



**ZAYED UNIVERSITY**

**DEANSHIP OF GRADUATE STUDIES**

**Graduate Student Handbook**

**2023 - 2024**

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 2023. 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. In addition, this Handbook contains guidance on graduate programs policies and 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 twenty five 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, counselling psychology, diplomacy and international affairs, environment and sustainability sciences, information systems management, information technology and cyber security, and 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 either the Abu Dhabi and Dubai campus, the graduate 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 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 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 is truly committed to making 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.

### **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 PROGRAM COMMITTEES**

### **Graduate Council**

The Graduate Council is chaired by the Dean, Graduate Studies and consists of the following members:

- Chair, Department of Finance, College of Business
- Chair, Department of Communication, College of Communication and Media Sciences
- Chair, Department of International Studies, College of Humanities and Social Sciences
- Chair, Department of Legal Studies, College of Humanities and Social Sciences
- Chair, Department of Computing and Applied Technology, College of Technological Innovation
- Chair, Information Systems Management Department, College of Technological Innovation
- Chair, Psychology Department, College of Natural and Health Sciences
- Chair, Life and Environmental Sciences Department, College of Natural and Health Sciences
- Manager, Graduate Programs Enrollment and Marketing, Graduate Studies Deanship (Secretary)
- Graduate Student Council Representative

The Graduate Council is charged with the following tasks:

- A. Advocate for and promote quality graduate education at Zayed University.
- B. Advise the Dean, Graduate Studies, and other stakeholders as appropriate on all matters related to graduate studies at the university including.
  - development of strategic and operational plans for graduate studies;
  - management of graduate student enrollment; and,
  - engagement of graduate students and alumni.
- C. Inform Deans and other officials of the colleges regarding graduate issues.
- D. Review and address overall graduate program and curriculum matters.
- E. Review, recommend, and report on the effectiveness of graduate education policies and procedures.

- F. Develop new and revise existing graduate policies and procedures as needed and refer them to the Deans Council.
- G. Provide for the maintenance of high standards of graduate teaching and learning by advising the Provost on recruitment and hiring of graduate faculty.
- H. Assist the Dean, Graduate Studies to develop and maintain good and productive working relationship with the Research Office.
- I. Recommend candidates for graduate degrees.
- J. Address issues or initiatives related to graduate studies as deemed necessary by the Council.
- K. Perform any task(s) assigned to the Council by the Provost.

## Graduate Student Council

The Graduate Student Council consists of a Chair and members. Membership consists of one (1) representative elected/appointed from each graduate program offered by the following Colleges:

- College of Business
- College of Communication and Media Sciences
- College of Humanities and Social Sciences
- College of Natural and Health Sciences
- College of Technological Innovation

### Meetings

Graduate Student Council meetings are held regularly during the Fall and Spring semesters. There is quorum in a meeting if at least 50% of the Graduate Student Council representatives are present. Meeting attendance is recorded. Graduate Student Council meeting minutes are shared with the Dean, Graduate Studies and made available on the Graduate Student Council website.

The Graduate Student Council is charged with the following tasks:

- A. Act as the official support council for all graduate students from the different Colleges which offer graduate programs.
- B. Officially represent graduate student interests in university governance.
- C. Act as a liaison between graduate students, faculty, and the university administration, ensuring that graduate students' collective ideas, interests and issues of mutual concerns are heard, information is distributed, and graduate student success is promoted.
- D. Provide advice and support to the Deanship of Graduate Studies with regards to professional development opportunities for graduate students.

- E. Contribute towards fulfilling Zayed University's goal of becoming a national research university by promoting and supporting academic research.
- F. Allocate and oversee fund distributions that best serve graduate student's needs by supporting graduate research and planning graduate student-led events and social activities for graduate students.
- G. Assist the University administration in fostering a quality academic environment.
- H. Represent graduate students in the community and facilitate the continued role of Zayed University graduate students in the community and beyond.

## **Fund Allocation**

The Graduate Student Council can request funds for grants, professional development opportunities, events and social activities that are open to the entire graduate student community. Funds shall be obtained from the Deanship of Graduate Studies budget in accordance with university policies. The Graduate Student Council shall not collect dues.

## **Graduate Student Participation in Zayed University Governance**

Zayed University is committed to graduate student involvement in fostering a quality academic environment by meaningful participation in university governance. Graduate students are represented through elected members of the Graduate Student Council and the Graduate Council.

The Graduate Student Council serves as an official voice for graduate students enrolled at Zayed University. As the Chair of the Graduate Student Council serves as the graduate student representative on the Graduate Council, he/she officially represents graduate student interests in university governance.

## **GRADUATE PROGRAMS**

Zayed University offers a diverse set of graduate 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 Programs**

The following is a list of the graduate programs that are active in the 2023-2024 Academic Year grouped by college.



College	Program Name	Credit Hours	Orientation
College of Business	Master of Science in Finance	36	Academic
Communication and Media Sciences	Master of Arts in Communication	36	Academic
Humanities and Social Sciences	Master in Diplomacy and International Affairs	30	Professional
	Master of Legal and Judicial Studies	38	Academic
Natural and Health Sciences	Master of Science in Counselling Psychology	48	Academic
	Master of Science in Environment and Sustainability Sciences	36	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 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 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  
Tel: +971-2-599-3112  
Email: registrar@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/Service/en/Card/Register-courses-for-MA-students>

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 Policy ACA-GRA-201 Graduate Student Enrollment and Registration is available on the Zayed University Intranet Portal:

<https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=785>

## **CONTACT**

Wafa AlWahedi  
Graduate Registrar  
Tel: +971-2-599-3112  
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## **Attendance**

Policy ACA-GRA-205 describes the requirements and responsibilities of graduate students and faculty regarding class attendance for graduate courses at Zayed University. This policy applies to all graduate students attending on-campus and/or off-campus university classes. This policy does not apply to practicum/internships or thesis.

Graduate students are expected to attend all classes, labs, seminars, and examinations related to the courses in which they are registered. If they are unable to attend class for any reason, they are responsible for following the guiding principles below in a timely manner.

### **Attendance**

Faculty will determine the attendance recording standards for their classes. Graduate students are responsible for keeping track of their own attendance. Graduate students are not allowed to attend classes without being officially registered on the course.

### **Absence from Class**

It is the graduate student's responsibility to inform the instructor in a timely manner if they are going to be absent from class. It is the graduate student's responsibility to catch up on

work missed through class absence. Permission to make up work may be granted by faculty for reasonable cause. Requests must be made immediately upon the graduate student's return to class. Graduate students should notify the Graduate Program Coordinator concerning lengthy absences due to illness or other causes, and appropriate documentation is required in such cases. If a graduate student misses more than 50% of the class meetings according to the record of the instructor, the student may be dismissed from the class. The decision will be made by the instructor in consultation with the Graduate Program Coordinator.

## **Reasonable Causes for Absence**

Graduate students who are absent from class should provide relevant and official documentation. Categories of reasonable cause and the documentation required are:

- a. University sponsored student activity. An official letter from the college/department sponsoring the activity is required.
- b. Medical issue. A medical report indicating the issue as well as the implications of the condition is required.
- c. Work-related commitment. An official letter from the place of employment is required.
- d. Family emergency.

## **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 courses on an 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 administrated within seven (7) days from the approval date. A graduate student who does not attend 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 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 several 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:  $\text{Sum of (quality points} \times \text{credit hours)} / (\text{sum of credit hours})$ . 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:

#### 157. 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 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 an 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 registration from audit to credit during the Add/Drop period. However, under no circumstances can a course taken for audit be given credit later.

## **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 an 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 (1<sup>st</sup>) academic probation. A graduate student on 1<sup>st</sup> academic probation who fails to maintain good academic standing by the end of the subsequent semester will be placed on second (2<sup>nd</sup>) 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 semester will be discharged from the program.

## Final Assessments for Graduate Courses

Policy ACA-GRA-14 sets out the principle guidelines for all final assessments for graduate credit courses at Zayed University.

Instructors of graduate courses are to provide a clear form of final assessment of student work that is valid, reliable, and consistent with and sufficient for the learning outcomes of the course. The assessment may be a final examination, final paper, final individual/group project or presentation, or another form of cumulative assessment.

Instructors are to put as much information about the final assessment as possible in the course syllabus, including the type of assessment, its duration, and the period in which it is expected.

### **Practicum or Internship**

The final assessment of the performance of graduate students enrolled in a practicum or internship should be clearly described in the course syllabus, including the criteria to be used in assessing the performance of students in the clinical or field experience.

### **Final Assessment Scheduling**

If an in-class final assessment is required for a course, it must be given in the place and at the time announced in the course syllabus. If an instructor needs more time than the scheduled class time or a different classroom, it is their responsibility to make the necessary arrangements. The final assessment for classes in A-term usually occurs during a regular class period in the last week of the term. Final assessments for B-term

courses and full semester courses can be scheduled either during the last regular class period or during the same week of final exams as for undergraduate courses.

## **Late Work or Missed Final Assessments**

Instructors are not obliged to accept any late work or excuse a missed final assessment but should consider legitimate, documented reasons that are beyond a student's control. If a student anticipates being unable to attend the final assessment, s/he should notify the instructor as far in advance as possible. If an instructor intends to accept but applies penalties to late final assessments, this must be set out clearly in the course syllabus. If a student is absent from a final assessment at the time scheduled in the syllabus, one of the following decisions must be made:

- a. If in the judgment of the instructor, the graduate student has a reasonable, valid and/or urgent reason for missing the assessment, the instructor can decide to provide an alternative within reasonable conditions; or
- b. The instructor is to assign the graduate student a failing grade for the final assessment.

## **Submission of Course Grades by Course Instructors**

All final grades are submitted for each course on Blackboard and Banner 72 hours after the date of the final assessment. Final grades should not be submitted before the closing of the Student Evaluation of Learning Experience (SELE) for the course. Grades will be available to students through the ZU system four (4) days after the last day of the term or semester.

## **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 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, except for master's degree programs that are considered terminal degrees in their disciplines. A graduate student registers for thesis credits for a minimum of two (2) semesters after completing at least twelve (12) credit hours of coursework in the program. Only graduate students in good academic standing can register for thesis credit. Graduate students must be registered in the semester/term in which they defend their thesis. A Continuing Course (CC) grade is recorded by the Registrar until completion of the master's thesis. Graduate students who do not complete their master's thesis after registering for thesis full credit hours must maintain continuous master's thesis enrollment until their defense of the master's thesis. Graduate students will be charged the tuition rate of one (1) credit hour for each extension they need to complete their thesis. Graduate students must complete the master's degree program requirements within five (5) years from initial enrollment, inclusive of any leave.

Each graduate student who plans to pursue a research thesis must have a Thesis Committee. The membership of the Committee consists of the graduate student's research supervisor, who has a graduate faculty designation as required by the relevant university policy, a faculty member from the same academic department, who also has graduate faculty designation, and a third faculty member with the appropriate graduate faculty designation and external to the university. The graduate student's research supervisor serves as the Chair of the Thesis Committee. The Committee is formed by the Department Chair in consultation with the graduate student's research supervisor.

The graduate student develops a research proposal for the thesis and submits it to the supervisor for review and approval by the Thesis Committee prior to registering in any thesis credits. See section on the "Research Proposal" for more details. Graduate students conducting research with human and/or animal subjects are required to seek ethical clearance from the Zayed University Research Ethics Committee and from any other required external entities before starting to collect the data for their research thesis. The graduate student registers in thesis credits over multiple semesters and conducts the planned research according to the approved proposal and under the direct supervision of

the research supervisor and in consultation with remaining members of the Thesis Committee.

Upon completing the research, the graduate student writes the thesis according to the “Thesis Preparation Guidelines” and submits it to the Thesis Committee for review. Once the Thesis Committee accepts the thesis and decides the graduate student is ready to defend it, the supervisor communicates the committee’s decision in writing along with the final copy of the student’s thesis to the Chair of the graduate student’s home academic department. The Committee Chair arranges for the thesis defense. An announcement of the thesis defense is prepared by the graduate student’s department and is released to the relevant community within the graduate student’s home college and the university at least one (1) week prior to the scheduled date of the defense.

The defense of the thesis occurs in a public session as described the section on “Defense of a Thesis or Dissertation.” The outcome of the thesis evaluation and defense is handled as described in the section on “Defense of a Thesis or Dissertation” in the Research Thesis and Dissertation procedures on the Zayed University Intranet Portal: <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=801>

Once a thesis is accepted by the Thesis Committee, either initially or after it was modified at the request of Committee, the research supervisor submits a passing grade (P) for the thesis credits for the student. However, if the thesis was “Not Accepted” by the Thesis Committee, the research supervisor submits a failing grade (NP) for the thesis credits. The Thesis Committee’s decision is final and cannot be appealed.

## 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 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 to be deposited into the university's institutional repository.

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 or a dissertation, finalizing the thesis or dissertation after the defense, selecting an external member of an advisory committee, and selecting external examiners, please see the Research Thesis and Dissertation procedures on the Zayed University Intranet Portal:

<https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=801>

## GRADUATION

### Graduation Requirement

As per policy ACA-GRA-210, a master's degree may be awarded only to students who have satisfied the credit-hour requirements for a specific degree, the Graduate Point Average requirements, and other established degree-specific requirements based on all applicable university policies and procedures.

A minimum Cumulative Grade Point Average (CGPA) of 3.0 is required for a master's degree.

Students must satisfy the degree requirements for their specific program as specified in the Zayed University Catalog.

### 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 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 at the end of each academic semester: Fall, Spring, and Summer, after University Council approval. Graduates will receive their official diplomas during the degree conferral ceremony.

The official date of a degree award is the final day of the academic semester including the exam week as specified in the Academic Calendar.

The Deanship of Graduate Studies certifies degree completion and degree awards.

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..

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.

It is the student's responsibility to attain information, to know of all financial charges associated with their accounts at the university and to ensure timely settlement of all charges.

## 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	Master of Science in Finance	36	2,667
College of Communication and Media Sciences	Master of Arts in Communication	36	2,667
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 Natural and Health Sciences	Master of Science in Counselling Psychology	48	2,500
	Master of Science in Environment and Sustainability Sciences	36	2,500
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**

<b>Payment Option</b>	<b>Payment Timing</b>	<b>Required Payment (AED)</b>
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 include 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**

<b>Payment Option</b>	<b>Payment Timing</b>	<b>Payment Calculation (According to Schedule of Graduate Program Tuition Fees)</b>
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Option 1: Full Tuition Payment		
Payment	First day after the Add/Drop deadline	$\left[ \frac{(\text{Cost/CH}) \times \text{Number\_of\_Registered\_CH}}{\text{Advance\_Payment}} \right] -$
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 1 <sup>st</sup> quarter of semester/term	$\left[ \frac{(\text{Cost/CH}) \times \text{Number\_of\_Registered\_CH}}{\text{Advance\_Payment}} \right] -$
Second Payment	End of 2 <sup>nd</sup> quarter of semester/term	(Remaining balance after 1 <sup>st</sup> payment) / 2
Final Payment	End of 3 <sup>rd</sup> quarter of semester/term	Remaining balance after 2 <sup>nd</sup> payment
Option 4: Installment Payment Plan Only for Master's degree programs on Semester Schedule		
First Payment	First Day after the Add/Drop deadline	$50\% \left[ \frac{(\text{Cost/CH}) \times \text{Number\_of\_Registered\_CH}}{\text{Advance\_Payment}} \right] -$
Second Payment	First Day of Term B	Remaining Balance



*\*“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.*

*\*\*\*Option 4: Failure to pay tuition fees according to the installment plan during of before the specified dates will lead to the suspension of university services, including registration, records and monitoring of final grades. The student will be prohibited from attending lectures and labs.*

*\*\*\*\*Option 4 will only be available to students enrolled in the Master of Science in Counselling Psychology, Master of Science in Environment and Sustainability Sciences, Master of Science in Information Systems Management and Master of Science in Information Technology (Cyber Security) programs.*

## 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. Any changes in course registration credits will affect the term’s charge amount and graduation date.

The tuition fees should be paid within 5 working days from the start date of each term. Failing to do so will place a student’s account on financial hold.

The scholarship amount will be reflected in a student’s account once a student has been granted a scholarship upon regular admission to a graduate program.

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.

If a student request admission deferment after having paid the registration fee, a non-refundable deferred admission fee of AED 5,000 will be applied. The payment will be credited towards tuition charges in a student’s account upon his/her first enrolment in the program, however the fee amount is non-refundable if a student withdraws from Zayed University.

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 are charged an amount equivalent to the cost of three (3) CHs 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 and/or debit/credit cards, Samsung Pay/Apple Pay through Smart Payment Kiosks are available on the Abu Dhabi and Dubai campuses.
- A 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.
- 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 a copy of the bank transfer confirmation by email to [ar@zu.ac.ae](mailto:ar@zu.ac.ae), once made.

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

Amina ElGharroubi

Tel: +971-4-402-1214

Email: [Amina.Elgharroubi@zu.ac.ae](mailto:Amina.Elgharroubi@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/gsdsite/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=901>

## **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=897>) 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 Conduct 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=897>

## Academic Integrity

Policy ACA-STU-201 on Student Code of Academic Integrity can be viewed on the Zayed University Intranet Portal at <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=925> and the procedures on the Student Code of Academic Integrity can be viewed at <https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=926>

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 at 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=925>

## 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=925>

## **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.

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 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 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 is obligated to protect the privacy and security of its students and follows strict guidelines for maintaining the confidentiality of education records and monitoring the release of information from those records to 3rd parties. Only the 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 student.

For more details on this subject, graduate students should view policy ACA-GRA-204 on the Zayed University Intranet Portal:

<https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=791>

## **GRIEVANCES AND APPEALS**

### **Graduate Student Complaints**

Graduate student should officially log all their complaints on SAHIM located on the website: <https://sahim.zu.ac.ae/Account?u=0&ReturnUrl=%2f>

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. Policy ACA-GRA-208 on academic appeals for graduate programs is available on the Zayed University Intranet Portal:

<https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=796>

ACA-GRA-208 Procedures on academic appeals for graduate programs is available on the Zayed University Intranet Portal:

<https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=797>

## **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=912>

#### **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.

## **CONTACT**

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

Tel: +971-2-599-3576

Email: facilitiesAUH@zu.ac.ae

### **Campus Physical Development and Services 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 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 the 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=1029>

**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

## 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.

All requests for ID card replacement 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/Service/en/Card/Lost-and-Found-Service>*

## Graduate Student Records

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

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

### **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. The 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:

*<https://eservices.zu.ac.ae/Service/en/Card/Master-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.

## **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 of 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 use 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.

### **Confidentiality of Academic Records**

The student's academic record is considered confidential. Only the students and authorized Zayed University personnel may review this record. The University will not disclose the confidential contents of a student's academic record to any party outside the University unless required by law or authorized in writing by the student. By applying for admission and enrolling at the University, the student accepts the Graduate Registrar's right to collect pertinent personal information for institutional purposes. Documentation submitted in support of the student's application for admission is the property of the University and may be used to assess performance in programs and courses, provide the basis for awards and assist in the administration of the University.

### **Access to Academic Records**

The following information is available to all inquirers: the student's active registration status, degree(s) conferred by the University and the date(s) of conferral. Except as specified below, other information contained in the student's record may be disclosed only with the student's written consent. The student may inspect all documents contained in their academic record. They may request that erroneous information contained in the record be corrected and that any recipients of erroneous information be advised of the correction. Documents pertaining to the student's achievement at other institutions that have been received by the University will not be released or redirected. A University employee may be permitted access to information in student records if the employee needs the information to perform required University duties. Generally, employees involved in academic administration or Student Life are given access to the contents of student records. Specified records or portions thereof may be provided to persons or agencies pursuant to a court order, summons or subpoena directing the University to release information. A copy of their academic transcript will be issued at the student's request.

### **Right to Explanation**

A graduate student is entitled to an explanation of any information contained in official records directly related to the student. A student may challenge the factual and objective elements of the content of student records, but not the qualitative and subjective elements of grading.

## **Right to Obtain Photocopies**

The right to inspect and review official records includes a provision for copying the records upon request (except where copies are already available to students under established University procedures). Students may obtain copies from the Deanship of Graduate Studies.

## **Recording of Grades**

Course instructors are required to submit course grades at the end of term or semester per the academic calendar published in the University Catalog. Upon submission by the course instructor, the Graduate Registrar's office enters grades on the student's academic transcript.

## **Certification of Enrollment and Degrees**

The University can provide written confirmation of enrollment in a program, registration in a course, or degree status. Print 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.

## **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 acting 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

## 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/DownloadAttachment/?id=922>

## **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 the 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=984>

## 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 noticeboards 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 8:00 a.m. – 4:00 p.m. (Monday to Thursday) and 8:30 a.m. – 13:00 p.m. (Friday)

Graduate students may stay on campus to work on class assignments, projects, or graduate student activities on weekdays (Monday to Friday) 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/gsdsite/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

Zayed University is committed to providing equal opportunities to all people and ensuring that all Zayed University students with physical and learning disabilities will be fully integrated into the university community in accordance with Federal Law no. 29 of 2006 In Respect of the Rights of People with Disabilities.

The objective of the Student Accessibility Services Department (SAS) is to provide Students of Determination with 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.

## Definitions

**Accommodation** - Accommodation occurs when rectifying a disability to ensure that a person with an impairment is treated equitably.

**Disability** - A social condition that occurs when an individual with an impairment, experiences attitudinal, social, and environmental barriers that prevent full and effective participation within a community. Thus, a disability is the result of an individual's interaction with society and is not an attribute of the person (Dubai Inclusive Education Policy, 2017).



**Impairment** - A medically identified condition or long-term limitation of a person's physical, mental cognitive, communicative, or sensory function. Impairment and disability are not the same thing. Impairments can become disabilities if barriers to participation for people with impairments are not removed (Dubai Inclusive Education Policy, 2017).

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 on 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 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>

## **CONTACT**

### **Abu Dhabi**

Hassan Wardi (Manager)

+971-2-599-3186

Email: Hassan.Wardi@zu.ac.ae

### **Dubai**

Rania Ali (Manager)

Tel: +971-4-402-1347

Email: Rania.Ali@zu.ac.ae

### **SAS Outreach Program in Abu Dhabi and Dubai**

Dareen Abu-Lail (Accessibility Outreach Manager)

Tel: +971-56-402-4288

Email: Dareen.Abu-Lail@zu.ac.ae

### **Website**

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

## **Academic Advising**

As per policy ACA-GRA-203 all matriculated (full admission or regular admission) graduate students are to be advised by a full-time member of the graduate faculty. The nature of academic advising may differ for different programs and at different states in the degree program. The Department Chair and Graduate Program Coordinator should ensure that all master and doctoral students are informed in a timely fashion about who their faculty advisor is. The graduate student and the graduate faculty advisor are mutually responsible for establishing and maintaining communication during the program duration. The graduate student should keep the same faculty advisor throughout the length of their studies. The advisor offers the necessary support and assistance in relevant areas such as advice on course selection, explaining the study program, guidance in meeting conditions for graduation, and an understanding of policies and procedures.

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 to graduate students by email from the Dean, Graduate Studies.

## **CONTACT**

Deanship of Graduate Studies

Tel: +971-2-599-3605

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

## **Student Careers**

The Student Careers and Alumni Department is committed to providing high quality and professional information, advice, guidance and career counselling to students and graduates. The Department is offering a range of services and programs to support Zayed University students in making well-informed career decisions and supporting their journey as Zayed University Alumni.

### **QUICK REFERENCES**

#### **List of Services**

<https://www.zu.ac.ae/main/en/student-careers/index>

#### **Contact List**

<https://www.zu.ac.ae/main/en/student-careers/contact>

## **Alumni**

The Student Careers and Alumni Department provides through the Alumni unit all related services for alumni after graduation. The unit ensures that graduates continue to stay connected to Zayed University by participating in programs and services offered through the Alumni Association. Zayed University alumni are ambassadors of the University, and the unit is committed to providing graduates with the tools they need to succeed in their chosen paths.

### **Services**

For a range of services offered, please visit the website:

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

### **Alumni Newsletter**

To view copies of the Alumni newsletter, please visit the website:  
<https://www.zu.ac.ae/main/en/alumni/Newsletter>

## **CONTACT**

### **Abu Dhabi Campus and Dubai Campus**

Tel: +971-4-402-1885

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

## **Library and Learning Commons**

With two campus libraries located on the Abu Dhabi and Dubai campuses, 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. One of the services offered to graduate students is the availability of a variety of bookable study spaces to study on their own or in groups.

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. The Library and Learning Commons is also offering a range of virtual events in the form of workshops which are listed on the web page <https://zu.libcal.com/calendar/?cid=-1&t=g&d=0000-00-00&cal=-1&inc=0>

## 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>

### 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**

Graduate students should complete the 'Lost and Found' e-Service Request form to log and report lost items on the website: <https://eservices.zu.ac.ae/Service/en/Card/Lost-and-Found-Service>

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

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



The Canadian Medical Center (CMC) provides health services to graduate students on the Abu Dhabi campus. The Wellness Center in Dubai is operated by Dubai Health Authority (DHA).

Zayed University clinics are responsible for providing health services in the form of primary care and emergency interventions. The clinics offer medical support and accommodation for students with chronic and acute health conditions. Zayed University clinics also play an active role in promoting health and wellness through ongoing campaigns and activities.

The opening hours for the clinics on both the Abu Dhabi and Dubai campus are from 7:30 am to 5:00 pm (Monday-Thursday) and 7: 30 am to 1:00 pm (Friday).

## **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

### **For Emergency Cases Outside Clinic Hours**

999 (24/7)

### **COVID19 Queries**

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

## **Student Counselling Center**

The Student Counseling Center provides psychological support and help to currently registered students. The services aim to promote positive mental health and wellbeing that is responsive to the Zayed University community and UAE culture. The Student Counseling Center is also managing the Mental Health Gatekeeping project. More

information on the project is available on the website:

<https://www.zu.ac.ae/main/en/student-counseling-center/gatekeeping/introduction>

## **Services**

The Student Counseling Center provides services to students to help them overcome personal and academic challenges and achieve their highest desires of education goals, to learn to develop their problem-solving capacities, and improve their personal relationships to reach their potential in personal growth and wellbeing. The counselors are professionals who are well trained and non-judgmental. They all have great empathy and are fully competent in assisting students to deal with their personal and academic challenges.

In addition, the Student Counseling Center supports the Zayed University community through crisis intervention, health issues accommodations, and outreach and consultation services. The Center's services are available free of charge to all registered Zayed University students.

For more information on the list of services, please visit the website:  
<https://www.zu.ac.ae/main/en/student-counseling-center/our-services/h-services>

## **Self-Help and Resources**

The Center offers a variety of self-help resources on many topics. These resources are useful in helping students understand issues or concerns they may encounter. Some of these resources may be used in individual counselling or might be recommended to students by their academic advisor.

## **Team**

For a list of the Center's team members, please visit the website:

<https://www.zu.ac.ae/main/en/student-counseling-center/about-us/team>

## **Frequently Asked Questions**

For a list of frequently asked questions, please visit the website:

<https://www.zu.ac.ae/main/en/student-counseling-center/faqs/h-faqs>

### **CONTACT**

Sara AlMarzooqi (Administrative Officer)

Tel: +971-4-402-1637

Email: Sara.AlMarzooqi@zu.ac.ae

**Book an Appointment**

<https://scc.zu.ac.ae/>

## Student Organizations

A student organization is an officially recognized group of students with a defined purpose, objective and organizational structure aligned with the Zayed University vision, and strategic objectives. There are two types of student organizations:

- a. Social club – which is affiliated with the Office of Student Life; and
- b. Professional society/association – which is affiliated with a relevant academic unit.

Zayed University facilitates students' engagement in organizations and activities within defined guidelines and procedures. A student organization will be officially recognized when it meets the following criteria:

- a. It is aligned with the Zayed University policies, vision, and strategic objectives.
- b. It has clear objectives.
- c. It addresses a need that is not already met by another club/society/association.
- d. It has a clear organizational structure.
- e. It abides by the professional and ethical guidelines expected of Zayed University students.

Approvals or discontinuations of social clubs are managed by the Office of Student Life, while the relevant colleges will manage the approvals and discontinuations of professional societies/associations. The role of faculty advisor and the allocation of a budget will vary according to each college.

A comprehensive list of Zayed University's student clubs and organizations is available on the website:

<https://www.zu.ac.ae/main/en/student-leadership-office/student-clubs/list.aspx>

**CONTACT****Abu Dhabi Campus**

studentclubs.auh@zu.ac.ae

**Dubai Campus**

studentclubs.dxb@zu.ac.ae

## Student Centers

The Student Centers are five-star standard facilities that serve students, faculty, and staff of Zayed University. It includes various activities such as:

- Events of an all-campus nature.
- Student Council and Students Clubs events, meetings, and activities.
- Activities or meetings of the campus community to help develop/improve skills such as leadership skills, communication skills, time management, teamwork, social responsibility, and global awareness.
- Other events and recreational services such as games, TV shows, artwork display, contests, bazaar, etc.

### CONTACT

#### Abu Dhabi Campus

##### *Female Campus*

Sheikha Fatema Bint Mubarak Students' Center

Tel Nr: +971-2- 599-3635

Email: SFSC@zu.ac.ae

Venue: F3.1.007

##### *Male Campus*

Sheikh Zayed Bin Sultan Students' Center

Email: SZSC@zu.ac.ae

Venue: M3.1.029

#### Dubai Campus

Sheikha Lateefa Students' Center

Location: 2nd floor, Dining Area

Tel Nr: +971-4-402-1540

Email: SLSC@zu.ac.ae

## Sports and Recreation

The Sports and Fitness Unit, Student Affairs, operates in conjunction across the campuses of Abu Dhabi and Dubai, providing comprehensive sports, fitness and recreation programs for students, staff, and faculty.

- **Sports Facility Features**

- **Abu Dhabi Campus**

- CrossFit Zone
  - Female Gym (FFC)
  - Fitness Gym
  - Multi-Purpose Indoor Gymnasium (MIG)
  - Swimming Pool
  - Outdoor 7v7 Football Pitch
  - Outdoor Basketball Court
  - Outdoor Tennis Court

- **Dubai Campus**

- CrossFit Zone
  - Female Gym (FFC)
  - Fitness Gym
  - MIG Equipped With:
    - Badminton Court
    - Basketball Court
    - Volleyball Court
    - Female Cardio

- **Sports Teams**

- **Male:** Football ▪ Basketball ▪ Volleyball ▪ Badminton ▪ Powerlifting ▪ CrossFit ▪ Martial Arts (Jiu-Jitsu/MMA/Boxing) ▪ Table Tennis

- **Female:** Basketball ▪ Football ▪ Volleyball ▪ Badminton ▪ Powerlifting ▪ Tennis ▪ Swimming

- **Health and Fitness Services**

- Fitness Classes
  - Swimming Lessons (Abu Dhabi only)
  - Fitness Challenges
  - Physical Activities and Events
  - Community Events
  - Health and Fitness Tips

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

**CONTACT**

**Abu Dhabi Campus**

Charif Rabah (Male Sports and Fitness Coordinator)

Tel: +971-50-107-6720

Email: Charif.rabah@zu.ac.ae

Kimberley Baptiste (Female Sports and Fitness Coordinator)

Tel: +971-2-599-3445

Email: Kimberley.Baptiste@zu.ac.ae

#### **Dubai Campus**

Natalia Tomaszewska (Female Sports and Fitness Coordinator)

Tel +971-4-402-1251

Email: Natalia.Tomaszewska@zu.ac.ae

#### **Website**

<https://www.zu.ac.ae/main/en/student-leadership-office/student-sports.aspx>

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

Abu Dhabi@zusportsad

Dubai@zusportsdubai

## **International Students Residence**

Zayed University's distinctive characteristics include its close-knit residential facilities for international undergraduate and graduate students enrolled for the Spring and Fall semesters. The student residences opened in August 2016 and are available for full-time international students who do not have any accommodation in Abu Dhabi.

The residences are segregated by gender, and offer a range of facilities including dining halls, laundry rooms, recreational areas, and gyms. At Zayed University, we are committed to making each student's stay as pleasant as possible.

Although space in the residence buildings is limited, exchange and visiting students are welcome whenever accommodation is available.

### **Health and Safety**

The Zayed University Male and Female residence facilities are certified under the International Standard EHSMS Certification process for standards ISO14001:2004 and OHSAS 18001:2007. The facility is also certified by many local and regional authorities like Civil Defense, Abu Dhabi Municipality, etc. The facility is currently undergoing rigorous Environment Health and Safety Inspection Regimes in EHSMS system on a constant basis to identify and rectify the EHS concerns.

Several EHS elements like 24X7 emergency support, first aid support & facilities management support are made available to the residents to ensure a Healthy, Safe and Environment-friendly stay in the residences. The facility is maintained in accordance with all local protocols and international guidelines to ensure a comfortable stay.

## **Facility Highlights**

### **Diversity and Community**

The University is committed to building a diverse campus community to ensure that students have an opportunity to understand and explore different cultures and just as importantly, learn from each other.

### **Safety and Security**

The University is committed to zero tolerance to alcohol, bullying, smoking, drugs, and other student misconduct. Automated gates with ID scanners regulate entry and exit to the residential facility.

### **Earn While You Learn**

Resident students in the campus can earn while taking up part time jobs within the University helping them to become independent and responsible citizens of tomorrow.

## **Facilities Management**

The Campus Physical Development and Services Office is responsible for establishing quality standards of the facility and services to ensure continued high quality of service delivery. Regular preventive maintenance will be carried out as per schedules. Students availing the residence facility are required to vacate the premises at the end of Summer and Winter semester for necessary preventive maintenance.

## **Holiday and Breaks**

The Residence facility must be vacated during summer break for major preventative maintenance. The annual tickets for the scholarship students will be issued during the summer break and they will be required to proceed to their home country as scheduled. No alternative accommodation will be provided for the students, and they are required to exit the facility at the latest by the first week of the break. An airport Drop off and Pick up service will be available for scholarship students travelling on group tickets yearly once during the summer break. No individual airport service will be provided. *Admission*

Admission to the residence facility takes place only in the beginning of Spring and Fall Semesters. All rights of permission to avail the Residential facility are reserved with the

University in accordance with the Student Residence policy. Students will be required to submit the following documents at the time of applying for residence:

- Payment receipts of both first installment and security deposit issued by the Finance Department.
- Application form.
- Health Status Declaration form signed by parents.
- Legal Guardian Consent form.
- Copy of Student ID.
- Copy of passport and/Emirates ID (Submission within 30 days of entry into UAE).
- Copy of medical insurance cards (Submission within 30 days of entry into UAE).

### Moving Instructions

For more information, please visit the website

<https://www.zu.ac.ae/main/en/international-student-affairs/International-Students-Residence/moving-instructions>

### Charges and Conditions

<b>Student Type</b>	<b>Room Type</b>	<b>Fall/Spring Semester Charges</b>	<b>Monthly Charges*</b>
Undergraduate Students	Single Standard Room / Special Needs Room	AED 12,000	AED 3,000
	Double Stand Room (Dual Occupancy)	AED 6,000	AED 1,500
Graduate / Exchange Students	Single Standard Room / Special Needs Room	AED 13,000	AED 3,250
	Double Stand Room (Dual Occupancy)	AED 6,500	AED 1,625
<b>Room Key</b> (Replacement Charge inclusive VAT)		AED 105	
<b>Security Deposit</b>		AED 2,000	



<b>Student Type</b>	<b>Room Type</b>	<b>Fall/Spring Semester Charges</b>	<b>Monthly Charges*</b>
(Refundable upon departure subject to the result of the room assessment at the time of vacating the facility).			

*\*Applicable only to Visiting/Exchange Students*

Monthly rates may be changed and be pro rata based on the number of days used. Housing charges include water, electricity, cleaning, maintenance, and weekly transportation. Residence charges do not include food or personal consumables. Only a limited number of Double Standard Rooms are available, and will be allocated on a first-come, first-served basis. These are dual occupancy rooms and will be shared. An amount of at least AED 2,000 per month is recommended for personal use.

### **Rules and Regulations**

1. Housing charges are non-refundable.
2. Payment of housing charges must be made prior to arrival at the university.
3. Receipts will be issued to the student's registered email address.
4. The payment receipt is one of the requirements at the time of Student Residence check-in.
5. Payments in cash will not be accepted by the Residence staff under any circumstances.
6. Failure to pay the residence charges can result in the cancellation of the residence contract or denial of registration privilege.
7. Payment must be made to the Finance Department.

- The student's name, student identification number and contact number must be mentioned in the transfer instruction/deposit slip.

<p>First Abu Dhabi Bank (FAB)  Khalifa Street – Main Branch  ZAYED UNIVERSITY  Account Number: 4021003597649018  IBAN: AE620354021003597649018  Swift Code: NBADAEAXXX</p>
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## **CONTACT**

### **Inquiries**

Email: StudentResidences@zu.ac.ae

Mohamed AlQanas (Student Housing Officer)

Tel: +971-2-599-3164

Email: Mohamed.AlQanas@zu.ac.ae

Sanjana Velayudhan (Student Housing Officer)

Tel: +971-2-599-3128

Email: Sanjana.Velayudhan@zu.ac.ae

Website: <https://www.zu.ac.ae/main/en/international-students-residence/index>

## **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: dgs@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
Mazen Ibrahim	Graduate Student Recruitment Specialist	3606	ABU DHABI
Kalthoum AlMarzouqi	Senior Graduate Programs Admissions Officer	3562	ABU DHABI
Wafa AlWahedi <i>(Admissions and Registration Department)</i>	Graduate Registrar	3112	ABU DHABI
Moza Habrah	Administrative Assistant	3606	ABU DHABI

<b>College of Business</b>			
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
<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>
Konstantinos Syriopoulos	Department Chair	3449	ABU DHABI
Moo Sung Kim	Graduate Program Coordinator	3482	ABU DHABI
<b>College of Communication and Media Sciences</b>			
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
<b>Graduate Program: Master of Arts in Communication</b>		<b>Department: Communication</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Elsayed Darwish	Department Chair	1784	DUBAI
Mohammad Alazaizeh	Graduate Program Coordinator	3293	ABU DHABI
<b>College of Humanities and Social Sciences</b>			
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
<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</b>		<b>Department: International Studies</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Hala Thabet	Department Chair	3798	ABU DHABI
Bashir AbulQaraya	Graduate Program Coordinator	3356	ABU DHABI
<b>College of Natural and Health Sciences</b>			
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
<b>Graduate Program: Master of Science in Counselling Psychology</b>		<b>Department: Psychology</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Teresa Arora	Department Chair	3160	ABU DHABI
TBA	Graduate Program Coordinator		ABU DHABI
<b>Graduate Program: Master of Science in Environment and Sustainability Sciences</b>		<b>Department: Life and Environmental Sciences</b>	
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
Yousef Nazzal	Department Chair	3173	DUBAI
TBA	Graduate Program Coordinator		ABU DHABI

<b>College of Technological Innovation</b>			
<b>Name</b>	<b>Position</b>	<b>Extension</b>	<b>Campus</b>
<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>
Hussein Fakhry	Department Chair	1738	DUBAI
Asad Khattak	Graduate Program Coordinator	3229	ABU DHABI
<b>Graduate Program: Master of Science in Information Systems Management</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
Ashraf Khalil	Graduate Program Coordinator	3291	ABU DHABI