge and skills.

Communicators: Express ideas clearly and share knowledge effectively with diverse audiences, both orally and in writing.

Team Players: Actively contribute as team members, develop collaborative working relationships, and demonstrate emotional intelligence.

Socially Responsible: Act as socially responsible citizens.

7. System of Education and Programs Offered

Table 1: Accredited Degree Undergraduate Programs Offered

College of Dentistry كلية طب الأسنان

Degrees offered/Concentration الدرجات العلمية المطروحة/ التخصصات	Years of Study مدة الدراسة	Total Cr. Hrs. الساعات المعتمدة	Certificate and percentage required for admission الشهادة والنسبة المطلوبة للالتحاق	متطلبات اضافيه/ additional requirements
Bachelor of Dental Surgery بكالوريوس في جراحة الأسنان	5	201	Grade 12- MOE – (85%) Advanced Track, (80%) Elite Track or its equivalent الصف الثاني عشر – وزارة التربية والتعليم – معدل (85%) مسار متقدم , معدل (80 %) مسار النخبة أو ما يعادله	<u>EmSAT requirements:</u> EmSAT English (1100) or its equivalent. EmSAT Arabic (800) EmSAT Mathematics (900)or SAT 1 (Math) 500. EmSAT score of 900 in two of the three science subjects of (Chemistry, Biology or Physics) <u>International Students:</u> EmSAT Arabic alternative: Register for a non credited Basic Arabic Language course at AU EmSAT Sciences Alternative: The applicant must pass the admission exam which will be set up by the college). Passing a personal interview. <u>متطلبات الامسات:</u> امسات في اللغة الإنجليزية بدرجة (1100) أو ما يعادله. امسات في اللغة العربية بدرجة (800). امسات في الرياضيات بدرجة (900)، او SAT 1 500 (Math). امسات في مادتين من المواد التالية (الكيمياء، الفيزياء، أو الاحياء) بدرجة (900). <u>الطلاب الدوليين:</u> بديل امسات في اللغة العربية: ستقدم جامعة دورة تأسيسة في اللغة العربية. بديل امسات المواد العلمية: يجب على المتقدم اجتياز اختبار القبول الذي ستعده الكلية. اجتياز المقابلة الشخصية.

College of Medicine كلية الطب

Degrees offered/Concentration الدرجات العلمية المطروحة/ التخصصات	Years of Study مدة الدراسة	Total Cr. Hrs. الساعات المعتمدة	Certificate and percentage required for admission الشهادة والنسبة المطلوبة للالتحاق
Doctor of Medicine (MD) دكتور في الطب	6	226	See Table 3

College of Pharmacy & Health Sciences كلية الصيدلة والعلوم الصحية

Degrees offered/Concentration الدرجات العلمية المطروحة/ التخصصات	Years of Study مدة الدراسة	Total Cr.Hrs. الساعات المعتمدة	Certificate and percentage required for admission الشهادة والنسبة المطلوبة للالتحاق	متطلبات اضافيه/ additional requirements
Bachelor of Pharmacy الصيدلة بكالوريوس	4.5	160	Grade 12- MOE – (85%) Advanced Track, (80%) Elite Track or its equivalent الصف الثاني عشر – وزارة التربية والتعليم – معدل (85%) مسار متقدم ,معدل (80 %) مسار النخبة أو ما يعادله .	EmSAT requirements: EmSAT English (1100) o its equivalent. EmSAT Arabic (800) EmSAT Mathematics (900)or SAT 1 (Math) 50 EmSAT score of 900 in two of the three science subjects of (Chemistry, Biology or Physics) International Students: EmSAT Arabic alternativ Register for a non credited Basic Arabic Language course at AU EmSAT Sciences Alternative: The applica must pass the admissio exam which will be set by the college). Passing a personal interview. لبات الامسات: سات في اللغة الإنجليزية جة (1100) أو ما يعادله. سات في اللغة العربية بدرجة (80). سات في الرياضيات بدرجة 90)، او 500 SAT 1 (Math). سات في مادتين من المواد التالية يمياء، الفيزياء، أو الاحياء) جة (900). لاب الدوليين: ل امسات في اللغة العربية: دم جامعة دورة تأسيسة في ة العربية. ل امسات المواد العلمية: يجب المتقدم اجتياز اختبار القبول ي ستعده الكلية. ياز المقابلة الشخصية.

College of Engineering & Information Technology كلية الهندسة وتكنلوجيا المعلومات

Degrees offered/Concentration الدرجات العلمية المطروحة/ التخصصات	Years of Study مدة الدراسة	Total Cr.Hrs. الساعات المعتمدة	Certificate and percentage required for admission الشهادة والنسبة المطلوبة للالتحاق	متطلبات اضافيه/ additional requirements
B. Sc. in Electrical Engineering / Instrumentation and Control بكالوريوس العلوم في الهندسة الكهربائية/ أجهزة القياس والتحكم	4	142	Grade 12- MOE – (75%) Elite Track, (80%) Advanced Track الصف الثاني عشر - وزارة التربية و التعليم - معدل (75%) مسار النخبة، معدل (80%) مسار متقدم أو ما يعادله. .	<u>EmSAT requirements:</u> EmSAT English (1100) or its equivalent. EmSAT Arabic (600) EmSAT Mathematics (900)or SAT 1 (Math) 500. EmSAT Physics (800). <u>International Students:</u> EmSAT Arabic alternative: Register for a non credited Basic Arabic Language course at AU EmSAT Math and Physics Alternative: The applicant must pass the admission exam which will be set up by the college). <u>متطلبات الامسات:</u> امسات في اللغة الإنجليزية بدرجة (1100) أو ما يعادله. امسات في اللغة العربية بدرجة (600). امسات في الرياضيات بدرجة (900)، او SAT 1 (Math) 500. امسات في الفيزياء بدرجة (800). <u>الطلاب الدوليين:</u> بديل امسات في اللغة العربية: ستقدم جامعة دورة تأسيسة في اللغة العربية. بديل امسات الرياضيات والفيزياء: يجب على المتقدم اجتياز اختبار القبول الذي ستعده الكلية.
B. Sc. in Electrical Engineering/ Electronics and Communication بكالوريوس العلوم في الهندسة الكهربائية/ الإلكترونيات و الاتصالات				
B. Sc. in Electrical Engineering/ Power and renewable Energy بكالوريوس العلوم في الهندسة القوى والطاقة المتجددة/الكهربائية				
B. Sc. in Biomedical Engineering بكالوريوس العلوم في هندسة المعدات الطبية	4	141		
B. Sc. in Computer Engineering بكالوريوس العلوم في هندسة الحاسوب	4	140		
B. Sc. in Civil Engineering بكالوريوس العلوم في الهندسة المدنية	4	141		
B. Sc. in Mechanical Engineering بكالوريوس العلوم في الهندسة الميكانيكية	4	141		
B. Sc. in Information Systems\ Project Management بكالوريوس العلوم في نظم المعلومات/ إدارة مشاريع	4	123	Grade 12- MOE – (60%) Elite Track &Advanced	<u>EmSAT requirements:</u> EmSAT English (1100) or its equivalent.

B. Sc. in Information Systems\ E-Business Management بكالوريوس العلوم في نظم المعلومات/ إدارة مشاريع إلكترونية			Track - (70%) General Track – or its equivalent . الصف الثاني عشر – وزارة التربية و التعليم - (60%) مسار النخبة والمسار المتقدم، (70%) مسار عام –أو ما يعادله	**متطلبات الامسات:** امسات في اللغة الإنجليزية بدرجة (1100) أو ما يعادله.
B. Sc. in Information Technology/ Networking and Security بكالوريوس العلوم في تكنولوجيا الشبكات وأمن المعلومات /المعلومات	4	123	Grade 12- MOE –(60%) Elite Track, (70%) Advanced Track, (80%) General Track or its equivalent . الصف الثاني عشر – وزارة التربية و التعليم - (60%) مسار النخبة، (70 %) مسار متقدم، (80%) مسار عام – أو ما يعادله	
Bachelor of Science in Data Analytics بكالوريوس العلوم في تحليل البيانات	4			

College of Architecture, Art and Design كلية العمارة والفنون والتصميم

Degrees offered/Concentration /الدرجات العلمية المطروحة/ التخصصات	**Years of Study مدة الدراسة**	**Total Cr. Hrs. الساعات المعتمدة**	**Certificate and percentage required for admission الشهادة والنسبة المطلوبة للالتحاق**	**متطلبات اضافيه/ additional requirements**
Bachelor of Architecture بكالوريوس في العمارة	5	159	Grade 12- MOE –(65%) Elite Track, (70%) Advanced Track, (80%) General Track. Industrial Stream with minimum score of (80%). . الصف الثاني عشر – وزارة التربية و التعليم (65%) مسار النخبة, (70 %) مسار متقدم, (80%) مسار عام - المسار الصناعي بمعدل لا يقل عن (80%).أو ما يعادله	**EmSAT requirements:** EmSAT English (1100) or its equivalent. **متطلبات الامسات:** امسات في اللغة الإنجليزية بدرجة (1100) أو ما يعادله.
Bachelor of Interior Design بكالوريوس التصميم الداخلي	4	125	Grade 12- MOE – (60%) in Elite Track, Advanced Track& General Track and Industrial Stream. or its equivalent. - الصف الثاني عشر - وزارة التربية - معدل (60%) مسار النخبة و التعليم والمسار المتقدم والمسار العام والمسار الصناعي أو ما يعادله.. ام-	

College of Business Administration كلية إدارة الأعمال

Degrees offered/Concentration الدرجات العلمية المطروحة/ التخصصات	Years of Study مدة الدراسة	Total Cr. Hrs. الساعات المعتمدة	Certificate and percentage required for admission الشهادة والنسبة المطلوبة للالتحاق	متطلبات اضافيه/ additional requirements
B. Sc. in Management بكالوريوس العلوم في الإدارة	4	126	Grade 12- MOE – (70%) in Elite Track, Advanced Track 0r (75%) General Track. or its equivalent الصف الثاني عشر –- وزارة التربية و التعليم معدل (70%) مسار النخبة والمسار المتقدم أو (75%) للمسار العام. أو ما يعادله	<u>EmSAT requirements:</u> EmSAT English (1100) or its equivalent. EmSAT Arabic (600) EmSAT Mathematics (600)or SAT 1 (Math) 500. Pass the personal interview <u>International Students:</u> EmSAT Arabic alternative: Register for a non credited Basic Arabic Language course at AU EmSAT Math Alternative: The applicant must pass the admission exam which will be set up by the college). Pass the personal interview <u>متطلبات الامسات:</u> امسات في اللغة الإنجليزية بدرجة (1100) أو ما يعادله. امسات في اللغة العربية بدرجة (600). امسات في الرياضيات بدرجة (600)، او SAT 1 (Math) 500. اجتياز المقابلة الشخصية <u>الطلاب الدوليين:</u> بديل امسات في اللغة العربية: ستقدم جامعة دورة تأسيسة في اللغة العربية. بديل امسات الرياضيات: يجب على المتقدم اجتياز اختبار القبول الذي ستعده الكلية. اجتياز المقابلة الشخصية
B. Sc. in Marketing بكالوريوس العلوم في التسويق	4	126		
B. Sc. in Finance بكالوريوس العلوم في التمويل	4	126		
B. Sc. in Accounting بكالوريوس العلوم في المحاسبة	4	126		

College of Humanities & Sciences كلية الإنسانيات والعلوم

Degrees offered/Concentration الدرجات العلمية المطروحة/ التخصصات	Years of Study مدة الدراسة	Total Cr. Hrs. الساعات المعتمدة	Certificate and percentage required for admission الشهادة والنسبة المطلوبة للالتحاق	متطلبات اضافيه/ additional requirements
B. A. in Sociology and Social Work بكالوريوس الآداب في علم الاجتماع والخدمة الاجتماعية	4	126	Grade 12- MOE – (60%) in Elite Track, Advanced Track and General Track or its equivalent. الصف الثاني عشر -– وزارة التربية و التعليم - معدل (60%) والمسار المتقدم مسار النخبة والمسار العام أو ما يعادله.	<u>EmSAT requirements:</u> EmSAT English (950) or its equivalent. EmSAT Arabic (1000) <u>متطلبات الامسات:</u> امسات في اللغة الإنجليزية بدرجة (950) أو ما يعادله. امسات في اللغة العربية بدرجة (1000).
B. A. in Psychology بكالوريوس الآداب في علم النفس	4	126		

College of Mass Communication كلية الإعلام

Degrees offered/Concentration الدرجات العلمية المطروحة/ التخصصات	Years of Study مدة الدراسة	Total Cr. Hrs. الساعات المعتمدة	Certificate and percentage required for admission الشهادة والنسبة المطلوبة للالتحاق	متطلبات اضافيه/ additional requirements
B. A. in Mass Communication - Integrated Marketing Communications بكالوريوس في الإعلام الاتصالات التسويقية المتكاملة	4	126	Grade 12- MOE – (60%) in Elite Track, Advanced Track and General Track or its equivalent.. الصف الثاني عشر -– وزارة التربية و التعليم - معدل (60%) مسار النخبة والمسار المتقدم والمسار العام أو ما يعادله.	<u>EmSAT requirements:</u> EmSAT English (950) or its equivalent. EmSAT Arabic (1000) <u>متطلبات الامسات:</u> امسات في اللغة الإنجليزية بدرجة (950) أو ما يعادله. امسات في اللغة العربية بدرجة (1000).
B. A. in Mass Communication - Radio and Television Production بكالوريوس في الأعلام- الإنتاج الإذاعي والتلفزيوني				
B. A. in Mass Communication - Graphic Design for Media بكالوريوس في الإعلام- ، التصميم الجرافيكي للإعلام				

College of Law كلية القانون

Degrees offered/Concentration الدرجات العلمية المطروحة/ التخصصات	Years of Study مدة الدراسة	Total Cr. Hrs. الساعات المعتمدة	Certificate and percentage required for admission الشهادة والنسبة المطلوبة للالتحاق	متطلبات اضافيه/ additional requirements
Bachelor of Law بكالوريوس في القانون	4	132	Grade 12- MOE – (75%) in Elite Track, (80%) Advanced Track, and (85%) General Track or its equivalent. الصف الثاني عشر -– وزارة التربية و التعليم - معدل (75%) مسار النخبة, (80%) مسار متقدم, (85%) مسار عام أو ما يعادله.	EmSAT requirements: EmSAT English (950) or its equivalent. EmSAT Arabic (1000) EmSAT Mathematics (800)or SAT 1 (Math) 500. Pass the personal interview International Students: EmSAT Math Alternative: The applicant must pass the admission exam which will be set up by the college). Pass the personal interview متطلبات الامسات: امسات في اللغة الإنجليزية بدرجة (950) أو ما يعادله. امسات في اللغة العربية بدرجة (1000). امسات في الرياضيات بدرجة (800)، او SAT 1 500 (Math). اجتياز المقابلة الشخصية الطلاب الدوليين: بديل امسات الرياضيات: يجب على المتقدم اجتياز اختبار القبول الذي ستعده الكلية. اجتياز المقابلة الشخصية

Table 2: Minor Programs offered by the Colleges

College	Program	Eligible Students (Major Programs)
Engineering and Information Technology الهندسة وتكنولوجيا المعلومات	Electrical Engineering	Biomedical Engineering
		Computer Engineering
	Biomedical Engineering	Electrical Engineering
		Computer Engineering
	Information Systems	All programs at AU other than programs of Computer Engineering, Information Technology and Information Systems programs
	Web Development	All programs at AU other than programs of Computer Engineering, Information Technology and Information Systems programs
	Information Technology	All programs at AU other than programs of Computer Engineering, Information Technology and Information Systems programs
	Computer Science	All programs at AU other than programs offered by the Department of Information Technology
	Networking and Security	All major in an engineering discipline except Computer Engineering
Business Administration الأعمال إدارة	Accounting	College of Business Administration
		Information Technology programs
		Information Systems programs
	Marketing	College of Business Administration
		Pharmacy
	Management	College of Business Administration
		College of Engineering & IT
		Pharmacy
		Architecture
	Finance	College of Business Administration

Accredited Graduate Degree Programs Offered

College	Degree	Total Credit Hours
Business Administration إدارة الأعمال	MBA ماجستير إدارة الأعمال • Human Resource Management إدارة الموارد البشرية • Financial Management الإدارة المالية • Marketing التسويق	36
	Doctorate of Business Administration (DBA) دكتوراه في إدارة الإعمال	60
Engineering & Information Technology الهندسة وتكنلوجيا المعلومات	Master of Science in Artificial Intelligence ماجستير العلوم في الذكاء الاصطناعي	30
Architecture, Art and Design العمارة والفنون والتصميم	M.Sc. in Urban Design ماجستير العلوم في التصميم الحضري	30
Law القانون	Master of Law in Private Law ماجستير القانون في القانون الخاص	33
	Master of Law in Public Law ماجستير القانون في القانون العام	33
	Doctorate of Philosophy in Law دكتوراه الفلسفة في القانون	57
Dentistry طب الأسنان	M.Sc. in Restorative Dentistry ماجستير العلوم في طب الأسنان الترميمي	60
	Master of Science in Endodontics ماجستير العلوم في علاج الجذور ولب الأسنان	70
	Master of Science in Pediatric Dentistry ماجستير العلوم في طب أسنان الأطفال	67
Pharmacy & Health Sciences الصيدلة والعلوم الصحية	M.Sc. in Pharmacy ماجستير العلوم في الصيدلة • Clinical Pharmacy الصيدلة السريرية	45
Mass Communication الإعلام	Master of Public Relations and Corporate Communication ماجستير في العلاقات العامة واتصال المؤسسي	33
Humanities and Sciences الإنسانيات والعلوم	Master of Arts in Arabic language and Literature ماجستير الآداب في اللغة العربية وآدابها • Literature and Criticism الأدب و النقد • Language and Syntax Grammar اللغة و النحو	36
	Professional Postgraduate Diploma in Teaching دبلوم الدارسات العليا المهني في التدريس	24

Notes:

1- The decision to admit a student is made on a competitive basis, considering the number of available seats as determined by the individual college and the applicant's final secondary school examination score.
2- Applications made by holders of foreign secondary school certificates will be considered as per CAA Standards 2019 and Circulars issued by His Excellency the Minister of Education/Higher Education Affairs, UAE, as listed below:

Undergraduate Admissions Requirements for Holders of Foreign Secondary School Certificates (Except for College of Medicine)

a. Complete at least 12 years of schooling.

b. Satisfy the minimum High school average required for the program

c. Islamic education and Arabic language are not counted

d. English language proficiency

For the programs taught in English required EmSAT English - Achieve – 1100 OR its equivalents except for MD the required score 1400 EmSAT or equivalent .

For the programs taught in Arabic required EmSAT English - Achieve – 950 OR its equivalents.

e. EmSAT in Arabic Language:

- A minimum score of 1000 for the programs taught in Arabic.
- A minimum score of 800 for (MD), (BDS), and Pharmacy programs.
- A minimum score of 600 for Business and Engineering programs.
- Ajman University will provide a Basic Arabic Language Course for international students.

f. EmSAT score of (800) in Physics or equivalent for Engineering programs.

g. EmSAT score of (900) in Mathematics and two of the three science subjects of (Chemistry, Biology or Physics) for BDS and Pharmacy programs.

h. In case the score is not available the applicant must pass the admission exam which will be set up by the college.

- EmSAT in Mathematics: A minimum score of (900) for Engineering programs, BDS, and Pharmacy programs
- A minimum score of (600) for Business programs
- A minimum score of (800) for the Law program

i. A passing grade in the written test is required prior to eligibility for an interview.

j. Personal interview- If required

➢ American Curriculum is eligible for admission if :
- The certificate is awarded after at least 12 years of schooling
- Holder successfully passed the grades (tenth, eleventh, and twelfth). The number of subjects in each grade should be at least five, the minimum score of success in each subject must not be less than (D) or 60%

➢ International Diploma
- The certificate is awarded after at least 12 years of schooling
- The student must pass one of the two tracks:

First track:

Successful completion of the IB Diploma (Islamic education should not be counted among the subjects required for obtaining the Diploma).

Second Track:

The student must pass six IB subjects according to the following conditions

- The grade of any subject shall not be less than three
- The total number of points must not be less than 21
- The six subjects completed by the student in the IB should cover subjects of (English, mathematics, and one subject of sciences) at the SL or HL
- Islamic education should not be counted among the six subjects required for equivalency.

- Holders of British System Certificates (IGCSE, GCSE, GCE)

A holder of a British system certificate is eligible for admission if:

- Has completed 12 years (Year 13/Grade 12) of study by the time she/he has finished secondary education and must provide proof thereof.
- The highest 7 grades obtained will be considered as follows:
- A minimum grade of E in 5 O-Level subjects, and a minimum grade of D in 2 AS/A-Level subjects (Islamic education and Arabic language are not counted).
- For an applicant to be considered as a graduate of the Advanced Track in secondary education she/he must have successfully studied at least 2 Science and one Mathematics subject at O-Level and AS/A-Level.

- Holders a certificate of one of French-Patterned Educational Systems as Lebanese, Moroccan, Tunisian, Algerian, French.

A holder of a French certificate is eligible for admission if:

- Has completed 12 years of study by the time she/he has finished secondary education and must provide proof thereof.
- Obtain the French Baccalaureate in any of the three tracks: Literature, Economics & social, or Scientific with a minimum score of 10/20

- Holders of Indian Boards
  - The certificate is awarded after at least 12 years of schooling
  - Obtained of Minimum of 45% in the Senior Secondary School Certificate
- Holders of Pakistani Boards
  - The certificate is awarded after at least 12 years of schooling
  - Obtained of Minimum of 45% in the Senior Secondary School Certificate

Applicants to the College of Medicine

The College offers a highly innovative 6-year full time program of medical studies leading to the award of the degree of Bachelor of Doctor of Medicine (MD).

Requirements for MD

Admission is open to students from all types of curriculum: UAE National Curriculum, American, British, CBSE (Indian), French, etc.

The criteria for admission are summarized below:

General requirements – all applicants (curriculum-specific requirements are summarized in the table)

a. Complete at least 12 years of schooling.
b. EmSAT Arabic Language: A minimum score of 800.
   Ajman University will provide a Basic Arabic Language Course for international students.
c. EmSAT Mathematics: A minimum score of 900
d. English language proficiency
   EmSAT English - Achieve – 1400+ OR IELTS 6.0 (or other accepted equivalents)
e. Written test (Duration: 1 hr):
   Content of assessment includes Biology, Physics, Chemistry and Mathematics (at the level of EmSAT subject tests), and problem-solving.
f. A passing grade on the written test is required before eligibility for an interview.
g. Personal interview:

   Candidates who fulfil requirements A – F may be shortlisted for a personal interview.

Table 3: Entry Requirements for Ajman University MD Year 1

Curriculum	Entry requirement	Minimum Score/grade
UAE National Curriculum	Grade 12- MOE –Elite Track	85%
	Grade 12- MOE –Advanced Track	90%
	EmSAT English	1400
	EmSAT Arabic	800
	EmSAT Mathematics	900
	EmSAT any two of the three science subjects (Chemistry, Biology or Physics)	1100
American Curriculum	Science Track	90%
	SAT I – Mathematics **OR** EmSAT - Mathematics	500/800 900
	EmSAT - two of the science subjects (Chemistry, Biology, and Physics) **OR**	score of 1100 per subject
	SAT 2 - any two of the science subjects (Physics, Chemistry and Biology) **OR**	550 per subject
	AP any 2 subjects (Chemistry, Biology or Physics)	score of 4 per subject
BRITISH CURRICULUM	Applicant should obtain a 12th-grade report card from the school	----------
	a) IGCSE/GCSE "O" level in four subjects (Chemistry, Biology, Physics and Math)	Four B (5)s
	b) GCSE A/S level in any 2 subjects (Chemistry, Biology, and Physics)	One A (7) and one B (5)s
	Or	
	GCSE A2 level in any 2 subjects (Chemistry, Biology, and Physics)	Two B (5)s
INTERNATIONAL BACCALAUREATE (IB)	A) IB High Level (HL) in 3 subjects (Chemistry, Biology or Physics, or Math)	With scores of 5,4,4
	B) IB Diploma	Total of at least 26
India/Pakistan	Boards (e.g. CBSE)	80%
OTHER CURRICULA	Students from other international systems can submit a document that proves that they have finished 12 years of schooling and have their high school documents' equalization completed in the UAE Ministry of Education	Students will be evaluated based on their performance in high school, equivalent to 90% in the UAE MOE system

8. Admission and Registration

A student must have a secondary school certificate issued in the UAE, or its equivalent as approved by the UAE Ministry of Education.

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. AU's admission policy is non-discriminatory. The decision to admit a student is made on a competitive basis considering the number of available seats as determined by the colleges and the applicant's final secondary school examination score.

Admission on Probation

Admission Categories:

Upon successful completion of the admission process, the student will receive either a conditional or full admission offer issued by the Unit of student recruitment & admissions. In addition, If the student is on one of the following statuses: Provisional, waiting list or rejected he or she will also receive an offer or letter notifying him/her of the application status.

1. **Admission offers:**
   1.1. **Full Admission offer:**
   Students who have met all the general and academic requirements will be granted a full admission offer.

   1.2. **Conditional Admission offer:**
   - An applicant who does not meet certain admission requirements may be granted conditional admission. This offer is applicable only for certain programs and certain requirements mentioned in this document.
   - Conditionally admitted students are requested to accept the offer and satisfy the requirement within the mentioned deadline which is one semester effective from the date of joining the University.

2. **Admission Status:**
   2.1. Provisional Admission:
   - Provisional admitted students are applicants who are temporarily assigned to this status because of admission requirements.
   - The provisions will be specified in the offer letter of admission and may include, but are not limited to, a required final high school, EmSAT score, or requiring specific college requirements within a specified deadline mentioned in the offer letter.
   - Failure to achieve the requirements within the mentioned deadline in the offer letter will lead to a withdrawal of the offer.
   - For certain admission requirements, a provisional offer may be a transition into a conditional offer. (This option is applicable for certain programs and certain requirements only).

   2.2. Waiting list:
   - The decision to admit a student is made on a competitive basis considering the number of available seats as determined by the colleges and the applicant's final secondary school examination score.

- Waiting-listed applicants will receive email notifications of the waiting list offer and the expected final decision deadline.
- If the applicant wishes to decline the waiting list offers his/her application will be transferred to the next selected academic program if available otherwise the application will be rejected.
- After the final decision deadline, the waiting listed application will be evaluated for the next selected academic program if available otherwise the application will be rejected.

2.3. Rejected:

At the initial review of an application, a rejection decision may be recorded for a student. These applicants will be given a reason for the rejection. These cover a wide number of reasons and include:

- Failure to achieve or submit the minimum admission requirements (High school scores, EmSAT requirements, failure in the college admission test. etc.)
- Seats not available.
- Exceeding the time limit for paying seat reservation fees.

Conditional Admission Requirements:

➢ **Equivalency letter:**

- Applicants who graduated from private schools that do not follow the government curriculum and those with high school certificates issued from outside UAE should obtain equivalency for their High School Certificate from the UAE Ministry of Education.
  - ❖ Applicants who have applied for a Certificate of Equivalency but have not concluded the equivalency process by the time of registration will be given a chance to register for one semester effective from the date of Joining the university, provided to present a copy of the MOE Application Receipt.
  - ❖ Those applicants will be conditionally admitted for one semester effective from the admission date, based on the provided offer for the concerned applicant.
  - ❖ The applicant must accept the conditional offer to provide the required MOE equivalency letter before the end of the semester.

➢ **EmSAT Arabic:**

- Conditionally admitted students in programs taught in Arabic Languages, who have not achieved the required EmSAT Arabic score by the time of registration Will be given a chance to register for one semester effective from the date of Joining the university provided to accept the offer and achieve the required EmSAT Arabic by the end of the semester.
- Conditionally admitted students in programs taught in English languages:
  1. For Applicants who graduated from foreign high schools (Ex. GCE, American, CBSE ... etc)) that do not follow the government curriculum are only required to register and pass a non-credit Arabic language course during the first semester.
  2. For Applicants who graduated from high schools that follow the government curriculum will be given a chance to register for one semester effective from the date of Joining the university provided to accept the offer and achieve the required EmSAT Arabic by the end of the semester.

➢ **EmSAT English or its equivalent**

(This Condition is not Applicable to MD, BDS, Pharmacy, and Business students):

Applicants who have not achieved the required EmSAT English score by the time of registration Will be given a chance to register for one semester effective from the date of Joining the university, provided to accept the offer and achieve the required EmSAT English by the end of the semester.

➢ **EmSAT Math (This Condition is not Applicable to MD students):**

Applicants who have not achieved the required EmSAT Math score by the time of registration Will be given a chance to register for one semester effective from the date of Joining the university, provided to accept the offer and achieve the required EmSAT Math by the end of the semester.

- **EmSAT Sciences subjects (This Condition is not Applicable to MD):** Applicants who have not achieved the required EmSAT physics score by the time of registration Will be given a chance to register for one semester effective from the date of Joining the university, provided to accept the offer and achieve the required EmSAT Physics by the end of the semester.

- **Law, Business, Pharmacy Program:**

- Applicants who have not achieved the required score in EmSAT English score by the time of registration will have an option to change their major and apply for another program.
- These students must accomplish the EmSAT required scores to be eligible to formally join the college and confirm their major.

- **International Students Conditions:**

Applicants who graduated with high school certificates issued <u>from outside UAE:</u>

EmSAT Arabic:

- Conditionally admitted students in programs <u>taught in the English</u> language, are only required to register, and pass a non-credit Arabic language course during the first semester, provided to accept the offer.

- Conditionally admitted students in programs <u>taught in the Arabic</u> language, will be given a chance to register for one semester effective from the date of Joining the university, provided to accept the offer and achieve the required EmSAT Arabic by the end of the semester.

EmSAT English <u>(This Condition is not Applicable to MD, BDS, Pharmacy, & Business students):</u>

- Applicants who have not achieved the required EmSAT English score by the time of registration Will be given a chance to register for one semester effective from the date of Joining the university, provided to accept the offer and achieve the required EmSAT English by the end of the semester.

EmSAT Math and Sciences subjects

- **<u>BDS and Pharmacy:</u>**
  - International applicant who graduated from the American curriculum:
    They will be asked to achieve the Alternative requirements such as SAT1 -Math with a minimum score of 500 otherwise they must achieve the required score in EmSAT Math.
  - International students will not be asked to achieve the EmSAT required scores for (Maths & 2 Sciences), only passing the College admission tests

- **<u>MD (Conditional admission is not applicable):</u>**
  - International applicant who graduated from the American curriculum:
    Will be asked to achieve the Alternative requirements such as SAT1, SAT2, or AB subjects otherwise they must achieve the required scores in EmSAT subjects.
  - International applicant who graduated from the GCE, CBSES, Iranian, government curriculum:
    Will not be asked to achieve the EmSAT required scores for (Maths & 2 Sciences), only passing the College admission tests.
  - other international curriculums: The decision will be based on the college requirements.

- **<u>Engineering:</u>**
  - International applicant who graduated from the American curriculum:
    They will be asked to achieve the Alternative requirements such as SAT1 -Math with a minimum score of 500 otherwise they must achieve the required score in EmSAT Math.

- International students will not be asked to achieve the EmSAT required score for (Maths & Physics), only passing the College admission tests

➢ **Business and Law:**

- International applicant who graduated from the American curriculum:
  They will be asked to achieve the Alternative requirements such as SAT1 -Math with a minimum score of 500 otherwise they must achieve the required score in EmSAT Math.
- International students will not be asked to achieve the required EmSAT Math score only bypassing the College admission tests.

➢ **High school average Conditional Admission:**

1.1. Applicants with scores are no more than 5 % below the minimum high school average admission requirement only for the below-mentioned programs, for which the MOE has no specified acceptance averages, and the minimum required high school average is not less than 60%.

This condition is only applicable in the following programs with the below-mentioned average.

Program	Minimum Score / Grade	Conditional Minimum Score / Grade
Information Technology	Advance Score of 70%. General Score of 80%.	Advance Score of 66%. General Score of 76%.
Architecture		

- Those applicants will be admitted conditionally provided to accept the offer and achieve a minimum GPA of 2.5 by the end of the first semester, it is noteworthy that failure to achieve the required GPA student will be dismissed from the program.

1.2. Applicants who graduated before AY 2002/2003 with a passing percentage below 60% may be admitted into the following programs provided to fulfill the below-mentioned requirements:

Program	EmSAT Arabic	EmSAT English	EmSAT Math
Information System	600	1100	500
Interior Design			
Mass Communication programs	1000	950	
Sociology and Social Work			
Psychology			

- Applicants who have not achieved the above-mentioned required EmSAT score by the time of registration will be given a chance to register one semester effective from the date of Joining the university, provided to accept the conditional offer into a (Remedial) Program and register for the relevant remedial courses(s).
- These students must accomplish the EmSAT required scores to be eligible to formally join the college and confirm their major.

➢ **Credit load for conditional:**

The study load of conditionally admitted students is restricted in the following listed colleges:

* Engineering & Information Technology.
* Architecture, Art, and Design
* Business Administration
* Humanities and Sciences
* Law
* Mass Communication

- Conditionally admitted applicants will be allowed to register for general courses with a maximum of 12 credit hours during the first semester.

Terms and Conditions:

- The University reserves the right to make the appropriate decision, and the conditionally admitted students do not have the right to object to the decision.
- Conditionally admitted students clear the liability of Ajman University and its employees from any right or claim of any kind.
- The University reserves the right to withdraw an application or an offer at any point in the admissions process or refer cases for further investigation. This includes if any part of the application is falsified or plagiarized, or if the applicant fails to provide the required information or documentation within the requested timeframe. Where an offer is withdrawn due to falsified documentation or information, there will be no refund of any monies paid to the University.

English Language Proficiency

Full admission to programs where the medium of instruction is English are given only to applicants with EmSAT Achieve English 1100, score of at least 500 in the TOEFL (paper-based test), 61 in TOEFL (iBT), Computer Based Test (CBT) 173, Band 5 in IELTS (Academic), except for MD the required score 1400 EmSAT or equivalent.

Full admission to programs where taught in Arabic is given only to applicants with a score of at least 950 in EmSAT English, 450 in the TOEFL (paper-based test), 4.5 in IELTS (Academic).

Institutional TOEFL score is considered only when the test is taken at an AMIDEAST UAE center.

Admission for Transfer Students

Students from accredited institutions of higher education may apply for admission to the AU program in the same field of study if they have been of good academic standing, i.e., their Cumulative Grade Point Average (CGPA) is a least 2.0 on a scale of 4.0 or the equivalentand if they have not been subjected to academic or disciplinary dismissal.

However, students who have not been of good academic standing (i.e. those with a CGPA of less than 2.0 on a scale of 4.0) but have not been subjected to academic or disciplinary dismissal may be allowed to transfer only to programs in a field distinctly different from the one in which they were enrolled at the institution they previously attended. And only the transfer of credited General Education courses may be considered.

Terms and Conditions of Courses Transfer:

- The transferred student fulfills the requirements for full admission to Ajman University, (including a valid English language proficiency certificate with the required score for the program). In addition, does not allow, under any circumstances, transfer students to be admitted under the provisions stipulated for conditional admission.
- The grade obtained on the previous course must be at least C (2.0 on a 4.0 scale) irrespective of the course status (Satisfactory, Good, etc.), or the grade that corresponds to “Merit/Good” for institutions using a different grading scale.
- The number of credit hours for the course is not less than that of the AU equivalent course.The course content from the former education institution should be similar to that of the corresponding course offered at AU.
- AU does not grant credit twice for substantially the same course taken at two different institutions.

- AU will not transfer courses from an awarded Bachelor's degree. However, transfer courses from a diploma degree may be applicable based on the dean's college approval.Only grades obtained from courses taken at AU will be considered in the calculation of a student's CGPA, i.e. grades obtained from transferred courses at the previous institution will not be considered in the computation of the CGPA at AU.
- The transferred course will be marked in the transcript with the letter (T) only when the Office of Admissions and Registration receives the required documents attested from MOE in addition to completing successfully the authenticity process.
- AU does not grant transfer students a degree unless they complete at least 50 percent of the total credit hours of the program, including the majority of the last 30 credit hours of the program study plan at AU.
- Limits transferred credits for Undergraduate programs to a maximum of 50% of the total credits required for the program.The transfer of credits for clinical training is permissible only when done in the UAE or exceptional circumstances, upon review and approval of a waiver to this requirement by the CAA.
- The graduation projects and thesis are not subject to transfer.
- Courses description for required courses must be stamped by the former educational institution and submitted to the office of Admission and Registration.
- The applicant must disclose his/her desire to transfer courses from the previous university during the admission stage, otherwise, he/she bears full responsibility.
- The Ministry of Education will be contacted to ensure that the information for academic records issued outside the country is verified. In case of failure of receiving positive feedback from MOE-UAE, pre-equated courses from the former educational institute must be registered at AU the following semester.
- The Office of Registration has the authority to verify the authenticity of the academic records information from the previous educational institution after getting consent from the student. The decision to admit an applicant is made on a competitive basis, considering the number of available seats as determined by each college as well as the priority is given to fresh graduates
- A fee of AED 500 will be charged for the evaluation of courses to be transferred. The fee will be refunded only if the student is admitted.

Evaluation and Award of Transfer Credit

AU's evaluation and award of transfer of credit ensure an appropriate determination of student's knowledge in required subject areas. In addition, AU provides ease of transfer of credits for students transferring from a higher education institution with an established articulation agreement with AU, and in case of receiving instructions from CAA .

A list of institutions with an articulation agreement with AU is made available on the AU's Admissions webpage. AU ensures that there is a quality oversight of credits awarded and consideration for other accredited institutions. In coordination with the Office of Registration, the concerned department representatives with subject matter specialists in making decisions regarding transfer admissions, transfer of credit, and advanced standing determine the transfer of credit.

Documents Required for Course Credit Transfer Evaluation:

- 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 and/or course information from the catalogs, course syllabi, and other materials sourced from direct communication between knowledgeable and experienced faculty and staff at AU and the sending institutions.
- Valid English Proficiency certification such as EmSAT, TOEFL, IELTS, or other certifications with the required score.

The course transfer documents are reviewed by the evaluators of the respective Department. Acceptance of transfer of credit is not solely dependent on the accreditation status of the sending institution. Also, a credit will not be given twice for substantially the same course taken at two different institutions. AU may accept previous work, but may also determine previous work to have no applicability to a specific degree at AU. AU will fully disclose the evaluation findings and its implications to the students before they decide to enroll. The course credit transfer evaluation takes seven (7) to ten (10) business days from receiving the request. Written notification will be sent to the student prior to admission of the transferability of credit, and how much the accepted credit will be applied to the degree program at AU. Records of all decisions and related documents are maintained by the Office of Registration.

Advance Standing and Prior Learning Assessment and Recognition (PLAR)

Ajman University shall recognize certified earlier learning of applicants which may lead to exemption from some University courses. This includes credit transfer of courses taken in an accredited program (formal learning) and non-formal learning.

PLAR policy and procedures:

- An applicant shall complete a PLAR application form providing complete details of his/her Prior Learning Experience.
- Submit it to the Office of Admissions and/or Registration after paying the fee to be re-sent to the designated colleges to do the necessary.
- A maximum of 30 credit hours can be gained through PLAR. However, in all cases, credits granted through Recognition of Prior Learning (RPL) must not exceed 50% of the total completion requirements including credit transfer of formal learning.
- 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'.
- PLAR courses shall not be used in determining the cumulative GPA.
- Unsuccessful applicants have the right of appeal to the College Dean who may submit it for review to the Appeal Committee whose decision shall be final.

Right to withdraw registration

The university reserves the right to withdraw an offer of admission if the applicant fails to satisfy all requirements, or it is found that admission was obtained through the use of incomplete, falsified, altered, or embellished information. In the case of withdrawal of registration from a matriculated student, credit earned at AU will be withheld and no transcript will be issued to the student.

Re-admission of Former Students

1. New students who have missed two consecutive (regular) semesters of enrollment (in addition to the summer semester) at the university must apply for re-admission, A new university ID will be issued if he/ she satisfies all new admission requirements and should pay the non-refundable application fee.
2. Re-enrolment of discontinued students under the same student's ID may be approved under the following criteria: (shall apply on the online registration system (ORS)
    - The student ID number was issued in the fall semester without registering and he requested to register for courses at most in the summer semester of the same academic year
    - the student's ID number was issued in the spring semester without registering and he requested to register courses at most in the fall semester of the following academic year in which the student's university number was issued.

3. Former students who have missed more than four semesters of enrollment at the university may apply for re-admission and a new university ID will be issued, provided that he/she achieve the following:
    - The required average in secondary school certificate.
    - A valid English Proficiency Certificate with the required score.
    - Satisfy all new admission requirements if any.
    - Repayment of all debts.
    - Pay the non-refundable application fee.
    - Considering the availability of vacant seats in the major.
    - If the college Dean's and the Registrar accept the student to continue in the same major, the previous courses that the student has studied will be considered if they are included in the new study plan.

N.B.:

1. If the student has an academic warning , he/she must transfer to another program providing that his/her CGPA for the courses to be transferred is 2.0 or higher.
2. In special cases, if the student can graduate within the time allowed for completion of a degree program and the study plan is still activated, re-enrollment of the student with the same ID and in the same program will be considered after the payment of the required fees of (300Dhs).

Documents Required for Admission

a. UAE Secondary School Certificate, or its equivalent, and grade transcript. Certified copies are acceptable
b. Equivalency certificate issued by the ministry of education UAE for the holders of foreign high school certificate
c. Photocopy of valid passport
d. Photocopy of a valid UAE National ID Card
e. Medical Checkup
f. Status of UAE National Service for male students.
g. A valid certificate of good conduct, issued by an official body
h. passport-size photo
i. A valid certificate of proficiency in the English language.
j. The EmSAT certificate with the required score.
k. Other requirements might apply based on an applicant's specific school system. The Unitof Admission and Registration have the right to request any supporting documents.

Applications will be processed by the Unit of Student Recruitment and Admissions only after the payment of application and admission fees.

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 suspended.

- Secondary school certificates obtained in the UAE must be certificated by the UAE Ministry of Education.
- Secondary certificates obtained abroad must be certified from the country of origin by the authorized educational authority, the country’s ministry of foreign affairs, and the UAE Embassy.

Seat Reservation

Applications will be processed by the Unit of Student Recruitment and Admissions

a. Only after payment of the non-refundable application and registration fees.

b. Students admitted to Medicine (MD Program), Dentistry, Pharmacy, programs are required to pay a seat reservation deposit.

c. This deposit is non-refundable and non-transferable and must be paid before the deadline stated in the letter of admission.

d. This deposit is deductible from the student's fee once the applicant joins Ajman University.

e. 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.

8.1 Student Faculty Ratio

AU's full time equivalent (FTE) student faculty ratio as of 15th of May 2022 is 18.4.

	Full-time	Part-time	FTE	SFR
Total number of Faculty	260	49	261.4	**18.4**
Total number of students	4458	1092	4822	

N.B. Data is calculated as per the definition provided by the Center for Higher Education Data and Statistics (CHEDS), Ministry of Education (AU Census day for spring semester).

8.2 Course Registration for New Students

Newly full admitted students will be allowed to register 18 credit hours according to their study plan.

Newly- conditionally admitted students will be allowed to register for up to 12 credit hours according to their study plan.

Important: Conditional admitted Students may be allowed to register no more than 12 credit hours (General Education Courses) in the semester before fulfillment of the admission requirements.

If the student does not achieve the admission requirements in the first semesters after his/her admission, the College Council may consider dismissal of the student from his/her program. In this case, the student may be allowed to transfer to another program if he/she satisfies its admission conditions.

Once a student's selected courses have been approved by the academic advisor, and the student has paid the tuition fees, the student will obtain an online timetable that states the name of the courses, the schedule of classes, the name of the lecturer, and the number of the classroom or the laboratory in which the course is held.

8.3 Course Registration for Continuing Students

Colleges encourage non-warned students (see Section 14 for an explanation of the academic warning system) to use the early registration period to select courses in consultation with their academic advisors. The early

registration period is specified in the academic calendar. Warned students and students who did not benefit from the early registration can register during the registration week. See the academic calendar.

Registered AU students may take some courses outside AU provided that they obtain the prior approval of the Dean of the College. Acceptance of the transfer of external courses is conducted according to the criteria outlined in the transfer courses from another institute.

Adding and Dropping Courses

Students may add/drop courses only within the approved period. Students who add and drop courses during the approved period will not lose the fees paid for dropped courses. When adding/dropping courses, students should bear in mind that the minimum number of credit hours for which they may register is nine.

The academic calendar specifies the period allocated for dropping courses without affecting the student's academic record, but without refund of fees. The academic calendar also specifies the last date for withdrawal from a course with a "W" grade without refund of fees. In this case, the course appears in the transcript with the letter "W" with no effect on the computation of the Semester Grade Point Average or the CGPA.

8.4 Study Load

A student's "study load" is the number of credit hours for which he or she is registered during the semester. For the full-time undergraduate student credit load is between 12 and 18 credits per regular semester (according to the study plan), and the part-time undergraduate student credit load if less than 12 credits per regular semester, where one credit hour refers to one lecture hour or two hours of practical study per week, lasting for fifteen weeks. For summer semesters, the study load varies from three to six credit hours. (Exceptions to these limits can only be made for a maximum of an additional 3 credits for students in their final graduation semester).

The study load of academically warned students is given in Section 14.

8.5 Time Allowed for Completion of a Degree Program

The maximum time allowed for a student in which he/she may complete a degree program is a maximum of double the regular number of required semesters. In other words, a four-year bachelor's degree must be completed in a maximum of 16 regular semesters of enrolment in the program. 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.

The maximum and the minimum number of semesters of enrolment for transfer students is 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 degrees.

8.6 Suspension of Registration

The Suspension request should be applied online on the online registration system (ORS) and the college dean and the registrar's approval are required In addition to other related offices.

- Newly-admitted students can only submit a request to suspend their study in their first semester if they paid the seat reservation deposit, and they have to register courses for the next semester. Otherwise, the student has to apply for new admission.
- Former students can submit a request to suspend their study knowing that The total number of suspended semesters for former students is a maximum of four.

8.7 Right to Cancel Admission/Registration

The University reserves the right to cancel an offer of admission if the applicant fails to satisfy all requirements, or if it is found that admission was obtained through the use of incomplete, falsified, altered or embellished information. In the case of withdrawal of registration from a matriculated student, credits earned at AU will be withheld and no transcript will be issued to the student.

8.8 Student ID Card

Students will receive a university ID card containing their photograph, name, date of birth, and AU ID number (the student ID card will be valid for all the period expected to complete the program). The ID card should be carried at all times. It provides access to certain academic buildings and hostels. In addition, the card is required for admission to sports facilities, to sit university exams, and to make use of AU facilities.

The loss of an ID card should be reported immediately to the Office of Registration. By the ORS requests request system, a fee will be chargeable. Fraudulent use of an ID card shall result in disciplinary action.

9. Academic Advising

As part of its dedication to academic success, AU is committed to offering high quality academic advising in order to help students in the development and pursuit of academic objectives consistent with their life goals. 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 lead to academic success and lifelong desire to learn inside and outside the classroom. Although academic advising is an integral part of the faculty responsibility, students are ultimately responsible for their decisions. AU faculty members will assist students in learning about academic rules and regulations, policies and procedures, and various student services. They shall also assist them in properly evaluating and realizing their educational and career options. Students are encouraged to meet their academic advisors on regular basis and seek their guidance, especially with regards to the following matters:

- Explanation of study plan and selection of appropriate courses for registration in each semester.
- Progress towards completing the program as per their study plan and discussion about their performance indicators.
- For academically warned students, guidance on how to improve their CGPA and come out of academic warning as early as possible.
- Clarification of program requirements as well as relevant policies and procedures.
- Various available resources and participation in different activities to become well-rounded students.
- Appropriate career guidance and counseling.

9.1 AU Advising Policy

AU advising policy postulates that:

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 students shall be assigned advisors;
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) Career counseling and student counseling shall be made available to all students;
f) Advising by faculty members for all new and continuing students shall be provided every semester;
g) The upper limit on the number of advisees per academic advisor shall be 40;
h) Assessment of department advising shall be carried out every semester as a part of the whole program assessment;
i) Academic department advising shall be assessed and reviewed every year;
j) Funding and resources shall be made available to all units to ensure effective and efficient advising at all levels;
k) Training shall be provided for all advisors and peer mentors;
l) Accurate information shall be posted and maintained on the University website.

9.2 The Goals of Academic Advising

The objectives of academic advising are:

a) to help students take the right decisions in choosing an appropriate course of study that is aligned with their interests, abilities and that meets their academic and life objectives;
b) to answer questions raised by students;
c) to ensure students are aware of the consequences of their choices;
d) to ensure that all students are aware of resources, services and educational opportunities at AU that may be pertinent to the student's educational goals;
e) to provide information on university policies and procedures;
f) to provide appropriate career guidance and counseling;
g) to facilitate the resolution of academic problems, conflicts and concerns, as appropriate;
h) to refer students, as necessary, to other resources/departments/personnel;
i) to encourage students to be creative in their academic choices;
j) to provide a forum for interaction and guidance about life and academic matters;
k) to collect data about students' needs, expectations and aspirations.

9.3 Implementation of the AU Advising Policy

University Responsibilities

a) Provide resources for continuous training of advisors and peer advisors;
b) Gather and disseminate appropriate academic advising materials to assist colleges;
c) Act as a reference service and respond to questions from colleges and departments, as well as from faculty and students;
d) Take a positive role in solving advising problems;
e) Design advising programs for new faculty;
f) Publish relevant and accurate information on academic advising in the student handbook, on the university website and other relevant publications.

Colleges and Departments Responsibilities

Faculty members shoulder the responsibility of academic advising which should be part and parcel of the education process.

Departments, colleges, and the Office of Student Affairs have to:

1. Provide students with advising whenever they need it throughout the academic year;
2. Make all relevant information known to students.

The list below shows the relevant information that should be given to students:

a. University rules, regulations, and procedures;
b. Support resources available on campus;
c. A copy of students' advising responsibilities;
d. Necessary forms and academic calendar;
e. Study plan;
f. Internship opportunities;
g. Projected course offerings by the department;
h. A standardized template for students' individual study plans; and
i. University catalogs.

3. Provide training to advisors and peer advisors in the following areas:
   I. Learning principles applicable to advising including -
      a. University rules, regulations, and procedures;
      b. Support resources available on campus;
      c. A copy of students' advising responsibilities;
      d. Necessary forms and academic calendar;
      e. Graduate programs at AU;
      f. Training opportunity;
      g. Major /program requirements;
      h. Projected course offerings by the department;
   II. Appropriate personal and occupational choices for their advisees
   III. Academic advisors need to have up-to-date knowledge of current affairs outside AU if they are to give meaningful advice to students;
   IV. Advisors must be trained to relate students' abilities to requirements of their module/course selections;
   V. Technical requirements for the university requirements general education and major courses;
   VI. Resources available on campus.

Advisor Responsibilities

Advisors are required to:

1. Maintain the primary advising file for each advisee. At a minimum, these files shall contain:
   a. A written record of advising session;
   b. A copy of the advisee study plan;
   c. Copies of advisee transcripts;
   d. Copies of advisee current semester timetable;
   e. A 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 advisees' participation in co-curricular activities.
7. Ensure that advisees 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 are entrusted with:

I. assisting students in choosing courses;
II. familiarizing students with academic policies and regulations;
III. showing students the resources on campus;
IV. offering advising based on their own experience.

Peer advisors serve six purposes, as they:

I. Help new students and students in probation at AU;
II. Help advisees master basic academic processes;
III. Teach students skills for success (i.e. time management, study skills, etc.);
IV. Act as referral source;
V. Offer an alternative point of view to staff/faculty advisors;
VI. Set examples of successful students.

Student Responsibilities

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

1. Become familiar with their advisors and advisor offices by initiating contact and seeking assistance on a regular basis through email, phone, and individual appointment.
2. It is the student's responsibility to know the terms, conditions dates, and deadlines in the student Undergraduate and Graduate Catalogs, as well as the student Handbook; and upon receipt of the university ID, the student agrees to the terms and conditions outlined in the Catalogs and Handbook.
3. Come prepared and on time to meetings with their advisor.
4. Ask for clarification if the advisor fails to explain an issue or concern in a way that makes sense to the student.
5. Read all email communication from the advisor and other AU departments.
6. Inform their advisor of problems and concerns which may impact their academic performance as soon as possible.
7. Familiarize themselves with requirements for graduation and other requirements, published through different media.
8. Maintain their own advising folders and take them to every advising session. For undergraduate students, the folder should include:
   - Copies of prior university transcripts;
   - Transcripts;
   - Current semester timetable;
   - An individual study plan;
   - Previous advising notes.
9. Seek academic advising whenever it is needed.
10. Develop an individual study plan. The individual study plan must be approved by the student's appropriate advisor.
11. Be responsible for choosing their own classes on the basis of their decisions as well as the academic advice that has been given.
12. Feel free to evaluate the academic advising program and their academic advisors by filling in a feedback form.

13. Meet with their advisor on a regular basis if they are on academic warning or probation.

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 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:

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 Heads of Department to draw corrective actions.

This plan is executed at the departmental level and would include:

1. Holding regular individual meetings with students on probation.
2. Advising students on probation to repeat courses with grades below "C" prior to registering for any further courses.
3. Request students on probation to visit instructors frequently during office hours.
4. Provide students on probation with peer mentoring from senior students.
5. Request students on probation to meet their peer mentor on a regular basis.

The Head of Department will request a feedback report on the performance record of each student on probation from course instructor(s). Each student's 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 meetings. Progress reports will be sent to the Dean.

10. Change of Major

10.1 New Students

First-semester students may apply to transfer from one major to another within the university during the add/drop period. The application is processed through the Office of Registration provided that:

a. The applicant meets the admission requirements of the degree program to which he/she is applying
b. There is the availability of seats
c. Approval of the deans of both colleges concerned is obtained, along with approval from the registrar.

10.2 Transfer between Programs

Students may transfer from one program to another within the university provided that they satisfy all conditions of section above. In addition, they must satisfy the following:

1. The applicant meets the admission conditions of the program to which he/she is applying
2. The preceding semester's Grade Point Average should be equivalent to that required by the new program
3. The request for transfer should be submitted within the period specified in the academic calendar.

11. Academic Evaluation and Assessment

11.1 Course Assessment

In each registered course, a student's performance is assessed according to a procedure established by the college concerned and explained in the course plan. The overall score is normally distributed as follows:

a. Semester tests and activities 50 percent
b. Mid-Semester examination 20 percent
c. Final examination 30 percent

The score for semester tests and activities includes marks for tests, quizzes, assignments, research, and laboratory work. The pass mark in each course is sixty percent except for Medicine is seventy percent.

11.2 Grading System

The university adopts the following grading system for all Undergraduate Programs and Medicine:

	All Programs			Medicine		
Percentage	Grade	Grade Point	Merit	Grade	Grade Point	Merit
90-100	A	4	Excellent	A	4	Excellent
85-89	B+	3.5	Very Good (High)	B+	3.5	Very Good (High)
80-84	B	3	Very Good	B	3	Very Good
75-79	C+	2.5	Good (High)	C+	2.5	Good (High)
70-74	C	2	Good	C	2	Good
65-69	D+	1.5	Pass (High)	F	0	Fail
60-64	D	1	Pass			
Less than 60	F	0	Fail			
N/A	XF	0	Fail (Academic Integrity Violation)	XF	0	Fail (Academic Integrity Violation)
N/A	T	N/A	Transfer	T	N/A	Transfer
N/A	IP	N/A	In Progress	IP	N/A	In Progress
N/A	I	N/A	Incomplete	I	N/A	Incomplete
N/A	S	N/A	PLAR (Prior Learning Assessment and Recognition)	S	N/A	PLAR (Prior Learning Assessment and Recognition)

NB: The course passing grade for Undergraduate programs is (D) except for MD is (C)

11.3 Semester Grade Point Average

The semester GPA indicates student performance during the semester and is calculated as follows: the total of the grade point of each course taken in the semester multiplied by its credit hours, divided by the total number of credit hours registered in the semester.

For example, if a student obtains the results as set out in the table given below, his/her semester grade point average will be computed as follows: GPA =(9+6+9+12+12+6)/18 = 54/18 = 3

Subject	Credit Hours	Points	Product of Credit Hours by Point Grade
Mathematics 1	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

11.4 Cumulative Grade Point Average

The CGPA indicates the student's average performance overall semesters up to the final or current semester. It is calculated as follows: the total of the point grade of each course taken to date, multiplied by its credit hours, divided by the total number of credit hours taken.

If a student repeats a course in which he/she obtained an "F" grade, or does so in order to improve his/her CGPA, the last grade obtained will be considered in the calculation of the CGPA regardless of whether the last grade is higher than the original one or not. However, the original grade will continue to appear in the academic record without affecting the calculation of the CGPA.

The CGPA is also used for academic probation as follows: starting from the end of the second semester of study, if the student's CGPA is less than 2.0, he/she will be regarded as an "academically-warned" student and will be requested to improve his/her academic performance to raise the CGPA to 2.0 or higher. (See Section 17 for the policy regulating the study load of warned students).

A student will not be allowed to graduate unless his/her CGPA is (at least 2.0 in all undergraduate programs except the MD program, the CGPA must be at least 2.5), even if he/she has passed all required courses of the program of study. In this case, and in consultation with the academic advisor, the student must repeat a number of courses of the study plan in order to raise his/her CGPA to 2.0 as a minimum, or at least 2.5 for MD.

11.5 Incomplete Grade

If a student does not attend the final examination due to an emergency and he/she scored at least a total mark of 30 out of 70 in coursework (tests and midterm examination) the course may be considered as "incomplete." Acceptable evidence for failure to attend a final examination due to an emergency consists of the following:

a. illness certified in a medical report approved by the University Clinic;
b. death certificate of a first or second-degree relative;
c. arrest or summons before a court or other legal body;
d. other excuses accepted by the College Council.

In these cases, the student must submit an online request within three working days. He/she also must submit the relevant documents. Applications will be processed only if the student has no financial obligation to the university and has paid the fee for an "incomplete request." Applications submitted by students with a 25 percent absence warning will not be accepted.

Note:

1. It is the student's responsibility to follow up with the college to determine the date of the exam to remove the incomplete grades according to the date specified in the university calendar.
2. A student whose course result is "incomplete" must take the final examination before the end of the first week of the following semester in which he/she registers, as shown in the academic calendar, otherwise a grade (F) will be obtained.

11.6 Make-up Exam

Students who have two final exams scheduled at the same time or have three final exams scheduled on the same day, can request to sit for the make-up exam in accordance with the dates scheduled in the academic calendar.

11.7 Examination Re-sits

For a student who fail the last course (other than training and internships) in the program or miss the final exam and do not qualify for an incomplete grade, other than training and internships. He/she can take a re-sit exam if:

- He/she has attended at least 75% of the classes.
- he/she not subject to disciplinary penalties to academic violations in the course which he will sit for re-sit exam

NB

- The re-sit exam grade shall be out of 30 (as a regular final exam) for students who achieve a minimum grade of 42/70 in the semester work.
- Students who achieve a semester work grade below 42/70 would be allowed to sit for a comprehensive exam out of 100. The ceiling for the final grade in the course shall be "C".
- There is a charge of 50 percent of the course fees and the student must re-take the final examination before the beginning of the following semester.

11.8 Student Grade Appeal

The student appeal is a request for review of a decision made with respect to a student's grade. It applies to all student members enrolled at Ajman University and provides a means to request reconsideration of the grade decision.

Grade Complaints concerning final examination results need to be submitted within 15 days following the announcement of examination results. Students may appeal a final grade after it has been posted through formal procedures. Students wishing to appeal a final examination grade result must adhere to the following steps:

Grade Appeal Procedure

1. 1. The student must submit an online request for Grade Appeal (complaint), which is routed to the Office of Registration.
2. The Office of Registration will screen the request to verify that the intended course does not have a prohibited status (has not reached 25% absenteeism from class attendance).
3. Upon approval from the Office of Registration, the request is routed to the Office of Finance for charge allocation.
4. The application is then routed to the concerned college where deliberations are conducted and the decision is taken.
5. In the event the appeal is rejected and included in the system, an automated email is sent to the student notifying him/her of the decision. The student can also access the online system to check the Grade Appeal (complaint) status.
6. In the event the appeal is approved by the college, the decision will be routed to the Office of Registration to reflect the approved grade change on the student's academic record.
7. The student will receive an email notification on his university email that the request is completed and the change has taken place. The student is able to verify the completed status of the request by accessing the online system.

12. Supervised Credit-Earning

Colleges may approve supervised credit-earning on selected courses designed for advanced undergraduates that have completed 50 percent of the required credits for graduation. The purpose of such courses is to make it possible to study all the units of a course under the supervision of a faculty member on a meeting session basis. The schedule of these meetings should not be less than 15 contact hours per semester.

The supervised work should cover all the content of the course and meet its objectives. The supervisor must ensure that the course is devoted to advancing students' knowledge and skills as required in the course outline.

Reasons why a student may wish to take a supervised study course include:

a. To adjust his/her study plan by completing a specific course which is not offered in that semester
b. To complete a course which is not offered but it is required for graduation during the final semester
c. To gain additional knowledge and practical experience in designing, conducting, analyzing and documenting coursework

A maximum of nine credit-hours of supervised study can be taken during a student's undergraduate degree program. A student may not register for more than three credit hours of supervised study per semester.

The assessment of the course will be conducted as follows:

a. Students will be required to sit for a written exam to be evaluated by the supervisor. This exam will be weighted at 20% of the final course mark;
b. At the end of the semester, students will submit a written report to the supervisor detailing the work carried out. This report will be weighted at 40% of the final course mark;
c. Students will present their work to an internal examiner who will not be the supervisor. The oral presentation will be weighted at 40% of the final course mark;

The student's final grade for the supervised study course will be determined by the student's supervisor and the internal examiner after evaluation of the student's work, written report, oral presentation and response to questions.

13. Attendance Policy

Attending classes is compulsory for all courses. A student will not be allowed to take the final examination if he/she has missed 25 percent of the classes in a given semester. Absence warning policies are set out below:

- If a student is absent for 10 percent of theoretical and practical class hours, the lecturer will issue a 10 percent absence first warning.
- If a student is absent for 20 percent of theoretical and practical class hours, the lecturer will issue a 20 percent absence second warning.
- If a student is absent for 25 percent of theoretical and practical class hours, the lecturer will issue a 25 percent absence warning and the student will receive the grade of "F."

The Council of Academic and Scientific Affairs may consider a student's withdrawal from the course if sufficient and convincing reason for the absence is submitted to it by the Office of Admissions and Registration.

14. Academic Probation

If a student's CGPA falls below 2.0 in any regular semester, starting from his/her second semester at the university, he/she will receive an academic warning. The Academic Advisor will notify students to submit a letter of undertaking to raise his/her CGPA to at least 2.0 in the following semester.

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:

- *First warning:*
  1. a maximum of 15 credit hours of which three or six credit hours are repeated (the priority is to repeat all the courses with grade F, D or D+ then register for new courses) depending on the CGPA and the previous semester's GPA.
  2. If, following the first warning, the student has still failed to raise his/her CGPA to 2.0 or higher at the end of the following semester (excluding the summer semester), the second warning will be issued.
- *Second warning*:
  1. a maximum of 12 credit hours of which six or nine credit hours are repeated (the priority is to repeat all the courses with grade F, D or D+ then register the new courses) depending on the CGPA and the previous semester's GPA.
  2. 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), then the College Council will take one of the following actions:

- Transfer the concerned students to another program if He/ She met the following criteria:
  1. Accomplishing 35 credit hours or less during their study.
  2. The CGPA shall not be less than (2.0) points when calculating the courses of General Studies for them.
  3. Approval of the college to which they are going to transfer.

- Allowing the concerned student to study outside the University for one academic year if He/ She met the following criteria and Regulations :

  Criteria:
  - The completed hours should be more than 35 credit hours.
  - The maximum number of courses to be studied outside the university to recover from warnings is 6 courses.

  Regulations:
  - The maximum period allowed to study outside AU is one academic year (including the summer semester).
  - Students are not allowed to register new courses other than the recommended courses to study outside of AU.

- The student must remove the academic warning during one academic year only, and if he/she fails to do so, the office of registration will dismiss him academically from the program to which he/she belongs.

- Dismissing the students concerned academically if :
  - Credit hours completed 35 hours is or less, and the AGPA of the courses of General Studies is less than (2) points.
  - Credit hours completed is more than 35 credit hours, and cannot be recovered from the warnings even by studying 6 courses outside the university.
  - If the student obtained the third academic warning for the second time, He/She will not be entitled to appeal against this decision.
  - NB: If the student rejects the college's decision and wishes to withdraw from the university, the office of registration will dismiss him/her.

15. Graduation Requirements

A student will be awarded a degree subject to fulfilling the following requirements:

a. Completion of all courses of the academic program
b. Completion of practical training as specified in the study plan
c. A CGPA of at least 2.0 except for college of MD a CGPA of at least 2.5.

Note:

The student who completed all the above graduation requirements can receive the graduation certificates, Transcript, diploma (wall certificate), or any other related letter of graduation, only after his/her clearance has been approved by the college and the concerned offices. Such clearance can't be approved if s/he has dues towards Ajman University. Ajman University is entitled to withhold the graduation certificates, the Transcript, the diploma (wall certificate), and any other letter or certificate, if s/he does not fully honor his/her obligations towards Ajman University, including financial commitments or dues.

The merit of the degree is determined according to the following scale:

Scaling System for Graduation

Cumulative GPA	Merit	Cumulative GPA for Medicine	Merit for medicine
From 3.8 to 4.0	Excellent with Honor	From 3.8 to 4.0	Excellent with Honor
From 3.6 to less than 3.8	Excellent	From 3.6 to less than 3.8	Excellent
From 3.0 to less than 3.6	Very Good	From 3.0 to less than 3.6	Very Good
From 2.5 to less than 3.0	Good	From 2.5 to less than 3.0	Good
From 2.0 to less than 2.5	Satisfactory		

16. Major/Minor

Double Major

AU currently does not provide the option of a Double Major for any of its programs.

Concentration

A concentration is a grouping of courses which represent a sub-specialization taken within the major field of study. In accordance with CAA's Standards 2019, concentration may be specified on the student's academic record (transcript) but not on the degree certificate. The concentration shall include at least 15 credits of study, or equivalent, in the specialized field in order to be recognized by the MoE. In graduate programs, this must include the thesis and at least 9 credits of other courses.

Major/Minor

AU students are eligible to enroll for a minor while they are pursuing their major after they have completed 75% or more credit hours from their study plan with a minimum Cumulative GPA (CGPA) of 2.5 . Also, their application for major/minor must be submitted prior to the specified deadline, which is one week before the last day of the add/drop period of their expected graduation semester. The approvals of both the Dean of the college offering the major and the Dean of the college where student is seeking a minor are required for admission of the student to the requested minor. The primary academic advisor of the student will continue to serve as advisor for both major and minor. However, the academic advisor may seek assistance and cooperation from the department or college offering the selected minor.

The completion requirements for the minor, including the prerequisites required to take the specified courses, are well defined for all minors offered by Ajman University. Students enrolled in major/minor must satisfy all the degree completion requirements of the major as well as all stated completion requirements of the minor.

The student's transcript and degree certificate will indicate the major. The minor completed at the time of graduation will be indicated on the student's transcript. For graduation, the student must obtain a cumulative GPA of at least 2.0 in all subjects related to the major, as per the approved study plan, as well as a cumulative GPA of 2.0 in subjects required for the selected Minor. The cumulative GPA of the major shall be calculated based on all courses in the approved study plan. The cumulative GPA of minor shall be determined based on the list of courses specified for successful completion of the minor.

The CGPA mentioned on the transcript shall be the overall CGPA calculated based on all courses of major in the approved study plan as well as the additional courses taken to satisfy the requirements of the minor. Furthermore, the degree certificate shall mention the corresponding merit (Excellent, Very Good, Good, …) for the overall CGPA of major and minor courses as mentioned above.

17. Second Bachelor's Degree and Non-Degree

17.1 Second Bachelor's Degree

- An additional undergraduate degree may be awarded to graduates of first degree from AU only when a student meets the admission requirements for the second degree and upon completion of the requirements of the additional degree, which must include at least 30 credit hours that are distinctive to that particular program/major and not taken to meet requirements of the first degree.
- A student who has already graduated with an undergraduate degree from an institution other than AU can apply for a second undergraduate degree but would not get credit for any course listed in the transcript for the first undergraduate degree. The same applies to an applicant for second graduate degree who graduated from an institution other than AU.

17.2 Non-Degree

Graduates of a recognized program, with no current affiliation to an academic institution, interested in broadening their knowledge in a specific discipline, or upgrading their academic record without seeking formal admission to pursue a degree are offered by Ajman University (AU) the opportunity to enroll as non-degree students.

Approval for a non-degree status, shall be based on course space availability and criteria for admissions and registration. A non-degree student's credit-courses shall not count toward any degree and the non-degree student shall not qualify for any financial aid or scholarship.

Required documents:

- The certificate degree awarded for high school and undergraduate or Graduate.
- Photocopy of valid passport & residence visa
- Photocopy of a valid Emirates ID Card
- Medical Checkup
- two passport-size photos
- A certificate of proficiency in the English language

Conditions for Non-Degree Status

- The applicants should complete the non-degree online application form for admission and provide all required documentation and pay the application fee within the same deadline date published in the academic calendar set for degree seeking students.
- Registering courses under non-degree status requires compliance with all the course pre-requisites.
- Coursework grades for non-degree students shall not count toward or against the previously earned undergraduate or graduate CGPA.
- A college might cancel an initially offered course, at any time prior to the start of the semester, due to a minimum enrollment of students that has not been met.
- Courses completed successfully by a non-degree student shall not automatically provide an eligibility status for admission to a future degree program.
- There are limits to the number of courses and number of credit-hours that can be registered by a non-degree student.

- Non-degree undergraduate students can only enroll for a maximum of two semesters, with (no more than 17 credit hours per semester).

- A non-degree student will not receive a degree.

18. 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 Unit of Student Recruitment and Admissions.

18.1 Digital student record file

a. Administrative documents

- Personal information including information about high school certificate.
- 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
- Changing Personal Data

b. Academic documents

- Status of the student (regular, suspended, dismissed).
- Grade transcript for each semester and 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.
- Soft copy of requested transaction such as: form of transfer to another major, add and drop form, change section form, request of transfer form.
- All academic transactions:
    - Grades and registered courses in each semester
    - Grade Transcript
    - All financial transactions.
    - Registration Suspension
    - Re-enrollment
    - Grade Complaint, Incomplete request, Re-sit-Exam,
    - Course Equivalency

18.2 Confidentiality of the Records

1. AU considers that student records are strictly confidential and disclosure of information from student's records shall only be possible with a prior written consent from the student.
2. Transcripts and official documents will not be issued to any person other than the student unless they have a letter of authorization signed by the student and accompanied by a copy of the student's ID.
3. The Office of Registration will assist institutions when they request information on the authenticity of a copy of the transcript or a graduation certificate with the prior consent of the student.

4. Individuals with access to protected student academic records have an affirmative responsibility not to release that information to any third party.
5. Relevant offices with access to student academic records may not release any information without the prior consent of the student.
6. Only authorized staff can execute the result of the grade appeal, or change the 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.

Students have the right to:

a. Inspect and review information contained in their education records.
b. Request change or update of their personal data before graduation.

18.3 Student Record Retention and Disposal

- Hard copies of Enrolled students' files are kept by AU for all students admitted before 2020-21 for 5 years after student graduation or last date of attendance.
- The final examination papers/digital shall be kept by College Departments for two semesters.
- Only digital copies of the final course marks will be maintained after 2019-20.
- The hard copy of the final course marks submitted by colleges to the Office of Admissions and Registration before 2019-20 will be kept by AU.
- Digital copies of critical enrolled student's records, such as transcripts and degree completion authentications will be kept by AU for all students admitted for not less than fifty (50) years after student graduation or last date of attendance.

19. Information Technology

19.1 Information Technology

Ajman University (AU) provides computing, networking, information and telecommunication resources to the university community to support teaching, research, and efficient administrative processes. Access to Information Technology resources is granted to members of the university community who are enrolled students, employees, or academic staff members. The Office of IT provides efficient and current IT services to all university users (faculty, students, and staff) in order to fully support their teaching, research, and administrative activities.

The objectives of the Office of IT are to:

a. Provide robust IT physical and logical infrastructure, maintain WAN and LAN nodes, and perform administrative operations to keep IT services available 24/7 to users.
b. Provide prompt and accurate technical assistance from knowledgeable staff, and to listen carefully to users' requests and feedback.
c. Develop database systems, maintain university-wide database applications, and give full support to the Application users.
d. Create, maintain and enhance University and related websites, and to develop integrated application to enhance users' web browsing experience.
e. Perform RND to recommend new technologies.
f. Protect AU IT assets.
g. Ensure that the use of IT resources is primarily for university purposes and university-related activities.
h. Maintain the integrity and security of the university's computing facilities.

Services

- Help Desk
- Network Account
- Email
- Internet
- Wi-Fi
- Online Systems, such as ORS (E-Request) system and Banner Registration system.
- E-Learning Management System
- Maintenance of Computing and Network Resources for Educational Facilities and to AU Staff.

19.2 AU IT Facilities

IT facilities at AU are maintained by the Office of Information Technology. It is the responsibility of all users of the computer system to notify the Office of IT of violations of laws and university policies in connection with the use of computers, as well as of potential loopholes in the security of the computer system. Any concerns, complaints, or reports of misconduct with regard to the computer system should be reported to the director of IT on 06-7056500 or email helpdesk@ajman.ac.ae.

Network Accounts

The Office of IT is providing number of services mentioned below that are personalized to AU faculty, staff and students. Accounts are intended to be personal. The individual to whom the account has been created is responsible for ensuring that his/her username and password remain confidential. No one is allowed to use another person's username and password.

User Account:

All freshmen students should receive by email an identification letter with their Password/User Account details and how to use it after being admitted.

The student may use the user account to access all the below AU web services:

- Computer labs.
- Wi-Fi
- Email
- E-Learning Management System (Moodle)
- Online Systems, such as ORS (E-Request) system and Banner Registration system.

The student email remains active as long as the student is enrolled at an academic program. The email will be either transferred to alumni email service after graduation, or will be disabled if the student discontinued.
The Alumni email service is managed by the Alumni Office at AU.

Applied Password Policy and Settings on User Account

The Office of IT has implemented the following security measures on passwords:

- *Applied Password Policy and Settings on Network/Email Account*
- *Password Policy*
  - Enforce password history 10 passwords remembered (Password should be different than last 10 used passwords).
  - Minimum password length 8 characters.
  - Password must meet complexity requirements Enabled (Password should be complex).
- *Account lockout policy:*

  Account lockout policy disables a user's account if an incorrect password is entered a particular number of times over a specified period. These policy settings help us to prevent attackers from guessing users' passwords, and they decrease the likelihood of successful attacks on our network.

  - Account lockout duration 20 minutes.
  - Account lockout threshold 5 invalid login attempts (Account will be locked after the 5th invalid attempt)
  - Reset account lockout counter after 20 minutes (the locked account will be unlocked automatically after 20 minutes).

Electronic Communications:

Email

AU has established e-mail as a primary vehicle for official communication with students. All university communications via email will be sent to this address. Faculty members will use the official university e-mail address to communicate with a student registered in their classes and administrative units will correspond with students via this address. The University expects that students will receive and read e-mail in a timely manner.

Students are expected to maintain their accounts and check their e-mail. A student is obliged to check university e-mail and act upon content.

E-Learning Management System

AU adopts an E-Learning Management System (Moodle) to enhance the teaching and learning process. It is a web-based application that allow instructors to deliver content and resources to students and manage their delivery. It provides easy ways for instructors to create and deliver their course content, communicate with students, and assess student performance.

Students will be enrolled in all their courses automatically as the Moodle system is integrated with the registration system.

Improper use of the computer system is prohibited:

The Office of Information Technology (IT) is neither an investigative nor a disciplinary entity in its primary responsibilities. However, in cases where university resources and privileges are abused or otherwise threatened, the Office of IT may be asked to take appropriate action. Immediate revocation of access and subsequent prosecution by the authorities, for example, might be directed.

To summarize, access to University computing and communications equipment and facilities may be revoked for reasons including, but not limited to:

a. Attacking the security of the system;
b. Modifying or divulging private information such as file or mail contents of other users without their consent;
c. Misusing or abusing Internet/Network by using Internet tools or software that may affect the performance of the Internet/Network
d. Modifying or destroying university data.
e. Using the networks/Internet in a manner contrary to the established guidelines;

Finally, users may not read sensitive information simply because it is accessible to them - because of accidental exposure and/or through the malice of others who have broken into a system or are misusing their access privileges. When sensitive information is recognized as such, it should not be examined further, but reported to the keeper of the materials, if known, or otherwise reported to management.

Computer Labs

Computer labs operated by the Office of IT are a shared University resource available on a first-come, first-served basis. Food and beverages are prohibited in these labs. Labs may be reserved for exclusive use by a class or group. Some labs are provided by Colleges, not the Office of IT; contact those Colleges for their additional usage guidelines.

Terms and Conditions of using IT services

a. The Office of IT considers all temporary and permanent connections via the University network, to be subject to the provisions of this policy.
b. Computing resources not owned or approved by AU may not be connected to the University's network.

c. The Office of IT has the right to monitor the traffic of all transmissions on networks maintained by the Office at all times.
d. Operating systems currently supported (for the desktop) include Windows OS (Windows 8 and above) and Apple OS (7 and above). There are special requirements for UNIX workstations in the College of Engineering and IT. Upgrading will take place in a controlled manner.
e. Software and hardware to be installed should be requested by the Dean or Director and it may not be installed or connected to the university systems without the approval of the IT Committee. This includes the data and telephone networks.
f. All university affiliates (faculty, staff & students) are permitted to use the university network and selected computing resources at all times while the network is available.
g. IDF/MDF rooms are under the authority and responsibility of the Office of IT. Everyone within the AU Network community who uses university computing and communications facilities has the responsibility to use them in an ethical, professional and legal manner.
h. Violations of information technology Policies & Procedures typically result in university disciplinary action, which may have serious consequences, and in some cases, may result in legal action.

Data Backup

It is the responsibility of students to have a backup of their data and coursework on a personal data storage medium (such as External Hard Disks, USB flash drives or CD/DVD disks). Students may also backup on the cloud using the provided storage with the email service (50 GB on OneDrive).

19.3 Internet Services.

Students may access the Internet through computers in university computer labs and through personal laptops connected to the university's Wi-Fi provided in designated locations.

Student access to the Internet conforms to the laws of the United Arab Emirates, including the monitoring and filtering of Internet content. Any attempt to circumvent or disable Internet access controls set by the University or the government of the UAE is a violation of university policy and will result in disciplinary action.

20. Library

AU library is housed in the second floor of Student Hub building and is open to the entire university community. AU Library follows the Association of College and Research Libraries (ACRL) Standards published in June 2004. The Library Manager prepares, justifies and administers the library budget that is appropriate to the library's objectives. The budget is planned to meet the reasonable expectations of library users when balanced against other institutional needs.

Access to library resources is provided online in a timely and orderly fashion. Library collections and the catalog for accessing them are organized according to standards. A central catalog of library resources provides access for multiple concurrent users and clearly indicates all resources. Hours of physical access to the Library are reasonable and convenient for the two-genders and separate users. Reference and other special assistance are available at times when the Library is open. Onsite access to The Library is provided in a timely and orderly fashion. Non-print resources are accessible anytime anywhere https://library.ajman.ac.ae/. The library staff is available to assist students and faculty or other individuals or groups on using the library and its resources effectively.

The library is equipped with a security system. An electronic RFID security system is in use to prevent the loss of library materials. If an item is taken out of the library without being properly circulated, the exit gate barer will lock and an audible alarm will be triggered. In this insistence, the patron is forced to go back to the circulation desk for proper check out.

20.1 Services

Circulation Services

The circulation desk is responsible for all transactions related with borrowing and returning of books and periodicals, placing materials on reserve, recalling borrowed material, and assessing fines. Borrowing stops 30 minutes before closing time. Students and Staff of Ajman University can borrow materials for use outside the library. Items in heavy demand or in particular formats may be offered to lend for shorter periods than other items. Items must be returned by the time specified, or be renewed if that is allowable. Items not returned on time will usually incur a fine. Items on loan but requested by other users must usually be returned to the library.

Information Desk / Enquiry Service

Staff at the Information Desk / Enquiry Service provide information and assistance to all AU students on general library related issues. This point-of-contact service is physically available in each Library, and provides support by telephone and emails. The service enable students to fully exploit the information resources within AU Libraries. The service is available at all times within Libraries working hours. Users can access this service by visiting the Information Desk in person, by email, or by telephone.

Photocopying

AU libraries provide photocopying services that governed by Intellectual Property Law Regulations for print materials to all library users.

E-Books

The Library offers a growing collection of e-books (electronic books) covering a wide range of subject areas. The Library's databases provide access to over 351,184 full text e-books, reports and documents accessible via the Library Platform and titles are added continually in support of the University's teaching programs.

The service is available 24/7, except for system maintenance. Access is through the University Library's Portal (EBSCO Stacks & EDS), directly from the Library Homepage, or via the Library Mobile APP Service.

Electronic Databases

The Library offers access to over 400 subject-based databases covering bibliographic and full-text sources. The service is accessible to all registered members of the University via an alphabetic listing from the Library Homepage or through the University Library's Portal. The service is available 24/7, except during system maintenance period. Access can be made through the University Portal (EBSCO Stacks & EDS), directly from the Library Homepage (Databases page), or via the Library Mobile APP Service.

Online Catalogue

Students have access to the bibliographic details of nearly 85,000 printed material held by the University Library. The Library Catalogue is freely searchable from the Library homepage by logging onto the University Library's Portal or Blackboard Learn. The service facilitates access to details on what is available on the library shelves and it gives access/links to the Library Catalogue available from the Library website, through the University Portal (EBSCO Stacks & EDS) or via the Library Mobile APP Service.

20.2 AU Library Working Hours

Day	Library 1 (Male Students)		Library 2 (Female Students)	
Time	From	To	From	To.
Sunday	07:30	20:00	07:30	20:00
Monday	07:30	20:00	07:30	20:00
Tuesday	07:30	20:00	07:30	20:00
Wednesday	07:30	20:00	07:30	20:00
Thursday	07:30	20:00	07:30	20:00

During exams period and upon users request AU libraries are open on weekends according to the following timetable:

Day	Library 1 (Male Students)		Library 2 (Female Students)	
Time	From	To	From	To.
Friday	15:00	21:00	15:00	21:00
Saturday	09:00	15:00	09:00	15:00

21. Safety

Ajman University (AU) is committed to providing and maintaining a safe and healthy working environment for employees, students, subcontractors and visitors. To warrant a safe and healthy work environment, AU shall ensure that all students are aware of the hazards in their campus areas and are adequately informed to enable them to perform their studies in a safe manner. Consequently, AU expects from students a general duty of care and in practice. It is therefore imperative that:

- Students abide by the general safety rules and instructions provided by AU
- Students are given full instructions on safety matters relating to the normal functioning in laboratories and workshops and asked to follow these instructions
- Students are required to report on any accidents or any potentially hazardous condition observed which could pose danger to personnel and property
- Students should refrain from all acts that could be the cause of danger to personnel and property

All AU buildings are equipped with fire alarm and firefighting systems in line with the regulations of the UAE Civil Defense Department. Safety notices, contact emergency numbers and first aid boxes are located in appropriate locations. Notices are also displayed for emergency exit routes and assembly points in the event of fire. The cooperation and participation of students is essential to safely, orderly and promptly evacuate the building in the event of fire, as per the directives of authority personnel.

AU ensures that personnel performing clinical, laboratory, and medical works are competent based on appropriate education, training, skills and experience. Students are expected to manipulate instruments, equipment and materials that are potentially hazardous, and accordingly they are required to read safety lab manuals (associated with all labs). Students shall not be allowed to participate in a lab unless they have demonstrated a clear understanding of the safety procedures involved, and have acknowledge the non-tolerance with regards to disruptive behavior. To avoid any unwarranted accidents, students should not work alone in a lab. Repeated cases will be referred for disciplinary action.

22. Student Services

22.1 Student Counseling Unit

Student Counseling is dedicated to helping students address personal or emotional problems that hinder them in achieving a fully beneficial experience at AU and realizing their full academic and personal potential. Student Counseling Services utilize a service system that emphasizes trust, respect, confidentiality, and compassion. Its overall goal is to maximize student success by attending to any emotional or personal needs which may impede learning. Through personal counseling, students learn to take charge of their lives, acquire skills necessary for adjusting to the demands of university life, and overcome difficulties that may prevent them from meeting their academic and career goals.

Student Counseling Policy

To maintain high standards and fully address the personal growth, psychological needs, and emotional wellbeing of students, AU provides student counseling services. The Student Counselor makes assessment and provides individuals, and groups, experiencing personal problems with support and guidance and assists them in overcoming obstacles to their educational success.

Personal Counseling

a. Refers to one-on-one counseling with each student on a regularly basis. Students are seen for a multitude of issues that range from typical developmental challenges to more serious adjustment and mental health issues.
b. Listening to student complaints, working to find solutions, and informing parents about the academic status of their sons and daughters.
c. Individual counselling is often indicated for students who are struggling with a variety of concerns. We are specialized in short-term counselling. We offer short-term individual counselling to AU students for a variety of concerns including exploration of identity and values, relationship problems, low self-esteem, stress, loneliness, mood disturbances or depression, body image or disordered eating concerns, trauma and/or abuse, and academic concerns or motivation.

Group Counseling

Group interventions entail working with a small number of students (2-8) who share similar concerns and treatment goals. Group counseling addresses either general or specific issues. This form of counseling facilitates the healthy exchange of experiences, provision of sympathy and support and the development of skills necessary for effective coping and problem solving. Group counseling is a free and confidential service open to all students enrolled at AU. Group counselling is a therapy format approaches issues of personal growth using interpersonal interaction. Group interactions provide an opportunity to build relationships and receive interpersonal feedback about how we experience one another.

Workshops

The workshop program is designed to give students an opportunity to get together and interact with each other in furthering their own and others' understanding of specific topics. Through small group discussions, individual, and group exercises students will have the opportunity to share experiences, as well as to learn and practice new skills. Different workshops are offered each semester to cover various areas like time management, managing anxiety, self-confidence, body language, emotional intelligence, managing mood and understanding and managing panic attack.

Members of the CU facilitate most workshops, while others are presented by external experts with experience in particular fields.

Counseling Services Sanctioned by the University

In some instances, students may be referred or mandated to receive counseling services. These instances include but not limited to low academic performance (as measured by GPA), and behavioral conduct issues. Confidentiality for these students is limited as the counselors are responsible to communicate with referral source to provide the following information: student's attendance and participation, treatment plan, and progress reports. Students are informed regarding the limits of confidentiality in such cases. Only the information relevant to referral reason is shared with the referral source, and counselors maintain confidentiality for client's information that is not necessary to share with the third party.

Procedures

Eligibility

Counseling services are available to all currently enrolled**,** graduate, and undergraduate students. There is no fee required from students to utilize this one-to-one counseling service provided by the Student Counseling Unit.

Confidentiality

Any communication between a student and a counselor is considered confidential. The confidentiality of the counseling sessions is protected. No student records are released to others (even within the university community) without the written consent of the student. If it becomes clear in the counseling session that there is a real danger to oneself or to others, the counselor is required to inform the Dean of Student Services, to a parent or someone close to the student. The confidentiality rule does not apply in this case, but should go no further than the persons mentioned.

Access

Students are encouraged to make an appointment with a personal counselor to discuss their concerns. A personal counselor is available on campus.

Referrals

The Student Counselor provides referrals to qualified psychologists, psychiatrists and therapists equipped to aid students with psychological problems, learning disabilities, and/or other serious issues. If the referred student would like to maintain the involvement of the personal counselor, the counselor may request a copy of the report of the external visit and may follow up with the therapist regarding the student's treatment.

22.2 Orientation program for new students

AU gives special attention and assistance to new students to ease the transition between life at high-school and the university. For this purpose, a special program has been designed and run a number of time throughout the academic year at the department level to familiarize students with the curricula, facilities, department activities, future opportunities, etc. Departments are required to engage the Deanship of Student Services (DSS) in at least one of these activities in order to provide students with more focused details about student life, clubs, student counseling, career and other services. Senior students trained by the DSS may as well be engaged as advisers on non-academic issues.

23. Student Life

The Office of Student Life (OSL), at Ajman University is designed to complement the academic experience and enhance the student experience through a wide range of co-curricular activities, programs, and services. It plays a dynamic role in the students' journey by organizing a series of cocurricular activities, events, programs and initiatives that meet the needs, skills, and interests of every student, cover all aspects of their social, cultural, artistic and sports activity, and enhance their leadership skills. The OSL also oversees the work of many clubs and student leadership bodies and provides them with the needed support to develop their work and implement their activity plans.

23.1 Student Activities

The Office of Student Life (OSL), organizes many activities that span a wide range of interests, covering social issues, culture, art and sport. It also acts as the central support for the numerous student societies. OSL provides and organizes the following social, cultural, art and athletics activities:

Social Activities

These activities aim at widening and promoting the social aspects of the students' personality, thus activating and developing their role in building society and its social institutions. These activities also aim at training students in group and voluntary work. Moreover, there are several other social services and activities offered by the social division throughout the academic year such as:

- Welcoming, guiding and integrating new students in their new community.
- Organizing social activities, events as well as awareness and volunteering campaigns that contribute to raising social awareness among students, such as the campaigns relating to breast cancer, smoking, cleaning beaches, etc.
- Celebrating social and religious events as well as national holidays that strengthen friendship bonds and interdependence among students, such as the celebration of the UAE National Day, Martyr's Day, Teacher's Day, Women's Day, Ramadan, etc.
- Supporting civil society institutions and philanthropy, as well as organizing field visits and participating in social and humanitarian activities that enhance students' social personality and positive interaction with their surrounding community, such as welcoming orphaned children, visiting elderly nursing care centers, supporting people of determination, etc.
- Supporting and promoting student humanitarian and social initiatives and projects, including trips in the UAE and abroad, small businesses support, and graduation projects for students.

Cultural Activities

OSL organizes a series of intellectual and cultural activities throughout the academic year. These activities aim at stimulating and enriching both intellectual and cultural aspects of students' personalities. They also contribute positively to building a solid intellectual and cultural background, and help students distinguish between constructive and destructive thinking in their campus life.

Cultural activities organized by this office include the following:

- Organizing cultural festivals which highlight the cultural diversity that characterizes Ajman University, such as AU Global Day, Heritage Day, etc.
- Organizing and participating in lectures, seminars and intellectual and cultural conferences inside and outside the University that promote cultural and intellectual diversity.

- Organizing competitions of poetry, prose, short story and literary subjects to discover and enhance the students' talents.
- Training students in public speaking and organizing competitions to discover and develop these talents and offer students the opportunity to present various University events.
- Organizing poetry evenings and hosting distinguished poets.
- Supervising the students' magazine and encouraging students to participate in it.
- Participating in cultural competitions organized by cultural and intellectual institutions in the UAE.
- Organizing student trips to cultural and tourist attractions in the UAE and abroad.

Student Clubs

Student clubs play a vital role in enriching student life and strengthening friendship bonds between students. They aim to create a platform for all students to express their talents, ideas and cultures. The board is comprised of six students who are elected each year by the club members and under the supervision of the OSL. The Student clubs organize many cultural, social, recreational and scientific activities to enhance students' talents, develop their skills, and help them invest in their free time and achieve effective communication. They also provide students with the opportunity to develop their leadership skills, efficiently manage their time, take responsibilities, acquire team spirit and get involved in volunteering missions. Students will be able to implement their programs and plans with the support and guidance of the OSL. Student clubs attract students of all interests, cultures and aspirations, and are the main starting point for many student achievements and initiatives.

Student Clubs are divided into three categories based on their objectives:

1- Student Clubs which are formed based on the common talents and interests of students.
2- Student Communities which include students from a certain nationality or students who are interested in a certain culture.
3- Student Societies which include students from a specific major and organize activities that support their academic curriculum and enhance their skills.

These three categories aim to:

a. Encourage student participation in a variety of activities
b. Promote the spirit of cooperation among students, and encourage them to take on responsibility
c. Obtain student input regarding needs and wishes, and pass the information obtained to the OSL
d. Act as a liaison between students and OSL supervisors
e. Meet with OSL members on a regular basis
f. Promote ethics among students and encourage them to abide by the rules and regulations of the university

Procedure

- All clubs are open to all AU students during their study years, and students may establish clubs/communities that promote their common interests.
- All clubs/communities are required to fill in an event's plan highlighting all the event's details, budget and requests to be submitted to the supervisor, and all events requested should meet club/communities' goals in line with AU's vision.
- If the requested events were not included in the club's semester plan, it should be submitted at least two weeks prior to the actual event date for approval.
- Clubs/communities must hold elections on yearly basis to select new board members.

- The Club's Board Members shall name an Advisor from among the members of the academic or administrative bodies. S/he shall be responsible for supporting, mentoring and guiding the club.
- The budget for each student club is determined at the beginning of the academic year, and the Clubs' Presidents shall be notified. The Club President shall request the budget for each event at a time through the ORS system at least 5 working days prior to the event to get the required approval. S/he shall reimburse the official expenses receipts with the remaining amount, if any, after the event and within 3 working days.

Club/Community Membership

1. Memberships expire a year after registration and open for renewal the following year
2. Registration is open throughout the year but, will be closed one-week day prior to the board members' election of the selected club/organization.
3. Students may register as members of as many clubs/organizations as they wish.
4. Each club has to start with the minimum of 10 members and should increase this number by 10% every semester (part of the club's achievements)
5. Each club should host at least two activities on campus each semester. Typical activities could include, but are not limited to participating in the annual club fair, hosting a fundraiser, coordinating a service project, sponsoring a program or attending a conference; or else will be an inactive club and will be deprived from the budget allocated to it per semester, will be subject to cancellation.

Establishing a Student Club/Community

1. Applicants should submit a completed Student Club/ Community Registration Form, a list of the names and ID numbers of at least 10 students interested in being members of the club, a written proposal indicating the purpose of the club/ Community including its mission and goals, and the proposed club's/ Community's constitution stating the club's/ Community's rules and regulations (forms are available to be collected and filled at the club's supervisors' desk).
2. Completed Club/community Registration Form must be approved by the Unit's manager and the Director of Student Life.
3. It is recommended to select a faculty/staff advisor for the club/community where he/she guides and share his/her expertise with the members.
4. Once officially registered and recognized, a student club/community must have an official name, logo and mission that should be approved by the unit's manager in 3 weeks' time.
5. All clubs are obliged to operate in compliance with university rules and regulations.
6. All clubs and communities' events have to be in line with AU's vision and mission
7. For communities, it is preferable that the president of the club is a citizen of the country the community represents.
8. Each club and community must submit a semester's plan with all activities wished to be carried out.

Club/Community renewal process

1. The board members' life cycle is one year, elections process should start afterwards to give an opportunity for other members to be board members.
2. Any modifications request in the club's name or logo should be requested by the club's president from the club's supervisor's office and will be subject to approval in 3 weeks' time
3. Once approval is granted, clubs are announced as functional

Club/Community Events and Activities

1. Representations of the community's cultural events should be presented in the communities' semester plan.
2. During any event held by a club/community, students may seek advice from the club's advisor, supervisor and if needed the student's activities and development manager.
3. Once an event is approved by the student's activities and development manager, media and marketing aspects are to be covered by the Unit.
4. All Events have to be submitted by the club\community's president
5. Each club should utilize their talented members' skills during their carried-out events.
6. Each club should not exceed their 2k semester budget.

Club/Community Nomination and Election

1. On yearly basis, clubs/communities must hold elections to select new board members.
2. Club/community executives are required to serve one complete year in their posts.
3. Students cannot run for more than one of the top four positions of two different clubs simultaneously; however, they are able to run for a top position and a lower position in two different clubs/organizations.
4. Any student who is found in violation of the Student Disciplinary and Academic Integrity Policy or UAE laws will not be eligible for board election to clubs/communities. All nominees will be subject to background checks, and the Management reserves the right to remove those who are found in violation of the Student Disciplinary and Academic Integrity Policy or UAE laws from the election process.

Conduct of Students on Student Council or Boards of Registered Clubs/Communities

Students on Student Council or on the boards of registered clubs/communities are considered role models for their peers. AU expects all board members to adhere to the highest standards of ethical behavior. A student on any board who is found in violation of the Student Disciplinary and Academic Integrity Policy or UAE laws during his/her tenure will be immediately ejected from the club/organization and discharged of his/her responsibilities from the date of receiving the notification from the Dean of Student Services.

23.2 Art Activities

The OSL is keen in promoting the aesthetic and artistic aspects of student life and seeks to further develop these. Throughout the year this office arranges participation in the following activities:

- Holding art exhibitions that showcase the work of talented students in painting, sculpture, calligraphy, photography, and decoration to enhance their self-confidence and develop their skills.
- Holding fine arts competitions for talented students.
- Organizing a fine arts festival at the level of the UAE universities and distributing awards.
- Organizing various fine arts workshops and hosting artists and experts to enhance students' talents and skills.
- Participating in competitions and exhibitions in the UAE.
- Assisting in the decoration of AU events.
- Encouraging students to invest in their time, visit fine arts centers and participate in their ongoing activities.

23.3 Sport Activities

OSL offers athletic and recreational programs that help develop the whole person, and provide AU students an environment that promotes and supports academic, athletic and personal achievement. As an important part of the strategy and vision of AU, the university has a wide range of sporting facilities. These include playing fields for football, handball, basketball and volleyball. In addition, the gymnasium is equipped for a variety of sports and there are further facilities for chess, billiards, tennis, etc.

The office also organizes sporting events and participates in many indoor and outdoor athletic championships, such as:

a. Inter-college teams
b. Forming university sports teams and regular training sessions
c. Participating with universities and colleges from across the UAE in championships and sporting competitions organized by the Higher Education Sports Federation
d. Promoting health and fitness through body-fitness programs and courses in track and field sports, games and swimming
e. Ensuring that the university sports facilities and equipment are updated
f. Ensuring that safety standards are upheld.

23.4 Leadership Program

The OSL organizes the Leadership program to train students and enable them to be leaders by providing them with the required leadership skills and the arts of effective communication, and helping them discover their abilities in achieving the goals they have set for themselves. The program also aims to support students in addressing the obstacles that may stand in their way to reach their personal ambitions, and paving the way for leadership. This program includes:

- Leadership sessions: These free-of-charge sessions are organized at the beginning of each semester to provide students with the means and skills to be innovative leaders. It is noteworthy that they are in accordance with the highest quality standards.
- Peer Leaders: They are a group of qualified students with leadership skills, communication skills and general knowledge of the University. They guide new students and help them integrate in their new community.
- AU Ambassadors: They are a group of distinguished students selected by the Office of Student Life upon passing the evaluation interview. They act as student representatives at on and off campus events, welcome topnotch figures and assist in organizing Major events at AU.
- Leadership conferences: Participating in Leadership conferences and workshops provides students with an exceptional opportunity to develop their skills, leadership personality and self-confidence, and engage in different experiences. For instance, the Office of Student Life is keen to participate in the MUN conferences every year, and organizes preparatory workshops and training courses for the participants to ensure outstanding performance and useful participation of ambassadorial students.

Students Role in Institutional Decision Making

Ajman University considers its students to be an important element of its operations and events and values their opinions and suggestions. Students can submit their written concerns/suggestions to the Dean of Student Services, the Vice-Chancellor or to the Chancellor via the appropriate channels.

The Chancellor's Student Advisory Council (CSAC)

Ajman University is committed to providing a forum for students to provide their feedback on a variety of topics through their participation in "the Chancellor's Student Advisory Council" (CSAC), which shall be composed of students from diverse colleges and nationalities. Members of the CSAC shall act in an advisory capacity to AU Chancellor and openly discuss their issues on various academic matters. Members of the CSAC will meet with the Chancellor once a semester.

23.5 Student Council

Student Councils represents the voice of the students and provide leadership in assisting and organizing activities for all students. There are opportunities for any student to serve as a member of the Council. Those interested in being considered for membership on the Student Council, should apply to the Office of Student Life.

AU recognizes two single-gender student councils for male and female students. Each student council consists of 15 members, where (10) members are nominated by schools and colleges while the rest (5) members are chosen through campus-wide elections. The Student Council mission is to represent the students and give them the opportunity to communicate their views and concerns. It provides resources for the various student organizations and clubs, offering guidance and support in an attempt to build a generation that is established on the notions of teamwork, dedication and responsibility.

Council Election

Article 1: One-third of Student Council members (i.e. five members) shall be elected through a direct general election by means of a secret ballot.

Article 2: Any candidate running for Student Council (SC) membership shall satisfy the following conditions:

1. be a regular student of AU;
2. be not younger than 18 years of age;
3. be of good conduct and sound reputation;
4. Must not have been convicted of any felony or misdemeanor involving moral turpitude or dishonesty, unless he/she has been rehabilitated.

Article 3: The DSS Student Council Elections Committee shall be formed and charged with the following responsibilities:

1. Setting a timeframe for submitting candidatures;
2. Receiving candidatures form interested students;
3. Reviewing candidatures to ensure that all conditions are satisfied;
4. Considering and adjudicating appeals filed by or against any candidates;
5. Publicizing the list of candidates and post it on the announcement boards of each college;
6. Receiving and adjudicating objections lodged against any candidates;
7. Establishing rules and procedures for constituting the electorate;
8. Fixing the election date and announce the method of voting;
9. Overseeing the election process.

Article 4: - The Student Council Campaigns and Elections are held electronically. The Voter needs to visit the e-vote link on the day of the election to select the nominee of her/his choice. The results are then generated also electronically and announced by DSS Officials on the second day. After that, two Councils are formed (male and female) of 15 members each. A meeting to decide the distribution of roles within the Council in conducted in the presence of DSS representatives.

Article 5: Candidates shall have the right to conduct pre-election campaigns in accordance with such regulations as are promulgated by the Committee.

Article 6: The rules and procedures of Student Council election shall be as follows:

1. Voting shall start at 8:00 a.m. on the day of election;
2. Voters shall use their usernames and passwords to sign into e-vote where they can cast one votes only.

Article 7: Supplementary elections shall be held on the second day in case of parity of votes between two or more candidates, which raises the number of winners above five.

Article 8: In all cases, if the supplementary elections result in another tied vote, the Committee shall resort to a drawing of lots among the tied candidates to fill in the required seats.

Article 9: In case any of the nominated candidate is unable to join the SC, priority will be given to the nominated candidate over five according to the rank.

Article 10: The Committee shall receive election appeals within 48 hours of the announcement of results. The Committee shall consider and adjudicate such appeals within a period that shall not exceed 48 hours from the date of receipt of each appeal, and the Committee's decision on this matter shall be final.

Article 11: In its first session, the Student Council shall elect by an absolute majority of its members the Council Chairman and Vice-Chairman from among the members of the Council who are nationals of the United Arab Emirates. The session shall be chaired by the oldest member of the Council.

23.6 Student Operated Media Policy

Ajman University (AU) has put in place student-operated media to allow students to share their experiences and success stories during their university life. Students from all disciplines can be part of AU student-run media, overseen by the Office of Student Life (OSL) and the Counseling Unit (CU), and supervised by qualified editors, appointed by these two offices. In addition, a qualified faculty, appointed by the VCAA, shall act as supervisor/mentor to ensure the quality of publications.

The OSL oversees the publications of the students in "Meem Times", an e-magazine published in both Arabic and English, at the end of each semester. The CU oversees the publications of the students in another e-magazine called "Voices". No other student-run media is currently permitted by the University. For initiating a new student-operated media, proposals shall be submitted to the VCAA for approval.

The following procedures shall be followed regarding publications in the student-operated media:

1. The OSL and CU invite the students for article submissions.
2. Articles submitted by the students shall be reviewed by qualified editors, among the University faculty, as appointed by the Managers of the OSL and CU.
3. Only the edited articles approved by the appointed editors shall be published in the e-magazines.
4. The e-magazines shall be sent to all students via email and also published on the OSL and CU websites.

23.7 Health Services

The University Health Clinics seek to complement the academic mission of AU and are dedicated to providing educational, supportive, consultative healthcare services to students, staff, faculty and eligible dependents. In doing so, the Health Clinics strive to make the campus a healthy and safe place to study, work and live.

Services

The Medical Services Administration provides the following primary healthcare, within available capabilities, through its clinics:

a. Round-the-clock services for males and females
b. General Clinics: primary healthcare, treatment, preventative medicine and health education on common diseases through the general practitioners to the university community
c. Nursing: comprehensive nursing care and services, including routine and emergency cases, recording patient details and providing treatment
d. Reception: receiving patients, preparing the patient files and records, recording personal data, preparing daily, monthly and annual statistics
e. Medical Lab: carrying out medical tests and running tests referred from university physicians for nominal fees
f. Referral System: referring urgent cases to hospital specialists
g. Following up chronic cases and coordinating referrals to hospital specialists if necessary
h. Carrying out medical checkups for new students.

23.8 Smoking Policy

Exposure to second-hand smoke and the use of tobacco products are significant health hazards. In order to maintain a healthy environment at AU and to promote the prevention of illness and encourage students, faculty and staff to lead a healthy lifestyle, a smoking policy has been put in place to reduce the use of tobacco products on campus.

For the purpose of this policy, "smoking" refers to inhaling or exhaling, burning, carrying or processing any lighted tobacco products. “Tobacco products” include but are not limited to any lighted cigarette, cigar, pipe, midwakh, dokha, bidi, electronic cigarette or any other smoking device that emits smoke/vaping, along with any form of smokeless or spit tobacco such as dip, chew, or snuff.

The objective of this policy is to reduce the number of smokers on campus and to support those who wish to stop smoking; discourage freshmen students from starting the habit as university students and to raise awareness on the dangers of smoking.

Roles and Responsibilities

Every member of AU community is responsible for the enforcement, maintaining and communication of this policy. Responsibilities include:

- Complying with the policy and communicating it to others
- Cooperating to regulate smoking behavior on campus
- Protecting non-smokers from being passive smokers
- Maintaining a healthy environment throughout the campus

Those responsible for the application of the policy are the EHS Committee, Unit of Community Services, security guards, Office of Student Services, and Office of Human Resources.

While students, faculty and staff members, and visitors are encouraged to make healthier choices, AU has created clearly-marked designated smoking areas. Seven open areas on campus have been designated for smokers, equipped with benches and ashtrays: (refer to following map).

Building	Section	Block/ Entrance
Student Hub Building	Male	Main Entrance
	Female	Main Entrance
J1 Building	Male	Block A
	Female	Block C
J2 Building	Male	Block A
	Female	Block B
Sheikh Zayed Center for Exhibition and Conferences	Male	VIP Entrance

Sanctions (Students)

There is a three-level warning system in place for AU students caught smoking outside these above-mentioned designated areas.

First time violation

The student will be given a verbal warning by the University Security and their ID will be confiscated. The student will need to meet with the EHS Committee to discuss the violation and collect the ID card within 48 hours. If the student refuses to hand in their ID, they shall be referred to the Student Disciplinary Committee.

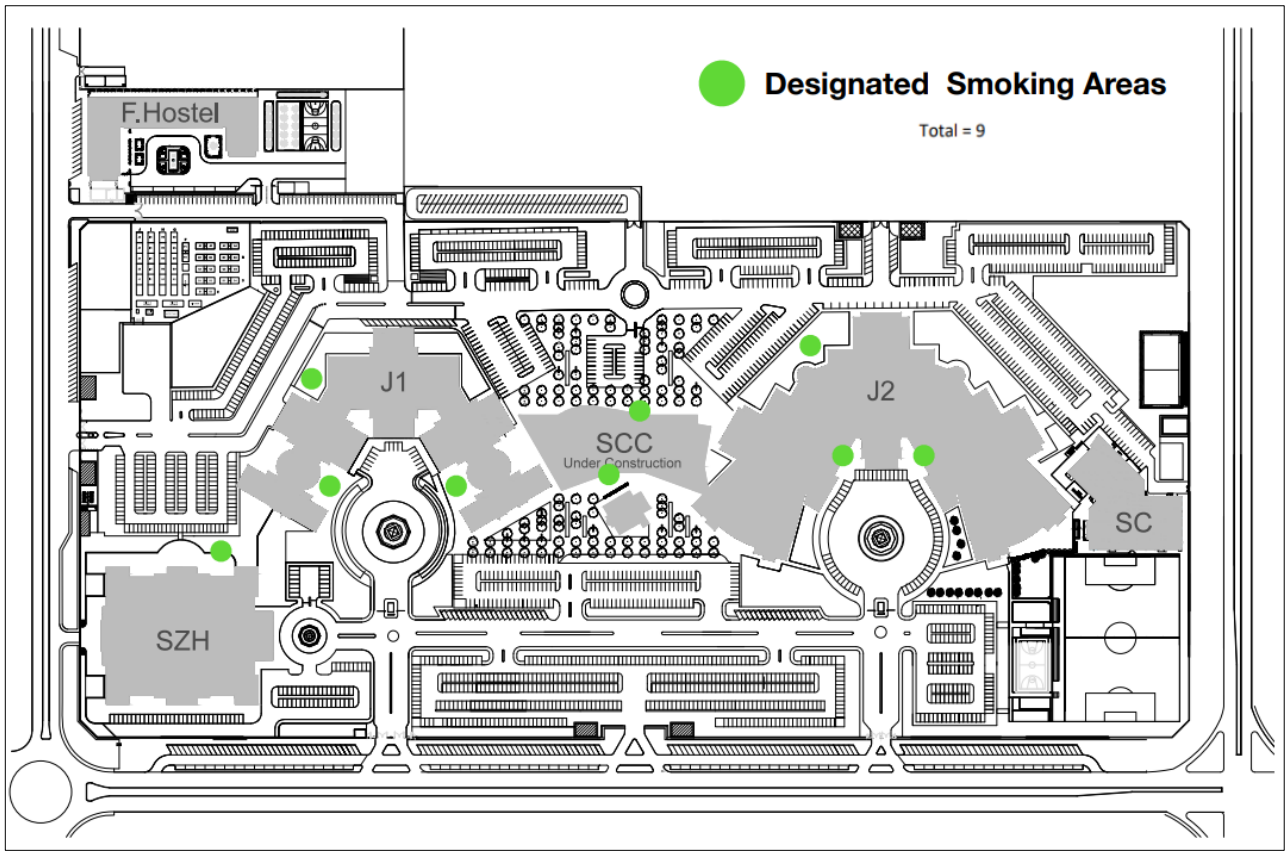
Second time violation

Should the student be caught violating the policy a second time, he or she will be given a first official written warning, which will be placed in his/ her file and sent to his/ her student email.

Third time violation/ repeat violators

The student will be subject to disciplinary action as determined by the Student Disciplinary Committee. In addition, the student will also be required to complete 5 hours of community service.

Designated Smoking Area Outdoor Locations


Designated Smoking Areas
Total = 9
F.Hostel
J1
J2
SCC
Under Construction
SC
SZH

24. Facilities

24.1 Residence Halls

AU has two student dormitories that are fully furnished with services. They can accommodate respectively 500 female students; and 300 male students. Students are provided with a shuttlebus between dormitories and the University. The female dormitory is comprised of six floors with a total area of 15,500 m². Students are provided with three different types of rooms: single, twin and triple bed rooms with in-suite bathrooms and kitchenettes. The dorm also includes a multi-purpose hall, study rooms, Cinema, Laundry rooms, lounges, entertainment hall and a gym. Free Wi-Fi connection is available in all rooms.

24.2 Dining Services

AU dining services area is located in the ground floor of AU student hub linking the two major academic buildings J1 and J2. The campus has separate dining areas for male and female students that offer a variety of meals and beverages from recognizable brands such as: Tim Hortons, Hardees, Pizza Hut, Baskin Robbins, Daily Fresh, Harrods Potato, Haelthya and Sarangbang Mini Mart that stocks a range of everyday items such as snack foods, confectionary, soft drinks and stationarity. These dining-service shops open through the week days from 8.00 AM – 7/8/9 PM. Some of them open on Saturday to serve the students of week-end classes. It also features comfortable dining seats and socializing spaces. The University has also vending machines offering beverages and snacks across all campus buildings ready to serve the students.

24.3 Transportation

The Transportation Unit is responsible for facilitating commute between student residences or residential halls and the University campus. The unit also provides students with transport to activities outside the University, such as visits to scientific and entertainment events, lectures or conferences. Two standby buses are available around the clock to cover emergency requirements.

24.4 Reprographic Center

Ajman University (AU) Reprographics Centre undertakes printing and photocopying, and the provision of stationary material to AU students, colleges and offices. The reprographics Center offers an efficient printing and copying service that includes, bulk photocopying, digital black & white and full colour copies, plotting, mounting and laminating, binding and finishing services.

The Reprographics Centre is located in the Student Hub next to the dining Area.

The center is open from Sunday to Thursday, 8:00am to 6:00pm.

If you have any queries on reprographic services, please contact Mr. Mohammad Hussain (supervisor).

Name	Contact	Email
Mohammad Hussain	06-7056937	m.hussain@ajman.ac.ae

24.5 Access for People with Disabilities

AU exerts considerable effort to ensure an accessible, welcoming environment for individuals with disabilities. AU facilities are generally accessible to students who use wheelchairs. Automatic door openers are provided at the main entrances and some are accessible with assistance. Ramps, interior layout, circulations, lifts,

classrooms and restrooms are designed to allow use by handicapped persons. Handicapped parking spaces with convenient access to the building entrances are reserved for students with disability.

24.6 Sport complex

The complex includes courts for volleyball, basketball and handball; a retractable spectator's seats; a semi Olympic swimming pool and two gymnasiums; changing rooms and showers. AU has a standard football ground, a basketball court and a volleyball court. The courts include changing/shower rooms and bleachers for spectators during sporting events. The sports complex also includes outdoor playing fields for volleyball, basketball, and football.

24.7 Main Mosque building

The mosque accommodates up to 350 prayers and it serves university population and the surrounding neighborhoods by providing an access from outside the University's site.

25. Student Complaints

1. Statement

Ajman University (AU) strives to fulfill the needs of students through quality education and aims for the highest standards of excellence in all its activities. AU takes any legitimate student complaints very seriously in relation to the provision of services, and attempts to solve them in a clear, transparent, and objective manner.

This policy does not intend on replacing other complaints mechanism existing within the University, and complaints of the following nature are not within the scope of this policy:

a- Anonymous complaint

b- Student grades or examination results

c- Disciplinary issues related to the Code of Public Conduct

2. Scope

This policy applies only to the complaints received through the "inquiry@ajman.ac.ae".

3. Policy and Procedure

1. All complaints will be handled with discretion and confidentially to ensure that the interests of the student as well as the member of faculty and staff are respected and preserved.
2. All complaints sent to inquiry@ajman.ac.ae will be received on Kayako (ticketing system) as a ticket assigned to the inquiry team.
3. The student will receive acknowledgement email of their complaint - indicating that they will receive a reply shortly.
4. The inquiry team will check the complaint and assign it to the concerned office/college.
5. Once the ticket is assigned to the concerned office/ college, a notification mail will be sent to the representative of concerned office/ college with the ticket number and link.
6. The SLA of sending any resolution from the concerned team is within 2 working days and then the concerned office/college should update the ticket as completed if no other action is required from their side.
7. Once the ticket is completed, a survey will be sent to the student via email to check their satisfaction.
8. If the student is not satisfied with the final resolution or reply, he/she can send back the complaint within 5 days, and accordingly, the ticket will be reopened. A notification mail will be sent to the concerned office/college that the ticket has been reopened. However, if the student sends after 5 days from the final resolution or reply, a new ticket will be created.
9. If the concerned team still needs more time to work on the complaint, they will send an email to the student through Kayako to inform them that they are still working on the resolution of the complaint and they will receive the reply shortly.
10. If the student didn't receive a reply within 2 working days, the ticket will be escalated to the office manager through a notification email.
11. If the student still didn't receive a reply from the concerned office/college, the escalation will continue till it reaches the Chancellor's office.

12. A report can be generated from Kayako that shows how many complaints were received and the percentage of the complaint tickets which were resolved within SLA. In addition, the report will show the satisfaction rate.
13. The reports are stored on cloud server, and they can be generated at any time after determining the complaint period. The reports are generated as excel sheet, and the reports shared are presented in a form of data in charts.
14. Only the concerned office/college can access their related complaint tickets.

26. Student Athlete Class Attendance Policy

1. Statement

As part of the continuous efforts to promote and develop the Sports Program at AU, *Office of Student Life* (OSL) has the privilege to propose the AU Student Athlete Class Attendance Policy in order to help AU Student Athletes succeed educationally by maintaining the balance among academic, athletic and personal growth.

Student Athletes are expected to attend all scheduled classes unless excused by the professor/instructor as a result of scheduled intercollegiate sports competitions that conflict with classes. However, Student Athletes should make an effort to schedule classes that limit the amount of class missed due to scheduled intercollegiate sports competitions and associated travel.

2. Scope

It is the responsibility of the Student Athletes to notify their professors/instructors in advance of impending class absences due to intercollegiate sports competitions. If a Student Athlete has provided an official excuse letter in a timely manner, the professor/instructor may not penalize the Student Athlete academically for these absences and is expected to provide reasonable assistance to the Student Athlete concerning instruction and assignments that were missed. Classes should not be missed for practice, meetings or other non-competitive reasons. Student Athletes are not permitted to participate in intercollegiate sports competitions on any day on which final exams are scheduled.

3. Procedures

- Student Athletes must consult with their professors/instructors and coaches in advance to eliminate as many conflicts between classes and intercollegiate sports competitions as possible.
- Student Athletes should request an official excuse letter from the Office of Athletics when intercollegiate sports competitions conflict with their classes. Student Athletes are expected to give as much notice as possible to the Office of Athletics.

Student Athletes should submit the official excuse letter to their professors/instructors prior to the scheduled games or matches. Nevertheless, it is understood that weather condition and sports tournament play might result in late changes to the schedule. If a late schedule change is made, Student Athletes are expected to communicate with their professors/instructors and inform them accordingly

27. The Career Counseling Center

The Career Counseling Center endeavors to serve AU students and alumni by educating them to successfully identify, plan and pursue their career goals. The center supports the mission of the university in its three dimensions - education, information and investment - by providing quality services which will enhance clients' employment potential, and by liaising with prospective employers. To achieve its mission, the Center is assisted by AU Alumni Association, a non-profit organization which aims to enhance interaction between alumni, students, the university and the community.

Objectives

The Career Counseling Center aims to:

1. Help new students to select courses appropriate to their career interests and aspirations
2. Help students and graduates in decision-making, goal setting and planning for their careers
3. Offer guidance to students and graduates regarding the skills necessary to meet evolving job requirements
4. Help students and graduates acquire effective job search skills
5. Signpost students and graduates to job search resources
6. Provide AU with job-market information to aid academic planning
7. Seek recruitment, internship and voluntary or part-time opportunities for students and graduates through liaison with businesses, governmental bodies and organizations
8. Establish a plan for assessing the performance of career services and activities
9. Establish and foster lifelong professional and personal relationships between the university and its alumni
10. Promote communication between alumni, and between alumni and the university
11. Promote the Alumni Association within the university and engender goodwill, understanding and support for the university in the wider community
12. Offer alumni opportunity to contribute to and participate in the university's decision-making processes
13. Establish fundraising mechanisms for the Alumni Association

Services

The work of the Career Counseling Center includes: Organizing:

- Career days
- Social and cultural events
- Alumni clubs and forums

Providing services

- Career guidance
- Group and individual counseling
- Employability skills development
- Psychometric tests
- Informing:
    - Posting job advertisements electronically and on campus notice boards
    - Employer portal
    - Job seeker portal
    - Classified jobs

28. Student Success Center

The Student Success Center (SSC) offers a variety of student-centered services to ensure academic excellence. From free tutoring, individualized academic coaching to tailored workshops, the Center will provide the tools and resources necessary to achieve its mission. The SSC has a mandate that goes beyond employment training and deep into producing competent, confident, and capable professionals who will contribute in developing their society.

The SSC will help students reach their full academic potential and thrive during their University years through early identification of students at need for academic support and through providing comprehensive support tailored to the needs of the student to help develop capable and well-rounded graduates who will enter the work force and help foster a forward thinking and progressive society.

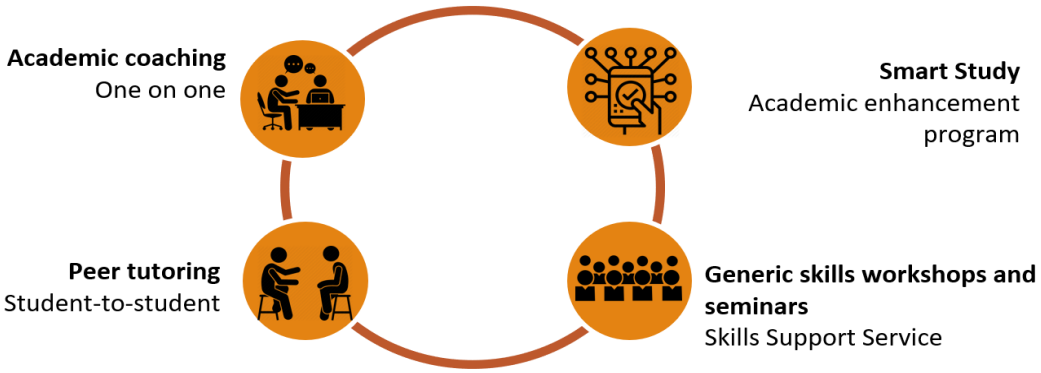
Objectives

With close liaison with college Deans, faculty, managers and students at AU, the SSC will:

1. Conduct needs assessment surveys to explore the students' academic challenges and weaknesses that are in most need for addressing through the SSC.
2. Identify students in need for academic support and provide the needed mentoring through different strategies to ensure that the students excel in their academic performance.
3. Deliver a series of workshops, seminars, tutorials and other activities that assist in enhancing a range of skills needed for a successful academic performance.
4. Conduct regular reviews to assess its effectiveness and ways to improve its functions.

Support provided by the SSC

The SSC will provide a range of personalized student-tailored services as shown in Figure 1.



29. Continuing Education Center

Continuing Education Center (CEC) is a leading provider of training and professional development programs for individuals and corporate groups in UAE and Gulf. The training unit offers a wide range of courses in the fields of Dentistry, IT, Business, Project Management and English. Ajman University is sanctioned from well-known global training and testing organizations, such as Project Management Institute (PMI), Wiley for CPA and CFA and IMA for CMA.

1. Training Methodology

a. **Training Needs Assessment:** shall be conducted upon clients request to Identify required courses that meet organization business objectives
b. **Pre-Assessment:** it is done to identify the gap between current and required skill set and knowledge
c. **Instructor-Led Training:** our Trainers uses various styles while delivering the training such as presentations, discussion boards, practical cases, labs and much more
d. **Post-Assessment**: To check the level of skills and knowledge gained after the training
e. **Trainer's Follow up**: trainees has the right to ask the trainer any question by phone or email after finishing the training up to 1 month.

2. Training Fields

- Business and Management
- Project Management
- Finance, Auditing and Accounting
- Information Technology
- Information Security
- Leadership and Soft Skills
- Strategic and Operational planning
- Innovation, Creativity and Entrepreneurship
- English as a foreign Language
- Arabic for Non-Arabs
- Special Education
- Dental Courses

30. Student Rights and Responsibilities

Student Rights

- Every student enjoys all rights and freedoms recognized within the University by the Laws of the United Arab Emirates as long as this does not violate the Code of Public Conduct.
- Every student has the right to fair equal treatment by the University. A student has a right to be free from discrimination based on ethnicity, color, religion, gender, marital status, nationality, language, or personal handicap. However, a distinction, exclusion, or preference based on relevant academic or physical aptitudes required and made in good faith is considered to be non-discriminatory.
- All students have the right to have an environment supportive of the University's mission and their own educational goals.
- Students can function in their daily activities safely and easily.
- The university is committed to ensuring that adequate measures are taken to protect the security of students on the university campus.
- AU respects the student's right to privacy of personal information. This implies that information disclosed by the student and for the student is considered to be personal; this information will not be disclosed to third parties without your consent. A permanent record for each student enrolled in the University is maintained by the Office of Admissions and Registration. The written consent of the student is officially required to disclose his/her academic record. Exceptions are made for parents, sponsors, and authorized AU officials and in compliance with a judicial order.
- AU shall make sure that students know their rights and responsibilities, as well as applicable University policies and procedures. The university's obligation under this section is fulfilled when the university makes copies (hard or on the university website) of the Student Handbook available to every student upon being admitted to and entering the university.
- Students have access to help them in managing their own affairs, increasing self-awareness, career planning and personal decision making;
- Students have access to established grievance procedures.
- Students have access to various activities beyond the classroom, which support intellectual and personal development.
- Students have access to excellent faculty, academic technology, classrooms, libraries, presentations and other resources necessary for the learning process.
- Students have the right to get prompt and appropriate responses from the university's academic and administrative Offices.
- Every student has the right to quality education.
- Every student has the right to a fair and impartial assessment of his/her performance as a student.
- AU shall furnish students with relevant course information to enable them to make informed course selection.
- A student who is accused of a disciplinary offence has the right to present an appropriate defense.

Student Responsibilities

Students must behave in a manner that is civil and compatible with the university's function as an educational institution. Students are required to obey the rules and regulations of AU as laid out in the Student Handbook and University Catalog. In particular, students are expected to abide by all rules and regulations expressed in the Code of Public Conduct. Students are expected to familiarize themselves with this code and their obligations and responsibilities toward the university, its faculty and staff, other students and visitors to the university. In AU's community of learning, disruption of the educational process, destruction of property, and interference with the orderly process of the university, or with the rights of other members of the community, cannot be accepted. In order to achieve its objectives and function properly, AU has the authority mandate to maintain law and order and to discipline those who are disruptive of the educational process.

31. Student Disciplinary and Academic Integrity Policy

Article 1

Definitions

The following terms shall have the meanings ascribed to them below:

- University: Ajman University.
- Chancellor: University Chancellor.
- Student: All students enrolled at the university irrespective of their level of study, including the College of Dentistry internship students.
- Committee: The Student Disciplinary Committee (SDC).
- SPC: Student Plagiarism Committee.
- Penalty: The disciplinary penalty provided for herein.
- Examination: any form of assessed academic activity conducted orally, or in writing, whether in classrooms, laboratories, online, or any other medium.

Scope

Article 2

1. The provisions of this policy shall apply to all students' violations, be they academic or non- academic, which expose students to the disciplinary penalties provided for in this policy whether the violation has been committed on campus, at the students' hostels, during training, at the host institution for students under exchange program, or events organized or sponsored by the university.
2. Except for cases of plagiarism, all cases of disciplinary violations, shall be considered by the University-level Student Disciplinary Committee (SDC). Only the plagiarism cases shall be considered by the College-level Student Plagiarism Committee (SPC).

Article 3

1. The penalties provided for in this policy shall not apply to violations committed by the student off-campus except in the cases where such violations might bring the University into disrepute or are committed during events organized or sponsored by the university. Determining the same shall be left to the discretion of the Chancellor or his authorized representative.
2. This Committee does not have jurisdiction to hear the complaints submitted against faculty members or staff member, even if the complaint was submitted by students. However, if the investigation conducted by the Committee shows that a faculty member or a staff member might be involved, it shall inform the Chancellor.

Formation of the Committee and its Meetings

Article 4

1. The Committee (SDC) shall be formed by the Chancellor or his authorized representative. It shall consist of a minimum of five members, including a representative from the Deanship of Student Services. The Chancellor can also form an ad hoc Committee of no specific number of members to investigate or decide on special cases.
2. The Student Plagiarism Committee (SPC) shall be formed by each College Dean. It shall consist of at least three members.

Article 5

The Committee and SPC shall meet as needed at the invitation of its chairperson or co-chair in the absence of the chairperson. The meeting shall only be valid with the presence of the majority of the Committee's members. The Committee's meetings shall be chaired by a chairperson or a co-chair in the absence of the chairperson.

Article 6

Any of the Committee's members shall be excluded if s/he is a party to or a witness in the issue under consideration.

Article 7

The Committee and SPC may seek assistance from anyone whose assistance is deemed necessary for carrying out the Committee's work, including but not limited to, a secretary and a translator from the University who will not have the right to vote. The translator shall swear an oath before starting to carry out his/her duties.

Article 8

The Committee and SPC shall issue its recommendations by majority vote of members present. In cases of equal voting, the Chairperson's side shall prevail.

Filing a Complaint

Article 9

1. Any person shall have the right to file a complaint against a student who commits a disciplinary violation.
2. All complaints shall be in writing and supported by available evidence.
3. As per the procedures herein and regardless of the outcome of a complaint, no student shall be harmed as a result of filing a complaint unless it is proved to be malicious. In such case, the Committee can recommend the necessary penalty.
4. The content of the complaint shall not be disclosed to anyone other than those involved in resolving it.

Article 10

Disciplinary violations shall be referred to the Committee (SDC) by the Chancellor or his authorized representative. Only for plagiarism cases, the concerned dean shall refer the plagiarism cases to the College-level SPC.

Disciplinary Violations

Article 11

Any breach of rules or regulations of the University or customs and traditions of the UAE shall be deemed a violation that warrants disciplinary action, including but not limited to the following:

First: Violations of the Code of Public Conduct

1. Any act that violates the rules and regulations of the university or the units affiliated to it, or disrupts the requirements of the educational process on campus or off-campus.
2. Failure to abide by the dress code and public appearance code which are consistent with public morality.
3. Failure to comply with the instructions of the university security personnel or any of the university officials while performing their duties, such as student's refusal to prove his/her identity when so required or violating the directives and guidelines issued by the university, including those relating to Covid-19.
4. Any acts or statements or hints, expressed in person or via a social media outlet on-campus or off-campus, which constitute an insult to honor or dignity, or viewed as contrary to good conduct or might bring the university or its employees to disrepute.
5. Disrupting or causing disturbance to lectures, events, conventions organized inside or outside of the university, including online class sessions, events, activities, or proceedings by whatever mean(s) or incitement to do so. It also includes any disturbance to the arrangements or safety measures taken by the university relating to Covid-19.
6. Violation or disregard of health and safety rules and guidelines specified by the university and in particular those relating to Covid-19.
7. Using the university buildings or its physical or academic assets for purposes other than those intended without obtaining a permission from the university, or attempting to damage those assets.
8. Presence in places where students are not allowed or failure to observe the time schedules for entry of students.
9. Distributing leaflets or issuing magazines without a prior written permission from the university management.
10. Placing posters in places other than the designated ones without a prior written permission from the university management, or writing on walls or furniture.
11. Misuse of any of the means of student transportation such as buses or other means of transportation.
12. Possession of devices, films, pictures, tapes, newspapers or magazines which contain materials incompatible with morality and decency within the university and its facilities, including the university residence halls.
13. Smoking or using electronic cigarettes, etc. in enclosed areas on campus or at the university housing facilities.
14. Carrying firearm or white weapons or possessing inflammable or explosive materials; possessing,

using or selling drugs; circulating counterfeit money, etc.

15. Raising funds or collecting signatures without permission from the concerned authorities at the university or abusing the permission granted in this regard.
16. Using words, signs, images, graphics or any other means that offend national or religious sentiments.
17. Any behavior involving discrimination against any student or member of the university community on the basis of gender, religion, age, disability, race, nationality, color or origin.
18. Committing or attempting to commit a crime of any kind, including theft, forgery of documents or using forged documents.
19. Stealing educational materials or tests, or illegally obtaining the same.
20. Unauthorized access to the website or electronic system of the university.
21. Altering of grades or any electronically stored data.
22. Knowingly providing false information to any of the university staff, faculty or administrative units.
23. Misuse of university records, documents, accounts, proofs of personal identity and computer software.
24. Causing material or moral damage to the University in whatever form it takes.
25. Possession, consumption, distribution of alcoholic drinks or material, or being under the influence of alcohol.

Second: Violation of Academic Integrity – Plagiarism

1. An act of plagiarism is committed when one uses the ideas or work of other people and the representation as one's own original work. Ajman University deploys plagiarism detection software as well as other verification tools to detect any act of plagiarism.
2. Plagiarism encompasses a wide range of forms, such as:
   - Written research, books, articles, and theses.
   - Graphic illustrations, images, and motion pictures.
   - Graphs, maps and models
   - Audiovisual material
   - Online material
3. The following are deemed an act of plagiarism:
   - The submission of any work or academic activity, which is an identical copy of a section of someone else's work, without acknowledging the source and without quotation marks.
   - Submitting the same piece of work for assignments in different classes without previous
   - permission from instructors involved. This also applies when a student submits own previous work, or combining parts of previous works with current work, without approval from all instructors involved.
   - Borrowing phrases from a source without using quotation marks, or finds synonyms for the author's language while keeping to the same general structure and meaning of the original.
   - Neglecting to cite sources, or misquotes of sources, or paraphrases a source by using similar words, groups of words, and/or sentence structure without acknowledging the source.
   - Asking or hiring others to conduct research or an academic activity on behalf of the student without prior written permission from the course instructor or supervisor of the research or
   - academic activity in question.

- The deliberate provision of invalid research data or false data related to an academic activity, a questionnaire, or statistical work, which the student has been assigned to do.
- The false attribution of an innovation to one's self.
- Copying the content of online blogs without crediting the source.
- The use of audio-visual material without crediting the source.
- The use of graphic illustrations, images, motion pictures, and representing them as one's own without crediting the source.
- The translation of others' work to a different language and representing it as one's own without crediting the source.

Ajman University requires its faculty members to utilize plagiarism detection software for detecting plagiarism in both text and computer programs in the materials submitted by students for all types of assessments. The faculty is also responsible to detect plagiarism in submitted figures, images, graphic illustrations, etc. Furthermore, the faculty must regularly inform students that plagiarism in all its forms is not acceptable as per the University policy.

Third: Filming, taking pictures, and forms of unacceptable behavior in the classroom including online classes

1. Using cameras on-campus (be it via mobile phones, portable computers or any other electronic devices) in a way that has a negative effect on others and the standing and image of the university.
2. Making videos to record scenes of students attending online classes or taking their pictures as shown on the screen and sharing them through social media, email, websites, or any other public or private media platform.
3. Displaying or sending offensive messages, videos, or pictures.
4. Harassing, bullying, or annoying a participant in a classroom including online classes.
5. Using inappropriate language in an educational setting including online classes.

Fourth: Violations of Housing Rules

1. Accommodating unauthorized persons without the approval of the student housing management or allowing visitors to enter the housing facilities without prior written permission.
2. Failure to comply with the instructions of the university security personnel or any of the university officials while performing their duties, such as student's refusal to prove his/her identity when so required or violating the directives and guidelines issued by the university, including those relating to Covid-19.
3. Violation or disregard of health and safety rules and guidelines specified by the university and in particular those relating to Covid-19.
4. Modifying, replacing or moving student housing items.
5. Failure to observe the quiet hours specified by the housing management.
6. Using loudspeakers inside or outside of residential halls.
7. Any violation of the housing rules and regulations.

Fifth: Violation of Examination Rules

1. Violation of examination regulations, non-compliance with instructions of the examination hall supervisor or any of the invigilators, disrupting the peace and quiet of the examination, and/or causing examination delays.
2. Committing or attempting to commit any kind of cheating in an examination or assisting another student to cheat in any shape or form.
3. Providing false personal information on answer sheets or attendance list.
4. Possession or use of any communication, storage or any other electronic devices, during the exam, even if it is switched off. These include but not limited to: mobile phones, smart watches, and earphones even if switched off.
5. Possession of academic materials related to the examination subject matter in any shape or form.
6. Writing notes related to the examination subject matter on the body, dress, wall, table or any other medium.
7. Refusal to hand over the answer sheet to the examination Committee's official or any of the invigilators before the student leaves the exam hall.
8. An act of impersonation by any person from inside or outside the University by sitting an examination or presenting an assessed academic activity on behalf of another student with or without his/her knowledge or consent.
9. Involvement in any illegal activity with regard to examinations such as the leakage, stealing, distribution, selling, and/or buying of an examination related content or material.
10. Physical or verbal assault of an invigilator, student, or any other person in the examination hall.
11. Cheating in online examinations, tests, quizzes, assignments, projects, or any other form of assessed academic activity. This may include but not limited to: collaborating with one or more students or individuals in conducting assessment activities, unlawful solicitation of assistance from other individuals, unlawful use of any electronic devices or software, unlawful communications with other students or individuals, impersonation, unlawful access into online examinations' sites or question banks, and any other act that violates the sanctity of fair online assessment. Proven cases are subject to the same penalties as for in-class and proctored assessment activities stipulated in Article 15.

Committee's Response to Referred Violations

Article 12

Having investigated the violation, the Committee may take one of the following recommendations:

1. Resolving the issue amicably in some cases.
2. Shelving the investigation:
   2.1. because the student did not commit a violation; or
   2.2. due to lack of evidence against the student.
3. Imposing one of the disciplinary penalties provided for in the subsequent articles in this policy on the student if proven to be guilty.

Disciplinary Penalties

Article 13

Penalties for Violations of Code of Public Conduct, Filming and Taking Photographs and Other Unauthorized Behaviors

One of the following penalties shall be imposed on the student who violates the Code of Public Conduct, films and/or takes photographs, or commits other unauthorized behaviors including online class sessions, events, or activities:

1. Verbal warning.
2. Written warning.
3. Depriving the student of all or some of the privileges, services or extracurricular activities provided by the University for a period not exceeding two semesters with or without refund of fees.
4. Depriving the student of completing the course in which the violation is committed; Awarding a failing grade on the course and obligating the student to pay the course fees.
5. Depriving the student of completing the whole semester in which the violation is committed; awarding a failing grade on all of the semester courses s/he is enrolled on and obligating him/her to pay the fees.
6. Suspension from study for one or more upcoming semester.
7. Expulsion of the student from University and awarding him/her a failing grade on all of the courses of the semester in which the violation is committed, with taking benefit from the academic records, and obligating him/her to pay the fees.
8. Expulsion of the student from University and awarding him/her a failing grade on all of the courses of the semester in which the violation is committed, without taking benefit from his/her academic records, and obligating him/her to pay the fees.

Article 14

Penalties for University Housing Violations

One of the following penalties shall be imposed on the student who violates the regulations of the University Housing:

1. Verbal or written warning.
2. Depriving the student of having all or some of the housing privileges, with or without refund of fees.
3. Transfer of the student from the floor or building where s/he resides with or without refund of fees.
4. Temporary or final eviction from University housing with or without refund of fees.
5. Expulsion of the student from University and awarding him/her a failing grade on all of the courses of the semester in which the violation is committed, with taking benefit from the academic records, and obligating him/her to pay the fees.
6. Expulsion of the student from University and awarding him/her a failing grade on all of the courses of the semester in which the violation is committed, without taking benefit from his/her academic records, and obligating him/her to pay the fees.

Article 15

Disciplinary Penalties for Violations of Examination Rules

1. A written warning is issued for every student committing a violation described by Article 11, Section 5, Item 1. Subsequent repeats of the offense in future examinations result in a failing grade (grade X) for the course and the case shall be noted in the student's file and his/her transcript marked with "X" for that course.
2. A student committing one or more examination violation described by Article 11, Section 5, Items 2, 3, 4, 5, 6, 7, and 11 for the *first time* will be awarded a failing grade (grade X) for the course in which the student committed the violation. The student shall pay the full course fee. The cheating case shall be noted in the student's file and his/her transcript marked with "X" for that course.
3. A student committing one or more examination violation described by Article 11, Section 5, Items 2, 3, 4, 5, 6, 7, and 11 for the *second time* will be awarded a failing grade (grade X) for *all courses registered in the semester* in which the student commits the violation. The student shall pay the full course fee for all courses registered in the semester. The cheating case shall be noted in the student's file and his/her transcript marked with "X" for all the courses registered in the semester.
4. A student committing one or more examination violation described by Article 11, Section 5, Items 2, 3, 4, 5, 6, 7, and 11 for the *third time* will be awarding a failing grade for *all courses registered in the semester* in which the student commits the violation and will be suspended for the following two semesters. The student shall pay the full course fee for all courses registered in the semester. The cheating case shall be noted in the student's file and his/her transcript marked with "X" for all the courses registered in the semester. If the student decides to transfer from the University, the student can benefit from his/her academic record.
5. A student committing one or more examination violation described by Article 11, Section 5, Items 2, 3, 4, 5, 6, 7, and 11 for the *fourth time* will be awarded a failing grade for *all courses registered in the semester* in which the student commits the violation and *will be expelled from the University*. The student shall pay the full course fee for all courses registered in the semester. The cheating case shall be noted in the student's file and his/her transcript marked with "X" for all the courses registered in the semester. If the student decides to transfer from the University, the student can benefit from his/her academic record.
6. A student involved in an act of impersonation described in Article 11, Section 5, Items 8, and 11 (as an impersonator or as the student being impersonated) will be awarded a failing grade for *all courses registered in the semester* in which the violation was committed and *will be suspended from the University for one semester*. This penalty will apply if the impersonation offense is committed for the *first time.* Both students shall pay the full course fee for all courses registered in the semester. The impersonation case shall be noted in each student's file and his/her transcript marked with "X" for all the courses registered in the semester. Any student involved who decides to transfer from the University can benefit from his/her academic record. The University may pursue other forms of legal action if the impersonator is not an Ajman University student (i.e. a person from outside the University or an employee of the University). *A repeat of this offense will result in expulsion from the University* and a failing grade awarded to all courses registered in the semester and marked with "X". The full course fee for all courses registered in the semester shall be paid. In addition, the student involved cannot benefit from his/her academic record when the offense is committed a second time.
7. Any student involved in the leakage, stealing, illegal distribution, selling, and/or buying of an examination related content or material will be awarded a failing grade for *all courses registered in the semester* in which the violation was committed and *will be expelled from the University.* The cheating case shall be noted in the student's file and his/her transcript marked with "X" for all the courses

registered in the semester. The student shall pay the full course fee for all courses registered in the semester. The student cannot benefit from his/her academic records. The University may take further legal action against any person involved.

8. In the case of physical or verbal assault by a student in an examination hall, one of the penalties mentioned in article 13 shall be imposed on the student.
9. Upon a written request submitted by the student to the Office of Admissions & Registration, not before his/her last Semester at the University, the "X" mark may be removed from his/her transcript if there is no more than one course marked with "X" in the transcript.

Article 16

Disciplinary Penalties for Violations of Academic Integrity - Plagiarism

1. Faculty members are responsible for checking acts of plagiarism in their courses. If a faculty determines that an act of plagiarism has been committed, a report of the incident with supporting evidence shall be submitted to the Head of Department who in turn will forward the report to the College Dean for further action. The Dean shall refer the case file to the SPC. The SPC will take one of the following actions as appropriate:
    1.1. If the student has no previous record of plagiarism in any course, a zero grade is given to the submitted work.
    1.2. A student committing a second plagiarism offense in any course (not necessary the same course) will be awarded a failing grade on that course and shall pay the full course fees. The plagiarism offence shall be noted in the student's record of grades and marked with "XF".
    1.3. A student committing a third plagiarism offense in any course (not necessary the same courses) will be awarded a failing grade on all courses of the semester in which the student commits the violation and shall pay the fees for all courses. The plagiarism offence shall be noted in the student's grades record and be marked with the "XF" for all the courses taken in that semester.
    1.4. A student committing a fourth plagiarism offense in any course (not necessary the same courses) will be suspended from the University for two semesters, and will be awarded a failing grade on all courses of the semester in which the student commits the violation and shall pay the fees for all courses. The plagiarism offence shall be noted in the student's grades record and be marked with the "XF" for all the courses taken in that semester.
    1.5. A student committing a fifth plagiarism offense in any course will be expelled from the University, and will be awarded a failing grade on all courses of the semester in which the student commits the violation and shall pay the fees for all courses. The plagiarism offence shall be noted in the student's grades record and be marked with the "XF" for all the courses taken in that semester.
2. The student will have to pay the fees for all courses. However s/he can benefit from his/her academic record.
3. Upon a written request submitted by the student to the Office of Admissions & Registration, not before his/her last Semester at the University, the "XF" mark may be removed from his/her transcript if there is no more than one course marked with "XF" in the transcript.
4. The University may supplement its penalty with a decision to fully or partially ban the student from the privileges provided by the University for a maximum period of two semesters.

Article 17

1. In addition to the penalties stated in the Student Disciplinary and Academic Integrity Policy that do not result in student expulsion from the University, any student committing academic integrity or examination rules violations may be referred to the following offices of the Deanship of Student Services for appropriate action that helps the student comply with the rules in the future:
   1.1. Counseling Unit, the student shall attend one or more workshops and/or counseling sessions as determined and organized by the Unit.
   1.2. Student Success Center, the student will attend one or more sessions organized by the center to instill values of academic integrity and success. The number of sessions is determined by the center.
   1.3. Office of Student Life, the office will assign four to ten hours of community service on or off University Campus.
2. The student is required to attend and conduct these events/sessions as fixed by the Committee. Should the student fail to attend the prescribed events above, he/she will be referred to the Student Disciplinary Committee.

Article 18

The same penalty imposed on a student violating Article 11, Section 2 (Violation of Academic Integrity – Plagiarism) or Section 5 (Violation of Examination Rules) shall be imposed on his/her accomplices.

Article 19

The Committee and the SPC may accordingly take possession of all materials and tools used in the cheating and plagiarism cases up until the end of the investigation.

Article 20

Under all circumstances, the University shall have the right to hold the student responsible for the cost of any damage s/he causes, including for example, the value of the damaged item, cost of repair and installation, as well as the lost profit and other consequential damage.

Investigation Summons

Article 21

No penalty provided for in the previous articles shall be imposed before conducting a recorded investigation with the student, hearing his/her statements on the accusations leveled against him/her and giving him/her the opportunity to defend himself/herself. Should the student refuse to appear before the investigation Committee or SPC, or is absent twice without an acceptable excuse despite being instructed to attend, the Committee or SPC shall proceed with the case in absentia as if s/he were present. The Committee or SPC may hear the testimony of witnesses if so required or deemed appropriate.

Article 22

1. The violating student shall be summoned to appear before the Committee at least twenty-four (24) hours before the hearing date.
2. In urgent cases (especially violations of examination rules), the Committee has the right to ask the student to appear before the Committee in less than 24 hours, provided that the student is notified in person. S/he shall be regarded as having been notified even if s/he refuses to sign the acknowledgement of receipt of the notice to appear.
3. Notification via the email provided to the student by the University or via a text message sent to the student's mobile phone registered with the University's Admissions and Registration office shall be legal and acceptable. Notices via email will be deemed to have been delivered, received, and known by the student 1 (one) calendar day after confirmed transmission.
4. The student may be notified at the exam hall. Refusal to sign the notice to appear or the incident report will not invalidate the notice which shall remain valid and enforceable.

Article 23

Should anyone, including the student, behave in such a manner that might disrupt the proceedings of the investigation session or refuse to comply with the instructions of the Committee's chairperson, the chairperson may order his/her removal from the hearing room.

Article 24

The investigation report shall be documented.

Article 25

A student accused of violating the code of conduct is entitled to respond to the accusation verbally or in writing or by submitting documents related to the accusation levelled against him/her.

Article 26

The Committee, within no more than seven working days of concluding the investigation, shall submit its recommendation along with the complete file of the case to the Chancellor or his authorized representative for approval. The SPC shall submit its report to the Dean.

Safeguards for Imposing Disciplinary Penalties

Article 27

Upon imposing disciplinary penalties, the following guidelines shall be observed:

First: The disciplinary penalty shall be commensurate with the violation committed. In imposing the penalties provided for in this policy the magnitude of the violation, the student's precedents and his circumstances may be observed.

Second: The grounds on which the Committee has based its recommendation shall be spelt out.

Notifying and Filing Disciplinary Decisions

Article 28

The Chancellor's decision might not match the recommendation of the Committee for a justified reason. The Chancellor's Office shall notify the Admissions and Registration office and the Deanship of Student Services of the decision, within no more than one week as of its date of issue so as to put the decision into action.

The Deanship of Student Services shall, within a week of its receipt, notify the disciplinary decision in writing to the student and the University offices concerned with the implementation of the decision.

Notification via the email provided to the student by the University or via a text message sent to the student's mobile phone registered with the University's Admissions and Registration Office shall be legal and acceptable.

The Dean shall notify the decision of the SPC to the Office of Admission and Registration within no more than one week of its date of issue. The Dean's office shall notify the decision to the concerned student.

Article 29

Decisions related to disciplinary penalties shall be kept in the student's file along with his/her academic record. The penalties may be made public as per a recommendation by the Committee which issues the penalty and the approval of the Chancellor or his authorized representative.

Article 30

Disciplinary decisions or their content may not be released to any media outlets except by the Chancellor or his authorized representative.

Article 31

The Deanship of Student Services shall follow up the decision taken against the student and put it into action. It shall also take whatever action deemed conducive to the student's behaviour modification and submit a report on the outcome to the Dean of Student Services, making any appropriate recommendations.

Appealing Against Disciplinary Decision or against SPC Decision

Article 32

1. The student may appeal the disciplinary decision issued against him/her in a letter addressed to the Chancellor or his authorized representative. The student shall submit the letter within a maximum of seven working days of his/her being notified of the decision, in writing, as per the academic calendar, otherwise the decision shall be final and enforceable.
2. The appeal shall only be accepted on procedural grounds if it is lodged within the legal deadline and the student proves one or more of the following:
   - Failure to observe the investigation procedures provided for in the University policies.
   - Emergence of previously unknown evidence which might have influenced the decision.
   - The disciplinary penalty is not commensurate with the violation.
3. If the Chancellor or his authorized representative accepts the appeal on procedural grounds, he shall

refer the case to a different ad hoc committee for re-consideration.

4. Appealing a disciplinary decision shall not lead to the aggravation of penalty against the appellant.
5. The Chancellor's decision might not match the recommendation of the Committee for a justified reason. His decision is final.
6. A student has the right to file an appeal against the decision of the SPC to the Dean of the College. The decision of the Dean will be final, except in the case of suspension, expulsion, or awarding a failing grade on one or more courses. In these cases, the student may appeal to the Chancellor who shall refer the case to a different ad hoc committee for re-consideration. The decision of the Chancellor will be final.

General Provisions

Article 33

Notification via the email provided to the student by the University or via a text message sent to the student's mobile phone registered with the University's Admissions and Registration office shall be legal and acceptable.

Article 34

In case of a conflict between the provisions of this policy and the provisions of any other policy or manual, the provisions of this policy shall apply and prevail. And in case of a conflict between the Arabic version of this policy with a version in another language, the English version shall apply and prevail.

Article 35

The SDC Committee may recommend on matters not covered by the provisions of this policy.

In case of Plagiarism, the Dean can decide on matters not covered by the provisions of this policy.

Article 36

Any exceptions to this policy must be well justified and escalated to the Chancellor for a final decision.

Article 37

This policy shall come into force and effect on the date of its signature by the Chancellor or his authorized representative.

32. Non-Discrimination Policy

Ajman University, in keeping with its values and in following the UAE Law No. 2 of 2015 against Discrimination, is committed to providing and promoting to all members of its community a safe educational environment that is free from discrimination and harassment. This policy applies to all members of AU community including administrators, faculty, students, and staff.

Discrimination, with the inclusion of harassment, is defined as treating or showing preference to a specific individual or a group of individuals based on nationality, sex, age, religious belief, race, color, or marital status; in matters of educational programs, recruitment, promotion, or access to institutional services.

- Ajman University, in accordance with UAE tradition and its core values, is committed to providing and fostering an environment that is free from discrimination and harassment, and which inspires tolerance and respect, as well as promotes diversity and transparency amongst its staff and students.
- Ajman University does not discriminate on the basis of nationality, sex, age, religious belief, race, color, or marital status. Hence, it is the policy of the University, with the commitment of its senior management, to prevent and not tolerate any unlawful or unfair discrimination in any matters related to admission, recruitment, or access to education programs or services. The policy warrants equal treatment and opportunity for staff and student (particularly students of Determination) in a multicultural environment such as the one in UAE where people from all over the world come to work, live and study.
- The University uphold a continuous commitment to take the necessary actions to advance its values of equality and diversity. It is the responsibility of senior management to champion this commitment and enforce it. University officials, deans and managers have therefore the responsibility to support the policy by ensuring impartiality and fairness in all their operations, and consequently promote a culture that is free from discrimination and harassment.
- A student who has witnessed or has been the subject of any type of discrimination and wishes to see it pursued and resolved, should report the incident through the applied university Student grievance procedures. Complaints for alleged discrimination are taken seriously, and the University will take swift action to correct (when proven correct) its discriminatory consequences and avoid future recurrences.

33. Tuition Fees and Financial Regulations

Ajman University (AU) operates on a fully credit-based fee structure in addition to other fees.

The university may reserve the right to increase the tuition and other fees, up to 10% per academic year when deemed necessary.

All students who register for courses incur a financial obligation to AU. Students are responsible for all charges incurred at AU. Failure to attend classes does not constitute withdrawal from the institution or a class.

Students will only be permitted to register for a subsequent semester if they have paid all their financial obligations.

1. Application and Registration Fees

The application and registration fee for undergraduate programs (except for College of Medicine) is AED 1,300. The fee should be paid in cash in one installment upon registration, and is not part of the tuition. The application and registration fee is non-refundable, except when the application is rejected in which case an amount of AED 1,000 will be refunded to the student.

The application and registration fee for college of Medicine is AED 2,000. The fee should be paid in cash in one installment upon registration, and is not part of the tuition. The application and registration fee is non-refundable, except when the application is rejected in which case an amount of AED 1,700 will be refunded to the student.

A student who wishes to apply for transfer from another accredited institution will pay a non-refundable fee of AED 500. This fee shall be considered part of the application and registration fees if the student is admitted in Ajman University.

Students admitted to the mentioned programs in College of Medicine, Dentistry, Pharmacy, and Doctorate of Business Administration 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 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)
DBA (Doctorate of Business Administration)	25,000
Doctor of Medicine (MD)	25,000
Bachelor of Dental Surgery	21,000
Bachelor of Pharmacy	6,000

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

2. Tuition Fees

Tuition fees for the Bachelor's programs offered at the university are as follows:

College		Fees per year
College of Medicine	Foundation year	AED 82,500
	Regular year	AED 121,000

College		Fee per one credit hour
College of Dentistry		AED 2,310
College of Pharmacy and Health Sciences		AED 1,575
College of Mass Communication		AED 1,100
College of Law*		AED 1,200
College of Engineering and IT	B.Sc. in Biomedical Engineering	AED 1,365
	B.Sc. in Civil Engineering	AED 1,300
	B.Sc. in Mechanical Engineering	AED 1,300
	B.Sc. in Electrical Eng. (Instrumentation & Control) *	AED 1,365
	B.Sc. in Electrical Eng. (Electronics & Communication) *	AED 1,365
	B.Sc. in Electrical Eng. (Power & Renewable Energy) *	AED 1,365
	B.Sc. in Computer Engineering*	AED 1,150
	B.Sc. in Information Systems*	AED 1,150
	B.Sc. in Data Analytics *	AED 1,150
	B.Sc. in Information Technology*	AED 1,150
College of Architecture, Art and Design	Bachelor of Architecture*	AED 1,575
	Bachelor in Interior Design*	AED 1,430
	Bachelor of Science in Building Engineering and Construction Management	AED 1,375
College of Humanities and Sciences	Bachelor of Arts in Psychology	AED 1,125
	Bachelor of Arts in Sociology and Social Work *	AED 1,125
College of Business Administration*		AED 1,045
General Education Program		AED 1,250

** 20% discount applies to your first regular semester at AU. During subsequent semesters, you will continue to benefit from other scholarship or discount programs as per AU regulations.*

c. Laboratory, Clinic and Studio Fees

Students registered in the programs offered by the College of Dentistry and College of Pharmacy & Health Sciences pay a flat semester fee for specialized laboratory sessions and clinics as shown in the table below:

College	Dentistry			Pharmacy
	1st -3rd year	4th & 5th year		
Fees	AED 4,840	Clinics	Productive Lab	
		AED 7,260	AED 3,630	AED 2,860

This fee does not include the lab fees included in the study plan offered by other colleges.

- Students registered in the programs of Architecture and Interior Design will pay a studio fee of AED 1,650 per semester.
- Students registered in the program of Bachelor of Arts in Mass Communication will pay a studio fee of AED 1,100 per semester for each registered course having Radio/TV session.

Additional Fees

- Orientation Service Fee, provided during the first semester of enrolment: AED 1,250
- Additional lab fee for each registered course having lab sessions offered by colleges other than College of Dentistry and College of Pharmacy: AED 700
- Additional fee for courses having a tutorial sessions: AED 600
- Additional fee for graduation project courses at the College of Architecture, Art & design: AED 650
- Additional fee for graduation project courses at the College of Engineering & Information Technology: AED 650
- Additional fee for internship courses: AED 880

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

5% VAT will be added to all the above fees as per Federal Law no. (8) of 2017 on Value Added Tax.

Other AU Services:

- Student service fee per semester: AED 400
- ID card, per academic year: AED 35
- Application fee for an incomplete course: AED 500
- Grade grievance application: AED 200
- Extra copy of the academic transcript: AED 100
- Reference letter: AED 30
- Wall Certificate: AED 100

- Certification / Smart label: AED 250
- Graduation Regalia: AED 1000
- Financial Letter: AED 30
- Cheque Withdrawn Letter: AED 200
- Graduation Certificate Attestation: AED 100
- Locker Rent: AED 100
- ID Card Lost: AED 50
- Password Reset Fee: AED 20
- Re-Admission Fee: AED 300

Payment Terms for All Students – Semester Fees

In order to register in fall, spring and summer semesters, a student should pay an advance amount as follows:

Colleges	Fall/ Spring	Summer
Medicine (Year 1)	Full year fees AED 82,500	AED 3,000
Medicine (Year 2 – Year 6)	Full semester Fees AED 121,000	AED 3,000
Dentistry	AED 10,000	AED 3,000
All other Colleges	AED 6,000	AED 3,000

Upon registration, students should pay the tuition fees in full in order to avoid the late payment fees or suspension of any or all AU services. The Office of Finance has the right to take any necessary action against any student who has not settled their due balance, including suspension of registration, dropping the registered courses, suspension of services, and ineligibility to attend exam sessions.

3. Fee Payment Deadlines and Late Payment Penalties

The following deadlines apply to the settlement of semester fees:

Semester Payment	Payment Deadline - A	Payment Deadline - B
Fall Semester	5 October	5 December
Spring Semester	5 March	5 May
Summer Semester *	5 July	

- **Late Payment Fee**: If payment is not completed by deadline A, a late payment fee of AED 500 will be charged.
- **Reinstatement fee:** If payment is not completed by deadline B, AU services will be suspended and only reinstated when the overall due balance is paid, **in addition to AED 1,500 reinstatement fee and the AED 500 late payment fee**.

* One final deadline applies to Summer Semester, in which case a late payment fee of AED 500 applies in case the above-mentioned payment deadline is exceeded.

Note: The above-mentioned penalties will apply to any overdue balance, regardless of the amount, and will not be waived for any reason.

Payment by Installments

If full fees cannot be paid immediately, installments can be arranged through post-dated cheques, which is subject to pre-approval of the Office of Finance, and as per the following due dates:

	Fall semester	Spring Semester	
Due Dates	5 September	5 February	25% of net remaining balance
	5 October	5 March	25% of net remaining balance
	5 November	5 April	25% of net remaining balance
	5 December	5 May	25% of net remaining balance

- In case a student chooses to pay by installment plan, all cheques (dated as above and equivalent to the applicable percentages) must be submitted to the Office of Finance no later than 3 working days prior to the payment deadline A.
- Bounced Cheques are subject to a penalty of AED 500 fee per cheque.
- If student has two or more bounced cheques, then cheques are no longer a valid method of payments.
- Failure to attend a course does not result in a refund of applicable fees. Students not planning to attend any course must drop their registration during the add/ drop period.

For any related enquiries, please contact the Office of Finance as mentioned below:

Section	location	Time	Phone	Email
Student Accounts	Student Hub – First Floor	8:00 am. To 4:00 pm.	+971-6-7056151	finance@ajman.ac.ae

a. Accepted Payment Methods

Online / Credit Cards	• Online through Banner system. • All major debit and credit cards are accepted for payment at the Cashier's Office.
Cheques	• Current and Post-dated cheques drawn on UAE Banks. Please include the student's name, University ID number and semester on the back of the cheque. • Acceptance of Post-dated cheques is subject to approval of the Office of Finance. • Cheques that do not clear for any reason are charged a penalty of AED 500 per cheque. • If two or more cheques do not clear, cheques are no longer accepted as a form of payment. • Cheque Withdrawal Fee of AED 200 will be charged per each withdrawn cheque.
Cash Deposits through Al Ansari Exchange	• Deposits can be made at any branch of Al Ansari Exchange around UAE. • Deposits are accepted in the form of cash only. • Student's name and University ID number must be mentioned on the deposit instructions. • The deposit confirmation shall be scanned and emailed to finance@ajman.ac.ae.
Bank Transfers/ Deposits	Ajman Bank - Branch: Khalifa Branch - Ajman - Account Name: Ajman University - IBAN: AE720570000017482222011 - Account Number: 017482222011 - SWIFT: AJMANAEAJ • Student's name and University ID number must be mentioned on all deposits and transfers. • The deposit slip or transfer confirmation shall be emailed to finance@ajman.ac.ae

Refund Policy

Application and Registration fee

a. The application and registration fee for undergraduate programs is not part of the tuition fees. It is non-refundable, except when the application is rejected. In this case, an amount of AED 1,000 (in case of College of Medicine, AED 1,700 AED) will be refunded to the applicant.

Add/Drop Period

b. During the add/drop period, students may add or drop courses without incurring charges. If a student withdraws from one or more courses during the add/drop period, the fees of the dropped course(s) will be credited to the student account for the following semester.

c. A student may withdraw from one or more course(s) after the end of the add/drop period, provided s/he remains registered in at least three courses during that semester (nine credit hours). In this case, the student does not have the right to claim any refund for the fees of the withdrawn courses.

Suspension of Registration

d. During the 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 account for the following semester, or refunded two weeks after the submission of the refund application to the Student Account Officer (at the Office of Finance).

e. 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.

f. 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.

g. If a student wishes to reclaim any amount from a credit balance – in case of suspension only, he/she must fill in an Application for Refund Form and submit it to the Student Account Officer (at the Office of Finance) after the end of the add/drop period. A cheque payment will be prepared within two weeks from receiving the application. If the student fails to do this, the amount will be credited to the student balance for the following semester.

Withdrawal from the University

h. 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 within 1 week after the submission of the application for refund to the Student Account Officer (at the Office of Finance).

i. 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.

j. 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.

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.

4. Tuition Fee Waiver and Scholarships

a. New students

1. New students are entitled to a waiver of 20 percent of their tuition in the first semester of their study, after fulfillment of the English proficiency requirement, if:
   - The student obtains a minimum grade of 95 percent in secondary school final examinations (for the College of Medicine and College of Dentistry)
   - The student obtains a minimum grade of 90 percent in secondary school final examinations (for all other colleges)
2. High School students achieving 99% or above can avail a 30% scholarship in the first semester of their study in all colleges except the College of Medicine.
3. Top five students achieving 99% or above can avail a 30% scholarship in the first semester of their study in the College of Medicine.

b. Continuing Students

Continuing students are entitled to a reduction of 20 percent of their tuition in a regular semester if they have obtained a GPA of 4.0, and completed successfully at least 15 credit hours during the previous semester.

Continuing students are entitled to a reduction of 15 percent of their tuition in a regular semester if they have obtained a GPA of (3.8 to 3.99) out of 4.0, and completed successfully at least 15 credit hours during the previous semester

Continuing students are entitled to a reduction of 10 percent of their tuition in a regular semester if they have obtained a GPA of (3.6 to 3.79) out of 4.0, and completed successfully at least 15 credit hours during the previous semester.

The university reserves the right to amend the secondary school grade or semester GPA required by students to be entitled to tuition fee reduction.

c. Relatives Fee Waiver

All sibling students and first degree relatives (parents and full siblings) registered in any undergraduate program are eligible for a fee waiver from 5% to 20% according to their order of registration in the same semester (excluding the summer session), after submitting a request with copies of their passports through the website https://ors.ajman.ac.ae.

This fee reduction is not subject to the AGPA condition. It is applicable as follows:

Sibling	Waiver Rate
First	5%
Second	10%
Third	15%
Fourth and above	20%

d. Performance Fee Waiver

Exemptions from tuition fees shall be granted to the top three academically outstanding students in each college during each regular semester following their achievement as below:

- 100% for the first college honor student
- 75% for the second college honor student
- 50% for the third college honor student

e. Top Secondary School Students Waiver

Top students in secondary schools around UAE and the Emirate of Ajman shall have the following scholarships throughout his/her study period:

- 100% First Top Student
- 75% Second Top Student
- 50% Third Top Student

f. High school top student around some countries:

The first Top student on all secondary schools around the following countries shall have a 100% scholarship throughout his/her study period:

1. Saudi Arabia	7. Jordan	13. Tunisia	19.Philippines
2. Sultanate of Oman	8. Lebanon	14. Morocco	20. Nigeria
3. Kuwait	9. Syria	15. Afghanistan	21. Korea
4. Bahrain	10. Egypt	16. Pakistan	22-China
5. Iraq	11.The Sudan	17. Kazakhstan	23. Kenya
6. Palestine	12. Algeria	18. India	24. Ghana

g. Scholarships of Ajman Government

Ajman University grants a number of scholarships and discounts to Ajman-based Emirati students as well as 20% scholarships for local and federal government employees in accordance with the terms and conditions specified in the Policy of Scholarships and Financial Aid.

h. AU Staff Discounts:

A permanent faculty member as well as the administrative/technical staff will be given a discount for his/her family) wife/Husband, Sons, Brothers/Sisters) as per the scholarship & discount regulations

i. Discounts for Ajman University graduates:

AU Graduates will be given a discount for him & his/her family) wife/Husband, Sons) from 10%-50% as per the scholarship & discount regulations

j. Discounts for the Determined:

Determined students shall be entitled to a discount throughout their study at the Ajman University. The discount spans all undergraduate majors. The amount of discount shall be approved by the AU Chancellor. The student must maintain an average CGPA of (2.00) or more. The student must visit the AU clinic and have his/her case approved.

k. Referred friend: Current AU students can earn a 20% Tuition Discount for referring New Students. To be eligible, a minimum of FIVE students must be referred and enrolled to AU:

- Share your AU story with a colleague, family member or a friend who may be interested in joining one of our academic programs.
- Once the new students enroll and completes one semester, you will receive your referral discount.
- In case the referred student has already applied to Ajman University, the referral will be disqualified.
- If the current student is a sibling, s/he cannot claim the referral discount.

l. General provisions

- Scholarships and discounts apply only to tuition and lab fees. Fees relating to registration, training, accommodation, transportation, textbooks, summer sessions and other administrative fees are not included.
- Scholarships/discounts apply only to fall and spring semesters. The summer session is not included.
- Scholarships/discounts do not cover the fees for failed courses or courses dropped beyond the add & drop deadline.
- Unless the student benefits from an external sponsorship as well as an AU discount, he/she may not combine two types of discounts at the same time. The highest discount is applied.
- The student may change his/her major within the same college.
- The student is entitled to the discount only after submitting the English proficiency certificate and before the end of the Add & Drop period in the semester in which the scholarship/discount is granted after joining the University. The scholarship/discount may not be deferred to the following semester.
- All above-mentioned tuition fee reductions are subject to general eligibility conditions as specified in the University Policies & Regulations. For more details, please contact the Office of Scholarship and Financial Aid.

m. Financial aids

In May 2013, Ajman University established Thamer Fund for Educational Solidarity as a community initiative to help financially challenged students pursue their university studies.

Thamer Fund provides assistance to the following categories of students:

- Students who suspended their studies because of pending financial dues.
- Full-time student whose academic progress is challenged by pending financial dues.

Eligibility

To be eligible for the Fund's support, the applicant:

- Should be enrolled at AU and should be eligible for financial support.
- Should not have been subject to a disciplinary penalty by AU Student Disciplinary Committee, except for verbal or written warnings.
- Should not be beneficiating from an external aid or internal scholarship, except for discounts described in AU's relevant regulations.

How to apply

1. Submit Thamer Fund application through the website https://ors.ajman.ac.ae and follow up with Mr. Mahran Alturokmani. Phone: (06/7056906).
2. Provide the required information authenticated by the relevant AU Offices.
3. Fill out the Thamer Fund Form.
4. Provide the applicant's financial and academic records for data validation.
5. Provide the following duly attested and valid documents:
   - Passport copies of family members.
   - Tenancy contract with electricity and water bills.
   - Salary certificate of the breadwinner.
   - Breadwinner's bank statement for the last 6 months.
   - Other tuition bills, if any.
   - Medical certificates, if any.
   - Death certificate of the breadwinner, if any.
   - All relevant supporting documents.
6. Incomplete applications are not considered.
7. The Office of Scholarships and Financial Aid reviews the applications and supporting documents and submits them to the Executive Committee to take decisions thereon.
8. The Executive Committee submits recommendations to the Fund's Council regarding each application.
9. Applicants are notified of the Council's decision by SMS and email.

34. Academic Freedom

Policy Statement

Ajman University (AU) defines academic freedom as the right to unrestricted exposition of subjects within one's field in a responsible manner. AU supports academic freedom through a professionally responsible manner with full compliance of the laws, rules and regulations of the United Arab Emirates. This includes the right to unrestricted scholarly research and publication of findings and expression of ideas and beliefs within the limits imposed by the acknowledgment of teaching, learning and academic research activities directly related to one's discipline consistent with the relevant Code of Conduct. Consequently, the freedom to search for truth and its true exposition is essential to AU's mission to foster effective instruction, continuing scholarship, and active service to the community.

In the exercise of academic freedom, AU faculty, staff and students have an obligation to make clear that they are not representing AU or its Board. Therefore, the University cannot be held liable towards a third Party for their exercise of academic freedom. Without appropriate pre-approval, all faculty, staff and students must avoid any action which appears to commit the University to a position on any issue. They must therefore at all times strive to be accurate, exercise appropriate restraint, and respect the right of others to express their opinions. The exercise of academic freedom must be within the frame of the UAE Legislations.

Any questions or concerns with issues of intellectual or academic freedom at Ajman University should be addressed to College Dean. If the issue is not resolved, it can be raised to the Vice Chancellor's Office.

Miscellaneous

- This policy supersedes any other old related policies, procedures, minutes of the meeting, manuals, handbooks, and bylaws. The Office of the VCAA is responsible for handling any issues that might arise and are not covered in this policy, and raise recommendations for the Chancellor's final discretion.
- In case of conflict between the Arabic and English versions of the Policy, the English one prevails.
- Ajman University reserves the right to make changes to its Policies at any time and for any reason. The updated Policy will be deemed to have been delivered, received, and known by all employees one day after posting the updated Policy on the website, or sending the updated version by email. The employee shall comply with the updated Policy since its effective date.

35. Glossary of Terms

The terms defined below are mostly based on the definitions given in CAA's *Standards* 2019. Other terms have been added for the sake of completeness.

University.
A large, diverse institution of higher education and research that offers both undergraduate and graduate degrees. Universities are typically composed of a number of colleges or schools devoted to the study of closely related disciplines or a single discipline, such as the College of Engineering or the School of Public Health.

Undergraduate.
A student enrolled on a bachelor's degree or taking undergraduate courses.

Baccalaureate or Bachelor's degree.
In the UAE, a Bachelor's degree normally requires at least four but no more than five years of full-time study, with a minimum of 120 semester credits (or equivalent). The maximum number of hours may vary, but many Bachelor's degrees in professional fields, such as engineering or dentistry, require five years of study and at least 150 semester credits (or equivalent).

Postgraduate Diploma.
A Postgraduate Diploma typically includes one year of full-time study, or at least 24 semester credits (or equivalent) of course work beyond the Bachelor's degree.

Master's degree.
A Master's degree typically requires at least one year of full-time study, or a minimum of 30 semester credits of course work (or equivalent) beyond the Bachelor's degree. The minimum credits are not inclusive of any non-credit bridge courses which may be required. A Master's degree often, though not always, requires a substantial research paper, a thesis, or a project.

Doctorate.
A Doctorate degree typically requires at least three years of full-time study, with at least 54 semester credits (or equivalent) beyond the Master's level. There are several recognized distinctions among those degrees which are generally labeled "doctorate." The biggest distinction is between those doctorates which are "earned" and those which are "honorary." Other distinctions are discipline specific and are usually conveyed through the name of the degree.

a) **Academic doctorate.** In the UAE, an academic doctorate requires one or more years of coursework beyond the Master's degree, as well as academic research Doctorates are nearly always awarded in recognition of academic research that is of a publishable standard (even if not actually published) and that represents some original contribution to human knowledge. The research is usually assessed by submission and defense of a doctoral thesis or dissertation. The usual degree title is the PhD (Doctor of Philosophy).

b) **Professional doctorate.** A professional doctorate requires a minimum of one year of coursework beyond the Master's degree and independent research. The emphasis of the degree is on research skills and advanced professional knowledge in an applied field of specialization. Examples include the Doctor of Education (EdD), Doctor of Psychology (PsyD), and Doctor of Business Administration (DBA).

Course or Module

A *course* consists of a number of instructional activities over a prescribed period of time. It deals with a single subject and is commonly described by title, number, credits, and expected learning outcomes in the institution's *Catalog*. A *module* sometimes refers to a sub-division within a course covering a topic or part of a topic. In the British system, the term *module* is synonymous with *course.*

Program.

The set of courses and other formally established learning experiences which together lead to a qualification (see Curriculum, above). Program may also refer to a specific aspect of the curriculum, such as the General Education program or a study abroad program.

Curriculum.

The term refers both to the range of courses offered by an institution, and to a set of related courses constituting an area of specialization, such as the computer science curriculum or the civil engineering curriculum.

Course Syllabus.

A description of course goals, course learning outcomes, contents, assessment instruments and grading criteria, week-by-week study plan, examination dates, etc. that is provided to the students at the beginning of their classes.

Credit and the Credit System.

The academic credit provides a basis to measure the amount of engaged learning time expected of a typical student. A credit, or credit hour, is a unit of measurement defining the student's overall effort towards attaining a qualification.

In the US system, which is adopted by most UAE institutions, 1 semester credit equals approximately 1 hour of time in class per week over a semester of 15 weeks or longer. (See "Semester" below). It is assumed that a student spends two hours outside of class in independent learning or specific course assignments for every hour in class. This implies that one academic credit equates to a 45-hour commitment to learning over a semester. For laboratory or studio-based courses, the allocation of credit differs; 1 semester credit normally is given for two hours of laboratory or studio time per week over a 15-week semester.

Semester and Term.

A *semester* is a period of time, typically a minimum of 15 weeks, during which an institution offers courses. Some courses may be offered in a time-shortened period, often called a term, such as a summer term or January term, which nonetheless offers class contact time and out-of-class assignments equivalent to a semester course. Some institutions use a calendar that divides the academic year into quarters (10-week instructional periods) rather than semesters.

Academic Calendar.

It represents important semester-specific dates and deadlines for students, academic and administrative departments, and instructors.

Academic Year.

The period of instruction composed of the fall, spring, and summer semesters. The academic year begins at the start of the fall semester and ends after the last day of the summer semester.

Add/Drop Period.

Days set aside by the University for Students to change their study schedule by adding or dropping courses in a specific semester.

Academic Advisor.

A faculty member who advises students on their study plan and course selection, monitors their academic progress, assists in their career planning, and guides in other academic and non-academic matters.

Conditional Admission.

Conditional admission of a student to a college or university is dependent upon the individual successfully completing coursework, or meeting other specified criteria, in order to progress into the full set of courses within the academic program.

Learning Outcomes.

In the context of QFEmirates, this refers to knowledge, skills, and aspects of competence that a learner is expected to know and be able to do at each level of a qualification (see https://www.nqa.gov.ae/en).

Credit Transfer.

A system whereby successfully completed units of study contributing towards a degree or diploma can be transferred from one program to another.

Prerequisite.

A course or courses that serve as foundations for continued (advanced) courses. A student must successfully pass a prerequisite course before taking a course for which it is a prerequisite.

Electives.

Courses which are not compulsory for students. Electives may be free—selected by the student from any course offerings, or restricted—chosen from a pre-determined list of options.

Remedial Courses or Programs.

Such courses or programs prepare a student for enrolling in a regular program, and aid the student in rectifying an area or areas of deficiency. Remedial courses are non-credit courses and do not count toward the requirements of an academic qualification.

Bridge Program.

A program intended to “bridge the gap” between a student's prior work and the background required for the program he/she is entering. Typically, such a program would be needed, for instance, by students entering graduate business education where the student’s undergraduate major was in an area other than business, or graduate engineering programs where the student’s major was in a different engineering specialty. The courses in a bridge program typically do not carry degree credit. Institutions may choose to require enrolment in bridge programs as a condition of admission. The term “bridge program” is also used in nursing to refer to a Bachelor's degree “top-up” program whose entry level is a Diploma in Nursing.

General Education.

General education is that aspect of an undergraduate curriculum intended to provide students with critical thinking skills; a broad understanding of the approaches to knowledge such as the humanities, the arts, the social sciences or the sciences; a common core of understanding among students (such as in Islamic studies or other cultural studies); and a level of skill appropriate to higher education in mathematics, information literacy, the application of technology and communications (oral and written).

Independent Study.

A course in which a student is individually supervised by a faculty member, which enables a student to undertake a learning opportunity which is otherwise unavailable. Independent study courses must have an appropriate learning plan (typically a syllabus), learning outcomes, end of term evaluations and appropriate assessment. The SPA limit the amount of such credit that can be applied to an undergraduate qualification.

Internship.

The term applies to an experience in which a student has a program-related assignment involving attachment to a recognized business, agency or organization. The internship must be appropriate to the major or program of study of the student. The term “practicum” is usually synonymous with internship.