



**ZAYED UNIVERSITY**

**DEANSHIP OF GRADUATE STUDIES**

**Graduate Student Handbook**

**2020 - 2021**

The Graduate Student Handbook documents Zayed University's academic rules, regulations, procedures, guidelines and other information related to the academic progress of graduate students, as authorized. It also provides information about the services and facilities available to support graduate students in their graduate studies. The Graduate Student Handbook is for use together with the Zayed University Catalog and Intranet Portal.

Graduate students are responsible for becoming familiar with the policies and procedures described in this publication. Any questions should be directed to the Deanship of Graduate Studies, Zayed University.

The Graduate Student Handbook contains information current as of 1 August 2020. The information in the handbook is subject to change at the discretion of Zayed University. Such changes become effective for all graduate students.

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## **MESSAGE BY THE DEAN, GRADUATE STUDIES**

Dear Graduate Students,

It is our pleasure to welcome you to the Deanship of Graduate Studies at Zayed University.

As a graduate student, you are a vital member of our community of scholars, professionals, and leaders from a broad spectrum of academic and professional fields who are drivers of innovation, creativity, research, and service that have a positive impact both locally and globally.

This Graduate Student Handbook is designed to provide answers to the most frequently asked questions, and to offer guidance on several other matters important to your graduate career. As well, this Handbook includes guidance on policies & procedures, finance and scholarships, as well as information on the various resources available to graduate students.

If you need clarification on any of the matters contained herein, or if you have a concern that is not addressed by the Handbook, please don't hesitate to call upon the Deanship of Graduate Studies team. We are here to help in any way we can while you are at Zayed University.

With best wishes,

Gaëlle Picherit-Duthler, PhD  
Acting Dean, Graduate Studies  
Zayed University

## **ZAYED UNIVERSITY**

Zayed University has been dedicated to educating professionals for senior leadership roles in a multi-cultural context for nearly twenty years and remains proud of the significant impact its alumni have had in the community. The distinctive portfolio of the internationally accredited graduate degree programs in business, finance, communication, diplomacy and international affairs, education, information systems management, information technology and cyber security, legal and judicial studies continues to focus on the needs of individuals who wish to expand their professional knowledge, develop their leadership skills and take their careers to a higher level.

Offered on both the Abu Dhabi and Dubai campuses, the graduate degree programs have earned a prestigious reputation through robust curriculums and inspiring real-world learning opportunities. Zayed University's reputation has also been built on the credentials and expertise of its faculty. Moreover, faculty believes that collaboration, on-going guidance and support during the educational experience effectively develop successful leaders.

Graduate degree programs are designed to minimize time away from work and family while maximizing interaction with fellow graduate students and faculty. Faculty may utilize a mix of on-site and off-site delivery systems that have demonstrated the flexibility needed to accommodate working graduate students. Weekend classes or modular weeks of study are the norm, and these will allow graduate students to finish their degrees as soon as possible.

Zayed University recognizes that graduate education is a big investment and that graduate student resources vary greatly, however the goal is to make it possible for admitted graduate students to attend classes at Zayed University. Applicants of all nationalities to Zayed University's graduate degree programs are considered for financial aid, in the form of merit and alumni scholarships. Corporate discounts are also available for bulk applications received from public and private sector organizations.

We welcome you to Zayed University and look forward to developing you as a leader who are truly committed to make a difference.

## **DEANSHIP OF GRADUATE STUDIES**

The Deanship of Graduate Studies (DGS) is an administrative unit that is responsible for graduate education university wide. It provides advocacy, planning and support for graduate studies and works collaboratively with the academic and administrative units to develop and implement the university's agenda for graduate education.

### **MISSION**

DGS will expand, strengthen, and demonstrate targeted graduate educational and research benchmarks in academic disciplines aligned with institutional and national strategic priorities to become an institution of choice for graduate education in the UAE and the MENA region.

### **VISION**

The mission of the DGS is to promote exemplary graduate education by ensuring international standards of excellence across all graduate degree programs and to actively support the development of new graduate degree programs that respond to local and regional market needs. It assists in the recruitment, enrollment, retention, and graduation of quality graduate students. It also seeks to enhance the contribution and visibility of graduate studies to promote the university's mission and values.

### **CORE VALUES**

- Academic excellence
- Service oriented
- Academic and professional integrity
- Agility, creativity and innovation
- Leadership, teamwork and collaboration

### **STRATEGIC DIRECTIONS**

1. To offer a portfolio of signature degree programs with specializations that are consistent with emerging trends in graduate education and are responsive to the demands of local and regional markets.
2. To develop a graduate student body that is diverse and dynamic with a critical mass in all specializations on both campuses, where applicable.
3. To create a culture in which graduate studies and research are key contributors to the academic and intellectual climate of the university.

4. To develop graduate affairs and expand its services and integrate them in the university's strategy and operation.
5. To reinvigorate graduate education by using innovative tools and methods to enhance the value, delivery and outcomes of educational services to graduate students.

## WHO IS WHO IN GRADUATE STUDIES AT ZAYED UNIVERSITY

Graduate programs are offered and managed on a day-to-day basis by the respective colleges. Each college is headed by a Dean who is assisted by a Department Chair in managing the graduate affairs of the college in collaboration with the Deanship of Graduate Studies.

### **The Deanship of Graduate Studies**

The Deanship of Graduate Studies (DGS) is an administrative body and primary source of information for graduate education stakeholders. The DGS is headed by a Dean and includes staff members who work collaboratively with all academic and administrative units of the University to serve the needs of the graduate community at Zayed University.

The DGS promotes graduate programs of study and manages graduate student recruitment, admissions, tuition, fees and funding, and graduation. The Deanship of Graduate Studies:

- is committed to the enhancement of the graduate experience and development of all graduate students; and,
- continually seeks to improve its services to the graduate community to offer exceptional service and high-quality graduate student engagement and support – before, during and after graduation.

Graduate students may contact DSD for any matters related to admissions and enrollment.

### **Department Chairs**

Department Chairs are faculty members of the colleges who are appointed to serve the graduate communities of their respective colleges and liaise with the DGS on all graduate matters.

### **Graduate Program Coordinators**

Graduate Program Coordinators are faculty members who are appointed to coordinate all matters related to their respective graduate degree programs in collaboration with the Department Chairs of their colleges.

## GRADUATE DEGREE PROGRAMS

Zayed University offers a diverse set of graduate degree programs at the master's level. Although the campus in Abu Dhabi is the primary venue for offering the graduate degree programs, some of the programs are also conveniently offered on the campus in Dubai.

Master's degree programs in many discipline areas are offered by the academic departments in the colleges. There are two types of master's degree programs: Professional and Academic (i.e., research-based).

### Listing of Graduate Degree Programs

The following is a list of the graduate degree programs that are active in the 2020-2021 Academic Year grouped by college.

College	Program Name	Credit Hours	Orientation
Business	Executive Master of Business Administration	36	Professional
	Master of Science in Finance	36	Professional
Communication and Media Sciences	Master of Arts in Communication	36	Professional
Education	Master of Education in Educational Leadership and Administration	36	Professional
Humanities and Social Sciences	Master in Diplomacy and International Affairs	30	Professional
	Master of Legal and Judicial Studies	38	Academic
Technological Innovation	Master of Science in Information Systems Management	30	Academic
	Master of Science in Information Technology (Cyber Security)	30	Academic

The Zayed University Catalog, available online at [http://www.zu.ac.ae/main/en/explore\\_zu/catalog/index.aspx](http://www.zu.ac.ae/main/en/explore_zu/catalog/index.aspx) includes information on the admission requirements to these graduate degree programs.

## Matriculation after Conditional Admission

Graduate students who are admitted conditionally into master's degree programs must attain the required English test score (IELTS  $\geq$  6.0 or its equivalent) within the first semester of enrollment in order to matriculate and continue their study or be dismissed.

Graduate students who have questions or need clarification on this subject are urged to consult with the Graduate Registrar.

## Time-to-Degree

All graduate program course credits must be completed within a maximum of five (5) consecutive calendar years from the initial registration term for which admission is granted, including any leaves of absence.

A graduate student who fails to complete the academic program requirements within the five (5)-year limit is subject to dismissal unless an extension is granted prior to the time limit expiration date as follows:

- a. A graduate student requesting an extension of the time period for program completion must submit an "Extension of Study Time Request" to the College Graduate Program Coordinator.
- b. A graduate student may request one extension only for a maximum of two (2) semesters.
- c. Extension is granted by the Dean of Graduate Studies on approval of the "Extension of Study Time Request" accompanied with an academic action plan for degree completion within a specified time frame, prepared by the College Graduate Program Coordinator in consultation with the graduate student.
- d. A Leave of Absence cannot be taken while a graduate student is on extension of the time limit.

## REGISTRATION

### Course Listings

The official course schedules for each program cohort can be viewed on the Deanship of Graduate Studies Intranet Portal:

<http://zuportal.zu.ac.ae/gsdsite/Pages/Graduate-Program-Class-Schedule.aspx>

The Zayed University Catalog, available online at [http://www.zu.ac.ae/main/en/explore\\_zu/catalog/index.aspx](http://www.zu.ac.ae/main/en/explore_zu/catalog/index.aspx) includes information on graduate policies and regulations, degree program curricula as well as course descriptions.

College Graduate Program Coordinators are also available for course advice.

## Registration and Graduate Student Records

The graduate registration unit in the Deanship of Graduate Studies is the trustee of all graduate student records. The unit supports graduate students in all colleges by providing the following services:

- Managing graduate student academic records.
- Issuing official transcripts and diplomas.
- Issuing enrollment letters.
- Scheduling classes.
- Processing grades.
- Assessing and recording graduate students' academic standing.
- Verifying and certifying degree completion.
- Preparing the academic calendar.
- Enrolling and registering graduate students.
- Assisting in processing graduate student academic grievances and appeals.
- Maintaining the Student Information System.
- Preparing, updating, and publishing course schedules and class and exam timetables.

### **CONTACT**

Wafa AlWahedi  
Graduate Registrar  
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Email: [registrarcgs@zu.ac.ae](mailto:registrarcgs@zu.ac.ae)

## Graduate Student Registration

Zayed University uses the credit hour (CH) as the basis of its graduate programs and organizes its educational process on a semester system.

A graduate student must be officially registered in a graduate program course to earn academic credit. Official registration in a graduate program course requires the graduate student to meet all academic and financial requirements. The graduate student is responsible to confirm withdrawal from a graduate course (course drop).

A graduate student is responsible to be aware of university policies, academic requirements, programs, calendar events and/or changes in academic status. Notifications sent to a graduate student's Zayed University email account are considered official.

A graduate student must register for courses by completing and submitting the e-Services Request form on the website:

<https://eservices.zu.ac.ae/main/Services/Servicecard>

An eligible graduate student shall register during the designated registration period as published by the university each semester until the graduate degree has been formally awarded. Registration is not official until the graduate student is listed on the graduate class roster.

A graduate student who is registered in nine (9) or more credit hours in a semester is considered to have a full-time status. A graduate student who is not employed or employed on a part-time basis may register in a maximum of twelve (12) credit hours per regular semester. Registering in more than 12 CH requires the recommendation of the Graduate Program Coordinator and the approval of the Dean of Graduate Studies. A graduate student who is employed full-time typically registers in six (6) credit hours per regular semester and may not take more than 9 CH per semester.

More information on the Graduate Student Registration policy is available on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=433>

#### **CONTACT**

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## **Attendance**

Class attendance is limited to graduate students who are officially registered in the course. Zayed University expects graduate students to meet attendance requirements in all courses to qualify for credit.



It is the responsibility of the course instructor to define a course policy (compliant with the University's Attendance Policy available on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=63>) for attendance in the course syllabus prior to the commencement of the course. This would necessarily include the course instructor's policy on excused absences and make-up assignments.

The course instructor is responsible to record classroom attendance.

Attending group meetings and/or participating in the assigned study teams are important components of the experiential learning process and are required in some graduate degree programs.

To minimize disruption, graduate students are requested not to enter or leave the classroom when class is in session.

### **Absence from Class**

Graduate students enrolled in a course are expected to attend each scheduled class meeting, to arrive on time, to remain for the entire period, and to participate actively in all assigned learning activities. Course requirements such as examinations, oral presentations, participation in discussion, or the like will not be waived because of absence from class. Whatever the reason for absences, graduate students are always responsible for the material covered in the lectures they have missed.

Failure to comply with University attendance policy will normally result in withdrawal for excessive absence. Course instructors may define penalties for an absence such as arriving late to class or leaving class early in the course syllabus. Graduate students who have valid reasons for not attending class are advised to consult with the course instructor. In such instances a make-up workshop or class will not normally be available, and the graduate student remains responsible for the entire course syllabus. The Graduate Registrar will notify graduate students who have been withdrawn from courses in writing within five (5) working days after notification of excessive absence is received. Graduate students who want to continue with their study program, are required to pay a course registration reinstatement fee.

### **Course Add or Course Repeat**

Graduate students may repeat any graduate course subject to approval of a "Graduate Course Add or Repeat Request." Repeated courses and grades earned are included on the graduate student's official academic record. A graduate student may not repeat more than 9 CH in a particular program. A graduate student may not repeat a graduate course with a passing grade more than once. The best grade earned for a repeated course will be used to compute the graduate student's degree program GPA. A graduate student may

add (register for) any non-program graduate course for which they are eligible to enroll subject to approval of a “Graduate Course Add or Repeat Request.” Grades for added, non-program courses taken for credit will be included in the transcript but excluded from program GPA calculations. Added courses taken as audit will be designated as (AU) on the graduate student’s record; no grade or academic credit value will be entered on the official academic record.

## Course Drop

A graduate student may drop courses at any time during the Add/Drop period with the approval of the College Graduate Program Coordinator without any indication on the transcript or financial charges. A graduate student may withdraw from a course after the Add/Drop period, with a grade of “W” recorded on the transcript, by submitting a request to withdraw to the College Graduate Program Coordinator within the published deadline. The graduate student is responsible for the cost of tuition of all courses dropped after the Add/Drop deadline.

Graduate students are advised that dropping a course will normally delay graduation.

## Independent Study Courses

Offering of courses on Independent Study basis is not allowed at the graduate level.

## University Withdrawal

### **Student-Initiated Withdrawal**

Graduate students voluntarily withdrawing from the university for any reason must submit a completed Request for Program Withdrawal from Zayed University form to the Graduate Registrar indicating the reasons for withdrawal. The College must endorse the request and attest to the graduate student's current academic standing. Submitting this form will assist the Deanship of Graduate Studies in closing academic and financial accounts and determining tuition refunds, if appropriate.

### **University-Initiated Withdrawal**

Graduate students may be administratively withdrawn from the university, after due notice, for failure to comply with financial obligations, disciplinary, or academic reasons, or in response to extraordinary personal circumstances.

In all cases, no refund of tuition or fees will be granted for withdrawing from a program except if indicated in the policy on Graduate Student Tuition and Fees.

## Leave of Absence

A graduate student may request a leave of absence from their program of study for medical, family, professional (experience or development), or compassionate reasons. The maximum total leave time may not exceed one (1) year and the leave periods must coincide with full semesters.

It is the student's responsibility to inform any agencies providing scholarships or an employer requiring enrolment of the leave from the program.

A graduate student on approved leave of absence is not subject to payment of program fees and is not entitled to use university services.

A graduate student must return from an approved leave of absence by the specified date indicated on the approved application form to continue in the program of studies.

A graduate student with Conditional admission status is not eligible for a leave of absence.

## Reinstatement

Graduate students who do not defer their admission, do not register for courses or settle their account balances by the deadlines published on the Deanship of Graduate Studies Intranet Portal <http://zuportal.zu.ac.ae/gsdbsite/Pages/Home.aspx> will have their graduate admission revoked.

A non-refundable fee will be charged to reinstate a course registration within seven (7) calendar days of its cancellation upon request. No reinstatement of registration is allowed after the 7-day period.

A request for reinstatement of course registration must be made online by the graduate student by completing and submitting the e-Services Request form on the website: <https://eservices.zu.ac.ae/main/Services/Servicecard>

## Challenging a Zayed University Graduate Course for Credit

A graduate student may demonstrate that they have acquired a command of the general course matter, knowledge, intellectual and practical skills that would normally be found in a specific university graduate level course by petitioning for a challenge exam for equivalent academic credit. Graduate students may challenge a Zayed University graduate course that the College has deemed appropriate subject to approval of a

completed “Challenge Assessment Request”. Some restrictions may be imposed on certain courses in some programs.

The option of whether to grant the challenge request rests with the academic unit. For a challenge to be successful, the graduate student’s performance on the exam must be equivalent to a grade of “B” or better. Credits earned by a successful challenge as determined by the academic unit are designated as “CR” on the official graduate student transcript but are not considered in GPA calculations. If the outcome of a challenge is unsuccessful, then the challenged course is assigned a failing grade. Graduate students must pay a fee to challenge a course according to the approved Schedule of Tuition, Fees and Payments.

Limitations:

- a. A maximum of 25% of the total credit hours required for a program may be challenged, including credit transfer.
- b. A graduate student may challenge the same graduate course only once.
- c. The result of a course challenge may not be appealed.
- d. A challenge course cannot be used to replace a graduate program course previously taken at Zayed University.
- e. A graduate student with Conditional or Provisional admission status or with registration suspension is not eligible for course challenge.
- f. A course which has been successfully challenged cannot be taken for credit.
- g. Once approved, a graduate student may not withdraw from a challenge and the examination must be administered within seven (7) days from the approval date. A graduate student who does not attend to an approved challenge exam will receive a grade of “W” and will not be allowed to challenge any additional courses.

## Transfer

Graduate credits earned outside the graduate student’s program may be transferred to a graduate program at Zayed University subject to approval of a “Graduate Course Credit Transfer Request” at the time of admission and with the following restrictions:

- a. the course transfer credits were earned at the graduate level from an institution recognized by the UAE Ministry of Education;
- b. the course transfer credits were earned in the language of instruction appropriate to the program at Zayed University;
- c. normally, the course transfer credits must have been completed no more than (3) three years prior to the graduate student's acceptance into the graduate program at Zayed University;
- d. the course transfer credits may not have been used previously in any graduate program to fulfill the requirements for any other graduate degree;

- e. only courses in which the graduate student received grades of "B" (GPA 3.0) or higher will be considered for transfer;
- f. credits for graduation projects and thesis are not transferrable;
- g. the transfer graduate student is in Good Academic Standing (a minimum CGPA of 3.0 on a 4.0 scale or higher in graduate level course work, or equivalent); and,
- h. a maximum of 25% of the total credit hours required for the program may be transferred into a program.

Graduate course transfer credits are designated as "TC" on the graduate student transcript record but are not included in GPA calculations. Graduate students who are admitted conditionally will have their approved transfer courses applied into their transcript only after they finish their probation period and matriculate in their program. Transfer courses cannot be used in lieu of a course repeat. In special circumstances, a graduate student may be permitted to take a course at another institution and transfer it to Zayed University after the graduate student has begun graduate studies at Zayed University. However, the graduate student must be in Good Academic Standing and must have an approved "Request to Take a Graduate Course at Another Institution" prior to enrolling in the course elsewhere. All aforementioned course transfer rules apply to cases of this type.

## Program/Course Cancellations

Zayed University reserves the right to alter, add, defer or cancel a graduate program cohort or course offerings without further general notice. However, in such cases the University will make every effort to inform faculty and graduate students as early as possible.

## GRADING

Zayed University adopts the North American Credit System in which each course is assigned a number of credits. Graduate students who enroll in credit-bearing courses receive letter grades for their performance in the course at the end of the term.

## Grade Point Averages

The Grade Point Average (GPA) is a numerical average of the value of a graduate student's final grades in credited courses required for the degree on a 4.00 quality point (QP) scale, weighted to reflect the credit hours assigned to each course and reported to two (2) decimal places. A quality point is a number between 0 and 4.00 that is assigned to a letter grade.

The Graduate Point Average (GPA) is a weighted average calculated as follows: Sum of (quality points x credit hours) / (sum of credit hours). Each grade that may be included in the GPA has a corresponding percentage on the scale of 100.

Grades for audit courses and transfer credits are excluded from the GPA calculation. Only the higher grade for repeated courses is included in the GPA calculation.

The Semester Grade Point Average is the sum of quality points (credit hours x quality points for the letter grade assigned) for each course taken during the academic semester divided by the total number of credit hours attempted during the same academic semester.

The Cumulative Grade Point Average (CGPA) is the sum of quality points (credit hours x quality points for the letter grade assigned) for all courses taken at the University inclusive of the current academic semester, divided by the total number of credit hours attempted for all degree-credit courses taken at the University inclusive of the current academic semester.

Both Semester and Cumulative Grade Point Averages may be affected by the exclusion of certain grades as provided under University policy. Grades excluded from Grade Point Average calculations are designated as such in the graduate student's academic record and on all transcripts.

The minimum passing grade for a graduate course is "C" (70%).

## Authorized Grades for Graduate Courses

The following is a list of all possible grades that can be assigned to graduate courses at Zayed University:

### a. Grades Computed in the GPA

Grade	Quality Point	Percentage	Explanation
A	4.00	90-100	Excellent
A-	3.70	87-89	Excellent
B+	3.30	84-86	Very Good
B	3.00	80-83	Good
B-	2.70	77-79	Satisfactory
C+	2.30	74-76	Satisfactory

C	2.00	70-73	Fair
F	0	0-69	Fail

**b. Special Grades not Computed in the GPA**

Grade	Meaning	Explanation
I	Incomplete	A temporary grade is granted when course requirements were not completed within the specified semester/term
P	Pass	Satisfactory performance for 'Pass/No Pass' courses only
NP	No Pass	Unsatisfactory performance for 'Pass/No Pass' courses only
CC	Continuing Course	Satisfactory progress in a continuing, multi-semester course; used primarily for projects and research theses/dissertations
NC	No Credit, Continuing Course	No credit is granted for unsatisfactory progress in a continuing, multi-semester course; used primarily for projects and research theses/dissertations
W	Withdrawal	Course withdrawal
WF	Fail Withdrawal	Withdrawal due to failure to complete course requirements
TC	Transfer Credit	Credit granted for course taken at another institution
AU	Audit	Course taken without credit
CR	Credit	Credit by course challenge exam

**Grading**

At the end of each graduate course, the instructor shall award each graduate student in

the course a letter grade that represents a complete and just assessment of the graduate student's academic performance in the course. Grades are assigned and recorded only for the graduate students who are officially registered in the specific course.

A letter grade may have a corresponding numerical quality point assigned to it which is then used to calculate the overall Grade Point Average (GPA). The grading system includes special grades which do not correspond to numerical quality points and, therefore, are not included in the calculation of the GPA. The Cumulative GPA is computed for all graduate courses taken for credit at the University.

All graduate courses for which a graduate student registers, including repeated courses, are listed on the transcript and are used to calculate the graduate student's Cumulative GPA whether or not they are taken to fulfill degree requirements. The GPA serves as the primary indicator for measuring the overall academic performance of a graduate student in a graduate program.

### **Incomplete (I) Grades**

A graduate student in a course may be granted an "I" grade if the graduate student is unable to complete a particular requirement (e.g., project, term paper, and final exam) for the course within the specified time period of the course due to unusual circumstances. It is the graduate student's responsibility to submit to the instructor the necessary documents to substantiate a reason for not being able to complete a course requirement in time for consideration before the instructor submits the final grades of the course. A graduate student who has received an "I" grade will have a maximum of four (4) calendar months after the official end of the semester to complete the missing requirement of the course. The responsibility for planning with the instructor to complete all outstanding coursework rests entirely with the graduate student. The instructor assesses the completed work and submits a request to change the grade for the graduate student from "I" to a permanent grade within two (2) days after the graduate student's submission of outstanding coursework. If the graduate student fails to complete the remaining course requirement within the extended period, then the "I" grade lapses to "WF" grade.

### **Continuing Courses**

A continuing course is a course for which a graduate student registers for credits over two or more consecutive semesters/terms. Project and thesis/dissertation courses are examples of continuing courses.

Each registration for a continuing course may be for zero (0) or more credits. A grade of "CC" or "NC" is assigned to each registration of the course by the end of the



semester/term. Incomplete grades are not applicable to continuing courses. The number of credits granted to a continuing course upon the completion of its last registration is the sum of the total credits of all registrations with “CC” grades. Registrations with “NC” grades are excluded from the course credits and, hence, from the total number of credits of the program.

The final grade is assigned to a continuing course after the completion of the final registration and may be any applicable grade (e.g., Pass for thesis/dissertation). Accordingly, the same grade is assigned retroactively to all prior registrations of the course with “CC” grades. For example, if a graduate student registers in a (project) course “ABC 690” for 3 consecutive semesters and each registration is for 3 credit hours, and receives “CC” for the first registration and “NC” for the second registration and the final course grade is “B”, then the graduate student will earn a total of 6 CHs and 18 quality points (6 CH x 3.00 QP).

### **Audited Courses**

A graduate student may register for a course on audit basis (i.e. for no credit) upon approval of the College Program Coordinator or Department Chair. A graduate student who audits a course must pay the full amount of tuition and any associated fees of the course. An audit graduate student is not required to take tests or the final examination of the course. A graduate student may change a registration from audit to for credit during the Add/Drop period. However, under no circumstances can a course taken for audit be given credit at a later date.

### **Academic Standing**

#### **Good Academic Standing**

A graduate student whose CGPA, determined at the end of a semester, is  $\geq 3.00$  is considered in Good Academic Standing.

#### **Academic Progress**

A graduate student must complete all academic program requirements and be in good academic standing to be eligible for award of the degree. Only course credits earned with a grade of "C-" or higher may be credited towards the degree. Only credits earned for courses specified in the approved program curriculum or approved as transfer credits may be credited towards the degree. Additional non-program courses or requirements specified on admission to demonstrate disciplinary competence are considered conditions for completion of the degree. Transfer credits may not be used to replace a graduate

program course completed at Zayed University. A graduate student with conditional admission status may register for a maximum of six (6) CH towards the degree.

## Program Continuation

A graduate student whose semester GPA < 3.0 will be placed on registration hold. The registration hold is removed on approval of an academic intervention plan to improve the graduate student's academic performance, prepared by the Graduate Program Coordinator in consultation with the graduate student and approved by the Department Chair.

A graduate student whose CGPA falls below 3.0 for the first time will be placed on first (1st) academic probation. A graduate student on 1st academic probation who fails to maintain good academic standing by the end of the subsequent semester will be placed on second (2nd) academic probation.

## Academic Dismissal

A graduate student on second academic probation who fails to maintain Good Academic Standing by the end of the subsequent semester will be dismissed from the university. A graduate student who receives a grade of "F" in two (2) or more courses in one semester will be dismissed from the university. A graduate student who receives an unsatisfactory progress grade for a research thesis or dissertation in two (2) consecutive semesters will be dismissed from the university.

## Program Discharge

A graduate student with conditional admission who does not qualify for regular admission by the end of the first 6 CH of study will be discharged from the program.

## Submission of Course Grades by Course Instructors

The course instructor is responsible to enter a graduate student's final course grade in Banner within two (2) days from the course end date.

## Reporting of Grades

Upon completion of a course, graduate students may normally view their official grades once they have received the notification from Banner web that final grade has been rolled to Banner.

Graduate students' grades are considered confidential information and may not be posted (in part or in full) in any public space. Graduate students who are in financial arrears will not be able to obtain official transcripts.

## Grade Changes

Reasons for changing grades include:

- Data entry error
- Instructor error
- Instructor grade change
- An incomplete grade

Graduate students must submit a written request (via email) accompanied by official supporting documents to the course instructor and College Graduate Program Coordinator before the exam date, requesting for an incomplete grade (I). The course instructor should confirm approval of the graduate student's request. The College Graduate Program Coordinator should initiate the incomplete request through the Academic Electronic form. The course instructor should send the final grade to the College Graduate Program Coordinator who should initiate the grade change request through the Academic Electronic form.

## Academic Honors and Excellence for Graduate Programs

### Graduation Honors

#### Eligibility

Any graduating student with a Cumulative Grade Point Average (CGPA) of 3.60 or above will be awarded Honors at graduation as follows:

- |                                    |                     |
|------------------------------------|---------------------|
| a. Graduating CGPA of 3.90 to 4.00 | Highest Distinction |
| b. Graduating CGPA of 3.70 to 3.89 | High Distinction    |
| c. Graduating CGPA of 3.60 to 3.69 | Distinction         |

إمتياز مع مرتبة الشرف الأولى

التخرج بمعدل تراكمي من 3.90 نقطة إلى 4.00 نقاط

إمتياز مع مرتبة الشرف الثانية

التخرج بمعدل تراكمي من 3.70 نقطة إلى 3.89 نقاط

إمتياز مع مرتبة الشرف الثالثة

التخرج بمعدل تراكمي من 3.60 نقطة إلى 3.69 نقاط

## Process

Once final grades for all required graduate program courses have been officially recorded, the Graduate Registrar produces a list of graduate students eligible to be awarded Distinction, High Distinction, and Highest Distinction. This list will be forwarded to the Graduate Council for approval. Graduation Honors will be announced at the graduation ceremony and will be recorded on the graduate students' academic transcripts and diplomas.

## REQUIREMENTS FOR RESEARCH-BASED DEGREES

### Master Thesis

A master thesis presents scholarly work produced by a graduate student who is pursuing a master's degree with the thesis option. The thesis demonstrates the graduate student's familiarity with the literature of the field of study and reflects the graduate student's reasoned selection and careful execution of research methodology. If the thesis is based on empirical research, it will show the graduate student's ability to analyze and interpret research data.

A master's thesis is generally equivalent to six (6) or nine (9) credit hours. A graduate student registers for thesis credits for a minimum of two (2) semesters after completing at least fifteen (15) credit hours of coursework in the program.

For information about the thesis evaluation process, please see the policy on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=472>

### Research Proposal

A graduate student pursuing a graduate degree with a research thesis or dissertation is required to prepare a concise and complete research proposal that clearly defines the research problem and objectives and outlines the methodology for the planned research. The Research Proposal of a thesis or dissertation is a requirement that should be met before the graduate student registers for thesis/dissertation research credits. The proposal contents and format must conform to the proposal development guidelines that are available from the graduate student's department or college. Graduate students are advised to check with their Research Supervisors on the logistics and timeline for the submission and approval of research proposals.

### Thesis and Dissertation Preparation Guidelines

Graduate students preparing theses or dissertations must follow the “Thesis and Dissertation Preparation Guidelines” published by the Deanship of Graduate Studies on the Intranet Portal:

<http://zuportal.zu.ac.ae/gsdbsite/Pages/Guidelines%20and%20Resources/Thesis-and-Dissertation-Preparation-Guidelines.aspx>

These Guidelines provide general information on the organization of the thesis/dissertation document and specific instructions on the presentation and format of its contents. A thesis/dissertation will not be cleared for final release and printing until it fully conforms to the published Guidelines of the University.

It is the individual graduate student’s responsibility to ensure that the final thesis/dissertation meets all requirements stated in the “Thesis and Dissertation Preparation Guidelines” and is approved for release and printing by the published timeline each semester, and the Deanship of Graduate Studies reserves the right to return any thesis or dissertation that does not meet the stated requirements, which may lead to delay in the graduate student’s clearance process for graduation.

## Copyright

The copyright of a thesis or dissertation is by the graduate student, who is the author of the document. However, graduate students are required to grant rights to Zayed University in order to make their theses/dissertations available to users of the University’s Library and to make limited copies, as well as make digital copies for library exchange or circulation. A complete “Declaration of Copyright License” statement is provided in the “Thesis/Dissertation Preparation Guidelines” document. The signed original of the “Declaration of Copyright License” must be submitted as a separate sheet along with a bound copy of the thesis/dissertation to the University Library.

A graduate student who wishes to delay the release of his/her thesis/dissertation to the public for intellectual property reasons must submit a request to impose an embargo for up to two years. Upon the approval of the request by the Dean of Graduate Studies, the form is submitted to the Library along with the “Declaration of the Copyright License” for implementation.

## Declaration of Original Work

The graduate student author of a thesis/dissertation is required to declare that the thesis/dissertation is an original research work that was done and prepared by the graduate student under the guidance of his/her Research Supervisor. A complete “Declaration of Original Work” statement is provided in the “Thesis/Dissertation Preparation Guidelines” document.

For information on the defense of a thesis, finalizing the thesis after the defense, selecting an external member of an advisory committee and selecting external examiners, please see the policy on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=472>

## GRADUATION

### Graduation Requirement

Graduate students must maintain a minimum Cumulative Grade Point Average (CGPA) of 3.0 in course work taken.

### Applying for the Degree to Graduate

A graduate student who has completed all academic requirements must apply for graduation to the Graduate Registrar at least four (4) weeks prior to the last official day of the semester in order to be included in the graduation ceremony. A "Completion of Academic Requirements Attestation" will be issued on the completion of all degree requirements and the approval of the request to graduate. The official diploma will be issued to a qualifying graduate student after the graduation ceremony date.

### Degree Audit

To complete a graduate degree, graduate students must successfully complete a degree or program audit, which verifies that:

- all required courses in the approved program curriculum were completed;
- a cumulative grade point average (CGPA) of 3.0 has been achieved;
- all required fees and charges (including library fees and charges) have been paid; and,
- there is no pending charge or appeal of a violation of the Academic or Graduate student Code of Conduct or other University rule, regulation, or policy.

Graduate students must complete their graduation clearance online. The [Master Graduate Students - Graduation Clearance](#) form should be initiated online by the Graduate Program Coordinator and must be completed by the following approvers:

- Graduate Student
- Library and Learning Commons
- Finance Department
- Campus Physical Development and Services Department

- Graduate Registrar

## Conferral of Degrees

Graduate degrees are conferred by the authority of the University Council through a Presidential decree upon the recommendation of the Graduate Council.

Graduate degrees are awarded once a year usually during the first six months of the year, after University Council approval. Graduates will receive their official diplomas during the degree conferral ceremony.

The Graduate Registrar is responsible for the printing and distribution of transcripts attestations and diplomas after the graduation ceremony.

## Walkthrough of Graduation

Graduate students approved by the University Council for graduation, may be requested by the university to participate in a graduation ceremony rehearsal prior to actual degree conferral. Graduate students who do not wish to do so should inform the Graduate Registrar.

The Deanship of Graduate Studies will inform graduate students by email of the arrangements for the collection of their academic dress for graduation.

## **TUITION FEES AND OTHER GRADUATE SERVICE FEES**

Zayed University assesses a tuition fee on a Credit Hour (CH) basis for each graduate program offered. The number of CH used to charge tuition per course is equivalent to the number of CH of the course unless it is indicated otherwise.

Graduate program tuition and fees must be paid according to the approved Schedule of Graduate Tuition and Fees and Schedule of Graduate Tuition Payment Plans.

The university reserves the right to change any fee related to graduate programs. However, all changes are announced and published on the university's website with an effective date.

The ultimate responsibility for payment of tuition and fees rests with the graduate student.

## Schedule of Graduate Tuition and Fees

## Graduate Program Tuition Fees\*

College	Graduate Degree Program	Number of Credit Hours	Cost Per Credit Hour (AED)
College of Business	Executive Master of Business Administration	36	3,556
	Master of Science in Finance	36	2,667
College of Communication and Media Sciences	Master of Arts in Communication	36	2,667
College of Education	Master of Education in Educational Leadership and Administration	36	2,333
	Master of Education in Teaching and Learning	36	2,333
College of Humanities and Social Sciences	Master in Diplomacy and International Affairs	30	4,267
	Master of Legal and Judicial Studies	38	2,526
College of Technological Innovation	Master of Science in Information Systems Management	30	2,666
	Master of Science in Information Technology (Cyber Security)	30	3,200

\*The tuition fee includes the introductory workshops, tuition, textbooks, course notes, access to library facilities and computing services, support of the Zayed University Computing Services staff and graduation.

*All fees are including VAT in line with the requirements of the Federal Decree Law No. 08 of 2017 and its Executive Regulations.*

## Other Graduate Service Fees



Payment Option	Payment Timing	Required Payment (AED)
Admission Application Fee	Required to process application	420.00
Deferred Admission Fee	Required to process application	5,000.00
Registration Fee	Before registering for courses	1,000.00
Registration Reinstatement	Required to process request	3,150.00
Challenge Exam Required	Required to process request	5,000.00
Official Academic Transcript	On request	52.50
Official Diploma Replacement	On request	157.50

All fees are including VAT in line with the requirements of the Federal Decree Law No. 08 of 2017 and its Executive Regulations.

### Schedule of Graduate Tuition Payment Plans for Graduate Students Each Semester/Term

Payment Option	Payment Timing	Payment Calculation (According to Schedule of Graduate Program Tuition Fees)
Option 1: Full Tuition Payment		
Payment	First day after the Add/Drop deadline	$[ \text{(Cost/CH)} \times \text{Number\_of\_Registered\_CH} ] - \text{Advance\_Payment}$
Option 2: Full Tuition Payment for Sponsored Graduate students		

Payment	Within 30 days after the Add/Drop deadline	$\left[ \frac{(\text{Cost/CH}) \times \text{Number\_of\_Registered\_CH}}{\text{Advance\_Payment}} \right] -$
Option 3: Full Tuition Payment in 3 Installments [For Graduate Assistants Only]		
First Payment	End of 1st quarter of semester/term	$\left[ \frac{(\text{Cost/CH}) \times \text{Number\_of\_Registered\_CH}}{\text{Advance\_Payment}} \right] / 3$
Second Payment	End of 2nd quarter of semester/term	(Remaining balance after 1st payment) / 2
Final Payment	End of 3rd quarter of semester/term	Remaining balance after 2nd payment

*\*“Advance Payment” may be the Registration Fee, Deferred Admission Fee and/or any residual financial credits in the graduate student’s account.*

*\*\*Specific payment due dates will be published on the university’s website prior to each semester.*

## Payment of Graduate Tuition and Fees

A graduate student must pay a registration fee prior to registering for courses each semester/term. The registration fee is credited towards the graduate student’s tuition charges of that semester/term. The registration fee is not refundable, and it does not carry from one semester/term to another.

Graduate students claiming external sponsorship for the payment of tuition must provide a written confirmation from their sponsor before registering for courses every semester. Sponsored graduate students are exempted from paying the registration fee upon submitting the official sponsorship letter to the university. Sponsors pay tuition fees according to payment Option 2 in Schedule of Graduate Tuition Payment Plans.

Audited courses are charged on a per CH basis as any regular course registration.

Special courses (e.g., project, thesis or dissertation) registered for zero-credit in a semester is charged an amount equivalent to the cost of one (1) CH of the program’s

tuition. Payments must be made according to the plans approved by the university (see Schedule of Graduate Tuition Payment Plans).

Graduate students who are recipients of Graduate Assistantships are eligible to select payment Option 3 of the Schedule of Graduate Tuition Payment Plans. Graduate Assistants on a tuition installment plan will be charged a 2% fee on the due balance if they do not pay on time and may have a financial hold placed on their record. Once confirmed, the selected payment option may not be changed for a specific semester.

A non-refundable fee will be charged to reinstate a course registration within seven (7) calendar days of its cancellation upon request. No reinstatement of registration is allowed after the 7-day period.

## Settling Accounts

Graduate students may view their fee balances and pay outstanding tuition and fees by logging into their Blackboard accounts at <http://learn.zu.ac.ae>.

All payments must be accompanied by a copy of the relevant letter of admission and invoice. The University reserves the right to refuse or reject any financial transaction where the payment origin cannot be identified or confirmed. The University does not accept payments for an amount less than the applicable fee. An official receipt will be issued by the University and given to the payee as and when the payment has been made. The onus is upon graduate students to keep and produce evidence, when required, of all payments made since the start of their graduate degree program.

Accepted methods of payment are:

- Cash, debit or credit card paid in person to the Zayed University Cashier's Offices located on the Abu Dhabi and Dubai campuses.
- Cheque or banker's draft with the exact amount of money due paid in person to the Zayed University Cashier's Offices or through post.  
In case of a post-dated cheque, a receipt will be sent to the payee as soon as the bank has notified the University that the payment has been duly processed.
- Online payments can be made via the secure online payment system by logging onto BlackBoard at: <http://learn.zu.ac.ae> and clicking on "**View and Pay Tuition Fees**".
- Bank to bank transfer is accepted. A graduate student ID number is required for bank transfer payment. The following bank details should be used:

First Abu Dhabi Bank (FAB)  
FIRST ABU DHABI BANK, HEAD OFFICE  
PO BOX 6316, ABU DHABI  
ZAYED UNIVERSITY  
Account Number: 4021003597649018  
IBAN: AE620354021003597649018  
Swift Code: NBADAEAXXX

All students are required to send us a copy of the bank transfer confirmation by email to [ar@zu.ac.ae](mailto:ar@zu.ac.ae), once made.

- e-Dirham.

#### **CONTACT (FINANCIAL RESOURCES DEPARTMENT)**

Amina ElGharroubi  
Tel: +971-4-402-1214  
Email: [Amina.Elgharroubi@zu.ac.ae](mailto:Amina.Elgharroubi@zu.ac.ae)

Maha ElKheir  
Tel: +971-4-402-1224  
Email: [Maha.ElKheir@zu.ac.ae](mailto:Maha.ElKheir@zu.ac.ae)

## **Graduate Tuition, Fees Adjustments and Refund**

All changes made to a graduate student's registration during the Add/Drop period every semester will be automatically reflected in the final tuition charges in the graduate student's account by the first payment deadline.

A graduate student who withdraws from a course during the Add/Drop period is not charged for the course. Withdrawing from a course after the Add/Drop period will result in the students not receiving any refund of tuition charges.

A schedule of the registration and Add/Drop periods and all relevant deadlines will be published on the Intranet Portal of the Deanship of Graduate Studies <http://zuportal.zu.ac.ae/gsdbsite/Pages/Home.aspx> before each semester. All

Other Graduate Service Fees listed in the Schedule of Graduate Tuition and Fees, are non-refundable.

## Discrepancies in Invoice

Invoice discrepancies should be addressed in writing to the Financial Resources Department. Include full name, program name, graduate student identification number, amount in question, date of invoice, and any other relevant information.

## Delinquent Accounts

Students who do not meet their financial obligations according to the applicable timeline may have their course registration for the semester cancelled automatically. A non-refundable fee (see Schedule of Graduate Tuition and Fees) will be charged to reinstate a course registration within seven (7) calendar days of its cancellation upon request. No reinstatement of registration is allowed after the 7-day period.

A graduate student with outstanding financial obligations will be placed on financial hold by the Financial Resources Department. This hold will prevent registration for the graduate courses and access to the facilities of the University. The University will not provide letters or release official documents such as academic transcripts to graduate students with a financial hold on their records. Delinquent accounts may therefore lead to the graduate student's inability to continue studies or dismissal from the program.

## Scholarships and other Forms of Financial Aid

Zayed University provides a range of scholarships to graduate students admitted to a Zayed University graduate program. Graduate students are advised to check with their colleges for other possible financial support opportunities that might be available. A list of financial support options and details of other forms of financial aid offered is available on the website: [https://www.zu.ac.ae/main/en/gsd/\\_admissions/admissions-financial-support.aspx](https://www.zu.ac.ae/main/en/gsd/_admissions/admissions-financial-support.aspx)

The following are descriptions of the financial support opportunities offered by the university:

### **Graduate Merit Scholarship (All Nationalities)**

Zayed University provides graduate merit scholarships to attract highly qualified graduate students for study leading to a master's degree. These scholarships are awarded to graduate students based on academic merit as determined from academic performance

in senior baccalaureate courses. All entering graduate students are considered for this award

### **Zayed University Alumni Graduate Scholarship (All Nationalities)**

Zayed University alumni who receive full admission to a Zayed University graduate degree program are eligible for a scholarship.

### **Tuition Assistance for Zayed University Employees (All Nationalities)**

Limited and competitive scholarship support is provided for qualifying full-time Zayed University employees to assist in completing a Zayed University master's degree program that directly supports their career development.

### **Tuition Discount for Sponsored Graduate Students (All Nationalities)**

Graduate students may qualify for discount on tuition fees if they are part of a group of graduate students who are sponsored by an entity that has a valid written agreement with Zayed University.

### **External Scholarships**

From time to time community-minded individuals and organizations provide tuition funds in the form of scholarships to support participants in graduate programs. Their aim is to assist in providing the opportunity of an excellent educational program to exceptional individuals who may not otherwise be able to access this opportunity.

Graduate students are responsible to notify the Deanship of Graduate Studies of any financial aid received from external sources, such as scholarships. Scholarships provided by the University may need to be adjusted.

A list of external scholarships offered is listed on the website:

[https://www.zu.ac.ae/main/en/gsd/\\_admissions/admissions-financial-support.aspx](https://www.zu.ac.ae/main/en/gsd/_admissions/admissions-financial-support.aspx)

## **ACADEMIC AND STUDENT CONDUCT**

Zayed University expects graduate students to demonstrate appropriate behavior while aspiring to meet the highest standards of academic, ethical and professional conduct within the university. Accordingly, graduate students have certain rights and responsibilities however graduate students are responsible for their own academic and personal conduct consistent with the Code of Student Conduct policy on the Zayed

University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=442>

## Student Rights

Graduate students have the right to be taken seriously as a responsible graduate student, to be treated with respect and consideration by all members of the University community and to pursue studies without unwarranted intrusion. Within the University, the graduate student will be encouraged to think critically and globally, to understand and appreciate diverse views, and to develop the intellectual competencies and work habits appropriate to the graduate student's field of study and career aspirations. The University will treat a graduate student with respect and ensure that graduate student rights are protected. The University will maintain the confidentiality of its transactions with every graduate student.

## Student Responsibilities

The University expects graduate students to meet the highest standards in their academic work and personal conduct during their stay at Zayed University. Each graduate student is required to obey the rules and regulations of the University as laid out in the Graduate Student Handbook and University Catalog. Each graduate student is expected to abide by the *Zayed University Honor Code* (available on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=23>), and all rules and regulations expressed in the Code of Academic Conduct and the Code of Student Conduct.

Graduate students are expected to familiarize themselves with these codes and their obligations and responsibilities toward the institution, its faculty and staff, other graduate students and visitors to the University. Graduate students who breach any of the requirements of the Code of Academic or Graduate Student Conduct are subject to University discipline. Information on Student Disciplinary Regulations and the appeal process is available on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=477>

## Academic Integrity

In general terms, academic integrity means studying, learning, and producing work without resorting to deception, cheating, or fraud of any kind.

Zayed University expects and requires all students to demonstrate integrity in all their academic work and to abide by the Zayed University Honor Code.

Accordingly, students are expected to study, learn, and produce academic work without resorting to deception, cheating, or fraud of any kind. Also, students are expected to do their own work, citing all sources they use and being honest and open in their dealings with instructors, advisors, classmates, and administrators.

## **Zayed University Honor Code**

### **“In the Name of God Most Gracious Most Merciful”**

As a student of the University that carries the name of the beloved and revered father of the nation, the late Sheikh Zayed Bin Sultan Al Nahyan (*may his soul rest in eternal peace*), I pledge to:

- Demonstrate the virtues of honesty, respect and fairness.
- Adhere to the highest standards of personal moral conduct.
- Refrain from any and all forms of academic dishonesty.
- Present a positive image of myself by acting with maturity and honor.
- Take responsibility for my actions and do my part to maintain a community of trust.
- Dedicate myself to the achievement of the University’s excellence.

I promise to honor Sheikh Zayed and to preserve his legacy by following the example set by the wise and beloved father of the United Arab Emirates.

## **Desired Behavior**

Students are expected to do their own work, citing all the sources they use and being honest and open in all their dealings with instructors, advisors, classmates, and administrators.

## **Prohibited Behavior**

All forms of academic dishonesty are strictly prohibited. Violators of this code are subject to university discipline. Academic dishonesty includes, but is not limited to:

- Cheating.
- Plagiarism.
- Falsification of data.
- Inventing or misrepresenting research or citations.
- Helping others to cheat, plagiarize or falsify material.
- Obtaining copies of tests without permission.
- Misrepresenting coursework done for another course as new work without prior permission from the instructor.



- Interfering with other students' work.
- Taking a quiz or examination for another student, or having another student take a quiz or examination for oneself.
- Collaborating with others on assignments meant to be done on one's own, without the prior permission of the instructor.
  - Abuse, misuse or appropriation of shared instructional or research resources.
  - Destroying or tampering with shared instructional or research resources.
  - Withholding or hiding shared instructional or research resources.
  - Appropriation of shared instructional or research resources.

To report and investigate allegations of academic misconduct, please see Zayed University's Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=421>

## Types of Violations

### Plagiarism

Using the existing work of other people requires acknowledgement, usually in the form of citations and references, otherwise it is considered plagiarism. Examples of plagiarism include:

- Copying another's work, either word for word or by making modest changes but keeping the structure, much of the language, and the main ideas the same.
- Using someone else's words, images or ideas without crediting that person.
  - If using someone else's words, they must be identified by putting quotation marks around them and citing the source.
  - If an image is included, the source of the image must be cited. If paraphrased work is included, it must be cited.
  - Every source used in a paper must be identified in the list of references.

### Other Types of Violations

Other types of violations include the following:

- Unintentional Misconduct.
- Inappropriate collaboration without acknowledgement.
- Dishonesty in examinations.
- Inappropriate proxy.
- Deliberate falsification of data.
- Work completed for one course/purpose and submitted for another.
- Complicity in academic dishonesty.

For more information on other types of violations, please consult the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=421>

## **University Disciplinary Action for Academic Misconduct**

A student who engages in prohibited behavior may be subject to University discipline as well as discipline in the course, department, or college in which the offense occurred. For more information on the disciplinary action for academic misconduct and the appeal process, please consult the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=421>

## **Dress Code**

In accordance with the Zayed University Honor Code, Zayed University always seeks to maintain the highest standards of professionalism and the appearance of graduate students should reflect those standards. Graduate students are expected to dress in a modest manner that respects Emirati customs and traditions. Graduate students are expected to attend the University in clothing that would be suitable for the UAE workplace environment.

## **Smoking on Campus**

Graduate students are prohibited from smoking (including electronic cigarettes) anywhere on the University's campuses and at events sponsored by Zayed University. Violations may lead to disciplinary measures.

## **PRIVACY AND CONFIDENTIALITY**

### **Official Academic Record (OAR)**

The OAR is maintained by Zayed University to record a graduate student's cumulative academic history, including personal identification information, admission, registration, academic performance, and official correspondence for each graduate student enrolled in a graduate program.

Zayed University is obligated to protect the privacy and security of its graduate students and follows strict guidelines for maintaining the confidentiality of education records and monitoring the release of information from those records to third (3<sup>rd</sup>) parties.

Only the graduate student and authorized Zayed University personnel may access official academic records. Zayed University will not disclose the contents of a graduate student's official academic record to any party outside the university unless required by law or authorized in writing by the graduate student. For more details on this subject, graduate students should view the policy on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=440>

## **GRIEVANCES AND APPEALS**

### **Graduate Student Complaints**

Graduate student should officially log all their complaints on SAHIM located on the website: [http://www.zu.ac.ae/main/en/at\\_zayed/2013/esuggestions.aspx](http://www.zu.ac.ae/main/en/at_zayed/2013/esuggestions.aspx)

See the Deanship of Graduate Studies intranet portal on the website: <http://zuportal.zu.ac.ae/sites/GraduateStudies/SitePages/Home.aspx> for SAHIM user instructions and other guidelines.

### **Academic Appeals for Graduate Programs**

Graduate students have the right to appeal a final graduate course grade or a decision to dismiss. The policy on academic appeals for graduate programs is available on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=439>

## **GRADUATE STUDENT SERVICES**

This section lists and briefly describes miscellaneous services that are available to graduate students. Graduate students in need of services that are not listed in this document are advised to check the University's website or contact the Deanship of Graduate Studies for information.

### **Health and Safety**

#### **Surveillance Camera Monitoring System**

Zayed University is committed to providing a safe and secure environment for the Zayed University community by integrating best practices with state-of-the-art technology. A critical component of a comprehensive security plan is a closed-circuit television (CCTV) system. The primary intent of installing CCTV surveillance on the University property is to reduce any threat in general, while protecting the university's premises and helping to

ensure the safety of all faculty, staff, students and visitors along with respect for individuals' privacy.

The CCTV cameras are situated in strategic public locations, internally and externally, around the campuses. Offices and classrooms are not considered public areas. All CCTV images are recorded onto Storage Servers located in a secure facility. The CCTV records images for 24 hours a day, 7 days a week every day of the year. Zayed University will standardize levels of the recorded images per second (IPS). All recorded images of the Internet Protocol (IP) CCTV system will be retained for 31 days. After that time, the servers will automatically overwrite the image data with new data.

## **Health and Safety Management**

Zayed University will achieve the health and safety management in compliance with the latest requirements from the Abu Dhabi Occupational Safety and Health System Regulatory Framework (OHSAD SF) and OHSAS Certification Standard. The university administration is committed to comply with the applicable health and safety legal requirements, to the prevention of injury and ill health, and to the safety and wellbeing of all the employees. More information is available on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=176>

## **Communication and Consultation Platforms**

Several electronic and orthodox communication platforms were established for the campus community for better interaction and involvement in Environment Health and Safety (EHS) Matters. Apart from the conventional notice boards and communication methodology, an EHS Mobile application is already available for the whole campus community for effective communication, reporting, emergency management, alerting and training purposes. The same features will also be made available soon through the Zayed University Intranet web portal.

Contact the Campus Physical Development Office for copies of EHS publications, i.e. EHS Induction Handbook, Emergency Handbook and Labs and Studios Safety Handbooks. These were developed for creating better awareness and comprehensive knowledge in EHS matters.

## **Training**

A list of Blackboard environmental health and safety virtual trainings is available on the website:

<http://zuportal.zu.ac.ae/sites/CPDO/Pages/Environment,%20Health%20and%20Safety/HS%20Training.aspx>

## **CONTACT**

### **Campus Physical Development Office: Abu Dhabi**

Tel: +971-2-599-3576

Email: facilitiesAUH@zu.ac.ae

### **Campus Physical Development Office: Dubai**

Tel: +971-4-402-1897

Email: facilitiesDXB@zu.ac.ae

## **Emergency Preparedness**

Each graduate student must look after his or her health and safety and that of others affected by their University-related work and leisure activities. To this end, each graduate student must:

- Comply with all local and Zayed University policies, procedures and arrangements concerning EHS risks.
- Ensure that their activities do not present unnecessary or uncontrolled risks to themselves or others.
- Attend appropriate induction and training.
- Report any accidents.
- Do not interfere with Health and Safety devices.
- Where a graduate student is unclear about something, inform his or her faculty or the person in charge of the activity rather than to compromise his or her safety or the safety of others.

The possible emergency events foreseen in Zayed University but not limited to:

1. Major fire.
2. Bomb threat.
3. Suspicious parcel.
4. Violence at work
5. Natural calamities like earthquakes and storms.

## **Emergency Response Priorities**

The safety of lives is always the priority - take immediate and appropriate actions as are necessary to ensure safety of staff, students and visitors/guests.

- Report the incident or disaster, as soon as it is possible, to the Emergency

- Response Coordinator or a security guard;
- Render medical assistance as necessary until emergency services arrive - **DO NOT RENDER FIRST AID IF YOU ARE NOT A REGISTERED DOCTOR OR MEDICAL OFFICER (FIRST AIDER)** - just ensure the injured person is out of a life-threatening situation;
- Follow instructions/ evacuation procedures if the premises need to be evacuated; and,
- If the building is or has been evacuated, **DO NOT** re-enter the building until given the "all clear" by the responsible person/authority.

### **EMERGENCY CONTACTS ABU DHABI CAMPUS**

#### **Campus Physical Development and Services Office (CPDO) Manager Abu Dhabi**

Tel: +971 50 240 2214

(Abu Dhabi Campus Emergency Response Coordinator)

#### **Serco Help Desk**

Tel: 800-60-160

#### **CLINIC**

Tel: +971-2-599-3322

Tel: +971-2-599-3175

#### **Assistant Emergency Response Coordinator**

Tel: +971-50-240-2251

### **EMERGENCY CONTACTS DUBAI CAMPUS**

#### **Campus Physical Development and Services Office (CPDO) Manager Dubai**

Tel: +971-50-552-4417

(Dubai Campus Emergency Response Coordinator)

#### **Security**

Tel: +971-4-402-1805

Tel: +971-4-402-1807

#### **Clinic**

Tel: +971-4-402-1766

#### **Assistant Emergency Response Coordinator**

Tel: +971-50-856-5052

**Campus Security, Visitors on Campus and Campus Parking**

Zayed University ensures that appropriate security measures for visitors to Zayed University and the safe use of campus parking lots are always taken. The policy on monitoring entry to campus, visitors on campus, traffic movement on campus and campus access violation by graduate students is available on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=487>

## **CONTACT**

### **Campus Physical Development Office: Abu Dhabi**

Tel: +971-2-599-3576

Email: [facilitiesAUH@zu.ac.ae](mailto:facilitiesAUH@zu.ac.ae)

### **Campus Physical Development Office: Dubai**

Tel: +971-4-402-1897

Email: [facilitiesDXB@zu.ac.ae](mailto:facilitiesDXB@zu.ac.ae)

## **Orientation Seminar**

At the beginning of the program, students are required to attend an orientation seminar organized by the Deanship of Graduate Studies to introduce the University and its resources, the program and communication classroom software such as BlackBoard Learn and Collaborate, MS Outlook, Extranet, and Bannerweb. Individual colleges may also offer orientation seminars to their master's degree students.

## **Graduate Student Forum**

The Deanship of Graduate Studies arranges open meetings every semester with all graduate students to update the graduate students on the latest changes to policies and procedures, guidelines, activities, and to answer graduate students' questions.

## **Graduate Student Identification (ID) Card**

Upon admission to a program and payment of the required tuition fees, an official Graduate Student Identification (ID) Card is issued to all graduate students by the Admissions Office. A graduate student identification card is required to borrow library books and students may be requested to present this card to gain access to university premises or before the commencement of examinations.

Graduate students are expressly prohibited from using any other graduate students' identification card for any purpose. Failure to comply with this policy will result in graduate student disciplinary action.

ID Cards are the property of Zayed University and a graduate student must return his/her card to the University upon graduation or any other cessation of active enrollment at the University.

Lost, found and stolen ID cards must be reported promptly to the Graduate Registrar.

## Graduate Student Records

### Issuing Official Academic Transcripts

The Official Academic Transcript is a certified document issued to third (3<sup>rd</sup>) parties that provides a complete, accurate record of a graduate student's academic history for a program.

The maintenance of graduate student academic records is governed by administrative standards which respect confidentiality and ensure consistency, integrity and fairness. Zayed University maintains a graduate student's Official Academic Record indefinitely. Submission of an admission application constitutes approval to collect pertinent personal information for institutional purposes. Each admitted graduate student is assigned a unique graduate student number which identifies all associated graduate program academic records. Only authorized Zayed University personnel may alter an official graduate student academic record. Issue of the official academic transcript is the sole responsibility of the Graduate Registrar.

Zayed University issues only official academic transcripts. The courses taken, and grades given do not appear on any graduate student's academic transcript until all grades received by the grade deadline have been recorded; generally, this is five (5) working days after the final grades had been received from the course instructor. The University reserves the right to withhold academic transcripts and similar records where graduate students, for example, have unmet obligations to the university.

All requests for academic transcripts must be made online by the graduate student (or former graduate student) by completing and submitting the e-Services Request form on the website:

*<http://eservices.zu.ac.ae/main/Services/Servicecard/Postgraduate/Master-Graduate-students---Academic-Official-Transcript>*

Processing normally takes less than three (3) working days provided there is no official hold on a graduate student's record. There is a charge for official transcripts. (See Fees



for Issuing a Certified Academic Transcript) Graduate students can receive no more than five (5) academic transcripts per week unless extenuating circumstances warrant an additional number of copies. Every attempt will be made to immediately process transcripts in person on normal working days between the hours of 8:00 a.m. and 3:00 p.m.

## **Change of Personal Data**

### **Mailing Address, Personal Email Address and Telephone Number**

All official correspondence is sent to the graduate student's current mailing and official University campus email addresses, as listed on the graduate program admissions letter of offer. As official information is sent by the University to the most recent mailing address on record, it is critical that the University be kept informed of mailing and email address changes. Mailing addresses, including email addresses as well as telephone numbers, can be changed by informing the Deanship of Graduate Studies by email.

### **Official Campus Email Address**

Official notifications from the University, College and Deanship of Graduate Studies are sent by email to a graduate student's official University campus email account. All graduate students are assigned an email account without charge after enrollment in a graduate program. Graduate students are responsible for checking and reading their University emails and for responding to or act upon email messages accordingly.

### **Name Changes**

Name changes must be made to the University by email. The graduate student must indicate exactly how his or her name should, henceforth, appear on all educational records at the University. Changes to family names through marriage, divorce etc. must be accompanied by relevant supporting documentation.

A graduate student should provide the following information in the email request:

- New name;
- Previous name;
- The date the change is to become effective; and,
- Graduate student identity card number

Changes to family names through marriage, divorce etc. must be accompanied by true copies of the following supporting documentation:

- Passport with the new name included
- UAE ID Card with the new name included

## **Certification of Enrollment and Degrees**

The University can provide written confirmation of enrollment in a program, registration in a course, or degree status. The printed certification can be used whenever enrollment or degree verification is required. After conferral, the degree awarded to a graduate student can be verified by contacting the Graduate Registrar for an official academic transcript or a certification form.

## **Retention of Graduate Student Records**

The University is responsible for the collection, handling and disposition of graduate student records for each enrolled graduate student. Graduate student files generally contain the graduate student's application to Zayed University, required supporting documents, and copies of official letters and documents. The University does not keep records from applicants who were denied admission or who refused the University's offer of admission.

Banner is the official system of record for graduate student data at Zayed University. Staff in departments and central offices uses Banner to track and manage graduate student information. An electronic record of a graduate student's academic achievements at the University is preserved permanently, but all other documents in graduate student files are considered inactive after three (3) years.

Graduate students should keep their own records of all transactions with the University (e.g. registration, enrollment, grade reports, payment, etc.). It is also advisable to keep copies of out of class assignments, digital files, etc. submitted in fulfillment of course work.

## **E-Services Requests**

The e-Services allow graduate students to make requests online for the various services offered by the Deanship of Graduate Studies. Graduate students should complete the required information on the e-Services Request form available on the website: <http://eservices.zu.ac.ae/main/Services/Servicecard> and submit the request online.

The following service requests are available online:

- Official Academic Transcript
- Application for Graduate Program Admission
- Admission Deferment
- Course Registration Reinstatement

- Student Course Registration
- Attestation Letter in Arabic
- Letter of Examination Leave
- To Whom It May Concern Letter
- To Whom It May Concern Letter – Digital PDF
- Sponsor Access System
- Replacement of Official Diploma – Arabic Version
- Replacement of Official Diploma – English Version

## Internet Usage

Graduate students should only access the Internet by using the Zayed University IT Department (ITD) provided Internet authentication servers on each campus. Any other forms of Internet access via the Zayed University network are not allowed. Graduate students should only access the Internet after they have been authorized to do so by ITD i.e. after receiving network login credentials. Any breach of Zayed University's internet access policies may lead to disciplinary action.

More information on acceptable usage, access control, information and data security, and internet content management control is available on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy>

The Master Student IT Guidebook is available from the Deanship of Graduate Studies Intranet Portal:

[http://zuportal.zu.ac.ae/gsdbsite/Shared%20Documents/Master%20Student%20IT%20Guide%20Book%202020\\_updated.pdf](http://zuportal.zu.ac.ae/gsdbsite/Shared%20Documents/Master%20Student%20IT%20Guide%20Book%202020_updated.pdf)

## Computer Labs

Data-ports for laptop and desktop computers (including Macs) and virtual desktops are available at the Library and Learning Commons to search online databases and the Web, to write reports and to work on projects. Computer labs are available at some Colleges for classroom instruction. A graduate student should seek the approval of the College Dean to use computer labs for other purposes than classroom instruction.

## Email Security

Access to Zayed University (ZU) email shall be duly authorized by Human Resources Department and provisioned by the IT Department (ITD). All emails must be identified with a user's name or email ID to allow for individual tracking. All ZU email users are responsible for the contents of their email. All ZU email users must use the ZU email system for official correspondence, and it is strictly prohibited for users to use third-party

email domains for the same. It is strictly prohibited to synchronize ZU emails to any external non-ZU email services.

An antispam server will scan all incoming and outgoing emails, attachments, and URL for spam and malware. Spam and virus infected emails will be automatically deleted without notice. Suspected emails will be quarantined for one month.

Users shall not be allowed to send or redirect, transfer, distribute or reply to emails which contain statements or include abusive comments concerning race, sex, color, disability, age, inappropriate images or other comments, contents or materials related to religious or political beliefs and practices except for the purposes of reporting such emails. Users must not open attachments from any unknown source without scanning them for viruses or malware first. In case of doubt, or if an unsafe attachment has been received multiple times, the user must report the incident to the ZU Service Desk as a possible virus/malware threat. It is prohibited to use official email for personal purposes.

It is prohibited for users to participate, or share, in dispatching emails for personal, commercial, religious, or political reasons. Users are not allowed to share or participate in distributing emails for charitable causes without prior permission from the Office of the Vice-President or federal authorities like the Telecommunications Regulatory Authority (TRA). It is prohibited for an email-system user to impersonate any other person. The ITD has attempted to block all commercial marketing emails. Any exclusions to allow marketing email shall be duly authorized by the IT Director with proper justification.

More information about email security, confidentiality and disclaimer, monitoring, storage and protection, naming convention and signature, settings, mail relay and retention are available on the Zayed University Intranet Portal:

<https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=303>

## Posting Notices on Campus

Zayed University campuses have bulletin boards that can be used to post notices of general interest. Notices are not to be placed on glass doors or walls of campus buildings. The content of the posted notice must be relevant to campus academic activities or student activities.

All Zayed University campus users are eligible to request the posting of notices on campus once content has been approved. Graduate students who wish to post a notice must submit the notice to the Student Affairs Deanship for review and approval. Only the Campus Physical Development Office (CPDO) has the authority to approve and date stamp a notice. All notices must be

- Checked for accuracy by the individual submitting the notice.

- Posted for specific agreed duration from the stamp date.
- Removed by CPDO at the appropriate time.

Notices that do not have an authorized date stamp will be removed. Student project work should not be posted on notice boards. Free standing display boards are available upon request through the CPDO for the posting of project work. Departmental information can be posted on department notice boards at the discretion of the relevant Dean or Director.

## Use of Zayed University Name/Logo

Graduate students may not use the Zayed University name/logo or letterhead and may not imply university endorsement when engaged in private activities, personal business, or public advocacy. New logos for colleges, units, centers or events that alter the primary Zayed University identity are not permitted.

## Publications, Printed Materials and Zayed University Website

The Government Communications Department is responsible for publications, printed materials, and the university website and operates within strict guidelines, established by the President, Vice-President and Provost, concerning procedures to be followed and types of publications including web, digital signage, radio, TV, outdoor media and printed materials.

The Government Communications Department is also responsible for editing, designing, and supervising production for all informational and/or promotional online and print publications and for periodical and/or continuing publications from academic and administrative units for internal or external distribution.

If assistance is needed in planning new publications, printed materials, advertisements, or the development of web pages for the Zayed University website, graduate students should contact the Government Communications Department.

## Providing Information to the Media

Zayed University is committed to providing information about its programs and activities to the news media so that the public may, in turn, be informed and aware. It is important that information provided to the news media be accurate, consistent and timely. Therefore, all contact with the news media, both initiated by the university and that in response to media inquiry, shall be through the Director of the Government Communications Department, the Office of the Vice-President or the Office of the President. Graduate students must contact the Director of the Government Communications Department, the Office of the Vice-President or the Office of the President before they have contact with

the media. Evaluation of the media channel and talking points with regards to interacting with the media must be conducted and approved by the media unit of the Government Communications Department before passing any statements to the media.

## Social Media

The Government Communications Department is responsible for the Zayed University social media platforms and operates within FAHR guidelines for “Use of Social Media by Federal Government Employees” concerning procedures to be followed on official Zayed University social media platforms.

The Government Communications Department is responsible for the production and management of social media content for Zayed University’s platforms such as Instagram, Twitter, Facebook, YouTube, and other social media platforms. All Zayed University colleges, departments, and student initiatives that have presence on social media need to verify their accounts with the Government Communications Department, and ensure they abide by Zayed University’s Social Media Policy and Procedures and are in line with the UAE Laws Related to Defamation and Cyber Crime.

### **CONTACT**

**Government Communications Department (Dubai)**

Tel: +971-4-402-1111

## Hours of Operation

The Deanship of Graduate Studies’ official opening hours are from 7:30 a.m. – 2:30 p.m. (Sunday to Thursday).

Graduate students may stay on campus to work on class assignments, projects, or graduate student activities on weekdays (Sunday to Thursday) or on days and at times when classes, workshops or examinations are in session, except for University declared holidays and holiday breaks.

While on campus, graduate students may not use faculty or staff desks, office or staff desk computers or office or staff desk telephones without written permission.

## UNIVERSITY RESOURCES

## Deanship of Graduate Studies Intranet Portal

Graduate students are encouraged to visit the Deanship of Graduate Studies Intranet Portal on a regular basis. The Deanship of Graduate Studies Intranet Portal was recently revamped with the aim to improve communication and promote collaboration between graduate program stakeholders. The Intranet Portal provides current graduate students, faculty and staff members with instant access to centralized learning resources, i.e. the graduate student handbook and guidelines, important announcements and information about events. The Intranet Portal also provides information about the facilities, resources and services available to support graduate students in their graduate studies. Graduate students can gain access to the Intranet Portal on the website: <http://zuportal.zu.ac.ae/gsdbsite/Pages/Home.aspx>

## Office of Research

The Office of Research supports many programs designed to enhance the research culture at Zayed University, by supporting quality research that creates new knowledge in all areas of endeavour.

### **Graduate Research**

Graduate students are encouraged to play an active role in the university's research portfolio. Graduate students have opportunities to work with experienced faculty members to conduct meaningful research projects. Graduate students may engage at various levels ranging from working as paid Research Assistants to full Co-Investigator status. Graduate students are also encouraged to conduct their own independent research as part of their studies.

More information is available on the website of the Office of Research:  
<https://www.zu.ac.ae/main/en/research/index.aspx>

## Student Accessibility Services

The objective of the Student Accessibility Services Department (SAS) is to provide Students of Determination equal educational opportunities by offering full academic, social and vocational support. SAS administers three state-of-the-art centers, two of them cater for Physical Disabilities, the Humaid Matar Al Tayer Assistive Technology Resource Center in Abu Dhabi and the Khalaf Al Habtoor Assistive Technology Resource Center in Dubai. The third center, the Abdul Wahid Al Rostamni Inclusive Learning Center in Dubai introduces students to the latest technology including accessibility features and applications available which will enhance students' technical skills and provide a unique learning experience.

SAS offers a wide range of support services to Students of Determination (students with Physical Disabilities, i.e. blind low vision, hearing impairment, and mobility disability and Learning Difficulties, i.e. ADD, ADHD, Dyslexia, Dyspraxia, Dyscalculia, Dysgraphia, Autism Spectrum, Language Disorders, Memory Problems) with the support needed to enhance their academic and social success. These services include assessments and screening of students for suitable accommodation, according to their individual needs. A list of the range of services and support offered by SAS is available from the website: <https://www.zu.ac.ae/main/en/sasd/services.aspx>

Students of Determination will follow the full curriculum, according to Zayed University policies. An Individual Educational Plan (IEP) is created for students with Learning Difficulties which outlines the skills they need to gain to achieve academic success. SAS also provides workshops and training to Students of Determination depending on their specific needs.

Students with physical and learning disabilities must register with SAS to be entitled to the services provided. SAS will collaborate with the Campus Physical Development and Services Department to ensure that all physical facilities on Zayed University campuses are available to all ZU students. All academic units are expected to work closely with SAS to provide appropriate academic support to students with physical and learning disabilities. SAS is expected to provide academic accommodation to enable its registered students with physical and learning disabilities access to all courses, materials, and services provided by Zayed University.

Students with physical and learning disabilities are expected to reach Zayed University academic standards and will be allowed to use alternative methods (for example, assistive technology) whenever necessary to achieve equitable educational opportunities. SAS will provide appropriate training for faculty and staff in order to enhance the support for students with physical and learning disabilities. SAS, when viable, is expected to enhance the in-class educational experience of students with physical and learning disabilities by providing support.

More information on the centers that provide assistances and services, is available on the website: <https://www.zu.ac.ae/main/en/sasd/index.aspx>

## Academic Advising

The Graduate Program Coordinator should contact graduate students for academic advising. Graduate students are also encouraged to contact the Graduate Program Coordinator for academic advising. The nature of academic advising may differ for different graduate programs and at different stages in the degree program.

### **Identifying and Supporting Academically At-Risk Graduate Students**



- The Graduate Registrar should identify and track academically at-risk graduate students by reviewing the students' semester and cumulative GPAs, as well as the number of credits taken in a semester to determine their academic status. The Graduate Registrar also relies on the Graduate Program Coordinator to identify and report graduate students that consistently perform poorly in classes.
- The Graduate Registrar will forward an academic status report for academically at-risk graduate students to the Graduate Program Coordinator at the beginning of each semester.
- After identifying academically at-risk graduate students, the Graduate Program Coordinator should contact graduate students via email to alert them of their academic status. The Graduate Program Coordinator should also arrange individual advising appointments to consult with graduate students on strategies to improve academic performance. The Graduate Program Coordinator should refer graduate students to additional resources and other academic support services when needed.
- The graduate student should meet with the Graduate Program Coordinator to discuss his or her academic challenges along with possible solutions. The graduate student should also take advantage of targeted resources or academic support services recommended by the Graduate Program Coordinator.
- Graduate students on probation must typically improve their CGPA within a semester to avoid academic dismissal.
- The Graduate Registrar will forward an academic status report to the Graduate Program Coordinator at the end of the following semester to determine academic progress improvement.

## Academic and Career Development Workshops

The Deanship of Graduate Studies offers academic and career development workshops to graduate students that are designed to develop intellectual potential and present interesting and relevant information on a variety of scholastic and community-oriented interests. These workshops aim to enhance the quality of student life and Zayed University's learning environment.

Most of the series of extra-curricular activities and other events are planned on a semester-by-semester basis, and are announced in advance on the Deanship of Graduate Studies Intranet Portal: <http://zuportal.zu.ac.ae/gsdbsite/Pages/Home.aspx>

### **CONTACT**

Fatma AlKhadar Al-Ali  
Administrative Assistant

Tel: +971-2-599-3626  
Email: [cgs@zu.ac.ae](mailto:cgs@zu.ac.ae)

## Career Services

Zayed University Student Careers and Alumni Department is here to support all students - whether you are starting out or an experienced professional we can help you make well-informed decisions to manage and develop your career. The Student Careers and Alumni Department's Career Portal gives you access to career resources, the ability to have your CV online seen by employers and enables you to apply directly for job vacancies. Please register at <https://careers.zu.ac.ae>.

### QUICK REFERENCES

#### List of Services

[https://www.zu.ac.ae/main/en/student\\_affairs/Student\\_Careers/index.aspx](https://www.zu.ac.ae/main/en/student_affairs/Student_Careers/index.aspx)

#### Contact

[https://www.zu.ac.ae/main/en/student\\_affairs/Student\\_Careers/contact.aspx](https://www.zu.ac.ae/main/en/student_affairs/Student_Careers/contact.aspx)

## Alumni Services

The Student Careers and Alumni Department assists graduates in maintaining contact with the University and facilitates communication and information exchange among graduates and the University.

### QUICK REFERENCES

#### More Information

<https://www.zu.ac.ae/main/en/alumni/index.aspx>

#### Contact

[https://www.zu.ac.ae/main/en/student\\_affairs/Student\\_Careers/contact.aspx](https://www.zu.ac.ae/main/en/student_affairs/Student_Careers/contact.aspx)

## Library and Learning Commons

With two campus libraries located at the Abu Dhabi and Dubai campus, Zayed University Library and Learning Commons (LLC) is the critical and integral center of learning in the educational community.

The LLC provides access to scholarly information and integrated services such as learning and research support and information literacy instructions with the aim to advance your knowledge and ensure your experience with us is enriching and inspiring. With more than 200,000 print volumes and hundreds of thousands of electronic resources available online 24/7, the LLC is an essential educational partner and source of quality scholarship and learning during a graduate student's time at Zayed University.

The LLC is an exciting place with many resources for reading, research, individual and group study. Librarians are available to assist students in finding information for their class assignments and for their personal interests.

The library has a range of resources in both Arabic and English, including books, journals, magazines, newspapers, DVDs, graded English readers and the Emirate Collection are available for research and leisure reading. The LLC provides equipment to scan, print and photocopy documents.

#### **QUICK REFERENCES**

##### **List of Services**

<https://www.zu.ac.ae/main/en/library/index.aspx>

##### **Research Tools**

[https://www.zu.ac.ae/main/en/library/research\\_tools.aspx](https://www.zu.ac.ae/main/en/library/research_tools.aspx)

##### **Hours of Operation**

<https://zu.libguides.com/hours>

##### **Contact**

<https://zu.libguides.com/contact>

## **Business Centers**

Business Centers are one-stop shops for all printing, binding, lamination, mail and parcels.

## **CONTACT**

### **Abu Dhabi**

Email: [auh\\_BusCenter@zu.ac.ae](mailto:auh_BusCenter@zu.ac.ae)

Location: First Floor of Library

### **Dubai**

Email: [dxh\\_BusCenter@zu.ac.ae](mailto:dxh_BusCenter@zu.ac.ae)

Location: Ground Floor of Library Building

## **Service Desk**

Graduate students seeking resolution to problems with software, network connectivity, and hardware should contact the Service Desk at <http://servicedesk.zu.ac.ae>. The Service Desk troubleshoots hardware and software problems with laptops, desktops, and peripherals such as printers and other IT equipment. The Service Desk also supports audiovisual equipment and inspects, tests, and diagnoses problems with IT equipment in classrooms and other campus buildings.

## **CONTACT**

### **Abu Dhabi**

Tel: +971-2-599-3666

### **Dubai**

Tel: +971-4-402-1777

### **Website**

<http://sanad.zu.ac.ae/>

## **Lost and Found Offices**

Any enquires regarding lost and found items should be made to the Campus Physical Development and Services Department.

### **Reporting a Lost Item to the Lost and Found Office**

On the Zayed University website, the graduate student should log onto to the graduate student page and complete the 'Report a Lost Item' form, describing the item he/she has lost in as much detail as possible.

**Log into [zuportal.zu.ac.ae](http://zuportal.zu.ac.ae)**  
**Enter your ZU ID & Password**  
**Click on [Report a Lost Item e-Form](#)**  
**Complete the form and click submit**

Or access the link:

[http://zuportal.zu.ac.ae/sites/CPDO/Lost\\_and\\_Found\\_System/SitePages/Home.aspx](http://zuportal.zu.ac.ae/sites/CPDO/Lost_and_Found_System/SitePages/Home.aspx)

All received items are categorized and classified to be officially recorded. If any item found matches a graduate student's lost item description, the graduate student will receive a call or an email from the Lost and Found Office notifying him/her that the item may have been found.

The graduate student should then visit the Lost and Found Office in person to identify his/her lost item. The graduate student will be asked several questions to ascertain whether the item found belongs to him/her. For electronic items, the graduate student will be asked to enter relevant passwords, if any, or to give more personal details about the item.

A graduate student must sign a receiving note stating that he/she has identified and received his/her lost item.

## **CONTACT**

### **Campus Physical Development Office: Abu Dhabi**

Tel: +971-2-599-3576

Email: [facilitiesAUH@zu.ac.ae](mailto:facilitiesAUH@zu.ac.ae)

Location: Administration Building, Ground Floor near the central lobby (ADM-0-048)

### **Campus Physical Development Office: Dubai**

Tel: +971-4-402-1897

Email: [facilitiesDXB@zu.ac.ae](mailto:facilitiesDXB@zu.ac.ae)

Location: Administration Building, First Floor, CPDO

## **Dining Services and Catering**

The University's cafeterias and coffee shops are open in the Abu Dhabi and Dubai male and female campus food courts on weekdays from 8:00 a.m. to 3:00 p.m., serving healthy

and nutritious breakfasts, lunches and snacks from a variety of local and international cuisines. There are also grocery stores on the female campuses.

Graduate students can bring their own snack/lunch to the University but may not bring other food to the campus without the prior and express permission from the Campus Physical Development Office. All food must be eaten in the cafeteria or other on-campus restaurant and not in classrooms, laboratories, studios, computer rooms or the Library. Only the campus food service may sell food on campus, except with its prior written approval from the Campus Physical Development Office.

## **CONTACT**

### **Campus Physical Development Office: Abu Dhabi**

**Facilities Management Officer:** Zulfiqar Ali

**Direct Phone Line:** +971-02-599-3771

**Alternate Contact in Reception:** +971-02-599-3576

**E-mail:** facilitiesAUH@zu.ac.ae

### **Campus Physical Development Office: Dubai**

**Facilities Coordinator:** Fadi Suwan

**Direct Phone Line:** +971-4-402-1149

**Alternate Contact in Reception:** +971-04-402-1159

**E-mail:** facilitiesDXB@zu.ac.ae

## **Prayer Rooms**

Designated prayer rooms are provided by the University.

## **Health Services**

On both campuses, a health care clinic is available to provide students with health services. The health care clinics are staffed with well-qualified nurses and a doctor who is available during the University working hours.

The opening hours for the clinic on the Abu Dhabi campus are from 8:00AM to 5:00PM. The Abu Dhabi clinic is located on both the female and male campus and is staffed by 3 full time nurses (2 on female side, 1 on male side) and 1 full time doctor, who covers both campuses. The hours for the clinic in Dubai campus are from 8:30AM to 4:30PM, and it has a full-time nurse, and a doctor who is available on Sunday and Thursday from 8:30AM to 4:30PM.

The clinics provide quality primary medical care, including urgent care, and support services to ensure students are in good health. The students' medical information is

released only with their written consent, except as legally mandated in life-threatening emergencies.

The Canadian Medical Center (CMC) provides health services to graduate students on the Abu Dhabi campus.

## **CONTACT**

*Contact the Canadian Medical Center (CMC) for an appointment or inquiry (to avoid crowding and waiting).*

**Female Campus:** Tel: +971-2-599-3600

**Male Campus:** Tel: +971-2-599-3322

Graduate students must adhere to preventive measures in case they need to attend the clinic by wearing a mask, sanitizing their hands, and keeping a physical distance. They also should avoid having accompany when visiting the clinic, except in emergency.

A graduate student must present his/her ZU Student ID Card to the clinic. Only 5 patients are allowed staying at the clinic at a time.

Patients cannot take rest inside the clinic without the doctor's order. Covid-19 suspected cases will be isolated in a room prepared for this purpose and transferred to health authorities if necessary.

## **Online Appointments**

Graduate Students can now book an online appointment with the clinics through e-service and receive health care and medical consultation online through a chat option.

- Visit ZU e-services page:  
<https://eservices.zu.ac.ae/main/Services/Servicecard/Employees/Book-Online-Appointment-with-Clinic>
- Choose the service “**Book Online Appointment with Clinic**”.
- Choose the date and time and submit the requirement.
- Confirmation email with be received, and 5 minutes before the appointment a reminder email will be sent to the student.
- Open the link to chat with the health services team.

In in order to serve graduate students safely and easily, students should book an online appointment before visiting or calling the clinic.

## CONTACT

### Abu Dhabi Campus

- **Female Campus:** +972-2-599-3600
- **Male Campus:** +971-2-599-3322

### Dubai Campus

- **Clinic:** +971-4-402-1766

### For Emergency Cases on Campus

+971-50-553-9621

### COVID19 Queries

Department of Health: Tel: 8001717  
Ministry of Health & Prevention: 80011111

## Sports and Recreation

Zayed University (ZU) Sports operates in conjunction across the campuses of Abu Dhabi and Dubai, providing comprehensive sports, fitness and recreation programs for students, staff and faculty.

The ZU Sports programs can be broken down into the main areas of:

- **Intercollegiate Sports:** ZU Sports provides students with the opportunity to compete against other universities in individual or team sports.
- **Fitness:** ZU sports offers a range of fitness programs, classes and tailored personal training sessions to encourage all members of the ZU community to lead an active and healthy lifestyle. Full support is provided by the ZU Sports to facilitate and support individuals in achieving their fitness goals. In addition, ZU Sports incorporates Strength and Condition modules and uses General Physical Preparation (GPP) for off season training and Sports Specific Training (SST) for pre-season and in-season training.
- **Intramural Sports:** ZU Sports has developed an internal sports program in which members of the ZU community can participate in friendly sports fixtures within the campus.



- **Recreation:** The sports and fitness centers in Abu Dhabi and Dubai provide facilities use for members of the ZU community to use recreationally. The following facilities are available on the Abu Dhabi and Dubai campuses:
  - Gymnasium
  - Outdoor Tennis Court
  - Outdoor Basketball Court
  - Swimming Pool
  - Fitness Center/Weight Room
  - Outdoor Artificial Turf Field
  - Exercise Studio
- **Community Sports Events:** ZU Sports actively promote the participation and engagement with the wider UAE society through the promotion, involvement and organization of sports events, both on and off campus.

Contact the ZU Sport Coordinators for information regarding the sports center operating hours and registration for the sports, fitness or recreation programs.

## **CONTACT**

### **Abu Dhabi Campus**

Charif Rabah (Male Sports Coordinator)

Tel: +971-50-107-6720

Email: Charif.rabah@zu.ac.ae

Kimberley Baptiste (Female Sports Coordinator)

Tel: +971-50-165-5386

Email: Kimberley.Baptiste@zu.ac.ae

### **Dubai Campus**

Victoria Hunter (Female Sports Coordinator)

Tel: +971-54-993-2029

Email: Victoria.Hunter@zu.ac.ae

### **Follow ZU Sports on Instagram**

**Abu Dhabi** @zusportsad

**Dubai** @zusportsdubai

## **Student Accommodation**

Zayed University provides accommodation to graduate students.

## **CONTACT**

Kalthoum Al Marzouqi  
Graduate Programs Senior Admissions Officer  
Tel: +971-2-599-3562  
Email: cgs.admissions@zu.ac.ae

## **CONTACT INFORMATION**

### **Physical Office Location**

Deanship of Graduate Studies  
MF1-2-073  
Abu Dhabi Campus

### **Corresponding with the Deanship of Graduate Studies**

Deanship of Graduate Studies  
Zayed University  
P.O. Box 144534  
Abu Dhabi, United Arab Emirates  
Tel: +971-2-599-3605  
Email: cgs@zu.ac.ae

**Faculty and Staff Directory**

### Deanship of Graduate Studies

<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Gaëlle Picherit-Duthler	Acting Dean, Graduate Studies	3701	ABU DHABI
Maureen Goodwin	Manager Graduate Programs Enrollment and Marketing	3816	ABU DHABI
Kalthoum AlMarzouqi	Senior Graduate Programs Admissions Officer	3562	ABU DHABI
Wafa AlWahedi	Graduate Registrar	3112	ABU DHABI
Fatma AlKhadar Al- Ali	Administrative Assistant	3626	ABU DHABI

## College of Business

<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Fatima Al-Ali	Acting Dean	3345	ABU DHABI
Sarra Almessabi	Administrative Officer for the Dean	3214	ABU DHABI
Mashaël Shalaan	Administrative Assistant for the Dean	3574	ABU DHABI
Saifeddin Al-Imamy	Associate Dean	3494	ABU DHABI
Balqees Ahmed	Assistant Dean for Research and Outreach	3259	DUBAI
Sara AlHammadi	AO Research, Outreach and Graduate Studies	3419	ABU DHABI
<b>Graduate Program: Executive MBA</b>		<b>Department: Management</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Francisco Lagos	Graduate Program Coordinator	3215	ABU DHABI
Nicolina Kamenou	Department Chair	1470	DUBAI
<b>Graduate Program: Master of Science in Finance</b>		<b>Department: Finance</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Moo Sung Kim	Graduate Program Coordinator	3482	ABU DHABI
Aristeidis Samitas	Department Chair	3474	ABU DHABI

**College of Communication and Media Sciences**

<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Dwight Brooks	Dean	3428	ABU DHABI
Andrea Juhasz	Senior Academic Administrative Officer for the Dean	1270	DUBAI
N/A	Administrative Assistant for the Dean		
Badran Badran	Associate Dean	1210	DUBAI
Ganga Dhanesh	Assistant Dean for Research and Outreach	1435	DUBAI
Ameera Alshehyari	AO Research and Graduate Studies	3438	DUBAI
<b>Graduate Program: MA in Communication (MAC)</b>		<b>Department: Communication</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Filareti Kotsi	Graduate Program Coordinator	1554	DUBAI
Nadia Rahman	Department Chair	1442	DUBAI

**College of Education**

<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Rana Tamim	Dean	1671	DUBAI
Khulood Al Falasi	Administrative Officer for the Dean	1121	DUBAI
Hajer Alriyami	Administrative Assistant for the Dean	3440	ABU DHABI
Federico Conde	Associate Dean	3670	ABU DHABI
Hanada Taha-Thomure	Assistant Dean for Research and Outreach	1878	DUBAI
<b>Graduate Program: Master of Education in Educational Leadership and Administration</b>		<b>Department: Education Studies</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Zeina Hojeij	Department Chair	1870	DUBAI
Mariam AlHashemi	Graduate Program Coordinator	3711	ABU DHABI

**College of Humanities and Social Sciences**

<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Denis J. Sullivan	Dean	1576	DUBAI
Thamna AIRashdi	Administrative Officer for the Dean	3896	ABU DHABI
Salama Almosaabi	Administrative Assistant for the Dean	3534	ABU DHABI
Ahmed Salem	Associate Dean	1449	DUBAI
Nezar Andary	Assistant Dean for Research and Outreach	3512	ABU DHABI
Nada BinMahfoodh	AO Research, Outreach and Graduate Studies	3709	ABU DHABI
<b>Graduate Program: Master of Legal and Judicial Studies (MLJS)</b>		<b>Department: Legal Studies</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Amr Mohamed	Chair of Legal Studies Department	3472	ABU DHABI
Walaaeldeen Ibraheem	Graduate Program Coordinator	3392	ABU DHABI
<b>Graduate Program: Master in Diplomacy and International Affairs (MDIA)</b>		<b>Department: International Studies</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Frank Cibulka	Department Chair	3640	ABU DHABI
Bashir AbulQaraya	Graduate Program Coordinator	3356	ABU DHABI

## College of Technological Innovation

<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Hany ElKadi	Dean	1514	DUBAI
Hind AIDosari	Administrative Officer for the Dean	1408	DUBAI
Amira AlHashmi	Administrative Assistant for the Dean	3389	ABU DHABI
Alia Sulaiman	Assistant Dean	1219	DUBAI
Omar Alfandi	Associate Dean	3693	ABU DHABI
Fatma Taher	Assistant Dean for Research and Outreach	1712	DUBAI
Marwa AlHarbi	AO Research, Outreach and Graduate Studies	3877	ABU DHABI
<b>Graduate Program: Master of Science in Information Technology (Cyber Security)</b>		<b>Department: Computing &amp; Applied Technology</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Monther AIDwairi	Department Chair	3238	ABU DHABI
Mohammed Hussain	Graduate Program Coordinator	1138	DUBAI



<b>Graduate Program: Master of Science in Information Technology (Digital Transformation)</b>		<b>Department: Information Systems Management</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Munir Majdalawieh	Department Chair	1393	DUBAI
Feras Al-Obeidat	Graduate Program Coordinator	3371	ABU DHABI