



Student Handbook

Associate Provost of
Student Affairs

2023 - 2024

STUDENT HANDBOOK

TABLE OF CONTENTS



The UAEU and You	<u>05</u>
Students' Rights and Responsibilities	<u>06</u>
Academic Honesty	<u>08</u>
The Library	<u>09</u>
Using Electronic Resources and Internet Connections	<u>09</u>
Support, Development and Guidance Services	<u>09</u>
Join the Student Council	<u>11</u>
Positions available:	<u>11</u>
Student Clubs and Societies	<u>12</u>
Volunteering	<u>12</u>
Prayer Rooms	<u>13</u>
Computer Laboratories	<u>13</u>
Sport Facilities	<u>13</u>
Residential Life	<u>14</u>
Restaurants and Retail Outlets	<u>14</u>
Health Services	<u>15</u>
Other Services	<u>16</u>
New Student Orientation	<u>17</u>
Dates for the Academic Year	<u>17</u>
Discipline	<u>17</u>
Privacy and Confidentiality	<u>18</u>
Safety	<u>18</u>
Admissions	<u>18</u>
Academic Regulations	<u>19</u>



WELCOME TO THE UNITED ARAB EMIRATES UNIVERSITY!

Congratulations on your success. The handbook is a short guide to your time with us. Here you will learn about the services and people who will support your academic and personal development. We want you to understand your role as a student and our expectations of you.



The UAEU and You

The purpose of UAEU is to advance knowledge, serve society, and to develop future leaders. This means that at UAEU, you will develop specialist and general knowledge, you will contribute to the university community, and you will build and demonstrate leadership. Your achievements and success are the value of the university.

A university is a unique organization. It expects you to take responsibility, to respect others, to behave honestly, and to demonstrate integrity. You must uphold the highest ethical standards in your personal conduct, academic work, and dealings with others in the university community.

This is a demanding agenda. You have a challenging few years ahead. University is not an easy time or place. However, we can make some promises to you.

STUDENTS' RIGHTS AND RESPONSIBILITIES

A University Policy called the Student Code of Conduct is a formal statement of what you are entitled to and what we ask of you. Detail is in the Student Life Deanship Manual, [Policy and Procedures 2](#). This is a brief guide:

RIGHTS

- You have access to the people, services, and facilities you need to achieve your degree program.
- You have access to academic and personal skills development and guidance, advice, and support – all from professionally qualified and experienced staff.
- You can participate in university decision making and planning.
- You can represent others through the Student Council, and make your opinions heard about services and how to improve them.
- You have the chance to join and to launch student societies, social and cultural activities.
- You will be assessed fairly, impartially, and equitably.
- You are protected from false allegations of misconduct because you are innocent until a case against you is proven.
- You can appeal against decisions you think are not fair.
- You have the right not to appear in photographs.
- Your personal information is held and accessed only by authorized people for approved purposes, and we hold it on file for a limited time only.
- You can ask to see the information we hold.
- When you graduate you will become a member of the UAEU Alumni Community - a UAEU Alumnus.



RESPONSIBILITIES

- We expect you to learn about and comply with university rules and regulations. If you do not know or understand, you must ask for help so that you do know and understand.
- We expect you to show respect for the university's values and to protect its reputation. This means being honest – not cheating. It means keeping high standards in your own behavior, your treatment of others, and your academic work. It means doing your best to achieve - attend classes, follow academic procedures in your work: explain your methods, show your results, be critical and reflective, and show where you used work by other people (see Academic Honesty).
- Use the library, it is a wonderful resource for learning – it gives you access to what others have created and thought about, in books and online. Use the library and IT carefully and with respect, following the rules.
- Examinations must be a respectful, truthful, and honest process – help yourself by preparing well, being on time, and not disrupting others.
- If you owe money to the university, you must pay your bills.
- Finally, do not smoke on campus and wear modest and smart clothes.

When we do our job, and you do your job, together we achieve success.



ACADEMIC HONESTY

In order to learn you will read and listen to other people's work. You will also write about what you have learnt from reading and listening to the work of others. You must make it clear when the ideas you are describing are yours and when they belong to other people. If you use the work of other people but do not acknowledge them, you are not honest in academic terms. The technical term for lack of academic honesty is 'plagiarism'. You need to learn how to avoid plagiarism. There are many resources online (*search avoid plagiarism*).

YOU MUST NOT:

- Try to get credit for work that is not your own.
- Copy text and submit it as your own (give the impression it is your own because you have not said who wrote it first ...)
- Copy text, change a few words, and submit it as your own
- Take text from different places, piece it together, and submit it as your own.
- Download text, pictures, charts, data from the internet, and submit it as your own.
- Quote what Person 2 has written about what Person 1 has written, but only acknowledge Person 1.

YOU MUST:

- Identify the author and source of any text you have copied, paraphrased, pieced together, or downloaded.
- Identify the author and source of any ideas, research, theories, concepts you are using.

IF IN DOUBT:

- Ask
- Acknowledge the original author in your writing.
- List all the texts or sources you have used at the end of your paper. This is a 'bibliography' or 'reference list'.

What happens if you commit plagiarism? Level 1 Plagiarism: Before you have completed 24 credit hours or if the plagiarism is small, we will give you extra training to make sure you understand citation and referencing. We might also reduce your grades or ask you to do the work again. Level 2 Plagiarism: After 24 credit hours, or when the plagiarism is large we can fail the work, fail the course, suspend you from the university or dismiss you.

THE LIBRARY

The UAEU Library is an amazing resource for your learning. You can access books, journals and magazines in hard copy and online. The main Library is in the Crescent Building and the National Medical Library is in the College of Medicine and Health Sciences on the Tawam Campus. .

MAIN LIBRARY	NATIONAL MEDICAL LIBRARY
Phone: +9713 713 4684	Phone: +9713 713 7201
Phone: +9713 713 6862	Phone: +9713 713 7208
https://www.library.uaeu.ac.ae/en/	Email: nml.fmhs@uaeu.ac.ae
https://www.uaeu.ac.ae/en/about/uaeu_libraries.shtml	

USING ELECTRONIC RESOURCES AND INTERNET CONNECTIONS

The university has regulations about how you should use information technology. You can find a long list of them [here](#). There is a simple guide to what you should NOT do in the Student Life Deanship [Manual Procedures \(Section 2\) of Policy 2](#)

SUPPORT, DEVELOPMENT AND GUIDANCE SERVICES

Do you want to know where to look or who to call? Contact the [Student Happiness Center](#) to find out. Here you can contact university services to get the support, development and guidance you want.

FIND OUT MORE:

Phone: 8008238 (UAEU Call Center)

Email: dss.office@uaeu.ac.ae

Instagram: studentshappinesscenter

Location: E1 Building – College of Information Technology

[Students of Determination](#) have services needed for a successful experience at university. You can contact us for consultation or review of your needs, to create an individual plan for your personal welfare and educational support resources, and for help to communicate with everyone who needs to know.

FIND OUT MORE:

Phone: +971 3 713 4264; +971 3 713 6686, +971 3 713 6684

Email: Fatima.M@uaeu.ac.ae, ayshaalkaabi@uaeu.ac.ae, fatima.aldhaheri@uaeu.ac.ae, sod@uaeu.ac.ae

Location: Female Campus: Building C5 - Rooms 0014, 0012, 0013

Tutorial Centers: Access academic support in a wide range of subject areas. Make an appointment for one-to-one and small group tutorial sessions. There are tutors in most of the courses taught at the university.

Writing Centers:

- One-to-one consultations with a writing tutor
- Feedback and advice on writing assignments for any university course
- Feedback and advice on other types of writing, e.g. vocational writing, IELTS exam preparation, etc.
- Workshops on a variety of topics related to academic, creative and vocational writing
- Writing practice materials and guides

Speaking Centers: Get help with speaking skills in English for academic purposes, and communicating effectively in other languages.

Technology Center: Expand your IT Skills by attending different workshops.

Reading Centers: Learn tips, techniques and strategies for effective reading.

Independent Learning Centers (ILC): Join in activities to guide and develop your study skills.

Academic Advising: When you have chosen your major, your College will assign you a faculty member to guide you through your studies. Each College also has an Advising Unit to help you understand study plans and regulations. Before you choose your major you can access support and guidance through the **Pre-Major Advising Unit** (Phone: +971 3 713 4719) by the University College.

Take a trip to the **Center for Career Placement & Alumni** to explore your career options and choices, learn about the skills you need to be employable, and gain some work experience through an Internship placement. You can access advice, workshops, diagnostic tests, and information about careers and employers.

You are always welcome to make an appointment at the **Counseling and Wellbeing Service** if you experience a need for personal support. Maybe you are worried, sad, nervous, overwhelmed, or experiencing distress. Maybe you have concerns about a friend's wellbeing. The Counselling team emphasizes trust, respect, confidentiality, and compassion and is dedicated to helping you get on track to succeed and wellbeing.

FIND OUT MORE:

Phone in Female section: +971 3 713 5445, +971 3 713 5482

Phone in Male Section: +971 3 713 5482

Email: Noura.a@uaeu.ac.ae, waala.alahbabi@uaeu.ac.ae

Location Female Campus: Student Village - Building B3 - Room 1006, 1008

Location: Male Campus: G2 Building - Room 1003

JOIN THE STUDENT COUNCIL

A Student Council focuses on the well-being of all students and works to solve important problems for the student community. Council members represent the views of students to the university. It creates fun activities, cultural events, training workshops, invited speakers events, society projects, external trips ... and more. Join the Council and learn skills of leadership, management, communication, and project planning. Experiment and innovate. Make things that matter better.

You can be part of the UAEU Student Council and it is your space.

We create the Student Council with new membership every September.

Students apply to become members of the Student Council through the Students' Life Deanship.

FIND OUT MORE:

Associate Provost for Student Affairs

Phone: + 971 3 713 5970

Email: DVCSE@uaeu.ac.ae

POSITIONS AVAILABLE:

EXECUTIVE BOARD	COORDINATORS	COLLEGE REPS.	STUDENT COMMUNITIES
President Vice-President Head of Public Relations Executive Secretary Treasurer	Student Services Athletics and Sports Communication/ Media Clubs Events and Activities	One from each College	Female Residential Life Male Residential Life Male International Female International Student Male Al Ain Community Female Al Ain Community
And ... Eight students without specific portfolio			
Plus ... Academic Advisers (non-voting) and a staff member from Student Life (non-voting)			

STUDENT CLUBS AND SOCIETIES

The university has many clubs and societies that you can join. You can find out about more in the [Student Life Department](#). You can also set up a club or society – you must get approval and follow the regulations in the [Student Life Policy Manual](#).

Student clubs and societies give you the opportunity to develop your own interests. Some might extend what you learn in class, some might be about other topics. Clubs and societies give you the opportunity to develop skills you need after you graduate, and to contribute to the community. The students who run clubs and are volunteers. Clubs and societies have a clear purpose and leadership structure that includes staff/faculty advisers. The advisers guide the students on their activities and the university regulations. Students who want to set up a club or society must have a GPA of more than 2.0 and must not have disciplinary sanctions. Only approved clubs and societies can apply for financial support, equipment and use of university facilities.

VOLUNTEERING

services provide the best service, through the adoption of best practices in board development, program development to support this objective by volunteer's female and male students. The volunteering is open to all students from all nationalities and different cultures, who are currently enrolled and continuing their studies at the university, to do different kinds of volunteering work. Please see the [Student Volunteering Policy](#) for more information.

HOW TO FIND A VOLUNTEER OPPORTUNITY

Visit the [UAEU Volunteer Portal](#) to learn more the many opportunities at UAEU and the surrounding community. You can view a tutorial of [how to use](#) the portal.

The Total Volunteering Hours is calculated according to the following criteria:

LOCATION	APPROVED HOUR	COUNTED VOLUNTEER HOUR
Inside Campus (UAEU)	1	1
Outside Campus (Al Ain)	1	1.5
Outside Campus (Other Emirates)	1	2
Overseas (International event)	1	3

FIND OUT MORE:

STUDENT HAPPINESS CENTER

Phone: + 971 3 713 5410, + 971 3 713 5485, + 971 3 713 5917

Email: VoluntaryWork@uaeu.ac.ae

Location: IT College – Student Happiness Center G063

PRAYER ROOMS

You can find prayer rooms and mosques all around the campus. [Use the location](#) finder using the filter ‘Masjid’ or locate the rooms for male and female students in every building.

COMPUTER LABORATORIES

You have access to personal computers, wireless internet access, printer and scanners in your College and in the library (online map <https://map.uaeu.ac.ae>).

SPORT FACILITIES

Get in shape and take part in sport. The UAEU has state-of-the-art health clubs, sport and athletic facilities (online map <https://map.uaeu.ac.ae> - use the filter “Sports Complex”). Staff organize championships and give courses in in aqua-aerobics, self-defense, meditation, swimming, psychological health, and body energy. Go swimming or play football, volleyball, basketball, handball, badminton, tennis, table tennis, chess, squash, boxing and kickboxing.

FEMALE STUDENTS	MALE STUDENTS
Phone: +971 3 713 6659	Phone: +971 3 713 4847
Email: fitnesscenter@uaeu.ac.ae	Email: fitnesscenter@uaeu.ac.ae



RESIDENTIAL LIFE

The University has [hostel facilities](#) for students who need to live on campus. The facilities and staff create a fun, safe, supportive, friendly and engaging environment to give you a 'home away from home'. Air-conditioned shuttle buses run regularly during the day between all off-campus hostels and the main campus.

FIND OUT MORE:

DIRECTOR OF RESIDENTIAL LIFE

Phone: +971 3 713 5416

Email: [residential.life@UAEU.AC.AE](mailto:residential.life@uaeu.ac.ae)

Female Students

Phone: +971 3 713 6049

Email: marwa.k@uaeu.ac.ae

Male Students

Phone: +971 3 713 5434

Email: TMH.STAFF@uaeu.ac.ae

RESTAURANTS AND RETAIL OUTLETS

The campus has many restaurants and cafes, with healthy foods to suit many tastes and if you are living in the Hostels, you will have access to the restaurant there with your ID card. Find out more [here](#).

There are grocery stores and shops for stationary, gifts, and a variety of accessory items for hostel rooms. Use the online map <https://map.uaeu.ac.ae> to locate them.



HEALTH SERVICES

FIND OUT MORE:

UAEU Health Services Department Phone: +971 3 713 4013, +971 3 713 5403	health.services@uaeu.ac.ae
Male	Female
Health Clinic: Building B3, Room 1004 Phone: +971 3 713 6034 Phone: +971 3 713 6035 Mobile: 971 50 927 5824	Health Clinic: Building G2, Room 1009 Phone: +971 3 713 4094 Phone: +971 3 713 4083 Mobile: +971 50 929 4093
Health Clinic: Maqam 3 Hostel Phone: +971 3 713 5474 Phone: +971 3 713 5476 Mobile: +971 56 526 4113	First Aid Clinic: Tawam Hostel Phone: +971 3 713 5438 Mobile: +971 50 927 6172
First Aid Clinic: Maqam 2 Hostel Phone: +971 3 713 6032 Mobile: +971 50 928 7269	First Aid Clinic: Seih Bin Ammer Clinic (For Male) Phone: 03 713 5418 Mobile: 056 526 4091
First Aid Clinic: Maqam 4 Hostel Phone: +971 3 713 4059 Mobile: +971 50 928 9765	CMHS (Female and Male) Phone: +971 3 713 7444 Mobile: +971 50 927 6845 +

FINANCIAL AID SERVICE

The Financial Aid Fund Services provides financial and moral support to support deserving UAEU (under grads) students from low –income families. Any student from a low-income family currently at UAEU has the right to apply for financial aid through E-services. Each case will be reviewed and the required documentation assessed in order to ascertain the level of support necessary. Laptop computer (The registration is opened whole the academic year) Financial assistance provided by the Zakat Fund (The Registration is opened at the beginning of First and Second academic year for 4 weeks).

FIND OUT MORE:

DIRECTOR OF RESIDENTIAL LIFE

Phone in Female section: +971 3 713 5435, +971 3 713 5414

Phone in Male Section: +971 3 713 6021

Email: financialaids.office@uaeu.ac.ae

Location: Female Campus: Student Village - Building B3 - Room 0005

Location: Male Campus: G2 Building - Room 1007

LOST & FOUND SERVICE

A service provided by the Office of General Campus Supervision at the deanship of student life, to students, faculty members and staff, to deliver items obtained by the employees of the university and others, and register them on the lost & found website page and communicate with their owners if they are known.

FIND OUT MORE:

GENERAL CAMPUS SUPERVISION OFFICE

Phone: +971 3 713 5416

Email: Lost&found@uaeu.ac.ae

Location: Building C5 Room No 0007 ground floor, Female Campus

CAR PERMIT SERVICE FOR AL AIN STUDENTS

A service provided by the Office of General Campus Supervision to Al Ain Female students to regulate the use of parking and take the permission of parents to use their daughters for various transportation, the location of this service is at AL Ain Gate on the female campus.

FIND OUT MORE:

GENERAL CAMPUS SUPERVISION OFFICE

Phone: 03 7136051 - 03 7136052 – 03 7136053 – 03 7136285

Email: alaingate@uaeu.ac.ae

Location: Alain gate - P7 Female Campus

TRANSPORTATION SERVICE FOR PEOPLE OF DETERMINATION AND HEALTH CONDITIONS

It is a service provided by the General Campus Supervision Office at the Deanship of Student s Life to transport Alain female student determination and health conditions, from Al Ain gate colleges and facilities.

FIND OUT MORE:

GENERAL CAMPUS SUPERVISION OFFICE

Phone: 03 7136695

Email: campus.supervision@uaeu.ac.ae

Location: Building C5 ground floor, Female Campus

STUDENT AWARENESS AND GUIDANCE SERVICE

The It is a service provided by the General Supervision Office of the campus, to raise awareness and guide students to the rules of student conduct, on campus

FIND OUT MORE:

GENERAL CAMPUS SUPERVISION OFFICE

Phone: 03 7136677

Email: c.cases@uaeu.ac.ae

Location: C4 Female Campus

NEW STUDENT ORIENTATION

Information on your first days at UAEU and links to important services are on the website at [New Student Orientation](#).

DATES FOR THE ACADEMIC YEAR

The important dates and deadlines for the semester and holidays are on the website at [Calendar](#).

DISCIPLINE

You are expected to keep to [the Student Code of Conduct](#) (Student Life Deanship Policy Manual - Policy and Procedures 2). If your behavior does not meet these standards the UAEU will take you through a discipline process. You can see the detail of these in the Procedures 2 of the Student Life Deanship Policy Manual at sections 3 to 13.

The goal of the discipline process is to encourage you to keep the standards of behavior we expect. The sanctions and penalties are incentives and support for good conduct. Repeat misconduct and severe misconduct results in the sanctions and penalties becoming harsh – more like punishment. The community is also expected to keep a check on itself. This means that your 'bad' behavior can be called out by anyone.

Important to know:

- No one making an allegation will suffer
- An accused student is innocent until the allegation is proven
- A discipline committee makes the investigation; it is impartial and uses evidence.
- Non-academic misconduct: the Associate Provost for Student Affairs leads the process
- Academic misconduct: the Dean of College leads the process
- Appeals by the student: the Provost considers if the process has been fair and if the decision/sanction is reasonable.
- The Vice Chancellor has to approve the most serious punishments of dismissal or withdrawal of the degree certificate/qualification.



PRIVACY AND CONFIDENTIALITY

The university has strict rules about the information it keeps on you and how it can be used ([academic records](#))

- We will keep copies of your photo, passport, Emirates ID, Family Book, and CV.
- We will hold a record of your mobile number, personal email address, and emergency contact.
- We will keep a file of your admission form, immigration form, and health insurance form.
- Your [academic records](#) are the property of the University Registrar.
- Your disciplinary record is held by the University Registrar.

The Dean of Enrollment and University Registrar manages a protocol that sets out who can get access to your information. Access rights depend on whether a person needs to know that information in order to do their job. For example, a faculty member or academic adviser will need to see your academic records, but not your insurance details. No one who gets access to your information is allowed to give that information to another person without authorization by you or the Dean of Enrollment and University Registrar.

You can ask to see the information we hold about you.

SAFETY

Your psychological and physical safety is our priority. This is why we have rules about your conduct on campus and your behavior to others. See the Students' Life Deanship Policy Manual (Procedures 2) ([Student Code of Conduct](#)) for detail of the behaviors that are risky or damaging to you and to others.

The university has obtained OHSAS 18001 Certification. This confirms our ability to control security and contain risks. So, for example we have health and safety rules that deal with

- Urgent situations such as fire and emergency evacuations
- First Aid
- Use and behavior in laboratories
- Dealing with hazardous substances and waste.

You will receive training about these health and safety rules through seminars and a required course on occupational health and safety.

ADMISSIONS

Find out how to apply to the UAEU [here](#).

ACADEMIC REGULATIONS

The regulations covering your progress through your degree program are on the university website at these links.

[Undergraduate Registration and Enrollment](#). This covers:

- Your entitlement to enroll in courses
- How many courses you can take at the same time
- What the course numbers mean
- How the College schedules courses each semester
- Your study plan
- Registering in courses (and dropping out of them)
- Withdrawing from courses
- Getting leave of absence from study
- Repeating courses
- The importance of a course syllabus
- The length of time you can take to achieve your degree
- Examinations and assessment
- Summer period

[Grades and Grading](#) This covers:

- How your work is graded (ABCDE, %, Quality points)
- GPA
- Dean's List
- Grades for repeated courses
- Transfer of grades from other institutions
- How your instructor submits grades
- When you get to view your grades
- Appealing grades
- Your grading record and grade changes

[Academic Standing, Enrollment Eligibility, and Progress](#) This covers:

- How you maintain good academic standing
- What happens when you are not in good academic standing

[Degree Completion and Graduation](#) This covers:

- How your degree is awarded

[Student Academic Grievances and Appeals](#) This covers:

- Actions you can take if you have been treated unfairly in academic matters

[Student Payment](#)

- [Payment policy](#)
- Payment deadline
- Payment options
- Student Account Services
- Tuition and housing fees
- Refund policy

Student Handbook

