

ALGHURAIR  
UNIVERSITY



# STUDENT HANDBOOK

## 2010-2011

## Message from the President

Dear Student,

As a student-centered educational institution, Al Ghurair University is continuously improving its services. The guidelines contained in this Student Handbook have been prepared to assist you to complete academic requirements of the program of your choice in the most appropriate manner. A thorough understanding of the curriculum, policies, and standards is essential for satisfactory completion of your program of study. Please note that this Student Handbook is the University's official notification of its policies, rules, regulations, and standards of conduct, and as such, it is complementary to the University's Catalog and other policy documents. The University, however, reserves the right to change any of the contents of the Handbook as it may deem necessary or as it may serve the best interests of the University and students.

I urge you to go through this Handbook and to contact your Academic Advisor or the Office of the Registrar if you have any queries regarding policies and rules of the University.

**Abdurahim Mohammed Al Ameen, Ph.D.**  
**President**

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### Fall Semester 2010/2011

Month	Date	Day	Week	Activities
September	14- 23	Tuesday - Thursday	-	Registration for Returning Students
September	23	Thursday	-	Orientation and Registration for New Students
September	26	Sunday	1	Classes begin
October	7	Thursday	2	Last day for drop and add
October	21	Thursday	4	Last day for drop only
October	24 - 28	Sunday - Thursday	5	Early Feedback Survey
December	5	Sunday	11	Last day for withdrawal without Grade "F"
December	19 - 23	Sunday - Thursday	13	Student Feedback Survey
January	6	Thursday	15	End of class work
January	8 - 20	Saturday - Thursday	16- 17	Semester-end Exam period
January	23	Sunday	18	Declaration of Semester-end Exam Results

## Winter Semester 2010/2011

Month	Date	Day	Week	Activities
January	23 - 27	Sunday - Thursday	-	Registration for Returning Students
January	27	Thursday	-	Orientation and Registration for New Students
January	30	Sunday	1	Classes begin
February	10	Thursday	2	Last day for drop and add
February	24	Thursday	4	Last day for drop only
February - March	27 - 3	Sunday - Thursday	5	Early Feedback Survey
March	24	Thursday	8	Open Day
April	7	Thursday	0	Last day for withdrawal without Grade "F"
April	24 - 28	Sunday - Thursday	13	Student Feedback Survey
May	12	Thursday	15	End of class work
May	14 - 26	Saturday - Thursday	16-17	Semester-end Exam period
May	29	Sunday	18	Declaration of Semester-end Exam Results

## Summer Session I 2010/2011

Month	Date	Day	Week	Activities
May - June	29 - 2	Sunday - Thursday	-	Registration
June	5	Sunday	1	Classes begin
June	16	Thursday	2	Last day for drop and add
June	30	Thursday	4	Last day for drop only
July	14	Thursday	6	End of class work
July	17 - 21	Sunday - Thursday	7	Summer semester - end exam period
July	24	Sunday	8	Declaration of semester - end exam results

## Summer Session II 2010/2011

Month	Date	Day	Week	Activities
July	17 - 21	Sunday - Thursday	-	Registration
July	24	Sunday	1	Classes begin
August	4	Thursday	2	Last day for drop and add
August	18	Thursday	4	Last day for drop only
September	1	Thursday	6	End of class work
September	4 - 8	Sunday - Thursday	7	Summer semester - end exam period
September	11	Sunday	8	Declaration of semester - end exam results

*All public holidays will be announced by the Office of the President of AGU as per the UAE government regulations.*



# Section One

## General Information

### 1.1 The University Environment

Through its various programs, Al Ghurair University (AGU) attempts to provide a learning environment that is characterized by excellence in all aspects of the learning process. The philosophy of the University is centered on developing the overall personality of its students. To translate this philosophy into reality, the University is applying educational programs and policies that encourage critical thinking, independence, and intellectual maturity. The University cherishes multiculturalism and promotes tolerance and understanding as means for creating a conflict-free learning environment. In order to create harmony and to enhance cooperation, the rights and responsibilities of the members of AGU community are clearly stipulated.

The purpose of this Handbook is to clarify what is expected of AGU students; their role in the university life, and their responsibilities while they pursue their studies and while they are on campus. Although the University will spare no effort to maintain this Handbook up-to-date in terms of changes in policies and regulations, it is not always possible to notify students about such changes, and therefore, students are advised to consult with their advisors for up-dated information. It is the responsibility of each individual student to seek out up-dated information on policies that affect his/her academic progress. Ignorance of such policies and information will not be considered a valid excuse by the university officials.

### 1.2 Student Rights and Responsibilities

#### 1.2.1 Policy Statement

Al Ghurair University believes that a student, upon enrollment, neither loses the rights nor escapes the duties and responsibilities of a citizen. Enjoying educational and learning opportunities, the student has a responsibility to himself/herself, fellow students, to the laws of the land, and to the institution in which he/she enrolls by choice.

The University community respects and protects individual dignity, integrity, and reputation of all its members. Students, faculty, and staff must comply with the conventions and regulations of the University's life that are necessary to maintain order, protect individuals and property, and fulfill the purpose and responsibilities of the University.

Students enrolling in the University assume an obligation to conduct themselves in a manner compatible with the University's role as an educational institution. The code of conduct represents the University's responsibility for maintaining order and protecting civic rights within the campus.

### 1.2.2 The Rights of Students

- a Students have the right to freely express and exchange their ideas inside and outside classrooms.
- b Students can expect to participate fully in the university community without discrimination or prejudice.
- c Students have access to established procedure for respectfully presenting and addressing their concerns and grievances.
- d Students have the right to opportunities for interacting with people and institutions both within and beyond the university community.
- e Students can expect high quality educational programs.
- f Students have the right to utilize their potential to the best of their abilities.
- g Students have the right to inquire about and to recommend improvements in policies, regulations, and procedures affecting their welfare as students.
- h Students have the right to a campus environment characterized by safety and order.
- i Students have the right to a fair process and hearing when disciplinary action is applied to an individual or a group.

### 1.2.3 Obligations and Responsibilities of Students

The exercise and preservation of the rights stipulated above require a respect for the rights of all members of AGU community. The University assumes that all students are obligated to conduct themselves in a manner that is civil and consistent with the university's role as an institution of higher education. Specifically, the University requires that all students observe the following obligations and responsibilities:

- a The obligation to be fully familiar with published regulations and to comply with them in the interest of an orderly and productive community.
- b The obligation of knowing that one's conduct reflects not only upon one's self but also upon the institution and its members.
- c The obligation to follow the rules of common decency and acceptable behavior as expected and observed in an educational institution.

- d The obligation to respect the rights and property of others.
- e The obligation to regularly attend lectures, laboratories, tests, examinations and all forms of teaching processes in accordance with the University/ College regulations.

### 1.3 General Admission Policies

- a AGU gives special importance to quality education. Applicants are considered on the bases of their qualification regardless of race, nationality, gender, religion, age or ethnic backgrounds.
- b Students seeking admission to various academic programs of the university shall meet the general requirements of the university and the specific requirements of each program as specified by the respective college.
- c The criteria and the basic requirements for admission to the university shall be evaluated and assessed annually to meet the local/international requirements.
- d Generally the number of students admitted each semester depends on the available resources that are planned according to the following criteria:
  - i. Group size for general education courses that should not normally exceed 50 students.
  - ii. Group size for specialized courses that should not exceed 40 students.
  - iii. Group size for practical and application sessions not exceeding 20 students (computer labs have higher capacity).
- e The university requires regular attendance at all classes, lectures, seminars, lab, sessions. Seeking education through correspondence or by merely passing university Tests and Examination is not permitted. AGU does not offer any degree by distance learning.
- f The Admission and Registration Office in collaboration with the colleges and academic departments is responsible for the implementation of the admission policies and procedures. The office also maintains necessary coordination between different colleges with regards to admission policy, and conducts regular assessment and evaluation of admission policy.

## 1.4 General Admission Requirement

- a Students seeking admission to undergraduate programs are required to submit the following documents:
- A completed application form for admission (All parts of the application must be filled out).
  - Attested UAE Secondary School Certificate or its equivalent.
  - Five recent photographs.
  - A photocopy of a valid identity card or passport.
  - Certificate of English Proficiency Test - Test of English as a Foreign Language (TOEFL) with a minimum score of 500 (paper based) or 173 (computer based) or 61 (iBT) or or IELTS with a minimum score of 5.00 or other internationally recognized equivalent test score as approved by the Commission for Academic Accreditation, Ministry of Higher Education and Scientific Research, UAE..
- b Students seeking admission should satisfy UAE visa and immigration requirements.
- c Students seeking admission should submit a good conduct certificate issued by the previous school or the CID.

## 1.5 English Language Requirement

- a In order to be admitted to an undergraduate program at AGU, a candidate must demonstrate sufficient command of the English language as measured by the TOEFL or any other internationally recognized equivalent and standard test. The candidate must submit a score of 500 (paper based) or 173 (computer based) or 61 (iBT) on the international TOEFL or submit a score of 5.00 on IELTS or other internationally recognized equivalent test score as approved by the Commission for Academic Accreditation, Ministry of Higher Education and Scientific Research, UAE.
- b The students transferring from other institution to AGU must also meet the same English language requirement as stated in the preceding section 1.5 (a).

## 1.6 Academic Requirements

Students seeking admission to the undergraduate programs of AGU must have completed and passed the General Secondary Education State Examination with an average score of 60% or its equivalent.

## 1.7 Engineering Program Admission Requirements

In addition to the general requirements mentioned above, a candidate has to satisfy the specific admission requirements of the “Bachelor of Science in Electrical and Electronics Engineering” and “Bachelor of Science in Computer Science Engineering” programs. The specific admission requirements for these programs are given below:

Program	Program-Specific Admission Requirements
Bachelor of Science. in Electrical and Electronics Engineering	Students must have studied and passed physics, chemistry and mathematics up to grade 12 in the secondary education.
Bachelor of Science. in Computer Science and Engineering	

## 1.8 Admission Procedure

- a Students who fulfill the general and program admission requirements of the university will be issued an admission letter to offer a place in the undergraduate program of their interest.
- b Upon receipt of such offer the student should confirm his/her acceptance of the offer by completing the section provided for this purpose in the admission letter.
- c The student should also pay the admission fees to secure a seat in the program of his / her interest.

## 1.9 Provisional Admission

- a Conditions for Provisional Admission are given below:
- A student who does not meet the English Language requirements of the University will be offered “Provisional Admission” until he/she satisfies the English Language requirements within two semesters. There is no Provisional Admission for Transfer Students.
  - A student without final results may be admitted on the basis of provisional result and forecast reports from the school. His/her admission will be confirmed only after submitting the valid documents of eligibility.
- b If the student fails to meet the requirements of the University in terms of qualifying marks etc, his/her name will be removed from the rolls of the University (admission fee is not-refundable).
- c Students admitted provisionally must confirm the acceptance of the offer by completing the section allocated for this purpose in the admission letter.

## 1.10 Admission of Transferred Students

Credit transfer is the award of credit in recognition of studies from a previously completed or partially completed program or qualification.

### 1.10.1 Granting of Credits

Students who have completed courses at other accredited/recognized institutions of higher education and are seeking admission to AGU may be awarded credits for those courses provided that they submit authenticated transcripts, full course syllabi and related documents to prove the validity of such credits.

### 1.10.2 Eligibility of Institution for Credit Transfer

The students who have completed their courses in their appropriate certificate, diploma, undergraduate, or graduate program from any institution recognized or licensed by the Ministry of Higher Education and Scientific Research, UAE would be eligible for appropriate credit transfer to AGU.

### 1.10.3 Study Hours, Course Content, and Minimum Letter Grade

A course can only be considered for a credit transfer only if the student has studied that course for appropriate number of hours per week during a semester consisting of 16 weeks duration. The content of the course studied at previous institution should also match at least 75 percent or more of the material covered at the relevant course being taught at AGU. Furthermore a course with letter grade C (or equivalent) and above will be considered for credit transfer to AGU.

### 1.10.4 Marks and Equivalent Letter Grade

For an institution that awards marks instead of letter grades, the following criteria will be implemented for accepting the marks for credit transfer.

Range of Percentage Marks	Letter Grade
90 and above	A
81 - 89	B+
74 - 80	B
67 - 73	C+
60 - 66	C

### 1.10.5 Letter Grade Other Than A, B, C etc.

Some institutions (particularly British and Australian universities) use different grading codes in students' transcript codes which are different than normal letter grades A, B, C, etc. For all such cases, the following criteria shall be implemented for awarding equivalent credits at AGU.

Grading Code	Explanation	Equivalent Grade at AGU
PD	Performance with Distinction	A
PM	Performance with Merit	B
CO	Competency Attained	C

### 1.10.6 Minimum Cumulative Grade Point Average for Credit Transfer

The Minimum Cumulative Grade Point Average (CGPA) for considering the credit transfer is 2 in a scale of 4. Transfer credits and grades will not be used in calculating the CGPA at AGU.

### 1.10.7 Maximum Transferable Credits

Maximum credits that a student is allowed to transfer from other recognized institutions to AGU is limited to 50 percent of the total credits required for completion or award of the degree of a particular program being pursued by the student.

### 1.10.8 Internal Credit Transfer

All grades (A, B, C, and D) earned by AGU students can be transferred from one program to any other program within AGU.

### 1.10.9 Credit Transfer Matrix

All AGU Colleges and Academic Departments shall prepare and maintain a Credit Transfer Matrix to ensure consistency and reliability in awarding credit transfer to various students pursuing a particular program.

### 1.10.10 Approval of Credits and Credit Transfer Procedures

- a The student must submit the attested copy or copies of the transcript(s) showing courses and grades that the student received from the licensed institution where he/she has been studying.
- b A full course syllabus providing information about credit value, level, detailed course content, learning outcomes/objectives and indicative learning resources for each course which the student wish to seek credit transfer.
- c The Dean/Academic Head shall constitute a Credit Transfer Committee (CTC) that will be responsible to examine and decide all credit transfer cases relating to the academic program being offered by that particular College or Academic Department. The committee shall communicate its decision on the Credit Transfer Form along with a detailed Credit Equivalency Report (CER) that must be signed by College Dean/Head of Academic Department, the Chairman of the CTC.
- d The Officer In-charge for the credit transfer at AGU's Admission/Registration office shall prepare three copies of the Credit Equivalency Report (CER). The original copy of the CER must be issued to the concerned student whereas the second of CER must be sent to the concerned College or Academic Department for future reference and record. The third copy of CER must be retained in the Admission/Registration office for future reference.

Once the student seeking credit transfer is granted admission, he/she will be informed about the transferred courses. The student should confirm the acceptance of the offer by completing the section allocated for this purpose in the admission letter. A student accepted for admission should pay the admission fee to secure a seat in the program of interest.

### 1.10.11 Admission Requirements and Documents

Transfer students must submit the following documents along with the filled-in application form:

- i. Attested student transcript showing courses and grades that the student received from the licensed institution where he/she has been studying
- ii. A full course syllabus (providing information about credit value, level, detailed course content, learning outcomes/objectives, learning resources etc.) of the course(s) for which the student is seeking a credit transfer.
- iii. Attested photocopy of the General Secondary School Certificate or its equivalent certificate/mark sheets.
- iv. A photocopy of valid identity card or passport
- v. Conduct Certificate
- vi. Five passport size photographs
- vii. Application fee of AED150.00 and Admission fee of AED 1000.00
- viii. Certificate of English Proficiency Test - Test of English as a Foreign Language (TOFEL) with a minimum score of 500 (paper based) or 173 (computer based) or 61 (iBT) or IELTS with a minimum score of 5.00 or other internationally recognized equivalent test score as approved by the Commission for Academic Accreditation, Ministry of Higher Education and Scientific Research, UAE.

### 1.10.12 Re-evaluation Policy

- a In case a student is dissatisfied with the outcome of a credit transfer process, he/she may request a review of the decision. The concerned student must submit his/her application to the concerned Dean/Head of Academic Department along with the copy of CER and other documents supporting the basis for the re-evaluation. The student must submit this application within 60 days from the date of issuance of CER by the Admission and Registration office.
- b The re-evaluation request shall be examined by two members of the CTC of that particular College or Department out of which one committee member must have participated in the evaluation of this particular credit transfer case.
- c As a result of this re-evaluation process, if the CER of this particular student is revised or amended then the Admission and Registration office must prepare and issue fresh copies of amended CER to the concerned student and the concerned College or Academic Department for future reference and record.
- d The option for re-evaluation can only be exercised once during an academic period of the student at AGU.

## 1.11 Admission of Non-Degree Students

- a A student may be admitted to AGU as a non-degree student. This category of students may be enrolled in certain courses at AGU without pursuing a degree program. These students might be interested in seeking professional development or might be interested in using such courses to seek transfer credits from other institutions. To be considered for admission under this category, an applicant must submit an application with all the required documents to the AGU Admission Office on or before the dates given for regular admission.
- b Students who had been dismissed from AGU are not allowed to register with non-degree status.
- c Regardless of the type of admission, any applicant must submit all documents indicated in the general admission requirement

## 1.12 Re-Admission

- a A student who had studied at AGU and his /her study had been interrupted for non-academic reasons for not more than two semesters and who wishes to resume studies at AGU, shall apply for readmission to the Office of the Registrar. The application must be submitted before or during the registration period for the semester the student intends to resume study.
- b A student whose study had been disrupted because of academic reasons and who has been out of the Program/University for not more than two semesters may apply for readmission to the Office of the Registrar. He/she must outline in his/her application the activities since leaving the AGU program that contributed to his/ her academic development.
- c A student whose study has been disrupted for more than two semesters must submit a new application form to the Admission Office.
- d A student who had been dismissed on disciplinary grounds is not eligible for readmission to the University.

## 1.13 Registration Procedure

Registration is the process of enrolling in classes. Every semester, before the beginning of registration process, the registration office makes a registration guide available for all students. The guide published by the Registration Office lists initial course offering and schedules for the semester and explains the registration process and procedures. Students should carefully read the registration guide and prepare themselves for registration. Registration involves the following steps:

- a **Advisement and Consultation**  
Students must meet their assigned academic advisors who will help them in selecting the courses and in planning the schedule for the semester. The advisors may also approve the schedule.
- b **Selection and Registration of Courses**  
Once the student selects courses with help of his/her advisor, the student completes the registration form and gets it signed by the academic advisor.
- c **Payment of Fees**  
For each semester all fees are due at time of registration. For fee payment details please refer to the application package.

## 1.14 Denial of Registration

Registration is denied if all academic and/or administrative requirements have not been fulfilled prior to the term. A student may be denied registration if one or all of the following deficiencies exist:

- a Academic dismissal
- b Incomplete admission documents
- c Failure to meet specific requirements of the University, College or Department.
- d Outstanding charges or fees due to the University

## 1.15 Changing of Specialization and Internal Transfer

- a In conformity with the University's philosophy of academic flexibility, a student can transfer from one program of study or college/department to another provided that he/she meets the requirements for admission to the new program or college/department.
- b Before submitting the internal transfer application, the student is strongly advised to consult with his/her academic advisor and the concerned Dean/Academic Head to discuss the consequence of such transfer.
- c Change of program of study or college/department requires the prior approval of the Dean/Academic Head of the College/Department to which the student seeks a transfer.
- d When change of program or transfer to another College/Department is approved, all courses successfully passed by the student (with minimum Grade D) shall count if they are relevant to his/her new specialization program requirements.

## 1.16 Transfer Procedure

### a Changing a program within a College/Department

- i. A student who seeks transfer from one program to another must submit the completed "Change of Program Request" form to the new program/department in which he/she wish to transfer within two weeks from the start of the semester.
- ii. The Dean/Head of the Academic Department shall approve the student's transfer request to the new program and forwards it to the office of Registrar to complete the process.

### b Transfer from one College/Department to Another

- i. A student who seeks a transfer must submit a "Change of College/Department Request" form to the Office of Registrar. The Registrar's Office will forward the request along with the student's transcript record to the College/Department to which the student is seeking transfer for approval.
- ii. Depending on the admission requirement of the particular College/Academic Department, Department, the Dean/Head may approve the transfer. The Dean/Head of the College/Department to which the student is seeking transfer will also decide the courses completed at the previous College/Department which could be transferred to the new College/Department.

- iii. The University policy governing the transfer courses and credits will apply (for a course or credits to be transferred, a minimum Grade D is required).

### c Transferring from Non-Degree to Degree Status

- i. Students seeking transfer from a non-degree status to a degree status must submit the appropriate application form along with the supporting documents to the Admission Office. If admitted to a degree program, the non-degree students may request the transfer of their credits to the regular University program they wish to join.
- ii. The University policy governing transfer of courses and credits will apply (for a course or credit to be transferred, a minimum Grade D is required).

## 1.17 Drop and Add of Courses

**Drop means** removal of a course included in the regular registration. **Add means** the addition of a new course that was not included in the regular registration.

- a The drop and/or add processes are designed to enable the students to make some changes in their program of study after the completion of the regular registration process as notified by the Registration Office.
- b Students are allowed to drop and/or add courses during the first two weeks of the fall and winter semester classes. For the summer semester classes, students are allowed to drop and add courses within one week from the commencement of classes.
- c Students may drop a course without adding another within one month from the commencement of the normal semester.
- d Changes due to add/drop of courses are not recorded in the students transcripts.
- e The fee paid towards the dropped courses will be credited to the student's account.
- f Students interested in dropping or adding courses should fill and submit the required form available in the registration office.

## 1.18 Withdrawal from Courses

Withdrawal from a course means removal of the course from the student's registration, after the period declared for dropping and/or adding courses has ended.

Students are permitted to withdraw from courses after filling and submitting the appropriate withdrawal form to the Registration Office.

- a Students are permitted to withdraw from courses after filling and submitting the appropriate withdrawal form to the Registration Office.
- b Withdrawal from courses must occur no later than the end of the 10th week of classes in the Fall and Winter semesters and 3rd week of classes in the Summer Semester.
- c The fee paid for such courses will not be refunded.
- d A grade of W will be recorded in the transcript for the course from which the student has withdrawn but it will not affect the student's CGPA.
- e As of the 11th week of the Fall and Winter semester classes and the 4th week of the summer semester classes a grade of WF will be recorded for those students who withdraw from a course. The grade point of WF is 0.00 and it is used in the calculation of the CGPA.
- f Rules regarding maximum and minimum load shall be applicable in all cases.

### 1.19 Canceling Registration / Withdrawal from University

Canceling registration means canceling registration of all courses for a particular semester.

- a Provided that a student has been in the University for at least one semester, and for certain un-avoidable non-academic reasons the student may apply to cancel registration of all the courses for a particular semester.
- b If an application for canceling registration was made within one month from the commencement of the study, the Dean/Head of the concerned College/Department may approve the application for canceling the registration. In such cases, the student shall retain the CGPA gained in the earlier semesters.
- c If the application was made after the lapse of one month from the commencement of the study, cancellation of registration may be granted on the recommendation of the concerned Dean/Head. Grade AW will be recorded in the student's permanent record. The grade AW is not used in the calculation of the CGPA.
- d Cancellation of registration shall not exceed two consecutive semesters, or four separate semesters during the study period, including the semesters in which the student has sought cancellation of registration.

### 1.20 Registration of Non-Degree Student

- a Students granted admission with non-degree status may enroll in any course offered at the university provided the student has the required academic background.
- b Non-degree status student should register through the Registration Office.
- c Fees and charges to be calculated per credit hours as declared for regular students.

### 1.21 Orientation Program

The Admissions Office organizes an orientation program for all new undergraduate students prior to the beginning of the classes. During the orientation, the students are given essential information about University's values, academic requirements and standards, rules, and regulations. The students are introduced to the faculty and staff and are also taken on a campus tour.

### 1.22 Tuition Fees, Expenses and Financial Aid

In line with AGU's philosophy of providing higher education opportunities at affordable cost to large segments of the society, the fee structure of the university is kept at a reasonable level. Since the University is following the American model of education, the tuition fees of the various programs are calculated on the credit hours basis.

The table below shows the fee structure for the various programs. For example, if a student in his/her first semester registers for 3 general education courses (assuming all courses taken have a credit weight of 3 hours) and 2 core courses, then the total tuition fees for this student will be calculated as follows:

3 general education courses = 3 courses x 3 credits hours x AED 1000	AED 9,000
2 core courses = 2 courses x 3 credits hours x AED 1000	AED 6,000
<b>Total tuition fees to be paid for 5 courses =</b>	<b>AED 15,000</b>

## Tuition Fees (Academic Year 2010-2011)

Corse/Program		Regular Sessions		Weekend Session
		Morning	Evening	
All courses offered under bachelor degree programs of business studies, computing, engineering and applied sciences, and interior design.		AED 1000 per credit hour	AED 1150 per credit hour	AED 1300 per credit hour
Courses offered during summer semesters		AED 3750 per course		AED 4000 per course
Foundation program courses	English courses	AED 1000 per contact hour		
	Other courses	AED 800 per contact hour		

### Other Fees and Expenses

Fee type	Amount/ AED	Remarks
Application Fees	150	Non refundable
Admission Fees	1000	Non refundable
Orientation Fees	300	Paid Once
Late Registration Penalty	200	
Student Activities / Services	200	Per semester
Change Major Fee	150	
Replacing a lost or damaged ID	50	
Academic Year ID Renewal	10	
"To Whom it May Concern" Letter	30	
Grades Revision Request	50	
Postponement of Registration	100	
Incomplete Request	50	Per course
Graduation Fee	500	To be Paid once in the last Semester
Returned Cheque	200	
Course Equivalency Request	150	
Re-evaluation Request	50	
Lockers Keys Fees	50	
Online Services	300	Per semester

### Notes:

- Other expenses such as the cost of textbooks and supplies are excluded from the above and are the responsibility of students.
- A charge of AED 200 is added if a cheque is dishonored.
- Students who wish to pay through installments shall contact the Office of the Registrar.
- Tuition fee indicated above is valid for the academic year 2010-2011 only. Tuition fee, other charges, and scholarships are subject to review, periodically.

#### 1.22.1

### Methods of Payment

The University follows a flexible payment policy. Students can pay their fees in installments. For payment in installments, students are advised to consult with the Office of the Registrar. However, the University accepts and entertains the following methods of payment:

- Cash denominated in UAE Dirhams only
- Cheques drawn on local banks in UAE and in AED only \*
- Bankers Drafts
- Direct transfers to the University's account at Mashreq Bank (Account No. 04-90-91738-9); Hor Al Anz Branch, Dubai. (Student Name and ID No. must be clearly indicated on the transfer).

***Students who wish to pay through installments may contact the Registrar's Office and ask for the details and the application form***

*\*A fee charge is added if a cheque is dishonoured for insufficient funds.*

## 1.22.2 Financial Aid

Several types of financial aids are available to AGU students. The following is a brief description of financial aid policy.

### a University Merit Scholarships at Admission

Upon admission, students who demonstrate academic excellence by achieving a minimum percentage of 80 (or equivalent in the final exam of secondary education) may be eligible for a merit scholarship as per the following table:

Percentage (Secondary School)	Scholarship Discount	Semester	To Continue
85 to less than 90	15%	1st Semester	GPA/CGPA 3.80
90 to less than 95	20%	1st Semester	GPA/CGPA 3.80
95 and above	50%	1st Semester	GPA/CGPA 3.85

**This scholarship is limited to the first semester only.**

### b Family Tuition Grant

Families that have more than one student enrolled simultaneously in AGU are eligible for 25% Family Tuition grant for the second family member only. In case spouses are studying together in AGU they are eligible for an attribution discount of 25% of tuition fee.

### c Rules for Maintenance of Financial Aid

- i A student who cancels registration in any semester, or withdraws or faces a dismissal or suspension from the university will not be eligible for aid / grant in the following semester.
- ii On obtaining CGPA of 3.6 on 4.0 point scale in every semester, a student may be eligible for merit scholarship of 15% discount on tuition fee for the following semester. If a student fails in any course, he/she will not be eligible for such scholarship

## 1.23 Refund Policy

- a Application and Admission fees are non refundable.
- b Transportation fees can be refunded within two weeks from the commencement of the specific semester.
- c In case of cancellation of registration or withdrawal from the University the following scheme of refund will be applied:

Timing	Refund
Before the end of the first week of classes.	100%
Before the end of second week of classes.	50%
During the third week of classes.	0%
Summer Semester.	0%

- d Accommodation **and transportation fee refunds policy** (refer to the respective contracts for details).

#### Note:

- Tuition Fees indicated are valid for admissions 2010-2011 only.
- Other Fees, expenses and financial aids are subject to review periodically.



## Section Two: Academic Rules and Regulations

### 2.1 Academic System

The University's academic activities are based on the American model of education which uses the credit hours and semester system. Semester means duration of study approximately equivalent to sixteen weeks. Each academic year consists of two semesters, Fall and Winter. The University may also run a Summer Semester of 6 - 8 weeks duration.

### 2.2 Credit Hour

One credit hour represents a course pursued for one period weekly during one semester of approximately 16 weeks or for an equivalent period in a summer semester. Generally, a course valued at 3-credit hours requires three periods weekly for one semester; a 2-credit course requires two periods a week for a semester, and so forth.

Normally, the lecture or recitation period is 50 minutes long and the laboratory period is one hundred (100) minutes.

The number of credit hours is indicated in parentheses after each course title in the course outline, as (T-L-P). T = total credit hours; L = lecture hours; P = Laboratory / practical / tutorial hours.

### 2.3 Classification of Students

AGU students are classified as either Degree or non-Degree students.

#### 2.3.1 Degree Student

These are students who have applied, been admitted, and enrolled in a degree program of the University during the semester for which they were admitted. Since all the undergraduate courses of the university are integral part of four-year curricula, students are designated as freshmen, sophomores, juniors or seniors.

**Freshman:** A student who has completed less than 30 semester credit hours (0-29 credit hours).

**Sophomore:** A student who has completed more than 30 semester credit hours, but less than 60 (30-59 credit hours).

**Junior:** A student who has completed 60 semester credit hours and less than 90 (60-89 credit hours).

**Senior:** A student who has completed 90 or more semester credit hours.

### 2.3.2 Non-Degree Students

Non-Degree students are those who have not been admitted to a degree, diploma, or certificate program. Any non-Degree student who is interested in personal or professional enrichment course is required to produce an evidence of completing pre-requisite courses (if applicable) prior to his/her enrollment in that particular course.

### 2.3.3 Program and Specialization

A Program of study is a sequence of courses which have to be completed to earn a degree, diploma, or certificate.

A specialization is a sequence of courses/electives within a Program, as defined in various programs offered by various colleges.

Total number of credit hours required to get the award of a specific program may differ from one program to another.

## 2.4 Sequencing of Courses

Each Program or Major has its own requirements and may provide considerable flexibility in the choice of courses. However, each program requires the students to follow a prescribed flow of sequence of courses that is based on some academic logic and rationale. The sequence suggested by the college or the academic advisors is highly recommended since it ensures the smooth progress of students.

## 2.5 Distribution of Degrees and Certificates

- a Degrees and Certificates shall be conferred at graduation and at such other times during the year and in such manner as the President and the Senate may decide. Degrees and certificates that are to be conferred at a graduation ceremony will be conferred only on candidates who are present in that ceremony. Upon the approval of the President, a degree or certificate may be conferred in absentia for those who are not present.
- b Only registered students who have completed at least 50% of their credits at AGU and have successfully completed the requirements of the prescribed program shall be eligible for the award of the University Degree or Certificate.

## 2.6 Degrees

- a Names of candidates for degrees/diplomas shall be presented to and approved by the College Board in that program and the Senate.
- b Degrees are to be prepared by the Office of the Registrar, and will include the signatures of the President, Registrar, and the Dean of the College.
- c Names which appear on AGU's certificates and degrees will be taken from the records as it appears on the student's passports or ID-cards. If a name on the passport or ID-card does not appear in English, then the name will be printed according to the record of admission or registration form submitted by the student.
- d Degrees shall be distributed by the Registrar. The Registrar shall make and keep an official record of the program for which each degree was issued.
- e Holders of Degrees from Al Ghurair University may, when a replacement is needed, request a duplicate to be issued. The notation "replacement for degree of year \_\_\_\_" will be written on the duplicate degree.
- f A fee may be charged for issuing a duplicate or a replacement of Degree or Certificate.

## 2.7 Certificates

- a Certificates may be awarded on the basis of:
  - i. Academic credit granted;
  - ii. Participation in or satisfactory completion of educational courses, short courses, or non-credit courses of sixteen (16) or more contact hours of instruction;
- b The awarding of certificates shall be approved by the College/ Departmental Board of the College/Department that is responsible for the offering such courses;
- c The format of each certificate will be approved by the President. Certificates will include the signatures of University officials authorized by the President. The Registrar will keep an official record of each certificate issued, including the date issued and a description of the program of instruction for which the certificate is issued.

## 2.8 Academic Load

For an undergraduate student, the course load requires a significant amount of work outside the classroom; typically 2-3 hours for every hour in class. This ratio may vary from one course to another. The underlying principle here is that students, especially working students, shall plan their academic load and other commitments very carefully.

### 2.8.1 Academic Load for Degree Students

- a The course load for undergraduate bachelor degree is dependant on the curriculum of individual programs. For those students who expect to complete the requirements of their degree in four years, the normal credit hours that they may register during one particular semester (excluding summer sessions/classes) shall be 15 credits hours.
- b A student who is on academic probation shall not register for more than 12 credit hours or less than 9 credit hours.
- c With the permission of the academic advisor and approval of the concerned Dean/Academic Head, a student may register for 18 credits in a single semester provided that his / her CGPA is more than 2.7 points or the student is graduating in that specific semester and the number of remaining credit hours for the fulfillment of his/her degree requirements is exactly 18.
- d In a single summer session, a student shall not register for more than 6 credit hours.

### 2.8.2 Academic Load for Non-Degree Students

Non-Degree students are allowed to register for 9 credit hours. However on the recommendation of the academic advisor and the approval of the concerned Head of Academic Department / Dean, a student may be allowed to register for 12 credit hours.

## 2.9 Minimum and Maximum Period of Study for Undergraduate Programs

As a general rule, minimum and maximum period for completion of an undergraduate degree depends on the total credit hours required for each program. However, in terms of minimum and maximum period of study, the following rules will be observed:

- a Minimum period of study for completion of a program is seven (7) normal semesters, or six (6) normal semesters plus two (2) summer sessions.
- b Maximum period of study a student should take to complete an undergraduate program is fourteen (14) semesters.

- c Cancelled registration or withdrawal period (freeze - in study) shall not be considered in calculating the minimum or maximum period of study.
- d The University Senate, on recommendation from the concerned College Board, may reduce the minimum period of study or increase the maximum period of study by two semesters only.

## 2.10 Grading System

- a The University uses the relative grading system which is based on a four-point scale to calculate the grade point average (GPA).The specific grading scheme used is as follows:

A	equals	4.00	grade point	Excellent
B+	equals	3.50	grade point	Very Good (high)
B	equals	3.00	grade point	Very Good
C+	equals	2.50	grade point	Good (high)
C	equals	2.00	grade point	Good
D+	equals	1.50	grade point	Fair
D	equals	1.00	grade point	Fair
F	equals	0	grade point	Fail
WF	equals	0	grade point	(withdrawal Failure)

- b Grades that are not included in the calculation of the grade point average are:

I	Incomplete
IP	In progress
EX	Exempted; no credit
TR	Transfer; credit counted
W	Withdrawal
P	Pass; credit counted
AW	Administrative Withdrawal
R	Course has been repeated
#	Not counted in CGPA

- c The academic performance in any semester is indicated by the Grade Point Average (GPA). The GPA is calculated as follows:
  - i. Multiply the points equivalent of the grade earned in each course by the credit hours of the course.
  - ii. Add all the points earned in all the courses taken during specific semester.
  - iii. Divide this sum by the total number of credit hours registered by the student in that particular semester.

**Following table illustrates how the GPA is calculated:**

Course	Grade		Credit Hours	Credit Hours Points	GPA for Semester
	Letter Grade	Points			
English Composition	A	4.00	3	12.00	Total Credit Points ÷ Credit Hours
Computer Application	B+	3.50	3	10.50	
Introduction to Business	B	3.00	3	9.00	
Corporate Finance	C	2.00	3	6.00	
			12	37.50	Semester GPA = $37.5 \div 12 = 3.12$ Points

d The overall academic performance in all semesters is given by the Cumulative Grade Point Average (CGPA). This CGPA is calculated as follows:

- i. Add the Credit Hours Points for all semesters, as calculated above (Total credit hour points).
- ii. Divide this total by the total number of credit hours attempted

**Following table illustrates how the CGPA is calculated:**

Course	Grade		Credit Hours	Credit Hours Points	GPA for Semester
	Letter Grade	Points			
<b>1st Academic Semester 2006 / 2007</b>					
English Composition	B+	3.50	3	10.50	Total Credit Points ÷ Credit Hours
Computer Application	C	2.00	3	6.00	
Introduction to Business	C+	2.50	3	7.50	
Corporate Finance	A	4.00	3	12.00	
			12	36.00	1st Semester GPA = $36 \div 12 = 3$ Points
<b>2nd Academic Semester 2006 / 2007</b>					
Report Writing	B	3.00	3	9.00	Total Credit Points ÷ Credit Hours
International Marketing	A	4.00	3	12.00	
Organizational Behavior	A	4.00	3	12.00	
Project Management	C	2.00	3	6.00	
			12	39.00	2nd Semester GPA = $39 \div 12 = 3.25$ Points
			24	75.00	Cumulative GPA = $75 \div 24 = 3.125$ Points

- e The grades obtained in non-credit courses are not included in the computation of a grade point average (GPA).
- f Grades for which no grade point value is assigned, (such as EX, TR, W, I, P, AW and R) are not used in the computation of grade point average.

**Table below summarizes the grading system:**

Code	Description	Included in		Points
		Credits Counted	CGPA	
A	Excellent	Yes	Yes	4.00
B+	Very Good (high)	Yes	Yes	3.50
B	Very Good	Yes	Yes	3.00
C+	Good (high)	Yes	Yes	2.50
C	Good	Yes	Yes	2.00
D+	Fair	Yes	Yes	1.50
D	Fair	Yes	Yes	1.00
F	Fail	Yes	Yes	0.00
WF	Withdrawal Failure	No	Yes	0.00
I	In complete	No	No	N/A
IP	In progress	N/A	No	N/A
NC	No credit	No	No	N/A
TR	Transfer	Yes	No	N/A
W	Withdrawal	No	No	N/A
P	Pass	Yes	No	N/A
AW	Administrative Withdrawal	No	No	N/A
R	Repeated	No	No	N/A
E	Exempted	-	-	-
#	Not counted	No	No	N/A

- g Each grade (shown in the above table) has an effect on the student's academic progress and academic standing. The following provisions shall be applicable while interpreting the impact of these grades.
  - i. Students must repeat or replace any required course in which a grade F, W or WF is awarded.
  - ii. When a course is repeated, an F or WF will be changed to R on the student transcript, while the new grade (also shown on the transcript) substitutes for the F or WF in the CGPA calculation

- iii. All requirements for a course must be completed on the day the semester ends as per the academic calendar.
- iv. Grade (I) can be granted when a student has satisfactorily completed at least three fourth of the semester course work but for reasons(s) beyond the student's control, and acceptable to the instructor, can not complete the last part of the course, and the instructor believes that the student can finish the course without repeating it and also has passing status in the course work.
- v. A student who receives an (I) is responsible for making up whatever part of course work was left during the next offering of that course.
- vi. If the course requirements are not completed within the specified time, a grade (F) will be recorded and the CGPA will be adjusted accordingly.
- vii. Students who are making up an incomplete work shall not register for the course that requires some work. However, the students must make individual arrangements with the instructor who assigned the (I) grade or any other instructor who is teaching this particular course at that time.
- viii. It is the responsibility of a student to follow up with the course instructor or the Dean/Academic Head, to ensure that the incomplete part of course work is completed.

## 2.11 Graduation Requirement

- a Registered students are awarded a degree / diploma after satisfactorily completing the number of credit hours and CGPA requirements as specified in the academic program and upon the recommendation of the College Board.
- b For all colleges in the University a student should achieve CGPA of not less than (2.0) points.
- c A student who has completed 90 credit hours must meet his/her academic adviser to ensure that they can meet the University, College, Departmental, and program requirements for graduation on time.
- d At the start of the semester in which the student is expected to complete all graduation requirements shall pay the specified university graduation fee. The deadlines to pay such fee for each semester are as follows:
  - > February 15 for May graduation (Winter Semester)
  - > October 15 for January graduation (Fall Semester)

- e The students must complete "The Application for Graduation" form as the information concerning the graduation (such as time, place, invitation, rental of academic regalia) shall be mailed to the students who have submitted this form.
- f No student will receive his/her degree or diploma or a copy of transcript unless the University fees are fully paid by the student.
- g Classification of Bachelor Degree

### The Bachelor Degree is classified as follows:

CGPA 4.00	points: Bachelor with Highest Distinction
CGPA 3.80	or higher: Bachelor with High Distinction
CGPA 3.60	or higher: Bachelor with Distinction
CGPA 3.00	or higher: Very Good
CGPA 2.50	or higher: Good
CGPA 2.00	or higher: Pass

- h To graduate with distinction a student must have earned at least 75% of his/her credits at AGU and must not have failed any of the prescribed courses of the program studied at the University.
- i **The classification of GPA and CGPA grading is as follows:**

3.6 and above	Excellent
From 3.00 to less than 3.60	Very Good
From 2.50 to less than 3.00	Good
From 2.00 to less than 2.50	Fair
From 1.00 to less than 2.00	Weak
Less than 1.00	Fail

## 2.12 Academic Standing

- a For satisfactory progress a student must achieve CGPA of not less than (2.0), unless otherwise specified by a college.
- b If a student's CGPA drops below (2.0), an academic warning will be given to him /her and student must raise his/her CGPA to (2.0) by the end of the next semester.
- c A student who fails to raise his/her CGPA to (2.0) by the end of the prescribed semester, shall be given a second warning and will be placed on academic probation for the next semester.
- d A student who fails to raise his/her CGPA to (2.0) at the end of the first prescribed period for the academic probation will stay on this status for the subsequent semester. This will be treated as a warning for second probation.

- e If a student fails to raise his/her CGPA to (2.0) by the end of the semester in which he/she was served the second academic probation, will be dismissed from the program of study in which he/she has enrolled.
- f The student who is dismissed on academic grounds as per 2.12(e) above will be given the opportunity to transfer to another program or college of the University.
- g In case a student opts to transfer to another program within the University as per point 2.12(f) above, only credits relevant to the new program/ college shall be counted.
- h If a student fails to raise the CGPA to the required level within the next two semesters in the new program or college he/she will be dismissed from the university.
- i The study load of a student on academic probation must not be more than 12 credit hours and not less than 9 credit hours.
- j Copies of all warnings and academic probation notices should be communicated to the parents / guardian of the student.
- k A student facing academic dismissal may appeal for review of decision as per the University policy on academic appeal.

## 2.13 Assessment

- a A student failing to satisfy the requirements in any component of the prescribed course work for any course will be assigned an NC grade for that component [NC is not a grade that appears in the grading system. It is only an indicator for a component that is not completed by a student].
- b Student failing to pass the continuous components of a course may be debarred from writing the semester-end exam for that course.
- c The decision for debarring a student from the final examination in any course shall be the responsibility of the College/Departmental Board upon recommendation from the course instructor through Dean/Academic Head.
- d A student who has been debarred from taking the final examination in any course shall be deemed to have failed in that course.
- e The assessment items used in the course must assess the appropriate course learning outcomes.

- f The choice of assessment items in junior and senior year level courses must not only be at an appropriate level but also reflect progression from introductory to advance learning.
- g Semester-end examinations may carry a maximum of 60% of the total marks. A student failing to pass the semester-end exam of a course will be considered failed in that particular course.
- h Continuous assessment items may consist of class work, assignments, phase tests, projects, cases studies, presentations, practical/laboratory tasks, field work etc., may carry a minimum of 40% of the total marks.
- i The number of different components for continuous assessment shall not be less than four.

## 2.14 Feedback to Students

- a Each student shall receive appropriate feedback after each assessment task. Such feedback shall be provided within such time, and in such manner, that a student has the opportunity to assess his/her own standing and the anticipated grades based on current cumulative performance.
- b The practice of annotation against answers and other markings should be used for indicating strengths and weaknesses of the student response.
- c The Academic Advisor shall review a copy of the most recent assessment and grades of the students and shall contact those students who may require some help and advice to improve their performance.
- d The following time frame must be adhered by the faculty and Deans/ Heads of Academic Departments in providing the timely feedback or grades to their students.
  - i Marks and grades (or anticipated grades) must be communicated to the students within 7 working days of the administration of that particular task. The model answers and marking schemes displayed on notice/electronic board.
  - ii. Marks and Grades (or anticipated grades) must be communicated to the students within 7 working days of the administration of the last examination.
  - iii. Model answers along with the marking scheme should also be displayed on the notice board or electronic boards.
- e It is important that such feedback is provided in a manner that will help the students understand their strengths and weaknesses, reflect on them, and offer an opportunity for them to improve their performance and learning.

## 2.15 Semester-End Marks and Grades Appeal

- a All grades of the students should be communicated to the student and each component should be signed / acknowledged as seen by the student.
- b It will be the responsibility of the student to contact his/her instructor in case he/she has any grievance about the marks or grade awarded by the instructor.
- c A student seeking a further review may submit an application to the concerned Dean/Academic Head for reconsideration of his/her marks/grade within one week of the declaration of the examination result.
- d A student shall pay the appropriate grade appeal fee. The Dean/Academic Head shall form a committee (including the faculty member who assigned the grade) to review the case.
- e The committee shall submit its recommendation to the Dean/Academic Head within one week from its formation. The decision of the Dean/Academic Head shall be considered final in determining the marks/grade of the appealing student.

## 2.16 Attendance

- a Attendance is the presence in classes, laboratories, workshops and/or studio sessions or any other activity prescribed in a course that requires attendance of the student.
- b Students are expected to attend classes regularly. Lateness or absence hinders student's progress and also affect his/ her grade. Instructor may or may not allow the students to make up any work/assignment/task or a test that they have missed due to their absence.
- c Lateness is defined by the instructor for his /her sessions. Generally, four occasions of lateness count as one absence. It should be clearly documented in the course teaching plan and instructors are to draw students' attention to attendance requirement.
- d If a student misses five percent (5%) of the total number of classes in a course without a legitimate reason accepted by the University, the student shall receive a documented verbal warning from the instructor.
- e If a student misses fifteen percent (15%) of the total number of classes in a course without a legitimate reason accepted by the University, the student shall receive a written warning from the Dean/HOD.

- f In the event a student misses twenty five percent (25%) of the total number of classes in a course, for any reason, the instructor may initiate a case of withdrawal of the student from the course. If approved by the Dean/HOD the college, the withdrawal is implemented. A grade WF will be entered on the student's record.
- g Attendance records are maintained and entered in the student information and management system on a regular basis.

## 2.17 Academic Integrity

Academic integrity plays a very critical role in the mission of the University. Students are expected to demonstrate academic honesty as per the academic integrity code. The Academic Integrity Code for the University describes students' rights and responsibilities, standards of academic conduct, and procedures for addressing violations of the code.

Any violation of the academic integrity code is a serious offense which may lead to probation, suspension, or dismissal from the university.

It is the responsibility of the student to complete his/her work with absolute honesty and integrity. The academic work includes all tests, assignments, projects, case studies, presentations, field work, and examinations. When a student registers in the University, he/she accepts this code of integrity along with other rules and regulations of the University. All freshman students should sign an agreement to abide by the academic integrity code at the beginning of the academic year.

Students are responsible for understanding the requirements for each course and what kind of work is required, permitted, and accepted by the instructors. It is the responsibility of the instructors to explain and clarify these requirements, especially regarding take home assignments, case studies, projects, and team-based course work. The code of academic conduct and standards covers cheating and plagiarism. For the purpose of determining academic violations and misconduct, cheating and plagiarism are defined as follows:

### 2.17.1 Cheating

Cheating is any attempt to do an assignment or take a test or quiz by any means other than the exercise of one's own knowledge or effort. Examples of cheating include the following:

- a Using a textbook, notebook, dictionary, calculator, or notes during a test, quiz, laboratory assignment or other course exercise unless it is permitted by the instructing faculty.
- b Looking at another student's test or quiz or allowing another student to look at one's own paper during the examination period.
- c Doing an assignment (paper, project, exercise, etc.) for another student, or having someone else do one's own work.
- d Taking a test in place of another student, or soliciting someone else take that particular test.
- e Giving help to or asking for help from another person unless it is permitted by the instructing faculty.
- f Unauthorized use of a computer or instructional aid for example, using a calculator during a mathematics test or using the Arabic dictionary in MS Word to translate unless it is permitted by the instructing faculty.
- g Changing an answer on an already-graded examination and then asking for a grade review.
- h Obtaining improper knowledge of the contents of an exam.
- i Permitting another student to plagiarize one's work.

## 2.17.2 Plagiarism

Plagiarism is presenting someone else's work or ideas as if they were one's own work. Examples of plagiarism include the following:

- a Copying another person's work either word for word or making some changes but keeping the structure, much of the language, and main ideas the same. Even if the work has not been published, it should be treated as someone else's work and not the student's own work.
- b Buying, borrowing, or otherwise obtaining and handing in a paper, project or course assignment as if it were the student's own work.
- c Turning in work someone else has written, even if the paper is enclosed in quotation marks. Also, a large part of the paper cannot simply be quotations.
- d Allowing someone else to edit, rewrite or make substantial changes in one's own work and turning it in without acknowledging the other person's contribution.

- e Using someone else's words or ideas without crediting that person.
- f If someone else's words are used, they must be properly cited by putting quotation marks around them and making reference to the source.
- g If a picture is downloaded from the internet, the source of the picture must be identified and cited.
- h Every book, magazine, or internet site used in a paper must be identified in the bibliography.
- i For the purpose of referencing students must use the standards for writing and citation manuals.

**If the student is not sure if he/she is plagiarizing someone's work or not, he/she should discuss it with his/her faculty before turning in the assignment.**

## 2.18 Academic Integrity Violations and Penalties

### 2.18.1 Actions Required by Faculty

- a The faculty directly involved in teaching a particular course has the primary responsibility in educating his/her students to refrain from various forms of cheating and plagiarism and to communicate very clearly the penalties that the students might face in case they are found guilty of academic misconduct.
- b The faculty shall also play a pivotal role in detecting the cases of plagiarism and deterring them if the students continue to practice plagiarism in their assessment tasks. They should be extra vigilant while conducting class tests/quizzes/exams and must practice ZERO TOLERANCE policy on students' cheating or plagiarism.
- c The faculty shall document all cases of academic misconduct or dishonesty during the semester and forward these cases to their respective College Dean/HOD. They shall also require maintaining a record of all such cases at their own level for future reference and use.
- d While forwarding the relevant papers/evidence the faculty shall clearly identify the relevant section/part of the student's work containing the copied or plagiarized material.

### 2.18.2 For Assessment Component having a Minor Contribution (less than 10%) to Course Grade

- a For the FIRST OFFENSE of plagiarism in an assessment component having a minor contribution to the course grade (for example, assignment, lab report etc.) the faculty may deduct marks or award ZERO CREDIT in an assignment depending upon the nature and gravity of the offense or give a verbal warning to the student and inform him/her the penalties that he/she might face if he/she repeats this offense. The faculty member shall ask the student to either complete this task again or re-submit the relevant assignment with some changes in the questions or nature of the required work.
- b For a repeat offence the faculty shall award a ZERO CREDIT in the assignment in which plagiarism has been established and shall refer this matter to the College Dean/HOD who will counsel the student and issue a written warning. This warning is a written record placed in the student's file indicating that if the student commits another offence the university and officials are aware that it is a repeat offense. In addition, the Dean/HOD may also impose a penalty of reducing 5 marks in the final course grade depending upon the nature and gravity of the offense.
- c Any offence committed after a written warning has been issued or a penalty has been imposed, should be treated as a repeat MAJOR OFFENSE. The concerned faculty shall also award a ZERO CREDIT in the assignment or any other assessment task in which plagiarism has been established and must refer all such cases to the College Dean/HOD who may impose a penalty of 10 marks reduction in the final course grade or may forward it to the Academic Honesty and Integrity Committee. A copy of the assignment or assessment task can be returned to the student, but it is important not to return the evidence that must be submitted to the Academic Honesty and Integrity Committee as evidence. The Committee may impose an additional penalty of awarding an "F" in the final course grade depending upon the nature and gravity of the offense.

### 2.18.3 For Assessment Component having a Significant Contribution (over 10%) to Course Grade

- a For the FIRST OFFENSE of plagiarism in an assessment component having a significant contribution to the course grade (for example, a project report, term paper, essay) the faculty shall award ZERO CREDIT in that component and refer this case to College Dean/HOD who shall issue a written warning to the student and inform him/her the penalties that he/she might face if he/she repeats this offense. The faculty member may ask the student to either complete this task again or re-submit the work relating to that particular component.

- b Any offence committed after a written warning has been issued or a penalty has been imposed, should be treated as a repeat MAJOR OFFENSE. The concerned faculty shall also award a ZERO CREDIT in the assignment or any other assessment task in which plagiarism has been established and must refer all such cases to the College Dean/HOD who may impose a penalty of 10 marks reduction in the final course grade or may forward it to the Academic Honesty and Integrity Committee. A copy of the assignment or assessment task can be returned to the student, but it is important not to return the evidence that must be submitted to the Academic Honesty and Integrity Committee as evidence. The Committee may impose an additional penalty of awarding an "F" in the final course grade depending upon the nature and gravity of the offense.

### 2.18.4 Offenses Relating to Class Test, Quiz or Exam

- a For the FIRST OFFENSE of cheating in a class test or quiz the faculty shall award ZERO CREDIT in that component and refer this case to the Dean/HOD who shall issue a written warning to the student and inform him/her the penalties that he/she might face if he/she repeats this offense. The faculty member may ask the student to retake the test or quiz, if appropriate.
- b Any offence committed after a written warning has been issued or a penalty has been imposed, should be treated as a repeat MAJOR OFFENSE. The concerned faculty shall award a ZERO CREDIT in the relevant test or quiz in which cheating has been established and refer all such cases to the College Dean/HOD who will forward these cases to the Academic Honesty and Integrity Committee. A copy of the test or quiz along with the cheating evidence must be submitted to the Academic Honesty and Integrity Committee.

The faculty must document all incidents stated above and maintain a complete record of these cases until after the final examination are completed and the results are published.

### 2.18.5 Actions Required by Head of Department/College Dean

- a Upon receiving a case of an academic offence from his/her faculty the College Dean/HOD shall call the student to issue a written warning and counsel him/her explaining the consequences of committing further act of cheating/plagiarism. He shall also review and examine the submitted material or evidence offence carefully and shall decide to refer a particular case to the Academic Honesty and Integrity Committee for its consideration and decision.

- b The College Dean/HOD shall forward complete record of all cases of academic misconduct submitted by individual faculty members to the Registration Department so that they can maintain this record in the Students' files. This record shall be used by the Academic Honesty and Integrity Committee as an evidence of the previous offences in case a student is later found to be involved in further violation of the Academic Integrity Code.
- c The Dean/HOD shall also have the power to impose a penalty of reducing up to ten (10) marks in the final course grade depending upon the nature and gravity of the offence in accordance with the penalties described in Table 1.
- d The College Dean/HOD shall communicate all decisions of the Academic Honesty and Integrity Committee to the students in writing with a copy to the concerned faculty/Head and Registration Department for maintaining a complete record of the student.

#### 2.18.6 **Actions Required by Invigilators and Examination Committee (offenses relating to semester-end exam)**

- a In case of cheating during the semester-end examination, the invigilator(s) shall submit a written report providing complete details along with the evidence confiscated from the student to the Coordinator - Examination Committee.
- b The Coordinator – Examination Committee shall forward this report with the evidence to the Academic Honesty and Integrity Committee for further action as prescribed below

#### 2.18.7 **Action Required by the Academic Honesty and Integrity Committee**

- a The faculty, HOD or College Dean do not have the authority to award an “F” grade in the course or suspend the students from the university. These penalties can only be exercised by the Academic Honesty and Integrity Committee (AHIC).
- b For every case of academic offense (cheating or plagiarism) the committee shall review the evidence and related material. The committee may decide to call the student and the concerned faculty or invigilator. At the end of their deliberations on the case, the Committee members shall vote on the matter.

- c A decision of guilt or innocence shall be after giving a due consideration to (i) the nature of the evidence in the case, (ii) the extent of cheating material used in writing the examination, and (iii) the prior history of offence committed by that particular student.
- d The Chairman of the committee shall draft a report based on the decision(s) of the Academic Honesty and Integrity Committee and shall forward it to the concerned College Dean/HOD along with the complete record of the case. He will also send a copy of their decision to the Vice President for Academic Affairs and the President.
- e The Academic Honesty and Integrity Committee may impose any one or a combination of the following penalties:
  - i. For violating the academic integrity code the committee may decide to award an ‘F’ grade for the course.
  - ii. The student can be awarded an “F” grade in the course together with suspension from classes for one semester
  - iii. In case of repeated violations the student may be dismissed permanently from the university.

For a quick reference the nature of academic misconduct and available penalty along with the implementation procedure as discussed in this document are summarized in the Table 1.

**Table 1: Academic Misconduct and System of Penalties**

Nature of Misconduct	Frequency	Actions/Penalties	Responsibility
<b>Minor Offense</b> For an instance of plagiarism in the class tasks such as assignment, lab report etc. having a minor contribution (less than 10%) to the course grade	First	Faculty may deduct marks or award ZERO CREDIT or give a verbal warning telling the consequences of repeating the offence and ask the student to either complete the same task again or re-submit another assignment with some changes in the questions or nature of the required work	Faculty
	Repeat	1. Award ZERO CREDIT (0 marks) in this particular course task and assign extra work if appropriate (such extra work does not make up for the zero credit on this course element) and refer this student to the College Dean/HOD  2. The College Dean/HOD will counsel the student and issue a written warning and may also impose a penalty of reducing 5 marks in the final course grade	For action 1 (Faculty) For action 2 (HOD/Dean)
<b>Major Offense</b> For an instance of plagiarism in the class tasks such as essay, term paper, project report etc. having a significant contribution (more than 10%) to the course grade. Any offence committed after a written warning has been issued or a penalty has been imposed, should be treated as a repeat major offence.	First	1. Award ZERO CREDIT (0 marks) in this particular course task and refer this student to the College Dean/HOD  2. The College Dean/HOD will counsel the student and issue a written warning	For action 1 (Faculty) For action 2 (HOD/Dean)
	Repeat	1. Award 0 marks in the task and refer this matter to the College Dean/HOD who may impose a penalty of 10 marks reduction in the final course grade or refer this matter to the Academic Honesty and Integrity Committee for further consideration and action.  2. Academic Honesty and Integrity Committee may award an "F" grade for repeat offenders.	For action 1 (Faculty/HOD/Dean) For action 2 (Academic Honesty and Integrity Committee)

Offenses Relating to Plagiarism

<b>Minor Offense</b> For an instance of cheating in the class test/quiz/exam (this includes the possession and use of unauthorized material or aid)	First	1. Award 0 marks in the test/quiz/exam and refer this student to the College Dean/HOD  2. The College Dean/HOD will counsel the student and issue a written warning	For action 1 (Faculty) For action 2 (HOD/Dean)
	<b>Major Offense</b> For an instance of cheating in the semester-end or final examination (this includes the possession and use of unauthorized material or aid or any violation of exam regulations). Any offence committed after a written warning has been imposed, should be treated as a repeat major offence that should be referred to the Academic Honesty and Integrity Committee through respective Dean or HOD	First	Impose a penalty of "F" grade in that course and/or suspension from the university for one semester
Repeat		1. Award 0 marks in the test/quiz/exam and refer this case to the Academic Honesty and Integrity Committee through College Dean/HOD  2. Academic Honesty and Integrity Committee may award any one or a combination of the following penalties: <ul style="list-style-type: none"> <li>• Penalty of 'F' grade in the course.</li> <li>• Penalty of "F" grade in the course together with suspension from classes for one semester</li> <li>• For repeated violations a student may be dismissed permanently from the university.</li> </ul>	For action 1 (Faculty)  For action 2 Academic Honesty and Integrity Committee

Offenses Relating to Cheating

**Note:**

To manage and centralize the system for dealing with academic offenses, the College Dean/HOD shall forward complete record of all cases of academic misconduct submitted by individual faculty members to the Registration Department so that they can maintain this record in the Students' files. While issuing any warning to the student or imposing any penalty the concerned faculty, Dean/HOD or the Chairman AHIC must enter remarks in the Student Information System (LOGSIS) for future reference. These remarks shall serve as a history of offences committed by the student and it must be used by all faculty members, Dean/HOD or Chairman of the AHIC as an evidence of the previous offenses in case a student is later found to be involved in further violation of the Academic Integrity Code.

## 2.19 Examination Rules: Instructions for Candidates

- a Candidate must bring his/her valid identity issued by the university (i.e., student ID card) and present it to the instructor to sit for all examinations (including the tests/examinations conducted in the class during the semester). Any student who will fail to present a valid ID in a particular test/examination shall not be allowed to sit for that test or examination.
- b Candidate shall be at the test/examination venue five (5) minutes before the start of the test/examination.
- c No candidate shall be allowed to enter the test/examination venue half an hour after the start of the test/examination.
- d No candidate shall be allowed to leave the test/examination room until one hour has elapsed from the start of the test/examination.
- e Candidates who leave the test/examination room shall not be re-admitted unless throughout the period of their absence they have been continuously under the supervision of a member of staff/invigilator.
- f All seats in the examination room for semester-end examination shall be numbered. Each candidate must occupy the place containing his/her identification number.
- g Candidates are expected to bring in advance the normal stationary requirements such as pen, pencil, eraser, drawing instrument, and calculator (if allowed). Borrowing from other candidates is not permitted.
- h All personal property, other than writing and drawing instruments must be left in the area specified by the instructor/invigilator at the candidates' own risk.
- i The candidates shall not be allowed to take any book or printed or written material or pictorial/diagrammatic documents or any other unauthorized aid inside the test/examination venue. However, a candidate while he is in the test/examination venue may receive from the instructor/invigilator such material or paper etc, if authorized by the Examiner.
- j Mathematical tables, properties tables and charts or any other material shall be provided if directed by the Examiners.
- k A candidate must not, directly or indirectly, give or receive assistance to or from any other candidate.
- l Candidates shall follow carefully the instructions printed on the cover of their answer scripts.
- m Candidates shall write their numbers, NOT their names on the cover of their answer scripts and on all additional sheets they may use.
- n While leaving the test/examination venue, the candidates shall not remove any paper used or unused, except their question paper from the test/examination venue.
- o Candidates shall not write on any papers other than the answer book except with the permission of the instructor/invigilator.
- p Candidates shall be provided with water in the main corridor during the semester end examinations. Refreshments and smoking in any test/examination are strictly prohibited.
- q Candidates requiring any help or assistance must seek the attention of the instructor/invigilator. Under no circumstances the candidates communicate or borrow any item from the other candidates or leave their places without permission.
- r Candidates shall remain silent except when they need some help or attention and they need to talk with the instructor/invigilator.
- s Candidates shall stop writing and organize their papers in order when instructed to do so by the instructor/invigilator. Candidates shall remain seated until their answer scripts are collected by the instructor/invigilator.
- t During a test/examination, a candidate must not:
  - i. be in the possession of a mobile telephone.
  - ii. be in possession of anything whatsoever which contains or conveys or is capable of conveying information concerning or otherwise having reference to the subject matter under test/examination.
  - iii. directly or indirectly give assistance to any other student.
  - iv. directly or indirectly accept assistance from any other student.
  - v. permit any other student to copy from or otherwise use his or her papers.
  - vi. use any papers of any other student.
  - vii. obtain/provide assistance by any other improper means directly or indirectly in his/her work or the work of other students.
- u A candidate who is found committing a violation of any of the provisions of the examination regulations will be dealt with disciplinary action.

**V** Candidates are required to follow every instruction giving by the instructor or invigilator for the proper and smooth conduct of the test/examination. Any candidate found to indulge in any act of indiscipline/misdemeanor that causes disturbance to the smooth conduct of the test/examination shall be liable to disciplinary action.

**W** Faculty examiners will be available during the first half of the semester-end examination to resolve any doubts about the question paper.

## 2.20 Appeal

**a** The student has the right to appeal to the President of the University against the penalty imposed by the Academic Honesty and Integrity Committee within seven working days after the date the decision was made. The appeal will only be accepted if made on one of the following grounds:

- i. Procedural irregularities
- ii. Presenting new evidence
- iii. Inconsistency of the decision

**b** The Chairman Students' Grievance and Appeal Committee must inform the student in writing asking him/her to appear in front of the Committee to convey his/her grievances or submissions.

**c** The Students' Grievance and Appeal Committee will consider the grievances and submissions and will critically examine the evidence available on file and reach to a just and fair decision.

**d** The Chairman of the Committee will convey the decision on the appeal submitted by the student to the President of the University.

**e** An appeal shall not result in the imposition of more severe sanctions than initially proposed.

**f** The decision of the President or the President's designee shall be final.



# Section Three: Academic Regulations for University Foundation Program

## 3.1 Purpose and Rationale

The University Foundation Program (UFP) will provide a stepping stone to entrance into university-level education. This program has been structured so that students will experience high quality education by studying a range of core subjects. It is particularly suitable for comparatively weaker students of the community who may not be eligible for direct entry to various Bachelor Degree programs of higher education institutions in the country. The enrollment of such students in this program will enable them to pursue a bridging program that would not only broaden and develop their knowledge and academic skills but would also prepare them for a successful education at the university level.

## 3.2 Description of UFP

The UFP will facilitate the enrolled students in their way to a university degree. The program will impart core academic skills necessary for their entry into an undergraduate program offered by various colleges of Al Ghurair University. The University currently offers the following Bachelor Degree programs.

- Bachelor of Arts in Interior Design (BA in ID)
- Bachelor of Business Administration (BBA)
- Bachelor of Science in Computer Information Systems (BS in CIS)
- Bachelor of Science in Computer Science and Engineering (BS in CSE)
- Bachelor of Science in Electrical and Electronics Engineering (BS in EEE)

The students completing this program successfully would be eligible to seek a guaranteed admission in one of the existing Bachelor Degree programs of AGU provided they meet the necessary admission criteria (including English Language requirements) for that particular program. Each course of the UFP course includes measurable learning outcomes to guide students' academic achievement through a demonstrable evidence of applying these specific learning skills and experiences.

## 3.3 Regulations Applicable to UFP

### A. Program Duration

The program is designed such that it can be delivered in full-time mode within two semesters in its complete form Information Technology.

### B. Contact Hours

Total contact hours in the UFP shall be 15 hours per week during first semester and 12 hours per week during second semester. The total contact hours for the entire duration of the program shall be 405 hours. In addition the students are expected to spend between 8-12 hours after class.

### C. Program Components

UFP contains following five core subjects. The students will be required to complete all courses listed in his/her chosen pathway. The five core subjects are as follows:

- English Communications
- Mathematics
- Information Technology
- General Study Skills
- Arabic Communications

### D. Admission Policy and Requirements

The applicants for the UFP should possess UAE General Secondary School Certificate or equivalent educational level and must have attained a certain level of English Language proficiency. The minimum admission requirements for the UFP are as under:

- 1) UAE General Secondary School Certificate with an overall percentage of 50.
- 2) Must have passed English subject at secondary level.

### E. Course Assessment and Passing Criteria

The assessment methodology is carefully designed to encourage active learning, provide continuous feedback on performance, avoid opportunities for plagiarism, and ultimately lead to a valid measure of achievement of the component learning outcomes. Methods of assessing the program components shall be a combination of formative and summative techniques as appropriate to the component discipline. The course assessment includes a combination of individual assignments, tests, lab work, extended case studies and group projects. At the end of each course the student must write two-hour examination. The distribution of marks for continuous assessment and the final examination shall be as under:

(1)	Coursework/continuous assessment	60%
(2)	Final Examination	40%

Minimum passing marks for each course is 60%. The students are also expected to sit for TOEFL or IELTS test and must achieve an acceptable score required for an entry into a Bachelor Degree program.

## F. Entry and Exit Standards

Two principles are followed in considering the assessment strategies and exit standards for the Foundation Program:

- (1) The standard examinations/tests for each of the components will be taken by students at the start and end of the program. This will provide a basis for placement within appropriate levels of the respective courses (where applicable) and will, in due course, directly measure the progress achieved over the duration of the program.
- (2) The exit standards will be based upon levels of achievement expected within High School Certificates and those prescribed by the admission requirements to various Bachelor degree programs.

## G. Testing-Out Requirements

The students may use the option of testing out the following course component of the Foundation Program by passing the relevant test/exam prescribed for that particular course/component. The "Testing-Out" requirements for various courses are given below.

- a English Communications I  
Demonstration of achievement of TOEFL score 400 (Paper-Based Test) or IELTS 4.0 or other internationally recognized equivalent test score as approved by the Commission for Academic Accreditation, Ministry of Higher Education and Scientific Research, UAE.
- b English Communications II  
Demonstration of achievement of TOEFL score 500 (Paper-Based Test) or IELTS 5.0 or other internationally recognized equivalent test score as approved by the Commission for Academic Accreditation, Ministry of Higher Education and Scientific Research, UAE.
- c Information Technology  
AGU will prepare its own institutional tests in this field, or offer the International Computer Driving License (ICDL) exam. The ICDL is strongly recommended as a benchmarked qualification to the students in the job market and for Higher Education.

Students shall be allowed to take these test and exams in any course component at reasonably frequent intervals to facilitate their progress in the Foundation Program at their own pace.

## H. Award of Certificate

Upon completion of the UFP students will receive UFP certificate along with a detailed transcript. The student eligible for this certificate must successfully meet the passing criteria and the exit requirements for various courses of the program. No university credits are given for any course of the Foundation Program.

## I. Transfer of Credits

Students are not allowed to transfer any credits from or to the Foundation Program. Furthermore, the students in the Foundation Program will not be allowed to take any undergraduate credit course offered by the University.

## J. General Regulations

All general regulations of the university dealing with student attendance, academic advising, feedback to students, grade appeals and academic integrity (prescribed in this catalog) shall also be applicable to the UFP students.

# Section Four:

## Student Support Services

### 4.1 Student Services

#### 4.1.1 Objectives

- a To provide students with opportunities outside the classrooms which will stimulate social and cultural awareness, physical wellbeing, intellectual expansion and spiritual and moral growth.
- b To develop a campus climate which brings together students, staff, faculty and community.

To achieve these objectives the Students Affair Office provides and facilitates the following:

- Cultural and Community Service (Orientation and service learning)
- Sports
- Student Financial Aid
- Counseling
- General services like transportation, cafeteria, and health services

Each of the above mentioned services is of primary importance in addressing the needs and interests of the total body of the students.

#### 4.1.2 Cultural Activity and Community Services

The goal of this service is to create effective leadership skills, help achieve high academic performance and the promotion of student involvement in community and the advocacy of importance of civic responsibility in student learning.

##### 4.1.2.1 Services

- a To achieve the goal, the University has adopted a policy of developing a program which encourages student in participating in planning and organizing these activity under the supervision of the Student Affairs Office.
- b Community and public services are performed through contacting different humanitarian organizations and students eligible for a college work study can contact the Student Affairs for arranging placement in relevant centers or organization.

- c Social, recreational and educational activities are programmed throughout the Academic year and are organized and supervised by the Student Affairs (Cultural activity and Community Services Sub-Committee)
- d The Student Affairs Office supervise and assist in producing Student publication prepared by and for the student at Al Ghurair University and student annual yearbook.

##### 4.1.2.2 Policy

- a Cultural and Community service is the responsibility of the Student Affairs (Cultural Activity and Community Service Sub-Committee) who plan the calendar of the student activities.
- b Student representatives in the Sub-committee reflect the student participation in planning, supervising and conducting the services.
- c Publication prepared by and for the student at Al Ghurair University and the annual year book is funded through student fee and are overseen by the Cultural Activity and Community Services Subcommittee, which comprises of student, staff and faculty members.
- d Students are encouraged to contribute to the publications through their articles and photographs, student editors and volunteer staff work together to publish current and news worthy information of the University.
- e The University is responsible for this publication or any other authorized newsletter which is issued by the student body.

#### 4.1.3 Sports

The University encourages students, faculty be involved in recreational sport through intramural, extramural competitions and tournaments. The student affairs sports sub-committee is committed to health and wellness of Al Ghurair University community.

##### 4.1.3.1 Services

- a To achieve the above mentioned aim Al Ghurair University provides separate boys and girls sports facilities in addition to an outdoor court.
- b The facilities are supervised and maintained by separate instructor who also is responsible for training the students and supervising their activity.
- c The sports sub-committee under the Student Affairs Office plans, reviews and evaluates the sport requirements and activities on a regular basis.

#### 4.1.4 Student Financial Aid

The student studying in the University are eligible for scholarships, on grounds of excellence in academic field, extracurricular activities including sports, games, painting, music, elocution, essay writing/quiz competitions. The levels of participation and the achievement qualifying for scholarships are separately outlined.

#### 4.1.5 Counseling

Counseling for students is an integral part of students' service. The primary mission of the counseling staff is to assist students with their personal and academic problems, help them develop their personal and academic potential, and promote mental health.

##### 4.1.5.1 Services

A Professional Counselor who is specially assigned normally conduct group counseling through debates and seminars and individual counseling is offered for a variety of student concerns including problems related to anxiety, depression, stress etc. Wherever required, psychiatric consultation is arranged on the student's expense.

##### 4.1.5.2 Policy

- a Information from records of student counseling are strictly confidential and are not included in the student academic records.
- b Information regarding counseling will not be released to anyone without written permission from the student involved unless there appear to be clear and immediate danger to the student or others.

#### 4.1.6 Transportation

Al Ghurair University's provides the students with comfortable cost and time effective transportation. The Student Affairs Office manages and supervises the transportation service through the transportation committee. The transportation committee sets the rules for implementation of the route, timings and code of conduct in the transport vehicles. Well defined set of rules and regulations are issued to the driver regarding the Operation. The fee of transportation is on the basis of monthly payment and set as per the destination category.

#### 4.1.7 University Cafeteria

The University maintains cafeteria facilities offering a variety of snacks, foods, and beverages in a hygienic and healthy environment. The cafeteria operates under the strict hygiene rules of Dubai municipality.

#### 4.1.8 Health Service

Students whose visa is sponsored by Al Ghurair University have access to Medical care given by Dubai Government. Other students follow rules and regulations of the Emirate. First Aid and primary medical assistance is offered by staff members who had official training for this purpose.

### 4.2 Career Development Service

#### 4.2.1 Mission

The mission of the Career Planning and Placement Services ( CAPPS) office is to help students handle the transition from the academic world to the world of work , enable them to make informed decisions, equip them with the job search techniques to help them procure a job on graduating and to forge mutually beneficial partnerships with the industry.

#### 4.2.2 Goals

- a To facilitate career development as well as successful internship for students
- b To help students in every stage of their career development from the time of admission till they graduate.

#### 4.2.3 Mechanisms and Plans

- a Reaching students in the classrooms and through collaboration with faculty and other departments.
- b Presentations in classes (Junior/Senior level classes) to introduce objective and mechanism and resources of the services.
- c Career unlimited program is an important tool by gathering number career information panels, which could comprise of professionals, faculty and parents. The activity has to be in collaboration with academic departments.
- d Career counseling for new student by senior student
- e Offer development and review services to help student to present themselves effectively as candidates for employment
- f Other important tools could be introduced such as:
  - Workshops to assist student in searching for internships/jobs or full time position following graduation.
  - Ask an employer to conduct mock interviews.
  - Introduce guide for career planning and job search.

#### 4.2.4 Services

The CAPPS offers help and guidance in the following areas:

- a **Career Counseling and Guidance:** Helps student to determine career interests and select appropriate academic program to reach their career interest.
- b **Internship and Placement:** Helps student to explore career choices through various pre-professional internships and cooperative education work experiences. It provides information on the job market and helps students in the following:
  - Career exploration
  - Writing effective CVs
  - Job search methods
  - Preparation for interviews
- c **Alumni and Outreach:** Helps to establish relationship with graduating students and alumni to promote networking and cooperation in the area of career development.

#### 4.2.5 AGU Alumni Council

The vision of the alumni council of AGU is to instill in the graduates of the University a lifelong commitment to the alma-mater and a pride and sense of belonging to Al Ghurair University.

The aim of the alumni council is to build and sustain a spirit of belongingness to the parent institution. The alumni council is formed to help the alumni community to connect to the University and to each other in ways that are meaningful and beneficial to both. It helps cultivate relationship between students, present, past and future.

#### 4.2.6 Alumni Council

The areas that the alumni council can work on are as follows:

- Professional support
- Social events
- Community service

The Council aims at advancing Al Ghurair University through promoting the University. The alumni Council can play a key role in enhancing the interaction among its members as well by strengthening the ties between the University and the Industry. Some of the tasks that must be accomplished with regard to Alumni are as follows:

- Maintain an updated database of alumni and updated mailing list for all alumni.
- Increase active membership of alumni.
- Connect members through a variety of meaningful activities that are diverse so as to meet alumni requirements.
- Establish annual events for alumni.
- Create mechanisms for involving alumni in University activities and community services.
- Hold seminars, workshops, etc. to lend professional support to the alumni.
- Market the alumni association and ensure adequate press coverage of alumni events.
- Give alumni access to all resources of the University, including library, sports facilities, etc.
- Periodically survey the alumni to keep pulse on their needs.

### 4.3 Library and Learning Resources

#### 4.3.1 Mission of Library

The mission of the library and learning resources unit is to provide learning resources, facilities and systems to meet the current and emerging teaching, learning and research needs of the university.

#### 4.3.2 Goals

- a To acquire and maintain a wide range of learning resources to support learning, teaching, and research.
- b To provide quality services and orientation to library users to facilitate maximum access to library and use its resources both on and off- campus.
- c To provide technical facilities and equipment with an environment offering comfortable space and conducive to study and research.

#### 4.3.3 Services

The University has a well sourced library having a wide variety of educational and research material for the benefit of all faculty, students and staff. The Library offers the following services:

- The library provides borrowing privileges to AGU faculty, staff and students. Students must present a valid Identification Card to use the collections.
- Reprographic services are extended to students for photocopying and printing academic materials. Student ID card is mandatory to use the Xerox machine.
- Library provides modern computers and internet facilities for accessing subscribed databases, Blackboard, OPAC and worldwide information.
- Orientation program is organized for the new users/entrants to teach how to access different learning resources.
- Inter-Library loan service is available for a wider access of information.

#### 4.3.4 Policies on acquisitions

##### a Monographs/Books

Books are acquired for all disciplines. The teaching faculty prepares list of books to be ordered. The requests are routed to the respective Deans/Academic Heads. The Deans/Academic Heads will approve the selection and forward the list to the Librarian. The Librarian checks for duplications and determines its appropriateness for inclusion in the library makes sure whether the total allocated budget for each College is encumbered and checks for the remaining budget not yet encumbered and then presents the list in the Library Committee. The list when approved by the Committee is signed by the Library Committee Chairman and forwarded to the Vice President for final approval and procurement. Approved books are procured through local vendors.

##### b Serials/Journals

Serials/Journals procurement is done in the same procedure as is done for books. After approval the orders are placed through local agents as well as through the publishers or associations directly. Journals are purchased in both print and electronic format.

##### c Newspapers

Newspapers are acquired in print format. Emphasis is placed on regional newspapers. Local and English language newspapers are purchased.

##### d Textbooks

Multiple copies of Textbooks are procured for students and faculty that are kept reserved in a special location.

##### e Reprints

Reprints are evaluated for purchase in the same manner as in case of books and journals.

##### f Maps

Maps and charts are purchased and located in the Humanities department.

##### g Audiovisual materials

Audio/videotapes are purchased primarily to support the work of the academic departments. They should meet the same criteria that govern the selection for books at Undergraduate level, being neither too simple nor too technical in relation to our educational program. The following criteria are to be evaluated when purchasing media sources:

- i. Availability of required equipment in the library.
- ii. The quality of materials such as clarity, color, voice etc.
- iii. Ease of use, storage and durability.
- iv. Reputation of its producers.

##### h CD-ROM Discs /Multimedia kits

CD-ROM Discs /Multimedia kits are purchased for use on equipment available in the library and must meet the criteria for quality and appropriateness that apply to books and periodicals.

##### i Electronic resources

Electronic resources require computer access. These may be online or offline resources. Faculty members are encouraged to review the online resources periodically. Evaluated commercial selections for purchase will be routed to the Deans/Academic Heads and then to the Librarian following the same procedure as in case of books and journal. Non-commercial websites for linkage on the library's web page will be forwarded to faculty and students also. The collection is periodically evaluated and updated by library committee comprising of Deans/Academic Heads/ Program Managers. Suggestions are sought from the teaching faculty as well.

#### 4.3.5 Policies on Replacement

Materials that are missing, damaged or lost will not be replaced automatically but is dependant upon the following criteria:

- Recommendation by the concerned faculty.
- Availability
- Budget

Items reported at the circulation desk as "missing" are listed and searched for by library staff as time permits. Those not found after several weeks are designated as "Missing" in the online catalogue. Items known to be lost are withdrawn from the catalogue for possible replacement. To determine the age of the missing item, it is imperative to note the date on which the missing status is first assigned. For replacement, the same edition or the latest edition is ordered. For the item reported to have been lost or damaged by any user the copy is to be replaced or the cost of acquisition in lieu of the original is to be paid.

#### 4.3.6 Policies on Loss of Books

Loss of three volumes per one thousand volumes issued/consulted in a year may be taken as reasonable provided such a loss cannot be attributed to dishonesty or negligence on the part of Librarian. Loss of a book of the value exceeding Dhs.100/- (Dhs. One hundred only) and the books of special nature and rarity shall invariably be investigated by a sub-committee constituted by the Library Committee and consequential action taken. All such losses will however be written off only by the library committee.

## 4.4 Information Technology

The I.T. Unit plays a very important role in the achievement of university's mission and goals. The quality and standard of services, resources and systems directly affect the delivery of educational programs and academic inputs as well as the quality of administrative and managerial support. With emphasis on electronic resources, internet, web technology and interactive learning tools, the I.T. Services need to be constantly upgraded. The academic community, including students, faculty and staff rely on the quality and excellence in service of the I.T. Services, in order to achieve high quality and excellence in the University's programs and services.

The I.T. resources also help the research and development activities and therefore, are directly related to its quality and excellence.

### Mission

The mission of IT Services unit is to act as resource center to support academic support or administrative services of the university.

### 4.4.2 Objectives

- a Provide current technology infrastructure to support all academic and support services operation.
- b Provide reliable and efficient technology service to all the users.
- c Create a technology center to provide training to faculty, staff and students to use email system, learning resources including Blackboard, class room infrastructure such as LCD Projectors, etc and applications like logos.
- d To be more proactive in preventing and providing solutions on all IT related issues and problems



# Section Five: Student Code of Conduct

## 5.1 Code of Conduct

The University community respects and protects the individual dignity, integrity, and reputation of all its members. Students, faculty, and staff must comply with the conventions and regulations of the University.

Conduct for which the students are subject to sanctions and disciplinary actions include, but not limited to the following:

- a Any obstruction or disruption of teaching, research, administration, proceedings, or other University activities, including its public service functions on or off campus.
- b Any harassment or discrimination on the basis of religion, race, and nationality, and showing disrespect to, or using offensive words against religions and beliefs of other students, faculty and staff.
- c Abusive, drunken, violent, or excessively noisy behavior or expression on University campus.
- d Violating the University policy on co-education and dress code, during any academic cultural, social, or sport activities. The decision as to whether or not the behavior or dress is proper, will be made by the concerned university official and shall be final.
- e Any lewd, indecent, or obscene behavior on University campus.
- f Physical abuse or other conduct which threatens or endangers the health or safety of any person.
- g All forms of hazing.
- h Manufacture, use, possession, distribution or consumption of alcohol or any prohibited drugs/substances on the university campus, or its residences and on its transport service.
- i Forgery, alteration, or misuse of University documents, records or identification, or knowingly false information to the University.
- j Actual or attempted theft or other abuse.

- k Unauthorized entry or use of University facilities or any violation of University rules regarding the use of University property.
- l Defacing, disfiguring, damaging, or destroying public or private property on University campus.
- m The commission of acts which constitute a violation of local or federal law on University campus.
- n Smoking inside the University campus, or within the designated no-smoking areas in Halls of Residence or in University transport/buses.
- o Issue of wallpapers, posters and logos, holding seminars, distribution of bulletins, slogan shouting, use of loudspeaker, or any other act deemed or feared to be against the University regulations or local laws.
- p Any unlawful sit-in or use of the University premises.

## 5.2 Co-education and Dress Code

### 5.2.1 Purpose

Al Ghurair University is a coeducational institution. The purpose of this policy is to indicate the University's perspective and limits of coeducation. The terms and conditions of this policy are inspired by the values, beliefs, national tradition and culture of UAE society. Coeducation means coexistence of male and female students in the University. The University intention is to limit this coexistence to the minimum level required for academic purposes and discourage any extension of this beyond academics. The foregoing purpose shall be achieved through the following arrangements which should be strictly followed.

### 5.2.2 Seating Arrangements

In Class-rooms/ lecture halls / laboratories / library:

- a There shall be separate seating arrangements for male and female students, unless otherwise prescribed. This rule shall be followed for all lectures, seminars and presentations for the courses and academic programs (unless otherwise necessary for special programs).
- b Student services and facilities, e.g. canteens, library, common areas, rest-areas, transport services and sport facilities. The male and female students should only avail the separate and designated spaces, seating arrangements and facilities provided for them. In these areas, mixed groups, mixed seating and gatherings are not allowed.

### 5.2.3 Dress Code

- a Students, while in the University / designated areas and services provided by the University, are required to follow the principles of decency, modesty and propriety in their manner of dress, in line with the spirit of the national culture of UAE.
- b Clothes like shorts, short pants, mini-skirts, sleeveless blouses, sleeveless tops etc are not permitted inside the campus. In sports areas, however, shorts and t-shirts as required are allowed.
- c With regard to any question, doubt, or concern about whether a particular dress violates the code, the decision of any authorized officer of the university shall be final
- d Code of Co-education and Dress shall form an integral part of the general code of conduct.

### 5.3 Code of Conduct for Use of Library

AGU library provides learning resources to support the academic programs. In order to provide an environment that is conducive to learning, study, and research, the following activities violates code of conduct for the library:

- a Loud talking, inappropriate cell phone use, use of threatening language, or any other activity that disturbs other users of the library or distracts them from carrying out their activities.
- b Smoking, consumption of food or drinks, or sleeping in the library
- c Damaging, defacing or destroying library resources, or removing pages from books.
- d Tampering with library materials including safety and security equipment.
- e Removing or attempting to remove any material without proper authorization.
- f Copying or any other activity that violates copyright law.
- g Violating library rules relating to borrowing and return of books and other material.
- h Violating the University's Information Technology/Computer Use Policy while in the library.

### 5.4 Code of Conduct for USE of IT Facilities

As a part of the physical and social learning infrastructure, the university acquires, develops, and maintains a computing infrastructure consisting of computers, networks, and a variety of related support systems. These computing resources are to be utilized for university related purposes, including but not limited to the following:

- a Direct and indirect support of the university's teaching, research, and service missions:
- b Support of university administrative functions;
- c Support of student and campus life activities;
- d Support of the free exchange of ideas among members of the university community, as well as the university community and the local, national, and world communities.

All information technology resources are the property of the university. Except for personally-owned computers, the university owns, or has responsibility for, all of the computers and internal computer networks used on campus. Users of university computing resources and facilities do not own the systems or the accounts they use when accessing university computers or systems. All existing national laws and university regulations and policies apply, including not only those regulations that are specific to computers and networks but also those that may apply generally to personal conduct and public property. Rules prohibiting misuse, theft, or vandalism apply to all software, data, and physical equipment, including university-owned data as well as data stored by individuals on university computing systems.

#### 5.4.1 IT Equipment Appropriate Use Guidelines

The rights of academic freedom and freedom of expression apply to the use of university computing resources. So too, however, do the responsibilities and limitations that are associated with those rights. The use of university computing resources, like the use of any other university-provided resource and like any other university-related activity, is subject to the normal requirements of legal and ethical behavior. Employee and student access to and use of electronic tools such as e-mail and the Internet are intended for university business and educationally-related purposes. Limited and reasonable use of these tools for occasional employee personal purposes is permitted as long as the use does not result in additional cost or loss of time or resources for intended business purposes.

#### 5.4.2 Inappropriate Uses

Faculty, staff, and students must use good judgment in the use of all computing resources, including but not limited to Internet access and e-mail use. E-mail messages must be appropriate in type, tone and content. Employee and student use of e-mail and the Internet must be able to withstand public scrutiny without embarrassment to the university or the United Arab Emirates. Computing and telecommunications may be used only for legal purposes and may not be used for any purpose which is illegal, unethical, dishonest, damaging to the reputation of the university or likely to subject the university to liability. Inappropriate uses of computing resources at the university include, but are not limited to, the following:

- a Any activity that would negatively affect the use of the network by others (e.g., games, excessive chat, etc.);
- b Copying or transmitting copyrighted software or other material licensed or otherwise protected by copyright;
- c Any activity that would cause another user to lose control or usage of a computer or account;
- d Commercial or profit-making activities unrelated to the university's mission;
- e Creating, transmitting, executing, or storing malicious, threatening, harassing, obscene, or abusive messages, images, programs, or materials;
- f Misrepresenting an identity or affiliation;
- g Violating university security, damaging university systems, or using computing privileges to gain unauthorized access to any university computer system and/or any computer system on the Internet;
- h Any activity that violates federal and local laws, policies or regulations;
- i Fundraising for any purpose unless sponsored by an official university organization with appropriate university approval;
- j Promoting political or religious positions or activities unless sponsored by an official university organization with appropriate university approval;
- k Removing or defacing hardware, software, manuals, etc. from open computer labs;
- l Abusing computer networks or computers at other sites connected to the networks.

#### 5.4.3 Technology Access Guidelines

In order to better maintain the security of the computer system in general, users should abide by the following guidelines:

- a Use only those computer accounts for which you have University authorization. The unauthorized use of accounts as well as giving false or misleading information in order to obtain access to computer facilities is prohibited.
- b Do not attempt to gain access to restricted portions of the system.
- c Do not authorize anyone to use your account for any reason, as you are responsible for any actions performed with your account. You must take all reasonable security precautions, including password maintenance and file protection measures.
- d Your password should not be given to anyone including staff members that work for you. Temporary long-in codes can be assigned if you have a special project that requires individuals to perform tasks not normally associated with their positions.
- e Memorize your password rather than writing it down. Use passwords that you can easily remember but that others cannot easily guess.
- f If you suspect that your files have been tampered with, contact the Manager- Information Technology immediately.
- g User names not accessed for sixty (60) days will be disabled for security reasons. If you know that you will not be using your account for more than three months, contact the Information Technology Department.

#### 5.4.4 Internet Use

- a Al Ghurair University provides Internet access to faculty, staff and students as an instructional enhancement and as a support to research efforts. Information taken from the Internet for use in reports and research papers must be acknowledged and correctly cited in order to avoid charges of plagiarism.

- b In addition, users should use discretion when gathering information from the Internet as some material may be considered obscene and offensive to others. Public computers and printers, such as those found in the Computer Labs may not be used for accessing and reproducing offensive documents. The University assumes that Internet users will act responsibly and not engage in prohibited activities that can lead to disciplinary action.

#### 5.4.5 World Wide Web Pages

Al Ghurair University maintains a presence on the Internet through a web site ([www.agu.co.ae](http://www.agu.co.ae)). The University Web Committee coordinates the development of web pages and determines the appropriateness of the material as well as the placement of pages in the structure of the University site. If the material submitted is not original, written permission from the copyright owner is needed. To publish information/graphics without written permission is a violation of copyright laws and subject to disciplinary action.

#### 5.4.6 Electronic Mail

E-mail is provided for faculty, staff and students as a means of improved communication with colleagues and for use in connection with University related matters only. Because e-mail by nature is not secure, users should be aware of the limitations on the expectation of privacy. Therefore, users are responsible for changing their e-mail passwords periodically and removing any confidential mail from their computers as soon as possible. Information stored on University computer resources is the property of University, which reserves the right to retrieve and review material at any time, including information protected by password. The system must not be used to send chain letters or to transmit offensive material such as messages that are derogatory, obscene or otherwise inappropriate.

#### 5.4.7 Computer Lab Policies

The computer resources at Al Ghurair University must be used in a manner that is consistent with the University's educational purpose and environment. All users of computer resources are expected to act in a spirit of mutual respect and cooperation, while adhering to the regulations set forth in this document. Those using Al Ghurair University's computer labs must comply with the following practices and procedures:

- a The computer labs are reserved for the University community only.
- b University personnel reserve the right to check student ID's at any time.
- c Access to systems, software and the Internet will be for educational and informational purposes only. Playing games or engaging in other non-academic activity while the labs are busy is not allowed

- d Reconfiguring of computer hardware or software is not allowed.
- e Downloading and installing Internet client server applications is strictly forbidden.
- f The installation of personal software on computer lab equipment is prohibited.
- g While in the labs, please observe common courtesy and do not engage in behavior, which may be disruptive or offensive to others.
- h Headphones should be used for listening to CD's or other sound-based software.
- i When class is in session, students not enrolled in that class are not permitted in the lab without the instructor's permission.
- j Instructors are responsible for notifying their classes of how they will handle file management. All student created files stored on the hard drive or accessible through the network are public domain and subject to removal from the system.
- k Laser printers are intended for the printing of academic material only. They are not to be used for making multiple copies.
- l Eating and drinking or bringing food or beverages into the labs is not allowed.
- m Violations of computer lab guidelines and engaging in prohibited practices will lead to corrective disciplinary action which may result in restrictions of lab usage or dismissal from the University. Complaints or concerns should be reported to any member of the Academic Computing staff.

### 5.5 Implementation

The members of the University including all faculty and authorized staff shall contribute positively to successfully implement of the rules and regulations related to this policy as indicated by the University management.

#### 5.5.1 Punitive Action and Disciplinary Procedures

Disciplinary procedure may be invoked if a student is alleged to have committed any action that violates the University policy. The disciplinary procedures as described in Student Code of Conduct in the Catalog shall be applied. Students violating the Code of Conduct, or any other University statute/regulation, shall be subject to one or more of the following punitive actions:

**a Warning**

The Dean of Student Affairs or the Dean's authorized representative may notify the student that continuation or repetition of specified conduct may be cause for other disciplinary action. A warning is not appealable.

**b Reprimand**

A written admonition shall become a part of the student's disciplinary record. A reprimand is not appeal-able.

**c Punitive Probation**

Probation shall be defined as exclusion from participation in privileges or extracurricular university activities and/or compliance with special conditions, such as counselling, as set forth in the notice of probation, for a specified period of time. If a student, while on probation, violates any of the terms set forth in the notice of probation or violates the Student Code of Conduct while on campus, or in relation to a university-sponsored activity as determined by the Dean/Academic Head, the student shall be subject to further discipline in the form of suspension or dismissal. Probation is not appeal-able, except in a case where violation of probation results in suspension or dismissal.

**d Suspension**

Suspension shall be defined as forced withdrawal from the university for a specified period of time, including exclusion from classes, termination of student status and all related privileges and activities, and exclusion from the campus if set forth in the notice of suspension. If a student, while on suspension, violates any of the terms set forth in the notice of suspension or violates the Student Code of Conduct while on campus, or in relation to a university-sponsored activity as determined after the opportunity for a hearing, the student shall be subject to further discipline in the form of dismissal.

**e Dismissal**

Dismissal shall be defined as exclusion from the campus and termination of student status for an indefinite period. The conditions of reconsideration for readmission will be specified at the time of dismissal. A student dismissed for an offence cited in the section titled "Student Code of Conduct", may be re-admitted to the College only with the specified approval of the President.

**f Monetary Reimbursement**

In cases where personal or public property has been stolen, defaced, disfigured, damaged, or destroyed, the disciplinary sanction shall also include an appropriate monetary reimbursement for compensatory damages.

**5.5.2 Disciplinary Procedure**

The Board of Governors has delegated the responsibility for student discipline to the President of the University. Violations of the Student Code of Conduct, as defined earlier are reported to the Dean of Student Affairs. The Dean Student Affairs, after receipt of such allegation, shall notify the student of the alleged violation and the evidence against the student. The notification may be either oral or in written form. If the student does not respond within 7 working days, the Dean/Academic Head may proceed with disciplinary action.

For academic matters, the respective Dean/Academic Head of Academic Department shall determine whether the student has violated any academic code/regulations and refer the matter to the Academic Integrity and Student Code Violations Committee of the University.

**5.5.3 Academic Integrity and Student Code Violations**

There shall be an Academic Integrity and Student Code Violations Committee appointed by the President. The Academic Integrity and Student Code Violations Committee shall have the power to determine the issue of guilt and impose various penalties as per university rules and regulations for any alleged violations of Student Code of Conduct or any act of academic misconduct.

The Committee shall convene promptly after receiving the written appeal. The Committee shall hear evidence and argument from the University's representative and from the student. The student shall have the opportunity to examine the evidence and defend his position in front of the Committee. After receiving evidence and argument, the Committee shall decide the matter promptly.

The Academic Integrity and Student Code Violations Committee shall comprise five faculty members. The Committee shall follow the following procedure:

- i. The Chair of the Academic Integrity and Student Code Violations Committee shall convene meetings of the Committee at such times and places as necessary to carry out its duties. The Student Affairs or College Dean/Academic Head (an authorized representative of these offices) will provide the Committee with pertinent information. All Committee members must be present to hear any case presented to the Committee.

ii. Any member of the Academic Integrity and Student Code Violations Committee is obligated to withdraw from participating when the member feels unable to hear the case fairly and objectively and to decide its outcome impartially on the basis of the evidence. Such a member will be replaced by an alternate.

iii. The Academic Integrity and Student Code Violations Committee shall investigate the complaint and decide the matter within 7 working days of receiving the complaint.

## 5.6 Students' Grievances Policy

Al Ghurair University is committed to fair and impartial treatment to all students of the university. The purpose for this policy is to ensure that the students' rights are protected concerning academic, financial and administrative matters and that the students have the opportunity to raise/lodge their complaints. There shall be a Students' Grievance and Appeal Committee appointed by the President. This committee shall comprise at least three senior faculty members. The main purpose of the Committee is to provide a necessary mechanism to ensure a proper and timely action to address students' complaints and grievances. The key procedures to address students' complaints and grievances are as under:

- a When a student believes or experiences a violation of certain policy and procedure of the university, the student may raise his/her concerns to the appropriate official of the University (academic advisor, teaching faculty, college dean and or head of academic or administrative department) who will try to resolve the student's complaint in accordance with the existing policies and procedures of the university.
- b If the matter remains unresolved, the student may lodge his/her complaint in writing using the appropriate form to the Dean Student Affairs with a copy to the respective Dean/Head of Department.
- c The Dean of Student Affairs shall try to resolve the issue at his level. Otherwise, the Dean of Student Affairs shall refer this complaint to the Students' Grievance and Appeal Committee of the University within 3 working days after the submission of complaint.
- d A student who is suspended or dismissed by the Academic Integrity and Student Code Violations Committee may also appeal in writing to the Students' Grievance and Appeal Committee within 7 days. However, a student who has been recommended for suspension or dismissal by the Academic Integrity and Student Code Violations Committee may remain in school (upon the approval of the Dean of Student Affairs) until the

Students' Grievance and Appeal Committee makes a final decision on the appeal submitted by the Student. The appeal will only be accepted if made on one of the following grounds:

- (i) Procedural irregularities
- (ii) Presenting new evidence
- (iii) Inconsistency of the decision

- e The Chairman Students' Grievance and Appeal Committee must inform the student in writing asking him/her to appear in front of the Committee to convey his/her grievances or submissions against the decision of the Academic Integrity and Student Code Violations Committee.
- f The Committee shall review/investigate student's complaint and decide the matter within 7 working days of receiving the complaint. The University shall communicate the decision of the Committee to the concerned student in writing.
- g If the student still remains unsatisfied with the decision of the Students' Grievance and Appeal Committee, he/she has the right to lodge an appeal to the President of the University against the decisions of the Students' Grievance and Appeal Committee. This appeal must be lodged within 7 working days after the date the decision was made. President will review the appeal and decide the matter accordingly.
- h The decision of the President or the President's designee shall be final.



## Section Six: Academic Advising

### 6.1 Introduction

At Al Ghurair University, academic advising is viewed as the foundation stone of all academic programs and learning activities. It is the most significant mechanism through which students will be able to relate their career goals to their educational programs and experience. Academic advising is also the most important service on campus because it helps students to negotiate their college experience in a positive way.

Academic advising services are committed to providing students with opportunity and guidance to realize their maximum educational potential for their professional and personal development. This is achieved through communication and sharing of information between advisors and students.

### 6.2 Objectives of Academic Advising

Academic advising services have the following specific objectives:

- a Clarify the university and college policies and procedures regarding all academic issues such as registration, credit transfer, tuition fees payment, selection of courses, assessment, grading and graduation requirements.
- b Provide students with information and guidance to explore alternative career options.
- c Help students evaluate their academic programs and locate other referral and support resources.
- d Support student retention strategies of the University.
- e Encourages and help students to develop a sense of self-direction and accept responsibility for their own education and future.

### 6.3 Process of Academic Advising

- a All new students shall be assigned an academic advisor by the College Dean/Head of Academic Department.
- b After the first/freshman year, each faculty member shall be assigned the responsibility of academic advising for a group of students in their respective programs by their respective Deans/Academic Heads.

- c Advisors may be assigned from other programs also, depending on the requirements and needs of the colleges and students.
- d Number of students assigned to a faculty advisor shall depend on the needs of the students, the teaching load of the faculty and the department/college needs. Preferably, this number shall not exceed 20 students.

#### 6.4 Roles and Responsibilities of Advisors

Academic advisors provide individualized attention and assistance to all students assigned to them. The ultimate goal of an advisor is to ensure that his/her advisees are progressing successfully toward completion of their degrees requirements and achievement of their career goals. Beside this major role, advisors will assume the following roles and responsibilities:

- a To develop broad vision of their roles as academic advisors and relate that vision to the goals and mission of the university.
- b To clarify university policies, procedures, and rules to their advisees.
- c To monitor academic and personal development of their advisees.
- d To appreciate the importance of academic advising in achieving the strategic goals of the university including the strategies for students retention.
- e To develop themselves as experienced academic advisors and acquaint themselves with all new theories and practices in the area of academic advising.
- f To identify any gaps or inefficient procedures in the delivery of the academic programs and report the same to the concerned administrative units/colleges within the university.
- g To understand and acquaint themselves with all academic policies and regulations of the university specially those pertaining to their broad area of specialization or their specific college/academic unit.
- h To recognize that the ultimate and final decisions regarding all academic advising activities is the responsibility of the advisee himself/herself. It is the responsibility of the advisor to always remind his/her students of this fact.
- i To recognize that the academic advising relationship depends to a large extent on mutual trust and respect between the advisor and the advisees. Advisors are required to treat their advisees with respect and to develop good rapport with them

- j To meet their advisees at least twice during each semester.
- k To maintain a complete record of all advising sessions.
- l To understand that certain advising situations might dictate advising that may do beyond the academic aspects, for example, their personal matters. In these situations the advisor might want to seek the help of other resources inside the university like the counseling services or other professional counselors outside the university.
- m To recognize that sometimes advisors might want to play the role of facilitators and mediators. These circumstances require certain skills and advisors should be aware of this.

#### 6.5 Roles and Responsibilities of Students

The basic principle of the academic advising services is that the student is ultimately responsible for his/her academic decisions. As such, students should familiarize themselves with the university system, rules, and procedures and they should use this information to make decisions regarding their academic programs and career options. Students' roles and responsibilities include the following:

- a To share with their advisors all information necessary for efficient academic advising processes and activities.
- b To familiarize him/her with all academic rules and regulations included in the university's catalogue.
- c To know the location of his/her advisor office, hours assigned for advising, the procedure for advising e.g. if a prior appointment is required.
- d To keep records of the graduation requirements of his/her specific program of study. It is the ultimate responsibility of the student to fulfill these requirements.
- e To note and follow all important deadlines for various academic activities such as registration, withdrawal from a program, drop and add of courses, fees payment, exam dates, etc.
- f To contact the appropriate support services on campus or outside the university as directed by their advisors.
- g To meet at least twice during a single academic year (an academic year is normally two semesters) with their advisors. It is strongly recommended that the first of these meetings be at the registration time of the first semester of the specific academic year.

- h** To alert immediately their academic advisor if they begin to face difficulties that might affect their academic performance. For example, students are required to meet their advisors immediately if their CGPA falls below 2.00 points which is the minimum required average for an acceptable academic standing.
- i** To take initiative to meet their advisors and to be active participants in all advising sessions.
- j** To maintain their own personal academic records which may include their year of admission to AGU, transcripts tracking audits, notes and communications from previous advising sessions etc.
- k** To attend all orientation sessions conducted by various units of the university and specially those sessions conducted by student's specific college or program.

## 6.6 Role of College Deans/Heads of Departments

- a** Dean/Academic Head shall initiate and finalize plan for assigning all students to an appropriate faculty member.
- b** The Dean/Academic Head shall receive progress report and action plans regarding the process of academic advising from the academic advisors, twice in each semester. At the end of each semester, through consultation with the advisors and concerned faculty members the plan shall be evaluated for its effectiveness and any perceived deficiency in order to improve or modify the plans. These suggestions and decisions for improvement shall be recorded. Feedback from students shall also be obtained regarding quality of academic advice and support received from each advisor.
- c** To organize and plan orientation sessions for students and academic advisors, at the beginning of each semester. The objectives of these sessions shall be:
  - i. to help create an awareness about the need for academic advising.
  - ii. to help clarify the mutual roles and responsibilities of students and faculty members.
  - iii. to identify the criteria for measuring the program effectiveness.
- d** To provide all relevant records to the concerned advisors and the Students Affairs Office. Such records include:
  - i Admission details,
  - ii. Grades secured in qualifying examination
  - iii. Marks/grades in continuous assessment tasks
  - iv. Attendance records.

## 6.7 How Should Students Make Maximum Use of the Advising Services?

Each student at AGU is assigned an academic advisor at the time of admission. Students are encouraged to make use of the expertise and knowledge of their advisors. In its very basic nature, the advising process is designed to help students to make the right academic and career-related decisions. As such, all students should become familiar with the advising process and their rights and obligations during enrollment at AGU. The following guidelines will help you to benefit from the advising services.

### a Why students should see their advisor?

- To select courses for specific semester
- To complete the registration procedure for a semester
- To add or drop a course (or courses)
- To discuss academic standing and progress
- To discuss any problems affecting your academic performance
- To declare specialization
- To review your degree plan
- To discuss career options and personal development plans

### b How students should see their advisor?

- Become familiar with your advisor's office hours and his or her plans for advising.
- Whenever it is possible, call to make an appointment with your advisor rather than dropping by without an appointment.
- If it is necessary to drop by without appointment, try to do so during your advisor's declared office hours.
- Try to avoid discussing important issues at the beginning or at the end of a semester as, most probably, your advisor will be very busy at those times.

## 6.8 The First Semester Experience

AGU firmly endorses the notion that a student's experience during his/her first term is the most critical factor in the student's ultimate success at the University. During the student's first term, advisors shall meet in teams by departments, along with student support staff (e.g., Student Affairs, Counseling, and Career Planning) to discuss progress of new students. At these meetings, students having trouble making necessary academic and social adjustments to university life shall be identified. The advisors, who play a key role in this process, subsequently contact the students and may suggest referral to instructors, support services, or other individuals on campus who may assist them. The concerned academic advisor and the Dean of Student Affairs are responsible for coordinating the activities and programs that make the first year at AGU successful.

## 6.9 Mid-semester Evaluation and Warning

Although advisors and instructors are assumed to monitor performance of students on a regular basis, the mid-semester evaluation is critical for avoiding any unpleasant consequences at the end of a semester. Mid-term warnings shall be issued by each course instructor for students who are at risk of "D", "F", or "I" grade in a specific course.

These students shall be advised to follow up with their professors to determine corrective actions. Advisors shall receive notices of all warnings and shall follow up with each student to monitor what the student is doing to improve performance. In some cases, it may be advisable to recommend that a student drop a risky course (a course in which the student is expected to get a low grade) and retake it in a subsequent semester.

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