جامعة عجمان
AJMAN UNIVERSITY

STUDENT
HANDBOOK
2026-2027

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Ruler of Ajman Patron of Ajman University

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Manager of Student Counselling Unit, Counseling Unit
Dr. Mohamed Helal, Director, Office of Student Life
Dr. Erum Khan, Manager of the Student Success Center, Student Success Center

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Ms. Leena Nasser Taifour, Hostel Manager, Office of Students Housing

AU CAMPUS MAP

AU DIRECTORY

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Library (Male and Female Section)	a.eltahir@ajman.ac.ae	06-705-6188

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ACADEMIC CALENDAR

Academic Calendar for Fall Semester 2026
Academic Year 2026-2027

Monday	August 17, 2026	Faculty Members Report to Work
		Beginning of Clinical Training Rotations for 5th and 6th Year Students of the College of Medicine
Monday - Friday	August 24– 28, 2026	New Students' Orientation Week
		Course Registration
		Examinations for Incomplete Removal
		Credit Transfer Requests
		Change of Major Requests
Friday	August 28, 2026	Last Day of Admission for Fall Semester 2026-27
Monday	August 31, 2026	Beginning of Classes
Monday - Friday	August 31 - September 4, 2026	Add & Drop Period
Friday	September 4, 2026	Last Day for Dropping Courses or Suspending Registration with a 100% Refund
Saturday	September 5, 2026	Beginning of the Period for Dropping Courses (w) with No Refund
Saturday - Friday	September 5 –September 18, 2026	Registration Suspension with a 50% Refund
Monday	November 2, 2026	Beginning of Admission Period for Spring Semester 2026-27
Monday - Thursday	November 16 – December 10, 2026	Course Evaluation
Monday - Friday	November 23 – December 25, 2026	Early Registration for Spring Semester 2026-27
Wednesday – Thursday	December 2 - 3, 2026	UAE National Day Holiday
Friday	December 4, 2026	Last Day to Drop Courses (w) with No Refund
Thursday	December 10, 2026	Last Day of Classes for Undergraduate Students
Sunday	December 13, 2026	Last Day of classes for Graduate Students
Friday – Saturday	December 11- 19, 2026	Final Examination Period for Undergraduate Students
Monday – Sunday	December 14 - 20, 2026	Final Examination Period for Graduate Students
Sunday	December 20 2026	Make-up Exam
Wednesday	December 23, 2026	Submission of All Results to the University Registrar
Monday - Friday	December 21, 2026 - January 1, 2027	Fall Semester Break
Friday	January 1, 2027	End of Clinical Training Rotations for 5th and 6th Year Students of the College of Medicine
Wednesday - Thursday	January 20 -21, 2027	Commencement Ceremony for Summer Semester 2025-26 and Fall Semester 2026-27**

**Islamic holidays are tentative and subject to moon sighting, and actual dates may differ from those listed in this calendar.*

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

Academic Calendar for Spring Semester 2027
Academic Year 2026 – 2027

Day	Date	Description
Monday - Friday	December 28, 2026 - January 8, 2027	Registration for Clinical Training Rotations for 5th and 6th Year Students of the College of Medicine
Monday	January 4, 2027	Faculty Members Report to Work
		Beginning of Clinical Training Rotations for 5th and 6th Year Students of the College of Medicine
Monday - Friday	January 4 - 8, 2027	New Students' Orientation Week
		Course Registration
		Examinations for Incomplete Removal
		Credit Transfer Requests
		Change of Major Requests
Friday	January 8, 2027	Last Day of Admission for Spring Semester 2026-27
Monday	January 11, 2027	Beginning of Classes
Monday – Friday	January 11 - 15, 2027	Add & Drop Period
Friday	January 15, 2027	Last Day for Dropping Courses or Suspending Registration with 100% Refund
Saturday	January 16, 2027	Beginning of Period for Dropping Courses (w) with No Refund
Saturday - Friday	January 16 – January 29, 2027	Suspension of Registration with 50% Refund
Tuesday – Thursday	March 9 – March 11, 2027	Eid Al-Fitr Holiday*
Monday – Friday	April 5 – April 9, 2027	Spring Semester Break
Monday	April 12, 2027	Beginning of Admission Period for Fall Semester 2027-28
Monday - Friday	April 05–30, 2027	Course Evaluation
Monday - Friday	April 12–30, 2027	Early Registration for Fall Semester 2027-28
Friday	April 23, 2027	Last Day to Drop Courses (w) with No Refund
Monday - Friday	May 3 -21, 2027	Early Registration for Summer Semester 2026-27
Thursday	April 29, 2027	Last Day of Classes for Undergraduate Students
Sunday	May 2, 2027	Last Day of Classes for Graduate Students
Saturday – Sunday	May 1 -9, 2027	Final Examination Period for Undergraduate Students
Monday – Sunday	May 3 -9, 2027	Final Examination Period for Graduate Students
Tuesday	May 11, 2027	Make-up Exam
Thursday	May 13, 2027	Submission of All Results to the University Registrar
Saturday – Tuesday	May 15 - 18, 2027	Eid Al-Adha Holiday*
Friday	May 21, 2027	End of Clinical Training Rotations for 5th and 6th Year Students of the College of Medicine
Monday	May 31, 2027	Beginning of Summer Vacation
Wednesday -Thursday	June 9 - 10, 2027	Commencement Ceremony for Spring Semester 2026-27**

**Islamic holidays are tentative and subject to moon sighting, and actual dates may differ from those listed in this calendar.*

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

Academic Calendar for Summer Semester 2027
Academic Year 2026–2027

Day	Date	Description
Thursday - Friday	May 27 - 28, 2027	Resumption of Summer Course Registration
Monday	May 31, 2027	Beginning of Classes
Friday	June 4, 2027	Last Day for Add & Drop
Sunday	June 6, 2027	Hijri New Year* 1449
Saturday-Friday	June 5 - July 2, 2027	Drop Courses (w) with No Refund
Friday	July 9, 2027	Last Day of Classes
		End of Training (6 Weeks)
Sunday - Tuesday	July 11 - 13, 2027	Final Examination Period
Friday	July 23, 2027	End of Training (8 Weeks)

Note: Each class session is 2 hours long.

Academic Calendar for Second Summer Semester 2027 (Field training only for graduates)

Academic Year 2026-2027

Day	Date	Description
Monday	August 26, 2027	Beginning of Training
Friday	September 17, 2027	End of Training

**Islamic holidays are tentative and subject to moon sighting, and actual dates may differ from those listed in this calendar.*
*** Commencement dates are tentative and subject to change.*

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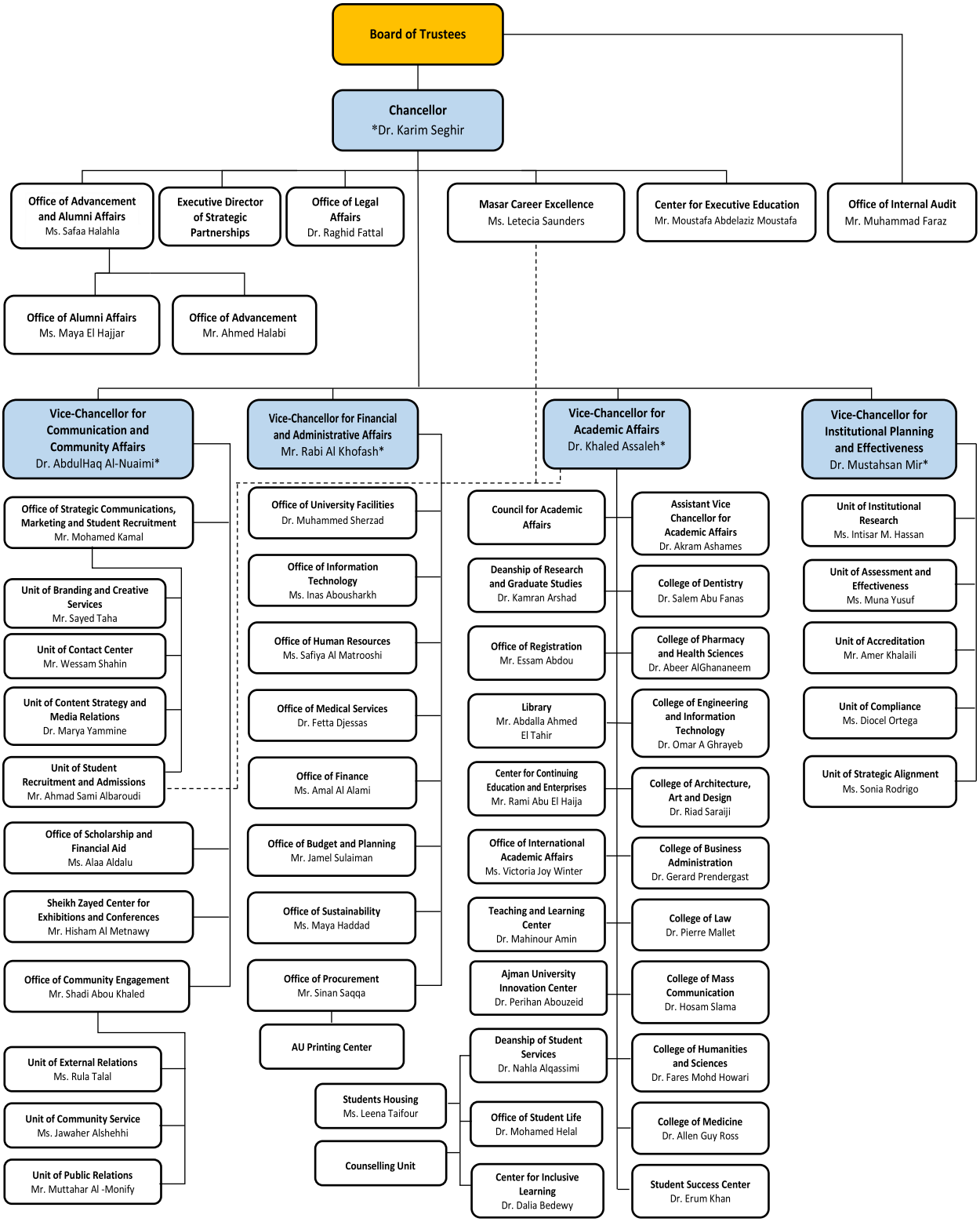
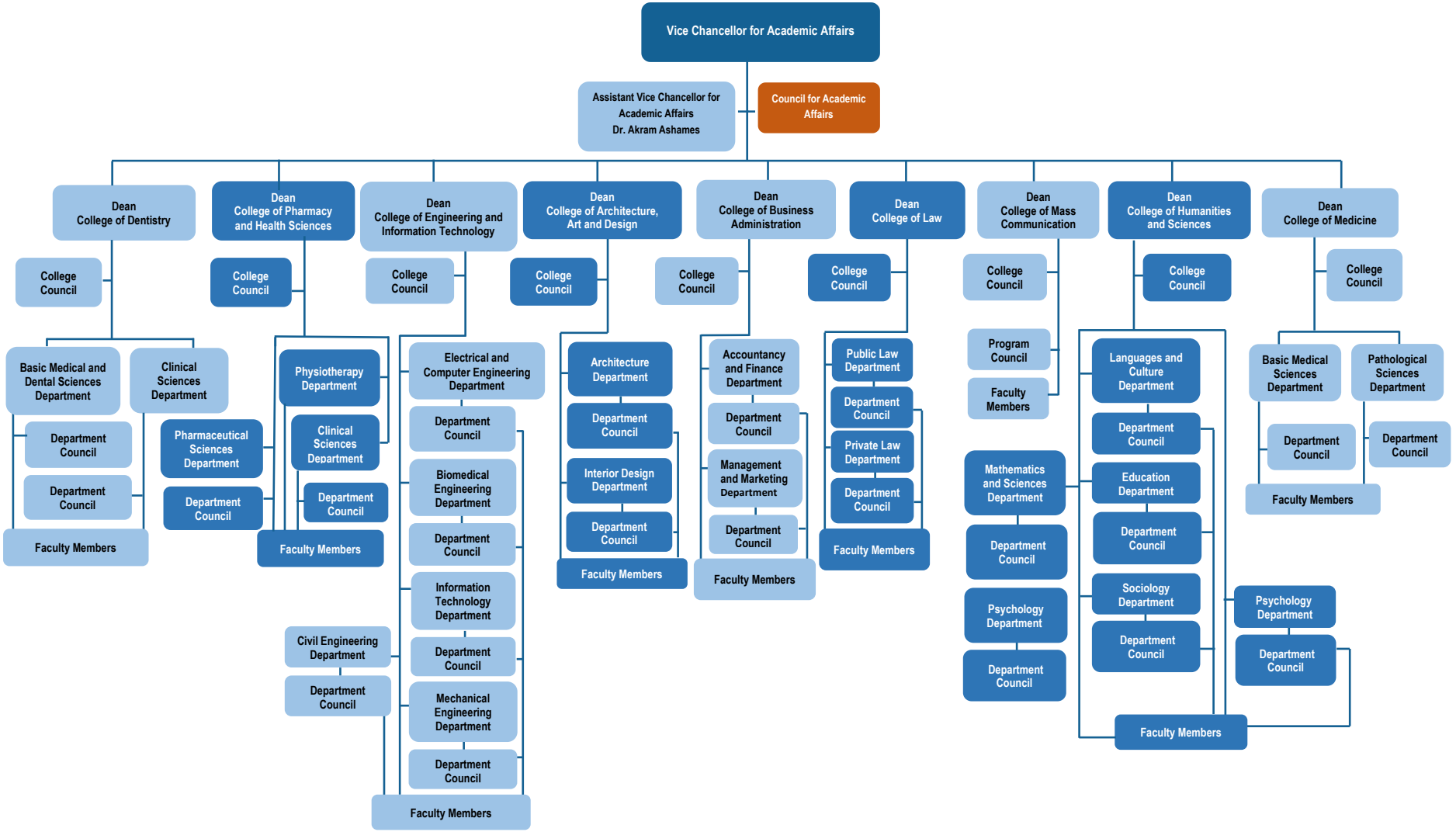
1 Ajman University Organization Chart



*Cabinet Members

AU Colleges 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

Established in 1988 as the first private university in the GCC, Ajman University of Science and Technology (AUST) was also the first university in the UAE to admit expatriate students of both genders. AU continues to be a pioneer in inclusion, innovation, and social impact. In 2016, the name of the university was changed to Ajman University (AU) to better reflect the comprehensive nature of the programs offered by the university. AU is licensed to operate as a higher education institution, and all its programs are accredited by the Commission for Academic Accreditation (CAA), Ministry of Higher Education and Scientific Research, United Arab Emirates. AU offers 33 accredited undergraduate programs and 26 accredited graduate programs through its nine colleges.

In 2020, AU became one of the first six higher education institutions in the world to receive global accreditation from the Quality Assurance Agency (QAA), the UK's independent body and a global leader in quality assurance for higher education. This accreditation was renewed in 2025 through QAA re-accreditation with no conditions or recommendations. In addition, many of AU's programs are accredited by international accreditation bodies. In 2022, AU became the first university in the UAE to receive an overall institutional 5 QS Stars Rating, along with 5 QS Stars in eight categories. In 2023, AU was recognized as a High Confidence Institution by the Commission for Academic Accreditation (CAA) of the Ministry of Higher Education and Scientific Research following its re-licensure review. That same year, AU transitioned from a for-profit to a non-profit organization, pursuant to an Emiri Decree issued by H.H. Sheikh Humaid bin Rashid Al Nuaimi. It is an independent, non-profit, multicultural academic institution. In 2024, AU received accreditation from the WASC Senior College and University Commission in the USA.

AU was ranked 12th in the Arab Region 2026 and 440th globally by the QS World University Rankings 2026 among academic institutions worldwide. In 2026, Ajman University achieved the highest possible QS rating of 5 Stars Plus, corresponding to recognition as an "Outstanding" institution worldwide. Only two institutions in the UAE hold the 5 Stars Plus rating. In addition, AU has achieved the highest rating of 5 Stars in nine different indicators: Teaching, Research, Facilities, Global Engagement, Employability, Good Governance, Diversity, Equity & Inclusion, Social Impact, and Specialist Program (Accounting & Finance).

Licensure and Accreditation

Institutional

- Ajman University, located at University Street, Al jerf 1, Ajman, United Arab Emirates, P.O. Box: 346 is officially Licensed from 3 May 1994 to 25 May 2030 by the Ministry of Education of the United Arab Emirates to award qualifications in higher education.

- Ajman University is globally accredited by the Quality Assurance Agency (QAA), the UK's independent body and a global leader in quality assurance for higher education.
- Ajman University is accredited by the **WASC Senior College and University Commission (WSCUC)**, 1080 Marina Village Parkway, Suite 500, Alameda, CA 94501, 510.748.9001.

College Accreditation

The College of Business Administration is accredited by The Association to Advance Collegiate Schools of Business (AACSB). Please see this link.

Program Accreditation

Ajman University, located at University Street, Al jerf 1, Ajman, United Arab Emirates, P.O. Box: 346, has earned Accreditation through the Commission for Academic Accreditation of the Ministry of Education for all programs.

Ministry of Education (MoE) Program Accreditations Schedule

1). Cluster-based Program Reviews

Cluster	SN	Name of Program	Accreditation Renewal Date	Proposed Date for Submission to CAA	AU Remarks
First Cluster **College of Law**	1	Doctor of Philosophy in Law	The end of the first year following the graduation of the 1st / 2nd cohort (30 November 2022): 30 November 2023	**31 March 2026**	CAA Visit 8-11, June 2026
	2	Master of Law in Private Law	31 March 2026		
	3	Master of Law in Public Law	31 March 2026		
	4	Bachelor of Law	20 January 2024		
Second Cluster **College of Humanities and Sciences & College of Mass Communication**	1	Professional Postgraduate Diploma in Teaching	21 August 2025	**1 October 2025**	
	2	Bachelor of Arts in Sociology and Social Work	17 February 2027		
	3	Bachelor of Arts in Psychology	The end of the first year following the graduation of the 1st/2nd cohort (20 July 2022): 20 July 2023		
	4	Bachelor of Mass Communication	1 October 2025		

	5	Master of Public Relations and Corporate Communication	The end of the first year following the graduation of the 1st/2nd cohort (30 June 2023): 30 June 2024		
Third Cluster **College of Engineering and Information Technology**	1	Bachelor of Science in Computer Engineering	24 July 2029	**24 July 2027**	
	2	Bachelor of Science in Information Systems (Project Management, E-Business Management)	24 July 2027		
	3	Bachelor of Science in Information Technology (Networking and Security)	24 July 2027		
	4	Bachelor of Science in Electrical Engineering	30 April 2029		
Fourth Cluster **College of Engineering and Information Technology**	1	Bachelor of Science in Data Analytics	15 June 2025	**24 July 2027**	
	2	Master of Science in Artificial Intelligence	15 June 2023		
	3	Bachelor of Science in Biomedical Engineering	4 April 2024		
	4	Bachelor of Science in Civil Engineering	The end of the first year following the graduation of the 1st/2nd cohort (30 June 2024): 30 June 2025		
	5	Bachelor of Science in Mechanical Engineering	The end of the first year following the graduation of the 1st/2nd cohort (30 June 2024): 30 June 2025		
Fifth Cluster **College of Dentistry**	1	Master of Science in Endodontics	The end of the first year following the graduation of the 1st/2nd cohort (30 June 2023): 30 June 2024	1 Planned Joint Accreditation by the CAA and ADC	AU will submit the three SSRs by June 30, 2024

	2	Master of Science in Pediatric Dentistry	The end of the first year following the graduation of the 1st/2nd cohort (30 June 2023): 30 June 2024	(30 June 2024)	
	3	Bachelor of Dental Surgery (BDS)	21 March 2026		
	4	Master of Science in Restorative Dentistry	Waiting for the result of RPA visit. RPA letter is expected soon with accreditation validity until 2030.		Master of Science in Restorative Dentistry will not be reviewed with the programs in 2024, but will be included in the second round ~ 2031
Sixth Cluster **College of Architecture, Art and Design**	1	Bachelor of Architecture	28 February 2030	28 February 2030	
	2	Bachelor of Interior Design	28 February 2030		
	3	Bachelor of Architectural Engineering	15 June 2028		
	4	Master of Science in Urban Design	27 December 2026.		
Seventh Cluster **College of Medicine**	1	Doctor of Medicine	The end of the first year following the graduation of the 2nd cohort (30 June 2025): 30 June 2026	30 June 2026	
Eighth Cluster **College of Pharmacy and Health Sciences**	1	Master of Science in Clinical Pharmacy	20 September 2027	20 September 2027	

2). Joint Accreditation by the CAA and International Accrediting Bodies:

Joint Accreditation	SN	Name of Program	Accreditation Renewal Date	Proposed Date for Submission to the CAA and International Accrediting Body	AU Remarks
Joint Accreditation by the CAA and Association to Advance Collegiate Schools of Business (AACSB) **College of Business Administration**	1	Bachelor of Science in Management	2 March 2024	May 2027	RPA letter dated 9 March 2021
	2	Bachelor of Science in Marketing	2 March 2024		
	3	Bachelor of Science in Finance	2 March 2024		
	4	Bachelor of Science in Accounting	2 March 2024		
	5	Master of Business Administration (Human Resource Management, Financial Management, and Marketing)	3 January 2024		
	6	Doctor of Business Administration	The end of the first year following the graduation of the 1st/2nd cohort (30 June 2023): 30 June 2024		
		AACSB Accreditation of all above 6 programs	May 2027		All programs in the College of Business have recently went through a thorough review by AACSB, which was achieved in 2022
Joint Accreditation by the CAA and Accreditation Council for Pharmacy Education (ACPE) **College of Pharmacy and Health Sciences**	1	Bachelor of Pharmacy	4 April 2024	January 2024	
		ACPE Accreditation of Bachelor of Pharmacy	January 2024		Planned date to submit the documents to ACPE is January 2024

Specialized Program Accreditation

Program	Award	Accrediting Body
Bachelor of Science in Biomedical Engineering Bachelor of Science Electrical Engineering Bachelor of Science in Computer Engineering	Program Accreditation Certification	• **The Computer Engineering (Bachelor of Science)** program at Ajman University is accredited by the Engineering Accreditation Commission of ABET, https://www.abet.org, under the commission's General Criteria and Program Criteria for Electrical, Computer, Communications, Telecommunication(s) and Similarly Named Engineering Programs. • **The Electrical Engineering (Bachelor of Science)** program at Ajman University is accredited by the Engineering Accreditation Commission of ABET, https://www.abet.org, under the commission's General Criteria and Program Criteria for Electrical, Computer, Communications, Telecommunication(s) and Similarly Named Engineering Programs. • **The Biomedical Engineering (Bachelor of Science)** program at Ajman University is accredited by the Engineering Accreditation Commission of ABET, https://www.abet.org, under the commission's General Criteria and Program Criteria for Bioengineering and Biomedical Engineering and Similarly Named Engineering Programs.
Bachelor of Architecture	Study Programme Validation	International Union of Architects (UIA) https://www.uia-architectes.org/webApi/en/working-bodies/formation
Bachelor of Pharmacy	Program Accreditation Certification	Accreditation Council for Pharmacy Education (ACPE) https://www.acpe-accredit.org/international-services-program/
Bachelor of Science in Accounting	Program Accreditation Certification	Association of Chartered Certified Accountants (ACCA) https://www.accaglobal.com/us/en/learning-provider/learningproviders-exemptions/information-about-exemption-accreditation.html
		CPA Australia (Certified Practicing Accountant) https://www.cpaaustralia.com.au/
	Program Accreditation	The Chartered Institute of Management Accountants (CIMA) https://www.cimaglobal.com/Starting-CIMA/Starting-CIMA/Exemptions/Exemption-Search/Ajman-University-14414/?qualification=1-55R8XFZ
Bachelor of Law	Five-Year Unreserved Accreditation	High Council for Evaluation of Research and Higher Education (HCERES) https://www.hceres.fr/en

Program	Award	Accrediting Body
Bachelor of Mass Communication with specializations in Radio and Television Production; and Graphic Design for Media	Program Accreditation	Agency for Quality Assurance through Accreditation of Study Programs (AQAS) https://www.aqas.eu/programme-accreditation/
		Accrediting Council on Education in Journalism and Mass Communications (ACEJMC) Accredited/Reaccredited – ACEJMC
Bachelor of Sociology and Social Work	Five-Year Unreserved Accreditation	High Council for Evaluation of Research and Higher Education (HCERES) https://www.hceres.fr/en
Bachelor of Dental Surgery (BDS)	Program Accreditation (Valid from January 1, 2025, through December 31, 2031)	Australian Dental Council International (ADCI) https://adc.org.au/accreditation/accredited-programs/international-accredited-programs-list-2/
Bachelor of Arts in Psychology	Program Accreditation (valid until September 2031)	German Accreditation, Certification and Quality Assurance Institute (ACQUIN)

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 an independent, comprehensive, non-profit, 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.

Goals and Objectives

1. **Strengthen academic excellence in line with int'l standards & market requirements**
   - 1.1. Advance teaching and learning excellence
   - 1.2. Align academic programs to market needs
   - 1.3. Expand lifelong learning programs/ opportunities
2. **Enhance research quality and impact**
   - 2.1. Promote faculty and students involvement in research
   - 2.2. Increase external research partnerships and funding
   - 2.3. Strengthen research infrastructure and resources
3. **Build a career-making, student-centric development journey**
   - 3.1. Build a comprehensive professional advising & career development program
   - 3.2. Improve students' digital experience
   - 3.3. Ensure public and private employers are actively involved
   - 3.4. Strengthen soft skills and experiential learning in the development journey
4. **Strengthen meaningful relationships with external communities**
   - 4.1. Develop a more active alumni community
   - 4.2. Further impactful academic partnerships
   - 4.3. Foster social responsibility and community engagement
5. **Recruit and retain diverse and brilliant students**
   - 5.1. Improve student recruitment strategies
   - 5.2. Diversify the student body
   - 5.3. Recruit outstanding students
   - 5.4. Improve student retention

6. Enhance institution sustainability

6.1. Ensure financial sustainability

6.2. Nurture good governance principles

6.3. Promote operational excellence

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 global 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 Educational Objectives and Graduate Profile

5.1 Educational Objectives

The Educational Objectives (EOs) of AU are stated as follows:

1. Offer a broad range of high quality and relevant undergraduate and graduate academic programs that are in line with international standards and market requirements.
2. Equip students with broad knowledge as well as discipline-specific in-depth knowledge and skills to adequately prepare them for the job market.
3. Provide student-centric quality education, with appropriate hands-on and experiential learning experience, to develop well-rounded and career-ready graduates who are life-long learners, professionally competent, socially responsible, and active contributors to the society.
4. Provide sufficient resources, including research resources, and various support services to facilitate all students in making timely progress toward the completion of their degrees.

5.2 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.

6 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 general and discipline-specific knowledge and skills in their professional fields.

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 Literacy:**

   Acquire information from various sources, evaluate it appropriately, and use it effectively.

5. **Quantitative Reasoning:**

   Apply quantitative techniques to analyze data, interpret it, and draw reasonable conclusions.

6. **Teamwork:**

   Work collaboratively with others to collectively achieve results.

7. **Innovation:**

   Relate the value of innovation to one's professional life and to overall development of society.

8. **Social Responsibility:**

   Recognize the importance of social responsibility and its impact on society.

7 System of Education and Programs Offered

The University utilizes the credit hour system. This system requires that students earn a total number of credit hours, as determined by the University, to complete their program of study. The required number of credit hours is distributed over a certain number of semesters, depending on the program. All AU Undergraduate programs are accredited by the Commission for Academic Accreditation (CAA) of the Ministry of Higher Education and Scientific Research (MOHESR), UAE.

Undergraduate Admissions Requirements for MOE Secondary School Certificates Holders

Table 1: Undergraduate Programs Offered

College of Dentistry

Degrees offered/ Concentration	Years of Study	Total Cr. Hrs.	Certificate and percentage required for admission	Additional requirements
Bachelor of Dental Surgery	5	201	Grade 12- MOE (80%) Elite Track (85%) Advanced Track, or its equivalent	**Subject-Specific requirements:** **- English:** Academic IELTS 5, TOEFL 500, IBT 61. **- Math:** a minimum score of 90% or its equivalent. - **Two science subjects (Physics, Chemistry, Biology)**: a minimum score of 90% or its equivalent. If the subject proficiency requirements in Mathematics and two science subjects are not met, **Conditional Admission** will only be granted if the applicant's average score in these subjects is between 80% and 89%. Applicants admitted under this condition must pass a remedial course in the respective subject(s) where the score is below 90%. **College requirements:** - Passing a personal interview.

Degrees offered/ Concentration	Years of Study	Total Cr. Hrs.	Certificate and percentage required for admission	Additional requirements
Bachelor of Science of Allied Dental Sciences	120	4	Grade 12 – MOE (60%) Elite Track, (65%) Advanced Track, (70%) General Track or its equivalent.	**Subject-Specific requirements:** - **English:** a minimum score of 80% or its equivalent. If the subject proficiency requirements in English is not met, **Conditional Admission** will only be granted if the applicant is scoring between 75% and 79% in the English subject. Applicants admitted under this condition must either: 1. Pass a remedial English course during the first semester. Or 2.Submit an English proficiency test score (Academic IELTS 5, TOEFL 500, IBT 61) before the start of the first semester. **College requirements:** Passing a personal interview.

College of Medicine

Degrees offered/Concentration	Years of Study	Total Cr. Hrs.	Certificate and percentage required for admission
Doctor of Medicine (MD)	6	226	Please refer to Table 3 (Entry Requirements for Ajman University MD Year 1)

College of Pharmacy & Health Sciences

Degrees offered/ Concentration	Years of Study	Total Cr.Hrs.	Certificate and percentage required for admission	Additional requirements
Bachelor of Pharmacy	4.5	160	Grade 12- MOE (70%) Elite Track, (75%) Advanced Track, or its equivalent	**Subject-Specific requirements:** **- English:** a minimum score of 80% or its equivalent. **- Math:** a minimum score of 80% or its equivalent. - **Two science subjects (Physics, Chemistry, Biology)**: a minimum score of 80% or its equivalent. **Conditional Admission:** If the subject proficiency requirements are not met, **Conditional Admission** will only be granted to the below cases: **English**: Applicants scoring between 75% and 79% in the English subject must pass a remedial English course during the first semester. Or, submit an English proficiency test score (Academic IELTS 5, TOEFL 500, IBT 61) before the start of the first semester. **Math and two science subjects**: Applicants with an average of 70% to 79% in Mathematics, and two science subjects must pass a remedial course in the respective subject(s) where the score is below 80%. **College requirements:** Passing a personal interview.
Doctor of Pharmacy	6	214		

Degrees offered/ Concentration	Years of Study	Total Cr.Hrs.	Certificate and percentage required for admission	Additional requirements
Bachelor of Science in Nursing	4	120	Grade 12 – MOE (60%) Elite Track, (65%) Advanced Track, (70%) General Track or its equivalent.	**Subject-Specific requirements:** **English:** a minimum score of 80% or its equivalent. If the subject proficiency requirements in English is not met, **Conditional Admission** will only be granted if the applicant is scoring between 75% and 79% in the English subject. Applicants admitted under this condition must either: 1. Pass a remedial English course during the first semester. Or 2.Submit an English proficiency test score (Academic IELTS 5, TOEFL 500, IBT 61) before the start of the first semester. **College requirements:** Passing a personal interview.
Bachelor of Science in Physiotherapy	4	129	Grade 12 – MOE (60%) Elite Track, (70%) Advanced Track, (75%) General Track or its equivalent.	**Subject-Specific requirements:** **English:** a minimum score of 80% or its equivalent. If the subject proficiency requirements in English is not met, **Conditional Admission** will only be granted if the applicant is scoring between 75% and 79% in the English subject. Applicants admitted under this condition must either: 1. Pass a remedial English course during the first semester. Or 2.Submit an English proficiency test score (Academic IELTS 5, TOEFL 500, IBT 61) before the start of the first semester.

College of Engineering & Information Technology

Degrees Offered/Concentration	Years of Study	Total Cr.Hrs.	Certificate and percentage required for admission	Additional requirements
Bachelor of Science in Electrical Engineering	4	142	Grade 12-MOE (75%) Elite Track, (80%) Advanced Track – (90%) General Track. or its equivalent.	**Subject-Specific requirements:** - **English:** a minimum score of 80% or its equivalent. - **Math and Physics:** a minimum score of 80% or its equivalent. - **Biology or Chemistry:** a minimum score of 80% or its equivalent. **Conditional Admission:** If the subject proficiency requirements are not met, **Conditional Admission** will only be granted to the below cases: **1. English**: Applicants scoring between 75% and 79% in the English subject must pass a remedial English course during the first semester. Or, submit an English proficiency test score (Academic IELTS 5, TOEFL 500, IBT 61) before the start of the first semester. **2. Math, Physics, Biology or Chemistry**: Applicants with an average of 70% to 79% in Mathematics, Physics, and Biology or Chemistry must pass a remedial course in the respective subject(s) where the score is below 80%.
Bachelor of Science in Biomedical Engineering	4	141		
Bachelor of Science in Computer Engineering	4	140		
Bachelor of Science in Civil Engineering	4	141		
Bachelor of Science in Mechanical Engineering	4	141		
Bachelor of Science in Information Systems\ Project Management	4	123	Grade 12-MOE – (60%) Elite Track (65%)	**Subject-Specific requirements:** - **English:** a minimum score of 80% or its equivalent.

<table>
<tr><th>Degrees Offered/Concentration</th><th>Years of Study</th><th>Total Cr.Hrs.</th><th>Certificate and percentage required for admission</th><th>Additional requirements</th></tr>
<tr><td>Bachelor of Science in Information Systems\ E-Business Management</td><td></td><td></td><td>Advanced Track (70%) General Track or its equivalent</td><td>- Math: a minimum score of 70% or its equivalent.

<u>Conditional Admission:</u>
If the subject proficiency requirements are not met, Conditional Admission will only be granted to the below cases:
1. English: Applicants scoring between 75% and 79% in the English subject must pass a remedial English course during the first semester. Or, submit an English proficiency test score (Academic IELTS 5, TOEFL 500, IBT 61) before the start of the first semester.
2. Math: Applicants scoring less than 70% in Mathematics, must pass a remedial course in the subject.</td></tr>
<tr><td>Bachelor of Science in Information Technology/ Networking and Security</td><td>4</td><td rowspan="4">123</td><td rowspan="4">Grade 12-MOE (60%) Elite Track, (70%) Advanced Track, (75%) General Track or its equivalent</td><td rowspan="4"><u>Subject-Specific requirements:</u>
- English: a minimum score of 80% or its equivalent.
- Math: a minimum score of 75% or its equivalent.

<u>Conditional Admission:</u>
If the subject proficiency requirements are not met, Conditional Admission will only be granted to the below cases:
1. English: Applicants scoring between 75% and 79% in the English subject must pass a remedial English course during the first semester. Or, submit an English proficiency test score (Academic IELTS 5, TOEFL 500, IBT 61) before the start of the first semester.
2. Math: Applicants scoring less than 75% in Mathematics, must pass a remedial course in the subject.</td></tr>
<tr><td>Bachelor of Science in Cybersecurity</td><td>4</td></tr>
<tr><td>Bachelor of Science in Data Analytics</td><td>4</td></tr>
<tr><td>Bachelor of Science in Artificial Intelligence</td><td>4</td></tr>
</table>

College of Architecture, Art and Design

Degrees offered/Concentration	Years of Study	Total Cr. Hrs.	Certificate and percentage required for admission	Additional requirements
Bachelor of Architecture	5	156	Grade 12- MOE (65%) Elite Track, (70%) Advanced Track, (75%) General Track – or its equivalent.	**Subject-Specific requirements:** - **English:** a minimum score of 80% or its equivalent. If the subject proficiency requirements in English is not met, **Conditional Admission** will only be granted if the applicant is scoring between 75% and 79% in the English subject. Applicants admitted under this condition must either: 1. Pass a remedial English course during the first semester. Or 2.Submit an English proficiency test score (Academic IELTS 5, TOEFL 500, IBT 61) before the start of the first semester.
Bachelor of Interior Design	4	125	Grade 12- MOE (60%) Elite, Advanced and General Tracks or its equivalent.	
Bachelor of Architectural Engineering	5	150	Grade 12- MOE (75%) Elite Track, (80%) Advanced Track, (90%) General Track. – or its equivalent.	**Subject-Specific requirements:** - **English:** a minimum score of 80% or its equivalent. - **Math and Physics:** a minimum score of 80% or its equivalent. - **Biology or Chemistry:** a minimum score of 80% or its equivalent. **Conditional Admission:** If the subject proficiency requirements are not met, **Conditional Admission** will only be granted to the below cases: **1. English**: Applicants scoring between 75% and 79% in the English subject must pass a remedial English course during the first semester. Or, submit an English proficiency test score (Academic IELTS 5, TOEFL 500, IBT 61) before the start of the first semester. **2. Math, Physics, Biology or Chemistry**: Applicants with an average of 70% to 79% in Mathematics, Physics, and Biology or Chemistry must pass a remedial course in the respective subject(s) where the score is below 80%.

College of Business Administration

Degrees offered/Concentration	Years of Study	Total Cr. Hrs.	Certificate and percentage required for admission	Additional requirements
Bachelor of Science in Management	4	120	Grade 12- MOE (60%) Elite, Advanced, and General Tracks - or its equivalent	**Subject-Specific requirements:** - **English:** a minimum score of 80% or its equivalent. If the subject proficiency requirements in English is not met, **Conditional Admission** will only be granted if the applicant is scoring between 75% and 79% in the English subject. Applicants admitted under this condition must either: 1. Pass a remedial English course during the first semester. Or 2.Submit an English proficiency test score (Academic IELTS 5, TOEFL 500, IBT 61) before the start of the first semester.
Bachelor of Science in Marketing	4	120		
Bachelor of Science in Finance	4	120		
Bachelor of Science in Accounting	4	120		
Bachelor of International Hospitality Management	4	120		

College of Law

Degrees offered/Concentration	Years of Study	Total Cr. Hrs.	Certificate and percentage required for admission	Additional requirements
Bachelor of Law	4	129	Grade 12- MOE (60%) Elite, Advanced, and General Tracks - or its equivalent	**Subject-Specific requirements:** **Math:** a minimum score of 70% or its equivalent. If the subject proficiency requirements in Mathematics is not met, **Conditional Admission** will be granted. Applicants admitted under this condition must pass a remedial course in the subject.
Associate Degree in Legal Studies	2	60	Grade 12- MOE (60%) Elite, Advanced, and General Tracks - or its equivalent	N/A

College of Humanities & Sciences

Degrees offered/Concentration	Years of Study	Total Cr. Hrs.	Certificate and percentage required for admission
Bachelor of Arts in Sociology and Social Work	4	120	Grade 12- MOE (60%) Elite, Advanced and General Tracks or its equivalent.
Bachelor of Arts in Psychology			

College of Mass Communication

Degrees offered/Concentration	Years of Study	Total Cr. Hrs.	Certificate and percentage required for admission
Bachelor of Mass Communication - Integrated Marketing Communications	4	126	Grade 12- MOE – (60%) Elite, Advanced and General Tracks or its equivalent.
Bachelor of Mass Communication - Radio and Television Production			
Bachelor of Mass Communication - Graphic Design for Media			

Visiting Students

(will not receive a degree)

Program Title	Years of Study	Certificate required for admission
Free Study	Up to 2 regular and summer semesters.	Grade 12- MOE – (60%) Elite, Advanced, and General Tracks or its equivalent. or Approval letter from his/her former University
Non-degree	Up to 2 regular semesters, with (no more than 17 credit hours per semester).	The latest degree (Bachelor, Master, or, Doctorate)
Exchange Student (inbound)	a maximum of two semesters.	Approval letter from his/her former University

Table 2: Minor Programs offered by the Colleges

College	Program	Eligible Students (Major Programs)
Engineering and Information Technology	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 majors in an engineering discipline except Computer Engineering.
Business Administration	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
	Business Analytics	College of Business Administration
	Human Resource Management	BSc in Management
	Islamic Banking and Finance	All programs at AU
	Taxation	College of Business Administration

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 the CAA Guidelines and the Circulars issued by His Excellency the Minister of Higher Education and Scientific Research, 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. Satisfy the minimum scores in the high school subjects if required (refer to the table above).
e. Personal interview- If required.
f. Equivalency certificate from the Ministry of Education in UAE

Curricula:

- **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, and 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 24.
    - 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 (Year 13/Grade 12) of study by the time she/he has finished secondary education and must provide proof thereof.
  - A maximum of 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.
  - 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

Doctor of Medicine (MD) Program:

Program Offered

The College offers a highly innovative 6-year full-time program in a 2 plus 4 format that includes two years of premedical education followed by four years of vertically and longitudinally integrated medical education (Pre-clerkships; 2 years) and clinical training (Clerkships; 2 years) leading to the award of the degree 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. Mathematics: a minimum score of 90%.
c. Two science subjects (Physics, Chemistry, Biology): a minimum score of 90%.
   English proficiency test: Achieve IELTS Academic 6.0 (or other accepted equivalents)
d. Written test (Duration: 1 hr): Content of assessment includes Biology, Physics, Chemistry and Mathematics (at the level of EmSAT subject tests), and problem-solving.
e. A passing grade on the written test is required before eligibility for an interview.
f. 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%
	English	IELTS Academics 6 or its equivalent (TOEFL 550, or IBT 79, or CBT 214)
	Grade 12 Mathematics	90%
	Grade 12 two of the three science subjects (Chemistry, Biology or Physics)	90%
	Science Track	90%

Curriculum	Entry requirement	Minimum Score/grade
American Curriculum	SAT I – Mathematics OR AP Mathematics	590 OR Score of 3
	AP in two science subjects (Chemistry, Biology or Physics)	score of 3 per subject
British Curriculum	Applicant should obtain a 12th-grade (Year 13) report card from the school	
	a) IGCSE/GCSE "O" level in five subjects (Chemistry, Biology, Physics Math, and English)	Four A (7)s + one B (6)
	b) GCSE A/S level in any 2 subjects (Chemistry, Biology, and Physics)	One A (7) and one B (6)s
	OR GCSE A2 level in any 2 subjects (Chemistry, Biology, and Physics)	Two B (6)s
International Baccalaureate (IB)	a) IB High Level (HL) in 2 of the 3 subjects (Chemistry, Biology, or Physics), and Math in Standard Level b) HL, the grade of any subject shall not be less than 4.	With scores of 5
	c) IB Diploma	Total of at least 32 of 45 points.
India/Pakistan Curricula	Completion of Grade 12 and obtaining Higher/Senior Secondary Certificate Boards (e.g. CBSE).	85%
	Subjects must include (Physics, Biology, and Chemistry) in Grade 12, and Math in Grade 10 with	Score of 80% in each subject
	Grade 12 Mathematics, and two science subjects (Chemistry, Biology or Physics)	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 Subjects must include (Math, Physics, Biology, and Chemistry).

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.

8.1 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.

8.2 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, or canceled, 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.

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 any applicant for certain programs (mentioned hereafter) with high school average less than the minimum required high school average. This is only applicable for the following programs: Bachelor of Interior Design, Bachelor of Science in Management, Bachelor of Science in Marketing, Bachelor of Science in Accounting, Bachelor of Science in Finance, Bachelor of Arts in Sociology and Social Work, Bachelor of Arts in Psychology, and Bachelor of Mass Communication.
- The student will register in 3 remedial courses to be determined according to the degree requirements and the grades of relevant subjects in the high school certificate.
- 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 AU.
- Student cannot ask for any refund of any tuition fees, in case he does not satisfy the requirements within the estimated time-frame. But he/she is entitled to request any document related to his/her academic records.

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, seat reservation payments (if applicable), 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).
- Student cannot ask for any refund of any tuition fees, in case he does not satisfy the requirements within the estimated time-frame.

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 including:

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

2.4. Cancelation:

Applicants may receive a cancellation notification for various reasons, including but not limited to the following:

- Failure to pay the seat reservation fee within the specified deadline.
- Failure to respond to the offer letter within the allotted time frame (i.e., by the end of the admission cycle).
- Rejection of the offer letter by the applicant.
- Applicant's request to withdraw from the University.
- Failure to submit the required admission documents before the program's closing date.
- In all such cases, the application and admission fees are non-refundable.

8.3 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 they submit a conditional admission letter from the UAE Ministry of Education.
- ❖ 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.

- ➢ **English Subject Score or its equivalent**
  (This Condition is not Applicable to MD and BDS applicants):
  Applicants who have not achieved the required English score by the time of registration will be given a chance to either:
  1) Pass a remedial English course during the first semester. Or,
  2) Submit an English proficiency test score before the start of the first semester.

- ➢ **Math/ Sciences subjects (This Condition is not Applicable to MD applicants):**
  Applicants who have not achieved the required Math/Science subject scores or its equivalent by the time of registration will need to pass a remedial course in the respective subject(s).

- ➢ **High school average Conditional Admission:**
  Applicants with a passing percentage below 60% may be admitted into the following programs provided to fulfill the below-mentioned requirements:
  - Business Administration programs.
  - Mass Communication programs.
  - Humanities and Sciences programs.
  - Interior Design program

  These applicants must register for three (3) remedial courses determined by the college, in the first semester of study, and achieve a minimum GPA of 2.5 on a 4 scale (these remedial courses are not for credit within the degree program).

- ➢ **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.

- The student must provide true and correct information, and s/he agrees to abide by the academic calendar and all University Policies and regulations as well as academic, administrative, and financial decisions, and s/he delegates Ajman University to amend them unilaterally at its sole discretion, and s/he agrees to abide by them once they come into force. S/he fully authorizes the University and its employees informing, notifying and sharing his/her guardian, father, mother, husband, sponsor, financier, or debt collection companies (if any) of everything related to his/her University life, and providing any of them with all academic, financial, and administrative documents and records, including but not limited to the decisions of the disciplinary or ad/hoc committees.
- The student is entitled to withdraw his/her consent or authorization of sharing his/her information and data, by sending an email to the email address mentioned below. This withdrawal shall not affect the legality and lawfulness of the processing and sharing made based on the consent given prior to the withdrawal.
  registration@ajman.ac.ae
- The student agrees that the University is entitled to unilaterally amend the tuition fees, in accordance with the students' Catalog, and s/he is committed to paying the new tuition fees once the new decision comes into force. S/he also agrees to pay out the fines the University decides against delayed payment of any kind.
- 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.
- The student agrees that the University is entitled to withhold certificates, academic record, any statement (certificate), and/or any other document whatever it is, if s/he does not fully honor his/her obligations, including financial commitments.
- In case the student faces financial issues, and the University wants to try to do a fund raising to help him/her to pay the tuition fees, his/her personal, academic and financial information may be disclosed by the University to a third Party for this purpose, unless explicitly stated otherwise upon admission in an email sent by the student to the Office of Registration on: registration@ajman.ac.ae
- The student is entitled to withdraw his/her consent or authorization of sharing his/her information and data, by sending an email to the email address mentioned above. This withdrawal shall not affect the legality and lawfulness of the processing and sharing made based on the consent given prior to the withdrawal.
- The student agrees that it is the student's responsibility to read, understand and apply the terms and conditions in the student's catalog and policies and their amendments, and receiving his/her university ID is considered an acknowledgment of his/her commitment to these terms and conditions that can be amended from time to time.
- The student email address which will be created upon admission is one of the official communication channels between the student and the University.

8.4 English Language Proficiency

- Full admission to programs where the medium of instruction is English are given only to applicants who achieve a score of 80% in Grade 12 English subject (to certain programs), or 500 in the TOEFL (paper-based test), 61 in TOEFL (iBT), Computer Based Test (CBT) 173, Band 5 in IELTS (Academic).
- Full admission to the MD program is given only to applicants who achieve a score of at least 550 in the TOEFL (paper-based test), 79 in TOEFL (iBT), Computer Based Test (CBT) 214, Band 6 in IELTS.

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

8.5 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 equivalent and if they have not been subjected to academic or disciplinary dismissal.
However, students who have not been of good academic standing but not dismissed (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 fulfils 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.
- The responsibility for approving the credit transfer lies with the college (Transfer Committee) that offering the program, provided that all administrative requirements are fulfilled.
- 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 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 in 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 descriptions for required courses must be stamped by the former educational institution and submitted to the Office of Registration.

- The applicant must disclose his/her desire to transfer courses from the previous university during the admission stage, otherwise, he/she bears full academic & administrative responsibility.
- The Ministry of Education will be contacted to verify academic records issued outside UAE. if positive feedback is not received from MOE-UAE in the student's first semester, pre-equated courses from the former educational institute must be registered.
- 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 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.

8.6 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 shall be 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 five (5) 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.

8.7 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

1. 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), informal learning, and non-formal learning.
2. The University does not grant credit twice for substantially the same course or repeated course. Neither does it grant credit for training in unaccredited institutes, nor for previous courses from unlicensed educational institutions in the United Arab Emirates or abroad.
3. Except for credits awarded through advanced placement or credit transfer, in order to grant credits on the basis of informal or non-formal learning a challenge exam will be required in all cases prior to the awarding of credit for prior learning.
4. For appropriate recognition, the learning should be current, relevant to the course and of sufficient breadth and depth to ensure university level learning.
5. For obtaining credit for prior learning experience, applicant's knowledge, skills, and competencies shall be weighed against course descriptions and their learning outcomes.
6. A maximum of 30 credit hours can be gained through PLAR. However, in all cases, credits granted through Recognition of Prior Learning (RPL) for all courses in an individual undergraduate program must not exceed 50% of the total completion requirements including credit transfer of formal learning and not more than 25% for graduate programs.
7. 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'.
8. PLAR courses shall not be used in determining the cumulative GPA.
9. 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.

PLAR Procedure

1. An applicant shall complete a PLAR e - request providing complete details of his/her prior learning experience and suggest courses for which credit may be granted to the applicant. The complete application request, along with all supporting documents and evidence, shall be submitted to the Office of Registration.
2. In filling the PLAR request, the applicant can get assistance from his/her academic advisor.
3. The registrar shall forward the request along with supportive documents to the College Dean who shall provide it to the Head of Department (HOD) for evaluation and recognition.
4. The HOD shall form an ad-hoc committee in the department to study the case.
5. Evidences may include authenticated certificates of informal learning, portfolio, projects, but in all cases of informal and non-formal learning, the student has to take and pass a challenge exam for each course he/she is requesting a waiver for.

6. The Committee can ask the applicant to submit other documents or evidence, as required.
7. When the applicant has been assessed, the Committee shall complete an Assessment Evaluation form and submit it to the HOD. This form will list all the courses for which credit has been granted. It shall also list separately the courses for which the applicant requested the credit but no credit was granted by the Committee.
8. The HOD, after approving the recommendations of the Committee, will provide the Assessment Evaluation form to the Dean. The HOD can ask the Committee to explain its recommendations and reasons behind its decisions. He/she can also ask the Committee to reconsider its recommendations and provide justification for their final decision.
9. The Dean will re-forward the PLAR e-request along with the Assessment Evaluation form to the Office of Registration. The student will be informed accordingly by the Office of Registration.

The approved request (PLAR course) fee must be paid. If an applicant is not satisfied with the decision of the ad-hoc committee and the HOD, he/she can file an appeal with the College Dean. The Appeal may be considered by an Appeal Committee whose decision is final.

8.8 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.

8.9 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 and admission fees.
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/she 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/she 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 and admission fees.
   - 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 active, re-enrollment of the student with the same ID and in the same program will be considered after the College Dean & the Registrar's approval. A fee of 300 AED is required.

8.10 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 and for Secondary certificates obtained abroad.
c. Photocopy of a 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. Other requirements might apply based on an applicant's specific school system. The Unit of Student Recruitment and Admissions has 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.

8.11 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.

8.12 Seat Reservation

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

a. Only after payment of the non-refundable application and admissions fees.
b. Students admitted to Medicine (MD Program), Dentistry, and Nursing programs are required to pay a seat reservation deposit.
c. This seat reservation deposit is non-refundable and non-transferable and must be paid before the deadline stated in the letter of admission.
d. This seat reservation 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.

8.13 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.

NB: Students may be allowed to extend their conditional admission period for another semester and register for up to 12 additional credit hours (enrollment in qualifying courses may be required).

8.14 Course Registration for Continuing Students

Colleges encourage non-probation students (see Section 13 for an explanation of the academic probation 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 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.

8.15 Study Load

- A student's study load refers to the total number of credit hours registered during a given semester. For undergraduate students, the typical study load ranges from 12 to 20 credit hours per regular semester, based on the approved study plan. Each credit hour corresponds to either one hour of lecture or two hours of practical/laboratory work per week over a 15-week semester.
- Exceptions for Increased Study Load are as follows:
  - An increased study load of up to 22 credit hours for Medicine students and 21 credit hours for students in other undergraduate programs may be allowed under the following conditions:
    - The student is enrolled in Year 5 or Year 6 of the Doctor of Medicine program.

  - The student is enrolled in the Bachelor of Dental Surgery program and is in good academic standing.
  - The student has achieved a cGPA of at least 3.6 in the previous semester.
  - The student is expected to graduate by the end of the current semester and is in good academic standing.
- During the summer term, students may enroll in a maximum of 6 credit hours. However, students in their final semester who are expected to graduate may be allowed to take an additional 3 credit hours, upon approval.
- In case of an academic probation, the student's study load is reduced in accordance with the Academic Probation Policy and the Academic Progress Policy of Ajman University (also detailed in Section 13: Academic Probation of this handbook).

8.16 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.

8.17 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.

8.18 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.

8.19 Student ID Card

Students will receive a digital 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 digital ID card should be shown if have been requested. It may provide 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. Fraudulent use of an ID card shall result in disciplinary action.

9 Academic Advising Policy

Introduction

As part of its dedication to academic success, AU is committed to providing high quality academic advising in order to help students in the development and pursuit of academic objectives consistent with their career goals. The academic advising role has been created to enhance the levels of academic advice and support that students receive throughout their time at AU, leading to improved progression and successful career transition. Students will have opportunity throughout their academic journey to work closely with an academic advisor to reflect on their current progress and make clear plans for development and improvement. Academic advising is an ongoing process that connects students to the university. Academic advisors provide guidance to students in taking responsibility for their own learning, and in developing meaningful educational plans. Academic advising will aim at empowering each student with adequate and timely guidance, recommend resources and make referral to services that are capable of helping advance the students' skills that will lead to academic success and desire for lifelong learning. This policy aims to streamline the advising process and makes its implementation more efficient by the advisors.

Purpose

AU provides current and prospective students, academic advice that is accurate, consistent, and timely to support students to develop meaningful educational plans compatible with career and life goals. The purpose of this policy is to:

1. Define goals and nature of AU's academic advising.
2. Specify the responsibilities of the academic advisor and the student advisee; and what students can expect from the academic advising.
3. Describe the structure of AU's academic advising services.

General AU Advising Policies

1. Every new student is assigned an academic advisor within a week form his/her full admission to AU. Every advisor will be assigned new advisees from each batch of new students admitted. Once a student is assigned to an advisor, the student will continue to receive academic advising from the same advisor for their entire academic years. This is to build an effective advisee-advisor relationship and ensure advising continuum.
2. It is the responsibility of the college deanship to ensure that every regular student has an academic advisor.
3. AU students are informed about the advising policy and advising process during the initial orientation.
4. Academic advisors are provided with access to their advisees' academic information.
5. Every regular student must receive at least one advising session per semester.
6. Students at risk and those with academic warning/probation must receive a minimum of two academic advising sessions per semester.
7. Students in their final year of study must be provided with academic advising at least twice every semester of their final year.
8. New faculty can only co-advise of up to 40 students with a senior academic advisor throughout the first academic year, while completing a set number of mandated faculty developing programs. Starting from the second academic year, the new faculty member is assigned a regular advising assignment.
9. The following table describes the recommended maximum number of advisees and co-advisees:

Description	Maximum Advisees	Maximum Co-advisees
Existing Faculty (including CAAD lecturers)	40	0
New Faculty (1st year only)	0	40
GEP Lecturers (for freshman students only)	40	0
Senior Instructors, Instructors, and Assistant Instructors	0	40

10. Under special and strict circumstances, an advisee may request to change his/her academic advisor. This must be assessed by the Deanship of the pertaining college.
11. Resources will be made available to all units to ensure effective and efficient advising at all levels.
12. Training on effective academic advising will be provided for all advisors and co-advisors.
13. The college dean shall assign one (or more) lead advisor to support other academic advisors and co-advisors. Academic advisors and co-advisors shall communicate with the Office of Registration only through the lead advisor.

Roles of the Academic Advisor

The role of academic advisor spans the following domains:

A. **Academic Progress:** Academic progress will be achieved through reflection on academic development, identification of challenges to progress and creation of academic goals action plan for the period up to the next review point.
B. **Employability Development:** Support the academic, personal and professional development of students, assisting them to develop skills for employment and entrepreneurship in a structured process that is clearly articulated.
C. **Personal Management**: A process of careful identification of personal concerns, providing support or referring to relevant services, including assistance with identification and utilization of campus resources.

The academic advisor will take over the following roles to achieve these domains:

1. Assist students in making their own decisions in choosing an appropriate course of study that is commensurate with their interests and abilities, and meets their academic and life objectives.
2. Respond to concerns raised by students, identify learning needs of differing categories of students and resolve issues or make referral to available services, or personnel, as necessary.
3. Ensure that all students are aware of resources and educational opportunities at the University that may be pertinent to the student's educational objectives.
4. Ensure that all students are aware of the availability of free peer tutoring services. S/he will provide them with the name and contact details of the Faculty Liaison in their college who could assist them to access the peer tutoring service.
5. Be an information source regarding university policies and procedures.
6. Coordinate with the Lead Advisor for solving difficult cases.
7. Be an on-going source of dialogue and advice about life and academic goals for students.
8. Collect and disseminate information on student needs, perceptions, and trends in order to enhance AU institutional effectiveness and adaptability.

Roles of the Academic Co-advisor*

The role of academic co-advisor includes:

1. Help with administrative duties to support the students and carry out any task assigned to them by the main academic advisor or lead advisor.
2. Communicate with students to inform them about curricular details and direct them to the person they need to speak to.
3. Help the students in course registration process, change sections, drop courses, etc.
4. Other tasks assigned by the academic and lead advisors.

*The Academic Co-advisor is a Teaching Assistant or Lecturer who will be nominated by the college Dean.

Roles of the Lead Advisor*

The role of Lead Advisor spans the following domains:

1. Act as a coordinating point for general communication between the college and AU academic services, e.g., Office of registration, Student Success Center, etc.
2. Act as a second point of contact for a student if the student academic advisor is not available or cannot solve the student issue, e.g., complicated issues.
3. Act as a point of contact for other advisors and co-advisors for consultancy.
4. Give recommendations to the college deanship on the students requests to change their advisor.
5. Send a request to raise the ceiling of section(s) with approval from the authorized personnel.
6. Raise a concern to the college scheduler in case of full section(s) and the need to open a new section, etc.
7. Refer the student to the right authorized personnel within the College.
8. Follow up with the right personnel in terms of pending credit transfers to expedite the registration process.

*The Lead Advisor is a senior faculty member with significant academic advisory experience. S/he will be nominated by the college Dean, and will not be assigned any advising or co-advising assignments, allowing them to fully dedicate their time and efforts to this crucial role.

Responsibilities of the Student Advisee

The advising process depends on the thoughtful participation of the students. To this end, students must assume the following responsibilities:

1. Become familiar with their advisors' free times and how to contact and communicate with them through email, phone, and individual appointment.
2. Become familiar with academic policies, dates, and deadlines.
3. Come prepared and on time to meetings with their academic advisor.
4. Regularly check and respond to email communications from the academic advisor and other AU departments.
5. Inform academic advisor of problems and concerns which may impact their academic performance as soon as possible
6. Keep their academic advisors informed about their academic progress by copying them in all relevant sent emails.
7. Become familiarized with requirements for the academic program, as well as graduation and other requirements contained in the appropriate University catalog and other University publications.

8. Maintain or have access to advising-related records, like advising appointment, copies of prior college or university transcripts; current academic transcript; current semester timetable; and, individual study plans.
9. Develop an individual" Plan Ahead". The individual Plan Ahead must be approved by the student's academic advisor.
10. Accept ultimate responsibility for selection of classes, which incorporates decisions as well as the academic advice that has been given.
11. Evaluate academic advising programs and individual Academic Advisors by filling survey forms, speaking or writing to the head of departments, or the Dean.
12. Meet with the academic advisor on a regular basis if s/he is on academic warning or probation.
13. Follow through the advice of the academic advisor and actively improve the academic standing, if required with thorough peer-tutoring and other student support services.
14. Attend training workshops related to the student's academic journey, which are conducted by the university every academic year.

Training and Orientation of Faculty Members

A structured mandatory training of faculty members with academic advising roles will be conducted for all new Academic Advisors. The training will include:

1. Introduction to the purpose and objectives of academic advising.
2. Roles of the academic advisor.
3. Resources available at AU for students.
4. Resolving frequently encountered academic issues.
5. Content and frequency of advisor-student meetings.
6. Identifying, in coordinating with course instructors, and reaching out to students exhibiting signs and symptom of declining academic performance (early signs from grades, for example), and provide counseling and referral.
7. Principles of consulting with students and identifying need for referral for counseling or other services.
8. Reports to be prepared and documented by academic advisors.
9. Case scenarios to illustrate appropriate academic advising required.
10. Recourses available for the academic advisors and where to access necessary forms and documents (transcripts, Plan Ahead, etc.).
11. Referral personnel at AU and on their colleges for academic advising issues.

Training and Orientation of New Students

Every AU student must attend a structured mandatory orientation at least once in person. The orientation session will be provided during the orientation week of newly enrolled students. The orientation session will include, but not limited to, the following:

1. University rules, regulations, and procedures.
2. Support resources available on campus.
3. Necessary forms and academic calendar.
4. Graduate programs at AU.
5. Training opportunity.
6. Major /program requirements.
7. Projected course offerings by the department.
8. Academic advisors' roles.
9. Students' responsibilities to maximize the benefits of the academic advising.

10. Students' responsibility of regularly and timely checking, and responding to, email and other modes of communication.
11. Students' role and expectation of evaluating academic advising and advisors.
12. How to access and use Banner, planning for and registering courses, and meeting deadlines.

A formal introductory session between the student and his academic advisor should be scheduled and the proceedings of the meeting documented. This session would set the stage to clarify the guidelines and expectations from both the advisor and the advisee. Additional training sessions will be jointly organized by college's academic advisor lead and senior advisors once the students are settled, preferably before the next registration cycle.

University Responsibilities

1. Make resources available for initial and on-going training of students, advisors and peer advisors.
2. Gather and disseminate appropriate academic advising materials to assist colleges.
3. Provide guidance and respond to questions from colleges and departments, as well as from faculty and students on issues related to academic and registration issues.
4. Collect aggregated data about academic advising processes and general performance.
5. Screen for any campus-wide advising problems, then formulate and make suggestions accordingly for the improvement of the advising program.
6. Provide academic advising orientation for newly appointed faculty members.
7. Make every reasonable effort to provide students, faculty, and appropriate staff with accurate information in the student handbook, university catalogs, class timetable, website, and other publications.
8. Organize training workshops to support students and advisors with documents, suggestions, assistance and facilitation.
9. Make updated academic information readily accessible for the academic advisors.
10. Make sure that each academic advisor is equipped with the appropriate communication mode to ensure frequent, effective communication with their advisees.

Colleges and Departments Responsibilities

Academic advising is a primary responsibility of the faculty members in each college. Only faculty members should be assigned as academic advisors to students in the Banner system with support (if required) from the lead advisor. Academic advising should be integrally related to the rest of the educational process. It is the responsibility of departments, colleges, and Student Services to:

1. Ensure that advising is available for students when they need or wish it rather than merely when the College requires it. This means that advising opportunities will be available to students throughout the academic year at regular, reasonable intervals.
2. Make all relevant information available to students. The following are information that will be made available and accessible to students:
   i. University rules, regulations, and procedures.
   ii. Support resources available on campus, including Peer Tutoring.
   iii. The academic advising policy.
   iv. The students' Study Plan and its standardized template.
   v. Information on internship opportunities.
   vi. Projected course offerings by the department.
   vii. University catalogs.
   viii. Academic calendar and important due dates.

3. Assign an experienced academic Lead advisor.
4. Assist academic advisors in resources needed, including methods of communication (telephone access, etc.) to facilitate effective and frequent interaction with advisees.
5. Support, encourage, and oversee the relationship between academic advisors and the college's assigned faculty liaisons from the Student Success Center to streamline the peer-tutoring process for effective and timely interventions.

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.

10.3 Academic Evaluation and Assessment

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 45-50 percent
b. Mid-Semester examination 20-25 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.

10.4 Grading System

The university adopts the following grading system for all Undergraduate Programs and Medicine. The grading system for graduate programs is provided in the Graduate Student Catalog.

	All Programs, Except Medicine			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

	All Programs, Except Medicine			Medicine		
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).

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

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 13 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.

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 of the examination date, along with the relevant documents. Requests 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.
3. The administrative incomplete request fee must be paid.

10.5 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.

Examination Re-sits

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

- He/she has attended more than 75% of the classes.
- he/she is not subject to disciplinary penalties for academic violations in the course which he will sit for a 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.

10.6 Student Grade Appeal

The student grade appeal is a request for review of a decision made with respect to a student's grade. This policy, which applies to all students enrolled at Ajman University, provides a means to request reconsideration of the grade decision without risk of disadvantage.

Grade Complaints concerning final examination results need to be submitted within 15 calendar days following the announcement of examination results. Students may appeal a final grade after it has been posted through formal procedures, and their requests will be answered before the beginning of the next academic semester. Students wishing to appeal a final examination grade result must adhere to the following procedure.

Grade Appeal Procedure

1. The student can seek advice and guidance from his/her advisor and/or the course instructor to avail of the opportunities for early and/or informal resolution. In this case, if the matter is not resolved with the instructor through informal resolution, the student may submit an online request through the Online Request System (ORS) Grade Appeal, which is routed to the Office of Registration.
2. The Office of Registration will screen the request to ensure the validity of the request.
3. Upon approval from the Office of Registration, the request is routed to the Office of Finance for charges allocation.
4. The request is then routed to the concerned college where deliberations are conducted and the decision is taken. Upon receiving the request, the college forms a three-member committee that includes the instructor of the course. The committee will meet and review the grade calculation to determine computational, or clerical error or something contrary to the policies and procedures stated in the course syllabus. The deliberation and decision of the grade appeal should be completed by the college within two weeks from receiving the request.
5. In the event the appeal is rejected by the college, an automated email is sent to the student notifying him/her of the decision. The student can also access the system to check online 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 academic record.
7. The student will receive an email notification on his/her university email that the request is completed and the change of grade has taken place. The student is able to verify the completed status of the request by accessing the online system.
8. The Office of Registration shall maintain electronic records of appeals and complaints whether approved or rejected.

11 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.

12 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 class hours, the Instructor will issue a 25 percent absence warning, and the student will receive an F grade.

13 Academic Probation

I. Academic Probation for Undergraduate Students

At the end of any regular semester a student seeking an undergraduate degree must maintain a cumulative Grade Point Average (cGPA) of 2.0 or above to be considered in a good academic standing.

1. If the student's cGPA is below 2.0 during his/her first regular semester (fall or spring semesters), he/she receives an *Academic Warning* after the end of the student's first regular semester. The academic warning is an academic alert to notify the students with their academic performance and to the AU academic support team to provide the required support.
   a) The student will be under academic mentoring and monitoring programs to provide a full support to the student, academically through the Student Success Center (SSC) and non-academically via the Counseling Unit (CU), and to closely evaluate the student's academic progress by his/her academic advisor and course instructor(s) with an objective to raise the cGPA to 2.0 or above.
   b) The student's academic advisor approves the list of courses the student can register for. Courses with F, D, or D+ grades are preferably repeated if they are offered in the spring semester or summer term.
   c) The academic warning is not recorded on the student's transcript.
   d) If the student's cGPA remains below 2.0 after his/her second regular semester, he/she will be continued in the academic warning status and under academic mentoring and monitoring programs.
   e) The student, his/her academic advisor, and sponsor (if any) are notified about the student warning status. The student's sponsor (if any) will also be provided of the student's academic transcript via email if they request.
2. If the student's cGPA is below 2.0 after completing three regular semesters or after he/she has been in good academic standing beyond the third semester, he/she receives an ***Academic Probation One (AP1)*** and is placed on academic probation by the Office of Registration.
3. The student, his/her academic advisor, and sponsor (if any) are notified about the student probation status. The student's sponsor (if any) will also be provided of the student's academic transcript via email if they request.
   a) The student status will be updated on his/her transcript.
   b) The student will be under academic mentoring and monitoring programs to provide a full support academic to the student academically through Student Success Center (SSC) and non-academically via the Counseling Unit (CU).
   c) The study load of the student with AP1 is restricted. A student can register for a maximum of 15

credit hours (C.H.), of which at least three credit hours are repeated (the priority of repeated courses is given for courses with F, D, or D+ grades). The academic advisor approves the list of courses the student should register for.

4. If a student fails to raise his/her cGPA to 2.0 or above at the end of the semester subsequent to the Academic Probation One (excluding the summer term/semester), he/she will receive an ***Academic Probation Two (AP2)*** and is placed on academic probation by the Office of Registration.
   a) The student, his/her academic advisor, and sponsor (if any) are notified about the student probation status. The student's sponsor (if any) will also be provided of the student's academic transcript via email if they request.
   b) The student status will be updated on his/her transcript.
   c) A student with AP2 can register for a maximum of 12 credit hours, of which at least six credit hours are repeated (the priority of repeated courses is given for courses with F, D, or D+ grades). The academic advisor approves the list of courses the student should register for.
   d) If the student receives AP2, the college evaluates the student's academic record, his/her ability to continue studying in the major/program to reach a good academic stand, and the feasibility of raising the student's cGPA to at least 2.0 by the end of the following semester. The council should take the appropriate decision, either to continuing his/her studies or changing the major/program.
5. If a student fails to raise his/her cGPA to 2.0 or higher at the end of the semester subsequent to the Academic Probation Two (excluding the summer term/semester), he/she is issued an ***Academic Probation Three (AP3)*** and is placed on academic probation by the Office of Registration.
   a) The student, his/her academic advisor, and sponsor (if any) are notified about the student probation status. The student's sponsor (if any) will also be provided of the student's academic transcript via email if they request.
   b) The student status will be updated on his/her transcript.
6. If a student receives an AP3 but his/her cGPA is 1.7 or greater and has completed at least 70% of the program total credit hours, he/she will be given a chance for two regular semesters to raise the cGPA to 2.0.
   a) The study load of the student is restricted to a maximum of 9 credit hours, of which at least six credit hours are repeated (the priority of repeated courses is given for courses with F, D, or D+ grades).
   b) The academic advisor approves the list of courses the student should register for.
   c) If the student's cGPA remains below 2.0 at the end of the two-regular-semesters period, and he/she is issued a final *Repeated Academic Probation Three (RAP3)*. The student with RAP3 cannot continue in the major/program, and his/her situation will be evaluated by the College Council with only two options:
      i. change to another major/program, provided that he/she meets the admission requirements of that major/program; or
      ii. academically dismissed from the University.
   d) The student, his/her academic advisor, and sponsor (if any) are notified about the student probation status. The student's sponsor (if any) will also be provided of the student's academic transcript via email if they request.
7. If a student receives an AP3 and he/she falls under one of the following categories:
   a) has completed at least 70% of the program total credit hours but his/her cGPA is less than 1.7; or
   b) has not completed at least 70% of the program total credit hours and his/her cGPA is less than 2.0,

If the student falls under one of the categories 6a or 6b, the College recommends one of the following options:

i. change to another major/program, provided that the student meets the admission requirements for that major/program; or
ii. academically dismiss the student from the University.

8. A student on Academic Probation (AP2 or AP3) may be permitted to change major within the same college, subject to the approval of the College Dean. The admission requirements of the receiving program must be equivalent to or lower than those of the student's current program. In considering the request, the College shall assess the student's academic record and determine whether there is a reasonable likelihood of academic success in the receiving program. Particular consideration shall be given to the student's performance in courses that are common or substantially similar to both programs. A change of major should not be approved where the student's academic record indicates that the same academic difficulties are likely to persist in the receiving program. The change must provide a realistic pathway for the student to improve their academic standing and successfully complete the degree. Once such a change of major has been approved, the student may not subsequently transfer back to the original major, or transfer to another major within the same college with higher admission requirements, even if the student subsequently raises their cGPA to 2.0 or above.

9. The following table summarizes the various academic warnings and probations and their effects on the student's study load:

Warning/Probation Type	Issue Semester	Study Load	Repeated
Academic Warning	After 1st and 2nd Regular Semesters	Advisor's Approval	
Academic Probation One (AP1)	After 3rd Regular Semester	15 C.H.	3 C.H.
Academic Probation Two (AP2)	After Regular Semester Subsequent to AP1	12 C.H.	6 C.H.
Academic Probation Three (AP3)	After Regular Semester Subsequent to AP2	9 C.H.	6 C.H.

II. Academic Probation for Graduate Students

At the end of any regular semester a student seeking a graduate degree must maintain a cGPA of 3.0 or above to be considered in good academic standing.

1. In case a student's cGPA drops below 3.0 by the end of a given semester, he/she receives an ***Academic Probation One (AP1)*** and is placed on academic probation by the Office of Registration. The student, his/her academic advisor and sponsor (if any) are notified about the student probation status. The student's sponsor (if any) will also be provided of the student's academic transcript via email if they request. The student status will be updated on his/her transcript. The student may be allowed to register for courses in the subsequent semester (with the approval of his/her advisor) so that he/she may raise the cGPA to 3.0 points or above.

2. If the student fails to raise his/her cGPA to 3.0 or above at the end of the regular semester subsequent to the *Academic Probation One (AP1)*, he/she will receive an ***Academic Probation Two (AP2)*** and the College (depending on his/her academic progress) may either give him/her one last chance or recommend his/her dismissal from the program.

3. A student with AP2 will only be allowed to register courses (up to 6 credits) with the approval of his/her advisor. If the student with AP2 fails to raise his/her cGPA to 3.0 or above, he/she will be dismissed from the program without any chance for repetitioning.

14 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		

14.1 Double Major, Concentration, Major/Minor, and Second Degree

14.2 Double Major

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

14.3 Concentration

A concentration is a grouping of courses which represent a sub-specialization taken within the major field of study. A 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 Ministry of Higher Education and Scientific Research. In graduate programs, this must include the thesis and at least 9 credits of other courses.

14.4 Major/Minor

AU students are eligible to enroll for a minor while they are pursuing their major after they have completed 50% or more credit hours from their study plan with 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.

14.5 Second 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.

14.6 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
- 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.

15 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.

15.1 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, residency, date of birth, country of birth, nationality, National ID, Health certificate, Conduct certificate, and Photos
- Application form, any eventual undertaking.
- Address of the student, and other contact details, including parents contact.
- 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.
- All academic transactions:
  a. Registration courses, add and drop courses in each semester Grade entry, grade modification Change Major
  b. Clearance request
  c. All students E- requests
  d. All financial transactions.
  e. Registration Suspension
  f. Re-enrollment
  g. Grade Complaint, Incomplete request, Re-sit-Exam,
  h. Course Equivalency

15.2 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 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.

15.3 Student Rights

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.

15.4 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.

16 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.

16.1 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).

16.2 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).

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.

17 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.

17.1 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.

17.2 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

18 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.

19 Student Services

19.1 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.

19.2 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.

Orientation program for new students

AU provides orientation to newly admitted students each semester. In this regard, various orientation activities are designed to provide the new students with the required information to assist them and to ease their transition from high-school to university. These activities include a special orientation program that is designed and run multiple times throughout the academic year. It aims to familiarize students with academic and non-academic services and programs, such as information about their academic program and its

curriculum, co-curricular activities, student-related policies, facilities, sports, and Environmental Health and Safety. Moreover, students are informed of the services provided by the Counselling Unit, Student Success Center, Medical Services, Scholarship and Financial Aid, IT services, international opportunities and exchange programs, Library and learning resources, student housing, career and future opportunities, etc.

The Deanship of Student Services (DSS) engages different offices at AU for delivering these orientation sessions in order to provide students with comprehensive information about their new journey at AU. The Office of Registration is responsible for communicating the Student Orientation Program and other relevant resources. The Office of Student Life assigns trained senior students from the AU Peer Leaders' body to support and mentor new students and help them during their transition from school to university life.

20 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.

20.1 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.

20.2 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.

20.3 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.

20.4 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.

20.5 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.

21 Student Council

Constitution of AU Student Council (SC)

Article I: Name and Purpose

Section 1: Name

The name of this organization shall be the Student Council (SC) at Ajman University.

Section 2: Purpose

The purpose of the Student Council (SC) at Ajman University is to serve as the representative body of AU students, dedicated to fostering a vibrant and inclusive campus environment. The SC is committed to advocating for the rights and interests of students, promoting academic excellence, and enhancing the overall student experience. Additionally, the Student Council strives to be the liaison between the student body and the University management, facilitating effective communication and collaboration to address student concerns, provide valuable feedback and suggestions, and contribute to the continuous improvement of the University.

Article II: Membership

Section 1: Eligibility
All enrolled students at Ajman University are eligible for membership in the SC.

Section 2: Rights and Responsibilities
Members of the SC have the right to participate in meetings and vote on matters presented to the assembly. Members are expected to uphold the values of the University and actively contribute to achieve the goals of the SC.

Article III: Structure

The SC shall consist of sixteen members who are elected annually by AU student body. There are 16 positions in the Student Council that are filled through the elections.

Executive Board

- President
- Vice President
- Secretary
- Treasurer
- Public Relations Officer

Colleges Board

- College of Architecture, Art and Design Representative
- College of Business Administration Representative
- College of Dentistry Representative
- College of Engineering and Information Technology Representative
- College of Humanities and Sciences Representative
- College of Law Representative
- College of Mass Communication Representative

- College of Medicine Representative
- College of Pharmacy and Health Sciences Representative

Community Outreach

- Events and Activities Coordinator
- Sports Coordinator

Section 1: Executive Board

The SC shall have an Executive Board consisting of elected officers, including a President, Vice President, Secretary, Treasurer, Public Relations Officer and other positions as deemed necessary.

Section 2: Duties of Officers

a. **President:**

- The President shall prepare SC meetings' agendas, chair the meetings and oversee the overall functioning of the organization.
- Serve as the primary representative of the SC to AU senior administration, faculty, staff, and other student organizations.
- Collaborate with other SC officers, committees, and student organizations to promote unity and cooperation.
- Work with the SC and relevant committees to plan and organize events that benefit the student body.
- Attend AU senior administration meetings, as needed. If the President cannot attend, they must appoint the Vice President to attend.
- Be a member of the Disciplinary Committee.
- Act as a liaison between the SC and the student body, conveying information about SC initiatives and gathering feedback.
- Encourage the student body to contact the SC for their issues and concerns.
- Advocate for the interests and concerns of the student body at various levels within the university.
- Work closely with the Treasurer to oversee the financial affairs of the SC.
- Maintain frequent contact with the Director of Student Life.

b. **Vice President:**

- The Vice President shall assist the SC President in their duties and responsibilities.
- Step in to fulfill the President's role in their absence or as delegated by the President.
- Oversee and coordinate the activities of any committees established by the SC.
- Work with the Events or Activities Coordinator/Committee to plan and execute events that benefit the student body.
- Assist in coordinating logistics, securing resources, and promoting events.
- Encourage student involvement and engagement in SC activities.
- Support the President in conveying information, decisions, and initiatives to the student body.
- Work on addressing issues affecting students and contribute to policy discussions.

c. **Secretary:**

- The Secretary shall prepare agendas for SC meetings in collaboration with the President and other officers.
- Distribute meeting agendas, documents, and relevant information to members in advance of meetings.
- Attend SC meetings, take the minutes of meetings, maintain records, and handle correspondence.
- Distribute approved meeting minutes to SC members.
- Maintain an organized and up-to-date file of official SC documents, including the constitution, bylaws, and meeting minutes.
- Handle official correspondence on behalf of the SC, including emails, letters, and other forms of communication.

- Maintain an accurate and up-to-date roster of SC members, including contact information and attendance records.
- Notify SC members of upcoming meetings, events, and important deadlines.
- Assist in the coordination of SC elections, including preparing election materials, overseeing the voting process, and working with the Election Committee.
- Archive important documents for future reference.

d. **Treasurer:**

- The Treasurer shall oversee the financial affairs of the SC, including budgeting, record-keeping, and financial reporting.
- Work with the Executive Board to establish and manage the organization's budget.
- Prepare an annual budget that outlines expected income, expenses, and allocations for various SC activities.
- Present the proposed budget to the SC for approval.
- Provide regular and accurate financial reports to the SC members, summarizing income, expenditures, and the overall financial status.
- Collect and maintain receipts for all SC expenses.
- Provide financial advice to the Executive Board to support informed decision-making.

e. **Public Relations Officer:**

- The Public Relations Officer shall develop and implement a comprehensive communication strategy to effectively convey the mission, goals, and activities of the SC to the student body and the broader community.
- Cultivate positive relationships with local and campus media outlets.
- Prepare and distribute press releases or media advisories regarding SC events, initiatives, and announcements.
- Manage and update the SC 's official social media accounts.
- Create engaging and shareable content to promote SC activities and engage with the student community.
- Design visually appealing promotional materials, including posters, flyers, banners, and digital graphics.
- Ensure consistency in branding and messaging across all communication channels.
- Work closely with Activities Officer, Sports Officer, and other officers to promote events.
- Create promotional materials and coordinate advertising strategies to maximize event attendance.
- Coordinate the documentation of SC events through photography and videography.
- Ensure that visual content is captured and shared appropriately on social media and other platforms.
- Act as a spokesperson for the organization when required.
- Engage in community outreach efforts to enhance the SC 's presence beyond the campus.

f. **Events and Activities Coordinator:**

- The Events and Activity Coordinator shall coordinate the planning and execution of a variety of events and activities, such as social and cultural events, workshops and community service projects.
- Plan activities that engage and entertain students and solicit feedback from participants to improve future events.
- Develop event proposals, timelines, and budgets for approval.
- Ensure that all events comply with the University policies, guidelines, and regulations.
- Work closely with the Treasurer to create and manage budgets for each event.
- Secure suitable venues for events, coordinating with the Office of Student Life and obtaining necessary approvals.
- Oversee logistics, including room setup, equipment, and any required permits.
- Develop marketing strategies to promote events and increase student participation.

- Utilize various communication channels, such as social media, posters, and campus announcements, to publicize events.
- Recruit and coordinate volunteers to assist with event setup, registration, and other necessary tasks.
- Maintain accurate records of event planning, including budgets, contracts, and correspondence.

g. **Sports Coordinator:**

- The Sports Coordinator shall coordinate the planning and organization of sports events and tournaments for students.
- Plan sports activities that engage and involve participants and spectators.
- Encourage sportsmanship and fair play in all events.
- Develop sports event proposals, including details on logistics, budgets, and timelines.
- Work closely with the Treasurer to create and manage budgets for sports events.
- Secure suitable sports facilities for events, coordinating with the Office of Student Life and obtaining necessary approvals.
- Oversee logistics, including equipment setup, safety measures, and any required permits.
- Develop marketing strategies to promote sports events and activities.
- Utilize various communication channels, such as social media, posters, and campus announcements, to publicize sports-related initiatives.
- Organize and oversee intramural sports programs that allow students to participate in friendly competitions.
- Manage team registrations, schedules, and results.
- Recruit and coordinate volunteers to assist with sports events, including refereeing, scorekeeping, and other necessary tasks.
- Ensure the safety and well-being of participants during sports activities.
- Ensure that all sports events comply with university policies, guidelines, and regulations.

Section 3: Terms of Office

a. The term of office for elected officers shall be one academic year.
b. The term shall begin on the first day of the summer semester.
c. Officers may be re-elected for consecutive terms.
d. A transaction period involving a series of meetings between the SC Executive Members shall commence immediately after the election.

Section 4: Committees

a. The SC may establish committees to address specific issues, events, or projects.
b. Committee chairs shall be appointed by the Executive Board.
c. Committees shall meet regularly to discuss and plan their designated responsibilities.
d. Committees shall provide progress reports at SC meetings.

Article IV: Elections

Elections shall be held online in the spring semester of each academic year. AU students will receive an email with a link where they can cast their votes.

Section 1: Nominations

Nominations will be made online, and AU students will receive an email with a link where they can nominate themselves. The Office of Student Life (OSL) will verify the nominees and successful ones will be notified by email.

Section 2: Election Committee

An Election Committee shall be appointed by the Director of Student Life to oversee the election process.

Section 3: Election Process
a. Elections for SC members shall be held annually.
b. All students are eligible to run for office.
c. The Election Committee shall establish election procedures, timelines, campaign guidelines, voting procedures and ensure fairness in the election process.
d. In the case of two candidates running for elections, office is assumed by simple majority vote.
e. In case more than two candidates are running for elections, office is assumed by plurality at-large voting.

Section 4: Eligibility
a. The nominee should be a full-time undergraduate student with a CGPA of 2.5 or higher.
b. The nominee must be of good moral character and have received no disciplinary action from present and previous academic years.
c. The nominee must have completed at least four semesters at Ajman University.
c. President and Vice-President must be UAE nationals.

Section 5: Resuming Office
All newly elected members of the SC shall resume their roles on the first day of the summer semester.

Article V: Meetings

Section 1: Regular Meetings
a. Regular meetings of the SC shall be held monthly during the fall and spring semesters of the academic year with a minimum of two meetings during the summer.
b. The President shall chair the meetings; if they are unable to attend, then the Vice President shall chair the meeting.
c. Special meetings may be called by the President or upon written request by at least 30% of SC members.

Section 2: Quorum
a. A quorum for SC meetings shall be 50% of the total membership.
b. In the absence of a quorum, no official business shall be conducted, but informal discussions may take place.
c. Should a quorum not be attained during the first meeting, the second meeting may proceed with the participation of 30% of the total membership.

Article VI: Finances

Section 1: Budget
a. The Treasurer shall prepare an annual budget for approval by the SC.
b. Expenditures beyond the approved budget require the majority approval of the SC.

Section 2: Financial Reporting
a. The Treasurer shall provide regular financial reports to the SC.
b. Financial records shall be available for inspection by SC members.

Article VII: Amendments

Section 1: Proposal
Amendments to this constitution can be proposed by an absolute majority of the entire SC membership. Proposed amendments can be voted upon after two weeks of prior written notice to the members.

Section 2: Approval

Proposed amendments must be approved by a two-thirds majority vote of the SC membership. Such amendments are subject to final approval by the Chancellor of Ajman University.

Article VIII: General Powers and Responsibilities

Section 1: Authority and Purpose

a. The Student Council (SC) is vested with the authority to advocate for the interests and concerns of the student body at Ajman University.
b. The primary purpose of the SC is to foster a positive and inclusive campus environment, enhance the overall student experience, and facilitate effective communication between students, faculty, and AU administration.
c. The SC shall sponsor understanding and dialogue between the University administration, the faculty, and the students.
d. The SC shall investigate matters pertinent to the Student Body.

Section 2: Representation and Advocacy

a. The Student Council (SC) shall represent full-time and part-time students to the University administration, to the public, to the media, to other colleges and universities, and to any other external institutions or agencies.
b. The SC has the authority to represent the student body in discussions and decision-making processes at various levels within the University.
c. The SC shall advocate for student-friendly policies, initiatives, and improvements to campus life.

Section 3: Governance and Decision-Making

a. The SC has the authority to establish and enforce its constitution.
b. The SC shall engage in democratic decision-making processes, allowing for the active participation of its members in major decisions affecting the student body.

Section 4: Collaboration and Partnerships

a. The SC has the authority to collaborate with university offices, student clubs & organizations, and external entities to enhance the overall student experience and achieve common goals.
b. The SC may establish partnerships and affiliations in UAE that align with its mission and objectives.

Section 5: Financial Oversight

a. The SC has the authority to manage its financial affairs responsibly and transparently.
b. The Treasurer, in collaboration with the Executive Board, shall prepare and manage the SC's budget in accordance with the organization's goals and objectives.
c. The SC president shall participate in the distribution of the budget allocated by the University for student clubs and organizations among the various student clubs and organizations.

Section 6: Amendments and Bylaws

a. The SC has the authority to amend its constitution in accordance with the established amendment procedures.

Section 7: Compliance with University Policies

a. The SC shall operate in compliance with all applicable Ajman University policies and regulations.
b. Any conflicts between the SC constitution and the University policies shall be resolved through a collaborative and transparent process involving representatives from the student council, Dean of Students, Director of Student Life and the concerned University Office/College to find mutually acceptable solutions.

Article IX: Resignation and Impeachment

Section 1: Resignation

a. Any elected officer of the Student Council (SC) at Ajman University may resign from their position by submitting a written resignation to the Executive Board. The resignation shall take effect upon receipt by the Executive Board.
b. In the event of the President's resignation, the Vice President shall assume the role of President until a special election is held to fill the vacancy.
c. In the event of the Vice President's resignation, the President shall appoint an interim Vice President, subject to approval by a majority vote of the Executive Board, until a special election is held to fill the vacancy.
d. Any appointed officer, including but not limited to the Secretary, Treasurer, Public Relations Officer, Events and Activities Coordinator, and Sport Coordinator, may resign by submitting a written resignation to the Executive Board. The President shall appoint an interim officer, subject to approval by a majority vote of the Executive Board, until a permanent replacement is elected.

Section 2: Impeachment

a. The Student Council may impeach an elected officer for actions inconsistent with the responsibilities and duties outlined in this constitution.
b. Any member of the SC may propose articles of impeachment against an elected officer by submitting a written proposal to the Executive Board. The proposal must specify the alleged misconduct and provide supporting evidence.
c. The Executive Board shall review the proposal and, if deemed necessary, appoint an ad-hoc committee to investigate the allegations.
d. The ad-hoc committee shall conduct a fair and impartial investigation, gathering relevant information and hearing from all involved parties.
e. Following the investigation, the ad-hoc committee shall present its findings to the Executive Board.
f. If the Executive Board determines that impeachment is warranted, a special impeachment hearing shall be convened. The accused officer shall have the opportunity to present a defense during this hearing.
g. A two-thirds majority vote of the SC members present at the special impeachment hearing is required for the impeachment of an elected officer.
h. In the event of a successful impeachment, the Dean of Students Services and the Director of Student Life shall be notified and the vacant position shall be filled through a special election.

Section 3: Appeal

a. An officer who has been impeached may appeal the decision to the Dean of Students Services.
b. The appeal must be submitted in writing to the Dean of Students Services within ten days of the impeachment decision.
c. The Dean of Students Services shall review the appeal and may, at their discretion, uphold or overturn the impeachment decision.

Section 4: Vacancies

a. In the event of a vacancy due to resignation or impeachment, the SC shall take prompt action to fill the position through a special election as outlined in this constitution.
b. The newly elected officer shall serve the remainder of the term.

Section 5: Confidentiality

All discussions and proceedings related to resignation and impeachment shall be conducted with the utmost confidentiality to protect the privacy and reputation of individuals involved. Information disclosed during such proceedings shall be limited to those directly involved in the process.

Article X: Ratification

This constitution shall be considered ratified once approved by a two-thirds majority vote of the SC members and the Chancellor of Ajman University.

This document was presented by the Dean of Student Services to the Chancellor of Ajman University for approval.

Date of Adoption: 25th of April, 2024

Karim Seghir, Ph.D.
Chancellor

22 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 OSL and CU. The faculty supervisor/mentor appointed by the Vice Chancellor for Academic Affairs (VCAA) shall provide guidance and oversight to ensure the quality, accuracy, and integrity of all 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 shall invite students to submit articles.
2. All articles submitted by the students shall be reviewed by qualified editors from among the University faculty, as appointed by the Managers of the OSL and CU.
3. All submissions may be subject to plagiarism screening in accordance with the University’s academic integrity policies.
4. Only the edited articles endorsed by the appointed editors and approved by the faculty supervisor/mentor or the relevant office manager shall be published in the e-magazines.
5. The e-magazines shall be sent to all students via email and also published on the OSL and CU websites.

23 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.

23.1 Services

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

- **On Campus Main Medical Clinics (Female & Male clinics)**, and a **Hostel clinic**, to provide primary healthcare treatment and health education on common diseases.
- **Nursing:** Comprehensive nursing care and services, including routine and emergency cases, recording patient details and providing treatment.
- **Reception:** Receiving patients, preparing the patient files and records, recording personal data, preparing daily, monthly and annually statistics.
- **Referral System and Follow up:** Coordinating referrals for urgent cases to hospital specialists if necessary and following up chronic cases.
- **Carrying out medical checkups for all new students** by screening for any contagious disease assuring a safe and healthy campus environment.
- Medical Insurance work for our staff members and their dependents
- Collaborating with community organizations to conduct health programs and awareness raising activities including:
    - **No Tobacco campaigns, Diabetes, Breast Cancer Awareness events…**
    - Supporting students with **special needs/disabilities** who require assistance in their activities within the campus.
    - The AU **medical clinics' services are free of charge** and available round the clock.
    - All health records, forms and documentations are **confidentially kept**.
    - The release or transfer of any medical information requires patient's approval, unless legally authorized, or in a life-threatening situation.

24 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.

"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.

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 nonsmokers 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.

Procedure

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

Building	Section	Block/ Entrance
Student Hub Building	Male	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

2. Smoking and vaping is only permitted in designated smoking areas.
3. Smoking in corridors, stairways, bathrooms, and roof areas is completely prohibited.
4. Dispose of used cigarette butts properly at designated cigarette bins. Make sure that you completely extinguished the fire from your cigarette before throwing it away to prevent fire.
5. Refrain from throwing used cigarettes on the ground, grass area, walkways, parking, and other open areas on campus.

6. Do not peer pressure others into smoking.

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.

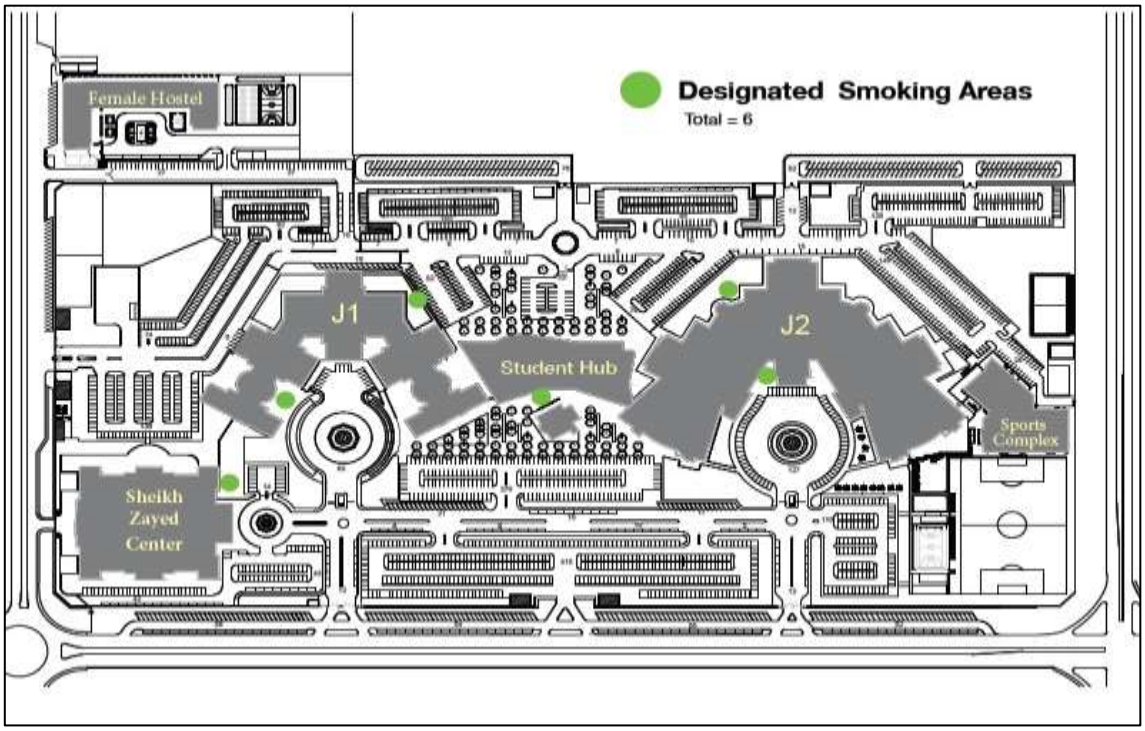
Second time violation

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



25 Facilities

25.1 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.

25.2 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, 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.

25.3 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.

25.4 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

25.5 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.

25.6 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.

25.7 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.

26 Student Complaint, Grievance and Appeal Policy

Purpose

The purpose of this policy is to set out the guidelines and standards for the handling of complaints and filing of a grievance by a student. This policy is intended to reflect the University's commitment to the principles, goals, and ideals described in the Ajman University's mission statement and to its core values.

This policy is designed to provide opportunities to students for lodging a complaint or grievance with full confidence, knowing that their complaint/grievance shall be dealt with in all confidentiality with assurance of no detriment to the student. The right of appeal is also explained.

Definitions

Complaint: The subject of a complaint is normally an action, decision or omission within the control or responsibility of the University's faculty, professional staff or administrator that causes a student to feel that policies have been incorrectly interpreted or applied. A complaint is often resolved informally or through mediation.

Kayako: is a customer service software with a ticketing system that is used by Ajman University in managing requests, complaints and suggestions from students.

Service Level Agreements: (SLAs) is a tool for achieving good customer service. In Kayako, SLAs can be built to set time limits for either ticket replies or ticket resolution. This allows an easy way to track which tickets need the most immediate attention, and which ticket requires escalation.

Grievance:

A grievance is a formal statement of a complaint by a student arising out of an alleged action of faculty, administrator, or staff. Such action is alleged by the student to be:

1. An unauthorized, unjustified or unethical action(s), which adversely affects the status, rights, or privileges of the student.
2. In violation of official campus policies or procedures, including the Non-Discrimination Policy.
3. The arbitrary, selective or unequal application of official policies or procedures.

Grievant: The student who files a grievance.

R*espondent*: The person or unit whose perceived actions or omissions gave rise to the grievance, or any person designated by the University to respond to the grievance.

Unit: Any specified official entity, e.g., a committee, administrative office, department or college.

Parties: Parties to a grievance include the grievant, respondent(s), members of the Student Grievance Committee (SGC), administrators processing the grievance, and those staff members with designated responsibilities for handling grievance materials.

Scope

This policy establishes the guidelines and standards for student complaints and grievances not involving an academic assessment or grade appeal, financial appeal, disciplinary and academic integrity matters or challenges to student records . In such cases, students shall refer to the following policies and provisions:

- Student Grade Appeal Policy
- Student Disciplinary and Academic Integrity Policy

- Student Records Policy
- Student appeals relating to Financial Aid decisions, rules, and regulations may be directed to the Office of Scholarship and Financial Aid.

The policy on complaints applies only to the complaints received through the "inquiry@ajman.ac.ae". It does not intend to replace other complaint mechanisms existing within the University, and complaints of the following nature are not within the scope of this policy:

a- Anonymous complaints

b- Student grades or examination results

c- Disciplinary issues related to the Code of Public Conduct

Policy 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/grievances very, and attempts to solve them in a clear, transparent, and objective manner. It also provides an opportunity for students to appeal against the decisions regarding their grievances.

Complaint process

Prior to initiating formal Grievance Process, the student is expected to make a good faith effort to resolve the dispute with the Respondent. The student is encouraged to informally resolve the issue through either of the following channels:

- In the case of faculty: through the Department Chair, and if resolution cannot be attained, the College Dean.
- In the case of support staff or administrative personnel: through the employee's supervisor.

A student may also file a formal complaint at inquiry@ajman.ac.ae. The procedure adopted to resolve these complaints is explained in detail below.

Grievance process

For the formal grievance process, a Student Grievance Committee (SGC) has been established with duties/responsibilities defined by this policy. The formal grievance process is explained in detail in this policy.

Procedures

Complaints

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 two (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 for his/her complaint, he/she can send back the complaint within five (5) working 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 five (5) working 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 two (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. Records of student complaints are maintained for a period of six (6) years.

Grievance

If item 8 of the above complaints procedure had been exhausted and no resolution has been achieved or if the student is not satisfied with the earlier resolution and does not intend to follow item 8 of the above procedure, he/she may submit a formal grievance to the Chairperson of the Student Grievance Committee (SGC) at the University level via the Online Request System (ORS).

A grievance may also be filed if a non-action by the responsible administrator has adversely affected the student rights and responsibilities as stated in the Student Handbook, Students Catalogs and University's Policies and Procedures Manual. The Student Grievance Committee (SGC) shall determine, if the grievant has been harmed as a result of the filed grievance, and if so, what relief should be given to the grievant.

The Student Grievance Committee (SGC)

The University Chancellor appoints members of the SGC and its Chairperson. The membership of SGC shall include the following:

- Chair of the SGC Committee
- Two faculty members
- Two members of the administrative staff
- One student representative

SGC Terms of Reference:

- Faculty members on this committee shall hold full-time faculty appointments.
- The administrative member shall hold continuing (regular) employed positions.
- Student serving on this committee must be a regular student in good standing.
- The appointment of the SGC membership will be for a two-year term of office.
- The SGC reports to the Vice-Chancellor of Academic Affairs (VCAA).

SGC Duties and Responsibilities

The findings and recommendations of the SGC shall be forwarded to the Vice-Chancellor of Academic Affairs (VCAA) for necessary action, if any. In making its recommendations, the SGC shall make a determination of whether a violation of regulation, policy, or procedure has occurred. If it is determined that there was a violation, the SGC shall consider factors such as whether the violation was intentional or unintentional, and if it was due to some negligence or misunderstanding of rules and regulations.

The duties of the Chairperson of SGC shall include the following:

- Review the grievance received on ORS, assess the claim and all relevant documents and accept or reject the request with valid reasons.
- Arrange for SGC meetings and schedule the hearings;
- Preside over the meetings and ensure the hearings are conducted in accordance with the specified procedure;
- Ensure that all records are maintained in ORS;
- Submit the findings of SGC and its recommendations to the VCAA through ORS;
- Inform the concerned parties about the decision taken by the VCAA;
- Submit an SGC Standing Committee Annual Report to the VCAA, using its template available with the Office of Institutional Planning and Effectiveness (OIPE).

The members of the SGC are responsible for:

- Attending all meetings called by the Chair of the SGC;
- Reviewing the grievance and ensuring that it is complete with all required information and documents and decide if a grievance will move on to a hearing;
- Ensuring that fair and proper procedures are followed;
- Hearing the evidence presented by the grievant as well as arguments presented by the defendant(s) and questioning both sides with the aim of finding exactly what happened. This shall also cover the witnesses from both sides and their cross-examination;
- Reaching a recommendation based on presented evidence, discussions, cross-examinations, and making appropriate recommendations;
- Making sure that confidentiality is strictly maintained.

Grievance Procedure

The grievance must be filed within one month after the grievant becomes aware of a violation of his/her rights as stipulated in published documents, including the Student Handbook.

5.2.2.A. In submitting the grievance, the grievant must provide the following information in the ORS:

- A detailed account of the incident, situation or circumstances that caused the grievance. The grievant must specify the party against whom the grievance is filed, and specifically explain how that party has violated his/her rights, and accordingly what harm or damage occurred.
- Explain what informal actions were taken to resolve the dispute. It is required that the grievant mentions the date when he/she filed a complaint, and why he/she is not satisfied with the solution, if any, achieved by the concerned office/college.
- Specify what relief is being sought through the grievance procedure.
- Provide the name, phone number and e-mail address of each person that he/she would like to call as a witness during the hearing process.

Following the submission on ORS:

- The Chair of the SGC shall review the case received on ORS, assess the claim and all relevant documents and accept or reject the request with valid reasons.
- Once the Chair accepts the case, the ORS system will notify the student that his/her request has been approved to be reviewed by the SGC. If the claim is rejected, the ORS system will send a notification to the student that the grievance does not merit a hearing by the SGC for the given reasons.
- The student will also be informed if a hearing session is needed.

Hearing Process

The hearing is considered a fact-finding/information gathering proceeding, not a judicial process. A hearing must have a quorum in order to proceed. A quorum consists of four (4) members, including the Chair of the SGC. The hearing process shall proceed as follows:

- As a first step in the hearing process, the SGC shall notify the VCAA about initiation of the process. The Committee shall determine who shall be involved in the hearing process. It will also inform the concerned parties and provide them with relevant information and documents in order to prepare for the hearing. In this regard, the Chair of the SGC shall be responsible for all communication.
- The Committee may seek advice from a "panel of experts" in the relevant area(s).
- The Committee may invite persons having information related to the grievance to participate in the hearing.
- The concerned parties shall be given reasonable time for preparation and allowed to present their views personally, provide evidence, and call witnesses. Each party shall be informed about the identity of the witnesses at least three working days prior to the date of the hearing. It must, however, be noted that the witnesses will only come to the hearing on a voluntary basis and cannot be forced by either party to attend the hearing.
- The Committee's meetings shall be chaired by the Chairperson or an acting Chairperson nominated by the VCAA in the absence of the Chairperson. The meeting shall only be valid with the presence of the majority of the members. In cases of equal voting, the Chairperson's side shall prevail. The Committee shall choose one of its members as a rapporteur to take minutes. Those minutes shall be the official record and shall be uploaded on ORS. Committee members, including the Chair, possess the sole right

to ask questions. The grievant and respondent may provide a list of questions for the Committee to consider.

- There shall be no confrontation between the grievant and respondent, and cross-examination of witnesses shall be done separately by the Committee.
- The SGC will try its best to obtain reliable and sufficient information to reach a recommendation. At the completion of the hearing, the SGC members will deliberate and reach a recommendation by majority vote. In cases of equal voting, the Chairperson's side shall prevail. Within one week of the recommendation made by the SGC, the Chairperson shall submit a report on ORS for the VCAA, describing its findings and giving its recommendations. The report shall also include the account of the evidence presented by all parties. It must be noted that the recommendations of the SGC are of an advisory nature only and the VCAA makes the decision, and may consult with the COO if the grievance involved a staff member or a non-academic administrator. In addition, the report of the SGC may not be used as evidence by either party in a related legal action.

The VCAA shall render the decision after receiving the SGC's Hearing Report. The decision shall be in writing and shall state the reasons for the decision. After the VCAA has made the decision, the Office of the VCAA

shall inform the concerned parties about the decision.

Appeals

A student can file a written appeal to the Chancellor, requesting a review of the decision concerning his/her grievance in a letter addressed to him. The student shall submit the letter within a maximum of 7 working days of his/her being notified of the decision, in writing, as per the academic calendar, otherwise the VCAA's decision shall be final and enforceable.

The appeal shall only be accepted on procedural grounds if it is lodged within the legal deadline and the appellant proves one or more of the following:

- Failure to observe the procedures provided for in this policy.
- Emergence of previously unknown evidence which might have influenced the decision.

If the Chancellor accepts the appeal on procedural grounds, he shall refer the case to a different ad hoc committee for re-consideration.

The Chancellor's decision might not match the recommendation of the Committee for a justified reason. His decision is final.

The appellant shall be informed about the final decision made by the Office of the Chancellor.

27 Student Athlete Class Attendance Policy

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.

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.

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

28 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

29 Student Success Center

The SSC offers a variety of student-centered services to ensure academic excellence. From free tutoring, and individualized academic coaching to seminars and workshops, the SSC 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 to developing their society.

Vision

The SSC will help students reach their full academic potential and thrive during their University years.

Mission

The SSC will help students reach their full academic potential and thrive during their University years through early identification of students in need of 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 workforce 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. Provide curricular support activities and programs that lead to increased students' satisfaction and ultimately reflect on observable academic success
2. Organize initiatives and programs that aim at enhancing students' knowledge and application of behaviors and habits that lead to academic success
3. Organize initiatives that help to create a culture of Life-Long Learning within students

Policy Statements

1. The SSC endeavors to provide equitable education and support opportunities to all the students who need its support. All activities and sessions provided by the SSC will be student-centered and tailored to the need expressed by students through surveys, or observed by faculty members who will be invited to propose workshops, seminars and similar interventions. The activities will be delivered in a professional and flexible environment that utilizes the available facilities at AU.
2. The SSC works with all stakeholders in AU (faculty members, academic advisors, deans) to identify students in need of academic support, mentoring, or guidance. The students will also be given access to self-refer, using user-friendly applications to register in the SSC and reserve a one-to-one 'coaching' session with a trained student peer. The SSC stresses that early identification of students at risk of academic mishaps is key to successful support.
3. The SSC invites select individuals representing academia, industry, government, and employers to act as an Advisory Committee to the Center. The Advisory Committee shall have a written Terms of Reference outlining its role, meeting frequencies, and other relevant aspects.

SSC Student Administration Team

The SSC provides opportunities for selected, motivated, and high-academic performing students (minimum cGPA of 3.5) to develop leadership, engagement, and professional skills by serving in designated SSC officer roles. These roles support the delivery of SSC programs and contribute to advancing the Center's vision and mission.

	Office/Service	Key Functions
1	Training and Outreach Officer	The Training and Outreach Officer is responsible for planning and delivering Peer Tutor training programs and conducting college-level awareness sessions on SSC services and initiatives. The role focuses on strengthening engagement with colleges and ensuring effective onboarding and development of Peer Tutors.
2	Data and Operations Officer	The Data and Operations Officer manages all Peer Tutor and program-related data, ensuring accurate tracking, regular updates, and digital record-keeping. The role includes maintaining databases, generating reports, and coordinating with colleges to ensure data consistency and informed decision-making.
3	Events and Programs Officer	The Events and Programs Officer oversees the planning, coordination, and execution of SSC events, including workshops, webinars, and ceremonies. The role ensures that all activities are well-organized, impactful, and aligned with the SSC's objectives.
4	Communications and Media Officer	The Communications and Media Officer manages SSC's communication channels, including social media, website content, and promotional materials. The role focuses on enhancing visibility through strategic marketing, content creation, and documentation of SSC activities.
5	Partnerships and Development Officer	The Partnerships and Development Officer is responsible for identifying and developing new initiatives, collaborations, and partnerships to expand SSC programs. The role focuses on innovation, strategic growth, and enhancing the overall impact of SSC services.

Academic Support Programs

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

Procedures

1. The SSC will coordinate with all Colleges at AU to ensure that their Deans are all on board with the Center and its purpose.

2. Nominations of SSC Faculty Liaison (FL) will be made through direct contact and coordination with the Deans of the respective colleges.

3. The FL in each college will promote the SSC among the students of their respective colleges in addition to identifying students at academic risk, those who have received several warnings, and similar cases of students who were observed to need academic or skill training support. Students at risk could also be identified by coordinating with AU's Registrar's Office which keeps student records and current information about warnings students receive.

4. The FL will advise these students to register their interest with the SSC, noting that the support provided by the SSC is voluntary, confidential, and with the full autonomy of the student concerned.

5 There will be THREE types of services provided by the SSC for students:

a) **Peer Tutoring:** Peer Tutoring is a preemptive-preventative strategy aimed at supporting students who need to improve in their academic performance. Peer tutoring approaches have been shown to have a positive impact on learning, with benefits for both tutors and tutees, where students who are low achieving receive additional benefits from peer tutoring. A number of students with outstanding academic records are identified by the colleges and (after having their consent) their names and other details are provided to the SSC. Successful peer tutor candidates will join a pool of peer tutors to provide 1 to 1 tutoring to students.

b) **Academic Twinning Program:** This is a variant of the Peer Tutoring Program, however it is a remedial strategy where students observed to be **at high academic risk** receive guidance, follow-up, and support through (1) the respective faculty member of the courses they enrolled in; (2) a peer-tutor who will provide one-to-one sessions designed to help with the respective courses; or (in the absence of a Peer Tutor (3) a student peer nominated by the respective faculty member teaching the subject.

c) **Skills workshops, seminars, and tutorials:** These sessions will be provided by the SSC based on needs assessments and they predominantly are designed for groups of students.

6. Students eligible to be recruited as Peer Tutors (PTs) will be nominated by the FL or the instructor teaching the course (in the latter case, nomination must be approved and submitted by the FL) in each college at AU using a digital Peer Tutor Nomination Form.

6.1 For a student candidate to be eligible to enroll as a Peer Tutor, the following nomination criteria must be fulfilled:

(a) The candidate must have a cGPA of 3.2 and above.
(b) The candidate must have an A grade in the course(s) that s/he will be tutoring **with the EXCEPTION** of:
(b-1): nomination for tutoring courses in which no final grades are available yet. Here the nominations can be made in writing by the faculty member who teaches a course and who (based on his/her observation of your performance) projects that you would fit to tutor the course, *and*
(b-2): final year student tutors can also be nominated by faculty member who teaches a course
(c) The candidate must have no history of academic warnings
(d) The candidate must have not committed any academic misconduct
(e) The candidate may be required to pass a face-to-face interview conducted by the SSC
(f) The candidate must enroll and complete the compulsory Peer Tutor Training program provided by the SSC.

6.2 The names and brief biographies of all trained Peer Tutors will be featured on the SSC website under the dedicated Peer Tutoring Program section.

6.3 Data required to be collected about each PT (the data will allow students needing tutors to select their preferred tutor*):*

i. Name and ID
ii. Gender
iii. College/Program of the PT
iv. Topic/courses which the PT has identified as areas of interest/expertise (1 to 5 courses)
v. The Grade in the preferred topic(s) of the tutor
vi. Times and dates available for tutoring (minimum of 1-hour slots)

6.4 Data required about the student tutees needing support*:*

i. Name and ID
ii. Gender
iii. College/Program in which the student was registered
iv. Tutor identified/selected
v. Date and time for the tutorial
vi. Open-ended comment box for any relevant or additional requirements by the student

6.5 Upon enrollment in the Peer Tutoring (PT) Program, PTs are expected to remain active throughout the academic year and continuously enhance their tutoring skills by participating in professional development sessions offered by the SSC. PTs who remain inactive for more than one semester without a valid reason, or who fail to attend required upskilling workshops, may be removed from the program.

6.6 **Rules and regulations concerning the Peer Tutorials:**

a. Faculty Liaisons (FLs) and Peer Tutors (PTs) shall collaborate to promote SSC programs and conduct awareness sessions within their respective colleges.
b. PTs must work closely with their respective FLs and communicate any academic concerns or issues through them to course instructors.
c. PTs must update their availability and schedules each semester on the ORS and SSC website.

d. All tutorial sessions must be booked through the ORS/SSC system. In case of ad-hoc sessions, booking must be completed prior to the start of the session.
e. Tutorials may be conducted in person (preferably on AU premises) or online via approved platforms (e.g., Zoom, MS Teams).
f. In-person sessions should take place within university facilities, such as pre-booked library rooms.
g. Tutorial sessions should typically last 1–2 hours and may be divided into multiple sessions if required
h. Both PTs and tutees must provide at least 24 hours' notice in case of cancellation.
i. PTs and tutees are expected to wait a maximum of 15 minutes for the other party before marking the session as a no-show.
j. Attendance must be confirmed on the system at the end of each session.
k. PTs and tutees should agree on clear learning goals at the beginning of each session.
l. PTs must complete and submit the Goals and Outcomes Form immediately after each session; submissions beyond 48 hours will not be accepted
m. PTs and tutees are expected to be punctual, respectful, and actively engaged during sessions.
n. A supportive learning environment should be maintained; however, excessive socializing should be avoided.
o. PTs should guide understanding of concepts but must not complete or edit assignments intended for submission
p. All tutorials must comply with AU's gender segregation policy. Exceptions may be approved by the FL under special circumstances (e.g., unavailability of a same-gender tutor), particularly within structured programs such as the Academic Twinning Program.
q. Tutees are required to complete a short anonymous satisfaction survey after each session to evaluate the quality of the tutorial.

Academic Integrity Violations

a. In line with its mission of "helping students reach their full academic potential", the Student Success Center (SSC) plays a pivotal role in preventing potential academic integrity violations (this includes cheating in examinations and committing plagiarism), and also preventing the re-occurrence or repetition of such incidents.

b. The SSC will conduct at least one activity in each academic semester on Academic Integrity with the purpose of building strong foundation of integrity from the bottom-up among the student community in Ajman University.

Renumeration Structure

The SSC remuneration structure shall be aligned with the Ajman University Student Teaching and Administrative Assistants (STA) Policy.

Fees

The peer-to-peer service is provided free of charge to eligible students at AU.

Disclaimer

To the maximum extent permitted by its role to provide comprehensive learning support, the SSC does not warrant a positive outcome and disclaims all liability to students that have not improved their academic performance, even after receiving the tutorial(s).

For questions or concerns please send an email to:

SSC Admin Coordinator: Ms. Alya Almheiri: alya.almheiri@ajman.ac.ae

Policy Custodian:
Dr. Erum Khan, Manager of Student Success Center
Email: e.khan@ajman.ac.ae

30 Center for Continuing Education and Enterprises (CCEE)

Ajman University (CCEE) is a leading provider of testing, training and professional development programs for individuals and corporate groups in UAE and the wider Gulf region. From January 2022 onwards, a new Enterprises Unit has been added to CCEE, which was earlier called the Continuing Education Center (CEC). The Enterprises Unit of CCEE will develop and manage business activities which will serve the needs of the community and businesses in Ajman and the wider UAE.

Enterprises Unit

As a first step, the Enterprises Unit will set up a healthcare clinic at the Sheikh Zayed Center (SZC) on campus, in order to cater to the healthcare needs of the community. A modern hi-tech facility, the clinic will provide advanced healthcare services to patients with the help of renowned specialists and experts in the healthcare sector.

The clinic will be followed by a number of other initiatives aimed at utilizing our state-of-the-art infrastructure to serve corporates and individuals across the UAE.

The Enterprises Unit will also contribute to the financial sustainability of Ajman University.

Training Unit

CCEE's Training Unit offers a wide range of courses in the fields of Dentistry, IT, Business, Project Management and English as a foreign language. CCEE is approved by well-known global training and testing organizations, such as the Project Management Institute (PMI), Wiley for CPA and CFA, and IMA for CMA.

Training Methodology:

1. **Training Needs Assessment:** An assessment of training needs shall be conducted upon clients' request to identify required courses that meet the organization's business objectives
2. **Pre-Assessment:** It is done to identify the gap between current and required skill sets and knowledge
3. **Instructor-Led Training:** Our trainers use a variety of tools to enhance the effectiveness of training including presentations, discussion boards, practical cases, labs and much more
4. **Post-Assessment**: A post-assessment is carried out to check the level of skills and knowledge gained after the training
5. **Trainer's Follow up**: Trainees have the right to ask the trainer any question by phone or email for up to 1 month after finishing the training.

List of Training Topics for Public:

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

- Dental Courses
- Make-up and Beauty

Contact Info

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Director, Continuing Education Center
Email: r.haija@ajman.ac.ae
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31 Student Rights and Responsibilities

31.1 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.

In addition to the above, students who are taking online/blended courses are provided with adequate support for teaching, learning and services in line with the expectations defined in the E-Learning Manual.

31.2 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.

32 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) or any ad hoc committee composed by the Chancellor.
- 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.
- Face–to–Face (F2F) Courses: These are courses where faculty and students are present in one room during the course delivery. This is the traditional type of instruction in non-virtual, in-person classroom delivery.
- Online Courses: These are courses where 100% of the course credit hours are delivered online (either synchronously or asynchronously), this means that all instructional sessions are delivered online.
- Synchronous Online Learning: Real-time, interactive online classes conducted through digital platforms.
- Asynchronous Online Learning: Learning activities and supplementary materials that are available to support student learning outside of the lecture timing and can be accessed at any time through the Learning Management System (LMS).

Article 2 Scope

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. The provisions apply to delivery and assessment of F2F and online courses, including synchronous and asynchronous modes.
2. Except for cases of plagiarism, all cases of disciplinary violations, shall be considered by the University-level Student Disciplinary Committee (SDC) or any ad hoc committee composed by the Chancellor. 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 SDC does not have jurisdiction to hear the complaints submitted against faculty members or staff members, 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.

Article 4

Formation of the Committees and their Meetings

1. The Committee (SDC) shall be formed by the Chancellor or his authorized representative. The Chancellor can also form an ad hoc Committee of no specific number of members to investigate 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 or SPC '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 or SPC'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.

Article 9

Filing a Complaint

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. A s 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 or that s/he violated the University's policies. 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, unless otherwise stated in the UAE laws or Ajman University's policies.

Article 10

1. Disciplinary violations can be referred to the Committee by the Chancellor or his authorized representative. They can be referred to the Committee without any official submitted complaint.
2. For plagiarism cases, the concerned dean shall refer the plagiarism cases to the College-level SPC.
3. For cheating cases, the concerned dean shall refer the case to the Committee directly. The dean shall consider the following before referring the case:

   3.1. Make sure that all information has been accurately filled in the cheating report, including but not limited to student information.

   3.2. Make sure that evidence is attached (video, photos, etc.).

   3.3. Acquire the technical opinion of the course instructor when deemed necessary.
4. For other violations, the dean or the manager shall refer the case to the Dean of Student Services who shall consider the following before referring the case to the Committee:

   4.1. Make sure that all information has been accurately filled in the report, including but not limited to student information.

   4.2. Make sure that evidence is attached (video- photos, etc.).

Article 11

Any breach of UAE Laws, 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 offices.
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.

All the above violations concerning plagiarism are applicable to all modes of teaching and learning, including F2F, online and blended modes.

Third: Violation of Academic Integrity – Online Assessment

1. Ajman University employs stringent security measures and authentication protocols to ensure the integrity of student work in the e-learning environment. This includes technological tools to limit fraud and academic dishonesty.
    - The use of proctored online assessments with secure browsing and monitoring capabilities where online assessments are carried out.
    - Regular reviews by IT staff of IP logins for courses, exams, and assessments to monitor and report any unusual patterns indicative of potential academic dishonesty.
2. Faculty and relevant support staff involved in delivering or supporting online courses are continuously trained on best practices for upholding academic integrity in an online environment, including the identification and prevention of potential violations.

Ajman University commits to ensuring that all online and blended courses uphold the same rigorous academic integrity standards as face-to-face courses. Therefore, the University will not tolerate violations of academic integrity during online assessment. Appropriate disciplinary action will be taken on all reported acts of violation of academic integrity for courses assessed online.

Fourth: Filming, recording lectures, taking pictures, and forms of unacceptable behavior in the classroom including online classes, events, or activities

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. Recording lectures is strictly prohibited unless explicit permission is granted by the concerned instructor. If the permission is granted by the instructor, the student must provide the instructor with a copy of the recordings and any associated multimedia files.
4. Displaying or sending offensive messages, videos, or pictures.
5. Harassing, bullying, or annoying a participant in a classroom including online classes.
6. Using inappropriate language in an educational setting including online classes.

Fifth: 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.

Sixth: 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 and use of any communication, storage or any other electronic or information technology devices during the exam are strictly prohibited. These devices include, but are not limited to, mobile phones, smartwatches, and earphones/ear-pods. The term “use” shall be interpreted broadly to include handling, attempting to use, or apparent use of such devices, even if the student would switch off or disconnect the device when noticed by the invigilator.
5. Possession and use of academic materials related to the examination subject matter in any shape or form. The term “use” shall be interpreted broadly to include handling, attempting to use, or apparent

use of such materials, even if the student would hide or destroy these materials when noticed by the invigilator.

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.

All the above violations are applicable to all modes of teaching and learning, including F2F, online and blended modes.

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. Requesting all or some of the involved students to sign an undertaking to avoid taking a specific action or committing a violation.
4. Imposing one of the disciplinary penalties or measures provided for in the subsequent articles in this policy on the student if proven to be guilty.

Article 13

Disciplinary Penalties

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

One of the following penalties or measures shall be imposed on the student who violates the Code of Public Conduct, films and/or takes photographs, record lectures without explicit permission of the instructor or not

providing the instructor with a copy of the recordings and any associated multimedia files 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 (including but not limited to deprive the student from attending the graduation ceremony or any other event, etc.), services or extracurricular activities provided by the University with or without refund of fees.
4. University Probation: University probation may be imposed for a specific period of time, during which the student's behavior will be closely observed and monitored. The student must demonstrate capability of functioning in a way which does not violate the University's Standards of Conduct. Any misconduct by the student while on disciplinary probation may result in additional and, possibly more severe, disciplinary action. Additional restrictions and conditions may be added to the terms of the probation. If all the terms of the probation have been met, it will be lifted. Failure to meet the terms of the probation may lead to further disciplinary action. Probation may be noted on the student's permanent record during the period of probation.
5. Community services hours as determined and supervised by the office of student life, at any office in the AU. Community service hours may not count towards service learning hours or other community service required by another program, scholarship, or organization.
6. Educational experiences or projects: include any activity or project that provides space for students to reflect upon their conduct, identify harm to self or to the community, and/or educate other students about the University's Standards of Conduct. Students must provide written verification of their completion of the experience/project and must schedule a meeting with the manager of the counseling unit to agree upon the type of project and to discuss their experience/project.
7. Referral to the counseling unit: Counseling Unit, the student shall attend one or more workshops and/or counseling sessions as determined and organized by the Unit.
8. 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.
9. 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.
10. Suspension from study for one or more semesters.
11. Dismissal 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.
12. Dismissal 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/university privileges (including but not limited to deprive the student from attending the graduation ceremony or any other event, etc.) 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. Dismissal 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. Dismissal 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.
7. Apply one of the measures mentioned in article 13, section 4, 5, 6, or 7.

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 6, 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 6, 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 6, 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 6, 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 6, 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 dismissed 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 6, 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 dismissal 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, each student can be deprived from benefiting from his/her academic records 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 dismissed 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 can be deprived from benefiting 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.
10. All the above disciplinary penalties for violations of examination rules also apply equally to online assessments.

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 transcript 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 transcript 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 transcript 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 dismissed 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 transcript 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 (including but not limited to deprive the student from attending the graduation ceremony or any other event, etc.).
5. All the above penalties for violations of academic integrity - plagiarism also apply equally to online assessments.

Article 17

1. The student is required to abide by the decision of the Chancellor. Should the student fail to abide, the Committee can directly recommend an appropriate penalty or measure.
2. In all cases, regardless of the action or decision taken against the student, whether it results in student dismissal from the University or not, the Chancellor can stop or withdraw the student’s discount/scholarship (if any).

Article 18

1. A penalty can be reduced if there are mitigating grounds.
2. The same penalty imposed on a student violating Ajman University’s policies shall be imposed on his/her accomplices.

Article 19

The Committee, the ad hoc 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 notified before the meeting 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 by any mean including but not limited to mobile phones. 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. 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 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 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.

Article 27

Safeguards for Imposing Disciplinary Penalties

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.

Article 28

Notifying and Filing Disciplinary Decisions

1. The Chancellor's decision might not match the recommendation of the Committee for a justified reason. The Rapporteur of the SDC shall notify the student, Office of Registration, College and the Deanship of Student Services of the decision, within no more than one week of its date of issue so as to put the decision into action.
2. The Dean shall notify the decision of the SPC to the Office of 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 unless approved 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.

Article 32

Appealing Against Disciplinary Decision or against SPC Decision

The student may appeal the disciplinary decision issued against him/her either by utilizing the link provided in the email that communicated the decision or by accessing the official Online Request System (ORS) to submit an appeal directly to the Chancellor or his authorized representative.

1. The student shall submit the appeal within a maximum of seven working days of his/her being notified of the decision, in writing, otherwise the decision shall be final and enforceable.
2. The Chancellor may refer the case to a different ad hoc committee for re-consideration (the recommendation of the ad hoc Committee may or may not align with the recommendation of the

previous Committee), if the appeal is submitted within the mentioned deadline and the student can prove 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. Appealing a disciplinary decision shall not lead to the aggravation of penalty against the appellant.
4. The Chancellor's decision might not match the recommendation of the Committee for a justified reason. His decision is final.
5. 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, dismissal, 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 reconsideration if the conditions mentioned in article 32 (section 2) are met. The decision of the Chancellor will be final.

Article 33

General Provisions

1. 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 or Registration offices shall also be legal and acceptable.
2. Notices via email will be deemed to have been delivered, received, and known by the student one (1) calendar day after confirmed transmission.

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 or the ad hoc 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

1. Any exceptions to this policy must be well justified and escalated to the Chancellor for a final decision.
2. A student who files a complaint externally cannot file a complaint internally within the university, unless otherwise stated by the Chancellor for a valid reason.

33 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.

34 People of Determination Policy

Purpose

Ajman University (AU), in line with its values and in compliance with the "National Policy for Empowering People with Special Needs" has established this policy to ensure that all those with special needs or People of Determination among its students, faculty, staff and visitors are treated in fair and equitable manner.

Definitions

People of Determination (POD): Under the provision of the United Arab Emirates Federal Law No. 29 of 2006 and the Federal Law No. 14 of 2009, the law defines a person of determination as "Any person who has a total or partial deficiency or impairment—whether stable or temporary—in their physical, sensory, intellectual, communicative, educational, or psychological abilities, to an extent that reduces their ability to meet their ordinary requirements under circumstances similar to those of non-disabled persons.".

Reasonable Accommodation: Any necessary and appropriate adjustment or support that does not impose a disproportionate or undue burden on the University and enables People of Determination to access education, employment, and services on an equal basis.

Scope

This policy applies to all students, faculty, staff and visitors at AU that are known as People of Determination.

Policy

AU is committed to providing equal access to academic programs, and a supportive environment where students with special needs or with disability, referred to as "People of Determination", are encouraged to join AU Community and fully participate in its academic experience without barriers or discrimination.

Similarly, AU provides a fair and equitable workplace and offers all individuals full opportunity to develop their potential. Accordingly, AU will identify and eliminate any discriminatory barriers, and shall advance the interests of all individuals regardless of their differences to ensure that fair and equal opportunity is afforded to all who seek employment at the University, regardless of their special needs or disability, nationality and gender.

In line with Article 12 of Federal Law No. 14 of 2009, AU is committed to undertaking all necessary steps to welcome applications from students, faculty, staff, and visits of people with special needs and provide them with access to equal opportunities in education, employment and other services, as appropriate.

AU strictly prohibits discrimination, harassment, or retaliation against any individual on the basis of disability status in admission, employment, academic participation, or access to services. AU is committed to ensuring a safe and appropriate environment for students, faculty, staff, and visitors with special needs, by providing support and facilities for People of Determination.

Responsibilities

- It is the responsibility of the students, faculty, staff and visitors to choose to either disclose or not disclose their disability. Individuals who choose to disclose a disability should do so as soon as they join or visit the University. All disability-related information and documentation shall be treated as

strictly confidential and handled in accordance with UAE data protection regulations and University privacy policies.

- In case of non-disclosure during the registration, hiring, visit period, the University is not responsible for the provision of any reasonable possible adjustments, which might comprise the provision of specific exam adjustments, learning support, housing adjustments, scholarship/ discounts according to Scholarships and Discounts Policy, and/or parking pass.
- In case an applicant or enrolled student is identified or later disclosed as having a disability that may affect academic performance, Ajman University shall conduct an individualized, multidisciplinary assessment coordinated by the Center for Inclusive Learning in collaboration with the relevant College to evaluate the student's functional academic needs and required support, and shall make all reasonable efforts to provide appropriate accommodations without fundamentally altering essential learning outcomes or academic standards. Decisions on admission, continuation, and academic progression shall be based on the student's ability to meet these essential requirements with reasonable accommodations in place; however, where essential learning outcomes cannot be met despite such support, the University may, in consultation with the student, recommend appropriate academic alternatives, a change of program, or, where necessary, withdrawal or academic discontinuation, in accordance with University regulations and applicable UAE laws.
- The University will take into consideration cases where students, faculty and staff health situation changes during the course of their academic studies or employment at AU.
- Any student, faculty member, or staff member who wishes to seek a review of a decision related to reasonable accommodation may do so in accordance with the University's established grievance and appeal procedures, within the applicable timeframe, as outlined in the following policies: Student Complaint, Grievance and Appeal Policy; Faculty Complaint, Grievance and Appeal Policy; and Professional Staff Complaint, Grievance and Appeal Policy.

Provisions for Visitors (People of Determination)

Visitors who are People of Determination and who require accommodations to access University facilities, services, or events may submit a request in advance, where practicable, to the office or unit with which they have an appointment, meeting, or official transaction. That office or unit shall serve as the initial point of contact and shall coordinate with the relevant University offices, as necessary, to arrange appropriate temporary access support.

The University shall make reasonable efforts to provide temporary access support arrangements based on the nature of the visit, the visitor's needs, and the feasibility of the request, in accordance with this Policy and applicable University procedures.

Provisions for Students

To encourage the inclusion of "People of Determination" in education, AU may provide scholarship/ discount and/or a reasonable adjustment to students with a documented disability that makes them fall under one of the "People of Determination" categories recognized by the UAE Ministry of Education.

Recognized disability categories are as follows:

- Auditory Impairment
- Visual Impairment
- Physical Disability
- Speech and Language Disorders

- Autism Spectrum Disorders

A. Student of Determination Disclosure and Scholarship Grant

1. It is up to students to disclose their disabilities if they so desire; to request accommodations and services related to their disabilities; to provide the necessary documentation of their disabilities as required by the institution
2. The POD medical file and documents are submitted to Office of Medical Services for validation, assessment and approval and eventual recommendations for further student support.
3. The Office of Medical Services shall send the approved medical document to the Center for Inclusive Learning. The Center for Inclusive Learning shall communicate with the student to further inform him/her about the services offered to the student.
4. It is the responsibility of the student to declare the type of service s/he wishes to apply to, for instance, if the student wishes to apply for the PoD scholarship, s/he shall send an email to the Center for Inclusive Learning declaring that desire.
5. Once receiving the student's request, the Center for Inclusive Learning shall submit a scholarship request for the student.
6. Scholarship eligibility and/or a reasonable adjustment for students enrolled on full-time or part-time basis in any Undergraduate or Graduate program, may be set and determined by the Chancellor based on the assessment report submitted by the student or his/her family and once approved by the Office of Medical Services.

   The supporting documents should include:

   - Disability Card (an exception can be given by the Chancellor).
   - A current medical report (not older than 3 years) from an accredited health professional that describes the health condition/impairment, its academic impact, and mentions whether it is permanent or temporary.
7. For some cases, a psychological assessment is required besides the submitted documents; where a referral to AU Counseling Unit is required to have a full picture of the student's needs. The recommendations are shared with the concerned deans to set the needful support for the student.
8. The office of the scholarship shall follow up with the student regarding the status of the student's request for a scholarship and will inform the student of the final decision.

AU POD Scholarship Grant

Scholarships for People of Determination (POD):

- Students of Determination shall be entitled to a scholarship throughout their study at the University according to Scholarships and Discounts Policy, as per a recommendation from a specialized committee formed for this particular reason. The recommended percentage of scholarship shall be approved by the Chancellor.
- The discount applies to all undergraduate programs.
- The student must maintain a CGPA of 2.00 or higher.
- The student must visit the University clinic and have his/her case approved.
- The Office of Scholarships and Financial Aid shall reflect the scholarship percentage on its system and convey the decision to the concerned student.

- The Office of Scholarships and Financial Aid and the Office of Medical Services may ask the student to submit reports from time to time that justify the continuity of the support.
- The Chancellor may at any time, for any reason, cancel the scholarship given to the student.

B. Student Services for People of Determination

Ajman University provides reasonable accommodation and equal access to cocurricular activities, events, programs and services for People of Determination with documented disabilities. Cocurricular activities that are provided to People of Determination are based on their condition's limitations and specialist's recommendations. People of Determination have equitable access to recreation and sport facilities on campus as far as feasible and affordable. AU Student Housing provides safe and specially equipped accommodations designed for People of Determination. In addition, an Emergency Plan has been established that takes into consideration the requirements for People of Determination; providing them with evacuation wheelchairs, specially designed ramps and wheelchair access slope at the entrance. Moreover, AU is welcoming all students of determination, and the Counseling Unit is keen on providing them with inclusive and sustainable academic and psychological needed support on campus and virtually.

The Deanship of Student Services (DSS) offers students and applicants an opportunity for confidential disclosure of personal information relating to mental health. For those with a documented mental health condition, the DSS relevant office assesses the support needed and arranges for reasonable adjustments to be made. The type of support may vary among students. These needs may include, but not limited to:

- Behavioral, social, or emotional support.
- Sensory.
- Physical Disability.
- Speech and Language Disorders.
- Communication and Interaction.
- Dyslexia –reading.
- Dysgraphia - writing/spelling.
- Developmental coordination disorder.

The Counseling Unit shall define a mechanism by which academic needs of students with special needs could be fulfilled. Accommodations may include specific examination arrangements. The provision of accommodations will be made within the parameters of the following factors:

- The nature of student circumstances and needs following consultation with the student and examination of available evidence and relevant assessments.
- The nature of the academic program of study.
- The likely effectiveness of the adjustment in removing the disadvantage.
- The practicality of the adjustment, taking into account-disruption, health and safety issues, the reasonable expectations of others and external factors (for example, factors in relation to student placements).

Student accommodations are designed to support students with learning challenges so they can achieve their academic potential. These accommodations vary according to each case. Additional information is available in the Counseling Unit.

Emergency Procedures

The following Emergency Procedures for Persons with Disability are available in the Office of Medical Services:

- Refer to AU Emergency Plan and Procedures (November 2020)
- Fact Sheets: Emergency Procedures for Persons with a Disability
- Assisting individuals with disabilities in an emergency:
  - Individuals Who Are Blind or Have Low Vision
  - Individuals Who Are Deaf or Hard of Hearing
  - Individuals with Mobility Limitations – (non-wheelchair user)
  - Individuals with Mobility Limitations - (wheelchair user)
  - Individuals with Psychological Disabilities.

Accessibility Infrastructure Commitment

Ajman University shall strive to progressively enhance physical, digital, and communication accessibility across its facilities and platforms, subject to feasibility, institutional planning, and available resources.

Training and Awareness

The University shall conduct periodic awareness and sensitivity training for faculty and staff to promote inclusive practices.

Miscellaneous

1. This Policy supersedes any other old related policies, procedures, minutes of meeting, manuals, handbooks, and bylaws.
2. The Chancellor is responsible for handling any issues that might arise and are not covered in this Policy.
3. In case of conflict between the Arabic and English versions of the Policy, the English one prevails.
4. Any exceptions to this Policy must be well justified and raised to the Chancellor for a final decision.

35 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.

35.1 Application and Admission Fees

The application and admission 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 admission 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 admission 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 admission 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 below mentioned programs are required to pay a seat reservation deposit as stated in the table below. This deposit is non-refundable and non-transferable and must be paid before the deadline stated on the letter of admission. This deposit is deductible from the student's tuition once the applicant joins the university. If the student asks to defer admission to the following semester and the request is approved, the deposit will be applied to the following semester.

Program	Deposit (AED)
Doctor of Medicine	25,000
Bachelor of Dental Surgery	21,000
Bachelor of Science in Nursing	3,000

35.2 Tuition Fees

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

College	Fees per year
College of Medicine	AED 127,050

College		Fee per one credit hour
College of Dentistry	Dental Surgery	AED 2,668
	Bachelor of Science in Allied Dental Sciences	AED 1,350
	Bachelor of Science in Digital Dental Technology	AED 2,000
College of Pharmacy and Health Sciences	Bachelor of Pharmacy	AED 1,575
	Bachelor of Science in Nursing	AED 1,502
	Bachelor of Physiotherapy	AED 1,760
College of Mass Communication		AED 1,331
College of Law	Bachelor of Law	AED 1,320
	Associate Degree in Legal Studies	AED 1,500
College of Engineering and IT	Bachelor of Science in Biomedical Engineering	AED 1,502
	Bachelor of Science in Civil Engineering	AED 1,430
	Bachelor of Science in Industrial and Systems Engineering	AED 1,500
	Bachelor of Science in Mechanical Engineering	AED 1,430
	Bachelor of Science in Electrical Engineering	AED 1,502
	Bachelor of Science in Computer Engineering	AED 1,531
	Bachelor of Science in Information Systems	AED 1,531
	Bachelor of Science in Data Analytics	AED 1,531
	B.Sc. in Information Technology	AED 1,531
	Bachelor of Science in Cybersecurity	AED 1,531
	Bachelor of Science in Artificial Intelligence	AED 1,531
College of Architecture, Art and Design	Bachelor of Architecture	AED 1,575
	Bachelor of Architectural Engineering	AED 1,575
	Bachelor of Interior Design	AED 1,573
College of Humanities and Sciences	Bachelor of Arts in Psychology	AED 1,362
	Bachelor of Arts in Sociology and Social Work	AED 1,362
College of Business Administration		AED 1,531
General Education Program		AED 1,250

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	Dental Surgery	Dental Surgery		Dentistry - Bachelor of Science of Allied Dental Sciences		Pharmacy
	1st -3rd year	4th & 5th year		1st-2nd year	3rd-4th year	
Fees	AED 5,590	Clinics	Productive Lab			
		AED 8,385	AED 4,193	AED 1,500	AED 2,500	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 Mass Communication will pay a studio fee of AED 1,331 for each registered course having Radio/TV session.

Additional Fees:

- Orientation Course Fee, provided during the first semester of enrolment: AED 1,250
- Additional lab fee for each registered course having lab sessions will be 770 AED.
- Additional fee for courses having a tutorial session will be 660 AED.
- 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 will be 715 AED.
- Additional fee for internship courses will be for 968 AED.

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

The 5% standard VAT rate will no longer be applied to tuition fees and charges which are part of the curriculum for all AU academic programs. Instead, they will be zero-rated. The 5% standard VAT rate will continue to be applied to other services fees and charges, in accordance with the Federal Decree Law No (8) of 2017 on Value Added Tax.

Other AU Services:

- Student service fee per semester: AED 500
- 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 127,050	AED 5,000
Medicine (Year 2 - Year 6)	Full semester fees AED 63,525	AED 5,000
Dentistry	AED 15,000	AED 5,000
Postgraduate Diploma Programs	AED 3,000	-
All other Colleges	AED 10,000	AED 5,000

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.

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 a reinstatement fee of AED 1,500 will be charged. AU services will be reinstated only when the overall due balance is paid, **along with the reinstatement fee (AED 1,500) and the late payment fee (AED 500)**.

***** 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 or installment plan, which are 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

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	- Bank: Ajman Bank P.S.C - 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 admission 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 Mecidine, 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 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 a balance withdraw request to 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, they shall be entitled to only 50 percent of the tuition fees of the semester in which they submit 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, they will not be entitled to claim a refund of any part of the tuition fees of the semester in which they submit the application for suspension.

g. If a student wishes to reclaim any amount from a credit balance – in case of suspension only, they must submit a balance withdraw request to the Office of Finance after the end of the add/drop period. A 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 Registration. In this case, the student is entitled to a full refund of tuition fees paid for the semester in which they submit the application for withdrawal. The refund will be made within two weeks after the submission of a balance withdraw request to 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, they are entitled to a refund of only 50 percent of the tuition fees for the semester in which they submit 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.

36 Scholarships and Discounts

AU Scholarships & Financial Aid Opportunities

The Office of Scholarship and Financial Aid offers a range of scholarships and financial aid programs designed to support undergraduate students in pursuing their higher education goals. The available opportunities are outlined below.

1. Scholarships for UAE Nationals from the Emirate of Ajman

UAE nationals from the Emirate of Ajman are required to submit their scholarship applications through the Citizens Affairs Office – Ajman via their official portal: https://ajmancao.ae/initiatives/20192.

2. Discount for Employees of Ajman Local and Federal Government Departments

A 20% tuition discount is available to employees of Ajman local and federal government entities. The discount applies to all undergraduate programs, except the College of Medicine, College of Dentistry, Doctor of Pharmacy, and Bachelor of Pharmacy programs .

To remain eligible, students must maintain a minimum CGPA of 2.00 in undergraduate programs. Students are required to submit an e-request confirming continuous employment with their respective departments at the beginning of each semester through ors.ajman.ac.ae .

3. Discounts for AU Employees

Permanent faculty members and administrative or technical staff are eligible for tuition discounts for their family members (spouse, children, and siblings), in accordance with the Scholarship & Discount Regulations .

4. Discounts for AU Alumni and Their Family Members

These discounts are available to Ajman University alumni and their eligible family members.

Spouse & Children Discount:

- Applicable to undergraduate programs in all majors.
- Provides a 10% tuition discount.
- Students must maintain a minimum CGPA of 2.00.
- Students are required to submit an e-request through ors.ajman.ac.ae

5. Discounts for First-Degree Relatives

Registered siblings and first-degree relatives (father, mother, and children) enrolled in any undergraduate program are eligible for a tuition discount ranging from 5% to 20%, based on their serial numbers. Applications must be submitted through ors.ajman.ac.ae This discount is not subject to a minimum CGPA requirement.

6. **Discount for High School Students with CGPA of 90% or Above**

Students admitted to any college except the College of Medicine and Dentistry, who have high school scores of 90% or higher, are eligible for a 20% discount on enrollment in the first semester only. This discount applies to the first semester only and is not transferable to subsequent semesters.

7. Discount for High School Students with CGPA of 95% or Above

Students admitted to the Bachelor's programs in Medicine and Dentistry who achieve a high school score of 95% or higher are eligible for a 20% tuition discount in their first semester of enrollment (Fall or Spring only). This discount applies to the first semester only and is not transferable to subsequent semesters. The discount does not apply to students admitted to the Graduate Entry program in the College of Medicine.

8. Discount for High School Students with CGPA of 99% or Above

- High school students achieving a score of 99% or higher are eligible for a 30% scholarship in all colleges, except the College of Medicine, for their first semester of enrollment (Fall or Spring only).
- The top five students achieving a score of 99% or higher are eligible for a 30% scholarship in the College of Medicine for their first semester of enrollment (Fall or Spring only).
- This discount does not apply to students admitted to the Graduate Entry program in the College of Medicine.

9. Scholarships for High School toppers nationwide

Top-ranking high school students across the UAE are eligible for the following scholarships, which are awarded throughout the duration of their study, subject to applicable regulations :

- 100% scholarship for the first-ranked student
- 75% scholarship for the second-ranked student
- 50% scholarship for the third-ranked student

10. Scholarships for High School Toppers in the Emirate of Ajman

Top-ranking high school students in the Emirate of Ajman are eligible for the following scholarships, which are awarded throughout the duration of their study, subject to applicable regulations:

- 100% scholarship for the first-ranked student
- 75% scholarship for the second-ranked student
- 50% scholarship for the third-ranked student

11. Discount for High School First-Ranked Students in Selected Countries

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

12. Discounts for College Honor Students

Undergraduate students are eligible for a tuition discount in the semester following their academic :achievement, as outlined below

Discount	Previous semester earned credit hours	Previous semester earned GPA
20% Honor Discount	15 credit hours or more	4.00
15% Honor Discount	15 credit hours or more	3.8 - 3.99
10% Honor Discount	15 credit hours or more	3.6 - 3.79

13. Discounts for the Top Three Achievers in Each College

Undergraduate students ranked among the top three achievers in each college are eligible for a tuition :discount in the semester following their academic achievement, as outlined below

- 100% tuition discount for the first-ranked student
- 75% tuition discount for the second-ranked student
- 50% tuition discount for the third-ranked student

For further information, please contact the Office of Registration at: registration@ajman.ac.ae.

14. Scholarships for Students of Determination

Students of determination are eligible for a scholarship throughout their entire study period at the University, as per a recommendation from a specialized committee formed for this particular reason. The recommended percentage of the scholarship shall be approved by the Chancellor.

- The discount applies to all undergraduate programs.
- The student must maintain a minimum CGPA of (2.00).
- Students are required to submit their medical reports to the Office of Medical Services for review and approval of their medical condition.
- Applications for this discount should be submitted through medicalservices@ajman.ac.ae or by contacting the Office of Medical Services at 067056732.

15. Discount for Omani Students

All registered Omani students enrolled in any undergraduate program, excluding programs offered by the College of Medicine and College of Dentistry, are eligible for a permanent discount of 20%. To remain eligible, students must maintain a minimum CGPA of 2.00. Students are required to submit an e-request through ors.ajman.ac.ae at the beginning of each semester, accompanied by a copy of their valid Omani passport.

16. Discounts for ESAAD Card Holders

Ajman University offers tuition discounts to Esaad card holders enrolled in undergraduate and graduate programs, as follows:

- A 20% discount for newly enrolled students from academic semester 202310 onward in all undergraduate and graduate programs, excluding programs offered by the College of Medicine, College of Dentistry, and PhD programs. Students will continue to benefit from this discount in subsequent semesters provided that they maintain a minimum CGPA of 3.00.
- A 20% discount for students enrolled between academic semesters 202010 and 202220 in all undergraduate and graduate programs, excluding programs offered by the College of Medicine and College of Dentistry. Students will continue to benefit from this discount in subsequent semesters provided that they maintain a minimum CGPA of 3.00.
- A 10% discount for students enrolled before academic semester 202010 in all undergraduate and graduate programs, excluding programs offered by the College of Medicine and College of Dentistry. Students will continue to benefit from this discount in subsequent semesters provided that they maintain a minimum CGPA of 3.00.
- Students are required to submit an e-request for the Esaad card discount, along with a copy of their valid Esaad card, at the beginning of each semester through ors.ajman.ac.ae.

17. Scholarships for Innovative Students

Creative and innovative students may be eligible for a tuition scholarship of up to 100%, as determined by a dedicated committee responsible for evaluating applications and monitoring student progress, in accordance .with specified criteria. This discount applies to undergraduate programs only

18. Financial Aid (Thamer Fund) - Fixed Amount

For further information, please refer to Thamer Fund webpage

General Terms

1. Fees for admission, training, housing, transportation, books, and student services are excluded from all scholarships & discounts.
2. Discounts are applicable only during the Fall and Spring semesters. The Summer semester is not included.
3. Scholarships do not cover any failed, prohibited, or dropped courses (after the Add & Drop period has ended) that fall within the required credit hours of the study plan.
4. Students cannot benefit from more than one scholarship or discount simultaneously. In such cases, the higher-value scholarship or discount will apply.
5. Online application forms for scholarships and discounts are available only during the designated application period. Please refer to the deadlines listed in the "How to Apply" section below.
6. All students are subject to other University regulations.

How to apply

All AU students are required to review their financial accounts. If an eligible discount, as outlined in the applicable rules and regulations, is not reflected in their account, students are required to submit a discount request through ors.ajman.ac.ae by:

-Mid-October – First Semester of each academic year

-End of February – Second Semester of each academic year.

Please be advised that the stated dates represent the deadlines for accepting any application to avail applicable discounts. Applications submitted after the specified deadlines will not be considered.

For detailed instructions on how to submit a request, please visit the link below:

Create a New Request - Online Request System (ORS)

Contact us

Students are encouraged to review the details of the available scholarship and financial aid opportunities carefully. For inquiries or assistance with the application process, please contact us at scholarship.dep@ajman.ac.ae.

37 Academic Freedom Policy

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.

38 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. AU limits the amount of such credit that can be applied toward an undergraduate qualification, in accordance with the applicable policy.

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.