



STUDENT HANDBOOK 2023-2024

UNDERGRADUATE STUDENTS

THE NEXT GENERATION UNIVERSITY EXPERIENCE

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Future generations will be living in a world that is very different from that to which we are accustomed. It is essential that we prepare ourselves and our children for that new world.

The Late Sheikh Zayed Bin Sultan Al Nahyan
Founder of the United Arab Emirates

MESSAGE FROM THE CHAIRPERSON OF THE BOARD OF TRUSTEES



Welcome to a new chapter of your academic journey!

As you step onto the grounds of this esteemed institution, you're not just embarking on a path of education; you're embracing a journey of self-discovery and growth. The energy of new beginnings fills the air, pulsating with endless possibilities and opportunities.

In a world that often measures success by external markers—grades, accolades, and achievements—it's easy to lose sight of what truly matters. But here at Zayed University, we believe in the power of education to shape not only minds but also hearts and souls. We recognize that your time here is not just about accumulating knowledge or ticking off milestones. It's about crafting a life that resonates with your deepest values, aspirations, and dreams. It's about finding your voice in a world buzzing with noise and chaos. It's about becoming the author of your own narrative. We invite you to look beyond the surface and delve deep into the core of your being. What are the values that define you? What are the principles that guide your actions? What legacy do you wish to leave behind?

Let your time at Zayed University be more than just a quest for knowledge. Let it be a quest for wisdom, for understanding, for empathy, and for compassion. Let it be a journey towards self-awareness, authenticity, and integrity. Let it be a testament to the power of the human spirit to soar above limitations and defy expectations.

As you embark on this remarkable adventure, remember that you are not alone. You are part of a vibrant community of students, teachers, and mentors, all united by a shared passion for excellence, learning and growth. Lean on each other for support, draw inspiration from each other's stories, and celebrate each other's victories.

And above all, never lose sight of the spark within you—the spark that ignites your passions, fuels your dreams, and propels you forward even in the darkest of times. Nurture that spark, for it is the essence of who you are, and it holds the key to unlocking a future filled with purpose, meaning, and fulfillment.

So, dear students, as you turn the pages of this handbook and embark on the adventure that lies ahead, do so with courage, with curiosity, and with an unwavering commitment to living a life that is grounded in your personal values. For in the end, it is not the accolades or achievements that define us, but the depth of our character and the richness of our experiences.

Welcome to Zayed University, where a transformative chapter of your own narrative is about to come to life, make it count! Make it shine! ... Learn like you cannot edit this chapter. Go hard with love, presence and focus. At ZU, you will experience how the power of your imagination will not have a bottom and will not see a limit.

With warmest regards,
Your Sister,

Shamma Sohail Al Mazrui

ABOUT ZAYED UNIVERSITY

An educational center of excellence in an emerging and evolving nation.

With state of the art campuses in Dubai and Abu Dhabi - the country's two main cities - ZU commits itself as a nationwide initiative.

UNDERGRADUATE STUDENT ACADEMIC RECORDS

3. Definitions

3.1 Student Academic Record: The Student Academic Record is maintained by the University to record a student's cumulative academic history, including personal identification information, admission, registration, academic performance, and official correspondence for each student enrolled in an undergraduate program.

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

4. Policy

4.1 The maintenance of undergraduate student academic records shall be governed by administrative standards which respect confidentiality and ensure consistency, integrity, and fairness.

4.2 By applying for admission and enrolling at the University, the student accepts the 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.

4.3 Zayed University shall maintain a student's electronic academic record indefinitely. Students' physical files will be archived or destroyed seven (7) years after their graduation.



- 4.4** Each admitted undergraduate student has a unique student number which identifies all associated undergraduate academic records. The numbers are assigned by NAPO for U.A.E. citizens and by the Registrar's Office for international students.
- 4.5** Only authorized Zayed University personnel may alter an official undergraduate student academic record based on having the required supporting documents and approvals.
- 4.6** A copy of the academic transcript will be issued only at the student's request. Issue of the official academic transcript is the sole responsibility of the Undergraduate Registrar Office.
- 4.7** The University shall endeavor to ensure that each student receives accurate information regarding their academic status. Students are required to read these documents and respond as specified in the notification. Parents are notified by letter and/or telephone in case of emergency.

5. Confidentiality and Access to Information

- 5.1** The student's academic record is considered confidential.
 - 5.1.1** Only the student, and authorized Zayed University personnel may review this record.
 - 5.1.2** Academic records of students may be shared or discussed with the students' parents or guardians only after the written consent of the student.

- 5.1.3** The academic information of sponsored students can be shared with their sponsor without requiring the prior written consent of the student.
- 5.2** Zayed University is obligated to protect the privacy and security of its students and follows strict guidelines for maintaining the confidentiality of academic records and monitoring the release of information from those records to third parties.
- 5.3** Documents pertaining to the student's achievement at other institutions that have been received by the university will not be released or redirected.
- 5.4** 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 are given access to the contents of student records.
- 5.5** 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.

6. Student Access Program (SAP)

- 6.1** The Student Access Program (SAP) is the official electronic student academic record system of the University and for purposes of this Policy, information contained in the Student Access Program constitutes a student academic record.
- 6.2** The student may inspect all information 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.

7. Student Photograph

- 7.1** The student photograph is an official electronic facial verification record to be used by authorized University personnel only. The photograph must not be copied, shared or used for any purpose other than for the verification of student identity.

- 7.2** Students must comply with requests from authorized University personnel to show their faces for identity verification purposes whether in person or online.

COURSE ENROLLMENT

- 3.6** ZU students have the responsibility to manage their academic relationship with the University by:
- 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.
- 3.7** Students are expected to register in each regular academic semester (not including the summer sessions), and to continue in active registration, from the time they first enroll at the University.
- 3.8** Students are expected to meet with their designated advisors during the announced registration period in order to register for the following semester's courses.
- 3.9** Students are responsible to be aware of any changes to university policies, academic requirements, programs, calendar events, and/or changes in academic status. Notifications sent to a student's university email account are considered official notifications.
- 3.10** Conditions for course load, schedule change, auditing a course, withdrawal from a course, suspension from the University, and withdrawal from the University are contained in the accompanying procedures.

1. Academic Advising

Each student shall be assigned a faculty advisor during her/his study at the University.



2. Registration

Each student must meet with her/his advisor prior to the announced registration period to advise on the courses needed in the following semester. Registration is not official until the student completes the online registration and enters the official class roster. Only a student who is officially registered for a course may attend a course.

3. Course Load

- 3.1** A student in good academic standing in the baccalaureate program is required to maintain full-time student status by always registering for a minimum of 14 and a maximum of 18 credit hours per semester.
- 3.2** A student may not make a change to her/his schedule that reduces the course load to be below 14 credit hours, except for compelling reasons. Prior e-form approval from the College Assistant Dean for Student Affairs is required. There is no part-time student status at Zayed University.
- 3.3** 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.
- 3.4** Students with a disability or with medical needs may register for a minimum of 12 credit hours. Any exceptions to this may be granted only if approval has been given by the Counselor or the Director of the Student Accessibility Services Department.
- 3.5** 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 listed above.

- 3.6** 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 (e.g., within six years for a four-year program).
- 3.7** The study period taken by transfer students towards graduation includes the time taken at their previous Higher Education Institute.
- 3.8** Students who fail to graduate within the timeframe stated in Article 3.6 will be required to pay tuition fees for the remaining credits towards graduation.

4. Course Overload in the Final Graduation Semester

A student with a 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 his/her final graduation semester or term.

5. Reduced Course Load in the Final Graduation Semester

- 5.1** A student who will complete all degree requirements in the first term of a semester may elect to enroll for only that term.
- 5.2** A student may be allowed to register for fewer than 14 credit hours in his/her final graduation semester if they have completed all the requirements for their degree.

6. Course Registration and Schedule Changes

Two (2) registration periods will be conducted for each academic semester.

6.1 Pre-Registration Week

Students are expected to register in their following semester classes as per their projections and in the timeframe given to them by the Admissions and Registration Department.

- 6.1.1** During the pre-registration week, a student may register for a course for which he/she has not yet completed its prerequisite. If the student fails to successfully complete the prerequisite(s), the corresponding registration will be cancelled.
- 6.1.2** Registration in this period is not final and is subject to change depending on the student's final course grades.

6.2 Add/Drop Week

A student may submit a request to his/her faculty advisor to change her/his schedule only during the Add/Drop Week as designated in the University Academic Calendar.

6.3 Faculty Advisor's Role in Student Class Schedules

An advisor has the right to add/drop a student to/from a class missing from the student's schedule under the following circumstances:

- a) when the student did not follow the projection;
- b) when the student is underload;
- c) when there is a need for section balancing;
- d) when a section is cancelled.

6.4 Notification of Schedule Changes

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

6.5 Students Under Financial Hold

A student who is under financial hold is not eligible to register for classes until the hold has been released.

6.6 No Registration

Students who do not register for any classes by the end of the registration period will be considered on Suspension for that academic semester.

7. Auditing a Course

Zayed University allows its alumni to audit courses provided that:

- a) There is space available in the course (no permission to audit will be given until current students have registered for courses); and
- b) The instructor approves the student enrollment.

8. Withdrawal from a Course

- 8.1** 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.

- 8.1.1** Withdrawal before the deadline results in a grade of W (Withdrawal without penalty) being assigned to the student.
 - 8.1.2** Withdrawal after the deadline results in a grade of WF (Withdrawal/ Failing), which is calculated in the grade point average as F (Failing grade).
- 8.2** Withdrawal from a course is only approved if the student maintains full-time status after the withdrawal unless granted special approval from the Provost, or designee.

9. Suspension from the University

9.1 Suspension of Registration

- 9.1.1** A student may suspend registration for one (1) semester only once during her/his period of study at Zayed University.
- 9.1.2** A student must suspend registration within the given timeframe as per the ZU Academic Calendar.
- 9.1.3** A student on Special Probation is not allowed to suspend registration.
- 9.1.4** Readmitted/reinstated students are not allowed to suspend registration.
- 9.1.5** A student who suspends registration, or who is suspended, is considered inactive and cannot enjoy university privileges, such as access to campus or use of the library, unless granted an exception by the University.
- 9.1.6** Military Suspension does not count toward the number of registration suspensions allowed at Zayed University.

9.2 Attendance Suspension

- 9.2.1** The University may put a student on Attendance Suspension when she/he exceeds the limit of 15% absences in all courses in a given semester.
- 9.2.2** A student on Attendance Suspension is considered inactive and cannot enjoy university privileges.

9.2.3 A student may be requested to repeat some or all the courses in which he/she received W or WF in a previous semester.

9.2.4 Attendance Suspension counts toward the maximum allowable number of times that a student may suspend registration without dismissal from the University.

9.3 Disciplinary Suspension

9.3.1 The University has the right to suspend a student as a disciplinary measure for violating the Code of Student Conduct.

9.3.2 The Disciplinary Suspension decision is made by the Provost upon the recommendation of the Student Discipline Committee.

9.3.3 Disciplinary Suspension counts toward the maximum allowable number of times that a student may suspend registration without dismissal from the University.

9.4 Special Suspensions

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 provided that the second suspension is not for the semester following directly after their first suspension.

9.4.1 Students who request a special suspension must submit an official appeal with all the necessary supporting documents to their college administration for endorsement. Appeals that have been endorsed by the College Dean must be forwarded to the Office of the Provost for final approval.

9.5 Military Suspension

9.5.1 Students are required to present their official status letter regarding their National Military Service obligations to the Admissions Office upon their admission to the University.

- 9.5.2** 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.
- 9.5.3** Students who complete their military service must provide official documentation to that effect in order to continue their studies at ZU.

10. Withdrawal from the University

10.1 Student-Initiated Withdrawal

- 10.1.1** The University establishes a date in each semester by which a student may withdraw from the University without academic penalty. Withdrawal after the deadline will result in the student receiving a grade of Withdrawal with Failure (W/F) and will affect their CGPA.
- 10.1.2** A student on Academic Probation 2 or Special Probation who withdraws after the deadline will be given an Academic Dismissal.
- 10.1.3** If a readmitted/reinstated student wishes to withdraw, their academic record will show their last academic standing prior to their readmission/reinstatement.
- 10.1.4** A student who transfers to another university must formally withdraw from Zayed University.
- 10.1.5** 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.
- 10.1.6** 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) unless granted an exception by the University.

10.2 University-Initiated Withdrawal

- 10.2.1** The University has the right to withdraw a student who is not registered in classes for two (2) consecutive semesters.
- 10.2.2** Students who are not registered in classes for two (2) consecutive semesters may request to continue their studies at the university on condition that they pay the required tuition fees for the remaining credits towards graduation.
- 10.2.3** The University may withdraw a student whose English language proficiency does not meet the standards of the University.

STUDENT MATERNITY LEAVE

- 3.1** The student is allowed to suspend her registration for the semester in which the baby is expected to be born.
 - 3.1.1** A maternity suspension is not counted towards the total number of allowed suspensions.
- 3.2** If a student chooses not to utilize a semester maternity attendance suspension but chooses to deliver her baby and return to complete the semester, she must stay within the 15% total semester absence requirement to receive credit for the class.

UNDERGRADUATE STUDENT ATTENDANCE

3.1 Attendance

- 3.1.1** Students are required to attend all classes, practical sessions, seminars, and examinations related to the courses in which they are registered.
- 3.1.2** Instructors are responsible to record class attendance accurately on the official online register.
- 3.1.3** Students are responsible to check and track their attendance records for each course through the Student Access Program.

3.2 Absence from Class

- 3.2.1** It is the student's responsibility to catch up on work missed through class absence.
- 3.2.2** A student who misses 5% of the class meetings allotted for a course will receive a warning from the Registrar's Office.
- 3.2.3** A student who misses 10% of the class meetings allotted for a course will receive a second warning from the Registrar's Office.
- 3.2.4** 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. ACA-REG-103 Policy 2

3.3 Student Appeals

- 3.3.1** Student appeals against receiving a WF grade for a course after exceeding the 15% absence limit, must be submitted on the Attendance Appeal e-form within three (3) working days of the student receiving the notification of the WF grade from the Registrar's Office.
- 3.3.2** 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.
- 3.3.3** If the appeal is denied, the WF grade will remain assigned for that course.

3.4 Waived Absences

Special consideration may be given to students with extraordinary circumstances for the absences to be waived. These circumstances require the approval of the Vice-President, or designee, upon the recommendation of the College Dean and the endorsement of the Provost.


GRADING IN THE BACCALAUREATE PROGRAM

3.1 Letter Grades and Quality Points

- 3.1.1 At the end of the term or semester in which a course is offered, the instructor shall award students letter grades, each bearing quality points. The quality points earned in each course produce a grade point average (GPA).
- 3.1.2 Final course grades are awarded to students individually and are based on the instructor's fair assessment of the student's academic performance in the course.
- 3.1.3 Final grades may be assigned and recorded only for students who are officially registered for the specific course.
- 3.1.4 All grades earned by a student in his/her undergraduate career in all degree-credit courses will be recorded. If a student changes his/her academic program/concentration, grades earned in courses that do not count in the new academic program/concentration will be included in the student's Cumulative GPA.
- 3.1.5 Grades and credit hours earned in courses taken at other institutions and transferred to the University are not included in any GPA calculations.

3.2 Definition of Letter Grades

- 3.2.1 "A" is the highest academic grade possible. This grade is not automatically given to a student who ranks highest in the course but is reserved for accomplishment that is truly distinctive and demonstrably outstanding. It represents a superior mastery of course material and is a grade that demands a very high degree of understanding as well as originality or creativity appropriate to the nature of the course. The grade usually indicates that the student works independently with unusual effectiveness and often takes the initiative in seeking new knowledge outside the requirements of the course.



3.2.2 “B” is a grade that denotes achievement considerably above acceptable standards. Good mastery of course materials is evident, and student performance demonstrates a degree of originality, creativity, or both. The grade usually indicates that the student works fairly well independently and often demonstrates initiative.

3.2.3 “C” indicates an appropriate level of competency in the course’s basic learning outcomes. It is the grade that may be expected of a student with an average level of performance who gives to the work a reasonable amount of time and effort. This grade implies understanding of the content of the course, acceptable mastery of course material and learning outcomes, and completion of all requirements. The student must have a minimum cumulative GPA of 2.0 (C) to earn a baccalaureate degree from Zayed University.

3.2.4 “D” denotes a limited understanding of the subject matter, meeting only the minimum requirement for passing the course. It signifies work that in quality or quantity falls below the average acceptable standard for passing the course. Performance is deficient in analysis, synthesis, and critical expression. There is little evidence of originality or creativity.

3.2.5 “F” indicates inadequate or unsatisfactory attainment, serious deficiency in understanding of course material, or failure to complete the requirements of the course.

3.2.6 There are no grades of A+, D-, F+, or F-.

3.3 Quality Points per Credit Hour

Each letter grade has corresponding numerical quality points assigned to calculate the overall grade-point average (GPA) of the student:

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

3.4 Special Grades

The following grades have “0” quality points:

3.4.1 Computed in the Grade Point Average

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

3.4.2 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

- 3.5.1** Students may submit a request to be assigned a grade of Incomplete if, for reasons beyond their control, they are unable to complete coursework or sit the final examination. The course instructor, Department Chair, and Assistant Dean for Student Affairs will review and process the request accordingly.
- 3.5.2** Students with an Incomplete grade in a course that is the prerequisite for a subsequent course may not enroll in the subsequent course until they replace the Incomplete grade with a passing grade.
- 3.5.3** If an Incomplete grade is not replaced with a passing grade by the deadline stated in the ZU Academic Calendar, it will automatically become a grade of “F.”

3.6 Pass Grade

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.

3.7 Failing a Course

Students who receive a grade of “F” in a course fail the course. Students must repeat courses that they fail if the courses are required for their degree program. Students may not enroll in any course for which the failed course is a prerequisite before they pass the prerequisite course. Although they must repeat required but failed courses, students may or may not elect to repeat a failed course that is not required for their degree program. When a student passes any course once failed, the passing grade replaces the “F” grade in calculating grade point average although the academic transcript continues to display the prior failure. Students who fail a required course twice are subject to review and possible dismissal from the University.

2. Grade Point Average

2.1 Term or Semester Grade Point Average (TGPA)

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

2.2 Cumulative Grade Point Average (CGPA)

The Cumulative Grade Point Average is calculated by dividing the sum of the quality points earned in all terms and semesters by the credit hours attempted in all those terms and semesters. This average is used to assess the student's overall academic standing at the University.

ACADEMIC PROGRESS IN THE BACCALAUREATE PROGRAM

- 4.2** At the end of each semester, a student's academic standing will be determined by the student's Cumulative Grade Point Average (CGPA). A student in the undergraduate program is expected to maintain a good academic standing of a CGPA of 2.0.
- 4.3** A student's academic standing at the end of a semester will determine the student's eligibility to continue her/his progress towards earning an undergraduate degree at Zayed University.
- 4.4** Students who have been conditionally admitted will be held to the same academic standards as all other students as well as having the responsibility to achieve the minimum proficiency requirements for their degree program by the end of one (1) academic year.
- 4.5** Any student who is not able to maintain a good academic standing at the end of a given semester will be given a warning and/or placed on probation to give them the opportunity to attain a CGPA of 2.0. If a student on probation is still unable to attain a CGPA of 2.0 within the stipulated time, the student will be dismissed from the university.
- 4.6 A student must make steady progress towards the completion of their degree.**
 - 4.6.1** All undergraduate students must complete the requirements to graduate within twice the normal time for the completion of their degree program (e.g., within eight years for a four-year program).

4.6.2 Eligible national undergraduate students who receive federal funding will be funded for a time period not exceeding 1.5 times the normal time for the completion of their degree program (e.g., six years for a four-year program). Students who require more time to complete their graduation requirements are responsible for arranging the funding of the remaining tuition fees by themselves (see MOE Federal HEI Financing System 2022, Financing Term).

5. Degree Audit

- 5.1** Students, advisors and administrators can access student information such as their current academic performance in order to monitor the student's progress towards their chosen degree.
- 5.2** A degree audit is used for academic planning and course selection purposes in line with the student's study plan.

1. Satisfactory Academic Standing

Students shall be considered in Satisfactory Academic Standing if they maintain a minimum Cumulative Grade Point Average (CGPA) of 2.00. This minimum average is required for graduation.

2. Unsatisfactory Academic Standing

- 2.1 Academic Warning:** A student will be given an Academic Warning if:
- a) they get a Grade Point Average (GPA) lower than 2.0 in their first semester.
 - b) they have a CGPA higher than 2.0, but a semester GPA lower than 2.0.
- 2.2 Academic Probation 1:** A student will be placed on Academic Probation 1 for one (1) semester if their CGPA is lower than 2.0 for any semester after their first semester at the university.
- 2.3 Academic Probation 2:** A student who was placed on Academic Probation 1 but was unable to attain a CGPA of 2.0 by the end of that semester will be given a final chance by being placed on Academic Probation 2 for one (1) semester.

2.4 Academic Dismissal: A student will be given an Academic Dismissal from ZU if their CGPA remains lower than 2.0 at the end of the semester that they are on Academic Probation 2.

2.5 Special Probation: A student who has been granted special permission from his/her college to continue their studies at ZU after having received an Academic Dismissal will be placed on Special Probation for one (1) final semester.

UNDERGRADUATE ACADEMIC APPEALS POLICY

3.2 Appeal of a Course Grade

3.2.1 A student can request a review of their final course grade by submitting a written appeal to the course instructor in line with the steps outlined in the accompanying Procedures within three (3) working days from the date of publication of the final grades by the Registrar's Office.

3.2.2 An appeal will be considered only in cases where there is clear evidence of:

- a) substantial error of fact.
- b) error of grade calculation.
- c) failure to adhere to the stated requirements of the student's curriculum as printed in the relevant Zayed University Catalog.
- d) substantial and demonstrable irregularity in the assessment of the examination process.



- 3.2.3** No changes to course grades will be considered after the deadline of the appeal period.

3.3 Appeal of Dismissal for Unsatisfactory Academic Progress

- 3.3.1** The decision to dismiss a student for unsatisfactory academic progress is final unless the student has experienced extraordinary circumstances (such as health issues or a family crisis) that affected their ability to study effectively.
- 3.3.2** Under such circumstances (as stated in Clause 3.3.1), a student may appeal the decision to dismiss them for unsatisfactory academic progress by submitting a written appeal with relevant supporting documentation to their college administration within three (3) working days from the date of receiving the dismissal notice from the Registrar's Office.
- 3.3.3** Appeals will be considered and the decision for dismissal will be reviewed only if:
 - a) The student is expected to attain a CGPA of at least 2.0 by the end of the following semester.
 - b) The student is expected to graduate in a period not exceeding 1.5 times the minimum period required to graduate from their program (e.g., within six years for a four-year program).
 - c) The student is not already on special probation.
- 3.3.4** The decision of the college administration to either uphold or deny the appeal must be communicated to the Registrar's Office within three (3) working days of the appeal having been received.

3.4 Student Case Committee

- 3.4.1** In very special circumstances, such as the student experiencing health issues or a family crisis that affected their ability to study effectively, a student may challenge the decision of the college administration by submitting a second appeal to the Student Case Committee under the following conditions:

- a) The student must submit their appeal within three (3) working days of having received notification of the second dismissal from the Registrar's Office.
- b) The student must explain the rationale for their unsatisfactory academic performance by submitting:
 - i) new evidence related to their case which was not available at the time of the college administration's review, or
 - ii) evidence of a procedural error in the conduct of the review that causes doubt about the college administration's decision.
- c) The student must have already completed 60 credit hours.
- d) The student is expected to attain a CGPA of at least 2.0 by the end of the following semester.
- e) The student is expected to graduate in a period not exceeding 1.5 times the minimum period required to graduate from their program (e.g., within six years for a four-year program).

3.4.2 In all cases, the decision of the Student Case Committee is final and not subject to any further appeals.

PROCEDURES

1.1 Appeal of a Course Grade

A student who wishes to challenge the accuracy or fairness of his/her final course grade may appeal the grade. Students may not appeal against academic judgement. An appeal must be submitted within three (3) working days of the publication/posting of the final grades. No changes to course grades will be considered after the deadline of this appeal period.

1.1.1 The student should first raise the concern directly with the course instructor, and request clarification/confirmation of the accuracy and propriety of the final grade.

- 1.1.2** If the instructor agrees that there was an error, the process for changing the grade must be followed.
- 1.1.3** If, after meeting with the course instructor, the student remains convinced that the grade assigned is in error, he/she may raise the issue with the Chair of the Department or the Assistant Dean.
- 1.1.4** If the Department Chair/Assistant Dean agrees that there was an error, the process for changing the grade must be followed.
- 1.1.5** If, after meeting with the Department Chair/Assistant Dean, the student remains convinced that the grade assigned is in error, he/she may raise the issue in writing with the Dean of the College.
- 1.1.6** The Dean of the College should form a committee, including the course instructor and two other faculty members, to review the details and the accuracy of the student's grade and provide its recommendations to the Dean.
- 1.1.7** The Dean's decision shall be one of the following:
 - a) case approved,
 - b) case denied,
 - c) case needs further analysis.
- 1.1.8** The decision of the Dean of the College should be communicated to the Registrar's Office within three (3) working days of the Dean's receipt of the written appeal.
- 1.1.9** The Registrar's Office communicates the decision to the Department Chair/Assistant Dean and the student.

1.2 Appeal of Dismissal for Unsatisfactory Academic Progress

A student who wishes to challenge his/her dismissal for unsatisfactory academic progress may appeal his/her case within three (3) working days of the publication/ posting of the academic progress status.

- 1.2.1** The student should submit a written appeal to the Dean of the College.
- 1.2.2** The Dean of the College should form a committee, consisting of three (3) faculty members, to review the details and the accuracy of the student's academic progress and provide its recommendations to the Dean.
- 1.2.3** The Dean's decision shall be one of the following:
 - a) case approved,
 - b) case denied,
 - c) case needs further analysis.
- 1.2.4** The decision of the Dean should be communicated to the Registrar's Office within three (3) working days of the Dean's receipt of the written appeal.
- 1.2.5** The Registrar's Office communicates the decision to the Department Chair/Assistant Dean and the student.

1.3 Special Probation

Students already on special probation are not eligible to appeal dismissal decisions.

2. Registrar's Office

If an appeal is successful, the Registrar's Office will:

- a) alter the student's grade or academic standing in Banner as necessary.
- b) communicate the new grade or academic standing to the student via email.

ACADEMIC HONORS FOR UNDERGRADUATE STUDENTS

To encourage students to pursue academic excellence and in support of its mission, the university shall establish awards that recognize outstanding academic performance. Students who achieve academic excellence as demonstrated by their Term Grade Point Average (TGPA) in a given semester will be added to the Dean's List, and those who achieve academic excellence throughout all their undergraduate studies as demonstrated by their Cumulative Grade Point Average (CGPA) will be honored by graduating with distinction.

3.1 Dean's List

3.1.1 Any enrolled student who completes a minimum of 15 gradable credit hours in a semester with a TGPA of 3.60 or above, with Normal Grade Modes, will be added to the Dean's List.

3.1.2 The Dean's List students are awarded a Dean's List Certificate in recognition of their achievement.

3.2 Graduation Honors

3.2.1 Any graduating student with a CGPA of 3.60 or above will be awarded graduation honors 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

3.2.2 Graduation honors are announced at the graduation ceremony and are recorded on the students' academic transcripts and diplomas.

4. Roles and Responsibilities

4.1 Dean's List

4.1.1 Each semester, at the end of the Add/Drop period, the Admissions and Registration Department reviews the students' transcripts and updates them as necessary.

4.1.2 The Admissions and Registration Department prepares the official lists of Dean's List students according to their college and sends the appropriate list to each college.



4.2 Graduation Honors

When final grades have been recorded for the students' final semester, the Admissions and Registration Department prepares a list of students who are eligible to be awarded Graduation Honors. The list is forwarded to the Vice-President for endorsement.

SUMMER SCHOOL AND SUMMER STUDY POLICY

3. Summer School at ZU

Zayed University will regularly offer summer courses to allow students to progress in their academic programs. Summer School will be held in accordance with the dates published in the University Academic Calendar.

SUMMER COURSES OUTSIDE OF ZU

- 4.1 ZU students may take summer courses outside of Zayed University after obtaining approval from the student's college officials according to the approval process as outlined in the Procedures of this policy.
- 4.2 Credits earned in courses at other accredited universities that have equivalent courses at Zayed University for which a grade of C or better has been earned, are transferable as earned credit.
- 4.3 The total of transfer credits and the courses taken in Summer School at Zayed University during the same summer period should not exceed the allowed credit to the student as per the student's GPA.



PROCEDURES

1. Summer School Students

- 1.1** All undergraduate and graduate students may register for courses during Summer School.
- 1.2** A student in Good Academic Standing may register for a maximum of seven (7) Credit Hours (CHs) during the Summer School. Note: Good Academic Standing requires a Cumulative GPA (CGPA) of 2.0 or higher for undergraduate students and 3.0 or higher for graduate students.
- 1.3** A student on Academic Probation is allowed to register for a maximum of three (3) CHs, or four (4) CHs if they include credits for a lab.
- 1.4** If a student, who is in Good Academic Standing, pre-registers in summer courses and then becomes under Probation before Summer School starts, then the registered CHs must be adjusted to meet the 3 or 4 CHs limit as indicated above.
- 1.5** Academic standing in Summer School does not penalize students.
 - 1.5.1** If a student's CGPA is below 2.0 at the end of Summer School, the student will carry the last academic standing in their student record.
 - 1.5.2** If the student was on probation before Summer School started and raised his/her TGPA and CGPA at the end of Summer School, the student will be placed on either Academic Warning or Good Academic Standing as appropriate.
- 1.6** A student registering for an internship course cannot register for any additional Summer courses.
- 1.7** Students are obliged to uphold all ZU policies and rules of conduct.
- 1.8** Student attendance will be recorded, and any student not attending class will be subject to regular ZU Attendance Policy.

6. Transferring Credit from Summer Study at Another Institution.

- 6.1** A student in good academic standing with a cumulative GPA of 2.25 or better may request permission from the student's college for summer study at another institution.
- 6.1.1** Students are permitted to take up to two (2) courses at ZU and one (1) course at another institution consecutively subject to prior approval from the student's college and the Registrar's Office.
 - 6.1.2** Students are not allowed to take courses outside ZU if the same courses are being offered at ZU unless the ZU section is closed or if the offering is at a university outside the UAE.
 - 6.1.3** Students cannot retake a course at another institution after they failed it at ZU.
 - 6.1.4** A student on academic probation is not eligible for study at another institution.
 - 6.1.5** The University is under no obligation to accept courses taken without prior authorization.
- 6.2** To apply to transfer credit from another institution, the student must complete a letter of permission available from the student's college, attach detailed course outlines in English of all courses to be taken, and submit the e-form and course outlines to the College Assistant Dean for Student Affairs. For credit to be accepted from another institution, prior endorsement must be secured from the student's college and final approval from the Registrar's Office.
- 6.3** Only courses from institutions approved by the student's college may be transferred for degree credit.
- 6.4** For degree programs or colleges with international accreditation, certain restrictions may apply on transferring core courses (i.e. courses required in the major or concentration) from institutions holding the same international accreditation as the corresponding program or college at ZU. Students are advised to consult with their advisors for more details.
- 6.5** Only those courses taken at another institution during the summer semester in which a final grade of C or higher will be accepted for transfer.



- 6.6** Transfer credit is designated on the academic transcript with the grade of TC. Those credits count toward completion of degree requirements but are not used to calculate cumulative grade point average at Zayed University.

UNDERGRADUATE COURSE SUBSTITUTION

- 3.1** It is expected that undergraduate students will complete their graduation requirements by following the course sequence in their 8-semester study plan.
- 3.2** All course substitution requests must be submitted, using the appropriate academic e-form, to the Degree Program Director for endorsement before being forwarded to the Assistant Dean for Student Affairs for approval.
- 3.2.1** The substitution of a course is not confirmed until the request is approved and verified.
- 3.3** The Registrar's Office is responsible for verifying the details of all course substitutions in accordance with the official requirements.
- 3.3.1** Approved course substitutions that meet all the official requirements will be implemented. Any that do not meet the requirements will not be implemented and the Assistant Dean will be notified accordingly.

4. Requirements

It is mandatory for all degree programs to follow these rules when considering course substitutions.

- 4.1** All substituted courses must be at the same level or higher than the original course.
- 4.2** Only Heritage (HT) and Non-native Speaker (NL) stream students can substitute Arabic Language (ARA) courses with 300 or 400 level courses.
- 4.3** A discontinued course can be substituted with an appropriate course of the same level or higher, or a course otherwise marked as equivalent to the discontinued course in the Curriculum Management System.
- 4.4** Program elective substitution must be from the same college (300 or 400 level).

- 4.5** ZU electives may be substituted with any credit-bearing undergraduate course from the ZU Catalog that does not otherwise satisfy a degree requirement for the student's academic program.
- 4.6** Students with minors are not permitted to substitute the minor courses with a program elective, but minor courses can be substituted with a ZU elective and vice versa.
- 4.7** Any student who drops their minor is permitted to substitute the minor courses with ZU electives.
- 4.8** If a student changes his/her major, some of the courses already completed might not count towards the new major.
- 4.9** The number of course credits for a substitute course must be equal to or more than the number of credits for the original course.

UNDERGRADUATE DEGREE COMPLETION AND GRADUATION

A bachelor's degree may be awarded only to students who have satisfied the credit-hour requirements for a specific degree, the Grade Point Average requirements, and other established degree-specific requirements based on all applicable university policies and procedures.

- 3.1** The minimum Cumulative Grade Point Average (CGPA) required for a bachelor's degree is 2.00.
- 3.2** Students have to satisfy the degree requirements for their specific program as specified in the Zayed University Catalog.
- 3.3** Degrees are awarded at the end of each academic semester: Fall, Spring, and Summer.
- 3.4** 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.
- 3.5** The Registrar's Office certifies degree completion and degree awards.

E-SERVICE

The Registration Office offers the following e-Services to students.

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

ZAYED UNIVERSITY HONOR CODE

**As a student of Zayed University,
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 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.



STUDENT CODE OF CONDUCT

Zayed University students are to adhere to the policies and regulations of the institution. Student Code of Conduct (SCC) is established to promote the highest Standard of professionalism and respect.

NON-ACADEMIC

In addition to the requirements for academic work set forth in the Code of Academic Conduct, students are required and expected to:

1. Attend the University during scheduled class hours.
2. Attend classes regularly and punctually.
3. Complete/submit assignments on time.
4. Meet all requirements for course completion and program completion.
5. Understand and make every effort to maintain good academic standing.
6. Keep the campus facilities clean and use recycling bins.
7. Follow the safety rules in labs and studios.
8. Wearing presentable appropriate attire.

CODE OF STUDENT CONDUCT

PROCEDURES

A. Student Discipline

1. **Students are expected to adhere to Zayed University Honor Code (Appendix A).**
2. Students who violate the University's Code of Student Conduct will be subject to disciplinary action. Records of all disciplinary actions will be kept by the relevant office. Disciplinary measures may include any of the following sanctions:
 - a. Verbal warning for low-risk violations;
 - b. Written warning for medium-risk violations; or community/University service, when appropriate and with proper supervision; or a prohibition or a denial of membership from any student organization;
 - c. Registration suspension for one semester or more, or dismissal from the University, for high-risk violations depending on the nature of violation.

Inappropriate Student's Conduct

1. **High-Level Violations (including but not limited to):**
 - a. Engaging in any form of criminal behavior as defined by the laws of the country, including the use/sell illegal substances or materials;
 - b. Consuming and possessing illegal intoxicants;
 - c. Possession of firearms and explosives, and engaging in acts of arson and bombings;
 - d. Engaging in inappropriate behavior on the internet by accessing, downloading or sharing data from inappropriate sites and chatrooms, including pornographic material;
 - e. Engaging in any form of bullying and harassment, including online harassment;

- f. Engaging in any form of disrespectful, intolerant or aggressive behaviour towards members of the ZU community or visitors to campus;
- g. Engaging in any inappropriate physical contact with another student, faculty member, or of staff;
- h. Taking part in vandalism, physical fighting, and stealing;
- i. Using social media in a way that damages the reputation of Zayed University;
- j. Falsifying documents and/or submitting falsified documents to Zayed University for any purpose;
- k. Discriminating against one or more individuals based on race, ancestry, place of origin, colour, ethnic origin, sexual orientation, creed, age, marital status, family status, etc. while on campus;
- l. Improper or unauthorized accessing of material or confidential information;
- m. Intentionally damaging University property or property of others;
- n. Repeating any medium risk behavior.



1. Medium-Level Violations (including but not limited to):

- a. Misusing the University email service; including spamming or any communication that may have legal/commercial implications for ZU;
- b. Deceiving (lying) to a University instructor or staff member;
- c. Engaging in any behavior that damages the reputation of Zayed University, whether on campus or at any University-sponsored event off campus;
- d. Giving money or gifts to influence any Zayed University employee;
- e. Excessive, gender-inappropriate or revealing clothing that falls outside societal norms and that are inconsistent with professional and expected University standards;
- f. Using any items that have offensive words terms or pictures and having the same circulated;
- g. Circulating photos of other students, University staff or faculty members without consent;
- h. Misusing University smart technologies (including social media, cameras, blocking University parent communication software);
- i. Using another student's ID to gain entry to or receive permission to leave campus;
- j. Smoking in undesignated areas in the University (all forms of smoking);
- k. Repeating any low-risk behaviour.

1. Low-Level Violations (including but not limited to):

- a. Engaging in disruptive/disrespectful behavior in or out of the class including leaving the class repeatedly without permission or the intent to harm (including but not limited to shouting or slamming doors, disruptive talking, interfering with teaching activities, playing loud music, abuse of mobile phones);
- b. Misusing University facilities (physical and technological);

- c. Organizing an event on campus or in the University's name without prior written permission (approvals are obtained through the colleges for academic related events, and through the Student Affairs Deanship for extracurricular events);
- d. Entering campus without a ZU ID;
- e. Disobeying or ignoring a direct order from University faculty or staff or officials including refusal to present a ZU ID when requested and whilst on University premises;
- f. Distributing leaflets or journals, posting notices or collecting signatures on the University premises without prior written consent;
- g. Parking in undesignated areas or without permission;
- h. Using unauthorized mobility devices on campus such as skateboards/rollerblades.

PROCESS OF DISCIPLINARY ACTION

All disciplinary actions will go through the following process:

1. The faculty/staff member reporting the violation will fill out an Incident Referral Form and submit it to their College Dean/Director.
2. The Incident Referral Form will be submitted to the Dean of Student Affairs.
3. All student conduct violations should be reviewed by the Student Conduct Issues Committee within two (2) weeks of the violation.
 - a. The Student Conduct Issues Committee is chaired by a senior staff member from the Student Leadership Department (Appendix C).
 - b. The Committee members shall be formed with representatives from the faculty, staff members, Student Leadership Department, Enrolment and Registration Department, and the Senior Campus Access Officer from the CPD&S.
 - c. The Committee will look into students' conduct, and behaviour-related matters in line with ZU Code of Student Conduct.
 - d. The Committee may be assisted by whom it deems appropriate for the execution of its work.
 - e. The Committee shall submit reports on student cases to the Student Affairs Deanship.



4. If the recommended disciplinary action does not include suspension or dismissal, the action will be carried out by the Student Leadership Department. The action will be documented in the student's behavioural file and the concerned college will be informed.
1. If the Student Conduct Issues Committee recommends either suspension or dismissal,
2. the case will be forwarded to the Student Discipline Committee for further investigation/recommendation.
 - a. The Student Discipline Committee is chaired by a faculty member (Appendix D).
 - b. The Committee members shall be formed with faculty members from different colleges, and a staff member from the Enrolment and Registration Department.
 - c. The Committee is charged with submitting recommendations of disciplinary action appropriate to a student's misconduct.
 - d. The Discipline Committee's recommendation will be submitted to the Dean of Student Affairs.
 - e. With the Provost's endorsement, the recommendation will be sent to the Vice-President for final approval.
3. Suspension or dismissal will be in the form of a decree issued by the Vice-President. This decision will be final. The Enrolment and Registration Department will keep a record of this action in the student's record system and the student's academic file.

The suspended or dismissed student and her/his parents/guardians will be informed of the decision by the Student Leadership Department.

4. When a student resumes her/his studies after completing the suspension period, the student is required to visit the Enrolment and Registration Department to fill a Resume Study Request Form to activate her/his registration. This form includes a pledge from the student that she/he will not engage in any further violation of the Code of Student Conduct.
5. Repeated violations may lead to more severe disciplinary actions.

PROCESS OF DISCIPLINARY ACTION FLOWCHART

Student Code of Conduct Policy:

[https://policies.zu.ac.ae/Policy/
DownloadAttachment/?id=697](https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=697)

The University will treat you with respect and ensure that your rights are protected. The University will maintain the confidentiality of its transactions with you, except where it is the University's obligation to inform your parent or guardian of your academic progress or personal behavior.





UNDERGRADUATE STUDENTS COMPLAINTS AND GRIEVANCES

Zayed University ensures that all students' non-academic complaints and grievances are addressed in a timely and professional manner in line with Zayed University policies and procedures. See link: [policies. zu.ac.ae/Policy/DownloadAttachment/?id=968](https://www.zu.ac.ae/Policy/DownloadAttachment/?id=968)

Any concerns that an instructor has behaved unfairly or unprofessionally, or complaints regarding unfair grading, should be discussed in the first instance with the faculty member directly. If the student is not satisfied with the result of the discussion, they may submit a written complaint to the Dean of the instructor's college. If the Dean determines that further review is necessary, the Dean may convene a review panel. The Dean's decision on all complaints about college faculty is final and will be communicated to the student in writing.

To file a complaint against a staff member or against an office within Student Affairs. The Assistant Dean of Student Affairs will guide you on how to cope with the life in the University, educate you about your rights and oversight of judicial process in relation to your behavior and conduct.

Students should first discuss the complaint with the staff member or office supervisor. If the student is not satisfied with the result of the discussion, they may submit a written complaint (Grievance) to the Office of Student Affairs Deanship. If the Assistant Dean of Student Affairs determines that further review is necessary, he/ she may convene a review panel. The Assistant Dean's decision is final and will be communicated to the student in writing.

The Complaints and Grievance Process is handled as per the below flowchart diagrams:

Flow Chart of Student Complaints

Complaints are handled and resolved at individual level by the student bringing the issue to the attention of an appropriate member of Staff/faculty, who will work to resolve the issue through informal discussion within 5 working days.

If steps are required to address the complaint appropriately, the recipient of the complaint must notify the student of the 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 Assistant Provost for Student Affairs, or designee, within five (5) working days of receipt of the notification of the outcome of the informal resolution.

Flow Chart of Student Grievances

Grievances may be submitted either:

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

All grievances must be submitted to the Assistant Provost for Student Affairs, or designee, for review and investigation.

Grievances should be submitted in writing through an official university means of communication with supporting information within five (5) working days of receipt of the notification of the outcome of an informal complaint or the actual incident.

The Assistant Provost for Student Affairs, 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 Student Grievances Review Committee at that time.

The Committee will investigate the grievance and submit its recommendations to the Assistant Provost for Student Affairs, or designee, within ten (10) working days of having received the reported grievance.

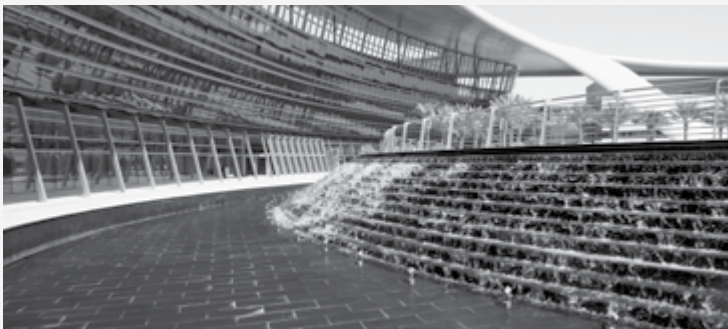
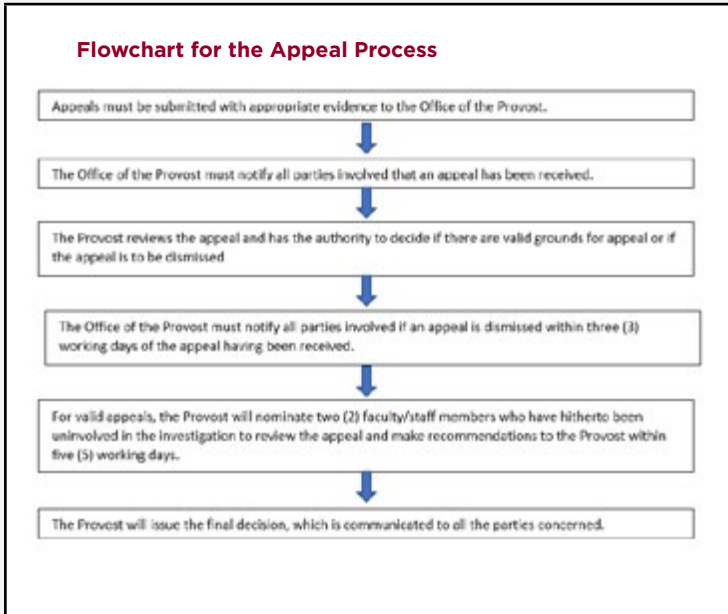
If the committee decides that the grievance is justified, it must also recommend actions to resolve the issue.

If the Committee decides that the grievance is not justified, it must explain its decision.

The Assistant Provost for Student Affairs, or designee, reviews the Committee's recommendations and may forward the Committee's recommendations to the Provost for final approval.

The Assistant Provost for Student Affairs, or designee, informs the student(s) of the outcome of the Committee's investigation.

FLOW CHART OF STUDENT COMPLAINTS





ZAYED UNIVERSITY E-SUGGESTIONS SYSTEM (SAHIM)

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

ACCESS TO CAMPUS AND CAMPUS SECURITY

Zayed University is committed to ensuring that the campuses are safe and secure for all members of the ZU community, including campus visitors. Security personnel guard campus gates at all times to control entry to campus.

ZU students and employees are required to have their ZU ID cards with them in order to gain entry to campus, and they must present their ID card to security personnel whenever requested to do so.

Security personnel and Campus Physical Development and Services Department (CPDS) personnel will ensure that all government and university health and safety regulations are adhered to by all people entering a ZU campus.

Both campuses have secure, designated students' entrance/exit gates, which are staffed by security personnel. Security staff will allow only authorized persons to enter and exit campus. Anyone who fails to follow security's instructions will be automatically stopped from entering campus and, under the Code of Conduct, students may face disciplinary actions.

To maintain security all visitors to campus require pre-approval.



FINDING YOUR WAY AROUND CAMPUS

Zayed University is fortunate enough to have two modern very large spacious campuses. There is signage throughout the campuses that give directions.

The “center” on either campus is based around the Atrium in Dubai and the Promenade in Abu Dhabi. The Atrium and Promenade are the areas that contain the shops and most food outlets. They are also the areas where most students go to meet other students and to relax between classes.

Please make sure to carry your ZU ID with you always.



LOCKERS

Zayed University has placed a significant number of personal lockers around campus. These lockers can be used to store your personal belongings. Lockers are assigned through the Campus Physical Development and Services Department in Dubai and Abu Dhabi. All locker keys must be cleared, and keys returned when graduating or leaving the University. Students must check with the Campus Physical Development and Services Department for locker assignments.

For more information and to register for a locker please visit:

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



PRAYER ROOMS

Students are expected to pray in the prayer rooms provided by the University and not in classrooms. To respect the holiness of the prayer room, eating, sleeping or meeting with friends is not allowed.

USE OF UNIVERSITY FACILITIES

“Facility” is defined as any University classroom, auditorium, residence hall, washrooms, other building, or outdoor areas.

The use of university facilities by students is restricted to projects and programs officially sponsored by the University.

All campus facilities users are expected to be responsible, courteous, and safety conscious at all times.

Disorderly conduct, abuse or misuse of the facility and its equipment, or disregard for the campus policies and staff will not be tolerated.

- Female students are not allowed to use male washrooms for any reason.
- The use of University facilities by students is restricted to projects and programs that are officially sponsored by the University.
- Classrooms are for teaching; students are not allowed to use them for any other purposes.

Violators will be required to leave the facility and may be subject to disciplinary action and suspension.

DINING SERVICES

The campus cafeteria serves breakfast, lunch, and snacks during term time.

Alternatively, All food must be eaten in designated areas only, and not in classrooms, laboratories, studios, computer rooms or the library. Students need a prior written approval from the Campus Physical Development and Services Department to bring or sell food on campus.



LOST & FOUND

The University endeavours to return all 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, students will need to show their student ID:

Abu Dhabi: Contact Serco and CPDS

Dubai: Contact CPDS

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

STUDENT IDENTIFICATION CARD / ID CARD REPLACEMENT

When students enrol at Zayed University they receive a university identification card.

Students are required to present their student identification card whenever they enter or leave campus.

- Students who forget their ID can sign in manually at the gate. Security will check their names, pictures, and students' status, and then enter them into the system. This process can take some time, especially at the start and end of the day; so, students are asked to be patient. Even if students are late for a class, they are not allowed to enter campus until they are logged in.
- Lost ID cards must be replaced and paid for.

To apply for a new ID card:

1. Log onto the Zayed University website
2. Use your ZU ID and password.
3. Click Start.
4. In case you have a comment, please write it in the comment box.
5. Submit.

6. You will receive automatic email with payment instructions link.
7. When you click in the link it will take you to the electronic gate system (e-dirham). You can then pay either by e-dirham or credit card.
8. You will receive the payment confirmation invoice in your email.
9. Finance department and Campus Physical Development & Services Department will start the service.
10. AUH Students: Campus Physical Development & Services Department will send you a notification that the document is ready for collection from the Lost & Found Office (Location- ADM-O-048)

DXB Students: Admissions & Registration Department will send you a notification that the document is ready for collection from the Registration Office.



CAMPUS PARKING

Students must park in designated spots and should not park in unauthorised areas. Failure to follow parking regulations may result in disciplinary action.

SMOKING

Zayed University prioritizes the well-being and safety of its students.

Smoking, including the use of electronic cigarettes, is prohibited for students on all ZU campuses and during ZU-sponsored events.

Failure to comply with this policy may lead to disciplinary actions.

CAR PLATE REGISTRATION (DXB CAMPUS)

This system provides students quick and convenient access to campus. Students can register up to four cars maximum.

For online registration, students need to:

- Visit <http://gatesystem.zu.ac.ae/> (online car registration)
- Follow the guidelines below:
- The first two cars for free.
- In case of a third or fourth car, the student will have to pay a fee of 25 AED for each car at the Finance Department and attach the receipt.

Students registering cars with vehicle registrations that match their student ID name should:

- Fill all the required fields with the correct information.
- Attach front & back side of the car registration documents.

Students registering cars with vehicle registrations that do not match their student ID name, supporting documents should be submitted to confirm the car is theirs.

- Fill all the fields with the correct information.
- Attach front & back copy of the car registration documents.
- Attach documents supporting the relationship (Family Book, Birth Certificate, Marriage Certificate).

If students are using a bus or have a dedicated driver:

- Copies of the driver's vehicle registration, Emirates ID and driver's license are required.
- Attach a No Objection Letter, signed by the Guardian (Father, Mother, Brother, or Husband), (for which the student will also need to prove the relationship by providing the required documents).

The letter must mention that the guardian approves the student (name and ZU ID) using the car (car details/ plate number) which is owned by (name of the owner).

The letter also needs to be signed by students' guardian.

- Students must attach documents proving the relationship of the Guardian (Family Book, Birth Certificate, Marriage Certificate) and attach a front & back copy of the Guardian's Emirates ID card, to verify his/her signature.
- To update (replace/cancel/delete) your car registration and for clearance, please visit the Campus Physical Development & Services Department - The Campus Physical Development Office at the Administration Building (first floor).



BUSINESS CENTER

ZU Business Center provides print and copy services for students.

As an automated center, all students need to charge their ZU ID cards, through Financial Resources Department, for one day or a whole year.

Cash payment is no longer accepted.

The remaining balance will remain in ZU ID card or will be refundable through the Financial Resources Department.

FOR ONLINE PRINTING:

- Go to <https://www.zu.ac.ae/>.
- Click on e-services.
- Login with your ZU ID.
- Click on online printing system.
- Click on start.
- Fill the form and attach your files.
- Click Submit.
- Visit the Business center to collect your ready documents.



ENVIRONMENTAL HEALTH & SAFETY (EHS)

HEALTH AND SAFETY OF STUDENTS, FACULTY AND STAFF ARE OF PARAMOUNT IMPORTANCE ON CAMPUS.

Zayed University maintains Regulatory and Legislative requirements of Environment Health Safety (EHS) practices of the UAE and International Certification Bodies by implementing the Environment Health and Safety Management system (EHSMS).

Currently, Zayed University remains one of few Universities in the Middle East region with ISO certification in Environmental practices and Health and Safety Management system and regulatory accreditation of OSHAD.

It is a mandatory and regulatory requirement to orient the Zayed University community in Environment Health and Safety practices in order to remain on campus safely. The EHS orientation is carried out through EHS induction training process.

In Zayed University, EHS induction is conducted online through our learning management platform, "Blackboard." The EHS Induction covers a verity of topics like Safe Practices on campus, Emergency Management of Zayed University, Environment Health Safety Risks, the Do's and Don'ts of the campus, EHS incident reporting protocols and other arrangements in Environment Health and Safety.

- Students are all invited to attend 45 minutes Online induction session.
- Kindly login using your ZU ID and Password to the Blackboard and "ENROLL" yourself (from the left pane) to go through this training online.



CONTACT NUMBERS IN CASE OF ANY INCIDENTS OR EMERGENCY ARE:

ABU DHABI CAMPUS:

Serco Help Desk: 80060160

Assistant Emergency Response Coordinator: 971502402251

Clinic: 025993322 – 025993175

DUBAI CAMPUS:

Assistant Emergency Response Coordinator: 971508565052

Security Supervisor (Shift 1): 971562168399

Security Supervisor (Shift 2): 971562166388

Clinic: 044021766

STUDENT SUPPORT UNIT -FINANCIAL AID

The Student Support Unit at Zayed University provides its undergraduate students with financial support opportunities, educational devices, and monthly stipends. These opportunities are exclusively focused on supporting students whose financial conditions may prevent them from continuing their higher education. The Student Support Unit receives applications and ensures that any support given follows the University's rules and regulations. Financial support decisions are taken according to strict guidelines and the availability of resources.

Click here to read more on the Financial Support Policy:

(<https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=751>)

or International Scholarship Policy:

(<https://policies.zu.ac.ae/Policy/DownloadAttachment/?id=750>)

For further information visit the Office of Student Support:

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

STUDENT HOUSING

Zayed University's Abu Dhabi Campus offers safe, gender-segregated, comfortable and clean, on-campus residences for full time undergraduate or graduate International students on a chargeable basis. The residences offer a wide range of facilities including laundry, gym, quiet study room, and recreational area. Admissions to the residences are only accepted at the beginning of the Spring and Fall semesters. The approval of housing requests rests with the Student Housing Manager. Accepted students will be advised of all required formalities including fee payment, document submissions, and other details by the respective residence in charge. 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.

Campus Physical Development and Services Department oversees facilities management at the student residences, including 24/7 security, maintenance, cleaning, and waste management. Resident students must abide by the rules and regulations stipulated in the Residence Handbook issued at the time of check-in, and University policies and procedures. The University has the right to terminate and/or withdraw all associated housing rights of a student due to severe or repeated violations, or non-payment of housing charges and the security deposit.

Due to limited room numbers, allocation will be subject to availability and offered on a first-come, first-serve basis. All queries with regards to residence may be addressed to **StudentResidences@zu.ac.ae**.

TIPS FOR STUDENT SUCCESS

- As with anything in life, success takes hard work. There are some students who appear to be successful even though they may appear to work less than others do. However, they are not the majority. Most of us have to study hard. In addition to studying hard, there are several things you can do that will help you achieve good outcomes:
- Attend your classes. Take detailed notes that you can understand.
- You are allowed to miss 15% of a course (in case of illness etc). However, if you are not present, you miss the chance to interact with your friends and learn from them and your instructor.
- Try to read/prep before the class. Knowing something about the subject makes it easier and helps you learn more about it.
- Always participate in class discussions. Active learning helps you learn more and faster by taking part in the lesson.
- If you don't understand something, ask your faculty or your peers.
- Don't leave assignments until the last day. Spacing your work and giving yourself time to complete your assignments will help you achieve your best work.
- Dedicate one to two hours of study a day for every class you attend.
- Learn to manage your stress as high stress can affect your academic performance - counseling services can help.
- Engage in University campus life - join a club, attend an event or workshop.
- Talk to your advisor early if you have any concerns - they understand University rules and procedures better than other students.
- If you feel you are not managing well, ask for help. Peer Support (PALs), the academic support hub, and your Advisor are all available to help you.

Eat properly, exercise regularly, and get enough sleep every day.

Zayed University is committed to helping students successfully complete their studies. In addition to the support your college and faculty provide you, ZU offers a wide range of other support opportunities.

Through deliberate advising, Zayed University is committed to supporting undergraduate students with their academic, career, and personal choices. Faculty, student success advisors, and student life personnel together provide a support network to help students succeed. Students are assigned a faculty advisor with whom they check in to ensure they are maintaining good academic progress, are taking the right courses they need, and are maximizing their university experience. Students in need of additional/ intense advising are assigned an advisor from the Center for Student Success where they work on strengthening their academic skills, and ensuring that they connect with available campus resources when needed.



ACADEMIC ADVISING



Faculty Advisors provide students with one-on-one academic advising tailored to meet discipline-specific academic needs. They provide students with support for academic progress, information on University programs and services, and discipline-specific knowledge about course choices, career and/or graduate school choices, and other academic opportunities available.

Your Faculty Advisors will be able to provide you with the following support:

- One-on-one mentoring;
- Field-specific insights (guide the student with decision making and career direction);
- Guidance on course selection and academic planning;
- Suggestions for improving or enhancing your academic performance;
- Discuss your progress, and suggest remedial solutions for problems that may arise based upon reports;
- Frequent interaction with at-risk student advisees to discuss ways to move forward, and provide feedback to the Student Success Advisors regarding specific student cases;
- Reviewing the study plan (available in the Advising and Risk Management System), reporting any issues to the Student Success that require action;
- Referring student advisees to appropriate resources; and
- Discussing and reinforcing linkages and relationships between the instructional program and an occupation/career.

WHO IS MY FACULTY ADVISOR?

You will be able to locate your Faculty Advisor in SAP (in your academic record in the “Advisor” Tab). Also, check out your email inbox, your Faculty Advisor will be sending out an email to introduce themselves and set an initial meeting with you.

Where can I find out more information about academic policies at ZU?

ALL STUDENTS HAVE ACCESS TO THE ZU HANDBOOK AVAILABLE ONLINE.

<https://www.zu.ac.ae/main/files/images/enroll/Zayed-University-student-handbook-english.pdf>

USEFUL TUTORIALS FOR STUDENTS:

E-forms for Students part 1:

https://www.youtube.com/watch?v=PwxdXmICwrA&list=PLHHfvW1Vkx_mXvfEWPyalzuPYFNTzrJd&index=7

E-forms for Students part 2:

https://www.youtube.com/watch?v=PuTRXnBFm-k&list=PLHHfvW1Vkx_mXvfEWPyalzuPYFNTzrJd&index=8

Calculate CGPA:

https://www.youtube.com/watch?v=tkl-syTK5ks&list=PLHHfvW1Vkx_mXvfEWPyalzuPYFNTzrJd&index=11

How to make an appointment on ARM:

https://www.youtube.com/watch?v=omiHgNuVypQ&list=PLHHfvW1Vkx_mXvfEWPyalzuPYFNTzrJd&index=9

How to find a CRN/Look up Classes:

https://www.youtube.com/watch?v=MdNLy1JazFU&list=PLHHfvW1Vkx_mXvfEWPyalzuPYFNTzrJd&index=10

Registration Guide for UG:

<https://www.youtube.com/watch?v=30z669YBqyl=690>

LIBRARY AND LEARNING COMMONS

Students come to Zayed University Library and Learning Commons (LLC) to explore, share and learn independently or in small groups. Librarians are there to assist, teach and guide students with their class assignments and personal interests. The LLC has a range of resources in Arabic and English, including books, journals, magazines and newspapers, DVDs, and graded English language readers. The resources are in print and online formats. Online electronic resources can be accessed 24/7 with university credentials. In addition to general collections, LLC also houses various special collections such as the Emirates Collection and Film Archives.



The LLC is equipped with technologies to scan, print and photocopy documents. There are data-ports and outlets for laptops; desktop computers (including Macs) are available to search online databases and the internet, read electronic books, write reports, and work on projects. Students can expect to find study space, such as group study rooms, quiet study area, and open space that is conducive to individual learning needs.

Students may borrow books, DVDs and kits by presenting their student ID card. Students are responsible for all borrowed materials, and are expected to return them by their due date. Students who do not return borrowed library materials at the end of the term will be billed for them, and they will not receive their grades until their records are cleared.

The LLC is usually open every day except on weekends and public holidays. Up-to-date opening hours are posted on each campus and the Library Website at: <https://www.zu.ac.ae/main/en/library/index.aspx>



STUDENT ACCESSIBILITY SERVICES

The Department of Student Accessibility Services (SAS) at Zayed University provides Students of Determination which includes students with Physical Disabilities (blind, low vision, hard of hearing, mobility disabilities) and Learning Difficulties (Dyslexia, Dyspraxia, Dysgraphia, ADHD, Dyscalculia, Autism Spectrum, and memory challenges) with a full range of services and support.

SAS is responsible for providing a range of specialized training services to Students of Determination by using the latest Assistive Technology. Under SAS there are three centers: Humaid Matar Al Tayer Assistive Technology Resource Center in the Abu Dhabi Campus, while Khalaf Al Habtoor Assistive Technology Resource Center and Abdul Wahid Al Rostamani Inclusive Learning Center are based in the Dubai Campus.

Students can benefit from these services by visiting the SAS Department, or by visiting the below link:

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



STUDENT COUNSELLING SERVICES

The Student Counseling Center (SCC) aims to help students overcome personal and academic challenges and achieve their highest desires of educational goals. In addition, the SCC assists students in developing their problem-solving capacities and improving their personal relationships to reach their potential for personal growth and wellbeing. Our counselors are professional, non-judgmental practitioners who respect privacy and uphold the ethics of confidentiality.

The Student Counseling Center's services include Individual Counseling, Academic Accommodation, Health Services, and Outreach Activities to increase awareness of the importance of mental health and psychological wellbeing.

To book individual counseling please contact Ms. Sara AlMarzooqi, **Sara.AlMarzooqi@zu.ac.ae**.

For other enquiries you can email us: **Counseling@zu.ac.ae**



ZAYED UNIVERSITY HEALTH / MEDICAL SERVICES

Zayed University Health Services fall under the supervision of the Student Counseling Center, which is part of the Student Affairs. Zayed University Health Clinics are accountable for providing primary care and emergency interventions. The clinics offer medical support and accommodation for students with chronic and acute health conditions. Furthermore, ZU clinics play an active role in promoting health and wellness through educational campaigns, health orientations, and activities to support students in reaching their optimal health so they can achieve their academic and personal potential.

Vesta Care in Dubai is operated by (DHA). The ZU Clinic in Abu Dhabi is operated by the Canadian Medical Center (CMC).

PLEASE CONTACT THE CAMPUS CLINICS AT:

Abu Dhabi Campus:

Canadian Medical Center (CMC)

Male Program Tel: 02-5993322.

Female Program Tel: 02-5993175

Dubai Campus:

Vesta Care

Tel: 04-4021766

Emergency: 050 5539621

For emergencies outside working hours, please call 999.



COACHING

WHAT IS COACHING?

Coaching is offered to interdisciplinary students under the umbrella of the Student Life Department. Coaching is done between the coach and students through a thought-provoking and creative process that inspires students to maximize their personal and professional development.

Coaching is a conversation where the coach asks the student reflective questions to help them gain a deeper understanding of their values, purpose, and motivators in order to take the best action to achieve their objectives. Coaching may also be about increasing self-awareness and understanding of any individual's unique values, strengths, and potential. These conversations are a shared responsibility between the coach and student where both parties are equally invested in the coaching process.

WHO IS ELIGIBLE FOR COACHING SERVICES?

Interdisciplinary students are eligible to book individual coaching, group coaching sessions, or 1:1 career exploration sessions with their coaches. At the beginning of the semester, each student will be allocated a coach and will be provided booking information.

WHAT KIND OF THINGS CAN I DISCUSS WITH MY COACH?

As a student coming into a coaching session, it is useful to think about a particular objective or desired outcome so that the exploration is useful for you (i.e: If you are feeling overwhelmed in the new environment and would like to find a solution, it could be a useful topic to explore with your coach). You can discuss any topic that relates to your academics, career aspirations, or values in a coaching session.

Remember that your coach is not there to give you advice or steer you in any direction, rather the coach is there to help you access your inner resourcefulness, ask reflective questions and enable you to come up with solutions to your own coaching topics. #Criticalthinking



WHAT ARE PARTNER CHALLENGES?

Partner Challenges are a mandatory program within the College of Interdisciplinary Studies at Zayed University where students get the opportunity to work with external partner organizations. The students work together in teams, and they are assigned to a mentor who is a professional from an external partner organization. Each semester, students are tasked to provide solutions to a challenge that an external organization is facing. The Partner Challenge Specialist and a Professional Development Coach support the student team throughout the program. Additionally, students are guided by a mentor from the organization, who meets with them virtually over periodic milestones to review their progress, provide feedback, and connect them with resources.

The challenge questions are phrased in the “How might we...” format to foster creativity and innovative problem-solving.

WHY?

The Partner Challenge program offers a unique opportunity for students to apply their academic knowledge to real-world challenges. By engaging with a diverse range of organizations – from the private sector, NGOs and government entities – students not only develop essential professional skills and expand their networks, but they also contribute meaningfully to organizations that nurture young talent and obtain insights and information about problems they want to solve.

The program focuses on diversity in industries, questions, and student teams. This emphasis highlights the crucial role of interdisciplinary collaboration in effectively addressing challenges within any organization. This approach recognizes that leveraging a diverse range of insights and expertise is essential for successfully tackling complex problems and coming up with comprehensive solutions.



STUDENT CAREERS AND ALUMNI DEPARTMENT (SCAD)

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

Our units include:

- **Career Counseling** - aims to support students in making educated decisions about their future. A range of programs and services are offered to guide students in making informed decisions and distinguishing themselves while studying at Zayed University to prepare them for their careers.
- **Career Advocate Leaders (CALs)** - CALs program is Peer to Peer program tailored to support the career guidance function through various tasks & activities: such as assisting in CV development, workshops, mock interviews.
- **ONCE Program** - On-Campus Employment program (ONCE) is a part-time job program for students interested to work during their free time in one of the departments or units on campus. The programs helps them gain practical work experience, develop their employability skills and get financial rewards.
- **Internship** - Facilitates internship placement through connection with employers in order to give students practical exposure before graduation and is in coordination with colleges regarding degree requirements.
- **Graduate Employment:** Facilitates connection between industry and graduates to increase the job readiness and employment rate of the ZU graduates.
- **Alumni** - Build connections with ZU Alumni and engage them for mutual benefits and long life connection.

PEER ASSISTANCE LEADERS PROGRAM (PALS)

Peer Assistance Leaders Program (PALs) is a well- established tutoring and leadership program at Zayed University, servicing the academic needs of students in both their General Education and Major courses. In the PALs Program, more experienced and high achieving students from the same major mentor/tutor their peers in a supportive and encouraging relationship, either on a 1:1 basis or in small groups. Additionally, some PALs work as Teaching Assistants supporting professors in classes and as SAS PALs supporting students of determination. PALs don't only tutor peers, but also assist in various leadership/ ambassadorial activities within the University. Overall, the program empowers PALs in developing leadership skills and transferable work skills.

LOCATION:

Abu Dhabi - Ground Floor, adjacent to the dining area, in LIB. O. 023f and is open daily from 09:30 - 14:30.

Dubai - 2nd Floor above the Library, 04 L2 001/ 002 and is open daily from 09:30 - 14:30.



ACADEMIC SUPPORT

It is common for students to request additional academic support to understand course concepts more fully. To assist students, the University has established Academic Support Hubs that ensure that all students have the chance to excel by providing guidance for their success at Zayed University and identifying programs that support students' progress toward graduation that enrich their undergraduate experience.

The Academic Support Hub is comprised of the Math Café, Al Waha Academic Support Zone, and the Academic Enrichment Hub. These support units offer students tutoring in designated courses.

THE MATH CAFE

The Math Café offers student-led tutoring help for all mathematics courses varying from quick tutoring to multi-session workshops. Tutoring is offered by appointment or walk-in during regular operation hours.

In addition to designing workshops based on students' needs as requested by their faculty, math faculty will tailor workshops to small groups of students with similar learning needs, thereby providing targeted assistance to help students improve their math skills. A pre-diagnosis test will help with determining students' needs in terms of numeracy skills.

To help students improve their math skills, they will be advised to attend tutoring workshops three to four times a week. Students will be expected to take the workshops seriously and commit to attending the sessions. Consistent attendance is essential for achieving their learning goals. Tutoring appointments can be made via ARM at: <https://arm.zu.ac.ae/>

LOCATION:

Abu Dhabi: F5-1-020

Dubai: R-L1-056

AL WAHA ACADEMIC SUPPORT ZONE

Al Waha Academic Support Zone is an academic support service offered to all students to assist them with improving their literacy skills. Faculty specialists work with students to help them deal with their course tasks and develop their skills in reading, writing, speaking and critical thinking. Through one-to-one and small group sessions with faculty tutors, students build their confidence and receive the support they need. Students who want to improve their academic skills in a relaxing and welcoming environment should schedule an appointment with an Al Waha faculty tutor via ARM at: <https://arm.zu.ac.ae/>

STUDENT ENRICHMENT

Being at university is not only about your academic success. It is also about your personal growth as an individual. You enrich your life by meeting new friends having new experiences and truly searching for what you enjoy. Zayed University offers a wide range of enrichment opportunities.

To help you find enrichment opportunities, Zayed University has produced a Student Enrichment Calendar. This can be found on the ZU website at link: <https://www.zu.ac.ae/main/en/calendars-events/index.aspx>

STUDENT LEADERSHIP DEPARTMENT

Zayed University seeks to provide students with a rich and diverse extra and co- curricular program. Students have the opportunity to participate in more than 60 clubs, exhibit in art shows, and attend career and employment recruitment fairs. The sports and fitness unit promotes student engagement on campus through a comprehensive year round sports and fitness program. Also, there are campus-wide activities such as National Day, Winter Vibes, Spring Festival, Club activities, and charitable fundraising events for regional and global humanitarian efforts.

Abu Dhabi Campus: studentleadership-auh@zu.ac.ae

Dubai Campus: studentleadership-dxb@zu.ac.ae

STUDENT LEADERSHIP OFFICE

Student Leadership Office supports the academic mission of the University in providing students with an enriching and engaging environment that promotes student life-long learning and preparation to be Leaders as students and in their future careers. The office supports students' academic success and retention; develops their personal, social and moral responsibility; enhances their leadership skills and national identity; thus preparing them to engage actively in their country and a world that is dynamic, diverse, global and full of opportunities.

Student Leadership Department provide the following services:

- **Supervise student council** and manage student governance in Zayed University.
- **New Student Orientation Programs** to ensure a smooth transition of students from school life to university life, in addition to the Ya hala week an activity to familiarize new and old students to university services and facilities.
- **Student Code of Conduct:** act as the first point of contact to receive student conduct complains, maintain record and communication with Student Conduct committee.

- **National Identity Programs:** instil the national identity of students and good citizenship through the celebrations of National Day, Flag Day, Emirati Women's Day.
- **Leadership Programs:** Facilitate programs via internal and external collaborations i.e. ILM Young Leaders Program, Self-Leadership, Coffee with a leader...etc.
- **Student Leadership Office Email:**
SLO@zu.ac.ae

STUDENT COUNCIL

The Student Council serves as liaison between students and administration. The Council represents the voice of the students and provides leadership in assisting and organizing activities for all students. Council members also assist in New Student Orientation (NSO) Program for new students. The Office of Student Leadership supports and advises the Student Council and student clubs and assists in planning and organizing campus- wide events. Leadership training is offered to emerging student leaders.

Students have the opportunity to serve as an officer of the Council, a member at-large, or a representative of their college or program. Members serve on the Student Council for one year. To join the Student Council, nominate yourself when registration opens at the end of each Spring semester.



STUDENT ACTIVITIES AND CLUBS



The Student Centers and Clubs offer students a wide range of opportunities to enhance their campus life experience. Activities and events are offered on both campuses and are aimed at enhancing students' learning experience at ZU. Through participating in club activities students will develop their soft skills such as presentation skills as well as enhance their event management skills. By engaging in club activities, students are also able to exhibit their talents through the Talent Ambassador Program.



ZU SPORTS

ZU Sports operates in conjunction across the campuses, to provide comprehensive programs for students mainly in addition to staff and faculty in:

- Intercollegiate official team and individual competitive sports against other universities & entities, e.g. football, powerlifting;
- Fitness programs, classes and personal training sessions to encourage the ZU community to lead an active and healthy lifestyle. It also offers Strength and Conditioning in General Physical Preparation & Sports Specific Training;
- Recreational friendly environment to use the centers; and Community Sports events to engage with the wider UAE society through the promotion, involvement, and organization of sports events, on and off-campus.



GLOBAL CONNECT

ZU is a regular participant in the Global Connect Program (over 300 students have completed the connect program). Global Connect aims to improve communication and cross-cultural understanding between students from different countries. Global Connect enables students to communicate, virtually, with university students across the Middle East, North Africa, and the USA. Participation is free and open to all enrolled ZU students. Places on the program are limited to 100 students. Enrollment begins in September, and it will be announced campus-wide by a Campus Announcement email.



ZAYED UNIVERSITY ACADEMIC CALENDAR FOR 2023 - 2024

	Day	Date	Event
Preliminary	Mon	07 Aug 2023	New faculty report
	Mon - Fri	14-18 Aug 2023	Returning of Academic Administrators & Faculty. Faculty Professional Development Week. Deadline for incomplete grades and appeals
Fall Semester 2023	Mon	21 Aug 2023	Start of classes for continuing students.
	Mon-Fri	21-25 Aug 2023	Orientation for new students, assessments & placement exams
	Fri	25 Aug 2023	Last day to add/drop for continuing students
	Mon	28 Aug 2023	Start of classes for new students
	Fri	01 Sep 2023	Last day to add/drop for new students
	Fri	22 Sep 2023	Last day to suspend registration & last day to withdraw from full semester and Term A courses without failure.
	Tue	10 Oct 2023	Last day of Term A
	Wed	11 Oct 2023	First day of Term B for graduate programs,
	Wed	25 Oct 2023	Last day to withdraw from Term B courses without failure for graduate programs
	Mon	04 Dec 2023	Last day of classes
	Tue-Fri	05-15 Dec 2023	Final Exams
	Sun	17 Dec 2023	Deadline for submitting final grades
	Wed	20 Dec 2023	Grades Announcement
	Fri	22 Dec 2023	Deadline for student's grade appeals
Winter Break	Day	Date	Event
	Mon-Fri	18 - 29 Dec 2023	Winter break for faculty
Mon-Fri	18 Dec - 05 Jan 2024	Winter break for students	

- **Starting Fall 2023:** Internships must be for a minimum period of 16 weeks and begins one week after the start of semester
- **Summer School will run for 5 weeks**
- **Course file submission must be within 2 weeks after the deadline of grade submission at the end of each semester.**

Holidays:

- **Prophet Birthday** Wednesday 27 Sep 2023
- **National Day** Sat-Sun 2-3 Dec 2023
- **Eid Al-Fitr** Tue-Fri 9-12 April 2024
- **Eid Al-Adha** Mon- Wed 17-19 June 2024
- **Martyr's Day** Friday 1 Dec 2023
- **New Year** Monday 1 Jan 2024
- **Arafat Day** Sun 16 Jun 2024
- **Islamic New Year** Wed 10 Jul 2024

Note: All national and religious holidays are subject to change

Second Semester 2024	Day	Date	Event
	Tue	02 Jan 2024	New faculty report, Academic administrators & returning faculty
	Tue - Fri	02 - 05 Jan 2024	Faculty Professional Development Week. Deadline for incomplete grades and appeals
	Mon	08 Jan 2024	Start of classes for continuing students
	Mon- Fri	08-12 Jan 2024	Orientation for new students /assessments & placement exams
	Fri	12 Jan 2024	Last day to add/drop for continuing students
	Mon	15 Jan 2024	Start of classes for new students
	Fri	19 Jan 2024	Last day of Add/drop for new students
	Fri	09 Feb-2024	Last day to suspend registration & last day to withdraw from full semester & Term A courses without failure
	Wed	28 Feb 2024	Last day of Term A
	Thu	29 Feb 2024	First day of Term B for graduate programs
	Fri	15 Mar 2024	Last day to withdraw from Term B courses without failure for graduate programs
Spring Break	Day	Date	Event
Mon - Fri	25-29 Mar 2024	Spring Break for students & faculty	
Spring Semester 2024 continues...	Day	Date	Event
	Mon	01 April 2024	Classes resume after Spring break
	Fri	26 Apr 2024	Last day of classes
	Mon-Fri	29 Apr-10 May 2024	Final Exams
	Sun	12 May 2024	Deadline for submitting final grades
	Mon	13 May 2024	Start of Summer vacation for students
	Fri	17 May 2024	Grades Announcement
	Mon	20 May 2024	Deadline for students' grade appeals
Mon	20 May 2024	Start of Summer vacation for faculty	
Summer Semester 2024	Day	Date	Event
	Mon	20 May 2024	Start of Summer classes
	Tue	21 May 2024	Last day to add/drop
	Fri	31 May 2024	Last day to withdraw from course without failure
	Wed	26 Jun 2024	Last day of classes*
	Thu-Fri	27-28 Jun 2024	Final Exams
	Sun	30 Jun 2024	Deadline for submitting final grades
	Fri	05 Jul 2024	Grades Announcement
Sun	07 Jul 2024	Deadline for grade appeals	

ABU DHABI CAMPUS

Zayed University, P.O. Box 144534
Abu Dhabi, United Arab Emirates.

info@zu.ac.ae

Tel: +971-2-599 3111

DUBAI CAMPUS

Zayed University, P.O. Box 19282
Dubai, United Arab Emirates.

info@zu.ac.ae

Tel: +971-4-4021111

SAHIM - E-SUGGESTION AND COMPLAINT SYSTEM

Have your say and thoughts, your feedback helps the University to improve the services provided to meet your expectations and ensure continuous improvements.

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



THE NEXT GENERATION UNIVERSITY EXPERIENCE

in zayed-university **@** ZayedU **t** Zayed_U **globe** zu.ac.ae