



FAQ GUIDE FOR STUDENTS

Contents

Section 1: Student Academic Records	2
1.1 CONFIDENTIALITY AND ACCESS TO INFORMATION	3
1.2 SAP (STUDENT ACCESS PROGRAM)	4
1.3 STUDENT PHOTOGRAPH	4
Section 2: Undergraduate Enrollment and Registration	5
2.1 COURSE LOAD - RULES AND REGULATIONS.....	5
2.2 REGISTRATION.....	7
2.3 AUDIT COURSES FOR ALUMNI	8
2.4 SUSPENSION.....	8
2.5 WITHDRAWAL.....	9
Section 3: Student Maternity Leave	11
Section 4: Academic Progress	12
ACADEMIC STANDING - FROM FALL 2023	13
Section 5: Academic Appeals	14
5.1 Grade appeal	14
5.2 Dismissal appeal	14
5.3 Student Case committee	14
Section 6: Grading	16
6.1 GRADING SCALE	17
Section 7: Academic Honors	19
7.1 DEAN’S LIST.....	19
7.2 Graduation honors.....	19
Section 8: Degree Completion and Graduation	20
Section 9: Change of Program	21
Section 10: Student Attendance	23
APPEAL PROCESS	24
Section 11: E-service	25
Appendix A - Academic Standing	26
Appendix B - GUIDELINES Waiving Student Absences	29

Section 1: Student Academic Records

What is a Student Academic Record?

The Student Academic Record is maintained by the University and includes a student's cumulative academic history, personal identification information, admission details, registration information, academic performance, and official correspondence.

What is an Official Transcript?

The Official Academic Transcript is a certified document issued by the Registrar's Office that provides a complete and accurate record of a student's academic history.

What rights does the Registrar have regarding personal information of students?

By applying for admission and enrolling at Zayed University, students accept the Registrar's right to collect pertinent personal information for institutional purposes.

What happens to the documentation submitted with the application for admission?

Documentation submitted in support of the student's application for admission is the property of the university. It may be used for various purposes, including assessing performance in programs and courses, providing the basis for awards, and assisting in the administration of the university.

How long are student academic records maintained?

Zayed University maintains a student's electronic academic record indefinitely. Physical files are archived or destroyed seven (7) years after the student's graduation.

How are unique student numbers assigned?

Each admitted undergraduate student is assigned a unique student number. NAPO assigns numbers to U.A.E. citizens, while the Registrar's Office assigns student numbers to international students.

Who can alter an official undergraduate student academic record?

Only authorized Zayed University personnel can make changes to an official undergraduate student academic record, provided they have the required supporting documents and approvals.

How can a student obtain an official copy of my academic transcript?

A copy of the academic transcript can be issued upon the student's request. The Undergraduate Registrar's Office is responsible for issuing the official academic transcript.

1. Digital Copy: [Extract Academic Transcript in English Language for undergraduate students](#)
2. Hard Copy: [Extract Academic Transcript in English Language for undergraduate students - Digital PDF](#)

What is the responsibility of students regarding academic information?

Students are required to carefully read the documents provided to them and respond as specified in the notification. It is important for students to stay informed about their academic status and any relevant updates or requirements.

How are parents notified in case of an emergency?

In case of an emergency, parents may be notified by letter and/or telephone. The university recognizes the importance of keeping parents informed during critical situations that may impact the well-being or safety of the students.

1.1 CONFIDENTIALITY AND ACCESS TO INFORMATION

Are student academic records considered confidential?

Yes, the student's academic record is considered confidential.

Who can review the student's academic record?

Only the student and authorized Zayed University personnel may review the student's academic record.

Can academic records be shared with parents or guardians?

Academic records of students may be shared or discussed with the students' parents or guardians, but only after obtaining the written consent of the student.

Can academic information of sponsored students be shared with the sponsor without the student's consent?

Yes, the academic information of sponsored students can be shared with their sponsor without requiring the prior written consent of the student.

How does Zayed University protect the privacy and security of its students?

Zayed University is obligated to protect the privacy and security of its students and follows strict guidelines for maintaining the confidentiality of academic records. The university takes measures to monitor the release of information from those records to third parties.

Will documents pertaining to the student's achievement at other institutions be released?

No, documents pertaining to the student's achievement at other institutions that have been received by the university will not be released or redirected.

Can university employees access student records?

University employees may be granted access to information in student records if it is necessary for them to perform their required university duties. Generally, employees involved in academic administration are given access to the contents of student records.

1.2 SAP (STUDENT ACCESS PROGRAM)

What is the Student Access Program (SAP)?

The Student Access Program (SAP) is the official electronic student academic record system **such as Schedule, Attendance and transcript.**

What rights does the student have regarding their academic record in the Student Access Program?

The student has the right to inspect all information contained in their academic record stored in the Student Access Program.

Can a student request correction to their academic record?

Yes, if the student identifies any erroneous information in their academic record, they may request that it be corrected.

Reported to Registration office with supporting documents through E form

1.3 STUDENT PHOTOGRAPH

Who can use the student photograph?

The student photograph can only be used by authorized university personnel for the verification of student identity.

Can the student photograph be copied, shared, or used for other purposes?

No, the student photograph must not be copied, shared, or used for any purpose other than the verification of student identity.

Are students required to comply with requests to show their faces for identity verification?

Yes, students are required to comply with requests from authorized university personnel to show their faces for identity verification purposes, whether in person or online.

Section 2: Undergraduate Enrollment and Registration

What are the key responsibilities of ZU students in managing their academic relationship with the university?

ZU students have the following responsibilities:

- a) Following the mandated enrollment and registration procedures.
- b) Obtaining the relevant information and academic advice regarding enrollment and registration.
- c) Following their own class and final exam schedules.
- d) Attending their classes as per the attendance policy.

How often are ZU students expected to register for courses?

ZU students are expected to register in each regular academic semester, excluding the summer sessions. They should maintain active registration from the time they first enroll at the university.

When should ZU students meet with their advisors to register for courses?

ZU students should meet with their designated advisors during the announced registration period to register for the following semester's courses.

How can I register?

You can access bannerweb during the announced registration period through [Student Course Registration](#)

How can ZU students stay updated about changes in university policies and academic requirements?

ZU students are responsible for being aware of any changes to university policies, academic requirements, programs, calendar events, and their academic status. Official notifications are sent to their university email account, which should be regularly checked to receive important updates.

2.1 COURSE LOAD - RULES AND REGULATIONS

What is the required course load for ZU students?

ZU students in good academic standing in the baccalaureate program are required to maintain full-time student status by registering for a minimum of 14 and a maximum of 18 credit hours per semester.

Can a student reduce their course load below 14 credit hours?

Students may not reduce their course load below 14 credit hours unless they have compelling reasons. Prior e-form approval from the College Assistant Dean for Student Affairs is required.

Are there any exceptions to the course load requirements?

Yes, there are exceptions. At-risk students with a CGPA less than 2.0 may register for a minimum of 12 and a maximum of 13 credit hours per semester.

Students with disabilities or medical needs may also register for a minimum of 12 credit hours. Any exception to this may be granted by the Counselor or the Director of the Student Accessibility Services Department.

What are the maximum total credit hours allowed in a semester with a combination of full semester courses and term courses?

In the case of a combined registration of full semester courses and term courses in one (1) semester, the total credit hours shall not exceed any of the criteria specified in the policy.

Can students register for courses during the pre-registration week even if they haven't completed the prerequisite(s)?

Yes, during the pre-registration week, students may register for a course for which they haven't completed the prerequisite(s). However, if they fail to successfully complete the prerequisite(s), the registration will be cancelled.

Is approval for withdrawal from a course dependent on the student's enrollment status?

Withdrawal from a course is only approved if the student maintains full-time status (minimum of 14 credit hours) after the withdrawal unless special approval is granted by the Provost or a designated authority. Student can request to [Drop the Course](#) through e-Services.

What is the impact of withdrawal from a course before the deadline?

If a student withdraws from a course before the deadline, a grade of W (Withdrawal without penalty) will be assigned to the student.

What is the impact of withdrawal from a course after the deadline?

If a student withdraws from a course after the deadline, a grade of WF (Withdrawal/Failing) will be assigned to the student. The WF grade is calculated in the grade point average as an F (Failing grade) and the student could be required to repeat the course.

What is the expected timeline for students to fulfill graduation requirements?

Students are expected to fulfill the graduation requirements for their program of study in a period not exceeding 1.5 times the minimum period required to graduate from their program. For example, within six years for a four-year program.

How is the study period taken by transfer students towards graduation considered?

The study period taken by transfer students at their previous Higher Education Institute is included in the total time taken towards graduation at Zayed University (1.5 times the minimum period required to graduate from their program at ZU).

What happens if students fail to graduate within the specified timeframe?

Students who fail to graduate within the timeframe stated in the policy should require to pay tuition fees for the remaining credits necessary to complete their graduation requirements.

Can a student take a course overload in their final graduation semester?

A student with a Cumulative Grade Point Average (CGPA) of 3.0 or higher may petition the College Assistant Dean for Student Affairs to take up to 21 credit hours of required coursework in their final graduation semester or term year.

Is there an option for reduced course load in the final graduation semester?

A student may be allowed to register for fewer than 14 credit hours in their final graduation semester if they have completed all the requirements for their degree.

What are the tuition fees per credit hour?

The tuition fee is 2,500 AED per credit hour.

2.2 REGISTRATION

How many registration periods are there in each academic semester?

One registration period is conducted for each academic semester which is during the semester Pre-Registration Week and Add/Drop Week. Student can register during Pre-Registration Week through e-services: [Student Course Registration](#)

Can students make changes to their schedules after the pre-registration week?

Students may request schedule changes only during the Add/Drop Week, as designated in the University Academic Calendar.

Can advisors modify students' class schedules?

Advisors have the right to add or drop a student from a class missing from their schedule under certain circumstances, such as when the student did not follow the projection, is underload, when there is a need for section balancing, or when a section is cancelled.

How will students be notified of schedule changes?

Students will receive notifications of schedule changes via their university email. Additionally, they will be able to see the schedule updates directly through the Student Access Program (SAP).

What happens if a student does not register for any classes?

Students who do not register for any classes by the end of the registration period will be considered on Suspension for that academic semester. It is crucial for students to complete the registration process within the designated timeframe.

What happens if a student is under a financial hold?

A student who is under a financial hold is not eligible to register for classes until the hold has been released. It is important for students to clear any outstanding financial obligations in order to proceed with registration.

2.3 AUDIT COURSES FOR ALUMNI

Can alumni audit courses at Zayed University?

- a) Eligibility for Auditing: Zayed University allows its alumni to audit courses if there is space available in the course upon approval from the college. Permission to audit will not be given until current students have registered for courses.
- b) Instructor Approval: Additionally, the instructor of the course must approve the enrollment of the alumni student who wishes to audit the course.

2.4 SUSPENSION

Can a student suspend their registration at Zayed University?

- a) Yes, a student may suspend registration for one (1) semester **ONLY ONCE** during their period of study at Zayed University.
- b) Timing and Special Cases: A student must suspend registration within the given timeframe as per the ZU Academic Calendar. Special cases, such as Military Suspension and Special Suspensions for extraordinary medical or family reasons, have specific considerations.

Students can submit a request online through e-services: [Registration Suspension](#)

What are the restrictions and implications of suspending registration?

- a) When a student suspends registration or is suspended, they are considered inactive and cannot enjoy university privileges, such as access to campus or use of the library. However, the student will maintain access to their ZU email for important notifications and announcements. Please make sure to reset your password every 60 days to retain accessibility to your ZU email.
- b) Limitations on Special Probation and Readmitted/Reinstated Students: Students on Special Probation and readmitted/reinstated students are not allowed to suspend registration.

How can I return as an active student after suspending for one semester?

You need to submit a resume study request through e-services: [Resume Study](#)

Can a student request a second suspension for special reasons?

- a) The university may grant a second and final suspension to a student for extraordinary medical or family reasons, provided that the student does not exceed the six-year limit to graduate from their program of study, and the second suspension is NOT for the semester following directly after their first suspension.

What is Attendance Suspension?

The university may put a student on Attendance Suspension when they exceed the limit of 15% absences in all courses in a given semester.

What are the consequences of Attendance Suspension?

- a) A student on Attendance Suspension is considered inactive and cannot enjoy university privileges.
- b) A student on Attendance Suspension may be requested to repeat some or all of the courses in which they received W (Withdrawal) or WF (Withdrawal/Failing) grades in a previous semester.

Attendance Suspension counts toward the ONE ALLOWED SUSPENSION that a student may avail without dismissal from the university.

What is Disciplinary Suspension?

The university has the right to suspend a student as a disciplinary measure for violating the Code of Student Conduct. The Disciplinary Suspension decision is made by the Provost upon the recommendation of the Student Misconduct Investigation Committee. Disciplinary Suspension counts toward the one allowed suspension that a student may avail without dismissal from the university.

What is Military Suspension?

Students in the military service will be placed in Military Suspension until they complete their military duties and resume their studies. Military Suspension is not counted towards the maximum allowable number of times a student may suspend registration. Students who complete their military service must provide official documentation in order to continue their studies at Zayed University.

2.5 WITHDRAWAL

What is the process for withdrawing from a course at Zayed University?

Students who encounter unanticipated difficulty in a course despite their best effort may petition to withdraw from the course within the given timeframe as per the ZU Academic Calendar.

How does student-initiated withdrawal form at Zayed University?

- a) The university establishes a date in each semester by which a student may withdraw from the university without academic penalty.
- b) Withdrawal after the deadline will result in the student receiving a grade of Withdrawal with Failure (W/F), which will affect their Cumulative Grade Point Average (CGPA).
- c) A student on Academic Probation 2 or Special Probation are not allowed to withdraw otherwise they will be dismissed.
- d) If a Readmitted/Reinstated student wishes to withdraw, their academic record will show their last academic standing prior to their readmission/reinstatement.
- e) A student who transfers to another university must formally withdraw from Zayed University.
- f) A student who requests to withdraw from ZU is still considered active and will be held responsible for any classes missed until the request has been completed and approved.

g) A student who has withdrawn from ZU is considered inactive and is not permitted to enjoy university privileges, such as accessing campus, attending classes, or using the library.

Students can submit a request online through e-services: [Withdrawal](#)

What is university-initiated withdrawal?

- a) If a student doesn't register for classes for two consecutive semesters, the university can withdraw them.
- b) Students who haven't registered for two consecutive semesters can ask to continue studying at the university. They will need to pay the required tuition fees for the remaining credits to graduate.
- c) The university can withdraw a student if their English language proficiency doesn't meet the university standards.

Section 3: Student Maternity Leave

Can a student suspend her registration due to pregnancy?

Yes, a student is permitted to suspend her registration for the semester during which the baby is expected to be born.

Is a maternity suspension counted towards the total number of allowed suspensions?

No, a maternity suspension is not counted towards the total number of allowed suspensions.

What happens if a student chooses not to utilize a maternity suspension and decides to deliver her baby and return to complete the semester?

If a student chooses not to use a semester maternity attendance suspension and instead chooses to deliver her baby and return to complete the semester, she must stay within the 15% total semester absence requirement to get credit for the class.

Section 4: Academic Progress

How is a student's academic standing determined?

At the end of each semester, a student's academic standing is decided based on their Cumulative Grade Point Average (CGPA). In the undergraduate program, students should aim for a CGPA of 2.0 to stay in good academic standing.

What happens if a student fails to maintain a good academic standing?

If a student is unable to maintain a good academic standing by the end of a semester, they will be given a warning or placed on probation. This allows them an opportunity to improve their CGPA to the required level of 2.0. If a student on probation fails to achieve the required CGPA within the specified time, they may be dismissed from the university.

Are conditionally admitted students held to the same academic standards?

Yes, conditionally admitted students are expected to adhere to the same academic standards as regularly admitted students. They are also required to meet the minimum proficiency requirements for their degree program within one academic year.

What is the time limit for degree completion?

Students are required to make consistent progress toward the completion of their degree. For undergraduates, it's essential to fulfill the graduation requirements within 1.5 times the standard duration of their degree program, such as completing it within six years for a four-year program.

Is there a funding limitation for degree completion?

National undergraduate students eligible for federal funding will be funded for a maximum period of 1.5 times the standard duration for completing their degree program. For example, a four-year program should be finished within six years for funded students. If students need more time to meet graduation requirements, they are responsible for securing funding for the additional tuition fees themselves, as outlined in the MOE Federal HEI Financing System 2022.

What is a degree audit?

A degree audit is a review of a student's current academic status in relation to the requirements for completing their degree. It serves as a tool for students, advisors, and administrators to track and assess the student's advancement toward their chosen degree.

How is a degree audit used?

A degree audit is used for academic planning and selecting courses in accordance with the student's study plan. It aids students, advisors, and administrators in overseeing the student's advancement toward their chosen degree.

How do I view my degree audit?

You can find your Degree Audit in SAP system under the Degree Audit tab.

What is Satisfactory Academic “Good” Standing?

Satisfactory Academic “Good” Standing refers to the academic status of a student who maintains a minimum Cumulative Grade Point Average (CGPA) of 2.00. This minimum average is required for graduation.

ACADEMIC STANDING - FROM FALL 2023

The following academic standing rules apply to students admitted from Fall 2023 onwards.

(These rules do not apply to students admitted before Fall 2023 (Please refer to Appendix A for the academic rules that apply to students admitted before Fall 2023.).

What happens if a student's GPA falls below 2.0?

The following consequences apply:

- a) Academic Warning: If a student's Grade Point Average (GPA) drops below 2.0 in their first semester, or if they have a Cumulative Grade Point Average (CGPA) higher than 2.0 but a semester GPA below 2.0, they will receive an Academic Warning.
- b) Academic Probation 1: If a student's CGPA is lower than 2.0 for any semester after their first semester at the university, they will be placed on Academic Probation 1 for one (1) semester only.

What happens if a student remains on Academic Probation 1 without improving their CGPA?

The following steps are taken:

- a) Academic Probation 2: If a student was placed on Academic Probation 1 but fails to achieve a CGPA of 2.0 by the end of that semester, they will be given a final opportunity by being placed on Academic Probation 2 for one (1) semester only.
- b) Consequence of not improving CGPA during Academic Probation 2: If a student's CGPA remains below 2.0 at the end of the semester while on Academic Probation 2, the consequence is an Academic Dismissal from Zayed University. This means the student will no longer be permitted to continue their studies at the university.

Is there an opportunity for students who have received an Academic Dismissal to continue their studies?

Yes, students who have received an Academic Dismissal may be granted special permission from their college to continue their studies at Zayed University. They will be placed on Special Probation for one (1) final semester only.

If I was placed in a previous semester as AP1 or AP2 can I get the same standing again?

No, if you were on Academic Probation 1 (AP1) or Academic Probation 2 (AP2) in a past semester, you won't have the same status again in future semesters. Each of these standings happens only once during your time at the university.

Section 5: Academic Appeals

5.1 Grade appeal

How can a student appeal a course grade?

- a) A student can request a review of their final course grade by submitting a written appeal to the course instructor within three (3) working days from the date of publication of the final grades by the Registrar's Office.
- b) An appeal will be considered only in cases where there is clear evidence of substantial error of fact, error of grade calculation, failure to adhere to the stated requirements of the student's curriculum, or substantial and demonstrable irregularity in the assessment process.
- c) No changes to course grades will be considered after the appeal period deadline.

5.2 Dismissal appeal

- **Circumstances for Appeal:**

- A student can appeal dismissal if they experienced extraordinary circumstances affecting their ability to study, such as health issues or a family crisis.

- **Special Probation:**

- No, students already on special probation are not eligible to appeal dismissal decisions.

- **Appeal Process:**

a) **Deadline and Submission:** Submit a written appeal with supporting documentation to the college administration within three (3) working days of receiving the dismissal notice.

b) **Criteria for Review:**

- The student is expected to achieve a CGPA of at least 2.0 by the end of the following semester.
- The student is expected to graduate within 1.5 times the minimum period required for their program (e.g., within six years for a four-year program).
- The student is not on special probation.

c) **College Administration Decision:** The college administration must communicate their decision to uphold or deny the appeal to the Registrar's Office within three (3) working days.

5.3 Student Case committee

Committee Overview:

- The Student Case Committee reviews cases of students facing exceptional circumstances affecting their academic performance.

Circumstances for Appeal Submission:

a) **Appeal Submission Timeline:** The student must submit their appeal Within three (3) working days of receiving notification of the second dismissal.

b) Rationale for Appeal:

- **New Evidence:** Provide new evidence not available during the college administration's review.
- **Procedural Error:** Demonstrate a procedural error causing doubt about the college administration's decision.

c) Additional Requirements:

- Completed 60 credit hours.
- Expected CGPA of at least 2.0 by the end of the following semester.
- Expected graduation within 1.5 times the minimum period for the program.

This process ensures a fair and thorough review of appeals and considers various factors for both course grades and dismissal situations.

Is the decision of the Student Case Committee subject to further appeals?

The decision of the Student Case Committee is final and not subject to any further appeals.

What happens when an appeal is upheld?

- **Registrar's Office Actions:** When an appeal is upheld, the Registrar's Office takes specific actions to reflect the changes in the student's record.
- **Amendment of Grade or Academic Standing:** a) The Registrar's Office will amend the student's grade or academic standing in Banner, the university's student information system. This amendment ensures that the corrected information is accurately reflected in the student's official records.
- **Communication with the Student:** b) The Registrar's Office will promptly communicate the new grade or academic standing to the student via their university email. This ensures that the student is informed about the updated status and any changes that may impact their academic progress.

Section 6: Grading

How are numerical marks associated with letter grades?

The association between numerical marks and letter grades in colleges is often determined by standard scales (A, A-, B+, B, B-, C+, C, C-, D+, D, and F).

What is the Term or Semester Grade Point Average (TGPA)?

The TGPA is calculated by dividing the sum of the quality points earned in a term or semester by the number of credit hours attempted in that term or semester.

What is the Cumulative Grade Point Average (CGPA)?

The CGPA is calculated by dividing the sum of the quality points earned in all terms and semesters by the total credit hours attempted across those terms and semesters. The CGPA provides an assessment of the student's overall academic standing at the university.

How are letter grades and quality points awarded?

At the end of the term or semester, instructors assign letter grades to students, each associated with specific quality points. These quality points earned in each course, contribute to the calculation of the student's grade point average (GPA).

How are final course grades determined?

Final course grades are individually awarded to students based on the instructor's fair assessment of their academic performance in the course.

Can final grades be assigned to students who are not officially registered for the course?

Final grades can only be assigned and recorded for students who are officially registered for that course.

Will all grades earned by a student be recorded?

Indeed, all grades earned by a student in their undergraduate career in degree-credit courses will be documented. If a student decides to change their academic program or concentration, grades earned in courses that do not align the new program/concentration will still be included in the student's Cumulative GPA.

Are there grades of A+, D-, F+, or F-?

No, according to university policy, there are no grades of A+, D-, F+, or F-.

6.1 GRADING SCALE

What is the grading scale and corresponding quality points per credit hour?

Each letter grade corresponded to numerical quality points assigned to calculate the overall grade-point average (GPA). The grading scale and quality points per credit hour are as follows:

Grade	Score	Quality Points per Credit Hour	GPA	Explanation
A	90-100	4.00	4.0	Excellent
A-	87-89	3.70	3.7	Excellent -
B+	84-86	3.30	3.3	Very Good +
B	80-83	3.00	3.0	Very Good
B-	77-79	2.70	2.7	Very Good -
C+	74-76	2.30	2.3	Good +
C	70-73	2.00	2.0	Good
C-	67-69	1.70	1.7	Good -
D+	64-66	1.30	1.3	Pass +
D	60-63	1.00	1.0	Pass
F	0-59	0.00	0.0	Fail

What grades have "0" quality points?

The grades that have "0" quality points are the following:

A. *Computed in the Grade Point Average:*

Grade	Meaning	Explanation
WF	Withdrawal/Failing	Administrative withdrawal / Failure in course

B. *Not Computed in the Grade Point Average:*

Grade	Meaning	Explanation
I	Incomplete	Temporary grade / Course requirements not completed
P	Pass	Satisfactory achievement
FL	Fail	Unsatisfactory achievement
W	Withdrawal	Student withdrawal
TC	Transfer Credit	Credit granted for course taken at another institution
AU	Audit	Course taken without credit
S	Satisfactory	Satisfactory achievement
U	Unsatisfactory	Unsatisfactory achievement
W/U	Withdrawal/ Unsatisfactory	Administrative withdrawal / Unsatisfactory achievement
NG	No Grade	No grade given
PP	Pass	Satisfactory achievement (60% and above) for Pass/No Pass courses only
NP	No Pass	Unsatisfactory achievement (no credit awarded) for Pass/No Pass courses only

What is the minimum passing grade at Zayed University?

The minimum passing grade at Zayed University is a grade of "D." No student is allowed to repeat a course in which they received a grade of "D" or above.

What happens if a student fails a course?

If a student receives a grade of "F" in a course, it signifies a failure in that specific course. In such cases, students are obligated to retake courses they fail, especially if those courses are mandatory for their degree program. Additionally, students are restricted from enrolling in any course for which the failed course serves as a prerequisite until they successfully pass the prerequisite course. Upon passing a previously failed course, the new passing grade replaces the initial "F" grade when calculating the grade point average.

What happens if a student fails a required course twice?

If a student fails a required course twice, they are subject to review and possible dismissal from the university.

What should a student do if they are unable to sit a final examination or submit a final assessment?

If a student is unable to attend a final examination or submit a final assessment, they need to reach their college administration within 24 hours of the scheduled examination or assessment time. They should provide a written explanation of the reason for their absence and request an Incomplete (I) grade which allow them a chance to make up the exam or assessment later.

How can a student request an Incomplete (I) grade?

If a student thinks they have a valid reason to get an Incomplete (I) grade in a course, they should submit a written request to their Assistant Dean/Chair before the final assessment period.

What happens if a request for an Incomplete (I) grade is approved?

If the College Assistant Dean/Chair approves the request, following consultation with the instructor, the college administration will coordinate for the student to finish the outstanding work by the deadline specified in the ZU Academic Calendar. The Assistant Dean/Chair/ or course instructor must submit a grade change request via Academic Form before the deadline to update the original Incomplete grade within the provided timeframe. Otherwise, the grade will automatically covert to an "F" grade.

6.2 TRANSFER CREDITS

Do grades and credit hours earned at other institutions count towards GPA calculations?

No, grades and credit hours earned in courses taken at other institutions and transferred to the university are not considered in any GPA calculations.

Section 7: Academic Honors

How does the university recognize academic excellence?

To encourage students to pursue academic excellence and align with its mission, the university establishes awards that recognize outstanding academic performance. Students who achieve academic excellence in a specific semester, as demonstrated by their Term Grade Point Average (TGPA), will be included to the Dean's List.

Furthermore, students who consistently achieve academic excellence throughout their entire undergraduate studies, as indicated by their Cumulative Grade Point Average (CGPA), will be recognized by graduating with distinction.

7.1 DEAN'S LIST

What is the Dean's List?

The Dean's List comprises enrolled students who successfully complete a minimum of 14 gradable credit hours in a semester, with a Term Grade Point Average (TGPA) of 3.60 or above, with Normal Grade Modes. Such students are included in the Dean's List and are awarded a digital Dean's List Certificate.

7.2 Graduation honors

How are Graduation Honors awarded?

Graduation Honors are awarded to graduating students with a CGPA of 3.60 or higher. Distinctions are awarded based on the CGPA range:

- 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

Where are graduation honors recorded?

Graduation honors are announced during the graduation ceremony and are officially documented on the students' academic transcripts and diplomas.

Section 8: Degree Completion and Graduation

What are the requirements for the awarding of a bachelor's degree?

To qualify for a bachelor's degree, students must meet the credit-hour requirements specified for their particular degree, achieve the Grade Point Average (GPA) prerequisites, and satisfy additional degree-specific criteria in accordance with university policies and procedures.

What is the minimum Cumulative Grade Point Average (CGPA) required for a bachelor's degree?

The minimum CGPA required for a bachelor's degree is 2.00

Where can students find the degree requirements for their specific program?

Students can find the degree requirements in Degree Audit in SAP.

When are degrees awarded?

Degrees are awarded at the end of each academic semester: Fall, Spring, and Summer.

What is the official date of a degree award?

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.

Who certifies degree completion and awards degrees?

The Registrar's Office is responsible for certifying degree completion and awarding degrees.

Are there any forms I need to complete before I can receive my graduation documents?

Yes, graduates are required to fill two required forms:

1. [Expected Graduate Update Information](#)
2. [Graduate Clearance](#)

Graduates will receive email notifications from the Registrar's Office at the appropriate time, guiding them to complete the two e-forms. The office will also offer instructions on the procedure and notify them of the relevant dates.

Section 9: Change of Program

Can students change their academic program at Zayed University?

Yes, students can change their academic program ONLY ONCE during their study at Zayed University. To initiate the change, they must submit an a [Change of Concentration or Program/Major](#) application through the e-forms during the designated transfer major period.

Are late applications for program change accepted?

No, late applications for program change will not be accepted. Students must adhere to the specified application period.

What are the requirements for changing academic programs?

Students must meet the transfer admission requirements for the academic program they wish to change to. Additionally, they must demonstrate good academic standing in their current program by meeting the minimum Cumulative Grade Point Average (CGPA) requirements for the program they wish to change to. However, the CGPA requirement is waived for students who wish to change their academic program during their first semester at Zayed University.

What are the allowed maximum credit hours to transfer major?

The maximum allowed credit hours to transfer a major is as follows:

For College to College Major change: Student must have below 60 credit hours (earned plus current registered credits) in their current college major.

Changing Major in Same College: Student must have below 75 credit hours (earned plus current registered credits) in their current major.

Changing Concentration: Student must have below 90 credit hours (earned plus current registered credits) in their current concentration.

Can students change from one college to another?

Yes. However, it's important to note that students are not allowed to change from one college to another after completing 60 credits (earned plus current registered credits) in their current college. Once students have reached this credit threshold, they are expected to continue their studies within their current college.

Can students change their academic program within the same college?

Yes. However, it's important to note that students are not allowed to change their academic program within the same college after completing 75 credits (earned plus current registered credits) in their current program. It is important for students to carefully consider their program choice and make changes, if necessary, before reaching this credit milestone.

Can students change their concentration within a program?

Yes. However, it's important to note that students are not allowed to change their concentration after completing 90 credits (earned plus current registered credits) in their current concentration.

When applying to change of college / program /concentration, are the credits currently registered considered?

Yes, the credits you are currently registered for are considered in the calculation. As a result, it is essential for you to successfully complete the semester, as you are expected to fulfill the requirements of the registered courses.

Who reviews the applications for program change?

The receiving college is responsible for reviewing student applications for a program change and evaluating the number of completed credits that can be applied toward the new program.

Does the time spent in the original program count towards graduation?

Yes, the time spent studying in the original program is included in the total amount of time the student spends towards graduation.

Who makes the final decision on program change?

The final decision on changing the program, in accordance with the criteria outlined above, rests with the receiving college.

What catalog year will students be admitted to after changing their program?

Students who change their academic program will be admitted to the new catalog year.

Section 10: Student Attendance

How is class attendance recorded?

Instructors are responsible for accurately recording class attendance on the (Attendance system).

How can students track their attendance records?

Students can view their attendance records for each course through the Student Access Program (SAP).

What is the student's responsibility in case of class absence?

It is the student's responsibility to catch up on work missed due to class absence.

What is the process in case student missed classes?

- a) Warning notification for reaching 5% of Class absent: A student who misses 5% of the class meetings allotted for a course will receive a warning from the Registrar's Office.
- b) Second Warning notification for 10% of Class Meetings: A student who misses 10% of the class meetings allotted for a course will receive a second warning from the Registrar's Office.
- c) Withdrawal with Failure (WF) Grade for Missing Over 15% of Class Meetings: A student who misses more than 15% of the class meetings allotted for a course will receive a Withdrawal with Failure (WF) grade for the course.

Can students appeal a WF grade for exceeding the absence limit (15%)?

- a) Attendance Appeal Submission: Students who wish to appeal against receiving a WF grade for a course after exceeding the 15% absence limit must submit an appeal on the Attendance Appeal e-form within three (3) working days of receiving the notification of the WF grade from the Registrar's Office.
- b) Outcome of the Appeal: If the appeal is upheld, the student will be allowed to withdraw from the course, and a grade of W will be assigned for that course. If the appeal is denied, the WF grade will remain assigned for that course.

What if the student reach 15% due an error?

Students are responsible for checking the attendance regularly and if they notice any errors, they should promptly contact the instructor immediately.

Under what circumstances can students appeal their recorded absences?

Students may appeal their recorded absences only if they have exceeded the 15% absence limit in a course. This provision enables students to contest the attendance records when they believe there are valid reasons for their absences beyond the allowable limit.

APPEAL PROCESS

How does the appeal process work?

The appeal process for recorded absences follows the steps outlined below:

- a) Notification and Appeal Link: When a student receives a WF grade for exceeding the 15% absence limit, the student will be sent a notification that includes a link for submitting an attendance appeal. This notification informs the student about the opportunity to appeal and provides them with the necessary resources to initiate the process.
- b) Online Appeal Request: The student initiates the online appeal request, which is directed to the Assistant Dean for Student Affairs of their college. As part of the appeal, the student is required to upload supporting documents, such as an official medical report, to justify their absences. These documents provide evidence and context for the student's appeal.
- c) Consultation and Decision: The Assistant Dean for Student Affairs consults with the course instructor to gather additional information and insights regarding the student's attendance. This consultation helps in assessing the validity of the appeal. Based on the consultation and the supporting documents, the Assistant Dean for Student Affairs reaches a decision.
- d) Submission Deadline: The decision of the attendance appeal must be submitted within three (3) working days of the appeal initiation. It is important for students to adhere to this deadline to ensure timely processing of their appeal.
- e) System Update: If the appeal is upheld, the Registrar's Office (RO) updates the system accordingly. This ensures that the student's attendance record and grade reflect the decision made in the appeal process.

Are there any cases where absences can be waived?

Yes, absences can be waived after reaching 12.5% and Before exceeding 15% [Waive Absences](#)

For absence waiver after reaching 15% should be approved by the VP office. Special consideration may be given to students with extraordinary circumstances. The approval of the Vice-President, or designee, is required upon the recommendation of the College Dean and the endorsement of the provost.

What is the percentage of the absence that can be waived?

Not more than 12.5% of the absences can be waived.

What are the acceptable reasons to approve an absence waiver?

The University has specified circumstances under which an absence can be waived and approval from the Dean is required. Eg: Participation in a College/University authorized event, Military training, Sports events, Mourning, and Serious Illness (*Please refer to Appendix B*).

What are the reasons for not considering waiving of absences?

Examples include but are not limited to: Being sick, job obligations, attending driving lessons, being an escort, getting married, attending umrah or hajj, going on a trip with family (*Please refer to Appendix B*).

Section 11: E-service

What e-services does RO offer?

1. [Issue " to Whom It May Concern" certificates \(Study Continuation\)](#)
2. [Issue " to Whom It May Concern" certificates \(Study Continuation\) - Digital PDF](#)
3. [Extract Academic Transcript in English Language for undergraduate students](#)
4. [Extract Academic Transcript in English Language for undergraduate students - Digital PDF](#)
5. [Issue To whom it may concern summer approval letter - Digital](#)
6. [Issue a Student ID Card as a replacement \(Dubai Campus Only\)](#)
7. [Student Data Modification](#)
8. [Issue a Graduate Confirmation Letter - Digital](#)
9. [Issue an English Proficiency Letter - Digital](#)
10. [Issue a Certificate of Attestation - Digital PDF](#)
11. [Issue Graduation Degree Certificate - Digital](#)
12. [Issue a Graduation Degree Certificate as a replacement](#)
13. [Student Course Registration](#)
14. [Drop the Course](#)
15. [Campus Transfer Application](#)
16. [Registration Suspension](#)
17. [Resume Study](#)
18. [Withdrawal](#)
19. [Change of Concentration or Program/Major](#)
20. [Remove Minor](#)
21. [Graduate Clearance](#)
22. [Expected Graduate Update Information](#)
23. [Waive Absences](#)

For more information regarding each service, please click on the required service to be taken to the service card page.

Appendix A - Academic Standing

The following academic standing rules apply to students admitted before Fall 2023.

(These rules do not apply to students admitted from Fall 2023 onwards.)

From Academic Standing	To Academic Standing	CGPA & TGPA
Good Standing	Good Standing	Both TGPA & CGPA are 2.00 and above
	Academic Warning	CGPA 2.00 or above BUT TGPA is below 2.00
	Probation 1	CGPA below 2.00
Academic Warning	Good Standing	Both CGPA & TGPA are 2.00 or above
	Probation 1	CGPA below 2.00
	Academic Warning	CGPA 2.00 or above BUT TGPA below 2.00
Probation 1	Good Standing	Both TGPA & CGPA above 2
	Probation 2	CGPA below 2
	Academic Warning	CGPA 2.00 or above BUT TGPA below 2.00
Probation 2	Good Standing	Both CGPA & TGPA are 2.00 or above
	Academic Warning	CGPA is 2.00 or above BUT TGPA is below 2.00
	Academic Dismissal	CGPA below 2.00
Students in Academic Dismissal eligible to apply for an appeal to the College Appeal Committee. The College Appeal Committee will accept or reject the appeal.		

If the appeal is accepted, the student can come back as Special Probation. If the appeal is not accepted, the student can come back as Fresh Start (check Fresh Start section)

**Special Probation
(after dismissal both CGPA & TGPA are below 2.00)**

Special Probation	Good Standing	TGPA & CGPA are both 2.00 or above
	Academic Warning	CGPA is 2.00 or above BUT TGPA is below 2.00
	Probation 2 (allowed once only after Special Probation)	TGPA is 2.00 or above BUT CGPA is below 2.00
	Academic Dismissal	TGPA is below 2.00 And CGPA is below 2.00

If a student is dismissed after Special Probation, the student is not eligible to apply for an appeal and must spend at least one semester away (or a period of maximum 2 semester out of university) and come back as a fresh start. Student must submit an updated IELTS with 5.5 score to be eligible to sign the Fresh Start contract and resume study.

Students with 'special cases' might be eligible to submit an appeal and resume study as Special Probation. Their cases will be defined in Special Case Committee and CAO approval is requested.

Fresh Start –Return Semester (first semester return)	Fresh Start Academic Dismissal	TGPA is below 2.5
	Fresh Start – Good Standing	TGPA is 2.5 or above
Fresh Start –Good standing (Second semester)	Fresh Start –Good Standing (second semester after return)	TGPA is 2.00 or above
	Fresh Start-Dismissal (After second semester until graduation)	TGPA is below 2.00

From Previous Academic Standing Rules

Academic Probation (currently called Probation 1)	Good Standing	TGPA and CGPA are both 2.00 and above
	Academic Warning	CGPA is 2.00 or above BUT TGPA is below 2.00
	Academic Probation 2	CGPA is below 2.00
Continued Probation (currently called Probation 2)	Good Standing	CGPA & TGPA are both 2.00 and above
	Academic Warning	TGPA below 2.00 BUT CGPA 2.00 and above
	Academic Dismissal	CGPA is below 2.00

*special rule:

Academic Warning: A student will be given an Academic Warning if:

- a. she/he gets a Grade Point Average (GPA) lower than 2.0 with fewer than 21 credit hours in her/his first semester;
- b. she/he has a CGPA higher than 2.0, but a semester GPA lower than 2.0

Appendix B - GUIDELINES Waiving Student Absences

These guidelines are to be understood in conjunction with ACA-REG-103 Undergraduate Student Attendance policy and procedures.

STUDENTS WHO HAVE NOT YET REACHED THE 15% LIMIT

- Eligible students who have not yet reached the 15% absence limit may have absences waived if there are acceptable reasons for those absences.
- No more than a maximum of 12.5% of student absences may be waived. The only exception being for military service students called to *enaashiya*.
- Students who are planning to be absent from class for an extended period that will be detrimental to their studies (such as when preparing for and participating in an international sports event or being a medical escort for a family member to a facility outside the UAE), will be advised to suspend their studies for that semester.
- Types of acceptable reasons and relevant supporting documentation are listed below.
- For scheduled events (such as participation in an officially authorized event, military training, or a judicial summons), students must submit a request for their absences to be waived **before** the event takes place.
- For unscheduled incidents (such as a serious illness, hospitalization, or mourning), students must submit a request for their absences to be waived **immediately after** the absences have occurred.
- All requests must be submitted using the appropriate e-form with the relevant supporting documentation attached.
- Documentations will be reviewed based on the approved workflow.

ACCEPTABLE REASONS AND RELEVANT SUPPORTING DOCUMENTATION

- **Participation in a College or University-Authorized Event (on or off campus)**
 - For example, PALs participating in meet-and-greet events; Student Council members participating in orientation or graduation; students representing ZU in sports, cultural, or artistic events; etc.
 - Examples of relevant supporting documentation include but are not limited to official email or documentation from the Office of the President, or the Office of the Vice-President, or the Office of the Provost, or the College Dean, or the Assistant Provost for Student Affairs, or the SAS Director, or the PALs Director, etc.
- **Participation in Military Training**
 - Students who are required, by the Ministry of Defense, to participate in military training (*enaashiya*).
 - Relevant supporting documentation: official letter from the Ministry of Defense that states the duration of the training period.

- **Participation in a Local, National, or International Sports, Cultural, or Artistic Event**
 - Students who are representing their club, association, or nation in a local, regional, national, or international event (in line with UAE Cabinet Decision No.20 of 2007).
 - Relevant supporting documentation: official letter from the relevant authority that states the duration of the specified event.
- **Serious Illness and/or Hospitalization**
 - Students with chronic illnesses.
 - Students with pregnancy issues.
 - Hospitalization due to pregnancy, accident, and/or surgery.
 - Students who are the primary caretakers of children or parents, and who need to serve as a medical escort inside the UAE.
 - Relevant supporting documentation: official medical report/sick leave that indicates the specific needs of the student, the duration of the absence with the specified dates, and the implications for his/her study at the university.
 - All medical reports/sick leaves must be attested by the Ministry of Health by going to <https://mohap.gov.ae/en/services/attestation-of-medical-leaves-and-reports>
- **Mourning**
 - Students will be granted five (5) days of mourning leave in the event of the death of a first-degree relative, and three (3) days of mourning leave in the event of the death of a second-degree relative.
 - First-degree relatives are defined as parents, spouses, children, and siblings.
 - Second-degree relatives are defined as grandparents, uncles, and aunts.
 - Relevant supporting documentation: a death certificate, and proof of the relation of the student to the deceased.
- **Judicial Summons**
 - Relevant supporting documentation: authorized letter from the UAE Courts mandating a court appearance on a specific date.

REASONS NOT ACCEPTED FOR CONSIDERATION OF WAIVING ABSENCES

- Students are already allowed a generous number of absences without consequence.
- The following are examples that are not considered valid reasons for waiving absences from class:
 - Being sick, such as having the flu or a headache; i.e., the sickness does not fall under the category of being a serious or chronic illness.
 - Attending an appointment; e.g., having a doctor's appointment, having a driving lesson/test, having a job interview, etc.
 - Being late or absent because of transportation issues.
 - No, or poor, internet connection.
 - Having a job; i.e., work obligations.
 - Being a medical escort outside of the UAE (student will be advised to suspend).
 - Attending Umrah or Hajj.
 - Preparing for a wedding, getting married, or attending a wedding.
 - Going on a trip/vacation with family or friends.