Undergraduate Student Handbook

AY 2025-2026

September 2025

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 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 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

Table of Contents

Academic Calendar 2025-2026

Academic Calendar 2025-2026			
FALL SEMESTER 2025			
Date	**Day**	**Teaching Weeks**	**Event**
03-09-2025	Wednesday		Orientation day for new faculty members البرنامج التعريفي لأعضاء الهيئة التدريسية الجدد
07-09-2025	Sunday		Orientation program for new students البرنامج التعريفي للطلبة الجدد
07-09-2025	Sunday		Deadline for new Students Admission and registration اخر موعد لقبول وتسجيل الطلبة الجدد
08-09-2025	Monday	Week 1	Begin of weekdays classes بداية محاضرات أيام الأسبوع
13-09-2025	Saturday	Week 1	Begin of weekend classes بداية محاضرات نهاية الأسبوع
08-09-2025 14-09-2025	Monday Sunday	Week 1	Add/Drop period; late registration فترة السحب والاضافه والتسجيل المتأخر
21-09-2025	Sunday	Week 2	Late registration deadline اخر موعد للتسجيل المتاخر
21-09-2025	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies) اخر موعد لحذف مساق بدون غرامة أكاديمية وبغرامة مالية
27-10-2025	Monday	Week 8	Admission begins for Spring semester 2026 بداية القبول لفصل الربيع
27-10-2025 02-11-2025	Monday Sunday	Week 8	Midterm exam period فترة امتحانات المنتصف
02-11-2025	Sunday	Week 8	Deadline to withdraw from courses (no academic penalty but financial penalty applies) اخر موعد للانسحاب من مساق بدون غرامة أكاديمية وبغرامة مالية
03-11-2026	Monday	Week 9	Commencement of academic advising and early registration for spring 2026 بــدء الإرشاد الأكاديمي والتسجيل المبكر لفصل الربيع 2026
01-12-2025 07-12-2025	Monday Sunday	Week 13	Applications for changing specialization period فترة تقديم طلبات تغيير التخصص
08-12-2025 04-01-2026	Monday Sunday		Fall semester recess for Students إجازة فصل الخريف للطلبة
16-01-2026	Friday	Week 15	Last day of weekday classes آخر يوم لمحاضرات أيام الأسبوع
18-01-2026	Sunday	Week 15	Last day of weekend classes آخر يوم لمحاضرات نهاية الأسبوع
19-01-2026 28-01-2026	Monday Wednesday	Week 16	Final exam period فترة الامتحانات النهائية

Date	Date	Teaching Weeks	Event
31-01-2026	Saturday		Deadline for faculty members to submit the grades اخر موعد لتسليم الدرجات من قبل أعضاء الهيئة التدريسية
31-01-2026	Saturday		Announcement of grades اعلان الدرجات

SPRING SEMESTER 2026			
Date	**Date**	**Teaching Weeks**	**Event**
29-01-2026	Thursday		Orientation Day for new faculty members اليوم التعريفي لأعضاء الهيئة التدريسية الجدد
01-02-2026	Sunday		Deadline for new students admission and registration آخر موعد لقبول وتسجيل الطلبة الجدد
01-02-2026	Sunday		Orientation program for new students البرنامج التعريفي للطلبة الجدد
02-02-2026	Monday	Week 1	Begin of weekdays classes بداية محاضرات أيام الأسبوع
07-02-2026	Saturday	Week 1	Begin of weekend classes بداية محاضرات نهاية الأسبوع
02-02-2026 08-02-2026	Monday Sunday	Week 1	Add/Drop period; late registration فترة السحب والاضافه والتسجيل المتأخر
15-02-2026	Sunday	Week 2	Late registration deadline آخر موعد للتسجيل المتأخر
15-02-2026	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies) اخر موعد لحذف مساق بدون غرامة أكاديمية وبغرامة مالية
16-03-2026 29-03-2026	Monday Sunday		Spring semester recess for students إجازة فصل الربيع للطلبة
06-04-2026	Monday	Week 8	Admission begins for Fall semester 2026 بداية القبول لفصل الخريف
06-04-2026 12-04-2026	Monday Sunday	Week 8	Midterm exam period فترة امتحانات المنتصف
12-04-2026	Sunday	Week 8	Deadline to withdraw from courses (no academic penalty but financial penalty applies) اخر موعد للانسحاب من مساق بدون غرامة أكاديمية وبغرامة مالية
13-04-2026	Monday	Week 9	Commencement of academic advising and early registration for summer and fall 2026 بدء الإرشاد الأكاديمي والتسجيل المبكر لفصلى الصيفي والخريف 2026
11-05-2026 17-05-2026	Monday Sunday	Week 13	Applications for changing specialization period فترة تقديم طلبات تغيير التخصص
29-05-2026	Friday	Week 15	Last day of weekday classes آخر يوم لمحاضرات أيام الأسبوع

31-05-2026	Sunday	Week 15	Last day of weekend classes آخر يوم لمحاضرات نهاية الأسبوع
01-06-2026 10-06-2026	Monday Wednesday	Week 16	Final exam period فترة الامتحانات النهائية
13-06-2026	Saturday		Deadline for faculty members to submit the grades اخر موعد لتسليم الدرجات من قبل أعضاء الهيئة التدريسية
13-06-2026	Saturday		Announcement of grades اعلان الدرجات
13-06-2026	Saturday		Summer recess for students الإجازة الصيفية للطلبة

SUMMER I SEMESTER 2026			
Date	**Day**	**Teaching Weeks**	**Event**
15-06-2026	Monday	Week 1	Weekday classes begin بداية محاضرات أيام الأسبوع
20-06-2026	Saturday	Week 1	Weekend classes begin بداية محاضرات نهاية الأسبوع
15-06-2026 16-06-2026	Monday Tuesday	Week 1	Add/Drop period; late registration for weekday classes فترة السحب والاضافه والتسجيل المتأخر لمحاضرات أيام الأسبوع
20-06-2026 21-06-2026	Saturday Sunday	Week 1	Add/Drop period; late registration for weekend classes فترة السحب والاضافه والتسجيل المتأخر لمحاضرات نهاية الاسبوع
28-06-2026	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies) اخر موعد لحذف مساق بدون غرامة اكاديمية وبغرامة مالية
29-06-2025 05-07-2025	Monday Sunday	Week 3	Midterm exam period فترة امتحانات المنتصف
05-07-2026	Sunday	Week 3	Deadline to withdraw from courses (no academic penalty but financial penalty applies) اخر موعد للانسحاب من مساق بدون غرامة اكاديمية وبغرامة مالية
10-07-2026	Friday	Week 4	Last day of weekday classes آخر يوم لمحاضرات أيام الأسبوع
12-07-2026	Sunday	Week 4	Last day of weekend classes آخر يوم لمحاضرات نهاية الأسبوع
13-07-2026 15-07-2026	Monday Wednesday	Week 5	Final exam period فترة الامتحانات النهائية
16-07-2026	Thursday		Deadline for faculty members to submit the grades اخر موعد لتسليم الدرجات من قبل أعضاء الهيئة التدريسية
16-07-2026	Thursday		Announcement of grades إعلان الدرجات

SUMMER II SESSION 2026			
Date	Day	Teaching Weeks	Event
20-07-2026	Monday	Week 1	Weekday classes begin بداية محاضرات أيام الأسبوع
25-07-2026	Saturday	Week 1	Weekend classes begin بداية محاضرات نهاية الأسبوع
20-07-2026 21-07-2026	Monday Tuesday	Week 1	Add/Drop period; late registration for weekday classes فترة السحب والاضافه والتسجيل المتأخر لمحاضرات أيام الأسبوع
25-07-2026 26-07-2026	Saturday Sunday	Week 1	Add/Drop period; late registration for weekend classes فترة السحب والاضافه والتسجيل المتأخر لمحاضرات نهاية الاسبوع
02-08-2026	Sunday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies) آخر موعد لحذف مساق بدون غرامة أكاديمية وبغرامة مالية
03-08-2026 09-08-2026	Monday-Sunday	Week 3	Midterm exam period فترة امتحانات المنتصف
09-08-2026	Sunday	Week 3	Deadline to withdraw from courses (no academic penalty but financial penalty applies) آخر موعد للانسحاب من مساق بدون غرامة أكاديمية وبغرامة مالية
14-08-2026	Friday	Week 4	Last day of weekday classes آخر يوم لمحاضرات أيام الأسبوع
16-08-2026	Sunday	Week 4	Last day of weekend classes آخر يوم لمحاضرات نهاية الأسبوع
17-08-2026 19-08-2026	Monday-Wednesday	Week 5	Final exam period فترة الامتحانات النهائية
20-08-2026	Thursday		Deadline for faculty members to submit the grades اخر موعد لتسليم الدرجات من قبل أعضاء الهيئة التدريسية
20-08-2026	Thursday		Announcement of grades إعلان الدرجات

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 2026 will begin on Monday August 24th	سيبدأ فصل الخريف 2026 يوم الاثنين الموافق 24 أغسطس
Classes missed due to an official Holidays will be compensated	سيتم تعويض المحاضرات التي تصادف أيام الإجازات الرسمية
Makeup classes schedule will be announced by the deans	سيعلن جدول المحاضرات التعويضية عن طريق العمداء

Introduction

The CUA Undergraduate Student Handbook directs 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.

This Handbook contains information to current students of CUA including undergraduate and graduate levels.

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 Higher Education and Scientific Research 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 Diploma in Teaching (known now as 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 Dental Surgery in July 2019.

In addition to the above, in August 2024 CUA received initial accreditation for Bachelor of Science in Artificial Intelligence.

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 of Trustees, 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 5-star institution, including Teaching, Facilities and Internationalization categories. 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 a 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 the 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.

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

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

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

Integrity
in any activity within and outside of the University.

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

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

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

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

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 Higher Education and Scientific Research in the United Arab Emirates to award degrees in higher education. All academic programs offered by the University are accredited by the Commission for Academic Accreditation in the Ministry of Higher Education and Scientific Research.

Membership in International Organizations

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

Accreditation for Bachelor in Public Relations and Advertising program from the AQAS (Agency for Quality Assurance through Accreditation of Study Programs), Germany.

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

No	Program	Specialization
1	Bachelor of Business Administration	Accounting and Finance
2		Marketing
3		Human Resource Management
4		Human Resource Management Arabic
5		Management Information System
6		Hospitality and Hotel Management
7	Bachelor of Public Relations and Advertising	Public Relations
8		Advertising
9	Bachelor of Law	Law
10	Professional Postgraduate Diploma in Teaching	Teaching
11	Master in Public Law	Public Law

12	Master in Private Law	Private Law
13	Master of Business Administration	Total Quality Management
14	Bachelor of Dental Surgery	Dental Surgery
15	Bachelor of Psychology	Psychology
16	Bachelor of Sociology	Sociology
17	Bachelor of Science	Artificial Intelligence
18	Bachelor of Arts	Digital Media Production
19	Bachelor of Science	Data Science
20	Master of Strategic Human Resource Management (Arabic)	Strategic Human Resource Management (Arabic)
21	Master of Media Leadership and Communication Strategies (Arabic)	Media Leadership and Communication Strategies (Arabic)
22	Bachelor of Public Administration	Public Administration (Arabic)
23	Master of Business Administration	Master of Business Administration - Blended Learning

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, CUA properties and facilities as well as follow the cybersecurity laws of UAE regarding harming the reputation and revealing sensitive information of others without consent on social media channels.
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 email 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 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. Students of Determination
5. Student Placements & Internships
6. Student Activities
   - Sports
   - Social
   - Cultural
   - Recreational
   - Others
7. Redress of Grievance and Appeals
8. Student Services
   - Student Attendance
   - Parking
   - Transportation
   - Accommodation

Contact information for the Student Affairs
Department Location: First Floor

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 Office	events@cu.ac.ae
Sports Office	sportsoffice@cu.ac.ae
Alumni Office	alumnioffice@cu.ac.ae

Academic Counseling

1. 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.
2. 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.
3. 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.
4. 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 counseling services when necessary.

Psychological and Social Counseling Services

When the situation arises, for any psychological and social counseling service, a referral to a hospital is made by the University Counselor or the University Nurse. Psychological, social 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 interfere 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 regular basis for issues that affect academic performance including 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.

Students of Determination Services

- At the time of admission, the students are evaluated by the university counsellor who is a qualified psychologist. The recommended academic support is approved by the Vice President of Academic Affairs (VPAA) or the Executive Dean of Academic Affairs (EDAA).
- Students may appeal accommodation decisions within 5 working days on the grounds of new evidence/procedural error/unsuitable accommodation. The decision by the Vice President of Academic Affairs (VPAA) or the Executive Dean of Academic Affairs (EDAA) is final within the University.
- The Counsellor at the Student Affairs Department is responsible for the support of People of Determination at the University.
- Students with disabilities can report to the Student Affairs Department to learn and avail of the services provided by the University.
- Students with disabilities are awarded with the same rights as other students of CUA.
- Facilities on campus are accessible for people using wheelchairs through different 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 disabilities and can be applied for through the Admissions Office.

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. SPO 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 MOUs 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 the basis for decisions to improve the curriculum and/or services within the University to increase the opportunity for alumni and student employability.

Additional services 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.

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 are 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

Students shall be allowed to take an internship course after completion of 90 credit hours and a minimum CGPA of 2.0. Students can find the internship manual with the Student Placement Office.

Students are required to plan their internship course in alignment with the

study plan of their respective major. The internship may be scheduled in either the Fall or Spring semester, depending on the study plan. Students must communicate with the Student Placement Office to complete all required documents before and after the internship

Internship Hours by Major:

1. Law: 64 hours
2. HRM: 120 hours (Arabic & English)
3. Finance & Accounting: 120 hours
4. Marketing: 120 hours
5. Management Information System: 120 hours
6. Public Relations in Arabic: 120 hours
7. Advertising in Arabic: 120 hours
8. Hospitality and Hotel Management: 375 hours
9. PPDT: Full semester per school year (90 hours)
10. Bachelor of Science in Artificial Intelligence: 480 hours
11. Bachelor in Sociology: 120 hours
12. Bachelor in Psychology: 240 hours
13. Bachelor of Arts in Digital Media Production: 240 hours
14. Bachelor of Data Science: 480 hours
15. Bachelor of Public Administration: 120 hours

Career Advising

Career Advising is one of the services that the Student Placement Office offers for CUA students and graduates. Career advising can be defined as a process that focuses on supporting students to recognize their skills and potential as well as study work trends, to provide knowledge-based and well-rounded advice to students who are about to enter into various industries.

SPO offers advising for our alumni and current 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

The Student Placement Office can be contacted through email at spo@cu.ac.ae and through telephone at 06-7110000 ext. 1107.

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 student 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 be controlled through the Student Affairs department.

Club types can be changed based 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 collaborates with other institutions in Ajman and the surrounding emirates for various student competitions. CUA is using the mother company sport grounds (R Education and Academic Development-READ) for outdoor activities such as football, basketball, volleyball, badminton, and other sports. Male and female students sport teams are established in different sports open for students to join.

Student Orientation Course

Student orientation course is 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 general orientation in their first semester organized by the Student Affairs department and the exclusive orientation session organised for them. An International Student e-Guide will be circulated at the Orientation.

Student Attendance

Students must attend each class meeting. Absence never exempts a student from the work required for satisfactory completion of courses. Excessive absences from any course will result in a:

● First Warning - for absence in ten (10%) percent of the total class hours
● Second Warning - for absence in twenty (20%) percent of the total class hours
● Final Warning - for absence in twenty-five (25%) percent of the total class hours (the student is subject to forced withdrawal from the course)

NOTE: Any exception to the policy shown above must be approved by the
Vice-Chancellor or other assigned office.

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. Students with walking disabilities are provided free parking in the basement. People of Determination can submit a request for free parking to be reviewed by the Student Affairs Department. Free parking is available for students with the People of Determination card.

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 a number of cafeterias located on the ground floor of the campus that are available to students.

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 on 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 mentioned below:

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

Including a number of halls for different club activities.

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 during their first semester admission and report any medical conditions or medications they are taking to the nurse in order to effectively deal with any future medical emergencies.

Dental Clinic

The College of Dentistry provides a fully equipped dental clinic that offers free dental care services to all university students, treatments are carried out by students under the supervision of qualified specialists, ensuring both safety and quality. The clinic is open daily from 9:00AM to 6:00PM, except on Saturdays and Sundays.

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 General Hospital	06 705 2200
3	Thumbay University Hospital	06 770 5555
4	Makkah Pharmacy	800 – MAKKAH (625524)
5	Amina Hospital	06 711 4444

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, extensions 1205 and 1345.

Clinic Hours
Monday to Sunday – 9:30am to 10:30pm

Mentorship Program for Students

Peer Mentoring

The purpose of the Peer Mentoring Policy is to promote academic success, retention, and student engagement through a structured peer-to-peer support system. The program enables experienced students to assist their peers in adjusting to university life, developing academic skills, and building confidence.

This applies to:

- Peer Mentors: Qualified students who volunteer to support fellow students academically and personally.
- Mentees: Enrolled students at any academic level seeking academic or transitional support.
- SPO Staff: Responsible for managing the peer mentoring program.

City University Ajman is committed to providing a supportive learning environment where students help

one another succeed. Peer mentoring complements faculty instruction and contributes to students'

academic, personal, and social development.

Principles

- Participation is voluntary for mentees and subject to eligibility for mentors.
- Mentors and mentees are expected to engage with professionalism, respect, and confidentiality.
- The program is monitored and supported by the Student Placement Office.

Roles and Responsibilities

- Student Placement Office (SPO): Oversees the implementation, guidance, and evaluation of the peer mentoring program.
- Peer Mentors: Provide academic and personal support, act as role models, and uphold the program's values.
- Mentees: Engage actively in the mentoring relationship and take responsibility for their learning.

For more information or to participate, students should contact the Student Placement Office at spo@cu.ac.ae

Alumni Mentorship Program

The Alumni Mentorship Program aims to foster meaningful connections between CUA alumni and students to enhance career development, real-world insight, and personal growth. It facilitates knowledge sharing, professional guidance, and networking

opportunities that support CUA's mission to improve graduate employability and student engagement.

Eligibility Criteria

Mentors (Alumni):
Eligible mentors are CUA graduates who:

- Have at least one year of post-graduation work experience
- Are committed to supporting the growth and development of current students
- Can dedicate time to mentoring activities over a set period

Mentees (Students):
Eligible mentees are current CUA students who:

- Are eager to gain real-world insight and career guidance
- Have specific career interests or development goals
- Are committed to regular participation in the program

Roles and Responsibilities

Mentors

- Share career experiences, industry knowledge, and advice
- Offer support in goal setting, job search, and soft skills
- Commit to regular communication and guidance for the agreed duration
- Respect confidentiality and boundaries of the mentorship relationship

Mentees

- Set clear goals for the mentorship experience
- Take initiative and stay engaged throughout the program
- Be open to feedback and respectful of the mentor's time and effort
- Follow AO and SPO guidelines and communicate proactively

Laboratories on Campus

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

<u>Computer Labs</u>
There are a total of six (6) general 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.

<u>Health Science Labs</u>

The Department of Dentistry manages four (4) labs for preclinical and other science subjects
- Histology 1st Floor – AC104
- Anatomy and Physiology 1st Floor – AC110
- Working benches 1st Floor – AC107
- Oral Radiology 1st Floor – AC109

<u>Other Academic Labs and Studios</u>

- Professional Postgraduate Diploma of Teaching program: Microteaching Lab 1st Floor - B114
- College of Media: TV Studio 1st Floor - AL102
  Media Lab 1st Floor - B116
  Photography Studio 1st Floor - B115
- College of Law: Moot Court 1st Floor - CC204

Student Portal

The University Management System (UMS), being the backbone of all applications, provides data and single sign-on features with other apps for students and faculty to efficiently access their online requirements all in one place. Different applications and how they are configured to work together are explained below.
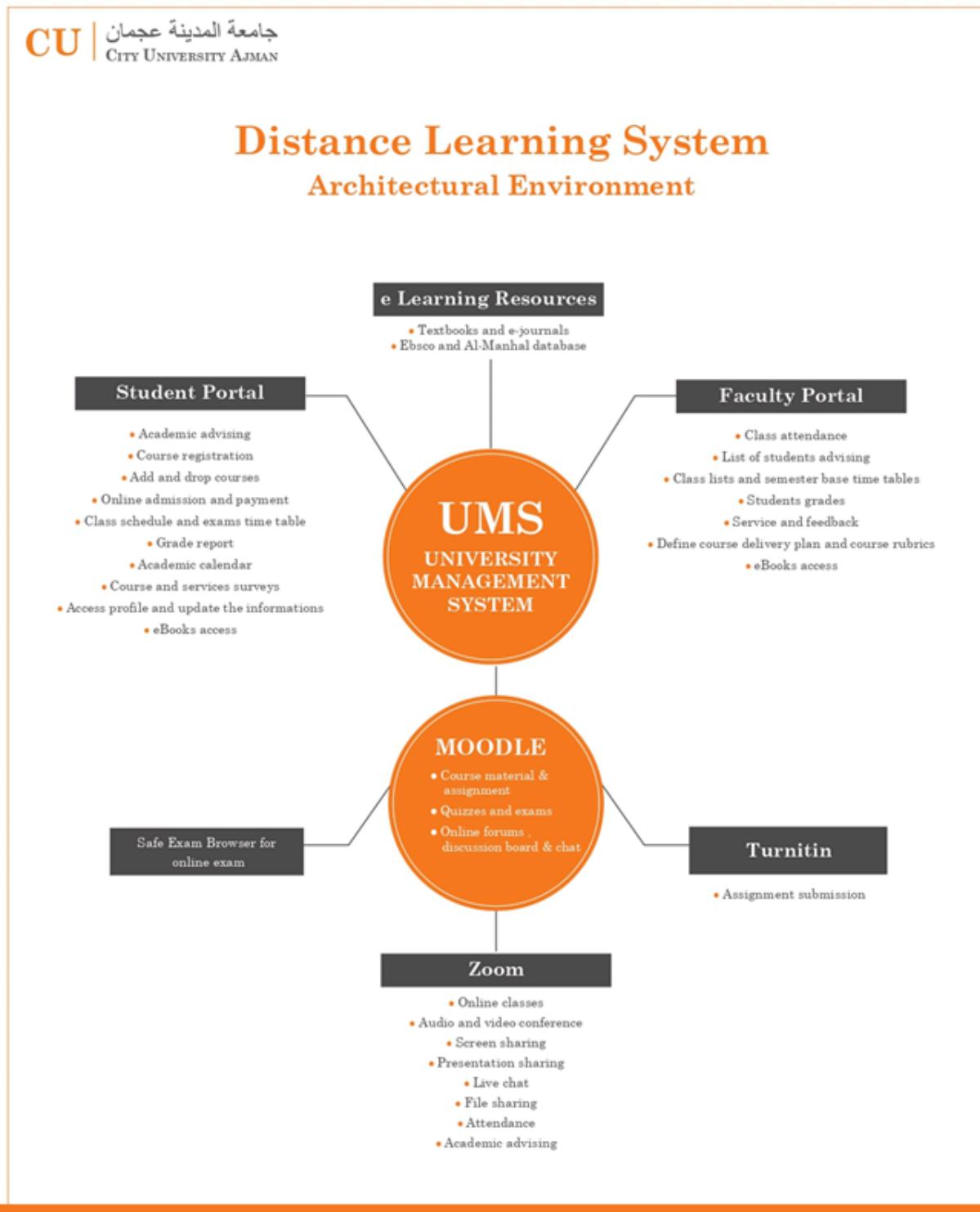
1. **University Management System (UMS)**

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) <u>Students Module and CUA Mobile Application</u>: The student's module facilitates students with services like online registration, academic reports, surveys, online fee payment, single sign on to Moodle etc.

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

c) <u>Faculty Module</u>: Faculty members are provided with the screens for marking attendance, course counseling, various academic reports, single sign on to other portals, E-learning resources etc. from the faculty module.

d) <u>TIPAM</u>: TIPAM is an enhanced grading system customized according to CUA where faculty can add rubric based grades which aggregated to get course and program level outcome reports. The reports will be further be used for evaluation and improvement of course and program. There are also a number of other modules related to academic operations.

e) <u>Admission Module</u>: 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; get data from emirates ID reader, view edit already existing student data etc.

f) <u>Registration Module</u>: 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, 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.

g) <u>Finance Module</u>: Finance module include the finance dashboard which shows all the data of the selected party in one screen, Voucher entry screens, Voucher search, Credit note generation, Manage chart of accounts, Manage party, Manage book fees, Online payment of fees, Manage financial year, Collect transportation fee, Year closing, Manage Vat, Ledger reports and many other financial reports.

h) <u>Admin Module</u>: IT admin can manage all the users using the manage user screen. Page wise privilege for the users can be set using user group privileges page, according to which the user can view, edit and add data to a particular page in the UMS.

i) <u>Student Affairs</u>: The UMS facilitates the Student Affairs department with transportation registration and approval, student course withdrawal according to attendance warnings, manage student events, internship course registration, manage election, student attendance reports etc.

j) <u>QA Module</u>: The QA department can obtain reports like Survey reports and Examination reports from the UMS.

k) <u>Academics</u>: The first year program, academic advising module, course registration exceptions etc. are included in the academics section.

l) <u>E-learning resources</u>: The UMS provides various subscription links to E-learning resources like Al Manhal and EBSCO; also single sign on to Kortext eBooks portal.

2. 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 quiz, 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 to Moodle from the UMS

   a. <u>Zoom</u>: Video collaboration between students is carried out using 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>Safe exam browser:</u> For the lab exams CUA is using Moodle with Safe exam browser.
   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 taking admission will be provided with email and UMS login information.

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; after 72 hours the booking will be cancelled.

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 to zoom with a single click.

Turnitin assignments provide duplication and plagiarism check for assignments.

For any technical enquires 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 storey Library with over 15891 books in various disciplines offered ranging from Law, Business, Health Sciences Programs etc. The library also facilitates students' access to computers in the provided units. Library staff are ready to assist students 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 is divided into Arabic law books, English law books, French law books, Official Gazette, Legal Reference Works and Periodicals.

Opening Hours

During Fall & Spring Semesters	
Day	**Time**
Monday to Thursday	09:30 A.M - 10:00 P.M
Friday to Sunday	09:30 A.M - 06:00 P.M

During the Summer semesters and semester breaks the library is open from Monday to Friday, 9:30 am to 6:00 pm. The library is closed during public holidays.

Library Equipment and Facilities
- The library contains two computer labs.
- The library contains 18 computers.
- The library contains 8 study rooms. (4 rooms on 1st floor and 4 rooms on 2nd floor)
- The Library can accommodate 172 students and researchers at the same time.

Library Holdings

- Printed books: 15891 books.
- Subscription databases: 6 databases
- Print periodicals: 2 Journals
- Theses: 495 copies
- Newspapers: 3

E-Learning Resources

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

Library Databases:

Al Manhal – Arabic collection
- EBSCOhost – Business Source and ebook Academic Collection
- E-Marefa - Legal Resources database in Arabic
- E-Marefa - Economics, Finance & Business Administration Database in Arabic
- E-Marefa - Media Studies and Social Networking in Arabic
- Al Mandumah – Law Database in Arabic
- Qistas – Law Database in Arabic
- Wiley – Multidisciplinary

Magazines:
- Gazette Du Palais – French Law Journals
- La Semaine Juridique — French Law Magazine
- UAE Gazette – Arabic

The library online resources are provided to the students of all programs through the UMS student portal where the library section contains library catalog and library's databases.

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 installed a Radio Frequency Identification system (RFID) for the security of all library collections and facilities.

Library services
1. Circulation
2. Reference Services
3. Digital Library Services
4. Interlibrary Loan
5. User Orientation
6. Research support and Training
7. Computer Lab
8. Study rooms

Library Borrowing Rules

University Library Patrons:
- Faculty
- Staff
- Enrolled Students

Reference Material

The following materials cannot be borrowed these include:

- Dictionaries
- Encyclopedias
- Journals
- Periodicals
- 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 or by email or phone call.

2. The fine for overdue books is **AED 1.00** per day for each book overdue.

3. The University Library has inter-library loan agreements with many universities across the UAE for example: Ajman University, AUE and Amity University.

4. Guests must have proper authorization to use the library on a 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 cannot 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 policies 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 Student Affairs.
- The students should elect only 5 candidates.
- The elections will take place as in the announcement period mentioned.
- The elections are held electronically through the portal using the 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 body consist of:
1. Council President
2. Council Vice President
3. Council Secretary
4. Members

- 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 Program Representatives

The Student Program Representatives 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 the majority of the students in their program.

Role

- A program representative plays an important role in improving the learning experience for students. Each rep serves one academic year term period.
- Selected reps must attend an orientation session organized by the Student Affairs department.
- Program Representatives collaborate with faculty and staff to improve the student learning experience. Reps provide feedback on:
  o Academic courses
  o Progression and achievement (personal or professional) of students
  o Assessment and feedback implemented by the University
  o 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 students 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 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 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.
- Recognized clubs are allowed to establish their own rules providing that there is no discrimination and it does not conflict with the University's objectives and goals.

Rights of Student Clubs

- Use the services of Student Activities in-charge 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 the 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 the 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 clubs 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 club.

- 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 club 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 information whenever necessary with the Student Activities in-charge.

- 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 Affairs 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 withdraw the recognition of the club. The club may appeal a decision of probation or loss or recognition to the Student Affairs department and Director of Enrollment Student Services.

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 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 the Student Affairs Department and submitted to the senior management 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 the Student Affairs department to organize fundraising activities or charge fees from students or guests. If approved, all funds raised must be accounted for 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 by the Accounts department once their event is approved through an email from Student Activities in-charge. 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 approved Purchase Requisition form from the Student Affairs Department then present it to the 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 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 an 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 in-charge, 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 the Student Affairs Department and the amount will be paid directly to the vendor.
- All club purchase requests should be approved by the 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 Activities 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 the 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 the 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 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 your 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.

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 carry out official business of the University. The access to and usage of the network will be based on the following stipulations:

1. All computers 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 the 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 the 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 use 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, Hazardous Materials 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.
- Health and Safety shall be given to all students, faculty, staff.
- CUA ensures to conduct mock drills once every 6 months.
- For health Science Programs; a special orientation will be given in the first semester containing safety processes and regulations for the use of labs and chemicals.

All 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 the emergency response team 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
4. 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

5. Do not plug multiple extension cords into another.

6. Know the capacity of the electrical sockets. Make sure that the amperage of the apparatus being plugged in does not exceed the rating.

General Classroom and Laboratory Rules

1. Users are strictly prohibited from downloading, accessing or distributing any offensive websites (for example torrents, profane language, etc.) The Internet facility is only for educational / study purposes.
2. Users are not allowed to bring food and beverages inside the computer labs.
3. Users are not allowed to turn 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. The 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.

General Laboratories Rules

Usage of Labs:

The following conditions should be maintained to ensure safe environment in the labs:

● The laboratory facility has an appropriate general ventilation system to avoid the intake of contaminated air.
● The stockrooms and storerooms will be well-ventilated.
● The laboratories have working hoods and laboratory sinks.
● Other safety equipment in the laboratory will include fire extinguishers, safety showers, and eyewash fountains.
● Emergency signs are properly labeled on the doors of all laboratories and rooms containing all hazardous materials areas.
● Personal protective equipment is mandatory to use in all labs.
● Eating, drinking, chewing gum and littering is prohibited inside the computer labs.

- Use a fume cupboard whenever there is a possibility of poisonous or irritating fumes being emitted from the chemicals being utilized.

- Never leave an experiment unattended with power supply switched 'ON'.

- Keep equipment back from the edge of the lab bench.

- Read all labels on chemicals carefully before using them in the lab.

- Laboratory water sources should not be used for drinking.

- Report any accident, however minor, immediately.

- Follow all safety instructions for working in a laboratory. Additionally Lab Safety Manual along with waste Management manual and Material Safety Data sheet will be provided by the lab in charge

- If you notice a problem that may cause a hazard, immediately notify the laboratory supervisor.

General Guidelines for Handling Hazardous Chemicals

Working with Allergens and Embryo Toxins:
- Wear suitable gloves to prevent hand contact with allergens or substances of unknown allergic activity.
- In the case of a pregnant student additional precautions should be in place based on the approval of their physician and course supervisor Course Supervisor.

Personal Protective Equipment (PPE)

- Always wear lab coats, safety goggles, and appropriate gloves for the chemicals being used.

- Use closed-toe shoes and avoid loose clothing or dangling accessories.

- Tie back long hair to prevent contact with flames or chemicals.

Preparation Before Work

- Read and understand the Safety Data Sheet (SDS) for every chemical you will handle.

- Know the hazards (flammable, corrosive, toxic, reactive) before beginning work.

- Ensure that all containers are properly labeled with chemical name, hazard symbols, and date.

- Plan your work so you know what to do in case of a spill or exposure.

Safe Handling Practices

- Never touch, taste, or directly smell chemicals; use the wafting technique for odors.

- Always add acid to water (never the reverse) to avoid violent reactions.

- Use fume hoods for volatile, toxic, or strong-smelling chemicals.

- Handle all chemicals as if they are hazardous, even if you believe they are not.

Storage & Housekeeping

- Store incompatible chemicals separately (e.g., acids away from bases, flammables away from oxidizers).

- Keep work areas clean and uncluttered—only bring required chemicals and equipment to your bench.

- Ensure lids are tightly closed on all containers when not in use.

Spill & Waste Management

- Know the location and proper use of spill kits and neutralizing agents.

- Dispose of chemical waste in designated, labeled containers—never down the sink unless specifically instructed.

- Report any spills immediately to the supervisor, even if small.

Emergency Preparedness

- Familiarize yourself with emergency exits, eyewash stations, and Spill kits.

- In case of chemical contact with skin or eyes, rinse immediately for at least 15 minutes and inform the supervisor.

- For fires, know the type of extinguisher to use—never use water on chemical or electrical fires.

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, City University Ajman 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.

<u>For Male Students</u>

· 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.

<u>For Females Students</u>
· 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 provides 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 breaches 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.
24. Violating the parking and transportation rules.

Disciplinary Sanctions

Penalties on students may include:

1. Written warning.
2. Dismissal from a lecture.
3. Prevention from attending some classes (not more than 20% of the total number of lectures) of the course where disorder was caused.
4. Temporary denial of the services offered by one or more of the facilities where the violation occurred.
5. Temporary denial of one or more of the activities where the violation occurred.
6. Warning: first, second and final.
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.

Penalties can be authorized as follows:

1. A faculty or an instructor has the right to impose the penalties stated in points number 1, 2 and 3.
2. The VPAA or EDAA has the right to impose any of the penalties based on his or her discretion and following the necessary investigation.

Procedures 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 evidence to the Student Affairs Department who then submits the report to the Dean of Law College.
- The Dean of Law College 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 Executive Dean of Academic Affairs (EDAA) of actions to be taken against the student.
- Once the recommendation is approved or revised by the EDAA, it is communicated to the accused by the Student Affairs Department through email along with appeal information.
- The decision of the investigation is informed to the faculty member, concerned Dean or 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 the Executive Dean of Academic Affairs (EDAA).The 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.

7. If a student wishes to appeal a faculty member's judgment, they can use 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 respective Department Chair. In consultation with the faculty member, the Department Chair will take up the case with the Fact-Finding ad hoc committee and then respond within seven calendar days.

1. In case of rejection of an assignment, the faculty member concerned should write a detailed report in the assessment feedback form justifying the decision along with the Turnitin similarity index report.

2. Turnitin report is a must for all the assignments/ project reports/ portfolios/manuscripts submitted by students except numerical assignments.

3. Regarding the numerical assignments, the concerned faculty member can conduct an oral exam/VIVA to assess the authenticity of the work submitted by the students if needed.

4. After completing the investigation, the Fact-Finding Committee should document and forward their findings to the Registration and the Student Affairs Department to document the same in a particular student's file.

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, or other assigned office, to assign an investigator through the Law College .
4. The Dean of Law department assigns members of the Law faculty as 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, or other assigned office, of actions to be taken against the offenders.
8. Once the recommendation is approved or revised by the Vice Chancellor, or other assigned office, 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 five working days from receiving the decision to the Student Affairs Department by filling the Appeal form.
13. CUA President or Vice Chancellor, or other assigned office, accepts or rejects the appeal, and the student is informed with the decision within seven working days.
14. All records of the investigations will be kept in the Student Affairs Department.

Academic Integrity

City University Ajman (CUA) adheres to the highest standards of academic integrity throughout the educational experience. Students who violate the standards of academic integrity face severe disciplinary consequences. A student of integrity is expected not to support, encourage, or protect others involved in academic dishonesty in any form. They should discourage other students from engaging in dishonest acts. All students should realize the necessity of relying on their personal efforts, as it represents the student much better than effort taken from someone else. Faculty members are responsible for fostering a culture of creative honesty, freedom, and intellectual expression for all students. Promoting and cultivating an environment of integrity enhances responsibility and upholds the reputation of the University and its students. The Policy describes the rights and responsibilities of all members of the university community so that everyone understands their rights and responsibilities as well as the necessary procedures to follow in case of academic dishonesty violations.

The purpose of this Policy is to:
1. Clarify the University's position and expectations regarding academic integrity.
2. Outline the procedures that must be implemented to clarify the process in the event of a violation.

Scope

This policy applies to all faculty members, staff, undergraduate and graduate students at City University Ajman.

Definitions

The University: City University Ajman (CUA)

Examination: An instrument established or managed by the university to evaluate the skills and knowledge acquired by the student as well as their ability to achieve the learning outcomes at any stage of the education process, or for the purpose of verifying compliance with admission requirements at the university.

Examination Halls: The location designated by City University Ajman for conducting the examination.

Violation of the Examination System:
To commit any act that impedes or disrupts the work of the examination panels or the conduct of examinations, whether inside or outside the examination hall, and it is feared that such act might affect the proper conduct of the procedures or results of the examinations.

Plagiarism: The use of the ideas, expressions, or work of another person with the intention of presenting these materials as their own.

Cheating: Obtaining or attempting to obtain, giving, or leaking information related to the questions, answers, or content of the examination through illegitimate means, including the hacking of the electronic examination systems, or the falsification of the examination results, or a student's possession and use of any information technology or others means that are not authorized at the examination halls.

Persons in Charge of the Examinations: Individuals working at the examination panels, supervisors, and staff in examination halls, those responsible for monitoring and invigilating in examination halls, question with model answer setters, and those involved in the printing of exams, their assessment and grading.

Written Exams: Written exams include quizzes, test I and test II, midterm exams and final exams. These exams aim to assess the student's ability to acquire knowledge according to the academic level of the programs, at the seventh level of QFE for bachelor's programs, the eighth level for diplomas, or the ninth level for master's programs. These exams include questions that measure the student's ability to logically analyze the information taught in various courses.

Oral Exams: It is one of the assessment tools through which a number of questions are verbally directed to the student, aiming to measure the student's ability to speak about their perspective and present it without writing. These questions allow a faculty member to assess the student's level of understanding of the related course learning outcomes and their ability to engage in objective discussions based on scientific foundations. Oral exams at the college are conducted by committees formed by the Academic departments; and the oral exam committee should consist of two or more faculty members.

Practical Exams: This assessment tool aims to measure the student's ability to practically apply the theoretical information received in lectures. This is done through a series of steps that assess the student's ability to deal with situations and variables that they may encounter in their practical life. The focus of the faculty member is not solely on the result that the student achieves from the practical applications in the exam, but also on evaluating the steps taken by the student in the application. This approach ensures fairness and objectivity in the assessment process.

Policy Statement

As an institution of higher learning, City University Ajman is committed to the educational development of its students as responsible individuals. Accordingly, City University Ajman is accountable to all those it serves and its regulatory and compliance bodies. City University Ajman has a prioritized interest in promoting personal integrity and ensuring the authenticity of the credentials of its graduates. City University Ajman is similarly mindful that the professions, businesses, and industry are concerned with ethical behavior as much as the professional practice of their members and employees. Therefore, City University Ajman students preparing for professional careers and

leadership roles based on responsibility, and trust, must observe and be guided by the highest standards of personal integrity both in and out of the classroom. In order to ensure achieving a high level of academic integrity, the university is committed to implementing this policy, which includes the commitments of students, its administrative units, and faculty members, and procedures that ensure a fair investigation of any violations of academic integrity standards.

Student Integrity

The expectations of the University concerning academic integrity are reflected in, but not limited to the following:

1. Students are expected to attend all classes, arrive on time, actively participate in activities, and remain for the entire class period. Absences are only acceptable in the case of emergencies, and for legitimate reasons. Students must notify instructors in advance. Students must adhere to the student attendance policy referenced above.

2. Unless the course instructor specifies otherwise, all examinations and other assignments must be completed by the student alone. Inappropriate assistance of any kind is not allowed.

3. Regarding the exams, this means that no assistance is to be given to or received from others; no books, notes, mobile phones, iPods, calculators, or any other materials or devices of any kind are allowed to be consulted.

4. In case the student has permission to use a calculator or other hand-held electronic device for mathematical calculations, no other information may be programmed into or retrieved from the device.

5. Assignments prepared outside the class must include appropriate documentation for all borrowed ideas and expressions. The absence of such documentation constitutes "plagiarism," which is the use of the ideas, expressions, or work of others without proper acknowledgment, and presenting such materials as one's own. if a student purchases a paper or submits a paper, a computer program, or a drawing, claiming it to be their own when he/she did not write it.

6. Collaboration means working together. Many classes emphasize working with a partner or in groups. Permission from the professor to "work together" on an assignment, project, or a research paper is not a permission to violate integrity rules by simply obtaining answers from someone else or submitting another student's work as one's own. Unless the instructor specifies otherwise, all work submitted for a grade is assumed to be the result of the student's understanding and, therefore, expressed in the student's words, calculations, computer code, etc. When a student's work is identical or very similar to someone else's when individual variations in expression would be expected, it is reasonable for the instructor to conclude that academic misconduct has occurred.

7. Online assignments are subject to the same integrity standards that apply to regular classroom assignments.

8. Submitting the same assignment for a second class violates the assumption that every assignment advances a student's learning and growth. Unless explicitly allowed by the instructor of the other course, submitting an assignment that has already been submitted for another class is a form of academic misconduct. This is also known as self-plagiarism or recycling work.

9. Assisting someone else in cheating, for example, by doing their work on their behalf, is a violation of academic integrity. So is providing someone with a paper or homework, or any other form of help, where the student knows, or reasonably should know, that the other student will use it to cheat.

10. Attempting to cheat is an academic misconduct, even if the attempt is discovered before completion. For example, possessing unauthorized notes during an examination is considered academic misconduct, even if they are not used. Seeking assistance from others in cheating is also academic misconduct, even if no one responds, and cheating does not ultimately occur.

11. Stealing or destroying the work of other students is considered a violation of academic integrity if the action is expected to result in an academic advantage for oneself. The same applies to unauthorized access to faculty members' offices, email accounts, or course management services to change grades, access examinations, or gain an inappropriate academic advantage.

12. Interfering with the proper functioning of Academic Integrity is also a code violation. For example, threatening or bribing someone is a violation to prevent them from reporting misconduct or providing testimony in a hearing. It is also a violation to interfere with the investigations of the integrity council or lie to an investigator or another official. Violations of student conduct may also apply to such behavior.

13. If a student is absent from the final exam, they will receive a zero on the exam and automatically fail the course and/or level, unless they have permission from the university vice chancellor's office, or other assigned office.

14. If a student receives permission from the Vice-Chancellor's office or other assigned office to take final exams at a later time, they will receive a temporary grade of "Incomplete" and they are required to pay the necessary fees and complete all final exams on the specified dates. If they fail to attend the exam/s, they will receive Zero marks in the exam/s and automatically fail the class and/or the level.

15. The student is not allowed to share examination answers with others for the purpose of cheating, and they should not intentionally or unintentionally share leaked answers.

16. Academic dishonesty or cheating includes the act of obtaining or attempting to obtain credit for academic work through the use of any dishonest, deceptive, or

fraudulent means. Cheating at City University Ajman includes but is not limited to:

    a. Copying, either partially or entirely, from another person's exam or assignments, worksheets, lab reports, essays, summaries, quizzes, etc.

    b. Copying examinations and quizzes, partially or entirely, unless approved by the instructor.

    c. Submitting work previously graded in another course unless approved by the course instructor.

    d. Submitting work simultaneously in two courses unless approved by both course instructors.

    e. Electronic communication (unless approved by the instructor) during examinations with the intent to seek or provide answers.

    f. Attempting to present the student's work, materials, or papers that have been purchased or downloaded from the Internet.

    g. Violating discipline-specific health, safety, or ethical requirements to gain an unfair advantage in the lab(s) or clinical assignments.

    h. Any other act of fraud or falsification, including aiding or abetting in any of the specified procedures.

    i. Claiming credit for a group project or paper when the individual student contributes little or nothing to the group's product.

    j. Accessing reference documents during an exam or quiz unless approved by the course instructor.

Article S1
Students Entering and Leaving Examination Halls

1. When entering the examination hall, students must not possess any electronic device including smartphones, earbuds, or any other communication devices.
2. To take the examination, a CUA student must present their university-issued ID card or any other acceptable identification document to the invigilator before entering the examination hall.
3. The invigilator will not allow the student to enter the examination hall fifteen minutes after the start of the examination.
4. The Invigilator will not allow the student to leave the examination hall only after 50% of the examination time has passed.
5. The Invigilator will not allow the student to go to the restroom during the exam. Exceptions require prior permission from the university administration.

Article S2
Serious Violations Related to the Examination Process

The following are some of the serious violations related to examination processes at CUA:

1. Any unauthorized electronic communication by the student during examinations with anyone.
2. Anyone promoting or advertising cheating among students.

3. Anyone sharing examination answers through any electronic device.

4. Anyone writing, publishing, promoting, transferring, or leaking information related to the questions, answers, or content of the examination, in any manner, for the purpose of cheating or violating the examination system at CUA.

5. Impersonation of a student for the purpose of taking the exam on their behalf.

6. Drawing or writing on any material other than exam papers provided during examination.

Article S3
Attempts to Cheat Related to the Examination Administered by CUA

1. Attempts to cheat are considered a violation of the university's examination system, even if the attempt is discovered before it is fully implemented.

2. Possession of unauthorized notes, mobile phones, or any other electronic devices during the exam is considered an attempt to cheat, even if they are not used.

3. Seeking help from someone to cheat during the examination, even if no one responds and no cheating occurs, is considered an attempt to cheat.

4. Engaging in unauthorized collaboration with fellow students on work submitted for assessment is strictly prohibited.

5. The unauthorized removal or attempting to remove any examination-related material, including question or answer papers, from the examination room is strictly prohibited unless explicitly authorized.

Article S4
Cheating Discovery after Completion of the Examination

1. In case an actual cheating or an attempt to cheat is discovered after the completion of the examination, the involved student is not absolved of the accountability for breaching academic integrity. Following the established procedures, the student is referred to an investigation committee for actions.

2. In case of suspicion after the examination while a faculty member is grading the exams and there is evidence of cheating or an attempted cheating, the faculty must refer the matter to the investigation committee following the procedures if there is sufficient evidence. The evidence may include but not limited to, similarities in essay question answers among students, documented evidence of cheating by the student, evidence of external assistance, and evidence of collusion with others in attempting to cheat.

Article S5
Plagiarism in Submissions from Research Activities

If plagiarism is suspected in any submission of work, including but not limited to research activities, research reports, practical training or field reports, assignments, or graduation projects, the faculty must follow the established procedures and report the student to an investigation committee for action.

Article S6
Noncompliance in the Examination Hall

Students are expected to comply with the set guidelines and instructions specified by the invigilators in the examination hall. When a student not adhering to the conduct of the examination hall, which includes, but is not limited to, not following the instructions of the invigilator, refusing to handover answer sheets when requested by the invigilator, and leaving the examination hall without permission, then following the established procedure, the invigilator must report the student to an investigation committee for necessary actions.

Article S7
Breaches of Academic Integrity Process

Students who violate academic integrity will be subject to sanctions at the discretion of the instructor and may take one of many forms. Examples of sanctions include a written reprimand, imposing a penalty on an assignment or exam, or an "F" grade for the assignment, exam, or course. If the instructor assigns an "F" grade for the course, the student will not be allowed to drop the course. If the student believes the sanction was unjustified, the student can appeal following established procedures. All breaches of academic integrity will be reported to the university Vice Chancellor or other assigned office. Upon recommendation of the instructor or at their initiation, the Vice-Chancellor or other assigned person may decide on a course of action. The student will be informed of any academic integrity violation by a faculty member within three academic working days of the faculty member becoming aware of the violation. The faculty member will notify the student using the "Academic Integrity Violation Reporting form." The student will have three academic working days to communicate any disagreement with the information reported in the notification to the faculty member. In response to this communication, the faculty member may modify or retract the form. The Office of Student Affairs will retain all such reports.

Examination Integrity
Examination integrity is part of academic integrity at CUA.

Article E1
Notification

Upon being aware of any violation of the provisions of the Examination system anyone, including faculty members, or administrative staff at the university must inform the suspicion of violation to the Exam Committee member.

Article E2
Reporting to the Appropriate Judicial Authorities

The university takes the necessary measures to report to the appropriate judicial authorities in case it is suspected that the violations committed need such a referral, especially if there are people outside the university who help students commit cheating during exams.

Article E3
Complicity in Academic Dishonesty

The Complicity in Academic Dishonesty includes, but is not limited to:
- Willfully providing answers during an exam, test, or quiz.
- communicating with another student through a computer, mobile phone, or other devices during the exam.
- providing a student with an advance copy of a test.
- leaving inappropriate materials at the site of an exam or test.
- doing an assignment for another student.
- designing or producing a project report for another student.

Article E4
Exam Cell

The university has established a room for the examination administration equipped with the latest technical devices to assist the examination committee in performing its various tasks, whether the exams are conducted on campus or online.
The room is equipped with television screens to monitor the progress of exams in different halls and communication tools used to address any obstacles that may impede the examination procedures.

1. The room must support the Distance Education Unit in carrying out tasks pertaining to electronic exam procedures.
2. The room must have all documents and information related to examination administration, including the committee distribution lists, student numbers in sections, and the names of the course instructors and invigilators. The room coordinates between academic and administrative departments, the examination and control committee, and the Distance Education Unit.

Penalties

Article P1
Types of Penalties

In the event of violating the rules of the examination system at the university, the student is subject to appropriate disciplinary measures as determined by the investigating authority, including:
1. Issuing a warning to the student.
2. Withholding the exam score related to the cheating incident, with the consideration of scores from other course examinations.
3. Deprivation of grades for all course examinations related to the cheating incident.
4. Deprivation from registering for courses for one academic semester, which is the next semester following the issuance of the penalty decision. During this semester, courses taken by the student outside the university are not considered.

5. Deprivation from registering for courses for two academic semesters, which are the two semesters following the issuance of the penalty decision. During these semesters, courses taken outside the university are not considered.

6. Dismissal from the university, allowing the student to obtain a transcript for the courses studied.

Article P2
The penalty to depriving a student from registering for one or two semesters applies only to Fall or Spring semesters and excludes the Summer semesters.

Article P3
Any of the penalties stipulated in this policy will not be imposed on a violation that occurred two academic years ago from the date of discovery without initiating an investigation.

Article P4
Combining two or more penalties stipulated in this regulation is permissible.

Article P5
The most severe penalty is imposed in the case of a repeated violation.

Article P6
Penalty decisions are recorded in the student's file at the Student Affairs Department. A copy of the decision is provided to the student's guardian and the applicable scholarship-granting entities.

Article P7
The Registration Department maintains all imposed disciplinary measures in the student's record, documenting them in his/her grade report, which is clearly stated when providing any documentation. file.

Article P8
A penalty stipulated in this regulation must be imposed only after conducting an investigation, and review of the final report from the investigation.

Article P9
Student Responsibility to attend the investigation.

The investigation committee shall determine the dates for the student to appear to be questioned about the incidents attributed to him. If the student fails to appear on the scheduled date and time without an acceptable excuse for the investigation committee, the student's rights to the hearing shall be forfeited. In such cases, the penalty shall be rendered in absentia.

Article P10
The student shall not be punished for a single violation by multiple disciplinary authorities.

Article P11
Appeals

1. The student has the right to appeal penalty decisions by submitting a request for reconsideration of the incident under investigation to the Student Affairs Department.
2. If the student does not submit an appeal to the Student Affairs Department within seven days from the date of issuance of the penalty, the disciplinary decision issued against the student is considered final.

Formation of Committees and Their Authorities

Article C1
Formation of investigation committees

1. Investigation committees shall be formed from: a. Faculty member from the College of Law. b. A representative of the Student Affairs Department.
2. Investigation committees are formed by the decision of the Vice-Chancellor or other assigned office.

Article C2
Authorities of Investigation Committees

1. Investigation committees are responsible for investigating students regarding incidents referred to by the Vice-Chancellor or other assigned office, the Deans of the Colleges, or the Head of the Examinations Committee.
2. The Investigation Committee shall recommend the penalty it deems appropriate from among the penalties contained in these regulations.
3. The investigation committee has the authority to summon relevant witnesses regarding the incidents being investigated, which may include students, university staff, or faculty members.

Article C3
Disciplinary Council and its Authority

1. A disciplinary council shall be formed from:
    a. Vice-Chancellor - Chair.
    b. Quality Assurance Department Director.
    c. Dean of the College of Law.
    d. Head of the Examination Committee.
    e. Head of Student Affairs
2. The President forms the Disciplinary Board.
3. The term of the Disciplinary Board shall be for one year from the date of its formation.

The Authority of Disciplinary Board will be:
1. The Disciplinary Board is responsible for investigating any incident involving a violation

of the provisions of this regulation. Referral to the Disciplinary Board is made by a decision of the University President.

2. The Disciplinary Board has the authority to investigate any university employee or students addressed by these regulations in provisions.

3. The Disciplinary Board has the authority to investigate any incident referred to it by the University President, which involves suspicion of committing any violation of any of the policies or decisions issued by the University.

4. The Disciplinary Board recommends the appropriate punishment only from among the disciplinary measures stipulated in this regulation.

Appendix
Academic Integrity Pledge

As a City University Ajman student, I bear the responsibility of adhering to the Academic Integrity Policy. I hereby pledge to act and uphold academic integrity and practice it in all my scholarly activities. in CUA honestly and responsibly.

● I [student's name] pledge my commitment to the following values:
● I take responsibility for everything I say and write in the exam. I am accountable for maintaining academic integrity in my work during the exam.
● I will not alter my work or accept any unauthorized assistance.
● I will act in a manner that respects the dignity, rights, and freedom of all members of the community.
● I will comply with all rules and regulations of exams at the university. I will not tolerate any disregard or negligence of the ethics of examinations.

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.

Student Grievance & Appeals

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.

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, or other assigned office. Based on the committee's formal recommendation, the VC or assigned person 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, or other assigned office.
5. The decision of the Vice Chancellor is final.

Non-Academic Complaints and Appeals Policy

Purpose

This policy aims to provide a transparent and fair framework that ensures students can express and resolve non-academic complaints, grievances, and appeals. It supports peaceful resolution when possible, and allows for escalation through formal procedures, ensuring confidentiality, impartiality, and appropriate action.

Scope

This policy applies to all students enrolled at City University Ajman who wish to raise non-academic complaints, grievances, or appeals related to any service, decision, or interaction involving university departments, staff, or fellow students.

Policy

Core Principles

- **Right to Express Concerns:**
  Students have the right to express feedback or remarks on non-academic related matters. Students may decide whether to escalate a concern into a formal complaint.

- **Confidentiality:**
  All complaints are handled with strict confidentiality. Student identities are only shared with the President or VPAA, EDAA when necessary.

- **Fairness:**
  Every student is entitled to fair treatment, and the process must be impartial and respectful.

- **Timeliness:**
  All procedures follow specified timelines to ensure efficiency and effectiveness.

- **Documentation:**
  Complaints must be submitted by the student, whether via university email, platforms, or using the official Complaint Form from the Student Affairs Department (SA).

- **Right to Appeal:**
  Students may appeal any non-academic decision they find unsatisfactory.

- **Oversight by Student Affairs:**
  All complaints, even those informally resolved, are guided and documented by the SA Department to ensure proper handling and student support.

- **Resolution Channels:**
  Official complaints can be resolved amicably without a committee, through a designated investigator, or if required, through a fact-finding or investigation committee approved by the President's Office.

- **President's Authority:**
  The CUA President reserves the right to assign a special committee for investigating certain cases.

- **Responsibilities**
  The Director of Enrollment and Student Services is responsible for managing and addressing all non-academic complaints and appeals, ensuring impartial handling, confidentiality, and proper documentation.

The Vice President of Academic Affairs (VPAA) and the Executive Director of Academic Affairs (EDAA) handle academic-related complaints and appeals.

All department heads are responsible for cooperating with Student Affairs in resolving student complaints within their respective units.

Procedure for Non-Academic Complaints and Appeals

Responsibilities

- The Director of Student Affairs (SA) is responsible for managing and addressing all non-academic complaints and appeals, ensuring impartial handling, confidentiality, and proper documentation.
- The Executive Director for Academic Affairs (EDAA) and the Vice President for Academic Affairs (VPAA) handle academic-related complaints and appeals.
- All department heads are responsible for cooperating with Student Affairs in resolving student complaints within their respective units.
- The CUA President reserves the right to assign a special committee for investigating certain cases.

A. Complaint Procedure

1. Submission of Complaint or Grievance

- A student may raise a non-academic complaint or grievance regarding any concern unrelated to academic assessment.
- Complaints must be submitted in writing via:
  - University student email,
  - University platforms, or a handwritten complaint using the official form available from the Student Affairs (SA) Department.
  - The student also has the right to first express their remarks or concerns informally and then decide whether to file an official complaint.

2. Student Decision on Approach

- The Attempt to resolve the matter directly with the involved party, or
- Seek immediate guidance from Student Affairs.

3. Initial Guidance and Classification by SA

- SA provides supervision and support throughout the process.
- The case is classified as:
- A Grievance (informal feedback with peaceful resolution), or
- An Official Complaint (requires investigation and formal handling).

4. Steps of Resolution

Step 1 – Direct Discussion

- The student discusses the matter directly with the person involved within 5 working days of the incident.
- If the complaint involves a faculty or university staff member, SA oversees and supports this step.

Step 2 – Escalation to Department Head

- If unresolved, the issue is escalated to the relevant department head within 5 working days.

- SA may intervene directly if appropriate, based on the nature and severity of the case.

Step 3 – Referral to Student Affairs

- If still unresolved, the case is referred to SA within 5 working days.
- SA may resolve the matter or escalate it to higher authorities.

Step 4 – Referral to the Director of Enrollment and Student Services for official investigation and decision-making.

5. Official Investigation

Upon approval, from the Director of Enrollment and Student Services the investigation takes place through:

- A qualified investigator, or a committee (minimum of one investigator and one SA representative).
- SA is required to attend all investigations involving CUA students.
- The investigation process includes Interviews, evidence gathering, and documentation.
- **Once the decision is finalized:**
1. The outcome is communicated to all concerned parties.
2. The student has the right to appeal the decision in writing to SA within 5 working days if there is a solid reason or new evidence not previously submitted.

B. Appeal Procedure

1. Initiating an Appeal

The student or involved party may appeal any university decision, including decisions resulting from an investigation, in writing to Student Affairs.

2. Referral to Vice Chancellor

Director of Enrollment and Student Services within 1 working day.

3. Final Review

The Director of Enrollment and Student Services issues a final decision within 10 working days of receiving the appeal.

4. Notification

SA communicates the outcome to all parties within 1 working day.

This decision is final and binding.

C. Timelines and Enforcement

Students must adhere to all stated deadlines unless an extension is granted by the Director of

Enrollment and Student Services

If the university misses a deadline, the case automatically advances to the next stage in the process.

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 fulfill 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 2025-2026. Students can access the University Catalog in CUA website. For download click the following web link: https://www.cu.ac.ae/admission/downloads/

Policy/Procedure
- Undergraduate Admission Requirements
- English Language Requirement (Undergraduate)
- Arabic Language Requirement (Undergraduate)
- Academic Progress Policy
- Tuition and Fees
- Refund Policy
- Scholarships & Financial Aid
- Attendance Policy
- Grading Policy and Procedures
- Grade Appeals
- Graduation Requirements (Undergraduate)

Full Time Equivalent (FTE) Faculty: Student Ratio

Program	Faculty to Student Ratio Spring 2025
College of Law	1:13
College of Business	1:29
College of Media	1:29
College of Dentistry	1:8
Bachelor in Psychology	1:21
Bachelor in Sociology	1:27
College of Technology	1:22

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	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	Sports Office	sportsoffice@cu.ac.ae	Extension 1104
8	Alumni Office	alumnioffice@cu.ac.ae	Extension 1107
9	Finance Department	finance@cu.ac.ae	Extension 1176, 1177, 1181
10	IT Department	itsupport@cu.ac.ae	Extension 1110
11	Library	library@cu.ac.ae	Extension 1210
12	Credentials Office	credentialsoffice@cu.ac.ae	Extension 1144
13	Scholarships Office	scholarship@cu.ac.ae	Extension 1155