



مركز النجاح الطلابي  
Center for Student Success

**ZUCSS**

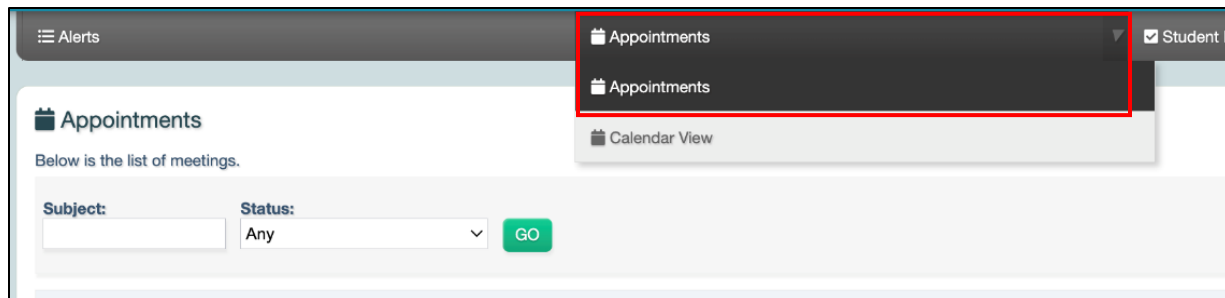
## Requesting an Appointment with ZU Services: Academic Excellence Hub, Al Waha, Math Café and PALS

Center for Student Success

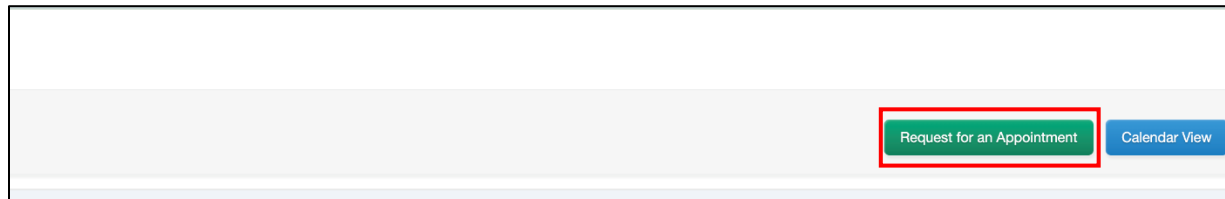
Last updated on July 17, 2024

## How to Book an Appointment with ZU Services: Academic Excellence Hub, Al Waha, Math Café and PALs.

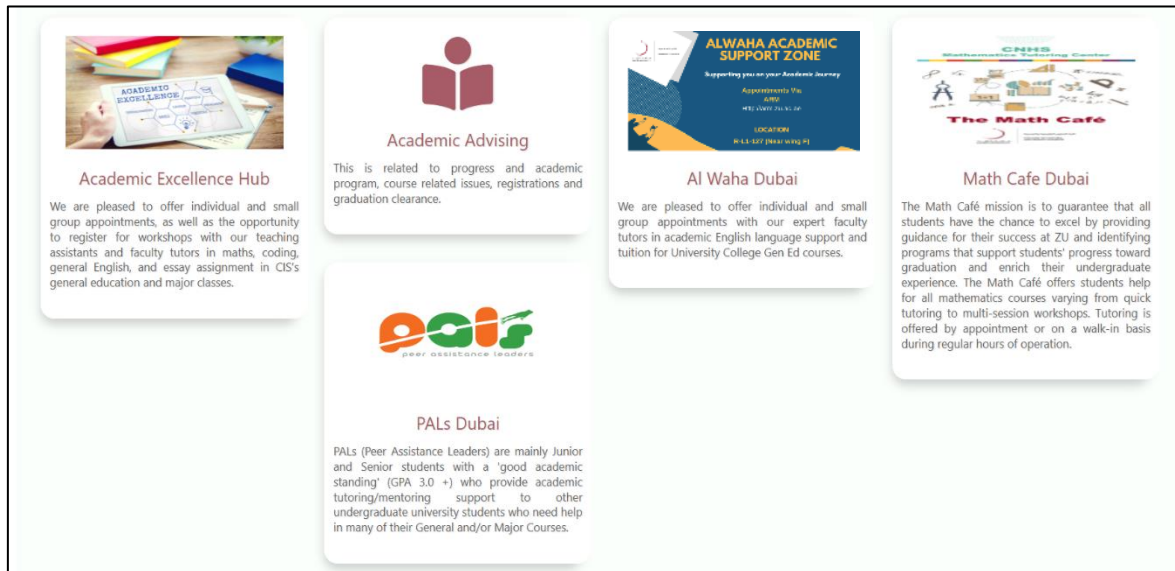
1. Go to ARM page, <https://arm.zu.ac.ae/Account>
2. Click **Appointment - Appointments**



3. Click on **Request for an Appointment** button.



- Click on a ZU service: **Academic Excellence Hub, Al Waha, Math Café or PALs** to request an appointment with a tutor.



**Academic Excellence Hub**

We are pleased to offer individual and small group appointments, as well as the opportunity to register for workshops with our teaching assistants and faculty tutors in maths, coding, general English, and essay assignment in CIS's general education and major classes.

**Academic Advising**

This is related to progress and academic program, course related issues, registrations and graduation clearance.

**Al Waha Dubai**

We are pleased to offer individual and small group appointments with our expert faculty tutors in academic English language support and tuition for University College Gen Ed courses.

**Math Cafe Dubai**

The Math Café mission is to guarantee that all students have the chance to excel by providing guidance for their success at ZU and identifying programs that support students' progress toward graduation and enrich their undergraduate experience. The Math Café offers students help for all mathematics courses varying from quick tutoring to multi-session workshops. Tutoring is offered by appointment or on a walk-in basis during regular hours of operation.

**PALs Dubai**

PALs (Peer Assistance Leaders) are mainly Junior and Senior students with a 'good academic standing' (GPA 3.0 +) who provide academic tutoring/mentoring support to other undergraduate university students who need help in many of their General and/or Major Courses.

- Select **Course/Service**.
- Select a **Tutor**.

**Appointment - Al Waha Dubai**

Course/Service: \*  
--Select--

Tutor: \*  
View Available Times

Contacted via:  
Online Initiated By Student

Student:

Appointment Date\* 10/11/2023    Start Time\* 13:30    End Time\*\* 13:40

Topic:

Location:\*\*

Purpose of meeting:

Send Appointment Request    Back to Appointment List

7. **View Available Times** of the tutor. The calendar will show.

**Appointment - Al Waha Dubai**

Course/Service: \*  
English Language Support ▾

Tutor: \*  
 Contacted via:  
Online Initiated By Student

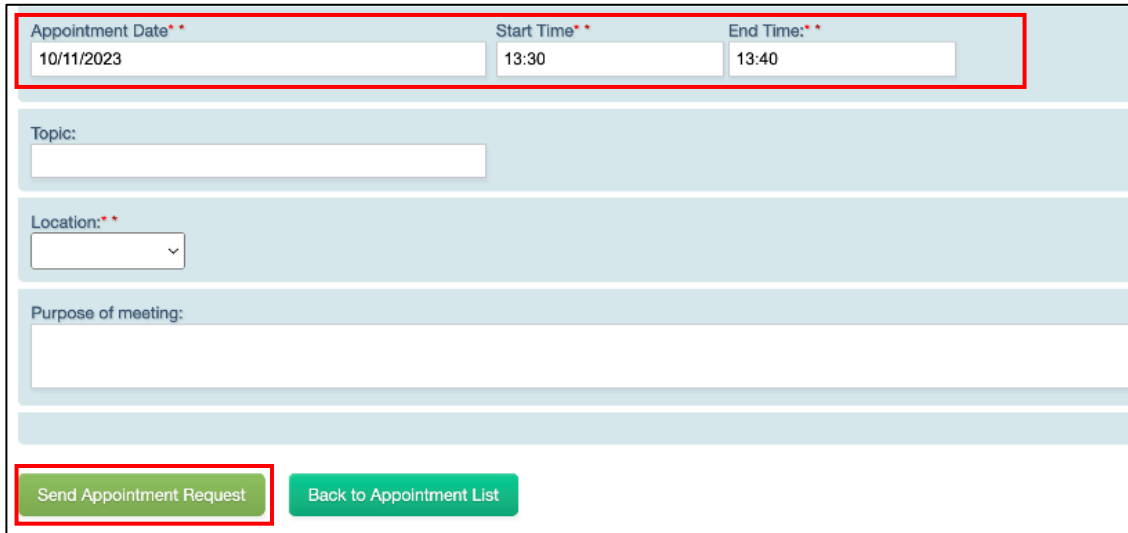
[View Available Times](#)

**Availability Calendar**  
Click on the available slot time and complete the form below.

Day Week Month Agenda 9 Oct 2023 – 15 Oct 2023

	Mon, October 9	Tue, October 10	Wed, October 11	Thu, October 12
06:00				
07:00				
08:00				
09:00				
10:00				
11:00				
12:00				
13:00		13:30 - 16:30 Open max 30mins. slot		13:30 - 16:30 Open max 30mins. slot
14:00		13:30 - 16:30 Open max 30mins. slot		13:30 - 16:30 Open max 30mins. slot
15:00		13:30 - 16:30 Open max 30mins. slot		13:30 - 16:30 Open max 30mins. slot


8. Select **Date**, **Start Time** and **End Time**, **Location**, and fill in the other fields.
9. Click **Send Appointment Request** button.




The screenshot shows a web form for scheduling an appointment. At the top, there are three input fields: "Appointment Date\*\*" with the value "10/11/2023", "Start Time\*\*" with the value "13:30", and "End Time:\*\*" with the value "13:40". These three fields are enclosed in a red rectangular box. Below these fields are three more sections: "Topic:" with a text input field, "Location:\*\*" with a dropdown menu, and "Purpose of meeting:" with a larger text input field. At the bottom of the form, there are two buttons: "Send Appointment Request" (highlighted with a red box) and "Back to Appointment List".

10. Email notification will be sent to you and to the tutor that your meeting is **confirmed**.

ARM - Appointment Confirmed - Al Waha Dubai

 ARM <sys-email@zu.ac.ae>  
Today, 1:33 PM

Required: ARM <sys-email@zu.ac.ae>; Sana Shamaileh ✕

 **When:** Thu 10/12/2023 1:30p - 1:40p  
 **Where:** Online Meeting

Accept    ? Tentative    ✕ Decline    ⌚ Propose new time

No conflicts

Inbox

Hi

Your appointment is **confirmed**.

**English Language Support**  
Subject: **assignment**  
Event Date: **October 12, 2023**  
Event Time: **13:30:00 - 13:40:00**  
Location: **Online Meeting**  
Purpose of meeting: language check

Tutor:  
Student:

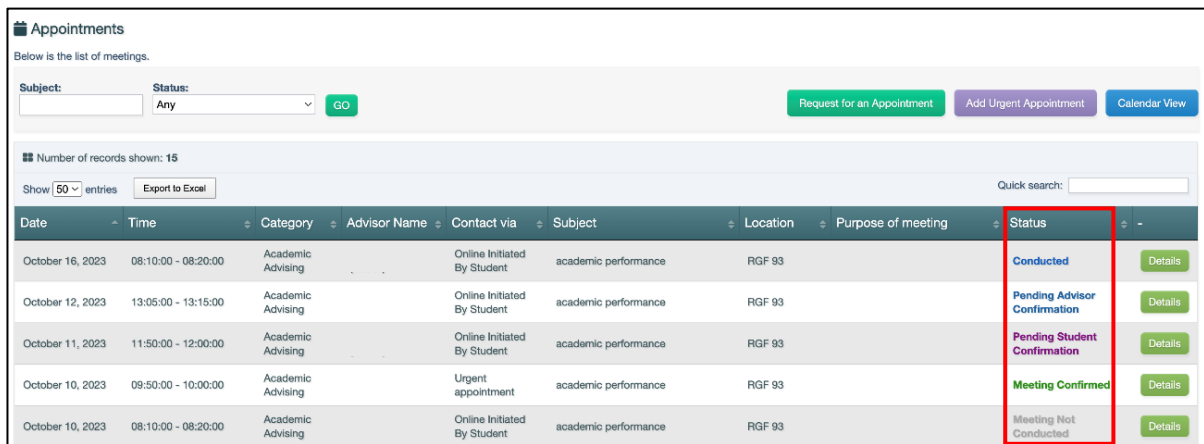
Online Meeting URL:  
<https://zu-ac-ae.zoom.us/j/7773002183?pwd=Q1kyYUZ6QWJlTG1xVWVNHbThUMjVldz09>

To view this request, please click the following link:  
<https://arm.zu.ac.ae//Meetings/FormAdvising?mld=6m3c7bjdmazoke2depoqw6obclppmskq4aalz4s4hjzxz5zmjvkinyc5xlcs2dtc>

**Notes:**

In **ARM, Appointments**, you can check your appointment status as the following:

- **Confirmed**
  - o When you book an appointment within the timeframe set by your advisor/faculty in ARM.
- **Conducted**
  - o When you meet your advisor/faculty and your advisor/faculty mark your attendance.
- **Pending Advisor Confirmation**
  - o When you book an appointment with your advisor/faculty that has no availability setting.
- **Pending Student Confirmation**
  - o When advisor/faculty change a confirmed meeting to another date/time.
- **Meeting Not Conducted**
  - o When student don't show up for an appointment and marked No Show by advisor/faculty.
- **Canceled**
  - o When your advisor/faculty cancel your confirmed meeting.



**Appointments**  
Below is the list of meetings.

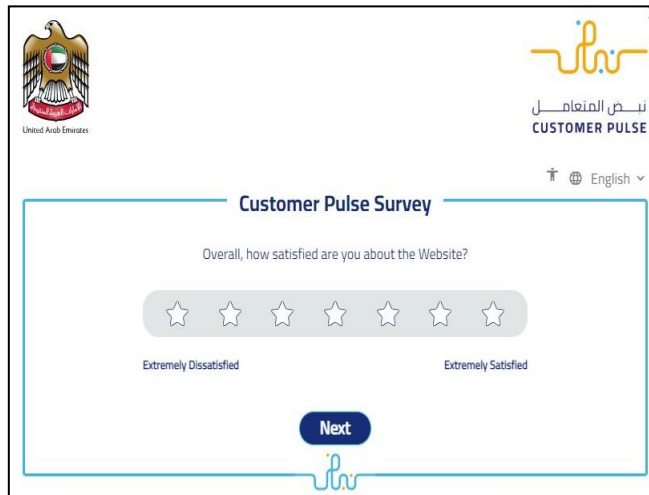
Subject:  Status:  [GO](#) [Request for an Appointment](#) [Add Urgent Appointment](#) [Calendar View](#)

Number of records shown: 15  
Show  entries [Export to Excel](#) Quick search:

Date	Time	Category	Advisor Name	Contact via	Subject	Location	Purpose of meeting	Status	
October 16, 2023	08:10:00 - 08:20:00	Academic Advising		Online Initiated By Student	academic performance	RGF 93		Conducted	<a href="#">Details</a>
October 12, 2023	13:05:00 - 13:15:00	Academic Advising		Online Initiated By Student	academic performance	RGF 93		Pending Advisor Confirmation	<a href="#">Details</a>
October 11, 2023	11:50:00 - 12:00:00	Academic Advising		Online Initiated By Student	academic performance	RGF 93		Pending Student Confirmation	<a href="#">Details</a>
October 10, 2023	09:50:00 - 10:00:00	Academic Advising		Urgent appointment	academic performance	RGF 93		Meeting Confirmed	<a href="#">Details</a>
October 10, 2023	08:10:00 - 08:20:00	Academic Advising		Online Initiated By Student	academic performance	RGF 93		Meeting Not Conducted	<a href="#">Details</a>

## Customer Pulse:

After sending the appointment request through e-services (<https://eservices.zu.ac.ae/main/Services/Servicecard>), a customer pulse review will appear for you to fill out.



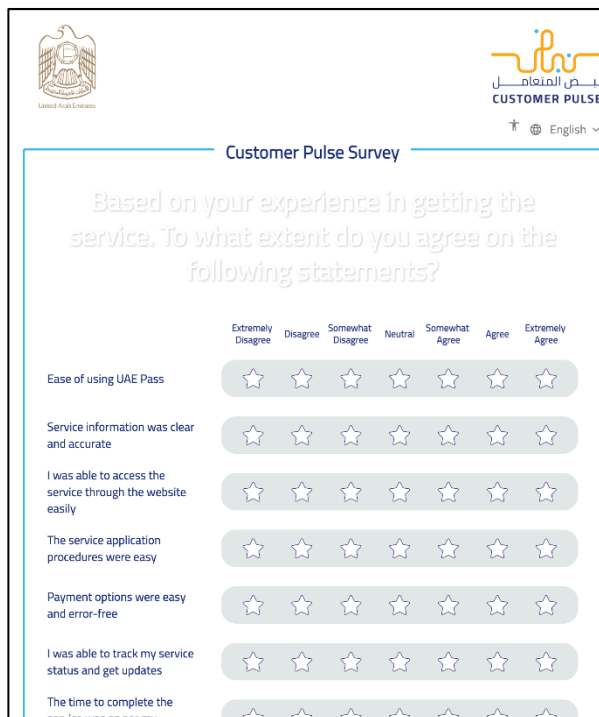
Customer Pulse Survey

Overall, how satisfied are you about the Website?

Extremely Dissatisfied      Extremely Satisfied

Next

After requesting the service, complete the form that appears.



Customer Pulse Survey

Based on your experience in getting the service. To what extent do you agree on the following statements?

	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Ease of using UAE Pass	☆	☆	☆	☆	☆	☆	☆
Service information was clear and accurate	☆	☆	☆	☆	☆	☆	☆
I was able to access the service through the website easily	☆	☆	☆	☆	☆	☆	☆
The service application procedures were easy	☆	☆	☆	☆	☆	☆	☆
Payment options were easy and error-free	☆	☆	☆	☆	☆	☆	☆
I was able to track my service status and get updates	☆	☆	☆	☆	☆	☆	☆
The time to complete the service was as per my	☆	☆	☆	☆	☆	☆	☆