Graduate Student Handbook

AY 2023-2024

September 2023

City University Ajman

P.O.BOX: 18484
SHEIKH AMMAR ROAD, AL TALLAH 2 AJMAN
UNITED ARAB EMIRATES

Welcome to CUA!

Message from the President

Welcome to City University Ajman. As you begin a new stage of your academic life with us, you are embarking on a higher education journey which may be challenging at times but will lead you to your ultimate destination: a rewarding professional career.

CUA is committed to supporting you by sustaining a tradition of quality education, convenient student services, and highly qualified and experienced faculty and administrative staff who are dedicated to making a positive contribution towards your academic journey.

The Graduate Student Handbook is designed to provide you with valuable information pertaining to all of your campus affairs and activities. We encourage you to refer to the policies and procedures outlined in the Handbook to ensure that you understand your responsibilities, privileges, and rights as a CUA Graduate Student. Please take the time to review and familiarize yourself with it, and reach out to our faculty and administrative staff if you have any questions.

Please take advantage of all of the great opportunities that CUA has to offer. Participate in student activities, request support from our Student Placement Office for internship and job placement, attend informative workshops and take part in clubs and organizations to make your University experience even more memorable. Stay up-to-date with us by continuously checking your emails, social media, and the website for the latest news and updates.

I hope that your journey at CUA will be marked with successful achievements, personal growth, and great memories.

Sincerely,

Imran Khan

CUA President

Message from the Vice Chancellor

Dear Students,

On behalf of CUA, I would like to extend our greetings and I am pleased to welcome you to our campus.

May I assure you that our main objective and vision at CUA is to offer the highest quality of education in our academic programs to enable our students to compete efficiently and effectively in the UAE, Arab, regional and international labor markets. To achieve this goal, we have recruited highly qualified and experienced faculty members with various qualifications and diverse nationalities. Moreover, to facilitate the process of instruction at CUA, our faculty members utilize modern and advanced technological equipment, educational instruments, and methodologies.

Also, CUA staff members in the administrative, registration, finance and student affairs departments have been and will be so helpful in dealing with our students and those who are interested in education in general.

Our new state-of-the-art campus has been very well received by the community, students, parents and stakeholders; and has contributed positively to the process of education and instruction at our University.

This handbook explains many of the University policies and procedures currently in place. Other information inside identifies some of the services and people who are here to support you in your academic and professional role. I hope you will find it a useful reference during your time at CUA.

I wish you continuous success in your education and endeavor, and good luck in your professional career.

We look forward to seeing you on campus.

Dr. Mohamed Amerah

Vice Chancellor

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Academic Calendar 2023-2024

	Academic Calendar 2023-2024
	Master of Business Administration (MBA)

FALL SEMESTER 2023

Term 1 (Maximum 2 Courses)

Date	Day	Teaching Weeks	Event
	Every Wednesday		English Proficiency Tests
04-09-2023 10-09-2023	Monday-Sunday		Registration for new and existing students
07-09-2023	Thursday		Orientation Day for new faculty members
11-09-2023	Monday	Week 1	Orientation Day for New Students
11-09-2023	Monday	Week 1	Weekday classes begin
16-09-2023	Saturday	Week 1	Weekend classes begin
11-09-2023 17-09-2023	Monday - Sunday	Week 1	Add/Drop period; late registration
24-09-2023	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
25-09-2023	Monday	Week 3	Registration for Fall Term II 2024
26-09-2023	Thursday	Week 7	Last day of weekday classes
29-09-2023	Sunday	Week 7	Last day of weekend classes
30-10-2023 01-11-2023	Monday - Wednesday	Week 8	Final exam period for weekday and weekend classes
02-11-2023	Thursday		Deadline for faculty members to submit the grades
03-11-2023	Friday		Examination Board Meeting
03-11-2023	Friday		Announcement of grades

Term 2 (Maximum 2 Courses)

Date	Day	Teaching Weeks	Event
06-11-2023	Monday	Week 1	Weekday classes begin
11-11-2023	Saturday	Week 1	Weekend classes begin

Date	Day	Teaching Weeks	Event
06-11-2023 12-11-2023	Monday - Sunday	Week 1	Add/Drop period; late registration
19-11-2023	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
08-12-2023 14-12-2023	Friday - Thursday		1 week break to participate in COP 28
25-12-2023 31-12-2023	Monday - Sunday		Fall semester recess for Students
04-01-2024	Thursday	Week 7	Last day of weekday classes
07-01-2024	Sunday	Week 7	Last day of weekend classes
08-01-2024 10-01-2024	Monday - Wednesday	Week 8	Final exam period for weekday and weekend classes
11-01-2024	Thursday		Deadline for faculty members to submit the grades
12-01-2024	Friday		Examination Board Meeting
12-01-2024	Friday		Announcement of grades

SPRING SEMESTER 2024

Term 1 (Maximum 2 Courses)

Date	Day	Teaching Weeks	Event
	Every Wednesday		English Proficiency Tests
08-01-2024 14-01-2024	Monday - Sunday		Registration for new and existing students
11-01-2024	Thursday		Orientation Day for new faculty members
15-01-2024	Monday	Week 1	Orientation Day for New Students
15-01-2024	Monday	Week 1	Weekday classes begin
20-01-2024	Saturday	Week 1	Weekend classes begin
15-01-2024 21-01-2024	Monday - Sunday	Week 1	Add/Drop period; late registration
28-01-2024	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
29-01-2024	Monday	Week 3	Registration for Spring Term II 2024
29-02-2024	Thursday	Week 7	Last day of weekday classes

Date	Day	Teaching Weeks	Event
03-03-2024	Sunday	Week 7	Last day of weekend classes
04-03-2024 06-03-2024	Monday - Wednesday	Week 8	Final exam period for weekday and weekend classes
07-03-2024	Thursday		Deadline for faculty members to submit the grades
08-03-2024	Friday		Examination Board Meeting
08-03-2024	Friday		Announcement of grades

Term 2 (Maximum 2 Courses)

Date	Day	Teaching Weeks	Event
11-03-2024	Monday	Week 1	Weekday classes begin
16-03-2024	Saturday	Week 1	Weekend classes begin
11-03-2024 17-03-2024	Monday - Sunday	Week 1	Add/Drop period; late registration
24-03-2024	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
25-03-2024 31-03-2024	Monday- Sunday		Spring semester recess for students and faculty members
02-05-2024	Thursday	Week 7	Last day of weekday classes
05-05-2024	Sunday	Week 7	Last day of weekend classes
06-05-2024 08-05-2024	Monday - Wednesday	Week 8	Final exam period for weekday and weekend classes
09-05-2024	Thursday		Deadline for faculty members to submit the grades
10-05-2024	Friday		Examination Board Meeting
10-05-2024	Friday		Announcement of grades

SUMMER SEMESTER 2024

Summer 1 Term 1 (Maximum 2 Courses)

Date	Day	Teaching Weeks	Event
06-05-2024 23-05-2024	Monday- Sunday		Registration for new and existing students
16-05-2024	Thursday		Orientation Day for new faculty members
13-05-2024	Monday	Week 1	Orientation Day for New Students

13-05-2024	Monday	Week 1	Weekday classes begin
18-05-2024	Saturday	Week 1	Weekend classes begin
13-05-2024 19-05-2024	Monday- Sunday	Week 1	Add/Drop period; late registration
26-05-2024	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
27-06-2024	Thursday	Week 7	Last day of weekday classes
30-06-2024	Sunday	Week 7	Last day of weekend classes
01-07-2024 03-07-2024	Monday - Wednesday	Week 8	Final exam period for weekday and weekend classes
04-07-2024	Thursday		Deadline for faculty members to submit the grades
05-07-2024	Friday		Examination Board Meeting
05-07-2024	Friday		Announcement of grades

Summer II Term 1 (Maximum 2 Courses)

Date	Day	Teaching Weeks	Event
08-07-2024	Monday	Week 1	Weekday classes begin
13-07-2024	Saturday	Week 1	Weekend classes begin
08-07-2024 14-07-2024	Monday - Sunday	Week 1	Add/Drop period; late registration
21-07-2024	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
22-08-2024	Thursday	Week 7	Last day of weekday classes
25-08-2024	Sunday	Week 7	Last day of weekend classes
26-08-2024 28-08-2024	Monday - Wednesday	Week 8	Final exam period for weekday and weekend classes
29-08-2024	Thursday		Deadline for faculty members to submit the grades
30-08-2024	Friday		Examination Board Meeting

Dates of official holidays will be announced by the UAE Government.
* Fall 2024 will begin on Monday September 09th.
Notes: Classes missed due to an official Holidays will be compensated on Friday and Saturday.
Makeup classes schedules will be announced by the concerned Head of Department.

FALL SEMESTER 2023

Date	Day	Teaching Weeks	Event
	Every Wednesday		English Proficiency Tests
01-09-2023	Friday		Deadline for admission
04-09-2023 10-09-2023	Monday-Sunday		Registration for new and existing students
07-09-2023	Thursday		Orientation Day for new faculty members
11-09-2023	Monday	Week 1	Orientation Day for New Students
11-09-2023	Monday	Week 1	Begin of weekdays classes
16-09-2023	Saturday	Week 1	Begin of weekend classes
11-09-2023 17-09-2023	Monday - Sunday	Week 1	Add/Drop period; late registration
24-09-2023	Sunday	Week 2	Late registration deadline
24-09-2023	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
30-10-2023	Monday	Week 8	Admission begins for Spring semester 2024
30-10-2023 05-11-2023	Monday-Sunday	Week 8	Midterm exam period
05-11-2023	Sunday	Week 8	Deadline to withdraw from courses (no academic penalty but financial penalty applies)
04-12-2023 10-12-2023	Monday - Sunday	Week 13	Applications for changing specialization period
08-12-2023 14-12-2023	Friday - Thursday		1 week break to participate in COP 28
11-12-2023 17-12-2023	Monday - Sunday	Week 14	Early registration week for Spring semester 2023
25-12-2023 31-12-2023	Monday - Sunday		Fall semester recess for Students
04-01-2024	Thursday	Week 15	Last day of weekday classes
07-01-2024	Sunday	Week 15	Last day of weekend classes

Date	Day	Teaching Weeks	Event
08-01-2024 18-01-2024	Monday - Thursday	Week 16	Final exam period فترة الامتحانات النهائية
21-01-2024	Sunday		Deadline for faculty members to submit the grades
22-01-2024	Monday		Examination Board Meeting
22-01-2024	Monday		Announcement of grades

SPRING SEMESTER 2024

Date	Day	Teaching Weeks	Event
	Every Wednesday		English Proficiency Tests
14-01-2024	Sunday		Deadline for admission
08-01-2024 14-01-2024	Monday-Sunday		Registration for new and existing students
25-01-2024	Thursday		Orientation Day for new faculty members
29-01-2024	Monday	Week 1	Orientation Day for New Students
29-01-2024	Monday	Week 1	Begin of weekdays classes
03-02-2024	Saturday	Week 1	Begin of weekend classes
29-01-2024 04-02-2024	Monday-Sunday	Week 1	Add/Drop period; late registration
11-02-2024	Sunday	Week 2	Late registration deadline
11-02-2024	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
18-03-2024	Monday	Week 8	Admission begins for Fall semester 2024
18-03-2024 24-03-2024	Monday-Sunday	Week 8	Midterm exam period
24-03-2024	Sunday	Week 8	Deadline to withdraw from courses (no academic penalty but financial penalty applies)
25-03-2024 31-03-2024	Monday-Sunday		Spring semester recess for students and faculty members
29-04-2024 05-05-2024	Monday-Sunday	Week 13	Applications for changing specialization period
06-05-2024 12-05-2024	Monday-Sunday	Week 14	Early registration week for summer and Fall 2024 semesters

Date	Day	Teaching Weeks	Event
16-05-2024	Thursday	Week 15	Last day of weekday classes
19-05-2024	Sunday	Week 15	Last day of weekend classes
20-05-2024 30-05-2024	Monday - Thursday	Week 16	Final exam period
31-05-2024	Friday		Deadline for faculty members to submit the grades
01-06-2024	Saturday		Announcement of grades
01-06-2024	Saturday		Summer recess for students

SUMMER I SESSION 2024

Date	Day	Teaching Weeks	Event
03-06-2024	Monday	Week 1	Weekday classes begin
08-06-2024	Saturday	Week 1	Weekend classes begin
03-06-2024 04-06-2024	Monday- Tuesday	Week 1	Add/Drop period; late registration for weekday classes
08-06-2024 09-06-2024	Saturday- Sunday	Week 1	Add/Drop period; late registration for weekend classes
16-06-2024	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
20-06-2024 22-06-2024	Thursday- Saturday	Week 3	Midterm exam period
23-06-2024	Sunday	Week 3	Deadline to withdraw from courses (no academic penalty but financial penalty applies)
11-07-2024	Thursday	Week 6	Last day of weekday classes
14-07-2024	Sunday	Week 6	Last day of weekend classes
15-07-2024 17-07-2024	Monday- Wednesday	Week 7	Final exam period
18-07-2024	Thursday		Deadline for faculty members to submit the grades
19-07-2024	Friday		Examination Board meeting
19-07-2024	Friday		Announcement of grades

SUMMER II SESSION 2024

Date	Day	Teaching Weeks	Event

22-07-2024	Monday	Week 1	Weekday classes begin
27-07-2024	Saturday	Week 1	Weekend classes begin
22-07-2024 23-07-2024	Monday-Tuesday	Week 1	Add/Drop period; late registration for weekday classes
27-07-2024 28-07-2024	Saturday-Sunday	Week 1	Add/Drop period; late registration for weekend classes
28-07-2024	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
08-08-2024 10-08-2024	Thursday-Saturday	Week 3	Midterm exam period
11-08-2024	Sunday	Week 3	Deadline to withdraw from courses (no academic penalty but financial penalty applies)
29-08-2024	Thursday	Week 6	Last day of weekday classes
01-09-2024	Sunday	Week 6	Last day of weekend classes
02-09-2024 04-09-2024	Monday - Wednesday	Week 7	Final exam period
05-09-2024	Thursday		Deadline for faculty members to submit the grades
06-09-2024	Friday		Examination Board meeting
06-09-2024	Friday		Announcement of grades

Dates of official holidays will be announced by the UAE Government	سيتم الإعلان عن مواعيد العطل الرسمية من قبل حكومة دولة الإمارات العربية المتحدة
* Fall 2024 will begin on Monday September 09st	سيبدأ فصل الخريف 2024 يوم الأثنين الموافق 09 سبتمبر
Classes missed due to an official Holidays will be compensated on Friday, Saturday and Sunday	سيتم تعويض المحاضرات التي تصادف أيام الإجازات الرسمية في أيام الجمعة والسبت والأحد
Makeup classes schedule will be announced by the concerned Head of Departments.	سيعلن جدول المحاضرات التعويضية عن طريق رؤساء الأقسام المعنية

Introduction

The CUA Graduate Student Handbook directs graduate program students towards their roles, rights and responsibilities under University policies and procedures; in addition to the student services provided. This handbook was prepared by the Student Affairs Department at City University Ajman.

CUA continues to apply safety measures until the status of COVID-19 pandemic changes. Therefore, new or alternative procedures might be implemented that are not mentioned in the Student Handbook.

Student Affairs Department

General Information

University History

City University Ajman (CUA), located in the emirate of Ajman, is officially licensed since 1 August 2011, under the name of City University College of Ajman, from the Ministry of Education – Higher Education Affairs of the United Arab Emirates, to award degrees in higher education. CUA received initial accreditation in January 2012 for a Bachelor of Business Administration (BBA) degree program with specializations in Finance and Accounting, and Marketing.

In July 2012, CUA received initial accreditation for two additional specializations, namely Human Resource Management and Management Information Systems. In February 2013, CUA was awarded initial accreditation for its Bachelor of Law program offered in Arabic. The Human Resource Management program, also conducted in Arabic, soon followed, receiving its initial accreditation in October 2013. The next addition to the BBA program was the Hospitality and Tourism Management specialization, with initial accreditation in December 2013.

Two more programs delivered in Arabic, Bachelor of Public Relations and Advertising, has been awarded in February 2014, and Professional Postgraduate Diploma in Teaching which was announced in March 2014.

Graduate studies began in January 2015 when CUA received initial accreditation for the Master of Law program, with its Public Law and Private Law specializations. One month later came the MBA program with the five specializations of Financial Management, Human Resource Management, Islamic Finance, Marketing, and Total Quality Management.

Also, CUA has received the initial accreditation for the Health Sciences Programs. Bachelor of Pharmacy in December 2018, and Bachelor of Dental Surgery July 2019.
In 2015, CUA commenced the construction of its State-of-the-Art new campus in the city of Ajman.

Phase 1 of the campus was completed in November 2017 with a capacity of 3500 students. Phase 2 and 3, when completed, will have a total capacity of 7500 students. In mid-December 2017, CUA moved to its new campus.

CUA is strongly committed to offering top quality educational programs that will have significant and positive impact on society. The University strategic plan for 2018-2023 explains how it will continue in its path of success, amid internal and external challenges. The focus of the plan is to build on the previous efforts to enhance student experience and research,

improve internationalization strategy and internal processes effectiveness. It defines how CUA will steadfastly move with continuous improvement for all stakeholders. Delivering this plan will require responsiveness to changes on the part of the Board, faculty, administrative staff, and students in both the internal and external environments.

QS Star Rating

The QS Stars Rating system has certified the University as a 4-star institution, including a 5-star rating in the teaching category. This ascent reflects our strength in quality education, research, and the extraordinary standard of our teaching and learning.

Vision

City University Ajman (CUA) aspires to become a distinguished comprehensive University at the national, regional, and international levels.

Mission

The mission of City University Ajman is to offer a competitive fee structure and sustainable top-quality, and market-driven academic programs that foster individual growth. It facilitates a teaching and learning environment centered on critical thinking, innovation, and creativity, while facilitating high level of employability, regionally and globally for its graduates. CUA provides its students with diverse education programs in the fields of humanities and social sciences, informatics, and health sciences. In addition, the University contributes to the development of knowledge economy as it promotes research and scholarly activities and community engagement.

Core Values

Excellence
in all University functions including our academic programs, student support, community engagement, and other services.

Motivation
through our recognition and rewards program while ensuring everyone feels that they are an integral part of the CUA team.

Integrity
in any activity within and outside of the University.

Respect
for all individuals, along with the customs and practices of the UAE.

Preparedness
by anticipating change and responding to the requirements of our stakeholders.

Empowerment
by delegating authority and accountability to all faculty and staff members to promote efficiency and problem-solving at all levels.

Diversity
in teaching and learning for students from different cultural backgrounds to establish a top-notch learning environment.

Ethics
through honesty and transparency, coupled with trust, responsibility, and honor.

Teamwork
in all University activities, especially between faculty, staff members, and students.

Dedication
to the profession of teaching and improving the total learning experience for our students.

Licensure and Accreditation

The City University Ajman, located in the Emirates of Ajman was officially licensed from 1 August, 2011 to 31 July, 2014, and renewed until 1 June, 2020 by the Ministry of Education-Higher Education Affairs in the United Arab Emirates to award degree in higher education. All academic programs offered by the University are accredited by the Commission for Academic Accreditation in the Ministry of Education- Higher Education Affairs.

Membership in International Organizations

A permanent member of the Association to Advance Collegiate Schools of Business (AACSB), since August 2017.

List of Accredited Programs

As of July 2019, the CAA accredited programs are listed in Table 1. For specific information regarding the program, refer to the *Program Catalog*.

Table 1: CAA Accredited Programs (July 2019)

No	Program	Specialization
1	Bachelor of Business Administration	Accounting and Finance
2		Marketing
3		Human Resource Management
4		Human Resource Management
5		Management Information System
6		Hospitality and Tourism Management
7	Bachelor of Public Relations and Advertising	Public Relations
8		Advertising
9	Bachelor of Law	Law
10	Professional Diploma in Teaching	Teaching
11	Master in Public Law	Public Law
12	Master in Private Law	Private Law
13	Master of Business Administration	Human Resource Management
14	Master of Business Administration	Total Quality Management
15	Bachelor of Dental Surgery	Dental Surgery

COVID-19 Requirements

In line with the latest regulations issued by NCEMA all restrictions and precautionary measures related to COVID 19 have been lifted.

Five-days isolation period for those infected with COVID-19 will still be implemented.

Student Rights and Responsibilities

General Students Rights:

1. The right to exercise their privileges as students inside CUA.
2. The right to request and recommend improvements in the policies, regulations and procedures that affect the welfare of the students. This right is to be effectively used via the proper channels such as the Students Affairs Department as well as other CUA departments.
3. The right to express their opinion and to object to any disciplinary measure taken against them as individuals or as part of a group.
4. The right to withhold their information in case of financial independence.

Students Responsibilities and Obligations

Student responsibilities include but are not limited to:

1. Adhere to all applicable CUA bylaws and laws of the United Arab Emirates in order to maintain an organized and productive academic environment.
2. Follow the guidelines of the accepted code of conduct in line with CUA educational aspirations.
3. Respect the rights and dignity of others, as well as CUA properties and facilities.
4. Students must be fully acquainted with published rules, regulations, and policies of the University and to comply with them in the interest of maintaining an orderly and productive University community.
5. Students are required to follow the tenets of common decency and acceptable behavior commensurate with the aspirations implied by a University education. This includes the obligation to respect the rights and property of others.

Student Rights for each department:

Registration department

Every student has the right to:

1. Quality Education
2. Safety and Wellbeing
3. Be respected
4. Freedom of expression
5. Receive fair treatment
6. Information Confidentiality

7. Receive assistance and academic advising

8. Obtain an Identity Card

9. Acquire University e-mail and password

10. Gain access to the Student Portal

11. Submit official documents only to the admission or registration officers

Student Affairs Department

Every student has the right to:

1. Enjoy a wholesome University life engaging and learning

2. Receive Career Advising and personal counselling

3. Access facilities that enable a smooth academic journey

4. Obtain placement and internship opportunities through the Student Placement Office

5. Make memorable University experiences by participating in clubs and activities

6. Bring forward honest comments and complaints in confidence, to be guided to appropriate solutions.

7. Elect or run for Student Council

8. Be an ambassador of CUA after graduating

Finance Department

Every student has the right to:

1. Semester fee details

2. Applicable scholarships

3. Tax invoice

4. Receipts for any payments made

5. Receive information about their payments, outstanding, student statements, and PDC summary

6. Make University payments through- Cash, Bank transfer, Credit card, and Cheques

7. Pay cash or Submit Cheques only to Cashiers

8. Receive dishonored Cheques detail

Student Support Services and Facilities

Student Affairs Department

The Student Affairs Department in City University Ajman is committed to supporting and engaging students. We mold our students to be responsible citizens and University ambassadors who are empowered, socially responsible with boundless potential.

Key Deliverables

1. Effective means of interface between the students and University faculty, administration and senior management.
2. Support the academic mission of the University, including the enrollment and retention of students.
3. Student improvement and development.
4. Enhance and develop smart services for students.
5. Further increase student engagement.
6. Enrich student life.

The services provided by the Student Affairs Department are as follows:

1. New Students Orientation
2. Career Advising
3. Psychology and Social Counseling
4. Student Placements & Internships
5. Student Activities
   - Sports
   - Social
   - Cultural
   - Recreational
   - Others
6. Redress of Grievance and Appeals
7. Student Services
   - Student Attendance
   - Parking
   - Transportation
   - Accommodation

Contact information for the Student Affairs
Department Location: First Floor
Email: studentaffairs@cu.ac.ae

Student Affairs Department	studentaffairs@cu.ac.ae
Students Placement Office	spo@cu.ac.ae
Psychology and Social Counsellor Office People of Determination	counsellor@cu.ac.ae
Events	events@cu.ac.ae

Academic Counseling

Every student is assigned an Academic Advisor for the duration of their degree program. Assignment of Academic Supervisor is system-generated at the Office of the Head of Enrollment which are reflected in the Faculty and Students' UMS.

The Advisor assists students in selecting courses for each semester. In addition, the Advisor is available to the student on a daily basis by appointment or, in emergency cases, non-scheduled sessions.

Advisors discuss professional goal-setting, answer questions about academic programs, review student registration forms for classes, and make referrals to University and off-campus resources as needed.

The optimum advisor-to-student ratio is 1 advisor to 35 students.

Personal Counseling

The purpose of counseling is to assist students in understanding and resolving their educational, vocational, and personal problems. The Student Affairs Department conducts basic counseling for students.

The Student Affairs Department provides confidential counseling services and advising to CUA students. The goal is to help students reduce stress, maximize opportunities for academic and personal success, enhance personal development, and make important life changes.

All administrators, faculty, and staff should refer students to the Student Affairs Department for counselling services when necessary.

Psychological Health and Social Counseling Services

When the situation arises, for any psychological health service, a referral to a hospital is made by the University Counselor or the University Nurse.
General academic and career counseling services are provided by the Student Affairs Department whose staff members are dedicated to helping students address personal or emotional problems that interferes with their learning and student life. Counseling is treated with full confidentiality, empathy and respect.

Personal Counseling is done on a one-on-one basis with each student on a regularly basis for issues ranging from academic to personal issues that include relationship problems, low self-esteem, stress, loneliness, mood disturbances or depression, body image or disordered eating concerns, trauma and/or abuse, and academic concerns or motivation. This also involves listening to student complaints and working to find solutions. As stated earlier, when the situation arises, for any psychological health service, a referral to a hospital is made by the University Nurse.

Group Counseling entails working with a small number of students and addresses either general or specific issues. This form of counseling facilitates the healthy exchange of experiences, provision of sympathy and support and the development of skills necessary for effective coping and problem solving. Group counseling is a free service open to all students enrolled at CUA.

Appointments
Students can make appointments with the University Counsellor through email or phone number on counsellor@cu.ac.ae and telephone 06-7110000 extension 1108.
• During the first session, the student is to sign the Counseling Confidentiality and Consent Form.
• After the session the student is invited to do a survey of the Counseling service provided.
• Follow up and evaluation will be sent to the student after the counseling session.
• All session notes are maintained by the Counsellor.
• It is the right of the student to continue or end the counseling sessions.

Workshops are designed to give students an opportunity to get together and interact with each other in furthering their understanding of specific health and related topics. Through small group discussions, individual, and group exercises students have the opportunity to share experiences, as well as to learn and practice new skills. Different workshops are offered each semester to cover various areas like time management, managing anxiety, self-confidence, body language, emotional intelligence. Workshops are organized with

professional experts in their field.

Career Placement Services

The Student Placement Office (SPO) at CUA provides advice and information to students and alumni as a unit of the Student Affairs Department. Career Services strives to provide CUA students and graduates with a clear purpose and solid decision-making required to be confident, selective, and competitive in managing careers and further academic pursuits.

SPO accomplishes its mission by supporting students in terms of internship, student development programs, and job search; faculty by acquiring MoU's with companies for job placements which are part of the curriculum; and the alumni through collaborating with employers and access to employer databases.

The SPO offers the best possible suggestions and advice with access to the most current employment information and career resources available. They also offer on-line interaction for clients who are off-campus. The SPO provides the following support for students and alumni:

1. Career Planning. SPO offers career counselling individually and in groups to provide insights to students regarding different professions available to them and offer support towards their career path by the time of graduation.
2. Raising Readiness and Developing Skills. SPO organizes different workshops, guest lectures from various sectors and activities that will further their knowledge on specific career interests.
3. Assessment and Evaluation Tools. Exit, alumni and employer satisfaction surveys are conducted regularly which form basis for decisions to improve the curriculum and/or services within the University to increase the opportunity for alumni and student employability.

Additional support of the SPO are as follows:

1. Internship Opportunities
2. Job Search Techniques
3. CVs and Cover Letters
4. Job Interviews
5. Alumni Directory
6. Job search and announcements
7. Career fairs for students and alumni

8. Communicating and organizing activities for alumni
9. Hosting employers who wish to hire CUA students and alumni for on-campus interviews.

The SPO also cooperates with employers in these opportunities:

1. Ask employers to post key contact information for student and alumni access.
2. Invite private companies and public agencies to participate in Career Services job fairs and workshops.
3. Schedule on-campus interviews for organizations who wish to hire CUA students and alumni.
4. Encourage employers to list job openings and internship opportunities with the Career Services Office.

On Campus Employment

All CUA Students are eligible to apply for on-campus vacancies that are circulated by the Student Placement Office to students. These vacancies are specific to students with a student intern contract.

On-campus employment provides students with opportunities to develop or improve career readiness competencies that is essential for a meaningful and productive career. It also allows students to be financially independent, pay their way through university and work flexible timings based on the class schedule.

For inquiries contact Student Placement Office on spo@cu.ac.ae

Internship

Professional Postgraduate Diploma in Teaching (PPDT) students shall be allowed to take internship course in schools for Full semester per school year. Students can find the internship manual with Students Placement Office.

Students need to plan their internship course and communicate with Students Placement Office to plan the initial registration in their first semester.

Career Advising

Career Advising is one of the services that Students Placement Office offers for CUA students and graduates. Career advising can be defined as a process that focus on supporting students to recognize their skills and potentials as well as study work

trends, to provide knowledge-based and well-rounded advice to students who are about to enter into various industries or interested in a career change.

SPO offers advising for our alumni and current graduate and undergraduate academic program students in which they can make appointments for the following services:

1. Career Advice sessions.
2. CV Review.
3. Mock Interviews
4. Job opportunities
5. Workshops/Webinars.

The Student Placement Office can be contacted through email at spo@cu.ac.ae and through telephone at 06-7110000 ext 1105.

Student Activities

Social and Cultural Activities:
The Student Affairs Department organizes, implements, and supervises all social, cultural, and entertainment programs for CUA students. Its main objective is to help students to develop their interests and abilities, and to practice their hobbies through a variety of programs and activities. The University places great emphasis on these extracurricular activities. It seeks to help students to develop their many talents and abilities plus make good use of their leisure time by forming student cultural and scientific societies.

The University also encourages students to meet each other in the friendly atmosphere of its surroundings. Almost every academic department has a student society or club, the purpose of which is to unite students and have them participate to accomplish a set of academic objectives that enrich student life. To this end, the academic departments organize lectures, present book and cultural exhibits, celebrate national occasions, and support intramural sports activities.

CUA emphasizes that participating in organizations and clubs is an effective means of establishing interpersonal relationships, developing leadership skills, and generally enhancing the overall academic programs.
Each active club has the right to present a plan and request for a budget that will controlled through the student affairs departments.
Club types can be changed base on the club members. The University has the right to cancel any club with less than 3 members.

An activity fee is charged to students per semester

The university charges an activity fee of AED 275 for students enrolled in the fall and spring semesters. Students enrolled in Summer 1 and 2 semesters will be charged an amount of AED 110. This creates funding for activities.

Sports Activities:

Indoor recreation area is available at the University campus. In addition, the Student Affairs Department organizes, implements, and supervises athletic events at the University, and develops collaboration with other institutions in Ajman and the surrounding area for various student competitions. Sports ground are available with a third party for sport teams and students' outdoor activities such as football, basketball, volleyball, badminton and other sports – pending the establishment of the sports facilities at the campus which is part of the CUA infrastructure development.

Student Orientation Program

Student orientation programs are designed to help freshman, transfer, and non-traditional students adjust to the academic and social life of the University.

The primary purpose of new student orientation is to help students understand the nature of the University, the educational opportunities available to them, the mission, vision, objectives, and core values of the University, and how CUA operates as an institution of higher education.

It is also intended to permit students to participate in academic advising, and to inform them about matters relating to student registration, campus activities, and other aspects of University life in general.

International students must attend the orientation in their first semester organized by the Student Affairs department. One-on-one meetings will be scheduled for the new students to assist them in settling into their new environment.
An International Student Guide will be circulated at the Orientation.

Parking Services

There are 480 parking slots available at the campus which are located outside the building and under the basement. Students are permitted to park their cards outside the campus,

and they can opt to rent the basement parking.
Students can register for the parking service through the student portal.

Transportation Services
CUA provides student transportation with shuttle buses to and from the campus.
Students can register for the transportation service through the student portal.

Dining Services

All CUA students may use the food service facilities provided at the campus. There are 3 cafeterias located on the ground floor of the campus that satisfies the students need.

Student Accommodation

CUA currently provides student housing off-campus with a third-party vendor. The Student Affairs Office manages this student housing program.

Prayer Rooms

The University has male and female prayer rooms conveniently located inside the campus in the first floor.

Recreational Facilities

To create a more engaging and comfortable atmosphere among students; the management allocated three halls for the purpose of recreation as mention below:

- Student Center located on the first floor.
- Female Students Lounge located on the second floor.
- Master Lounge located on the second floor.

Disability Services (People of Determination)
- The Counsellor at Student Affairs Department is responsible for the support of People of Determination at the University.
- Students with disability can report to the Student Affairs Department to learn and avail of the services provided by the University.
- Students with disability are awarded with the same rights as other students of CUA.

- Facilities on campus are accessible for people using wheelchairs through different located elevators, ramps, electronic doors, washrooms and designated parking. Designated parking spaces are conveniently located near the main entrance and basement parking of the University.
- Free parking is available for students with the People of Determination card.
- Special scholarships are available for students with disability and can be applied for through the Admissions Office.

Health Services

CUA has two clinics to cater to the basic health needs of its students, faculty and staff. The clinics have two full-time nurses with basic services. Primarily, the Clinic provides first-aid treatments for injuries, accidents, and illness. When necessary, it makes referrals to local medical resources. All serious and emergency cases are referred to a local hospital.

New students are requested to fill the medical form at the Clinic during their first semester and report any medical conditions or medications they are taking to the nurse in order to effectively deal with any future medical emergencies.

Basic clinic services are provided by the University without a charge to all the students enrolled in CUA. However, students are recommended to have their own medical insurance in case of medical emergencies. Hospital fees are the responsibility of the student.

CUA currently uses the following healthcare partners:

S/NO	Hospital	Contact Details
1	Saudi German Hospital Ajman	8002211
2	Ajman Specialty Hospital	06 705 2200
3	Thumbay University Hospital	06 770 5555
4	Makkah Pharmacies	800 – MAKKAH (625524)

The University and its healthcare partners jointly conduct information sessions for students, faculty and staff covering a variety of health related topics. Health campaigns and blood donation drives are also held in the campus to promote good healthy habits.

Students can visit the clinics situated on the ground floor of the campus or contact the nurses through nurse@cu.ac.ae or 06-7110000, extension 1205 and 1345.

Clinic Hours
Monday to Sunday – 9:30am to 9:30pm

Computer Laboratories

The IT Department operates and maintains computer labs in various locations throughout the campus.

Computer Labs

There are a total of six General (6) labs. The computer labs are all located on the ground floor

- Computer Lab 1-BL001
- Computer Lab 2-BL002
- Computer Lab 3-Cl001
- Computer Lab 4- CL002
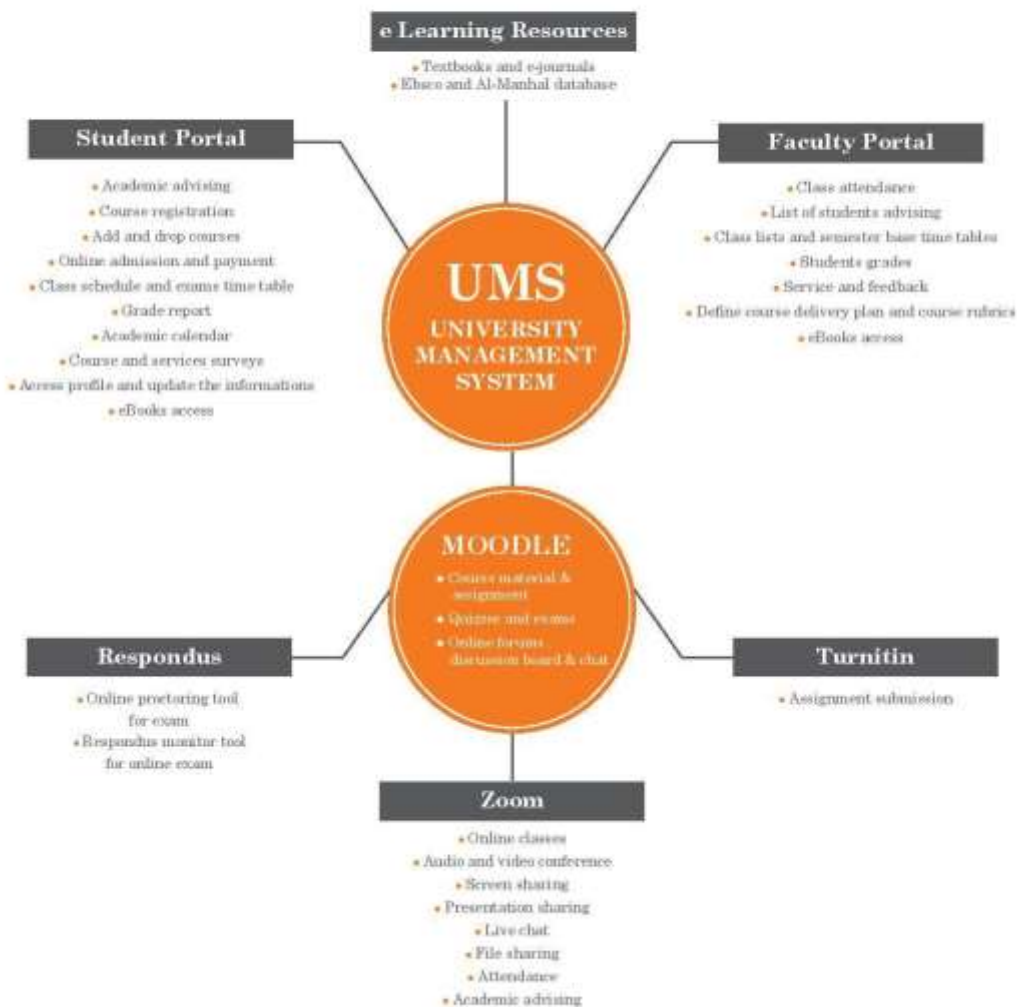- Computer Lab 5-AL001
- Computer Lab 6 – AL002

Additionally, IT maintains following departmental labs operated by the various academic programs.

- Professional Postgraduate Diploma of Teaching program: Microteaching Lab 1st Floor - B114
- College of Law: Moot Court 1st Floor - CC204

Student Portal

City University Ajman employs multiple applications to aid students and faculty to simulate actual classroom-like learning experience. The University Management System (UMS), being the backbone of all applications, provides data and single sign-on feature with other apps for students and faculty to efficiently access their online requirements in one place. Different applications and how they are configured to work together is explained below.

Distance Learning System
Architectural Environment

e Learning Resources
- Textbooks and e-journals
- Ebsco and Al-Manhal database

Student Portal
- Academic advising
- Course registration
- Add and drop courses
- Online admission and payment
- Class schedule and exams time table
- Grade report
- Academic calendar
- Course and services surveys
- Access profile and update the informations
- eBooks access

Faculty Portal
- Class attendance
- List of students advising
- Class lists and semester base time tables
- Students grades
- Service and feedback
- Define course delivery plan and course rubrics
- eBooks access

UMS
UNIVERSITY MANAGEMENT SYSTEM

MOODLE
- Course material & assignment
- Quizzes and exams
- Online forums discussion board & chat

Respondus
- Online proctoring tool for exam
- Respondus monitor tool for online exam

Turnitin
- Assignment submission

Zoom
- Online classes
- Audio and video conference
- Screen sharing
- Presentation sharing
- Live chat
- File sharing
- Attendance
- Academic advising

University Management System (UMS)

UMS is a complete solution customized according to CUA requirements which takes care of all the academic processes within CUA. The various modules in UMS are:

a) Students Module and CUA Mobile Application: The student's module facilitates services like online registration, academic reports, surveys, online fee payment, single sign-on to Moodle etc.

b) The CUA mobile application is a replica of student's module with user-friendly and easy to use interfaces.

c) Admission Module: The student admission is carried out from the admission module of the UMS which have facilities like quick admission in which the officer can finish the admission quickly and update the data afterwards; obtain data from emirates ID reader, view and edit existing student data, etc.

d) Registration Module: The registration officers can register the students for multiple courses, add and drop courses in an existing registration, block students from registering, etc. The registration module contains screens for the registrar and other privileged officials for managing academic year, academic calendar, grade posting, student transfer, course withdrawal, manage class schedule, student user account generation, set current semester, add program and majors, define study plan, change student program, define student work load and to generate a number of relevant reports and documents.

e) Student Affairs: The UMS facilitates the student affairs department with transportation and parking registration and approval, student course withdrawal according to attendance warnings, manage student events, manage election, student attendance reports, etc.

f) E-learning resources: The UMS provides various subscription links to E-learning resources like Al Manhal and EBSCO; as well as single sign-on to Kortext eBooks portal.

Moodle – Learning Management System

Moodle learning management system is one of the most popular learning management solutions worldwide. CUA uses Moodle LMS for the collaboration between student and faculty and for conducting various Moodle activities like quizzes, assignments, forums, sharing course materials, Zoom meetings and classes, etc.

The Moodle platform is directly integrated with the UMS, and all the course, user and enrollment data are synchronized with Moodle in real time. Students and faculty are provided with single sign-on to Moodle from the UMS

A. <u>Zoom</u>: Video collaboration between students is carried out using a subscribed version of Zoom for education application. The faculty can create zoom meetings within Moodle as a Moodle activity. The students can find the zoom meetings of their enrolled courses in Moodle; students can further initiate chat with faculty
B. <u>Respondus:</u> For the online exams, CUA is using Moodle with Respondus lockdown browser and monitor.
C. <u>Turnitin:</u> Turnitin assignments can be added as an activity in Moodle which can be used to check plagiarism of the assignment submitted by the students.

Student User Workflow

- The student will be provided with email and UMS login information right after taking admission.

- Using the UMS/Mobile application login, students can book for courses that are available to them.

- Once courses are booked, they have 72 hours to make the payment. The booking will be cancelled after 72 hours, but may be rebooked at any time before the enrollment deadline.

- After payment students will be enrolled to the classes and will be provided access to the Moodle LMS. (The single sign-on link to Moodle is available in the student portal)

- Within the student portal student can access reports (class schedule, grade reports, exam timetable etc.), surveys (Course survey, service survey and distance learning surveys) and single sign on to EBooks (Kortext, EBSCO and Al Manhal)

- Moodle provides students, access to course material, chat with faculty and fellow batch

mates, link to zoom classes, assignments, exams, forums, wikis, grades and lot more.

- Zoom class links will be available for each of the courses and student can easily join in zoom with a single click.

- Respondus is used for auto proctored exams in Moodle for cheat proof monitoring.

- Turnitin assignments provide duplication and plagiarism check for assignments.

- For any technical enquiries, students are provided with the FAQs and support email in the CUA website

Library

CUA aspires to create a student learning experience that recognizes and appreciates individual specialization with its well-equipped, and furnished two stored Library with over 12000 books in various disciplines offered ranging from Law, Business, Health Sciences Programs etc. Library also, facilitates students' access to computers in the provided units. Library staff are ready to assist student in using the library to help them get the most out of their studies.

The library is located on the first floor and divided into two floors:
- The First floor divided into English books and Arabic books
- The Second floor divided into Arabic law books, English law books, French law books, Official Gazette, Legal Reference Works and Periodicals.

Opening Hours

Day	Time
Monday	09:30 A.M - 10:00 P.M
Tuesday	09:30 A.M - 10:00P.M
Wednesday	09:30 A.M - 10:00P.M
Thursday	09:30 A.M - 10:00P.M
Friday	09:30 A.M - 06:00 P.M
Saturday	11:30 A.M - 07:30 P.M
Sunday	11:30 A.M - 07:30 P.M

The Library is closed during semester breaks and public holidays.

Library Equipment and Facilities

- The library contains two computer labs.
- The library contains 18 computers.
- The library contains 9 private study rooms. (5 rooms on 1st floor and 4 rooms on 2nd floor)
- The Library can accommodate 160 students and researchers at the same time.

Library Holdings

- Printed books: 16037 books.
- Subscription databases: 7 databases
- Print periodicals: 6 magazines

- Theses: 473 copies

E-Learning Resources

CUA provides textbooks in electronic format to students via the Kortext platform.

Library Databases:

DATABASES	
Name of Database	**Description**
EBSCO	1. eBook Academic Collection (EBSCOhost)
	2. eBook Collection (EBSCOhost)
	3. Business Source Complete
	4. Regional Business News
Al Manhal database	Al Manhal eBooks Complete
	Al Manhal journals Complete
	MESSO
	Al Manhal eDissertations Complete
E-MAREFA: Legal resource database	Law Collection
E-MAREFA: Economics, finance & business administration database	Business Collection
E-MAREFA: Media studies and social networking database	Mass Com & PR collection
Al Mandumah	1. EcoLink
	2. EduSearch
	3. Islamic info
	4. ArabBase

	5. Human Index
	6. Al Mandumah thesis
Qistas	Qistas provides researchers worldwide reliable and up-to-date access to original Arab Legal content through an unmatched database of laws and judicial decisions – an intelligent search engine – intertextual linkages, custom alerts, updates and convenient auxiliary research tools.

The library online resources are provided to the students in the four concentrations of the all programs through a service that begins with a student requesting the username and password via email and getting those to access the online resources.

The Library contains the following equipment: 18 computers - installed in Library Computer Lab and used by the students to access library online resources, internet, and do their projects, research, assignments, etc. The library has not yet installed a Radio Frequency Identification system (RFID) for the security of all library collections and facilities.

The library provides the 120 electronic textbooks to students via Kortext Platform

Library services
1. Lending books that students need
2. Computers with Internet connection
3. Private rooms equipped for individual and group study
4. Reading and study area
5. Reference materials for research and review
6. Textbooks
7. Electronic resources for learning

Library Borrowing Rules

University Library Patrons:

- Faculty
- Staff
- Enrolled Students

Reference Material

The following materials cannot be borrowed these include:

- Dictionaries
- Encyclopedias
- Journals
- Periodicals
- Textbooks
- Legal Reference Works
- Research Archives

Borrowing Limits

PATRON	QUANTITY	DURATION
Faculty	10	90 days
Staff	5	30 days
Students	5	7 days

Borrowing Procedure

1. Patrons must renew borrowed books at the library circulation desk.
2. The fine for overdue books is **AED 0.00** per day for each book overdue.
3. The University Library has inter-library loan agreements with many universities across the USE for example: Ajman University, AUE and Amity University.
4. Guests must have proper authorization to use the library on temporary basis.
5. Books that are not returned for more than one year are classified as *lost*. A replacement fee for a lost book must be paid to restore library privileges.
6. Patrons may not borrow additional books until overdue books have been returned and fines paid.
7. A patron who loses or severely damages borrowed library materials may either provide a suitable replacement or pay for the item.

Student Governance

Students have the main responsibility in reviewing and shaping polices that concern student life, services and interests. Students shall have the right, to a certain extent, to select their representatives to participate in institutional governance, which means that students may choose the students who will be appointed to participate in institutional committees as determined by institutional policies and procedures.

1. Student Council

The primary purpose of the Student Council is to serve as a recognized forum for student opinion. The Student Council is elected annually by the student body.
The Student Council operates within the laws of the United Arab Emirates and follows the procedures established and adopted by CUA.

The activities of the Student Council include, but are not limited to, the following:
1. Assisting CUA in identifying the interests, programs, and goals of the student majority.
2. Communicating those interests, programs and goals of the student majority to CUA.
3. Assisting CUA in providing students with programs to meet the needs of its students.
4. Meeting with University Management to update on progress of the Council activities and present student issues.
5. Maintaining minutes of meeting
6. Prepare and present an end-of-semester report with activities, feedback and recommendations.

Student Council Nomination and Election:
- The duration for the elected Council is one academic year
- Candidate should be a CUA student
- Each candidate should present a plan
- The candidates can run their own campaign after receiving the campaign guidelines from the students Affairs.
- The students should nominate only 5 candidates.
- The elections will take place as in the announcement period mentioned.
- The elections are held electronically through the portal using student's ID number.
- The candidates with the highest votes get the positions of President, Vice President and Secretary.
- The elected students should take the council responsibilities as part of his/her priorities.

Student Council Officers consist of:
1. Council President
2. Council Vice President
3. Council Secretary.

- Student Council member has the right to invite 5 students as members of the student's council and they will be called Active Member
- The Student Affairs Department will support by orienting and supervising the main guidelines of the Student Council responsibilities and activities.
- The Head of Students Affairs and University Counsellor will play the role of an advisor.

2. Student Happiness Committee

The Student Happiness Committee is made up of student representatives from each program in CUA called Program Representative (Rep). A Program Rep is a student who represents other students in their major. Raising issues or praise on certain academic matters can be through formal meetings or emails with other Reps, Student Council, Faculty and Student Affairs Department or informally through verbal communication at Student Affairs offices.

Duties of the Reps are focused on academic and learning issues that affect majority of the students in their program.

Role

- A program representative plays an important role in improving learning experience for students. Each rep serves one academic year term period.
- Selected reps must attend an orientation session organised by the Student Affairs department.
- Program Representatives collaborate with faculty and staff to improve the student learning experience. Reps provide feedback on:
  - Academic courses
  - Progression and achievement (personal or professional) of students
  - Assessment and feedback implemented by the University
  - Learning resources
- Guidance and support to students

Becoming a Program Representative

Reps are recruited by the University based on the below criteria:

- Student should be a current CUA student
- Student should have a CGPA of 3.5*
- Student should have a passion for learning

An exception can be made in the event that students don't meet this criteria.

Student Clubs

Clubs are a form of extracurricular activities that enables student to engage in a safe environment and enjoy their hobbies and interests.

Establishing a Club

To be a recognized club in the University, the applicant must fill and submit the Club Registration Form along with a plan stating the purpose, mission and goals of the club. The applicant must have a list of interested students willing to join the club. Where required, evidence of talent and/or skill can be requested by Student Affairs before approval is granted.

After approval, the club is officially recognized and must comply with the University rules and regulations. Club events and activities must be directly related to the mission and goals of the club.

It is recommended that clubs have a faculty or staff advice and mentor the club activities. The advisor will make sure the club follows the policies and procedures set by the University and be actively involved in club activities.

Faculty who have passions or interests can create clubs and recruit students with similar interests as club members.

Rules on Club Officers and Members

- Club members must be current students of CUA.
- Only students with a CGPA of 2.0 GPA or higher are allowed to hold the position of president in any student club. Students are encouraged to keep in mind the additional responsibilities involved in holding an office.
- Students with disciplinary actions against them cannot be club officers.
- Recognised clubs are allowed to establish its own rules providing that there is no discrimination and it does not conflict the University's objectives and goals.

Rights of Student Clubs

- Use the services of Student Activities Officer in planning, approving and conducting events as well as evaluating the events so as to make the club more effective and efficient.
- Use campus social media subject to approval and in accordance with Student Media policies and procedures.
- Develop and maintain club social media account, subject to available

policies and procedures.

- Invite speakers and guests to attend club scheduled meetings and events after prior approval from Student Affairs Department.
- Distribute literature relating to the club's activities in campus areas and at University events subject to approval and in accordance with applicable University policies and procedures.

Responsibilities of Student Clubs

Student organizations and their officers, members, and advisors have the responsibility to:

- Attend required meetings held by the Student Affairs Department.
- Manage the organization and carry out all of its activities in accordance with the club's purpose, applicable University policies and procedures, and UAE laws.
- Be aware that the club may be held responsible for the conduct of invited guests or visitors attending events, programs, or activities sponsored by the organization.
- Ensure that the club has at least one full-time faculty or staff member serving as an advisor at all times.
- Always be aware of the special role the organization holds as an integral part of the University community, and to act accordingly and in the best interests of members, the University, and the surrounding community.
- Update the club or organization information whenever necessary with the Student Activities Officer.
- All students, whether as individuals or as a group, must abide by the responsibilities and provisions defined in the Student Code of Conduct and Disciplinary Procedures.
- If the Student Affair department judges that any club is functioning in an irresponsible or inappropriate manner, or that the club or its members are in violation of University policies or procedures, it has the right to place the offending club on restrictive probation or withdrawing the recognition of the club. The club may appeal a decision of probation or loss or recognition to the Student Affairs department and Vice Chancellor.

Scheduling Club Events

Clubs should contact the Student Affairs Department to schedule any event held in the campus. Event Request Form should be submitted at least 60 days before the event for approval.

Club Activity Development

At the end of every activity, clubs are required to submit a post-event evaluation report. The report must contain the summary of the activity along with relevant points of what went well and what did not, including feedback and recommendations for improvements for future events.

This report must be submitted in person or through email to Student Activities in-charge at least before the end of the semester.

Student Member Regulations

Members participating in club events and activities must follow the general CUA regulations for its students both on and off-campus. Club members represent the University and must always conduct themselves in a respectable manner.

Club officers must follow basic protocol for safety when planning their events.

Club Financial Regulations

Before the beginning of each semester, the student clubs and organizations should submit a plan of their events with the corresponding budget estimate to Student Activities in-charge. Budget estimates must be reasonable.

The proposed budgets will be reviewed by Student Affairs Department and submitted to the Management Office for approval and budget allocation. Final budgets are allocated based on the following criteria:

- type of activities/events proposed by the club
- previous club initiatives and achievements
- active members registered in the club
- new initiatives to be implemented by the club
- club previous spending history

Clubs must seek approval from Student Affairs department to organize fundraising activities or charge fees from students or guests. If approved, all funds raised must be accounted and submitted to the Activities in-charge to be deposited with the Accounts department. The fund will be used only for the items described in the event plan.

Release of Funds

Funds are released to clubs/organizations by Accounts department once their event is approved through an email from Student Activities Officer. The head of the club must present his/her student ID and Emirates ID to receive the funds.

Before funds are released the head of the club must fill the Purchase Requisition form from the Student Affairs Department then present to Accounts department in order to receive the funds.

Usage of Funds

- Funds can be used for event-related items or other items for the club's/organization's inventory mentioned in the Purchases Requisition form and stay within the approved budget.
- Funds cannot be used for any other item than intended for. All items to be purchased must be specified in the Purchase Requisition form.
- All approved and allocated funds for student clubs are to be spent for the respective club's events and development for the current semester.
- Expenses incurred by clubs should be consistent with the nature and purpose of the event.
- Promotional giveaways may be paid for using the club's budget to be distributed for free to students during events and must bear the club's name.
- Any remaining cash from an event should be returned to the Student Activities in-charge to be returned to the Accounts Department.
- At the end of each event, clubs are required to submit a completed Settlement form along with receipts of all expenditures and excess cash, if any, within a week after the event in order to keep receiving funds. Clubs should always provide original, preferably printed, receipts.
- Clubs should seek approval or provide a clear and complete explanation for expenses incurred that are inconsistent with the nature of the event.
- In the case the settlement is not done, the amount will be charged directly to the club members' CUA account.

Procedures for Purchase Requests

- Clubs should submit a proposal which includes activity plan with budget, list of vendors, purpose of the activity and goals.
- After approval through an email to the club leader from Student Activities Officer, a Purchase Requisition form will be filled with required quotations from vendors attached.
- For any purchase costing AED 1,000 and over, approval should be sought from Student Affairs Department and the amount will be paid directly to the vendor.
- All club purchase requests should be approved by Student Affairs Department before ordering or buying.
- In case of non-event related purchases, Student Activities in-charge will evaluate the purchase request before processing and suggest substitute vendors if needed.
- All club purchases should be within the approved club budget.
- Various club items purchased using the club's budget must be stored in the University store for safekeeping. Receipts and the actual items bought will be

checked by the Student Affairs Activities in-charge in charge to make sure that the approved budget matches with that of the purchased items.

- All club purchased items remain the property of the University and will be under its custody. Club items can be used by the new board of the club under the supervision of Student Affairs Department.
- All club equipment is to be used for student club activities only. Personal use of these items is not allowed.

Guidelines for Student Run-Media and Publications

Student Media Policy

City University Ajman (CUA) uses digital media channels as valuable communication, engagement, and promotional tools.
To ensure the highest standards of use, CUA Public Relations and Marketing department abides by a set of policies for digital media, which reflect the University's vision and values, and ensures effective communication and extended outreach for students, employees, partners, stakeholders and the community.

- All of CUA's social media channels must adhere to UAE laws and regulations, and University policies.
- Only public information may be posted through the University's social media channels, business related or confidential information about CUA should be avoided.
- Information posted on digital media platforms should be transparent, accurate, updated, and unbiased.
- Posts about issues that are of a sensitive nature, such as those which are political or religious in nature, or which can hurt a specific ethnic group, should be avoided.
- Posts which may be considered false, threatening or abusive should be avoided.
- All posts must respect Intellectual Property Rights and Copyright laws. All materials which are not rightfully owned by University should be avoided and proper references when using other's work after receiving their approval should be provided.
- While replying to comments and queries, accurate and updated information should be provided and verified by the concerned department.
- If the administrator intends to publish a student photo through social media channels, then a signed consent form is needed.

Student Podcast Policy

The purpose of the Student Podcast Policy is to establish appropriate procedures and guidelines for delivering quality and meaningful podcasts to a worldwide audience via resources supported by City University Ajman. The guidelines and policies outlined in this document are valid for all podcasts that are produced as communication for/from CUA–by its employees and students.

In addition to the 'Student Media Policies', student must also abide by the following when

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using Podcasts:

- CUA's podcasting resources cannot be used in a manner that violates the law, for political campaigning, personal private gain, or activities that are not approved by the University.
- While creating your podcasts, please ensure that all necessary rights and permissions have been obtained for the material you plan to include in your podcast.
- If a podcast involves recording students, guest lecturers, community members, and so forth, the academic program or administrative unit will need to have their interviewee(s) sign a consent release form.
- If you plan to include pre-existing sound recording in you podcast, please ensure that you have the necessary permission to use the recording.

Guidelines and Limitations

Primary administrative responsibilities for CUA's digital media channels and Podcasts are assigned to the Public Relations and Marketing department. All content submissions must be sent to the Head of Public Relations and Marketing and approved before posting.

All posts must be checked for spelling, grammatical and factual accuracy before publishing. CUA reserves the right to decline or reject to post a podcast.
Material shared electronically must:

- Comply with UAE laws
- Comply with relevant University policy
- Comply with the guidelines set and maintained by the Public Relations and Marketing Department.

Enforcement

A Digital Media or Podcast Administrator which is found to have violated this policy may be subject to disciplinary action, up to and including termination.

CUA Management reserves the right to amend, edit or delete any post which violates the University guidelines or policies without prior notice.

Appropriate Use of University Facilities

CUA believes safety for all students and staff is paramount. It is expected that students and staff will treat the facilities with respect and care and develop a "Safety First" attitude consistent with the objectives of all safety policies.

The University realizes its responsibility toward the welfare and safety of the students and staff in the classroom areas on its premises. The safety policy is formulated in the interests of the students and staff.

Report any unsafe condition or practice to a supervisor immediately. If something doesn't "look right," it probably is not.

General Policy

All security matters are handled by the security supervisor at the campus. Any incident should be reported so that necessary action can be taken.

Any incidents involving suspected criminal activity or violations of University rules and regulations related to the safety and security of people or property must be reported to the Facility Supervisor. The Security Department maintains records of all incidents that have occurred on campus.

The ultimate responsibility for personal security rests with each individual. Individuals should be aware of their surroundings and potential risks to personal safety; exercise caution and take reasonable actions to protect themselves. Individuals should report suspicious activities to the Facility Supervisor.

Access to the campus is controlled at all times. Academic and administrative buildings are open during regular business hours. After closing hours, buildings are patrolled on a regular basis by security personnel to maintain security of property in the buildings, to prevent unauthorized entry, and to assure proper operation of facility equipment.

After-hours access to the buildings must be authorized by appropriate University officials. Security conducts routine patrols and periodic building inspections to assure the security of facilities.

When security deficiencies are discovered, security personnel will notify the appropriate department as soon as possible.

Protecting University Property

All University employees and students should be alert when using University equipment. They should help protect it from theft, unauthorized use, or vandalism. Report any suspicious activity or person to Security personnel.

Appropriate Use of Technology Resources

This policy applies to all users including faculty, staff, students, and guest users of CUA computer networks, equipment, or internet-connecting resources.

Inspection of personal electronic information on University networks or equipment email and files are subject to University examination when:

1. It is necessary to maintain or improve the functioning of University computing resources
2. It is necessary to comply with or verify compliance with law

Appropriate Use

Responsibilities for users of University computer resources:

1. Respect the intellectual property rights of authors, contributors, and publishers
2. Protect user ID, password, and system from unauthorized use
3. Adhere to the terms of software licenses and other contracts.
4. Persons installing software on University computers must follow software EULAs
5. Copying software licensed to the University for personal use is prohibited
6. Users must adhere to data access policies and those established by law
7. Use computer resources in compliance with University policies and regulations

Prohibited use of University Computing resources:

1. Unauthorized or excessive personal use (Use is excessive if it overburdens a network, results in substantial use of system capacity, or otherwise subjects the institution to increased costs or risks)
2. Use that interferes with the proper functioning of University IT resources
3. Use that unreasonably interferes with the use of University IT resources by others
4. Attempting unauthorized access to the computer system or files of other users
5. Use of University IT resources to infringe on the intellectual property rights of others

Enforcement

Violation of this policy results in the denial of access to University computer resources and disciplinary action as appropriate.

Wired and Wi-Fi Network Usage

The City University Ajman (CUA) provides user access of its wired and wireless network to its faculty, staff, students, and guests to carryout official business of the University. The access to and usage of the network will be based on the following stipulations:

1. All computer and devices connected to CUA network must be authenticated by the username and password provided by the IT department.
2. All users are required to use their own authenticated credential provided by IT department rather than using the Guest user account.
3. CUA campus wide Wi-Fi facility is provided to all users to carryout University business only.
4. Guest users should follow the registration process to register their devices as a guest on campus Wi-Fi portal.
5. For each login session, guest users will have one-hour access on Wi-Fi network for internet usage only.
6. Students, faculty and staff are responsible for the use and misuse of the assigned username password.
7. Misuse of the access privilege may lead to suspension of the access and may result in disciplinary actions including termination.
8. CUA will not be responsible for the devices used on its wired or Wi-Fi network without most current antivirus protection and enabled securities to protect personal data.
9. CUA will not be responsible for any data loss on personal devices in its network.
10. In order to protect the campus network, CUA IT department reserves the right to prohibit all software and network devices that it may deem harmful.
11. CUA reserves the right to block and usage of any application that may broadcast unencrypted raw data, which can potentially compromise the security of its network.
12. Usage of the applications which are used to re-route traffic are prohibited (e.g. VPN etc.)
13. Users are responsible for any and all activities initiated from their computers or devices accessing the CUA network.

Information on Safety Issues Such as Safe Uses of Laboratories and Fire Safety

The University believes that safety is paramount and makes every effort to provide all faculty, staff, and students with a safe and healthy place to work and study. It also determines the type of safety training required for employees and students to increase safety awareness and follow safety rules.

Employees and students are expected to comply with all Civil Defense safety rules and regulations, and to practice safe conduct whenever on University property.

Students must report all accidents or injuries immediately to a University faculty or staff member. Security Officers are available and are roving with the campus premises to keep the students, faculty and guests safe. There are two guard houses with permanent guards outside the entrance of the University who can also assist in any safety issues. CCTV cameras are installed for additional safety.

Make sure you attend the health and safety orientation

- Safe working methods will be maintained at all times in CUA campus.
- Corridors shall be posted with emergency numbers and emergency response team to contact in case something goes wrong.
- Practical jokes or other behaviors which might confuse or distract people are prohibited.
- Be alert of any unsafe conditions and report them immediately to the Campus Supervisor or Student Affairs Department.
- All emergency lanes, corridors, fire doors, emergency exits or standard exits, firefighting equipment, first aid kits and other emergency equipment shall be easily accessed at all times and without hindrance. This easy access shall be maintained in all workplaces.
- Personal protective equipment that meets the specified requirements shall be available in all locations.
- Smoking is prohibited, except in those areas designated for smoking. Smokers are liable to find that designated smoking areas will be outside. If in doubt, do not smoke.
- All flammable materials must not be placed close to areas of operation, especially oils, solvents and waste.

- Fire Safety Mock-Drill Training in Health and Occupational Safety shall be given to all students, faculty, staff.
- CUA ensures to conduct mock drills once in every 6 months.

All University employees and students should be alert when using University equipment. They should help protect it from theft, unauthorized use, or vandalism. Report any suspicious activity or person to Security personnel.

In case of fire, the person discovering a fire should:

1. Activate the building fire alarm. The building alarm will alert Security personnel who will, in turn, notify the Fire Department (Civil Defense)
2. Fight the Fire if Safe and Trained to do so

3. Leave the Building by the nearest Exit and assemble at the assembly point

In the event a person cannot leave the room during a fire they should:
1. Open windows if there is smoke in the room--if there is no smoke, leave the windows closed to prevent outside smoke from being drawn into the room
2. Seal cracks around the door with damp towels, if possible
3. If trapped, attract attention by hanging an object from the window (the brighter the color, the better) --if outside smoke is drawn in, close the windows
2. If smoke is severe, place a wet cloth over your nose--remember, there is usually less smoke near the floor

When evacuating a room or building, every person should:
1. Walk at a brisk pace. Do not run.
2. Follow the posted corridor instructions for the proper exit route and assembly point
3. Move in single file along the wall toward the exit
4. Use only marked exits
5. Remain silent so that instructions can be heard
6. If the exit lights are out, proceed cautiously to find the nearest exit without panicking
7. Go to the designated assembly point and remain there until an official of the University arrives and gives further instructions
8. Do not use Lift
9. Do not take risks
10. do not stop to collect personal belongings
11. Do not re-enter the building for any reason

Electrical Equipment Safety Guidelines

1. Only professional staff members with proper training may complete electrical repairs and maintenance

2. Use of any electrical outlet is limited to its rated capacity

3. Students are not allowed to handle electrical outlets or live electrical equipment

4. Report all damaged electrical outlets in working or living areas of the University to a supervisor

General Classroom and Laboratory Rules

1. Users are strictly prohibited from downloading, accessing or distributing any offensive websites (for example torrents, profane language, etc.) Internet facility is only for educational / study purpose.
2. Users are not allowed to bring food and beverages inside the computer labs.
3. Users are not allowed to turning off the lights inside computer labs.
4. Music, Videos and Computer games are not to be played in computer labs.
5. Users are strictly prohibited to attach or detach computer power sockets, Network devices, and any IT peripherals.
6. Users must use their usernames and passwords to log-in the computers (students can use their Wi-Fi Id to login computers in computer labs).
7. You are responsible if your ID is misused by others so make sure you log-out the computer while leaving the labs.
8. Users are recommended to back up their work. IT Department will not be responsible for any data loss on the systems.
9. Messages sent from the provided email account will be the responsibility of the account holder therefore vital that all users keep their passwords absolutely confidential.
10. Eating, drinking, chewing gum and littering is prohibited inside the computer labs.
11. Users are not allowed to use the projector except Faculties.

Student Code of Conduct

This policy applies to all students enrolled at CUA to ensure that they receive equal protection and that all practices and actions are applied equally and in a non-discriminatory manner.

CUA is composed of individuals interacting with others for the mutual benefit of all, thereby developing a culture with standards of conduct and distinguishable aims. The University is a system based on the concept of freedom of choice that creates the educational and cultural conditions for the full development of students and members of the community.

It is the right of students attending CUA to retain their individualism, personal freedom, autonomy, and dignity, while respecting at the same time the rights of others. Students attending the University should be provided with the opportunity to learn, to develop to their fullest potential, and to grow as individuals. All students are individuals and display different abilities, skills, interests, appreciations, attitudes, beliefs, and values.

Students who enroll neither lose their personal freedom nor rights, nor do they escape the duties of a legal UAE resident or citizen while enjoying significant educational opportunities at CUA. Students have a responsibility to themselves, to their fellow students, to the laws of the UAE, and to policies of the University in which they enroll by their own choice.

Discrimination and Harassment

On campus, CUA provides its students with a secure environment for learning. The University stands for the provision of equal opportunities in education and employment and will not condone any behavior that is in any way discriminatory or that constitutes harassment on the grounds of race, belief, color, national origin, religion, age, gender, or disability.

Harassment or bullying is a type of discrimination. It is defined as an act or verbal expression intended against a person's race, belief, color, national origin, religion, age, gender, or disability with the aim of interfering with the ability of that person to find employment or study, or with the aim of frightening or creating a threatening or harmful environment.

Any person engaging in discrimination or harassment is subject to disciplinary measures.

Dress Code

Students at CUA are required to dress appropriately and respect the cultural and religious principles of the United Arab Emirates. This means dressing in a professional, respectful, and modest way. Inappropriate dress for males and females is completely unsuitable and prohibited at the University. Additionally, obscene, lewd, or offensive words or pictures must never be displayed on articles of clothing. Student dress code violations should be reported to the Student Affairs Department. Anyone who violates the CUA dress code is subject to disciplinary action.

For Male Students

- Wearing shorts above the knee is not allowed.

- Wearing slippers with pants or jeans is not allowed.

- Wearing sleeveless clothes is not allowed.

- Wearing ripped denim and clothes are not allowed.

For Females Students

- Wearing short clothes above the knee is not allowed.

- Wearing sleeveless clothes is not allowed.

- Wearing clothes that reveal different parts of the body is not allowed.

- Wearing ripped denim and clothes that reveal different parts of the body is not allowed.

Smoking

To protect and promote the health, safety, and welfare of its employees, students, and the public, CUA will provide an environment free from exposure to tobacco smoke and e-cigarettes. Smoking or the use of tobacco products is not permitted inside the University facilities.
The University ensures No Smoking signs are appropriately placed and visible throughout the University.

Student Misconduct

The following are types of misconduct which, if committed, will result in appropriate disciplinary action:

1. Academic cheating or plagiarism of any kind.

2. Furnishing false information to the University or filing or making known false charges against the University or a member of its faculty or staff.

3. Destruction, damage, unauthorized possession, or misuse of University property, including Library and Laboratory materials and equipment, or of private property on the campus.

4. Forgery, alteration, unauthorized possession, or misuse of University documents, records, or identification cards.

5. Physical or verbal abuse of another person in the University community.

6. Any verbal threat, abuse, harassment or physical action against any CUA employee or student is considered sufficient grounds for suspension from the University pending a disciplinary hearing.

7. Any act considered offensive or unauthorized by UAE law.

8. Use, distribution, or possession of alcoholic beverages, dangerous drugs, or controlled substances while on CUA property or at any authorized activity sponsored by or for any CUA-related organization, whether on- or off-campus, are prohibited by law and will be reported to the authorities.

9. Disorderly conduct that inhibits or interferes with the educational responsibility of the University community.

10. Disorderly conduct that disrupts the administrative or service functions of the University to include social or educational activities.

11. Malfeasance or misuse of an elected or appointed office in a student organization, endangering its members, or the welfare of the University community.

12. Incorrigible or persistently irresponsible behavior.

13. Gambling on-campus or on University property.

14. Possession of any weapon that can harm others.

15. Inappropriate behavior that disrupts lectures and misbehaving in libraries and other University facilities.

16. Committing any dishonorable deed, or any deed that breeches good conduct and behavior, or defames CUA or its affiliates, whether it is committed within CUA premises, outside, or in any activity or event in which CUA is participating.

17. Establishing or participating in any group inside CUA without obtaining a prior official permission whether from CUA authorities or from the concerned official departments in the UAE.

18. Abusing CUA premises, facilities, or property for purposes other than what they were designed for without obtaining prior permission from the concerned departments; or abusing given permissions.

19. Distributing pamphlets, issuing newspapers, putting advertisements, or

collecting signatures or donations without obtaining official permission from the concerned department in CUA; or abusing the given permissions.

20. Violating the UAE dress code inside CUA premises.
21. Misbehaving during educational or administrative functions including CUA social and educational activities.
22. Sharing personal problems that obstruct the education of other students.
23. Sexual harassment of any employee, student, or applicant; retaliation for a complaint of sexual harassment; or non-cooperation in an investigation on a sexual harassment complaint.

Disciplinary Sanctions

Penalties on students may include:

1. Written warning.
2. Zero marks for the work submitted (exam, assignment, project or quiz)
3. Dismissal from a lecture.
4. Prevention from attending some classes (not more than 20% of the total number of lectures) of the course where disorder was caused.
5. Temporary denial of the services offered by one or more of the facilities where the violation occurred.
6. Temporary denial of one or more of the activities where the violation occurred.
7. Fine of no less than twice the value of what the student has destroyed.
8. Cancellation of a student's registration in one or more courses and receiving an F in the courses where his or her exams were cancelled.
9. Temporary suspension for a semester or more.
10. Final suspension with the right to transfer to another University.
11. Final suspension with deprivation from benefiting from the student's academic record.
12. Cancellation of a degree if a forgery or falsification occurred in the procedures.
13. In case the violation was recurrent, the more severe penalty may be imposed.

Penalty documents are saved in the student's file in the Students Affairs Department. A copy of the decision is sent to the student.

The Registration Department keeps all penalties issued against a student in his or her file. These penalties are mentioned in a student's academic transcript and are clearly mentioned when providing the student with any document.

Procedure for Penalties during Exams

- The faculty member or invigilator who discovers the academic integrity violation completes a report describing the disciplinary infraction incident.
- Submit the report to the Chairperson of the Examinations Committee to sign.
- After review, the Chairperson of the Examinations Committee hands over the report and evidences to Student Affairs Department who then submits the report to the Head of the Law Department.
- The Head of the Law department assigns members of the Law faculty and investigators.
- The Investigators decide on the appropriate action to be taken based on the particular case (as shown in the options listed in the preceding section).
- The Student Affairs Department coordinates between the students and investigators and attends the investigations.
- The investigators make a recommendation to the Vice Chancellor of actions to be taken against the student.
- Once the recommendation is approved or revised by the Vice Chancellor, it is communicated to the offenders by the Student Affairs Department through email along with appeal information.
- The decision of the investigation is informed to the faculty member, Department Chair, and the Registrar.
- Copy of the decision is sent to the student.
- The Registrar places a copy of the report in the student file.
- The student has the right to appeal within 5 working days from receiving the decision to the Student Affairs Department by filling the Appeal from.
- CUA President or Vice Chancellor accepts or rejects the appeal, and the student is informed with the decision within 7 working days.
- All records of the investigations will be kept in the Student Affairs Department.

Procedure for Penalties of Dishonesty in Assignment – (Individual/Group assignment)

1. The assignments/project reports/portfolios/manuscripts submitted by students are checked for their originality before they are graded. The similarity index of the submitted manuscript should not exceed 10 % and the percentage of plagiarism should be Zero. CUA follows a Zero tolerance policy towards plagiarism resulting from the use of turnitin application.
2. Similarity index of 10 % is not the right of the students. Even though 10 % is considered as the acceptable level of similarity index, the concerned faculty member, through a detailed analysis of the quality of student work can decide whether to accept or reject the student work.
3. Accepting, rejecting, and resubmitting the student work will be based on the value judgment of the concerned faculty member.
4. It is up to the faculty member's discretion to decide whether to give another chance for the student to resubmit a fresh assignment with a change in its content and style while maintaining the task as it is.
5. Maximum one resubmission chance can be given to the student, which also will be based on the value judgment of the concerned faculty member.

6. If the resubmitted assignment still carries the above acceptable level of 10 % similarity index, the faculty member can use his discretion to either reject the assignment or accept it with a reduction in marks.

Verification Process
1. Students who deny dishonesty must reconstruct or reproduce the suspected work in a way agreeable to and under the supervision of the faculty member to prove that no dishonesty has occurred.
2. If the student declines the opportunity to reconstruct or reproduce the suspected work, the matter is ended, and the faculty may impose one or more of the penalties listed above.
3. Students who produce what constitutes proof that the work is indeed their own, and the faculty still disagrees, the student may then submit a grievance.

Grade Appeals
Students have the right to appeal a final grade of any course by using the following procedure:
- Complete and submit an appeal form to the Registrar within 15 calendar days of final grade posting.
- The Registrar submits the appeal form to the responsible academic department. The responsible department will then respond within seven calendar days.

Change in Grade
The following procedure will be followed by all faculty members when it becomes necessary to change a student grade previously submitted to the Registrar's Office:
- Grades for a course must be based only on work performed before the end of each semester. Grade changes are permitted only in cases of errors in calculating or recording grades.
- The change of grade desired, together with an adequate explanation, will be submitted by the faculty member concerned to the department chair.
- If the Department Chair approves the request for a grade change, the request will be submitted to the Dean.
- If the Dean approves the request, the change of grade will be reported to the Registrar to make the appropriate change on the student record and notify both the student and the faculty member.
NOTE: Forms are available in the departmental offices

Procedures for Penalties of Non-Academic Misconduct
1. The Student Affairs Department is to be made aware of misconduct on campus in-person by filling a complaint form or through email by the person who discovers it, describing the incident.
2. After review, the Student Affairs staff makes a report and submits to the Head of Student Affairs to decide on the appropriate action to take based on the particular case (as shown in the options listed in the preceding section.
3. If required, the report will be submitted to the Vice Chancellor to assign an investigation through the Law faculty.

4. The Head of the Law department assigns members of the Law faculty and investigators.
5. The Investigators decide on the appropriate action to be taken based on the particular case (as shown in the options listed in the preceding section).
6. The Student Affairs Department coordinates between all parties involved and attends the investigations.
7. The investigators make a recommendation to the Vice Chancellor of actions to be taken against the student.
8. Once the recommendation is approved or revised by the Vice Chancellor, it is communicated to the offenders by the Student Affairs Department through email along with appeal information.
9. The decision of the investigation is shared with the parties involved.
10. Copy of the decision is sent to the student.
11. The Registrar places a copy of the report in the student file.
12. The student has the right to appeal within 5 working days from receiving the decision to the Student Affairs Department by filling the Appeal from.
13. CUA President or Vice Chancellor accepts or rejects the appeal, and the student is informed with the decision within 7 working days.
14. All records of the investigations will be kept in the Student Affairs Department.

Academic Integrity

One of the main objectives of CUA is to provide quality undergraduate education. All members of the University community are required to show commitment to this objective, including an obligation to promote the highest standards of integrity in study, instruction, and evaluation.

Dishonesty or unethical behavior has no place at CUA. The integrity of the academic process requires fair and impartial evaluation by the faculty and honest academic conduct and effort by its students.

Therefore, students are expected to conduct themselves at the highest levels of responsibility while fulfilling the requirements of their studies. Similarly, the faculty has a responsibility to make clear to students the evaluation standards that apply and the resources that students may use in a given course.

Plagiarism

This violation occurs when a student takes the words or ideas of another and uses them as if they were their own. This can happen in three ways:
1. A student copies the words of another person without using quotation marks and without giving reference to the source
2. A student puts the ideas of another person into the student's own words but does not give reference to the source
3. A student duplicates the structure of thought or organization of another person but does not give reference to the source

When students make use of concepts or words from an outside source, whether in the form of a direct quotation or of paraphrase, they must give credit to the original source for each idea by footnote, parenthetical reference, or other bibliographic technique acceptable to the instructor.

Collusion

Collusion occurs when someone else writes all or any part of a student's paper.

Cheating

Cheating includes, but is not limited to, a student looking at another's work or using unauthorized materials during a test or written assignment.

Cheating, plagiarizing, or otherwise falsifying the results of study is prohibited. These policies apply not only to examinations, but to all work handed-in, such as papers, reports, solutions to problems, tapes, films, and computer programs, unless authorized by the instructor.

Plagiarism Detection Software

CUA uses TurnItIn plagiarism detection software to verify the originality of student work. This software provides an important first step for instructors in their evaluation of student work. The process for the use of TurnItIn is as follows:

a. The CUA IT staff conducts initial training on the use of TurnItIn for all faculty members in the computer labs. They are also available to assist with any questions or technical problems encountered.
b. Instructors provide brief instructions to students on how they use Turnitin to verify the originality of written work.

Faculty members are responsible for providing students with an explanation of the freedom they may exercise in collaboration with other students or in the use of outside sources.

This includes the student's own work prepared and submitted for another course, during group study sessions, and in take-home examinations.

Any doubts on the part of students about what constitutes academic dishonesty should be discussed with and will be resolved by the course instructor.

Plagiarism Policy and Procedures

Plagiarism is defined as using the work and ideas of others as your own, without proper citations. The aim of this policy is to uphold intellectual property rights by ensuring that works submitted by students are original, and that suitable actions are in place to deal with cases of Plagiarism. This policy provides a formal procedure for verifying the authenticity of students written work, the maximum acceptable similarity index, and disciplinary actions.

Policy Scope

The policy applies to all assessments (written assignments, internship reports, graduation projects, and thesis) at the graduate and undergraduate levels.

Policy Statement

1. Faculty shall inform students about the policy on Plagiarism at the beginning of each semester.
2. All assessments (written assignments, internship reports, graduation projects, and thesis) shall be uploaded into Turnitin software for similarity checks.
3. The similarity report generated by Turnitin shall be attached to the written assignment, internship report, graduation project and thesis by the student during submission of the course work.
4. The maximum acceptable total similarity percentage for any coursework shall be 10%, from all sources.
5. Documents with similarity percentage of more than 10% shall be automatically considered plagiarized and will be subject to penalties as stipulated in this policy statement,
6. The similarity percentage for individual sources shall not be more than 5%,
7. Subject to empirical data on the succeeding 2 semesters, the similarity index threshold shall be reviewed and revised.

Procedures

A. **Setting the Similarity Index Threshold**
1. Small matches of up to 6 words shall be excluded from similarity checks,
2. Bibliographies, sources, figures, equations, formulas, shall be excluded from the similarity checks.

B. **Penalties for Plagiarism (10% or higher similarity index)**

Penalties for plagiarism may be any or a combination of the following as decided by **the Student Disciplinary Committee** *(refer to committee terms of reference)*
Penalties shall be the same as the Academic Dishonesty.

C. **Reporting**
1. Allegation of plagiarism shall be submitted by the faculty to the HoD with the following attachments:
   1.1 Plagiarism Allegation Form (*PL-Form-01*)
   1.2 A copy of the submitted coursework
   1.3 A copy of the Turnitin similarity report

D. **Investigation:**
   The faculty and HoD shall determine if the student is a first time or perennial offender. Investigation shall be completed within 7 days from receipt of the allegations.

E. **Decision**

1. For first time offender, with a similarity report of less than 10%, the student may be asked to re-submit the coursework

2. For perennial offender and similarity index of 10% or higher, the faculty and HoD may choose to apply Section B.

3. Decision shall be communicated to students within 14 days from the receipt of allegations of plagiarism.

4. Use *PL-Form-02: Decision on Allegations of Plagiarism*

F. **Appeal**

1. Students have the right to appeal on decisions through filling up *PL-Form-03: Appeal On Decision On Plagiarism* within 10 days from receipt of the decision.

2. Decision on the Appeal shall be made within 7 days from receipt of the appeal.

3. No further appeal can be made on the decisions on the Appeal.

Student Grievance & Appeals

Academic Grievance

1. Examinations investigations appeals are received by the Student Affairs Department within 5 working days from the student receiving the decision.
2. Grade appeals will be received by the Registration department within 15 calendar days of final grade posting.

General Academic Grievance

1. A student general academic grievance is any dissatisfaction or feelings of injustice a student or prospective student may have while associated with CUA. A grievance may result from any academic disagreement.

2. The grievant is encouraged to resolve problems where they arise and with the parties involved. Only when the problems cannot be solved informally in conference with the teacher or staff member should the student resort to the formal grievance procedure. At this point the student should seek the advice of Student Affairs Department about the proper procedure. The Office of Student Affairs may not interfere with academic related grievances, except when such academic issues affect the welfare of the students.

The Office of the Students Affairs facilitates all complaints and grievances of the students. A student grievance and appeals policy, applicable to all students of CUA, is used to provide reasonable assurance that all practices and actions are pertinent and realistic and are applied in a nondiscriminatory manner. The policy is designed to help maintain good student relations, to handle grievances efficiently at the level closest to the problem, and to establish a problem solving academic and non-academic environment with full student participation. Grievance and appeals shall be handled based on the following principles:

1. Confidentiality. All grievances and complaints are confidential.

2. Reprisal. A student may enter a complaint or grievance without fear of interference, retaliation, or harassment from faculty or administration.

3. Student Governance in Grievance. The Elected Student Council President may receive complaints from students and open communication with Student Affairs department to address student issues.

Filing a Non- Academic Complaint:

The Complaint form, available at the Students Affairs Department, should contain one subject, written in clear, condensed sentences, with clear reference to the alleged fault, the exact date it happened, all relevant matters, and the required solution.

1. The student approaches the Students Affairs Department directly or by referral from other departments.
2. The complaint is discussed with the student.
3. The complaint is handled with extreme confidentiality. The student has the right to withhold his or her personal information. This information will only be revealed to the University President and Vice Chancellor.
4. The student may choose to direct his complaint as a grievance or as an official complaint that is followed by an investigation.
5. The student fills out a form with his or her grievance or complaint.
6. The complaint is taken for discussion with the CUA President, Vice Chancellor or the concerned department.
7. Amicable solutions can be considered with the plaintiff's agreement. The complaint is filed in the records of the Students Affairs Department.
8. Official complaints are taken to the President or the Vice- Chancellor for their approval on forming a committee for conduct control.
9. Investigation starts with Student Affairs Department discussing the complaint with the student.
10. The Investigation Committee refers its decision to the President or the Vice Chancellor for their approval.
11. All parties involved are notified with the decision.
12. A copy of the decision is sent to the concerned departments (Registration or HR) to be filed.

Filing a Non- Academic Grievances:

The grievances form, available at the Students Affairs Department, should contain one subject, written in clear, condensed sentences, with clear reference to the alleged fault, the exact date it happened, all relevant matters, and the required solution.

The following steps will be followed in an attempt to solve the grievance:

Step 1: The aggrieved party should discuss with the source of the grievance within 5 days before launching a complaint.
Step 2: If the aggrieved party is not satisfied with the results of their

discourse they can escalate it with the Head of the department within 5 days. In the case the aggrieved is not satisfied with the decision of the department head an appeal can be made. The objection should be written and made within five days.

Step 3: If the aggrieved party is still not satisfied, he or she can object at the Students Affairs Department within five days of receiving the written decision in Step 2. The committee formed by the CUA management or the concerned department should call for a hearing, review all facts and procedures, and present a written recommendation to the office of CUA President or Vice- Chancellor.

Step 4: The aggrieved party can file a written objection to the Dean or Department Head on the decision taken in Step 3 within five days. The Dean or Department Head or his/ her deputy will review the case, meet with the aggrieved party and send a written decision within seven days of receiving the objection.

Time limitation:

In case the aggrieved party doesn't commit to the deadline in each step, the grievance will be automatically cancelled unless an exception was issued by the office of the President or the Vice- Chancellor. In case CUA or one of its affiliates doesn't commit to the deadline, the aggrieved party will be automatically moved to the next step.

The President and the Vice- Chancellor can delegate the extension of any step when approached in writing.

Student Appeal
1. The grievant, and/or the complained of, may appeal to the University decision in writing, within five working days, to the Office of Student Affairs.
2. The Office of Student Affairs shall submit the appeal to the Vice Chancellor within one working day.
3. The Vice Chancellor shall submit the University response to the appeal to the Office of Student Affairs and the Grievance Committee, within ten working days from the date the appeal was received.
4. The Office of Student Affairs shall send the University response to the grievance appeal, to the grievant and/or the complained of within one working day.
5. The University response at this stage is final.

Time Limits
1. If the grievant fails to meet the time limits to file the complaint, the grievance is

automatically considered dropped.

2. If the grievant/complained of fail to appeal within 5 working days from the date of receiving the University decision, the University decision shall be considered final.

3. Extension of time limits for any step may be authorized through the Vice Chancellor upon written request.

Grade Appeals

Students are entitled to objective evaluation of their academic work and to fair, equitable treatment in the course of their academic relationships with the faculty members. These criteria are observed by the members of the CUA faculty as a part of their professional responsibilities. A student who believes that he/she has a legitimate concern regarding a final course grade must inform the professor responsible for the course in writing and then discuss the matter with the professor. If a resolution cannot be reached, the student should contact the registration department in writing to file a formal grade appeal no later than 15 days after the grades announcement as per the academic calendar. If the matter cannot be resolved at the department level, a grade appeal review will be conducted by a University/department committee appointed by the Vice-chancellor. Based on the committee's formal recommendation, the VC may grant or deny the appeal and notify the student and the professor responsible for the course of the decision. If a change of grade is warranted, the VC (or appointed designee) will inform the Registrar of the grade change using an official grade change form.

Procedures:
1. Complete and submit an appeal form (*RM-07-Grade Appeal Form*) to the Registrar within 15 calendar days of final grade posting.
2. The Registrar submits the appeal form to the responsible academic department.
3. The responsible department will then respond within 7 calendar days.
4. A Committee for Grades Appeal shall review the application subject to the approval of the Vice Chancellor.
5. The decision of the Vice Chancellor is final.

Student Records

Student File:

1. Each Student Permanent Record maintained at CUA includes. – *(Student Information Checklist)*:
   - Basic student identification information
   - Listing of all coursework accepted by CUA for transfer
   - Current listing of CUA courses attempted and completed
   - Grades, credits, and GPAs earned each semester
   - Required entries for academic probation, suspension, or dismissal
   - Notation of degree completion for a student who has graduated

2. This student record is considered to be permanent in that it will be kept as an active record perpetually, i.e., it will never be disposed of by the institution. It is the permanent and official record of all grades, credits, and diplomas earned by the student at CUA.

3. Back-up (scanned) copies of student records are maintained electronically through the network server system at the University and on CD-ROMs which are safely stored at an off-site location.

4. Permanent student records are kept in fireproof file cabinets on the CUA campus.

5. Students must notify the Registration Department on changes related to address, status, or contact numbers.

Student Information Release Policy

1. No one shall have access to, nor will the institution disclose, any information from a student's permanent academic record without the written consent of the concerned student.

2. Student record access is granted only to authorized individuals at CUA who have an official requirement to view information about courses completed and grades earned by the student in order to fulfil their administrative responsibilities and assist students with registration, advising, degree completion, and career counselling.

3. Students who would like to request for documents (i.e. Diploma, Transcripts) shall submit the request to the Office of the Registrar using RM-11-Document Request Form.

Academic Policies

The following academic policies related to students are available in the CUA Catalog AY 2022-2023. Student can access the University Catalog in CUA website.

https://www.cu.ac.ae/admission/downloads/

Policy/Procedure
1. Graduate Admission requirements
2. Academic Progress Policy
3. Tuition and Fees
4. Refund Policy
5. Scholarships & Financial Aid
6. Attendance Policy
7. Grading Policy and Procedures
8. Grade Appeals
9. Graduation Requirements (Graduate)

Full Time Equivalent (FTE) Faculty: Student ratio

Program	Faculty to Student Ratio (Spring 2023)
Master of Business Administration	1:1
Professional Postgraduate Diploma in Teaching	1:12
Master in Law	1:12

Contact Information

For Emergency

The following numbers shall be contacted in case of emergency:

No.	Name	Contact details
1	For First Aid : University Clinic,	06-7315000 / 06-7110000 Ext :1205 Mobile : 055-7160880
2	Chief Engineer – CUA	06-7315000 / 06-7110000 Ext 1196 Mobile : 055-4257936
3	Ambulance	998
4	Fire Department (Civil Defense)	997
5	Civil Defense (Ajman)	06-703-5500
6	Police	999
7	Saudi German hospital (Nearby Hospital)	06-800-2211

Student Services Contact Information:

No.	Department	Email ID	Telephone 06-7110000
1	Distance Learning Unit	dl@cu.ac.ae	(email only)
2	Admission Department	Info@cu.ac.ae	Extension 1000
3	Registration Department	registration@cu.ac.ae	Extension 1154, 1156
4	Student Affairs Department	studentaffairs@cu.ac.ae	Extension 1106
5	Students Placement Office	spo@cu.ac.ae	Extension 1105, 1107
6	Counsellor Office	counsellor@cu.ac.ae	Extension 1108
7	Finance Department	finance@cu.ac.ae	Extension 1176, 1177, 1181
8	IT Department	itsupport@cu.ac.ae	Extension 1110
9	Library	library@cu.ac.ae	Extension 1210
10	Credentials Office	credentialsoffice@cu.ac.ae	Extension 1144
11	Scholarships Office	scholarship@cu.ac.ae	Extension 1155