



NEW STUDENTS GUIDELINE

Spring 2025

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Important Dates

Event	Date
New students' Orientation	Wed – 8 Jan 2025 for AUH Thu – 9 Jan 2025 for DXB.
Start of classes	Mon – 13 Jan 2025
Last day to add/drop	Fri – 17 Jan 2025
Last day to suspend registration/withdraw from full semester courses without failure	Fri – 14 Feb 2025
Last day to withdraw from the University with no penalty	Wed – 9 Apr 2025

SECTION 1: Preparation for Registration

1. What details do I need to have before I register?

Before starting your registration, you need to have:

- Your ZU ID no. (same as NAPO application no. starting with 2024xxx (example 202412345))
- Your system/computer password – this is the password you reset and used in the orientation link.
- Your ALTPIN is 111111.

2. What are the mandatory courses that I need to register for?

- a. **First semester courses.** You will register for your courses as per your projection and 8 semester plan.

SECTION 2: Registering for Courses

How can I register for classes?

All registration will be done online. Follow the links given below for Registration and guidelines:

PDF link: [Guideline to Banner registration](#)

Video link: <https://www.zu.ac.ae/main/en/registrar-office/registration-guidelines>

Important Notes:

Abu Dhabi classes will show first followed by Dubai campus classes. Ensure you select the right campus.

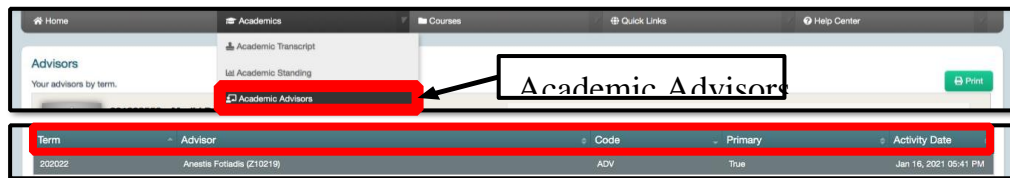
Where can I access my schedule?

You can access your schedule on SAP (student access program) Please refer to Appendix A

SECTION 2: Need Help?

a. How do I know my advisor?

All students are assigned advisors after registration by the College. You will find your advisor name on SAP.



b. How do I contact my advisor?

By email: firstname.lastname@zu.ac.ae

c. If I don't have an advisor assigned, whom do I contact?

Please contact the Assistant Dean for Students of your respective College

College	Abu Dhabi Campus	Dubai Campus
College of Arts & Creative Sciences	Maruan.Halabi@zu.ac.ae	Peter.Chanthanakone@zu.ac.ae
College of Business	Abiot.Tessema@zu.ac.ae	Saifeddin.Al-Imamy@zu.ac.ae
College of Comm & Media Sciences	Inka.Stever@zu.ac.ae	Mian.Asim@zu.ac.ae
College of Humanities & Social Sciences	Hala.Thabet@zu.ac.ae	Tarak.Abdallah@zu.ac.ae
College of Natural & Health Sciences	Mutaz.Mohammad@zu.ac.ae	Fariba.Shaikh@zu.ac.ae
College of Technological Innovation	Fatna.Belqasmi@zu.ac.ae	Mohammed.Hussain@zu.ac.ae
College of Interdisciplinary Studies	Jacklyn.Gentile@zu.ac.ae	Michael.Brock@zu.ac.ae

2. For Registration inquires:

If you have any other questions for RO please contact us on the below emails:

AUH Campus RegistrarAuh@zu.ac.ae

DXB Campus RegistrarDxb@zu.ac.ae

3. For IT related issue, contact the Service desk support email: IT.ServiceDesk@zu.ac.ae

SECTION 3: Frequently Asked Questions

1. I can't login to access my account?

Please contact IT.ServiceDesk@zu.ac.ae for any technical issues, you must send them a screenshot of your problem.

2. How do I know which courses I need to take according to my semester plan?

You can view your degree plan on SAP, please check [APPENDIX A](#) for instructions.

3. How can I check my final schedule?

You can view your final schedule through SAP, check [APPENDIX A](#) “class schedule”

Note: You will receive an email notification if the college updated any courses in your schedule.

4. I finished my registration, what do I need to do now?

You need to attend classes from first day of instruction, classes start Monday 13 Jan 2025.

5. Will attendance be taken?

Yes, attendance will be counted from the first day of classes whether the class is online or on campus. Missing any class will count towards your 15% absence allowed.

Please check the attendance policy and procedures in the student handbook.

6. When can I collect my student ID card?

The Registration Office will distribute the IDs during the orientation week.

7. If I missed the Orientation day, where can I collect my ID?

Please collect it from the Registration Office in your campus the following day, Office's working hours as follow:

Monday to Thursday 9 am to 3 pm

8. What is my university email? and why is it important?

Your ZU email is the official method of communication in Zayed University. You can use your email to communicate with your advisor, college, and other departments.

Important: The University regularly sends important announcements so ensure to check your mailbox regularly.

9. What if I want to suspend registration temporarily or withdraw completely from the university?

The last day to suspend registration without failure is Fri – 14 Feb 2025 or withdraw from the University without failure is Wed – 9 Apr 2025. Any requests submitted after this date will be processed with a Fail grade (WF) in your registered courses. You can submit your request through: <https://academicforms.zu.ac.ae/>

10. What other services does the Registration Office provide to students?

Please refer to [APPENDIX B](#) for the academic forms and e-services.

11. How can I access e-forms and e-services?

Please refer to [Appendix B](#).

12. If I have issue with my classes who should I contact?

You need to contact your Advisor and/or Assistant Dean of your college.

13. As ZU student, how do I know my rights and responsibilities?

Please refer to the Student Handbook, ZU Catalogue, ZU Policies and Procedures, and FAQ in RO website [Office of the University Registrar \(zu.ac.ae\)](#)

IMPORTANT NOTE:

For any queries regarding your class schedule, class timings, registration issues, you need to contact your Advisor / Asst. Dean of your college.

APPENDIX A SAP tip sheet

- What is SAP:
SAP is the access for the students to view:
 - Schedule
 - Transcript
 - Attendance Records, etc..

- ما هو SAP؟
هو رابط يمكن الطالب من متابعة:
 - سجله الأكاديمي
 - جدولته الدراسي
 - الحضور والغياب، الخ...

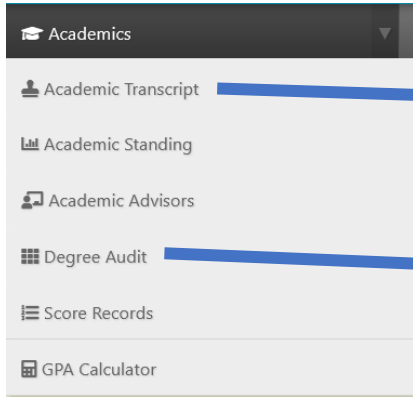
- How to access SAP?
Go to: <http://sap.zu.ac.ae>

The image shows the SAP login interface. It features a purple header with the SAP logo. Below the header, there are two input fields: the top one contains the ID number '2021xxxxx' and the bottom one contains a masked password '.....'. A purple 'Sign in' button is located below the password field. Two blue callout boxes with arrows point to the input fields. The first callout box contains the text 'ادخل الرقم الجامعي المكون من 9 أرقام' and 'Enter your ID number'. The second callout box contains the text 'ادخل الكلمة السرية التي تم توفيرها من قبل الجامعة' and 'Enter your Password'.

- Your Home page will show multiple tabs like “Academic”, “Courses”, “Quick Links”, etc..

The image shows the Student Access Portal home page. The header is teal and contains the text 'Student Access Portal' and a search bar. Below the header, there are navigation tabs: 'Home', 'Academics', 'Courses', 'Quick Links', and 'Help Center'. The main content area is divided into several sections. On the left, there is an 'About me' section with a student profile card for 'DXB - Day Program (Women)' showing a current status of 'Active (AS)' and academic standing of 'Good Standing (GS)'. In the center, there are three widgets: 'Cumulative GPA' showing '3.38', 'Today's Class' showing '1 Thursday Jul 01, 2021', and 'ZU Messenger'. On the right, there is a 'Zayed University' section with a banner for 'Zayed University amongst the 700 Qs: World University Ranking'.

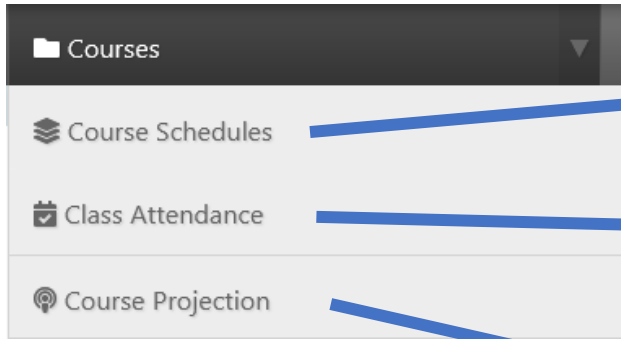
• Academics



يمكنكم رؤية السجل الأكاديمي
للدرجات بالضغط على
Academic Transcript

يمكنكم رؤية الخطة الدراسية
بالضغط على
Degree Audit

• Courses

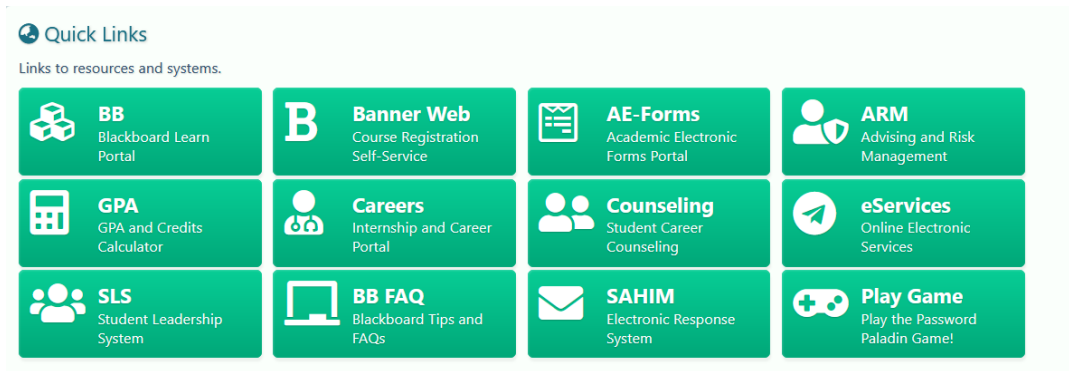


يمكنكم رؤية الجدول الدراسي
بالضغط على
Course Schedule

يمكنكم رؤية الحضور والغياب بالضغط
على
Class Attendance

يمكنكم رؤية المواد المسموح التسجيل فيها
للفصل القادم بالضغط على
Course Projection

• Quick Links (can be viewed through home page or in the tabs)



• Class Schedule



Today's Class | **Class Schedules** | Exam Schedules | Entry Logs | Holds

202023 - 2021 Summer Semester [Class Calendar](#) [View all your Schedules](#)

Number of records shown: 1

Show 10 entries [Export to Excel](#) Quick search:

Course	Timings	Days	Part Of Term	Faculty	Registration	Attendance Status	Appeal Status	Absences %
HSS-255-502 (20355)	1200:1450	Sun, Tue, Thu	Full Semester	Fatima AlBlooshi (Z10396)	Registered (SSB) (RW)			0%

Showing 1 to 1 of 1 entries

<< < 1 > >>

- Your schedule will show in table view by default.
- Click on “**Class Calendar**” to see your schedule in weekly view.



APPENDIX B

STUDENT ACADEMIC REQUEST FORMS/E-SERVICES

Academic Forms

Students can initiate a variety of requests through academic forms.

Link: <https://academicforms.zu.ac.ae/>

E-Services

Students can apply for various service requirements from the Admissions and Registration Department by using the links provided below.

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

- Click on Undergraduate tab

- Go to Registration Services **List of Services:**

- To Whom It May Concern Certificate (study continuation)
- Issue “To Whom It May Concern” Certificate (Study Continuation) - Digital PDF
- Extract an Academic Transcript
- Extract an Academic Transcript – Digital
- Issue a Student ID card as a Replacement for Dubai ONLY
- Student Course Registration
- Student Data Modification
- Issue a Graduate Confirmation Letter – Digital
- Drop the Course
- Campus Transfer Application
- Registration Suspension
- Maternity Suspension
- Resume Study
- Withdrawal
- Change of Concentration or Program/Major
- Graduate Clearance
- Expected Graduate Update Information