



**ZAYED UNIVERSITY**

**DEANSHIP OF GRADUATE STUDIES**

**Graduate Student Handbook**

**2024 - 2025**

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 2024. 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,

Welcome to the Deanship of Graduate Studies at Zayed University. We are delighted to have you as part of our vibrant academic community. As a graduate student, you join a diverse group of scholars, professionals, and leaders across various fields who drive innovation, creativity, and research, making a positive impact both locally and globally.

At Zayed University, we are committed to providing you with a supportive and enriching environment throughout your academic journey. Our university offers a range of resources designed to enhance your personal and professional development. From counselling services to extracurricular activities that foster a well-rounded experience, we are here to help you thrive both academically and personally.

This Graduate Student Handbook was designed to serve as a comprehensive guide, offering answers to your questions and detailed information on policies, procedures, financial support, and the many resources available to you. Should you need further clarification or support on any matter, please contact the Deanship of Graduate Studies.

Wishing you every success in your graduate journey.



Gaelle Picherit-Duthler, PhD  
Dean, Graduate Studies  
Zayed University, Abu Dhabi and Dubai, UAE

## **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 master's 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.

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 academic 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, enrolment, 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 enrolment.

### **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 Enrolment and Marketing, Graduate Studies Deanship (Secretary)
- Graduate Student Council Representative

### **Charges**

- 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 enrolment.
  - 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 Enrolment Management Committee

The Graduate Enrolment Management Committee is chaired by the Dean, Graduate Studies and consists of the following members:

- Graduate Program Coordinator 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
- Manager Graduate Programs Enrolment and Marketing
- Graduate Student Recruitment Specialist
- Graduate Programs Senior Admissions Officer
- Two non-voting administrative representatives designated by the Chair, one from Financial Resources Department, and one from Student Career and Alumni Department.
- Secretary (Manager Graduate Programs Enrolment and Marketing)

### **Charges**

The charges of this Committee shall be to:

- Support the Deanship of Graduate Studies' strategic graduate enrolment management plan and institutional mission for graduate enrolment.
- Collaborate with college constituencies to develop, implement, and evaluate graduate enrolment management goals and strategies that align with the Deanship of Graduate Studies' Strategic Graduate Enrolment Management plan.
- Develop an integrated and holistic approach to strategic graduate enrolment management that encourages University-wide collaboration, engagement, and innovative thinking.



- Foster information exchange, collaboration, coordination, and sharing of effective graduate enrolment practices and evaluation techniques.
- Collaborate on the development, review, and evaluation of graduate enrolment strategies, set priorities where appropriate, and make recommendations on strategic graduate enrolment matters that support graduate student access, recruitment, persistence, completion, and lifelong learning.

## Membership

- A. No single member may serve as the representative for more than one graduate program.
- B. Membership is for one academic year.
- C. The roles and responsibilities of the committee members will include:
  - **Strategy Development:** To contribute to the formulation and refinement of program strategic graduate enrolment plans to attract, enroll, and retain high-quality graduate students based on data analysis, market trends, and institutional goals.
  - **Graduate Programs Enrolment Marketing:** To collaborate on enrolment marketing efforts to promote Zayed University's graduate programs and attract potential graduate students through research, public speaking engagements, or networking events.
  - **Graduate Student Recruitment and Conversion:** To collaborate on planning and executing effective recruitment strategies including outreach programs, communication strategies, and engagement activities to attract and retain qualified graduate students.
  - **Graduate Admissions:** To collaborate on identifying, admitting, and retaining qualified candidates.
  - **Graduate Student Support:** To assess, evaluate, and make recommendations for graduate student support strategies to enhance graduate student access, success, persistence, and goal attainment.
  - **Events:** To provide guidance on initiatives and social activities catering to the diverse needs and interests of graduate students to enhance their academic experience and personal growth throughout their studies.
  - **Data Analysis and Forecasting:** To utilize and interpret qualitative and quantitative enrolment data to identify trends, forecast projections, and make informed decisions to optimize enrolment outcomes.
  - **Collaboration and Communication:** To foster collaboration among different departments, faculty, staff, and external stakeholders to align enrolment strategies with academic programs and Zayed University's

overall mission and vision. To maintain effective communication channels with graduate stakeholders.

- **Assessment and Evaluation:** To monitor, and regularly assess and evaluate progress toward strategic graduate enrolment planning goals, making necessary adjustments and improvements to enhance enrolment performance, based on outcomes and feedback.

## **Appointments**

The Dean of Graduate Studies will appoint the GEMC members.

## **Meetings**

- A. GEMC meetings shall be held no less than once each month during the Fall and Spring semesters.
- B. There is a quorum in a meeting if at least 50% of the GEMC representatives are present.
- C. Meeting attendance shall be recorded.
- D. GEMC meeting minutes shall be made available on the Deanship of Graduate Studies Intranet Portal.

## **Report**

Dean of Graduate Studies.

## **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

The list of Graduate Student Council members for the 2024-2025 Academic Year is available on the Graduate Studies website <https://www.zu.ac.ae/main/en/gsd/graduate-student-council/graduate-student-council-members>

## **Meetings**

Graduate Student Council meetings are held regularly during the Fall and Spring semesters. There is a 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 (research-based).

### Listing of Graduate Programs

The following is a list of the graduate programs that are active in the 2024-2025 Academic Year grouped by college.

College	Program Name	Credit Hours	Orientation
College of Business	Master of Science in Finance	36	Professional
Communication and Media Sciences	Master of Arts in Communication	36	Professional
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 on Zayed University's website [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 enrolment 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 <http://sap.zu.ac.ae>

The Zayed University Catalog, available on Zayed University's website [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 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 enrolment letters.
- Scheduling classes.
- Processing grades.
- Assessing and recording graduate students' academic standing.
- Verifying and certifying degree completion.
- Preparing the academic calendar.
- Enrolling and registering graduate students.
- Assisting in processing graduate student academic grievances and appeals.
- Maintaining the Student Information System.
- Preparing, updating, and publishing course schedules and class and exam timetables.

### **CONTACT**

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

## Graduate Student Enrolment and Registration

### **Definitions**

Registered (active) student status	Attributed to a student who has an active course registration for academic credits in a particular semester.
Enrolled student status	Attributed to a student who is admitted and has had at least one course registration, is on approved academic leave, is actively registered, or is on registration suspension.

As per policy ACA-GRA-201, Zayed University uses the credit hour (CH) as the basis of its graduate programs and organizes its educational process on a semester system.

## Graduate Course Registration

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 student is responsible for confirming withdrawal from a graduate degree program.

A graduate student must register for courses by completing and submitting the e-Services Request form on the Zayed University 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 twelve (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 (nine) CH per semester.

## **CONTACT**

Wafa AlWahedi  
Graduate Registrar  
Tel: +971-2-599-3112  
Email: registrarcs@zu.ac.ae

## **Course Credit 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.

All transfers must be initiated by the student at the time of admission to the program and require the approval of the College Coordinator of the respective graduate program and of the Chair of the Department. 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.

## **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.

## **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.

## **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.

## **Independent Study Courses**

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

## **Program 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.

### ***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.

## 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.

To assist graduate students keeping track of their attendance record, the following rules are in effect:

- a. At 30% absence, an attendance warning is issued to the student.
- b. At 40% absence, a final warning is issued to the student.
- c. At 50% absence, the student will receive two notifications:
  - o First notification: A "WF" is impending and will be assigned after 36 hours (at this point, and if students have supporting documents, they may

- review their attendance with their faculty professor and adjust the attendance record accordingly).
- o Second notification after 36 hours of receiving the first notification: A “WF” has been assigned.
  - d. After receiving a WF, graduate students cannot attend the class.
  - e. Graduate students can appeal the decision by completing the academic form at <https://academicforms.zu.ac.ae> to request converting the “WF” to “W”. They need to provide a comprehensive justification for their absence, accompanied by relevant supporting documentation.

## 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.

## 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.

## Program/Course Cancellations

Zayed University reserves the right to alter, add, defer, or cancel a graduate program cohort or course offering 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:

### a. Grades Computed in the GPA

Grade	Quality Point	Percentage	Explanation
A	4.00	90-100	Excellent
A-	3.70	87-89	Excellent
B+	3.30	84-86	Very Good
B	3.00	80-83	Good
B-	2.70	77-79	Satisfactory
C+	2.30	74-76	Satisfactory
C	2.00	70-73	Fair
F	0	0-69	Fail

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

Grade	Meaning	Explanation
I	Incomplete	A temporary grade is granted when course requirements were not completed within the specified semester/term
P	Pass	Satisfactory performance for 'Pass/No Pass' courses only
NP	No Pass	Unsatisfactory performance for 'Pass/No Pass' courses only
CC	Continuing Course	Satisfactory progress in a continuing, multi-semester course; used primarily for projects and research theses/dissertations

NC	No Credit, Continuing Course	No credit is granted for unsatisfactory progress in a continuing, multi-semester course; used primarily for projects and research theses/dissertations
W	Withdrawal	Course withdrawal
WF	Fail Withdrawal	Withdrawal due to failure to complete course requirements
TC	Transfer Credit	Credit granted for course taken at another institution
AU	Audit	Course taken without credit
CR	Credit	Credit by course challenge exam

## Grading

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

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

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

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

A graduate student in a course may be granted an "I" grade if the graduate student is unable to complete a particular requirement (e.g., project, term paper, and final exam) for the course within the specified 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-207 sets out the principal 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 <https://academicforms.zu.ac.ae> 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.

## Academic Appeals for Graduate Programs

As per policy ACA-GRA-208, graduate students have the right to appeal a final course grade as well as decisions about the student's continuation in a program.

### Appeal of a Final Course Grade

Course grades are solely determined by the level of student academic performance as evidenced by academic assessment(s) graded by the course instructor. Academic

performance assessment is a professional responsibility of the course instructor and is not subject to influence from any other source. A graduate student who believes that he or she has not been assessed accurately or equitably may formally appeal a graduate course grade after the grades are officially posted.

A student can request a review of their final course grade by submitting a written appeal to the Graduate Program Coordinator of the academic unit to which the course belongs, within three (3) working days from the date of publication of the final grades by the Office of the University Registrar. No changes to course grades will be considered after the deadline of this appeal period. Appeals must be initiated within the student's home graduate unit unless the appeal relates to a course outside the graduate unit, in which case it must be initiated in the graduate unit in which the course was taken, with a notification sent from the Graduate Program Coordinator of the course to the student's home graduate unit.

### **Appeal of Dismissal for Unsatisfactory Academic Progress**

A graduate student who believes that he or she has reason may formally appeal a Deanship of Graduate Studies decision to dismiss from the program. Students who have been dismissed from their program cannot register in further courses during the appeal process.

A student may request a review of the decision to dismiss them for unsatisfactory academic progress by submitting a written appeal to the Chair of the Graduate Student Case Committee within three (3) working days from the date of the decision. No reinstatement process will be considered after the deadline of this appeal period.

A written appeal statement submitted by the student must contain the following information:

- a. A statement of the issue.
- b. A statement of the specific steps that have been taken to resolve the issue with the course faculty, program coordinator and/or Chair of the department.
- c. Evidence supporting why the student believes the decision made was inconsistent with existing course policy or University policy, was arbitrary or lacked sufficient evidence.

Decisions about the appeals are final and cannot be appealed. Appeals are kept confidential along with the student's official records within the University. All discussions and deliberations shall be held in strict confidentiality. The Dean of Graduate Studies will keep all documentation and decisions of the appeals for a period of five (5) years. After five (5) years, the files will be deleted and/or destroyed.

## **Academic Appeal Process**

### ***College Level Appeal (Course Grade Appeals Only)***

A student may file a written appeal to the Graduate Program Coordinator within three (3) working days of official notification of the course grade. The appeals document must contain a summary of the evidence and arguments that the student believes supports his or her position in the appeal. The burden of proof falls upon the student. It is the responsibility of the Graduate Program Coordinator and the Chair to determine whether the evidence cited by the student warrants further investigation. The determination by the Graduate Program Coordinator and the Chair shall be made only after providing the course instructor with the opportunity to respond to the appeal in writing. If the determination is made that the evidence cited warrants further consideration, it is the responsibility of the Graduate Program Coordinator and the Chair to investigate the appeal. If, in the judgment of the Graduate Program Coordinator and the Chair, the evidence cited by the student is sufficient, the appeal may be upheld. In this instance the Graduate Program Coordinator communicates the appeal outcome to the student in writing, and files an Appeals Report and a Grade Change Form with the Graduate Registrar, copied to the course instructor, within seven (7) calendar days of receiving the student's written appeal. If, in the judgment of the Graduate Program Coordinator and the Chair, the evidence cited by the student is insufficient, the appeal may be denied. The appeal outcome is then communicated in writing to the student and the course instructor within seven (7) calendar days of receiving the student's written appeal.

### ***Appeal to Graduate Student Case Committee (Program Dismissal or Course Grade Appeals)***

In the case of a program dismissal or if a satisfactory resolution cannot be reached for a course grade appeal at the college level, the student may lodge an appeal in writing to the Chair of the Graduate Student Case Committee within three (3) working days of the decision. The appeals document must contain a summary of the evidence and arguments that the student believes supports his or her position in the appeal. The burden of the proof falls upon the student. The Chair of the Graduate Student Case Committee will review the written student appeal and relevant supporting documents and may opt to investigate further. If the Chair determines that the evidence cited warrants further consideration, the appeal is submitted to the Graduate Student Case Committee for consideration.

If, in the judgment of the Graduate Student Case Committee, the appeal is successful, a decision on re-instatement or the final course grade to be awarded will be made. The Chair will communicate his/her decision in writing to the student, copied to the course instructor and the Graduate Program Coordinator, within fourteen (14) calendar days of receiving

the student's written appeal, and will file a recommendation to re-instate or approve the faculty originated grade change form with the Graduate Registrar.

If, in the judgment of the Graduate Student Case Committee the appeal is denied, the dismissal or original course grade will stand, and the decision will be communicated in writing to the student, the instructor, the Graduate Program Coordinator and the Graduate Registrar within fourteen (14) calendar days of receiving the student's written appeal. Decisions of the Graduate Student Case Committee are final and cannot be appealed.

## **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 enrolment 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 enrolment, 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 department, college, or 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 Deanship of Graduate Studies Intranet Portal <https://zuportal.zu.ac.ae/gsdbsite/SitePages/Home.aspx>

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 on the Deanship of Graduate Studies Intranet Portal at <https://zuportal.zu.ac.ae/gsdbsite/SitePages/Home.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 Deanship of Graduate Studies Intranet Portal  
<https://zuportal.zu.ac.ae/gsdbsite/SitePages/Home.aspx>

## **GRADUATE DEGREE COMPLETION AND 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.
- 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 through <https://academicforms.zu.ac.ae> 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 awarded at the end of each academic semester: Fall, Spring, and Summer. 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 may be requested by the University to participate in a graduation ceremony rehearsal prior to the actual degree conferral. Graduate students who do not wish to do so should inform the Graduate Registrar.

Zayed University will inform graduate students by email of the arrangements for the collection of their academic dress for graduation.

## TUITION FEES AND OTHER GRADUATE SERVICE FEES

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

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

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

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

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

### Other Graduate Service Fees

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

All fees 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

Payment Option	Payment Timing	Payment Calculation (According to Schedule of Graduate Program Tuition Fees)
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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	$\left[ \frac{(\text{Cost/CH}) \times \text{Number\_of\_Registered\_CH}}{\text{Advance\_Payment}} \right] / 3$
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 or 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

The ultimate responsibility for payment of tuition and fees rests with the student. 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 must 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 Deanship of Graduate Studies Intranet Portal <https://zuportal.zu.ac.ae/gsdsite/SitePages/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. Scholarship awards are competitive; there is no guarantee that applying for admission by the deadline and meeting eligibility will result in a scholarship award offer. 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 Graduate Studies 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 Graduate Studies 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)

## **GRADUATE STUDENT CODE OF CONDUCT**

Policy ACA-GRA-211 outlines the expectations for the acceptable behavior of all graduate students at Zayed University ("University"), and the guiding principles for what happens if students do not uphold the expected behavioral standards of the University. This policy does not cover students' academic integrity.

This policy applies to all currently enrolled graduate students at the University when they are:

- a. On campus.
- b. Off campus at university-sponsored or approved events.
- c. Representing the University off campus (including conferences, internships, and volunteering).
- d. Using University-arranged transportation.
- e. Using online platforms related to and/or organized by the University (including online courses and using social media).

By enrolling at the University, graduate students automatically agree to abide by the University policies, rules, and regulations; and to uphold the standards expected of a university graduate student. Graduate students are required to conduct themselves in a responsible and respectful manner in their day-to-day activities including their interactions with other students, faculty, staff, visitors to campus, and the external community. Any student that breaks the Code of Conduct, including the Zayed University Honor Code, will be subject to university disciplinary action in accordance with the statutes stated in this policy. Claiming ignorance of the University's policies, rules, regulations and expected standards of behavior is not an acceptable excuse for any form of misconduct.

## Minor Breaches of the Code of Conduct

It is expected that allegations of minor breaches of the Code of Conduct will be dealt with at the individual, or college/department level, as appropriate. Allegations must be made in good faith. Allegations made in bad faith will be dealt with as serious breaches of the Code of Conduct. Allegations must be made within three (3) working days of the incident. Allegations are to be investigated and resolved within five (5) working days. Any penalties imposed must be in line with the statutes of this policy. Allegations that are determined to be serious breaches of the Code of Conduct must be forwarded in writing to the Office of the Provost.

## Serious Breaches of the Code of Conduct

Allegations of serious breaches of the Code of Conduct must be submitted in writing to the Office of the Provost through an official University means of communication. Allegations must be made in good faith within three (3) working days of the incident. Allegations are to be investigated by the Graduate Student Case Committee within ten (10) to fifteen (15) working days. Committee recommendations are submitted to the provost, or designee, for approval. Any penalties imposed must be in line with the statutes of this policy.

## Criminal Behaviour

Allegations of offences that are punishable by UAE law must be reported in good faith directly to the Office of the Vice-President. The Vice-President, or designee, retains the authority to decide on the appropriate steps to be taken on a case-by-case basis.

## Confidentiality

All those involved in the investigation of an allegation of graduate student misconduct, including the students, must maintain strict confidentiality. The results of resolved investigations into serious breaches of the Code of Conduct will be reported in writing only to those involved, and to the Registrar's Office who will keep the results of all the investigations securely in the student's file. No information about any investigation into student misconduct will be made public or shared with a third party unless approval to do so has been granted by the Office of the Vice-President.

## Disciplinary Penalties Imposed the University

The disciplinary penalties imposed by the University are in line with the level of misconduct:

### **Minor Breach of the Code of Conduct**

- Spoken Reprimand.

### **Serious Breach of the Code of Conduct**

- Written Reprimand.
- Prohibiting a student's membership in any student organization, or participation in any extracurricular programs or University activities for the remainder of the semester in which the misconduct occurred and for the following one (1) semester.
- Suspension from the University for one (1) semester or longer.
- Dismissal from the University (with the option to withdraw) with no opportunity for re-registration.

### **Criminal Behavior**

- Criminal behavior is reported directly to the Office of the Vice-President and is dealt with in accordance with the decision of the Vice-President, or designee.

## Roles and Responsibilities

## **Graduate Student Case Committee**

The Graduate Student Case Committee (“Committee”) is formed by the Provost, or designee, at the beginning of each academic year. The Committee membership will consist of department chairs from all graduate programs offered at the University and the Director of Student Accessibility Services and will be effective from the date of the issuance of the Provost Decision until the end of the academic year as published in the University Academic Calendar. The Committee will investigate allegations of serious breaches of the Code of Student Conduct. The Committee may be assisted by whomever it deems appropriate for the execution of the investigation. All Committee investigations must be dealt with in a consistent manner. All graduate students involved must be treated equally and fairly. The Committee must complete its investigation and submit its recommendations to the provost within ten (10) to fifteen (15) working days of the report having been received. The Committee must maintain accurate records of each investigation including the minutes of committee meetings. The records will be stored in a secure location in the Deanship of Graduate Studies. The Committee must recommend either:

- a. to dismiss the allegation if the allegation is not proven or if there is insufficient evidence to support the case,
- b. to impose appropriate penalties in line with the level of the student misconduct, or
- c. to forward the allegation to the Office of the Vice-President for further consideration.

## **Provost**

The Provost, or designee, reviews and retains the authority to:

- a. Return the Committee’s recommendations to the Committee Chair for further consideration, if required.
- b. Approve the Committee’s recommendations.
  - The Office of the Provost acts upon the provost’s approvals and communicates the final decision, in writing, to all the parties involved.
- c. Endorse the Committee’s recommendation for suspension or dismissal from the University and forward it to the Vice-President, or designee, for approval.

## **Vice-President**

The Vice-President, or designee, retains the authority to approve or reject recommendations for a student’s suspension or dismissal from the University. The Office

of the Vice-President notifies all parties involved when a recommendation for suspension or dismissal is approved. Rejected recommendations are returned to the Provost, or designee, for further consideration and action.

## **Registrar's Office**

The Registrar's Office is responsible for storing all final decisions and any associated appeals in the graduate students' files. The Registrar's Office must inform the parent/guardian/sponsor of a student who is below the legal age of consent in the UAE of the student's serious breach of the Code of Conduct and the disciplinary penalties imposed.

## **Appeals**

The person who reported a serious breach of the Code of Conduct and/or the reported graduate student(s) retain the right to appeal the findings of the investigation and the subsequent decisions within five (5) working days of notification of the same on condition that they can provide at least one (1) of the following:

- a. Evidence of a procedural error in the conduct of the investigation that causes doubt about the findings of that investigation.
- b. New evidence related to the case which was not available at the time of the investigation.
- c. Evidence of bias during the investigation that causes doubt about the findings of that investigation.

Appeals of decisions made by the provost, or designee, must be submitted in writing with appropriate evidence to the Office of the Vice-President. The Vice-President's, or designee's, decision on the review of the appeal is final and not subject to any further appeals. Appeals of decisions for suspension or dismissal from the University made by the Vice-President, or designee, must be submitted in writing with appropriate evidence to the Office of the Chair of the Board of Trustees. The Chair of the Board of Trustees', or designee's, decision on the review of the appeal is final and not subject to any further appeals.

## **Zayed University Honor Code**

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 father of the United Arab Emirates and his beloved son His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the United Arab Emirates and Ruler of Abu Dhabi.

## Types of Student Misconduct

### Minor Breaches of the Code of Conduct

*(Including but not limited to)*

- Engaging in disruptive/disrespectful behavior in or out of the classroom.
- Using disrespectful or offensive language.
- Inappropriate or revealing clothing that falls outside societal norms in the UAE. 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.
- Using any clothing and/or items that have offensive words, terms, or pictures.
- Any form of smoking in undesignated areas in the University.
- Disobeying or ignoring instructions from authorized University personnel, including refusing to present a Zayed University ID when requested whilst on university premises, or not following directions during an emergency situation (whether a real emergency or a practice drill).
- Not complying with requests from authorized University personnel to show their face for identity verification purposes whether in person or online.
- Distributing leaflets or journals, posting notices, or collecting signatures on the University premises without prior written consent.
- Littering.
- Using unauthorized mobility devices on campus such as skateboards or rollerblades.
- Using personal devices and online/social media accounts in an inappropriate manner with other Zayed University students, faculty, and staff.
- Using another student's ID to gain entry to campus.



## **Serious Breaches of the Code of Conduct**

*(Including but not limited to)*

- Reporting a breach of the Code of Conduct in bad faith.
- Multiple minor breaches of the Code of Conduct.
- Misusing the University email service, including spamming or any communication that may have legal/commercial implications for Zayed University.
- Deceiving or falsifying identity to a university instructor or staff member.
- Giving money or gifts to influence a Zayed University employee.
- Organizing an event (on campus, off campus, or online) in the University's name without prior written approval from the appropriate authority.
- Reckless driving in Zayed University areas that might potentially cause injury or damage.
- Misusing University smart technologies (including Zayed University online resources, social media, cameras, blocking University parent communication software).
- Engaging in any behavior that damages the reputation of Zayed University, whether on campus, on online platforms, at a university-sponsored event off campus, or when representing the University off campus.
- Ignoring health and safety regulations, especially during a pandemic or emergency situation, and/or intentionally endangering the health of oneself or any other student, faculty, or staff member.
- Acquiring, bringing, displaying, or carrying any material that can be used as a weapon or other items that may affect others safety on campus.
- Engaging in any inappropriate physical contact, including fighting, with another student, faculty member, or member of staff.
- Capturing and circulating photos of other students, University staff, or faculty members without their consent.
- Engaging in inappropriate behavior on the internet by accessing, downloading, or sharing data from inappropriate sites and chatrooms, including pornographic material.
- Engaging in any form of bullying and/or any form of harassment, including but not limited to spreading malicious gossip, using threatening words and/or behavior, participating in online harassment, and/or perpetrating physical abuse.
- Engaging in any form of mental abuse or psychological violence.
- Engaging in any form of disrespectful, intolerant, or aggressive behavior towards members of the Zayed University community or visitors to campus.
- Discriminating against one or more individuals based on race, ancestry, place of origin, color, ethnic origin, sexual orientation, creed, age, marital status, family status etc. while on campus or at a university-approved event off campus.
- Falsifying documents and/or submitting falsified documents to Zayed University for any purpose.

- Improper or unauthorized access of information or material that is confidential to a member of the Zayed University community.
- Intentionally damaging University property and properties of others including fixtures, furniture, other assets, etc. or removing property from the University without permission or knowingly possessing stolen items.

### **Criminal Behaviour**

*(Including but not limited to)*

- Engaging in any form of criminal behavior as defined by the laws of the UAE.
- Possession of firearms and/or explosives.
- Engaging in acts of arson and/or bombings.
- Taking part in vandalism and/or stealing.
- Consuming and/or possessing illegal substances, intoxicants, or alcohol when on campus or during a university-approved event off campus.
- Gambling or engaging in other illegal or unauthorized games.

## **GRADUATE STUDENT COMPLAINTS AND GRIEVANCES**

Policy ACA-GRA-212 outlines the guiding principles to ensure that graduate students' complaints and grievances are addressed in a timely and professional manner in line with Zayed University policies and procedures. This policy applies to all complaints and grievances made by actively enrolled Zayed University ("University") graduate students. This policy does not apply to decisions as a result of official decrees, University policies or procedures, or academic appeals.

### **Definitions**

Complaint	An informal expression of dissatisfaction with a service, activity, and/or employee or student at the University.
Grievance	A formal, written expression of dissatisfaction with a service, activity, and/or employee or student at the University.
Working Day	A day (Monday to Friday) when the University is officially open.

In furtherance of its educational mission and vision, the University has established processes to address graduate student complaints and grievances regarding non-academic and academic issues of concern not covered by the academic policies and bylaws. Student complaints and grievances will be evaluated to determine ways in which the University, department, service, activity, and/or employees can improve. The Deanship of Graduate Studies is responsible for ensuring that the information contained in this policy remains relevant and up to date; and for ensuring that the information is disseminated to all relevant parties in a timely fashion.

## Complaints

It is expected that most complaints will be resolved at the individual level by the student bringing the concern to the attention of an appropriate member of staff or faculty (depending on the nature of the complaint: academic vs non-academic), who will work to resolve the issue informally. The recipient of the complaint is responsible for addressing the issue in a timely manner, usually within five (5) working days. If steps are required to address the complaint appropriately, the recipient of the complaint must notify the student in writing of the progress, steps, and timeframe required to resolve the issue. If the student is not satisfied with the proposed outcome, they have the right to submit a formal, written grievance to the Dean of Graduate Studies, or designee, within five (5) working days of receipt of the notification of the outcome of the informal resolution.

## Grievances

Grievances may be submitted either:

- a. when a student is not satisfied with the outcome of their informal complaint, or
- b. when a student considers the concern to be too complex or too serious for an informal resolution.

All grievances must be submitted in writing to the Dean of Graduate Studies, or their designee, if the Dean of Graduate Studies needs to recuse themselves given the nature of the grievance raised, for review and investigation. The grievance must be submitted with supporting information as appropriate to the circumstances of the grievance.

Grievances must be submitted either: a) within five (5) working days of receipt of the notification of the outcome of an informal complaint, or b) within five (5) working days of the incident that caused the student concern. All student grievances will be addressed in a fair, transparent, confidential, and consistent manner. In instances where several students submit grievances about the same issue, their concerns will be addressed as a single grievance. The Dean of Graduate Studies, or designee, must acknowledge receipt of the grievance submission to the student(s) concerned within three (3) working days of

its receipt, and forward the grievance to the Graduate Student Case Committee (“Committee”) at that time.

The Committee will investigate the grievance and submit its recommendations to the graduate student within ten (10) working days of having received the reported grievance. If the Committee decides that the grievance is justified, it must also recommend actions to resolve the issue. If the Committee decides that the grievance is not justified, it must explain its decision. The Deanship of Graduate Studies is responsible for maintaining all records of student grievances and the subsequent investigations and findings. At the end of each semester, the Dean of Graduate Studies will submit a report to the Provost or designee detailing all the grievances heard, the decisions made, and the subsequent actions taken. The report is not to include any names but is to include all appropriate data so that plans can be made for the enhancement of university performance. The report is to be included in the HR complaints and grievances report to the Vice-President.

## Grievance Appeal

The student who reported the grievance and the party against whom the grievance was made retain the right to appeal the Committee’s findings and subsequent recommendations within five (5) working days of notification of the same on condition that they can provide at least one (1) of the following:

- a. Evidence of a procedural error in the conduct of the investigation that causes doubt about the findings of the investigation.
- b. New evidence related to the case which was not available at the time of the investigation.
- c. Evidence of bias during the investigation that causes doubt about the findings of the investigation.

Appeals must be submitted with appropriate evidence to the Office of the Provost. The Office of the Provost must notify all parties involved that an appeal has been received. The provost reviews the appeal and has the authority to decide if there are valid grounds for appeal or if the appeal is to be dismissed in accordance with Article 1 of this policy. The Office of the Provost must notify all parties involved if an appeal is dismissed within three (3) working days of the appeal having been received. For valid appeals, the provost will nominate two (2) faculty/staff members who have hitherto been uninvolved in the investigation to review the appeal and make recommendations to the provost within five (5) working days. The Provost retains the authority to issue the final decision, which is communicated to all the parties concerned. The Provost’s decision is not subject to any further appeal.

## **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. Issuing 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 3<sup>rd</sup> 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 the procedures, graduate students should view policy ACA-GRA-204 on the Zayed University Intranet Portal <https://zuportal.zu.ac.ae>

## **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, Safety and Environment**

## **Health and Safety**

Zayed University conducts its Health and Safety Management in compliance with the latest requirements from the Abu Dhabi Public Health Center (ADPHC) Legislation, Occupational Safety and Health System (OSHAD), Occupational Health and Safety Management System as per ISO 45001:2018, and Ministry of Education (MOE) Education Sector Occupational Environment, Health, and Safety Management System General Framework (EDS EHSMS GF). More information on policy SUP-HSE-101 is available on the Zayed University Intranet Portal <https://zuportal.zu.ac.ae>

## **Emergency Response and Evacuation**

Policy SUP-HSE-102 provides direction in the event of an emergency, in compliance with government regulations and civil defence standards. The University ensures professional safety procedures intended to lay down protocols on both campuses for emergency response action and to identify responsibilities in anticipation of possible emergencies.

## **Reporting Campus Incidents**

Policy SUP-FPM-202 includes the procedures for graduate students, staff, and faculty to follow when reporting incidents to the Campus Physical Development and Services (CPDS) and concerned departments. The incident reporting system requirements apply to all incidents involving personal injury, illness, or property/vehicle damage.

A life-threatening injury or illness must be reported immediately to the clinics, CPDS, and the local emergency response medical services. The injured employee shall report injuries and illnesses to his or her supervisor. If the injured person is a student, the student should report the incident to the Student Affairs Department/Clinic and CPDS. Upon notification of an injury or illness, Student Affairs/CPDS shall arrange for immediate treatment obtaining the clinic's help or ambulatory help from outside. If the injury requires medical attention, arrangements should be made to transfer the injured person to a hospital emergency room and to have a doctor's report completed and sent to the Human Resources Department.

Upon notification of an occupational injury or illness, the Department Director with the assistance of an EHS committee member and CPDS shall complete an Incident Report and forward it to the Human Resources Department so that an insurance claim can be filed if necessary.

**EMERGENCY CONTACTS ABU DHABI CAMPUS**

**Serco**

Tel: 800-60-160

**Clinics**

Clinic Females: Tel: +971-2-599-3322

Clinic Males: Tel: +971-2-599-3600

**Email**

EHSCPDO@zu.ac.ae

**EMERGENCY CONTACTS DUBAI CAMPUS**

Emergency Response Coordinator (First Response): Tel: +971-56-216-8399

Emergency Response Coordinator (Second Response): Tel: +971-56-216-6388

Assistant Emergency Response Coordinator: Tel: +971-50-856-5052

**Clinic**

+971-4-402-1760

**Email**

EHSCPDO@zu.ac.ae

**Environment**

Policy SUP-HSE-103 ensures Zayed University's commitment to pursue excellence in environmental management by conforming to national and international standards. The University will achieve environmental management compliance with the latest requirements from the Ministry of Education (MOE) Education Sector Occupational Environment, Health and Safety Management System General Framework (EDS EHSMS GF), and the International Organization for Standardization (ISO 14001:2015) environment certification standard. More information on the policy is available on the Zayed University Intranet Portal <https://zuportal.zu.ac.ae>

**University Health Clinics**

Policy SUP-HSE-201 ensures Zayed University's commitment to provide high quality health and wellness services to the entire Zayed University community. The University Health Clinics ("Clinics") identifies potential risks and hazards that might compromise the health and wellbeing of all members of the University community, and take the necessary measures to eliminate or mitigate those risks to promote a safe and healthy environment.

The Clinics provide adequate medical facilities, a safe environment, specialized equipment, and qualified licensed medical staff to ensure the provision of high-quality medical services to the University community. The Clinics provide health services on campus during normal University working hours and at other officially sanctioned times. The Clinics have clear guidelines regarding internal and external reporting between the University and the designated health services provider. The University establishes agreements for the Clinics on both campuses for the services being outsourced where agreements between the University and the health provider will be considered as part of the contract. More information on the policy is available on the Zayed University Intranet Portal <https://zuportal.zu.ac.ae>

## Facilities

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

Policy SUP-FPM-201 refers to monitoring entry to campus, visitors on campus, campus parking, and campus access violation by students.

The University will ensure campus security, approve, and register campus visitors, and regulate on-campus parking. Zayed University ensures that security controls on all campus access gates are manned around the clock. Authorization for visitors to enter Zayed University premises must be obtained from the Campus Physical Development and Services Department (CPDS) prior to the visit. Security personnel are authorized to confirm and record the details of visitors when they arrive on campus. Visitors must carry a Visitor ID and be always accompanied by either security personnel or the employee host while they are on campus. Zayed University will ensure that campus parking lots are accessible to authorized persons only, and that designated parking areas are respected.

#### ***Gate and Campus Security***

Security personnel guard campus gates always to control entry to the campus. Anybody who wishes to enter the campus premises after working hours or at weekends must register with security at the campus gate. Student access to campus is monitored by security and is managed through the gate access system. Security will check and verify a student's identification card in case the system shows a discrepancy and will refer any issues to the Student Enrolment Office and CPDS.

#### ***Visitors on Campus***

Business visitors are only permitted on the campus with proper prior invitation. For the entry of business visitors, a written request must be sent to security/facilities for approval at least 24 hours prior to the visit ([facilitiesauh@zu.ac.ae](mailto:facilitiesauh@zu.ac.ae) and [facilitiesdxb@zu.ac.ae](mailto:facilitiesdxb@zu.ac.ae))



accounts to be used). For non-business visitors (family members, friends, and others), the individual concerned must send a written request to CPDS for approval at least 24 hours prior to the visit. The University reserves the right to decline any visitor as deemed appropriate. The individual holds full responsibility for the visitor while they are on campus. While on campus, the visitor must always wear a visitor's pass and must be accompanied by the person inviting them (host) or any person from the campus community who is entrusted by the host to accompany the visitor. The visitor must be escorted to and from the designated location of his or her appointment on campus. Visitors are requested not to bring food or cameras to campus, without prior permission. Students are not permitted to bring visitors to campus except in special preapproved cases such as:

- a. University events where guests are allowed.
- b. Special needs students who require full-time assistance.
- c. Any other cases as approved and advised by the Office of Student Affairs and CPDS.

For safety reasons, no visitors will be allowed to enter campus during emergency situations.

### ***Campus Parking***

CPDS will issue parking permit identifications to individuals to place on their vehicles which will permit their entry to the authorized car parking area. Other parking spaces are open to all University employees, except for those spaces that are designated for the disabled or for visitors. As student vehicle registration is administered by CPDS, graduate students must register their cars in the Zayed University gate system by completing an e-Service Request form on the Zayed University website

<https://eservices.zu.ac.ae/Service/en/Card/Student-Car-Registration>

### ***Access Violation by Graduate Students***

The objective is to provide a consistent process to track incidents that ensures:

- a. Incidents are logged consistently.
- b. Incident status is accurately reported.
- c. Incidents are properly prioritized and handled in an appropriate sequence.
- d. Incidents are to be solved according to ZU rules and regulations.

### ***Incident Cases and Procedures***

Categorizing the type of reported incidents is important to simplify the incident-logging process. CPDS is to handle and solve incidents related to access control only. Other types of incidents are to be reported to the Director of Student Leadership. Incidents are to be

reported to the concerned department during the normal working hours of the university (8:00 AM to 4:00 PM). Incidents occurring after working hours are to be documented by the security supervisor and to be reported on the following day to the appropriate department. The Student Leadership Department can approach CPDS for assistance or support with security (i.e., reviewing CCTV footage). The types of incidents handled by CPDS are:

- a. Access control system.
- b. Exchange of ID cards.
- c. Issues related to messages received through guardian's phones.

All other incidents related to students should be handled by the Student Affairs Deanship.

## **Surveillance Camera Monitoring System**

As per policy SUP-FPM-203, 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.

Safety and security purposes include, but are not limited to:

- a. The protection of individuals, including students, faculty, staff, and visitors.
- b. The protection of university owned and/or operated property, and buildings.
- c. The monitoring of the movement of vehicles on site.
- d. The monitoring of common areas and areas accessible to the public, including classroom corridors, locker areas, sensitive labs, storage facilities, and parking lots.
- e. The facilitation of the identification of any activities/events which might warrant disciplinary proceedings being taken against a person or persons; and to assist in providing evidence to managers and/or to the person/people against whom disciplinary or other action is, or is threatened, to be taken.

The procedures governing the use of closed-circuit television (CCTV) technology in public spaces across the Zayed University campuses are established on the principles of the UK Data Protection Act (DPA) 1998 and follow local authorities' requirements. Whilst acknowledging that the Zayed University campuses are not strictly public spaces, students, staff, contractors, and visitors use the site and should be afforded the same

security and protection as people in public areas. More information on the policy is available on the Zayed University Intranet Portal <https://zuportal.zu.ac.ae>

## **Use of University Facilities**

Policy SUP-FPM-301 regulates the use of spaces on campus for best utilization and to ensure proper practice while using any space on campus. Zayed University facilities except the Convention Center, are intended for use primarily by university personnel for university purposes. The facilities may be used for other purposes, including use by students and employees for extracurricular activities, as well as by non-University personnel and for non-University purposes. All registered students, and organizations of the University may use the University's buildings and grounds in compliance with university regulations and reservation procedures. Individuals or groups that are not registered with or recognized by the University ("non-University entity") may only use University facilities at the invitation of the University and pursuant to an approval through the appropriate channel. Use of University facilities by a non-University entity must be approved by the Vice-President, or designee. Such use of facilities must not result in private gain for the non-University entity. Further, the use of the facility must be in direct supplement and benefit to the University's educational purposes. Programs and activities of the University shall always have priority. More information on the policy is available on the Zayed University Intranet Portal <https://zuportal.zu.ac.ae>

## **Posting Notices on Campus**

Policy SUP-FPM-303 provides guidelines and information regarding the types of notices which may be posted in common areas on campus and the procedures to be followed by all Zayed University Campus users in obtaining permission to post common notices. Zayed University campuses have provided bulletin boards that can be used to post notices of general interest.

The content of the posted notice must be relevant to campus academic activities or student activities. Notices are not to be placed on glass doors or walls of campus buildings. All Zayed University campus users are eligible to request the posting of notices according to the procedures listed below. Graduate students who wish to post a notice on campus must obtain approval from the Campus Physical Development and Services Department (CPDS). Content approval must be granted from the management of the college or department. Students who wish to post a notice must submit the notice to the Student Affairs Office for review and approval. Only CPDS has the authority to approve, and date stamp a notice.

All notices must be:

- a. Checked for accuracy by the individual submitting the notice.
- b. Posted for specific agreed duration from the stamp date.
- c. Removed by CPDS at the appropriate time.

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

## **Reporting Loss, Theft or Damage of University Property**

Policy SUP-FPM-305 ensures that any loss, theft, or damage of university property is reported and processed according to set guidelines in a timely manner. The University endeavors to return the abandoned and misplaced personal items to the correct owner. All lost and found items should be handed to the Campus Physical Development and Services Department (CPDS). Unclaimed items will be stored for one academic year. To claim an item, graduate students will need to show their student identification card.

### **CONTACT**

#### **Campus Physical Development and Services Department (Abu Dhabi)**

**Email Campus Service:** campuservices-AUH@zu.ac.ae

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

#### **Campus Physical Development and Services Department (Dubai)**

**Email Campus Service:** campuservices-DXB@zu.ac.ae

**Location:** Administration Building, First Floor, CPDO

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

## **Smoking on Campus**

As per policy SUP-FPM-306, graduate students are prohibited from smoking (including electronic cigarettes) anywhere on the Zayed University campuses and at events sponsored by Zayed University. Smoking (including electronic cigarettes) is prohibited on the Zayed University campus and grounds for faculty, staff, campus visitors, and guests except in designated smoking areas. Designated smoking areas shall be located where University community members will not be affected by unwanted smoke. Smoking is prohibited inside university vehicles. Violations may lead to disciplinary measures.

## **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 enrolment 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 Zayed University 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 Zayed University 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 AM and 4:00 PM.

## **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, enrolment, 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 Enrolment and Degrees**

The University can provide written confirmation of enrolment in a program, registration in a course, or degree status. Print certification can be used whenever enrolment 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 enrolment 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.
- 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.

## **IT Infrastructure and Services**

### **Computing Resources**

As per policy SUP-ITS-101, the computing resources that Zayed University provides are for the educational, research, and administrative endeavors of its students, faculty, and staff. It is expected that the computer resources be utilized in the achievement of these core institutional activities. Under no circumstances may graduate students use University computing resources in ways that are illegal, unethical, or that interfere with reasonable use by other members of the University community.

Violations of computing resource rules and policies may result in University disciplinary action, which may have serious consequences. Individuals who violate license

agreements and copyright may be subject to legal action from external parties (publishers/vendors/copyright holders). Access to computing resources may be restricted by the University without prior notice and without the consent of the user when required by and consistent with law. With prior notice and written warning, access to computing resources may be restricted by the University when actions interfere with reasonable use by other members of the University community. In all cases, the individual will be notified of the reason and duration of the access restriction as soon as possible. Access will be restored when the situation has been resolved.

## **Blackboard**

Blackboard is intended to support the teaching, learning and research of Zayed University faculty, staff and students and facilitate communication and the sharing of information and resources among the University community and beyond. All courses are expected to have a significant Blackboard presence. All current employees and students are automatically given Blackboard accounts. All persons affiliated with Zayed University will use their network password to access Blackboard. Access to Blackboard for persons not employed by or attending Zayed University may be requested by members of the Zayed University community. Such a request must be approved by a Dean or Director of a unit.

## **Email**

Email is a key mechanism for official communication within Zayed University. Graduate students are provided with an official Zayed University email account upon entrance to the University. Cancellation of this email account will occur once the association with the University has been severed. Any exception to keep an email address active requires Dean/Director approval. Graduate students are expected to check their email on a regular basis in order to stay current with University-related communications. Users are expected to change their email password from the default setting immediately after the account has been received. This password should remain private. There is no guarantee of privacy for email. In the event of complaints, it may be necessary for the University to view email communication. Electronic mail users must not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of Zayed University or any unit of Zayed University unless appropriately authorized (explicitly or implicitly) to do so. Where appropriate, an explicit disclaimer will be included unless it is clear from the context that the author is not representing Zayed University.

## **Mass Email**

Mass mailings are defined as mailings to large groups of faculty, staff, and/or students. Only messages that pertain directly to University business are acceptable. Graduate students and student groups/organizations are prohibited from mass mailing faculty or staff directly. In order to send mass emails, individual students or student

groups/organizations may have the email sent through a representative from the Student Affairs Office.

## **Network Resources**

Network resources include items such as internet bandwidth and shared or personal remote drives. Zayed University Information Technology Department reserves the right to allocate resources in different ways in order to achieve maximum usage. To accomplish this, the system administrators may suspend or terminate privileges of individuals without notice if malicious misuse or use inconsistent with this policy or any other University policy is discovered. Privileges may also be suspended, without notice, to meet time-dependent, critical operational needs. System administrators may also limit the number of messages or files that each user has in order to keep the system functioning. While the Information Technology Department is responsible for monitoring the use of computer systems, it is also the responsibility of all individuals in Zayed University to urge their peers and colleagues to use the network and systems appropriately. This is the only way that the integrity and availability of the network and systems can be ensured for everyone. Each member of the community is responsible for using only those accounts or computers for which he or she has authorization and is responsible for protecting all passwords. Individual responsibility includes respecting the rights of other users and of copyright holders. Individuals are urged to report unauthorized use of computers, networks, or other computer service facilities on campus to the Information Technology Department.

## **Password**

The authentication mechanism that controls access to network resources is a user identification and password. User authentication is a means to control who has access to any network resource in Zayed University. Access gained by a non-authorized entity can cause loss of information confidentiality, integrity and availability that may result in loss of revenue, liability, loss of trust, or embarrassment to Zayed University. The password procedures associated with this policy establish the rules for the creation, distribution, safeguarding, termination, and reclamation of the Zayed University user authentication mechanism. To ensure a safe and secure network, it is essential that users follow defined network password security measures and protocols.

## **Acceptable Usage**

The purpose of policy SUP-ITS-104 is to outline the acceptable use of computer and communication equipment at Zayed University and to provide directives and guidelines towards usage of assets, services and systems. The scope of this policy covers all the information systems environments managed by the Zayed University Information Systems Department (ITD). Zayed University information technology network administration

provides a reasonable level of privacy over information/data created and transmitted over Zayed University information technology systems and infrastructure. However, the data created on Zayed University systems remains the property of Zayed University. The information contained on the Zayed University Intranet/Extranet is classified as per the Zayed University Information Classification Guidelines. Under no circumstances is a Zayed University user authorized to engage in any activity that is illegal under local or international law while utilizing Zayed University-owned information technology resources. Users of Zayed University's information systems shall ensure that classified information is managed as per the Zayed University Information Classification Guidelines. Examples of classified information include but are not limited to: corporate strategies, customer details, student records, investigation reports and analysis data. More information on this policy is available on the Zayed University Intranet Portal <https://zuportal.zu.ac.ae>

## **Internet Usage**

As per policy SUP-ITS-105, graduate students should only access the Internet by using the Zayed University Information Technology 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.

## **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.

## **Public Disclosure**

### **Use of Zayed University Name/Logo**

Graduate students may not use the University name/logo or letterhead and may not imply University endorsement when engaged in private activities, personal business, or public advocacy. Correct usage of the University logo and logotype font is detailed in the Brand Guidelines, which are available from the Government Communications Department ("GCD"). The Director of the GCD is responsible for approval of logo use under the terms of this policy. Policy UNI-PUB-201 must be upheld in all print and digital usage. The design

of college or unit logos should be consistent with the “University Brand Guidelines”, which is available from the GCD. New logos for colleges, units, centers, or events that alter the primary University identity must be coordinated with GCD.

## University Website, Publications and Printed Materials

Policy UNI-PUB-101 applies to the Zayed University website, information and/or promotional publications, periodical or continuing publications and other printed materials.

### Definitions

Online Publications	All University online material such as website content, content for digital screens, digital versions of academic University publications, digital newsletters, and non-printed collaterals.
Print Publications	All University printed material such as college books, academic catalogs, orientation books, Zayed University Magazines, etc. that go to print.
Publications	Any online and printed material used for internal or external distribution to provide general information about the University or to promote University programs, activities, and services.

All publications and printed materials, both new and established, must be approved by the Government Communications Department (GCD). The administrative unit responsible for the University website, publications, and printed materials, the GCD, operates within strict guidelines, established by the Vice-President, concerning procedures to be followed and types of publications – including Web, Digital Signage, Radio, TV, Outdoor Media, and printed materials for which University funds may be expended.

Zayed University strictly adheres to all the guidelines set by the UAE’s Telecommunications and Digital Government Regulatory Authority (“TDRA”) on how to display and aggregate information on the website as well as follow the design language suggested by their Design Language System (“DLS”) document, which makes it easier for the end user to navigate and acquire data effectively and with minimal effort.

The GCD is 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. Publication designs initiated by colleges/departments must be shared with and approved by GCD before being published. New logos for colleges, units, centers, or events that alter the primary University identity must be coordinated with GCD.

**Social Media**

Policy UNI-PUB-301 regulates the use of social media within Zayed University (“University”), in line with internal rules and regulations, and whilst adhering to FAHR’s Guidelines for “Use of Social Media by Federal Government Employees” and “UAE Laws Related to Defamation and Cyber Crime.” Graduate students are expected to abide by the Zayed University “Social Media Policy” and “Procedures” and to stay in line with the UAE Laws Related to Defamation and Cyber Crime.

**Definition**

Social Media	The presence of the University on social networking platforms such as Facebook, LinkedIn, X, Instagram, YouTube, and other social media platforms.
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The administrative unit responsible for the University social media platforms – the Government Communications Department (“GCD”) is responsible for the production and management of social media content for the University’s platforms such as Facebook, LinkedIn, X, Instagram, YouTube, and other social media platforms. All student initiatives that have presence on social media need to verify their accounts with the GCD, and ensure they abide by the Zayed University “Social Media Policy” and “Procedures” and are in line with the UAE Laws Related to Defamation and Cyber Crime. All graduate students are expected to adhere to ethical and responsible online behavior, in line with the UAE Laws Related to Defamation and Cyber Crime.

**Providing Information to the Media**

As per policy UNI-PUB-401, 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.

## **Release of Personal Information and Student Photographs/Videos**

As per policy UNI-PUB-402, Zayed University is committed to safeguarding the privacy of its faculty, staff, and students. To that end, the University will not publicly release personal information on graduate students. The Human Resources Department will verify faculty and staff employment, and the Registrar's Office will verify student enrolment. No other information will be made available without the written authorization of the student concerned. No photographic representation of a student, whether print, web, video, or film, will enter the public domain without the prior written consent of the student concerned.

Student consent forms must be signed by graduate students prior to having any photography/videography of them published whether in print, video production, or digitally. Signed "Student Consent for Photography/Videography" forms for all projects originating in the Government Communications Department ("GCD") shall be stored in the GCD. All other signed photographic/videographic permission forms must be stored with the designated faculty or staff project manager. The "Student Consent for Photography/Videography" is available from GCD and in the online Policy Library. The requesting college/department is responsible for ensuring that the form is signed before publishing any photos/videos of the student concerned.

### **CONTACT**

**Government Communications Department (Dubai)**

Tel: +971-4-402-1111

## **Student Publications**

Policy ACA-STU-302 applies to all student-authored print publications destined for external distribution, whether artistic, research, journalistic or other in nature. In support of its educational mission and vision, Zayed University fosters student intellectual and artistic freedom and the expression of ideas and beliefs in an ethical fashion. This commitment is realized within the context of an Islamic society and culture and the values and laws of the United Arab Emirates. Procedures must be designed and implemented

with due care to safeguard student freedoms while avoiding any legal action or embarrassment to the University.

All student publications destined for external distribution must be chartered by the University before publication. Each student publication must have its own editorial board. Student websites using the name or resources of Zayed University must be approved by the University and abide by the University web standards.

## Hours of Operation

The Deanship of Graduate Studies' official opening hours are from 8:00 AM – 4:00 PM (Monday to Thursday) and 8:30 AM – 13:00 PM (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 <https://zuportal.zu.ac.ae/gsdbsite/SitePages/Home.aspx> that host the following information:

- Research
- Forms and Templates
- Guidelines and Resources
- Academic Regulations (Zayed University Catalog, Graduate Student Handbook, Graduate Program Policies, and Procedures)
- e-Services
- Graduate Programs Academic Calendar
- Graduate Program Study Plans
- Tuition Fee and Payment Plans
- Events (Upcoming and Recorded)
- Publications (Flyers and Newsletter)

### Academic Forms



Graduate students can initiate a variety of requests through academic forms. The following academic forms are available online at <https://academicforms.zu.ac.ae>:

- Incomplete Grade Request
- Change a Grade
- Course Substitution
- Transfer Credits
- Graduation Clearance

## 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 Zayed University website <http://eservices.zu.ac.ae/main/Services/Servicecard> and submit the request online.

The following service requests are available online:

- Application for Graduate Program Admission
- Master Programs - To Whom It May Concern Letter - Digital PDF
- Master Students - Academic Official Transcript
- Master Students - Defer Admission – English Version
- Master Students - Letter of Examination Leave
- Master Students – Replacement Official Diploma - Arabic version
- Master Students – Replacement Official Diploma - English version
- Register Courses for MA Students
- Request Provision of Technical Support Services to Students
- IT Equipment Request
- EHS incident Report Form

## 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. For master's degree programs accredited according to the CAA 2019 Standards, graduate students are required to undertake training in research skills and methodology and to produce a research thesis. Programs accredited under the 2011 Standards may not require a thesis. Graduate students should consult the Zayed University Catalog for the year of their enrolment in the graduate program to confirm their program requirements. 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

Policy ACA-STS-401 on Students of Determination outlines the guiding principles by which Zayed University supports Students of Determination by providing equal educational opportunities at the University.

### Definitions

Accommodation	Modifying and adapting programs, services, and facilities, ensuring they are accessible and useable by Students of Determination.
Assistive Technology	Any item, piece of equipment, or product system that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.
Disability	Any condition connected to the body and learning that affects the person's ability to do certain activities and interact with the world around them. Impairment A disability that entails a person's diminished body structure/function, or learning functioning
Learning Difficulties	For the purpose of this document learning difficulties include but are not limited to Dyslexia, Dyscalculia, Dysgraphia, Dyspraxia, ADHD, Autism Spectrum, and memory challenges.

Physical Disabilities	For the purpose of this document physical disabilities include but are not limited to blind, low vision, hearing impaired, deaf, and impaired physical capacity, stamina, or dexterity.
SAS	Student Accessibility Services Department
Students of Determination	Students with physical disabilities and/or learning difficulties.
Universal Design (UD)	The process of designing all products and the built environment to be aesthetic and usable to the greatest extent possible by everyone, regardless of their age, ability, or status in life.
Universal Design for Learning (UDL)	A framework to use and optimize teaching and learning for all students. University Zayed University

Zayed University (“University”) is committed to providing equal educational opportunities to Students of Determination in accordance with Federal Law no. 29 of 2006 In Respect of the Rights of People with Disabilities. The University has established the Student Accessibility Services Department (“SAS”) with offices on the University campuses in Dubai and Abu Dhabi to be the contact points for all matters regarding Students of Determination. Students are encouraged to disclose a disability when they are admitted to the University or at any time throughout their University life. Students of Determination must register with the Student Accessibility Services Department to be entitled to all the support services provided.

SAS will work with all University departments to ensure that their services are accessible to Students of Determination. SAS will collaborate with the Campus Physical Development and Services Department to ensure that all physical facilities on the University campuses are accessible to all University students. SAS will collaborate with all academic units and encourage them to work closely with the department so that appropriate academic support can be provided to Students of Determination. SAS will collaborate with all University departments to ensure all services and resources are accessible to Students of Determination.

Students of Determination are expected to reach University academic standards and will be allowed to use alternative methods, inclusive of assistive technology, whenever necessary, to achieve equitable educational opportunities. SAS will enhance the in-class educational experience of Students of Determination by providing the necessary reasonable accommodation when available. SAS will provide course materials and exam accommodation to enable registered Students of Determination access to all courses provided by the University. SAS will provide the appropriate training for faculty and staff in

line with the Universal Design for Learning to enhance the support for Students of Determination.

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. More information on the three centers that provide Students of Determination with specialized training to enhance their academic and social skills is available on the SAS website <https://www.zu.ac.ae/main/en/sasd/index.aspx>

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>

#### **CONTACT**

##### **Abu Dhabi**

Hassan Wardi (Manager)

+971-2-599-3186

Email: [Hassan.Wardi@zu.ac.ae](mailto:Hassan.Wardi@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 proactively contact the Graduate Program Coordinator for guidance. 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. For more information, visit the Student Careers and Alumni Department's website <https://www.zu.ac.ae/main/en/alumni/index>

### **Alumni Newsletter**

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

## **CONTACT**

### **Abu Dhabi Campus**

Tel: +971-2-599-3164

Email: Alumni@zu.ac.ae

### **Dubai Campus**

Tel: +971-4-402-1885

Email: 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 is a critical and integral center of learning in Zayed University's educational community. Through state-of-the-art facilities, extensive web presence, and dedicated library team, the LLC strives to support graduate students in achieving academic and research excellence.

The top priority is to actively engage in the teaching, learning, research activities and contribute positively to the vision and mission of the University. The LLC provides access to rich scholarly information and integrated services such as research support and information literacy instructions to ensure a graduate student's experience is enriching and inspiring. With more than 400,000 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 graduate 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. Graduate students can register online at <https://zu.libcal.com/calendar/?cid=-1&t=g&d=0000-00-00&cal=-1&inc=0> for a range of virtual events in the form of workshops offered by the LLC.

## **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, and lamination. As an automated center, all graduate students need to charge their Zayed University Identifications Cards through the Financial Resources Department, for one day, or an entire year. Cash payments are not accepted. The remaining balance will remain in the Zayed University Identifications Cards or will be refundable through the Financial Resources Department. Online printing requests can be made by completing an e-Service Request on the Zayed University website

<https://eservices.zu.ac.ae/Service/en/Card/Online-Printing-System->



## **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

## **IT Support Centers**

The IT Support Centers troubleshoot network connectivity, hardware and software problems with laptops, desktops, and peripherals such as printers and other IT equipment. The Support Centers also support audiovisual equipment and inspects, tests, and diagnoses problems with IT equipment in classrooms and other campus buildings.

## **CONTACT**

### **IT Happiness Support Center (Abu Dhabi)**

Tel: +971-2-599-3666

### **IT Happiness Support Center (Dubai)**

Tel: +971-4-402-1777

### **Email**

[ITServiceDesk@zu.ac.ae](mailto:ITServiceDesk@zu.ac.ae)

[Sanad@zu.ac.ae](mailto:Sanad@zu.ac.ae)

### **Website**

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

### **Office Hours**

Monday to Thursday: 8:00 AM - 4:00 PM

Friday: 8:00 AM- 12:30 PM

## **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 and Services Department. 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 and Services Department.

## **CONTACT**

### **Campus Physical Development and Services Department (Abu Dhabi)**

**Email Campus Service:** campuservices-AUH@zu.ac.ae

**Email Facilities:** facilitiesAUH@zu.ac.ae

### **Campus Physical Development and Services Department (Dubai)**

**Email Campus Service:** campuservices-DXB@zu.ac.ae

**Email Facilities:** facilitiesDXB@zu.ac.ae

## **Prayer Rooms**

Designated prayer rooms are provided by the University.

## **Health Services**

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 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).

## CONTACT

### Abu Dhabi Campus

- **Female Campus**

**Clinic:** +972-2-599-3600

**Location:** F3-018

**Working Hours:** Mon-Thu: 7:30 AM – 5:00 PM, Friday: 7:30 AM – 1:00 PM

- **Male Campus**

**Clinic:** +971-2-599-3322

**Location:** M3-018

**Working Hours:** Mon-Thu: 8:00 AM – 8:00 PM, Friday: 7:30 AM – 1:00 PM

### Dubai Campus

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

- **Location:** Ground Floor, Dining Building 03, Besides the Cafeteria

- **Working Hours:** Mon-Thu: 7:30 AM – 5:00 PM, Friday: 7:30 AM – 1:00 PM

### For Emergency Cases on Campus

+971-50-553-9621

### For Emergency Cases Outside Clinic Hours

999 (24/7)

Visit a Hospital Emergency Department

## Student Counselling Center

### Definitions

Person of Determination	A person suffering from a temporary or permanent, full, or partial deficiency or infirmity in [their] physical, sensory, mental, communicational, educational, or psychological abilities to the extent that limits [their] possibility of performing the standard requirements (UAE Federal Law no.29 of 2006).
Preventative Services	Preventative services aim to prevent the onset or recurrence of mental health difficulties where possible. Preventative

	services are designed to raise awareness, build resilience, and develop coping skills.
Restorative Services	Restorative services are designed to improve the mental health of students who are already experiencing difficulties. The goal of restorative services is to help students manage and overcome mental health challenges and improve their quality of life.

As per policy ACA-STS-102, Zayed University (“University”) provides professional counseling services to students through the Student Counseling Center (“SCC”) to support their wellbeing and personal growth. The SCC offers two (2) main types of service, preventative and restorative, to help students reach their personal and academic goals. The SCC is committed to offering students of determination academic accommodations to remove barriers to their education and learning. If a mental health condition leads to an impairment in functioning, academic accommodations can be provided to improve student accessibility to learning materials and activities.

Counseling services are offered in accordance with the standards prescribed by the American Counseling Association (“ACA”), the professional guidelines prescribed by the International Association of Counseling Services (“IACS”) and the UAE Ministry of Health (“MOH”)’s medical code of ethics.

Counselors at the SCC are expected to conduct themselves in a professional manner consistent with the University Code of Ethics as well as the standards of practice prescribed by the counseling profession. It is expected that counselors fulfill their primary responsibility to respect the integrity and promote the welfare of their clients. When the prescribed ethical and professional standards of conduct are breached it is considered misconduct.

Students seeking counseling sessions will be provided with time-limited confidential counseling. Students may access up to 12 individual sessions. The session limit may be renewed if the student is unable to access community resources due to financial or family limitations. The renewal of confidential counseling sessions is determined through an agreement between the counselor and the student concerned, based on the current issue, the availability of resources, and the student’s extended need. Students may access an unlimited number of workshops, groups, and trainings. Counseling can be terminated when counseling goals and/or session limits have been reached, or upon the student’s request. The termination of a counseling service must be a joint decision of the client and counselor with respect to the client's autonomy.

The SCC collaborates with other academic and service units on campus to provide students with comprehensive care. Each student's right to confidentiality is upheld during collaboration with the other units. To maintain the standards of the profession as well as the administrative independence and neutrality that is required of the center, counselors do not extend their services to:

- a. Participation in any committees related to administrative proceedings, (e.g., student discipline investigations), except where the purpose of participation is limited to the clarification of a student's psychosocial situation.
- b. Participation in administrative decision making (e.g., leave of absence, withdrawal, or readmission to academic programs), except in situations when colleges/administration offices seek a counselor's evaluation of a student's mental health status and/or psychosocial issues.

Reports produced by the counseling center require a minimum of two (2) evaluation sessions and aim to provide colleges/administration with information clarifying the student's situation but does not make a recommendation regarding the administrative decision at hand. The SCC offers counseling services to support students' personal and academic wellbeing and help students manage psychological difficulties. Lifesaving services are beyond SCC's capabilities and scope of practice. Emergencies are to be referred to emergency services.

## **Referrals**

The SCC receives referrals through various channels including the SCC portal web page and will reach out to the referred student inviting them to attend a consultation with one of the counselors. Referrals include self-referrals, referrals from faculty and staff, and referrals from Executive Management Offices, colleges, and departments. Referrals are not always required for regular, scheduled appointments as students can book their appointments directly through the SCC portal webpage.

Walk-in students are seen on a first-come, first-served basis. Students will be provided with appropriate referral resources for services off campus when specialized services beyond the scope of the center are needed.

## **Hours of Operation and Appointment Schedules**

The SCC will be operational during the University's normal working hours in accordance with the University academic calendar. The opening and closing times will be clearly posted and disseminated through official University means of communication. At least one (1) counselor will be available during the hours of operation. Students are advised to schedule appointments in advance. Walk-in students are seen by a counselor on a first-come, first-served basis except for crisis situations. Students in crisis are always given

priority over walk-in or regularly scheduled appointments. During peak or high demand periods, clients will be placed on a waiting list if needed. Clients should attend their scheduled appointments with the counselor. It is the client's responsibility to contact the center at least 24 hours prior to the appointment if they wish to cancel or reschedule. If the client fails to show for or cancels two (2) appointments without giving enough notice, the client is placed on the waiting list before they can book another appointment.

### **Crisis Intervention Services**

Crisis intervention is provided to students in acute emotional or physical distress. The goal of crisis intervention is to provide clients with immediate safety and emergency care, stabilization of emotions, and plan for further follow up. Crisis intervention is offered during the center's regular hours of operation. After regular hours, students in crisis are advised to contact available community help lines and emergency services. A step-by-step Crisis Intervention Protocol is routinely reviewed and updated by SCC staff. A printed copy is made available in all SCC offices.

### **Outreach Services**

The SCC offers outreach services including programs that promote awareness of mental health and wellbeing, break the stigma, and promote help seeking. These services have the primary goal of reaching out to students who may not be inclined to utilize the services from the center.

### **Confidentiality**

As mandated by the ethical principles of the profession, all information obtained through counseling will be kept strictly confidential. Counselors will thus respect and ensure the privacy and confidentiality of the clients' and students' counseling-related information. When necessary, counselors may consult with colleagues in the profession for the purpose of ensuring the provision of high-quality counseling services. Exceptions to the confidentiality policy include:

- a. When a client presents a clear danger to him/herself, another person, or society.
- b. When there is suspicion of child abuse, or abuse of a vulnerable adult or the elderly.
- c. When release of information is required by law.

Except for the above-mentioned circumstances, the written consent of the client is required prior to the release of his/her information. It is the responsibility of the counselors to inform their clients of the SCC's policies and answer their questions about counseling before obtaining their consent to receive the services.

## **Counseling Records**

An efficient counseling record system will be implemented and maintained to ensure accuracy and prompt retrieval of data when needed, within appropriate safeguards of confidentiality. It is the responsibility of the counselors to document any services provided to students. In accordance with the standards for university counseling services prescribed by the IACS, all client files and student data will be safeguarded for a period of seven (7) years after termination or the last date of service. The records will be disposed of at the end of the retention period by the staff at the center in a secure manner.

For a list of the Center's team members, please visit the SCC website <https://www.zu.ac.ae/main/en/student-counseling-center/about-us/team>

## **Services**

The SCC 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 SCC 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. For more information, please visit the SCC website <https://www.zu.ac.ae/main/en/student-counseling-center/self-help/h-self-help>

## **Frequently Asked Questions**

For a list of frequently asked questions, please visit the SCC website <https://www.zu.ac.ae/main/en/student-counseling-center/faqs/h-faqs>

## CONTACT

### Abu Dhabi

Sumaiya AlMansoori (Administrative Officer)

Tel: +971-2-599-3394

Email: Sumaiya.Almansoori@zu.ac.ae

### Dubai

Sara AlMarzooqi (Administrative Officer)

Tel: +971-4-402-1637

Email: Sara.AlMarzooqi@zu.ac.ae

### Book an Appointment

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

## Student Clubs

### Definitions

Professional Society, Association, or Club	Affiliated with a relevant academic unit in collaboration with the SLD.
Student Club	Affiliated with the SLD.
Student Organization	An officially recognized group of students with a defined purpose, objective, and organizational structure aligned with the University vision, and strategic objectives.
SLD Student Leadership Department	A department within Student Affairs that deals with student leadership matters.

Policy ACA-STU-301 facilitates the provision of organizations for students of Zayed University to maximize their personal, professional, and leadership development, and/or to enhance community engagement.

Zayed University (“University”) encourages the development and effective management of all student organizations as well as other co-curricular activities as an important aspect of the overall student experience. The 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 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, or association.
- d. It has a clear organizational structure.
- e. It abides by the professional and ethical guidelines expected of University students.

There are two (2) types of student organization at the University:

- a. Student Club. Approvals or discontinuations of student clubs will be managed by the Student Leadership Department (“SLD”).
- b. Professional Society, Association, or Club.

The relevant academic unit will manage the approvals and discontinuations of professional societies/associations/clubs in collaboration with the SLD. All student organizations must be registered with the SLD.

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-club>

**CONTACT**

**Email:** SCC@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 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 displays, contests, bazaars, etc.

**CONTACT**

**Abu Dhabi Campus**

Sheikha Fatema Bint Mubarak Students' Center

Venue: F3.1.007

Email: SSC@zu.ac.ae

Sheikh Zayed Bin Sultan Students' Center

Venue: Co-Ed Campus – Promenade

Email: SSC@zu.ac.ae

**Dubai Campus**

Sheikha Lateefa Students' Center

Location: 2nd floor, Dining Area Opposite Innovation Center

Email: SCC@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.

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

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

- **Recreation:** The Sports and Fitness centers in Dubai and Abu Dhabi provide facilities for members of the Zayed University community to use recreationally.
- **Community Sports Events:** Zayed University sports actively promote participation and engagement with the wider UAE society through the promotion, involvement and organization of sports events, both on and off campus.

## Sports Facility Features

### Abu Dhabi Campus

- 25m Semi-Olympic Swimming Pool
- Female Only Gym
- 7v7 Football Pitch (Outdoor)
- Basketball Court (Outdoor)
- Tennis Court (Outdoor)
- Multipurpose Indoor Gymnasium including an indoor basketball court, volleyball court, badminton court, futsal court, and strength and conditioning gym.

### Dubai Campus

- Female Only Gym
- Multipurpose Indoor Gymnasium including basketball court, 2 volleyball courts, 3 badminton courts, futsal court and a strength & conditioning gym.

Contact the Sport and Fitness Coordinators for information regarding the sports center's health and fitness services, 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-fitness>

**Follow ZU Sports on Instagram**

Abu Dhabi@zusportsad

Dubai@zusportsdubai

## Student On-Campus Residences

Eligible International Student	An eligible international student is either a graduate, a full-time undergraduate, or an exchange non-national Zayed University student who does not have any residence accommodation in the UAE.
Student Residences	The on-campus residence accommodation that is provided for international students in the Fall and Spring semesters.

Zayed University is committed to providing safe, comfortable, and clean on-campus residence accommodation for international students. The accommodation is gender segregated and follows strict rules of compliance which are outlined in this policy, the procedures, and the Student Residence Handbook. The Housing Department Manager is responsible for overseeing the student residences. The Manager is represented in the residences by experienced Housing Officers who reside onsite. Eligible international students must submit their applications for a place in a student residence to the Housing Department Manager through the University website after they have been enrolled at the University.

- Applications must be submitted at least ten (10) working days before the beginning of the Fall and Spring semesters.
- Only completed applications with all the relevant supporting documentation will be considered.
- All information provided on an application must be accurate. Attempts to obtain accommodation through fraudulent means will automatically make the applicant ineligible.

- Due to the limited room capacity in the residences, the processing of applications is subject to the availability of accommodation and is run on a first-come first-served basis.
- The Housing Officers will notify students of the result of their application review within five (5) working days of the receipt of the application.
- When an application has been approved, the student is required to pay the residence fees and security deposit before arriving on campus and being allocated a room.

The residences will be closed during the summer vacation period to allow for major preventive maintenance to be carried out.

## **Health and Safety**

The University is committed to ensuring that the student residences comply with UAE government health and safety regulations; the Zayed University Environment, Health and Safety Management System requirements; and all associated policies and procedures. To be in line with UAE Civil Defense regulations and Zayed University EHS regulations, only minimal cooking (use of hot plates and microwave ovens, but not stoves/cookers) is permitted in the residence kitchen facilities. The student residences' operational environment, health, and safety (EHS); and emergency matters are controlled and monitored by trained EHS officers (Housing Officers) through regular consultation with the University's EHS Standing Committee. Audit/spot checks will be conducted regularly by the Housing Officers and ZU EHS representatives to ensure compliance with the required health and safety standards within the residences. In the event of an emergency or a pandemic, the residences will take all the measures necessary to ensure the health and safety of its residents, staff, and supervisors in line with applicable UAE government regulations and the Zayed University Environment, Health and Safety Management System.

## **Residence Contract**

All successful applicants are required to sign a residence contract whereby they agree to abide by all the rules and regulations associated with being a resident of an on-campus Zayed University residence facility. The contract acknowledges that students will comply with:

- a. The laws and regulations of the UAE.
- b. Zayed University's policies and procedures.
- c. The guidelines stipulated in the Student Residence Handbook.
- d. Zayed University's Code of Student Conduct.
- e. The Student Residence Code of Conduct.

The University has the right to terminate a student's residence contract and to suspend all associated rights and privileges if:

- a. The required residence fees are not paid on time in full.
- b. A student is not registered in any courses and an exemption has not been secured.
- c. Severe or repeated violations of any of the items mentioned in the Residence Contract are recorded.
- d. The student does not arrive at the residence at the agreed time or is absent without leave for an extended time.

A student has the right to appeal a decision to terminate their residence contract to the Housing Department Manager. Appeals may be considered by the Vice-President upon the recommendation of the Provost.

By signing the Residence Contract, residents of Zayed University's residence facilities automatically agree to abide by all the associated rules and regulations, and to uphold the standards of behavior expected by Zayed University. Resident students are expected to follow the guidelines stipulated in the Resident Handbook, the safety orientation, and on the signage placed in the facilities. Any student who violates the afore-mentioned guidelines will be subject to disciplinary action. In particular, violations of the health and safety guidelines will be subject to the sanctions as stipulated in Appendix C of policy ACA-STS-501.

### **Termination of Residence Contract**

The University has the right to terminate a housing contract and withdraw all the associated housing rights of a student due to, but not limited to, the following reasons:

- a. Non-payment of housing fees/charges (within the first 30 days of the given semester).
- b. Severe or repeated violations of Zayed University policies.
- c. Severe or repeated violation of the rules stipulated in the Student Residence Handbook.

A no-show of one week without prior notification will result in the termination of the residence contract. All personal belongings will be dealt with as per the University policy. A student has the right to appeal such a decision to the Dean of Student Affairs in accordance with the University appeal procedures.

### **Visitors**

No visitors are allowed into the residences without prior approval from the Housing Officers. Visitors to the student residences must adhere to all the rules and regulations of the residences. It is the hosting student's responsibility to ensure that the visitor is aware

of those rules and regulations, and the student will bear the consequences of any violation by the visitor. Visitors are allowed only in the communal areas. Exceptions may be made for parents and/or siblings after obtaining approval from their Housing Officer. Visitors are not allowed to stay overnight and must vacate the residences by 10:00 PM.

### **Curfew and Leave of Absence**

Student residents are expected to be in their residence before the official nightly closing time. (See Appendix C of Policy ACA-STS-501) The closing times will be announced and published through all official University communication channels so that all residents are aware of their responsibilities. Returning to the residence after the official closing time without prior approval from the Housing Officer will be considered a curfew violation. Students are permitted to stay out of the residence overnight after notifying the Housing Officer of their plan, which must include contact details and the expected date of return. Returning to the residence after the expected date of return without prior approval from the Housing Officer is considered a leave of absence violation. Taking a leave of absence for more than seven (7) days during the contract period without previously obtaining the appropriate approvals is a breach of the residence contract. Under such circumstances, the University has the right to terminate the residence contract and to suspend all associated rights and privileges.

### **No Shows**

If a student does not move into the residence within one month (30 calendar days) of the request/approval of residence accommodation, he/she will be liable for the residence fees up to the date the notification of cancellation is received by the Housing Officers. The room that had been reserved for the no-show student will be made available to another applicant.

### **Withdrawal from the University**

Whether a withdrawal from the University is initiated by the student or the University, the student is no longer a registered ZU student and is thereby not eligible to remain in the student residence. The student will have seven (7) days from the date of receipt of notification from the Registrar's Office to vacate the residence. Should the student require more than seven (7) days, a new check-out date must be agreed and approved by the Housing Department Manager.

### **Exceptions**

Subject to room availability, places in a student residence may be allocated on an exceptional, limited-time basis for those (such as international research assistants or

interns) who have received special approval from the Vice-President upon the recommendation of the Provost.

## **Limits of Liability**

Resident students and their guardians shall not hold Zayed University or any of its units or staff liable, financially, or otherwise, for any expense, loss, or damage resulting from violation of the Student On-Campus Residences policy and associated regulations, or because of the negligence of any resident student.

Zayed University will not be held responsible for the safety or security of students who are above the legal age of consent when they are outside the University premises.

- Article 85 of the UAE Code of Transactions, and Articles 171 and 172 of the Federal Code of Personal Status set out the legal age of consent as 21 years old by the lunar calendar, which is about 20 years 4 months and 20 days by the solar calendar.

More information on the roles and responsibilities of student residents, housing officers and facilities management is available from Policy ACA-STS-501 on the Zayed University Intranet Portal <https://zuportal.zu.ac.ae>

## **Admission**

Admission to the housing facility for students will be at the beginning of the semester the student is enrolled in. Admission is provided for students in Spring and Fall semesters only. Exchange students can be accepted in the student housing at any time given that the cost of their stay is covered by sponsored entities. Once the housing request has been approved by the Students Housing Committee, the student will be advised of all formalities as specified in the Student Residence Handbook.

Students must comply with:

- a. The laws and regulations of the UAE.
- b. Zayed University's Code of Student Conduct.
- c. Zayed University's Environment, and Health and Safety Policies.
- d. The guidelines stipulated in the Student Residence Handbook.

More information on the allocation and check-in, closing times, facilities management, liability, exiting the premises, and residence clearance is available on the Zayed University Intranet Portal <https://zuportal.zu.ac.ae>



## Student On-Campus Residences Fees

Student residents must pay the residence fees and security deposit to the University's Financial Resources Department before arriving on campus and being allocated a room in a residence. The payment receipts must be presented to the Housing Officers as part of the check-in process. Payments will not be accepted by the Housing Officers under any circumstances. The residence fees are non-refundable. The security deposit is refundable subject to the result of the room inspection assessment at the time of vacating the residence.

Monthly rates may be charged for residents who do not stay for a whole semester. These fees will be calculated pro rata, based on the number of days the student intends to stay in the residence. Residence fees include water, electricity, internet, cleaning, and general maintenance, but do not include food, transportation, or personal consumables. All residence fees, security deposit and associated charges are listed in the Residence Fees document.

Not paying the required fees in full may result in the termination of the residence contract and the suspension of all associated rights and privileges.

<b>Room Type</b>	<b>Occupancy</b>	<b>Fall/Spring Semester Fees (Per Person) *</b>	<b>Monthly Fees (Per Person) *</b>
Standard Room	Single	AED 12,000	AED 3,000
Double Standard Room	Double	AED 12,000	AED 3,000
Special Needs Room	Single	AED 12,000	AED 3,000
<b>Room Key</b> (Replacement Charge inclusive VAT)		AED 100	
<b>Security Deposit</b> (Refundable upon departure subject to the result of the room assessment at the time of vacating the facility).		AED 2,000	

*\*In accordance with UAE government regulations, the fees and chargers above may be subject to VAT.*

Payment of housing charges must be made to the Financial Resources Department before arrival at the University using the below details.

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

- The student's name, student identification number and contact number must be mentioned in the transfer instruction/deposit slip.
- Receipts will be issued to the student's registered email address.

## **CONTACT**

### **Inquiries**

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

Sanjana Velayudhan (Student Housing Officer)

Tel: +971-2-599-3128

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

## **Faculty and Staff Directory**

## Deanship of Graduate Studies

<b>Name</b>	<b>Position</b>	<b>Tel. Nr.</b>	<b>Campus</b>
Gaëlle Picherit-Duthler	Dean, Graduate Studies	02-599-3701	ABU DHABI
Maureen Goodwin	Manager Graduate Programs Enrolment and Marketing	02-599-3816	ABU DHABI
Mazen Ibrahim	Graduate Student Recruitment Specialist	02-599-3606	ABU DHABI
Kalthoum AlMarzouqi	Senior Graduate Programs Admissions Officer	02-599-3562	ABU DHABI
Wafa AlWahedi <i>(Admissions and Registration Department)</i>	Graduate Registrar	02-599-3112	ABU DHABI
TBA	Administrative Assistant		ABU DHABI

**College of Business**

<b>Graduate Program: Master of Science in Finance</b>		<b>Department: Finance</b>	
<b>Name</b>	<b>Position</b>	<b>Tel. Nr.</b>	<b>Campus</b>
Rwan ElKhatib	Department Chair	04-402-1543	DUBAI
Konstantinos Syriopoulos	Graduate Program Coordinator	02-599-3449	ABU DHABI

**College of Communication and Media Sciences**

<b>Graduate Program: Master of Arts in Communication</b>		<b>Department: Communication</b>	
<b>Name</b>	<b>Position</b>	<b>Tel. Nr.</b>	<b>Campus</b>
Elsayed Darwish	Department Chair	04-402-1784	DUBAI
Mohammad Alazaizeh	Graduate Program Coordinator	02-599-3293	ABU DHABI

**College of Humanities and Social Sciences**

<b>Graduate Program: Master of Legal and Judicial Studies (MLJS)</b>		<b>Department: Legal Studies</b>	
<b>Name</b>	<b>Position</b>	<b>Tel. Nr.</b>	<b>Campus</b>
Walaaeldeen Ibraheem	Chair of Legal Studies Department	02-599-3392	ABU DHABI
Fady Tawkol	Graduate Program Coordinator	02-599-3470	ABU DHABI

<b>Graduate Program: Master in Diplomacy and International Affairs</b>		<b>Department: International Studies</b>	
<b>Name</b>	<b>Position</b>	<b>Tel. Nr.</b>	<b>Campus</b>
Ali Khalil	Department Chair	04-402-1169	DUBAI
Bashir AbulQaraya	Graduate Program Coordinator	02-599-3356	ABU DHABI
<b>College of Natural and Health Sciences</b>			
<b>Graduate Program: Master of Science in Counselling Psychology</b>		<b>Department: Psychology</b>	
<b>Name</b>	<b>Position</b>	<b>Tel. Nr.</b>	<b>Campus</b>
Teresa Arora	Department Chair	02-599-3160	ABU DHABI
Lance Kahn	Graduate Program Coordinator	02-599-3485	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>Tel. Nr.</b>	<b>Campus</b>
Rania Dghaim	Department Chair	04-402-1208	DUBAI
Yousef Nazzal	Graduate Program Coordinator	02-599-3173	ABU DHABI

<b>College of Technological Innovation</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>Tel. Nr.</b>	<b>Campus</b>
Hussein Fakhry	Department Chair	04-402-1738	DUBAI
Asad Khattak	Graduate Program Coordinator	02-599-3229	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>Tel. Nr.</b>	<b>Campus</b>
Munir Majdalawieh	Department Chair	04-402-1393	DUBAI
Ashraf Khalil	Graduate Program Coordinator	02-599-3291	ABU DHABI

### **SAHIM E-SUGGESTION AND COMPLAINT SYSTEM**

Express your views and ideas - your feedback helps the University improve the services provided to meet your expectations and ensure continuous improvement.

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