

American University of Ras Al Khaimah



Student Handbook 2017-2018

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1. Message from the President

Dear AURAK Students,

It is my pleasure to welcome you to the American University of Ras al Khaimah.

We at the American University of Ras Al Khaimah (AURAK) are very proud to be a public, non-profit institution of higher education. This means that we care more about our students and their learning, growth, and success than we do about profit.

Our mission is to give you, our students, all that you require to succeed in your professional lives. As a liberal arts university, however, we aim to give you far more than mere knowledge and learning about only your chosen majors. Our students must take many required General Education courses outside of their chosen majors, courses designed to produce successful, ever-learning and ever-adapting, happy human beings and global citizens who can caringly and ethically contribute to the betterment of their communities and countries and who can also educate their children to do the same for all future generations, especially in the Middle East.

In our goal to give our students all this and even more, AURAK, of course, depends upon highly qualified and committed support staff and faculty from around the world who know how to best serve our students.

We welcome your interest in AURAK. Please browse our website. Should you need any further information, please feel free to contact us by e-mail, phone, or visit our campus.

We truly want to help you achieve your goals and dreams, and promise to do so.

Sincerely,

Prof. Hassan Hamdan Al Alkim

President, AURAK

2. AURAK Vision, Mission, Goals and Values

Our Vision

The American University of Ras Al Khaimah (AURAK) will be a leading institution of higher education through the impact of its education and research on the region.

Our Mission

The American University of Ras Al Khaimah (AURAK) is an independent, public, state-owned, non-profit, coeducational institution that offers undergraduate and graduate degrees. AURAK is an institution of higher education that provides comprehensive academic programs based on the North American model and the cultural characteristics of the gulf region. Its undergraduate programs combine a strong grounding in the major subject with a broad general education, and its graduate programs prepare students for the demands of professional life.

AURAK is committed to the highest standards of teaching, research, ethics, and service to the community, and its graduates are prepared to be knowledgeable, thoughtful, creative, and responsible individuals.

Our Strategic Goals

Goal 1: Develop innovative, challenging and high quality academic programs that are relevant, demand-driven and set the University at the forefront of education in the UAE and the region.

Goal 2: Build a student-centered learning environment that promotes advanced critical thinking skills, fosters creativity, and instills a commitment to lifelong learning.

Goal 3: Create an environment that values diversity, promotes cultural understanding and fosters civic responsibility.

Goal 4: Maintain a student life program that focuses on students' needs, one that renders them capable of adapting professionally to multicultural, global environments and of becoming responsible citizens.

Goal 5: Support and promote the personal and professional development of faculty and staff to realize their potential and contribute to the mission of the University.

Goal 6: Establish linkages and liaisons with regional and international businesses and educational institutions to meet mutually beneficial needs and respond to emerging trends.

Goal 7: Develop the capacity to advance knowledge and create sustainable environments through relevant research that serves the Ras Al Khaimah Emirate, the greater region, and the world.

Goal 8: Commit to continuous quality improvement through critical reflection and assessment.

Goal 9: Promote dynamic professional development for clients and community service to meet the needs of business, government, and schools in Ras Al Khaimah and the Emirati community.

Our Values

People: To create a student learning environment that develops social and cultural understanding for individual growth and concern for others; to build skills of independence, self-direction, critical and reflective thinking, innovation, and entrepreneurship; to recruit high quality faculty and staff by capitalizing on and recognizing their contributions.

Quality: To offer high quality academic and professional programs that build mastery and commitment to life-long learning.

Scholarship and Research: To advance knowledge through discovery, dissemination, and application.

Cultural Authenticity: To serve as a center for cultural dialogue and understanding, promoting cultural heritage, and as a community resource for language development.

Engagement: To enable students, faculty, and staff to contribute to the solution of local, regional, and global problems, and offer opportunities to engage with the community; to maintain partnerships with schools, higher education institutions, local and regional governments, business, and industry.

Improvement and Productivity: To seek continuous improvement through reflection, assessment, and quality enhancement, setting and rewarding high standards and being proactive, efficient, and effective within the context of high quality.

Academic Freedom: To create an environment of open, critical thought, enquiry, and exchange of ideas, of tolerance for divergent views and beliefs.

Integrity: To maintain the highest standards of integrity and instill those standards as an important value for sustaining humankind.

Enterprising: To value innovation and entrepreneurship in teaching, research, service, and other enterprises.

Global: To promote multicultural understanding, knowledge, and citizenship to enhance world peace and prosperity for a sustainable future.

3. Schools and Degrees

AURAK offers all its programs through the following constituent schools.

❖ School of Arts and Sciences

BS in Biotechnology
BA English Language
BA Mass Communications

❖ School of Business

BS Accounting
BS Business Administration
BS Finance
BS Marketing
BS Human Resource Management

❖ School of Engineering

Bachelor of Architecture
BS Chemical Engineering
BS Civil and Infrastructure Engineering
BS Computer Engineering
BS Computer Science
BS Electrical Engineering
BS Electronics and Communication Engineering
BS Industrial Engineering

BS Mechanical Engineering

BS Petroleum Engineering

❖ **School of Graduate Studies and Research**

Executive Master of Business Administration

Master of Business Administration

Master of Education in Educational Leadership

Master of Science in Engineering Project Management

4. Student Rights and Responsibilities

AURAK adheres to the following values that underlie the philosophy and goals of the university:

- ❖ The importance of personal integrity.
- ❖ The right of every individual to be treated with respect and dignity.
- ❖ The freedom of intellectual inquiry in the pursuit of truth.
- ❖ The freedom of speech and the open exchange of ideas.
- ❖ The acceptance and appreciation of diversity with regards to race, gender, religion, age, disability, and ethnicity.
- ❖ The recognition that community service is an important component of the intellectual development of students.

Student Rights

AURAK students have the right to pursue their education in a free and fair manner as long as they maintain their eligibility to remain as a member of the student community by meeting its academic and behavioral standards. It is the responsibility of students to observe the regulations imposed by the campus for the governance of the academic community.

- ❖ Students have a right to expect AURAK to maintain a climate conducive to thinking and learning. University teaching should reflect consideration for the dignity of students and their rights as persons. Students have a right to be treated with courtesy and respect.
- ❖ Students have a right to reasonable notice of the general content of the course, what will be required of them, and the criteria upon which their performance will be evaluated. Students have a right to have their performance evaluated promptly, conscientiously, without prejudice or favoritism, and consistently, with the criteria stated at the beginning of the course.
- ❖ Students have a right to perform student evaluations considered in the retention and promotion reviews of faculty members.
- ❖ Students have a right to be free from discrimination and sexual harassment. Campus policy prohibits discrimination, harassment of a student because of his/her race, color, religion, national origin, sex, age, or status as an individual with a disability.
- ❖ Students have a right to privacy and confidentiality subject to reasonable campus rules and regulations, right to protection against unauthorized disclosures of confidential information contained in their educational records and to examine the information contained in their educational records.

Student Responsibilities

AURAK students are required to maintain current contact information with the University, including permanent and local addresses, telephone numbers, student ID number, and legal name (as written in their passport). Each student must also maintain the University e-mail account assigned at the time of admission. Students are responsible for official communications directed to AURAK e-mail accounts. Students are responsible for providing a copy of their University when requested by AURAK administration, faculty staff members and/or security guards.

5. Student Government Association

The Student Government Association (SGA) represents the student body, provides an opportunity for students to demonstrate leadership, and serves as a liaison between the students and the University administration. The SGA plays an important role in planning and sponsoring student campus activities and events. The SGA leadership currently consists of five executive officers: 1) President, 2) Vice-President, 3) Treasurer, 4) Secretary and 5) Public Relations Officer. The President of the SGA serves on the Academic Council and may place items on the agenda as desired by the SGA membership. Representatives of the SGA serve on various other university committees as deemed appropriate.

The SGA at AURAK follows a constitution which defines SGA's goals and objectives and establishes the roles and responsibilities of each SGA officer and member. The constitution also defines the policies and procedures to follow for planning and organizing University events. The SGA constitution also establishes the minimum qualifications for students who want to run for office.

6. Student Clubs and Organizations

The Office of Student Services & Enrollment Management facilitates student growth through a variety of clubs, by supporting activities to complement courses such as academic, civic, social, or recreational clubs for fun and leisure. Membership in these clubs not only helps students make new friends and meet people with common interests but also helps students acquire important skills such as leadership, organization, team work, and event planning. The University encourages all students to establish or join clubs to explore or further their interests. All clubs and organizations work very closely with the SGA.

All student organizations or clubs must be authorized and registered annually with the Office of Student Services & Enrollment Management. Registration includes completing the appropriate forms and submitting a constitution, bylaws, and membership roster. At least one officer of each student organization or club must meet with the Student Services & Enrollment Management Designee at the beginning of each semester to review the relevant policies and procedures. All clubs and organizations are required, at the beginning of the academic year, to submit their proposed events and activities along with the budget requirements for an academic year following consultation and approval of the faculty advisor. Student clubs/organizations must send a request at least two to three weeks prior to any event, depending on the size and scale of the event. Prior approval for use of campus facilities is required. The Office of Student Services & Enrollment Management provides a sample constitution and bylaws to assist with the establishment of new clubs and organizations. All sanctioned student clubs and organizations must have a full-time faculty or staff member to serve as an on-campus advisor. The Office of Student Services & Enrollment Management can assist in the identification of faculty and staff willing to serve as advisors, but it is preferable for club members to select their own faculty representative.

The list of recognized student clubs and organizations follows: 1) American Institute of Architects – Students, 2) American Society of Civil Engineers Student Chapter, 3) Art Club, 4) AURAKERS Club, 5) AURAK Society of Petro-physicists and Well Log Analysts, 6) Biotechnology Club, 7) Business Club, 8) Cars Club, 9) Charity Club, 10) Engineering Club, 11) Innovation Club, 12) Media Club, 13) South Korean Club, 14) Sports Club, 15) Sudanese Club and 16) Technology Club.

Students are encouraged to investigate membership in the following Professional Engineering Societies: 1) Institute of Electrical and Electronics Engineers, 2) American Society of Mechanical Engineers, 3) Institute of Industrial Engineers, and the 4) American Institute of Chemical Engineers.

7. AURAK Library and Library Resources

AURAK's SAQR library plays a significant role in upgrading information resources and services that supports the instructional and research activity of the university. The library collection consists of many different types of library materials and information sources either in print or electronic formats. Located at the ground floor of Building A, the SAQR library is a place most suitable for learning and information activities.

Library Mission and Vision

Mission

The mission of the library is to provide access to, and effectively deliver accurate and timely informational resources to AURAK students, faculty, and staff in support of the research, and instructional mission of the University.

Vision

The library supports AURAK's overall vision which is to promote strong partnership with the university's teaching and research endeavors, and to make direct and meaningful contributions to the civic, business, and social life of Ras Al Khaimah in particular, and the region in general.

Library Service Hours

Semester Hours

Sunday – Thursday: 8:00 a.m. - 9:00 p.m.
Friday: 10:00 a.m. – 4:00 p.m.
Saturday: 2:00 p.m. - 8:00 p.m.

Summer Semester

Sunday – Thursday: 8:00 a.m. - 5:00 p.m.
Friday: Closed
Saturday: 10:00 a.m. – 6:00 p.m.

Semester Break

Saturday – Thursday: 8:00 a.m. - 5:00 p.m.
Friday: Closed

The library will be closed on declared holidays.

Changes in the above schedule will be announced and posted at the Library.

Library Collections

In addition to Textbooks and Reserve Collections, SAQR Library houses a wide range of information sources including reference collections, periodicals, multimedia presentations, and electronic databases. Electronic Database subscriptions include:

1. EBSCO ACADEMIC SEARCH COMPLETE
2. EBSCO EBOOK COLLECTION
3. LIBRARY, INFORMATION SCIENCE & TECHNOLOGY ABSTRACTS
4. GREENFILE
5. PROQUEST / BUSINESS
6. ERIC
7. ELECTRONIC PERIODICALS SUBSCRIPTIONS
8. SPRINGER LINK / JOURNALS
9. SPRINGER LINK / EBOOKS
10. QATAR DIGITAL LIBRARY (QDL)
11. OXFORD BUSINESS GROUP DATABASE
12. ARCHITECTURE AND DESIGN OPEN LIBRARY

Library Services

Circulation Services

Borrowing Service

Borrowing privileges are provided to all registered students, and currently employed faculty and staff. A University ID card is required to check-out circulating items. Students, faculty, and staff have the privilege of borrowing books based on the following policy:

Loan Period

Students – 10 items for 3 weeks

Faculty – 20 items for one semester

Staff – 3 items for 3 weeks

Renewals

Circulating items may be renewed online or at the Library Circulation Desk. The borrowers may renew items twice in succession unless the item has been requested by another user.

Fines

All borrowers pay overdue fines for late return of the borrowed items. Days on which the Library is closed are not counted. Current overdue fine is:
AED 5.00 per day per item (circulating and reserve materials)

Lost and/or Damaged Items

Replacement fines for lost or damaged library materials are the actual price of the material.

Reference Services

Upon request, the library provides reference services to help students, faculty, staff, and library visitors use and identify proper resources for their work. Patrons are encouraged to contact the librarian on duty for help in using reference services and online resources of books and journals.

Internet Service

Workstations within the Library Lab have internet access, as well as access to common productivity software applications. The library is serviced by wireless internet to facilitate the use of laptops. The wireless network will allow users to access both the library catalog as well as the electronic databases, inside and outside the University Campus.

Online Public Access Catalog (OPAC)

The library catalog contains all library holdings and serves as a search guide for easy retrieval of library materials. The Online Public Access Catalog allows users to browse all existing library resources of the university online. The catalog could be accessed through the library webpage within the University homepage.

Printing Services

Students can use the networked printer located in the Library Computer Lab through their accounts (IDs and Password). The library also provides a scanner and a coin-operated self-service photocopier.

Library Facilities

SAQR library consists of 5,350 sq. ft. comprising space for stacks areas, reading area, staff work areas, and a computer laboratory for library applications. The reading area is spacious, airy, and well lighted; it includes 16 individual private study carrels, a group study room, and a conference room. The library can accommodate a total of 120 seating capacity at a time. To secure resources, CCTV cameras and Library Security system are installed at the library.

Library General Rules and Regulations

The AURAK Library exists to serve students. Accordingly, some rules are in place to ensure that all students are provided a positive learning environment. The Library usage rules are as follows.

- ❖ Silence should be maintained in the library.
- ❖ An ID card must be presented for borrowing of library materials.
- ❖ Eating, drinking, and other activities that distract other readers are strictly prohibited.
- ❖ Online chatting and playing games are not allowed in the Library Computer Laboratory
- ❖ Use of mobile phones inside the library is strictly prohibited.
- ❖ Do not leave your valuables in the library. Library is not responsible for the loss of personal valuables.
- ❖ Do not reshelved used library materials.
- ❖ Handle all library materials with care.
- ❖ Keep the library clean.

8. Student Services and Academic Support

Learning Support Services

University life offers tremendous opportunity for personal and intellectual growth. To assist students in making the most of their academic experience, AURAK offers many learning support services without additional charge to the student.

Center for Teaching, Learning & Instructional Technology

AURAK's Center for Teaching and Learning and Instructional Technology (TLC&IT) operates to ensure that every AURAK student is provided the opportunity to maximize his or her academic success. Specifically, the TLC&IT seeks to help students achieve their academic goals by supporting the first year experience and providing peer-tutoring support at all levels of study.

The TLC&IT is located in building F and provides over qualified peer tutors to aid students in a wide array of subjects including English, mathematics, biology, chemistry, physics, and a variety of computer courses. All students are strongly encouraged to take advantage of this key provider of academic support.

Students wishing to avail themselves of TLC&IT services may contact the Director of the TLC&IT.

The Department of International Programs & Partnerships

The Department of International Programs & Partnerships (DIPP) is responsible for supporting visiting study abroad and exchange students to our campus as well as assisting current AURAK students with their plans for study abroad/exchange. Additionally, DIPP, assists with the development of university linkages and partnerships that enhance the academic and study abroad/exchange experience for the campus community.

Part of the college experience is challenging yourself. Participation in a study abroad and/or exchange program in a new university in another country is the kind of challenge that allows for personal and academic maturity. These rich experiences encourage tolerance, acceptance, and discovery. They build character, adaptability, and increase one's knowledge of international issues and people. All of these traits will serve you well in your future place of employment and in your community.

Applications for study abroad/exchange are available online on the DIPP webpage. If you are interested in an international study experience, please visit the Department of International Programs & Partnerships.

Personal Counseling, Testing and Disability Services

The Department of Counseling, Testing, and Disability Services is dedicated to assisting students in both academic and personal success. Students may request the free services from the point of entry into the University through graduation. The Department of Counseling, Testing, and Disability Services provides services in the following areas.

- ❖ Counseling
- ❖ Learning Support (Testing) Services
- ❖ Disability Services

Students may access services by visiting the Department of Counseling, Testing, and Disability Services.

Personal Counseling

AURAK provides personal counseling services for students requiring assistance with a variety of issues. All personal counseling services are free and are provided confidentially to students enrolled in 3 or more credit hours. These services include individual counseling, loan of self-help DVDs and workshops.

Individual Counseling

AURAK provides individual personal counseling services for students needing assistance with a variety of issues. The service provides students the opportunity to discuss matters causing them concern or stress. The objective of counseling services is to provide needed assistance and support so the student can reach their highest potential personally and academically. The counselor can also offer referral services, when needed, to qualified and experienced professionals or organizations. All services will be provided in a confidential, private setting.

Self-Help DVD's

AURAK Department of Counseling, Testing, and Disability Services has a number of DVDs that students may check-out and watch in the privacy of their own home. Students are asked to return the DVD's upon completion of use so other students have the opportunity to access the material. There is no cost associated with borrowing the DVDs. A list of available DVDs is available through the Department of Counseling, Testing, and Disability Services.

Workshops

The Department of Counseling, Testing, and Disability Services, conducts workshops which provide students the opportunity to learn specific skills and strategies to enhance their study, note-taking, memory, comprehension, and test performance. Additionally, workshops are offered to assist students in development of lifelong skills such as effective stress management, time management, handling multiple demands, identification of personal learning styles, etc.

Testing Services

The Department of Counseling, Testing, and Disability Services provides testing services for students struggling with their academic courses. There are a variety of reasons students seek testing services. These include:

- ❖ Struggling with a specific course or set of courses
- ❖ Struggling with all courses
- ❖ Struggling to find the most effective learning strategies.

Testing Services offered include:

- ❖ Cognitive Assessments
- ❖ Achievement Assessments
- ❖ ADHD Screenings
- ❖ Learning Style Inventories

Disability Services

Students with disabilities may request support through the Department of Counseling, Testing, and Disability Services. The University will endeavor to support students with special needs where resources are available. Requests are confidential and will be handled with the upmost discretion. Students with verified disabilities will be provided reasonable accommodations that provide equal access to educational facilities, programs, services, and activities. The Department of Counseling, Testing, and Disability Services will consult with students, faculty, and staff regarding disability concerns. Additionally, the department will verify disabilities, and determine needed accommodations. With student's written consent, the departmental staff will communicate with appropriate individuals regarding the needed accommodations.

Academic Advising

Academic advisement is a critical aspect of the teaching responsibilities of full-time faculty members in departments with degree and minor programs. Each student is responsible for his or her progress toward degree and for meeting all requirements for graduation. The advisement process is available to assist the student in completing his or her studies, but responsibility lies ultimately with each student.

Academic advising is the responsibility of full-time faculty members. In each academic department that houses a degree or minor program, each student major and minor is assigned a full-time faculty member in the department to serve as the student's academic advisor. Typically, advisees are distributed equally among the full time faculty in the relevant academic departments.

Advisor Responsibilities

The advisor's responsibilities include:

- ❖ Meeting with each advisee in the two-week period before early registration each semester to guide the advisee in course selection
- ❖ Following up on the students course requests during early and regular registration to facilitate the student's successful registration
- ❖ Meeting with each advisee early in the semester to ensure that the student has registered for the appropriate courses
- ❖ Meeting with each advisee roughly at mid-semester to gauge the student's progress and advise accordingly
- ❖ Serving as a mentor to advisees to facilitate their academic success and to provide guidance when appropriate on their future studies and careers.

Academic advisors are also expected:

- ❖ To be familiar with all academic requirements for graduation, including both program and General Education requirements.
- ❖ To collaborate with colleagues to provide the strongest academic advisement possible.

Student Responsibilities

Student responsibilities are as follow.

- ❖ Students are expected to meet with their advisors as requested by the advisor or by the department chair.
- ❖ Each student is expected to meet with his or her advisor during the second semester of the third year of study to discuss the student's progress to graduation and degree audit. Timely graduation may depend on this meeting.
- ❖ Students with their advisor are expected to keep regular track of their progress to degree through their individual Advisement Plan.
- ❖ Students are expected to enroll in required courses when they are available and their schedules permit. They should not assume that all required courses will be offered every semester.

University Responsibilities

AURAK ensures through the offices of the Provost and the Deans that a sufficient number of appropriate and necessary courses are offered in a timely fashion to enable students who plan carefully to complete their education without unnecessary delay. The AURAK Advisement Coordinator and

the Center for Teaching, Learning, and Instructional Technology (TLC&IT) are available to assist all faculty and students with the advisement process. The TLC&IT organizes advisement and General Education workshops to support faculty professional development.

Internships, Career Development and Alumni Affairs

Department of Internships, Career Development and Alumni Affairs is devoted to assisting students achieve career goals, suitable internship placements and maintaining contact with AURAK Alumni. Services are available from the point of entry into the University throughout graduation. Services are designed to help students reach their full potential. This department provides the following three areas of assistance.

- ❖ Internships
- ❖ Career Development
- ❖ Alumni Affairs

Students can access services by visiting the Department of Internships, Career Development and Alumni Affairs located in Building D.

Internships

Students enrolled in degree programs in the School of Engineering, School of Business, and School of Arts & Sciences, are required to complete an internship. Undergraduate students must plan for this internship during their third year immediately prior to the semester in which they intend to do their internship.

The internship program establishes a three-way partnership agreement among the American University of Ras Al Khaimah, an approved employment site, and the intern whereby the latter receives work experience under the supervision and guidance of a qualified professional. Supervised internship experiences provide an opportunity for students to synthesize, transfer, and apply learning gained through previous study and practice to all phases of the employer's operation. The overall goal of the internship program is to expose students to the working environment and to provide the means for each student to mature both personally and professionally.

More information about the Internship program can be found in the AURAK Undergraduate Internship Manual available with the Department of Internships, Career Development and Alumni Affairs.

Career Development Services

AURAK is committed to providing students with a wide range of career services. Students are provided a career counselor to assist in self-awareness exploration (values, skills, abilities and personal style), career exploration (job descriptions, educational requirements, salary range, and advancement possibilities), and employment and employability skills (writing cover letters, curriculum vitas/resume, interviewing skills and employee decorum). Students access job listings, internship opportunities, and career fairs in the department.

Students are strongly encouraged to visit the Department of Internships, Career Development and Alumni Affairs during their first year at AURAK and continue working closely with this office to develop their career plan. Junior and Senior students are encouraged to visit this office at least twice every semester.

Alumni Affairs

The Department of Internships, Career Development and Alumni Affairs coordinates with the AURAK Alumni Association to strengthen the relationships of the Alumni with the university. This cultivates lifelong partnerships and facilitates interactions between alumni and the university community. The Department also works to secure philanthropic support to enable AURAK attain its goals.

Scholarships and Financial Aid

The Department Scholarship and Financial Aid works to establish lifelong partnerships that facilitate interactions between organizations and the University community, hence to secure stakeholder's support enabling AURAK students to gain the financial assistance required to attain their goals.

Financial Aid for Students

Current students interested in accessing financial aid opportunities for academics should contact the Department of Scholarship and Financial Aid for detailed information. Student's requests will be forwarded and reviewed by the AURAK's Department of Scholarship and Financial Aid. Recipients will then be notified regarding their financial aid award. Students are only eligible for one type of AURAK scholarship or financial aid at one time. AURAK scholarships and financial aid are not applicable for summer course.

Categories of Financial Aid

Scholarships: Scholarships are based on academic performance or other factors and require the fulfillment of certain eligibility criteria as stipulated by the source. Scholarships do not require repayment and may be from internal or external sources. Funding for student scholarships comes from many sources including the university, government, community, corporations, foundations, organizations and individuals. Any student receiving any kind of scholarship from any sponsor is not eligible for any AURAK Scholarship.

Tuition, fees, and charges discount: Discounts are based upon university policy and are awarded to students based on academic merit and/or other stipulations as laid out in the university policy.

Student Life and Recreational Facilities

At AURAK, we believe that out-of-classroom learning experiences play a significant role in students' professional and personal development by enhancing their social, leadership and organizational skills. Students are encouraged to become actively involved in University life by participating in extracurricular activities, attending student trips, and joining student clubs and organizations.

In cooperation with the Student Government Association (SGA), the Department of Student Life oversees a wide range of activities for students throughout the year, aiming to introduce students to the immense cultural diversity of the UAE.

The University sports facilities include a multipurpose hall, a well-equipped gymnasium with workout machines, and several outdoor sports fields. The sports activities aim to develop and maintain physical fitness among all members of the University community by offering a variety of sports programs. Students participating in these sports activities have the opportunity to develop leadership and teamwork skills. Games, tournaments and friendly matches with other colleges/universities are regularly organized.

Students may visit Student Life with any issue of importance to them, large or small. This department serves as a sounding board if students just need someone to listen and, to help guide them as they develop and mature through the educational process. This department also offers various opportunities

for students to participate in student activities offered on campus, be a part of some student clubs/organizations, develop leadership skills, participate in various inter college competitions, etc.

New Student Orientation

The Department of Student Life conducts an orientation program at the beginning of each semester for all the newly joined students. The orientation is mandatory for all new students. The orientation program is designed to facilitate transition from high school to university and familiarize new students with the university by providing information on academic programs, facilities, policies, procedures and resources. Students have the opportunity to meet their advisor, faculty, and administrative staff as well as current students. During an orientation session, students are given a tour of the campus facilities, provided with materials and resources, and introduced to the advising and registration system. Students are also encouraged to participate in the ice-breaker activities designed to create a sense of belonging, to socialize, and to encourage collaborative learning. Attendance at the orientation session is mandatory for new students.

Requirements for Organizing Student Activities

All administrative staff, student representatives, and students involved in extracurricular activities such as intercollegiate or intramural sports events, clubs, student government, and social events are governed by a policy for non-academic extra-curricular activities. All out-of-class activities must be approved by the Office of Student Services and Enrollment Management, supervised by faculty or staff members, and meet AURAK requirements for safety and security. All activities must reflect positively on AURAK and adhere to the laws and the cultural and social norms of the UAE.

Travel

To travel off campus for a university-sanctioned trip, a student organization must follow the appropriate travel procedures to ensure the safety of all involved. An Event Proposal Form and a list of attendees must be submitted by the person organizing the event to the Department of Student Life at least one week prior to the day of travel. A signed Travel Release Form must be on file in the Department of Student Life for any student wishing to attend the event. Students eighteen years and older may sign for themselves; however, students under the age of eighteen must have a parent or legal guardian sign on their behalf.

When students from student organizations travel, they are representatives of AURAK and are expected to conduct themselves appropriately. Any person attending an event who does not follow the AURAK Code of Conduct will not be permitted to attend future events and may be subject to disciplinary action.

The Travel Release Forms are available in the Department of Student Life.

Residence Halls

AURAK does not own residence halls. AURAK works with EDRAK to provide residence hall facilities to AURAK students. Housing is readily available through EDRAK which provides housing accommodations for students who do not live in Ras Al Khaimah. For example, EDRAK provides four multi-storied apartment buildings, two for male and two for female. Each air-conditioned studio is designed to the highest standard with new, elegant furnishings carefully adapted to suit studio-sized accommodation. For added comfort and to ensure security EDRAK maintains a resident administrator resides on the premises and is available to help students with their needs. Closed Circuit Television cameras are located throughout EDRAK's facilities including their parking areas.

Dining Services

Dining services are provided on campus in two locations: 1) Building G and 2) Building B. These services are offered in conjunction with the university to maintain reasonable prices for the students, faculty and staff.

Health Services

All enrolled AURAK students are required to have health insurance. UAE based students who are covered by their parent's health insurance policy or are covered by other health insurance schemes, are required to provide proof of valid insurance coverage to the Finance Department when paying their tuition fees to be exempted from the University insurance. UAE nationals who are covered by Government Health policy are also exempted from the University insurance. If a student does not show proof of health insurance, the Human Resources and Administrative Services Manager will supply information concerning local health coverage.

The RAK hospital manages, operates and maintains an on campus health clinic located in Building B. Daily and preventative health care needs are provided, for students, faculty, and staff, by a trained qualified nurse. Services also include treatment for minor health emergencies and conditions, dispensing medication for minor health problems, and providing individuals with medical referrals. Health experts from RAK Hospital are invited from time to time to give lectures about issues related to the overall well-being of the students.

Bookstore

The campus bookstore is located within the University campus. In addition to textbooks, the bookstore carries general reading materials, stationery supplies, and other related goods and products. Operating hours are posted on the bookstore door.

Student Parking

Parking services are offered on campus. Students will find information on "AURAK Parking Rules and Regulations" displayed on campus through appropriate signage. Students must park only in the student designated parking and they must display the appropriate parking permit on their vehicle/car at all times. Permits can be obtained from the Office of Facilities Management and Logistics.

Any violation of traffic laws on campus, including reckless driving and parking in unauthorized spaces is considered behavioral misconduct. Driving rules include:

- ❖ Allowing pedestrians the right of way,
- ❖ Parking in designated areas,
- ❖ Parking within the white lines, and
- ❖ Maintaining speed of no more than 15-20 km hour.

The University reserves the right to discipline any student for behavioral misconduct including driving recklessly through the University parking lot and/or campus.

Lost and Found

All lost and found items will be kept in a secure location until the owner claims them. Items found or turned in to an academic department/ Security/ any other office on AURAK should be forwarded immediately to the Department of Student Life. Students, Faculty, Staff and Visitors are encouraged to inquire about lost or misplaced articles personally with the Department of Student Life. Listed below

are the procedures to be followed:

- ❖ Turn in lost items into Lost and Found (Department of Student Life) as soon as possible, but not later than the end of the business day on which they were found. After hours, contact the Security Officer(s) on duty.
- ❖ To report lost items, contact the Department of Student Life and fill out the AURAK Lost and Found form.
- ❖ Items of value such as wallets, purses, keys, backpacks, and electronic devices should be immediately forwarded to the Department of Student Life. If the lost item(s) includes any identifying information, please make immediate attempts to contact the owner. If unsuccessful, turn the property over to the Department of Student Life that will attempt to contact the owner directly.
- ❖ All unclaimed property and unidentifiable property will be entered in the lost and found logbook and placed in a locker within the Department of Student Life. The key is only accessible to the employees of the Department of Student Life.
- ❖ Unclaimed student ID's and others such as the driver's license or Emirates ID cards will be forwarded to the Administration Office for further action.
- ❖ To attempt to ensure lost items are returned to the rightful owners, persons claiming items will be asked to describe the items and to provide identification. Claimants must sign for items before the items will be released to them and also fill a Lost and Found Claim Form.
- ❖ Items in Lost and Found, which are not claimed by the end of each semester, will be donated to a local charity.

9. Use of Institutional Facilities and Digital Resources

Student Use of Institutional Facilities

AURAK facilities are the property of the university. Student use of the facilities for any event must obtain approval through the Office of Student Services and Enrollment Management.

Computer Laboratories and Digital Resources

The Information Technology (IT) Department provides technological resources to support learning, teaching, and research within the AURAK community. The IT Department is dedicated to facilitate and enhance teaching, learning, and administrative services and to increase the productivity and efficiency of the AURAK community using information technology resources.

The IT Department provides the following services which each user is expected to utilize in an effective, righteous and legal way.

Domain Account

A domain account is issued to each student, faculty and staff upon joining the university to access AURAK technology resources. Each domain account has email address and internet access privileges associated with it. This also provides access to campus computers, library database and AURAK online services such as campus portals, and Blackboard.

Internet Access

Wireless and LAN based network are available on campus and residence halls. The library browsing area and dedicated computer labs have internet connectivity available for students use. An AURAK account is required in order to access the campus Wi-Fi.

Student Email Account

All enrolled students receive an individual AURAK email account that is linked to their student ID number to ensure effective communication among students, faculty and the administration. For all internal communication, students must use their AURAK email account. Students are required to check their AURAK email regularly for important announcements, campus events, news, and other information.

Service Computers

There are two computer laboratories, equipped with sufficient desktop computers, which students can use to access e-mails, prepare assignments, access scanned documents, conduct research, or check the web during vacant time. These computer laboratories are in Building B and Building G. Additionally, computers are also available, for students' use, in the library browsing area.

Service Printers

There are dedicated printers in the university, for students' use. Two multi-function printers are available, one in Building G and the other is in the Library. These printers also allow students to scan documents for free. Printing of documents requires a charge. Students may consult with the Finance department on how to load credit to their account for printing.

Apart from the multi-function printers, there is also a laser jet printer in the Library for printing purposes only. Lastly, a coin-operated photocopy machine is available in the Library. Presently, all printers and copy machine support only black and white printing, therefore, students must be responsible in preparing ahead of time for any colored printing requirements.

MS Office Educational Version

In collaboration with Microsoft, each student is entitled to a free use of MS Office 2016 application for their personal devices. This is an educational version of the application and is limited to a number of devices of which it can be installed. No license key is required for the installation.

Please refer to the Manuals section of the following link to access the user guide for downloading and installing the MS Office 2016 application. The manual is available in pdf and video format: <http://aurak.ac.ae/en/it-department/>

OneDrive for Business

Aside from MS Office 2016, in association with Microsoft, each student is authorized to use OneDrive for Business application. The application gives you 1TB of online cloud storage space for your files, may it personal or work related. Aside from being able to access your files anytime through the Internet, it also allows you to share files with colleagues.

Please refer to the Manuals section of the following link to access the user guide for accessing or downloading and installing OneDrive for Business application. The manual is available in pdf format: <http://aurak.ac.ae/en/it-department/>

AURAK Online Services

Online services are provided and available for use even when outside the university premises. These services include:

- ❖ **Faculty and Student portals** (Students can view their schedules, degree unit, grades and even register online using the Student Portal. Faculty can view their schedules and post grades using the Faculty Portal. These portals are accessible online.)
- ❖ **E-learning tool / Blackboard** (Faculty can use the system to create courses, upload course material and collaborate with students. Students can also use the system to communicate and collaborate with Faculty assigned to their courses.)
- ❖ **Faculty, Student, and Staff Email**
- ❖ **IT Helpdesk Portal** (Used to create and follow up IT Helpdesk service tickets)
- ❖ **HR Information System** (Used by staff for any HR-related concerns.)
- ❖ **Online Application** (Students can apply for courses online)
- ❖ **Online Payment** (Payment gateway allows students to make their payments with AURAK online)
- ❖ **RedStore.** (A Discount Program which offers special deals and discounts to AURAK students, faculty, and staff. For more information, visit <http://redstore.aurak.ac.ae/>).

IT Help Desk

The IT Helpdesk provides the first level of support and advice for staff, faculty and students on all general technology problems encountered while using the University's hardware, systems and/or supported core software. The IT Helpdesk operates as the single point of contact for rapid restoration of services. Creating a service ticket can be done through the IT Help Desk under the *My AURAK* tab on the AURAK website. The Help Desk is also available through email, phone and provides walk-in assistance.

Email: it@aurak.ae

Phone: +971 7 2210 900 ext. 1213

Walk-in: IT Department, Building D, Ground Floor and IT Help-Desk Office, Building B.

Computer and Network Resource Use Policy

AURAK computing resources (domain accounts, telecommunication technologies and technological resources, including Internet, computers, email, servers, printers, software, and other computer peripherals) are available for use by the AURAK community, other authorized users such as visitors and contractors (collectively, "Users") to support the academic mission, programs and activities of the university.

In order to preserve the security, availability and integrity of these resources, and to protect all users' rights to an open exchange of ideas and information, the Responsible Use of Computing Policy defines the responsibilities of each member of AURAK community in the use of the university's computing resources. The policy supports investigations of complaints involving computing abuse including sexual harassment, honor code, and UAE law violations. Violations to this policy may result in termination of access, suspension of accounts, disciplinary action or in extreme cases, access can be taken away without prior notice and user's consent and legal action may be taken. Violation to this policy or another university's policy using AURAK computing resources should be reported to the

Information Technology Department through email. Evidence of illegal activity will be turned over to the appropriate authorities.

Responsible Use of Digital Resources

AURAK provides the campus community with access to educational, communicational and administrative resources. Network account holders are expected to use those resources in a responsible and efficient manner, consistent with the instructional, research, and administrative goals of the university. AURAK will not be liable, under any circumstances, for any files stored on or deleted from its storage. Users must take full responsibility for the storage of personal files created on AURAK computing resources. Additionally, users should be aware that emails and files stored on computers may not be private. AURAK reserves the right to inspect systems under its control when necessary for the normal operation and maintenance of the university's computing resources or in case of any violated law or university policy.

Guidelines in Using AURAK Computers and Network Resources

Following are the details pertaining to the Responsible Use of Computing Policy:

- ❖ Do not share your User ID and Password. You are solely responsible for all activities generated from your User ID.
- ❖ Use your assigned email account to communicate between and among AURAK students and personnel.
- ❖ Check your email account regularly for communications with the staff members, instructors and student representatives. Make sure to check other folders such as Spam, Junk and Clutter where some emails might be automatically moved by the email system.
- ❖ Be responsible in using shared resources. AURAK resources are intended for educational, research and administrative purposes. Other uses indirectly related to university's purposes that have educational and research benefit such as but not limited to news reading, personal communications, etc. are allowed but not to be abused.
- ❖ Do not use faculty and staff's computer connection unless authorized.
- ❖ Do not take computers or equipment off campus or out of the country. Only equipment or accessories issued to a faculty or staff member may be taken off campus.
- ❖ Be considerate and respect the rights of others. Example but not limited to unnecessarily holding a public PC or workstation for a long period of time when other users are waiting for these devices is to be avoided.
- ❖ Respect the desire for privacy, and refrain from inspecting users' files, except in certain well-defined cases.
- ❖ Abide by the security restrictions on all systems and information to which you have access.

Irresponsible Use of AURAK Computers and Network Resources

The following are indications of the irresponsible utilization of AURAK computing resources. Any illegal, immoral, unethical, or inappropriate use constitutes a violation of this policy regardless whether it is specifically mentioned herein:

- ❖ Monopolizing systems, overloading networks with excessive data, degrading services, or wasting connect time, disk space, printer paper, manuals, or other resources.

- ❖ Extending AURAK network such as but not limited to using personal wireless router, running game servers, Windows Servers, Novell NetWare Servers, or any form of UNIX in a server configuration.
- ❖ Sending threatening or harassing materials.
- ❖ Using another user's account without his/her authorization
- ❖ Using AURAK's resources to engage in troublesome practices, such as sending "chain letters," broadcasting messages or unwanted materials, etc.
- ❖ Using AURAK email for inappropriate personal use or for business, gambling, or fundraising purposes.
- ❖ Sharing confidential data, or system with another person.
- ❖ Any attempt to bypass or disrupt the system's security measures or engage in behavior that is intended to propagate viruses, damage files or alter university's data.
- ❖ Use AURAK IT resources for unfair political purposes, such as using email to circulate advertisements for political candidates.
- ❖ Redistributing of copyrighted materials or software.
- ❖ Accessing of non-work related sites to download, view, create or distribute. Example of sites are, but not limited to, those containing pornographic, racist, hate promoting material, or other material whose access may undermine campus policies and college values.

10. Guidelines for Student Run Media

A student-run media are subject to all policies of the university and must conform to AURAK and UAE copyright guidelines. Student-run media must be approved through the Office of Student Services & Enrollment Management.

Publications of the Student Government Association

Publications that are distributed by the Student Government Association have editorial freedom but are subject to the review of the Dean of Student Services & Enrollment Management who serves as the SGA advisor. The University reserves the right to impose discipline for good cause on the managers, editors and/or writers of student publications. Any information given by the SGA or students to electronic media/press/web shall be vetted by the Dean of Student Services & Enrollment Management.

Distribution of Handbills, Posters, Pamphlets and Other Written Material

Posters and other similar written notices must be registered with the Office of Student Services & Enrollment Management before they are distributed or displayed. Approved materials shall only be displayed in locations designated for that purpose.

Distribution of handbills and/or pamphlets in classrooms or offices is prohibited. Organizations that are not formally recognized by the University shall not distribute such material anywhere within the University premises or in any University event.

Misuse of Cyberspace including Blogging

Students must refrain from misusing or abusing web based technologies including internet, blogging, etc. to adversely comment or malign the reputation of the University, faculty, staff or programs. Any issue or student concern should always be vetted through available channels with University authorities.

11. Student Code of Conduct

As members of the University community, students are to conduct themselves appropriately at all times. Students are expected to:

- ❖ Demonstrate sensitivity to the cultural and religious norms and customs of the UAE and ensure that their conduct is in line with those cultural expectations.
- ❖ Show proper respect to fellow students as well as to AURAK employees and representatives. This includes security personnel in addition to faculty and staff.
- ❖ Display principles of integrity at all times.
- ❖ Treat others as they would themselves wish to be treated.
- ❖ Have knowledge of and observe the regulations of AURAK.
- ❖ Use University property/facilities responsibly.
- ❖ Refrain from disruptive behavior, such as talking during speeches or classes; arriving late for classes or leaving early; receiving or initiating telephone calls on mobile phones during classes; sending text messages during class; and making negative or rude comments during class about other students, faculty members, or the opinions of other students.
- ❖ Provide security guards with personal identification, such as their AURAK ID card, or other appropriate documentation upon request.
- ❖ Seek permission for using someone else's property.
- ❖ Refrain from organizing any event, co-curricular or extra-curricular activity inside AURAK without prior permission from the Office of Student Services and Enrollment Management or the University.
- ❖ Refrain from distributing leaflets or journals, posting notices, or collecting signatures on the premises of AURAK without prior permission from the Dean of Student Services and Enrollment Management.
- ❖ Refrain from using another person's name and/or ID number for any reason.
- ❖ Use the internet responsibly. Do not access inappropriate material, use inappropriate chat lines or rooms, or misuse e-mail.
- ❖ Refrain from exchanging any gifts of significant monetary value with members of the faculty, staff, or administration.
- ❖ Attend classes regularly with punctuality and complete assignments on time.
- ❖ Be actively involved in class discussions and other course-related classroom activities.
- ❖ Have knowledge of, and meet the requirements for course and program completion.
- ❖ Abide by high standards of academic integrity, ethics, and honesty.

- ❖ Refrain from cheating on homework or examinations, plagiarizing other people's work by submitting it as their own, and/or any other forms of academic dishonesty.
- ❖ Adhere to the published test or examination rules and regulations.

Behavioral Misconduct

The University reserves the right to discipline students for any acts of behavioral misconduct. All cases of non-academic misconduct are reported to the Dean of Student Services and Enrollment Management. The following behavior is classified as misconduct according to AURAK rules and is subject to disciplinary action.

- ❖ Physical contact between males and females is strictly prohibited in keeping with the cultural norms of Ras Al Khaimah and the UAE.
- ❖ Inappropriate dress for both men and women is prohibited. This relates to tight, revealing and provocative clothing.
- ❖ Possessing, consuming or selling drugs, controlled substances and/or alcoholic beverages on campus or in the residence halls or at university-sponsored activities/events is strictly prohibited and will result in dismissal from the University.
- ❖ Sexual abuse; attempting or making sexual contact, including, but not limited to inappropriate touching, against a person's will.
- ❖ Behavior/conduct which threatens or endangers the health or safety of any person on University premises or at University sponsored activities/events.
- ❖ Willful or reckless damage to University property.
- ❖ Dishonesty or knowingly spreading false information.
- ❖ Intentionally disrupting or obstructing classroom activities or any other University activity.
- ❖ Altering or tempering with University records, documents or ID's.
- ❖ Distributing or posting printed material in the name of AURAK without prior approval of the Student Services and Enrollment Management Office.
- ❖ Gambling or other illegal gaming activities on University or residence hall premises.
- ❖ Unauthorized use of the University's corporate name and/or logo.
- ❖ Harassment, which includes physical, verbal, graphic, written or electronic. Any form of intimidation that appears threatening to an individual or limits the ability of a student to work, study or live in peace.
- ❖ Abuse of computer equipment (stalking, harassment, stealing, deleting information, internet theft or knowingly introducing a computer virus). Tampering with University computer equipment, network systems or computer files.
- ❖ Failure to follow the direction of University officials acting in accordance with their duties.
- ❖ Any violation of traffic laws on campus, including reckless driving and parking in unauthorized spaces.
- ❖ Deliberately failing to comply with the directions of the University security guards acting in accordance with their duties.

Reporting Behavioral Misconduct

All cases of behavior misconduct should be reported to the Dean of Student Services and Enrollment Management who will follow the procedures described below, the result may be (depending on the sovereignty of the incident):

- ❖ Verbal or written warning
- ❖ University or community service
- ❖ Suspension from University activities
- ❖ Dismissal

In the event of a suspected incident of behavior misconduct, the person raising the issue must submit a written report to the Dean of Student Services and Enrollment Management requesting action. The Dean of Student Services and Enrollment Management will investigate the charges in compliance with AURAK policy.

12. Expectations for Academic Integrity

AURAK Honor Code

Students are responsible for understanding the Code's provisions. Cheating and attempted cheating, plagiarism, lying, and stealing of academic work and related materials constitute Honor Code violations. To promote a stronger sense of mutual responsibility, respect, trust and fairness among all members of AURAK community and with the desire for greater academic and personal achievement, we, the student members of the University community, have set forth this honor code:

“Student members of the American University of Ras Al Khaimah community pledge not to cheat, plagiarize, steal, or lie in matters related to academic work.”

In the spirit of the Honor Code, a student's word is a declaration of good faith acceptable as truth in all academic matters until proven otherwise. To maintain an academic community according to these standards, students and faculty must report all alleged violations to the Office of Student Services and Enrollment Management. Any student, who has knowledge of a violation but does not report it, may be penalized for violating the Honor Code.

For all academic assignments, project work, and presentations, students need to ensure that due acknowledgement is given to the source of any information which they incorporate in their work. Students must ask their professors if they are unsure whether or not something constitutes academic misconduct in any form. The following are some examples of academic misconduct:

- ❖ Cheating or using unfair means in examinations as determined by the professor.
- ❖ Significant paraphrasing in written academic work.
- ❖ Unacknowledged use of information or ideas unless such ideas are common place.
- ❖ Citing sources which student has not read or referred to.
- ❖ Breaching the word limit of assignments and/or intentionally mentioning the wrong word count.

Cheating may take many forms. The following are examples of cheating.

- ❖ Copying from another student's paper during an exam, or allowing or encouraging another student to copy from your paper during an exam.
- ❖ Having someone else take your exam in your place, or taking an exam for someone else.
- ❖ Obtaining unauthorized access to exams and accepting exams obtained by unauthorized access.

Violations of the Academic Integrity: Plagiarism

This is a serious academic offense which constitutes the use of someone else's ideas, words, projects, artwork, phrasing, sentence structure or other work without properly acknowledging its source. Plagiarism is dishonest because it misrepresents the work of someone else as one's own. To perform any of the above mentioned activities is intellectual theft as it robs others of credit for their work. For a student found plagiarizing, the punishment can range from receiving a failing grade on that particular assignment without the right to redo the assignment all the way up to a student receiving a failing grade for the entire course. Plagiarism takes many forms and includes:

- ❖ Using someone else's words without putting these words in quotation marks.
- ❖ Handing in as "original" work prepared by someone else or preparing/completing someone else's work.
- ❖ Using unique, original ideas, phrases, sentences, paragraphs, etc. from a single source or a variety of sources such as a text, journal, web page, electronic source, design, artwork, etc. in one's work without citing all sources.
- ❖ Using the same work to satisfy the requirements of two or more courses (during the same or different terms).
- ❖ Having someone else rewrite a rough draft or rewriting a rough draft that is not your own work.

Use of Cell Phones or Electronic Devices During Examinations

Students are prohibited from carrying mobile phones or any other electronic devices inside examination rooms. In case such devices are found with the student, he/she shall be deemed to have attempted to cheat, and a cheating sanction shall be imposed.

Violations of Academic Integrity

Violations of academic integrity are subject to evaluation according to the criterion of "reasonable doubt." Any violation of the University's academic rules, regulations or directives must be reported as soon as possible to the Provost and may result in one or all of the following disciplinary measures:

- ❖ Verbal or written warning
- ❖ Repeating the course
- ❖ Repeating the term
- ❖ Dismissal from the University

Reporting Violations of Academic Integrity/Misconduct

In the event of a suspected incident of academic misconduct, the individual raising the issue must submit a written report to the Vice President for Academic Affairs and Student Success who shall proceed to investigate the charges in compliance with AURAK policy.

13. Disciplinary Policies, Grievances and the Appeal Process

AURAK is committed to treating all members of the University community fairly in regard to their personal and professional concerns. Any AURAK student who believes that he or she has not been treated fairly may make use of the student grievance process. The primary objective of the student grievance process is to ensure that concerns are promptly dealt with and resolutions reached in a fair and just manner.

For these purposes, a grievance is defined as dissatisfaction or a disagreement with any decision or action that affects AURAK students. Grievances are divided into two major categories: 1) academic grievances and 2) non-academic grievances. Academic grievances include issues such as faculty and course related issues. Non-academic grievances include issues related to behavior and the University environment.

Student Academic Grievance Procedures

Academic grievance include grievance students may have against a faculty member, procedures implemented in class, or related academic issues. All students have the right to express their dissatisfaction. If the student has a disagreement with the faculty, grades, or the classroom the grievance is a Student Academic Grievance.

If any student wishes to file a formal grievance, these steps apply:

- ❖ The grievant must file a formal written complaint with the VPAASS/Provost.
- ❖ The VPAASS /Provost will ascertain if the complaint falls within the scope of an action appropriate for a grievance and will attempt to resolve the complaint informally before instituting the official grievance process.
- ❖ If such action is deemed appropriate, the VPAASS /Provost will convene a committee of a minimum of three people including faculty, administration, and student representative(s) within three working days.
- ❖ The committee will review the complaint, interview the complainant and any witnesses cited in the complaint.
- ❖ The Committee will recommend a cause of action to the VPAASS /Provost within seven working days.
- ❖ The VPAASS /Provost will forward to the student the recommendation of the Committee or a modification of its recommendation deemed appropriate after consultation with the committee within three working days.
- ❖ If the student does not agree with the decision, the student has the right to file an appeal with the President. The President will review the decision and render a final decision in the matter within three working days. The President is the final authority to whom appeal may be made.
- ❖ If a grievance is with the Provost, then the student may submit the grievance in writing to the President to initiate the process.

Student Non-Academic Grievance Policy and Procedures

All students have the right to express their dissatisfaction. Additionally, misconduct issues are handled under the non-academic grievance policy and procedures. Incidents that occur outside the classroom or disagreements with the staff fall under the non-academic grievance policy. If a student wishes to file a grievance, these steps apply.

- ❖ The grievant must file a formal written complaint with the Dean of Student Services and Enrollment Management.
- ❖ The Dean of Student Services & Enrollment Management will ascertain if the complaint falls within the scope of an action appropriate for a grievance and will attempt to resolve the complaint informally before instituting the official grievance process.
- ❖ If such action is deemed appropriate, the Dean will convene a committee of a minimum of three people including faculty, administration, and student representative(s) within three working days.
- ❖ The committee will review the complaint, interview the complainant and any witnesses cited in the complaint.
- ❖ The committee will recommend a cause of action to the Dean of Student Services and Enrollment Management within seven working days.
- ❖ The Dean of Student Services and Enrollment Management will forward to the student the recommendation of the committee or a modification of its recommendation deemed appropriate after consultation with the committee within three working days.
- ❖ If the student does not agree with the decision, the student has the right to file an appeal with the President. The President will review the decision and render a final decision in the matter within three working days. The President is the final authority to whom appeal may be made.
- ❖ If a student's grievance is with the Dean of Student Services & Enrollment Management, it may be submitted to the VPAASS/Provost to begin the process. If a grievance is with the VPAASS or other Vice President the student may submit the grievance in writing to the President to begin the process.

Apart from formal reporting of grievances, there are multiple Complaint/Suggestion Boxes installed throughout the University. If students do not wish to directly contact the Faculty, Advisor or any other Staff, they are advised to write their concern and drop it in one of these boxes. Any complaint/suggestion dropped in this box comes directly to the Office of the President, and confidentiality is ensured. Student must include their ID number when placing grievances in the suggestion box.

14. Campus Safety

AURAK is committed to providing an environment that is reasonably free from recognized safety hazards and complies with applicable laws concerning hazardous chemicals, fire prevention, occupational health and safety, handicapped accessibility, and the environment. To effectively meet the goal of reducing accidents and illnesses, AURAK has developed a Comprehensive Safety Plan. The Safety Office manages the plan and reviews it annually to meet the appropriate needs of AURAK. Efforts are channeled into several specialty areas, for example, fire protection, occupational health and safety, asbestos management, environmental health, emergency planning, and risk management.

In coordination with the AURAK Safety Office and other departments, AURAK security develops and promulgates procedures to respond to civil disturbances, hazardous material incidents, fire, gas leaks,

severe weather conditions, and other potential threats to campus safety and security. Additionally, individual security officers are encouraged to report unsafe conditions observed while on patrol and while serving as first responders to accidents. To ensure safe work practices during all university activities, the Safety Officer makes certain that appropriate environmental health and safety rules and regulations are written, published, and communicated to employees and students.

AURAK Student ID

AURAK students must present their Student ID in order to enter the AURAK campus. The Student ID may be obtained from the Department of Admissions.

Fire Safety Plan:

The Fire Safety Plan provides instructions for identifying, monitoring and addressing fire safety issues at AURAK. The plan describes emergency procedures, building evacuation drills, inspections, training and procedures to use in the event of a fire.

Drills:

The Resident Assistants for EDRAK, in cooperation with the Administration Manager and Emergency Planning of Ras Al Khaimah Fire Department and AURAK Security, conduct fire drills in the residential halls at least once a semester.

Fire Suppression Equipment:

AURAK maintains various fire suppression systems in each building. These include: fire extinguishers, standpipes and fire hose reel water pumps strategically placed throughout AURAK. Approximately 20 portable fire extinguishers are located on AURAK and in off-campus residences and other buildings. The Safety Office is responsible for providing training, inspecting, testing and refilling fire extinguishers. Fire suppression systems on campus are inspected by an outside contractor on a quarterly basis.

"Emergency exits should be used during emergencies only. Please comply accordingly for safety and security reasons."

Evacuation Routes:

Evacuation routes are developed for buildings on the AURAK campus. Individual evacuation plans may be developed for any employee or student with a disability and who may require special assistance in the event of a building evacuation. Faculty, Staff, and Supervisors must identify individuals requiring assistance, or individuals may self-identify, to the Safety Officer who will coordinate the development of an individualized evacuation plan.

Awareness Programs:

Health and safety awareness programs are developed and regularly scheduled for students at AURAK. The purpose of these programs is to promote a safer and healthier campus environment by helping students become aware of their behavior. The Office of Student Services and Enrollment Management periodically presents programs regarding topics which include alcohol and substance abuse, CPR, and other health and safety issues.

15. Student Records and Right to Privacy

A student's education record is defined as files, materials, or documents including those in electronic format that contain information directly related to the student and maintained by the University. The following documents are stored as a student's record:

- ❖ Application form
- ❖ Personal Details: the student's name, address(es), telephone number(s), e-mail address, photographs, birth date and place, program undertaken, dates of attendance, credential awarded, copy of Emirates ID.
- ❖ Certificates and transcripts of all the qualifying examinations
- ❖ Admission letter, visa copies, passport copies
- ❖ Enrollment and registration to the program
- ❖ Transcripts and degree progress

The record keeping system ensures that records are adequately created, managed, and archived. The system assures confidentiality, access only by authorized users, and secure record keeping. The Registrar has the authority to access student records and to manage and update student records. Student records are kept on file for a period of five years after graduation; an official transcript is kept for the lifetime of the student.

Students may request to see the contents of their educational records at any time including grades and other relevant information. This request must be made in writing and submitted to the Registrar. All AURAK students have the right to access their grades on-line through the CampusVue Student Portal System.

Access to a student's education records is available to authorized officials of AURAK for academic purposes, such as recording grades, attendance, advising, or review of academic progress.

The confidentiality of student information is maintained and periodic reviews are made in order to check the efficacy of the system. Student records are not disclosed to any third party unless a student gives permission for this in writing. The only exception to this is to official accreditation bodies conducting a review or law enforcement officials.

16. Accessing Academic Policies

The following AURAK policies relate directly to students and may be accessed through the AURAK Board Policy Manual. Where applicable, the location by page for those listed in the AURAK Catalog is also provided. Students may obtain copies of the indicated AURAK Board Policies by contacting the Office of the Dean of Student Services & Enrollment Management.

Policy/Procedure	Reference Number	AURAK Catalog
Undergraduate Admission	INSTSI-2015-101.32_PO	pp. 29-37
Graduate Admission	INSTSI-2014-201.33_PO	pp. 205-210
Undergraduate Transfer Admission	INSTSI-2014-101.21_PO	pp. 32-33
Graduate Transfer Admission	INSTSI-2016-101.12_PO	p. 210
Student Records	INSTSI-2015-101.30_PO	pp. 217-218

Release of Student Course Evaluation Results	INSTSI-2014-101.11_PO	p. 47
Information Release	INPIPD-2015-101.11_PO	p. 217
AURAK's Scholarship Program	INSTSI-2016-101.32_PO	p. 40
Student Fees	INFRST-2014-101.12_PO	pp. 37-40
AURAK's Highest Performance Merit Discount	INFRST-2017-101.17_PO	p. 40
Student Discipline	INSTCO-2014-101.14_PO	pp. 45-49
Student Activities	INSTSI-2012-101.36_PO	pp. 22-23
Student Publications	INSTSI-2014-101.38_PO	p. 43
Student Rights & Responsibilities	INSTSI-2014-101.38_PO	p. 41-44
Individuals with Disabilities	INSTSI-2017-101.42_PO	pp. 26-27
Student Career & Counseling Services	INSTSI-2014-101.39_PO	pp. 18,26
Student Counseling Services	INSTSI-2017-101.39_PO	pp. 18, 26-27
Student Health Services	INSTSI-2014-101.40_PO	p. 23
Academic Advisement	INEPSL-2015-101.28_PO	p. 53
Academic Integrity	INSTCO-2014-101.15_PO	pp. 45-53, 214-217
Academic Misconduct (Procedure)	INSTCO-2014-101.15_PR	pp. 45-53, 214-217
Student Appeals	INSTCO-2014-101.16_PO	pp. 59-60, 227-228
Student Grievance	INSTCO-2016-101.13_PO	pp. 41-43
Student Academic Grievance (Procedure)	INSTCO-2016-101.13_PR	pp. 41-43
Graduate Student Grievance (Procedure)	INSTCO-2016-101.13	p. 208
Lost and Found	INSTSI-2014-101.41_PO	Handbook pp. 16-17

17. Frequently Asked Questions

Q: How can I find out about activities being held?

We announce our activities through bulletin boards, emails, SMS, the AURAK website and Facebook or visit the office of Student Life.

Q: How can I sign up for any activity?

Simply pass by the Student Life department on the Ground floor Building D and sign up or send an email.

Q: Can I join or start a student society/club?

Yes, you can, if you follow the established procedures. Ask the Student Life Office for information concerning the requirements and application process.

Q: Do you have lockers available to store my books on campus?

Yes. Please contact Student Life Office to get a locker.

Q: Where do I go if I lose something on the AURAK premises?

"Lost and Found" is located in the Student Life Department, Building D. Go to the department on the Ground floor to report a missing item, drop off one that you have found or claim an item.

Q: Do you have a health center on campus?

Yes, we have a health center in Building **B** with a registered nurse who can provide first aid when necessary.

Q: Do you have someone I can talk to about some problems I am facing?

Confidential counseling is available for AURAK students. For further information, please contact the Department of Counseling, Testing, and Disability Services located in Building B.

Q: What are the office hours of the Student Services and Enrollment Management Offices?

Student Services and Enrollment Management personnel are available Sunday through Thursday from 8:00 a.m. till 6:00 p.m. The Office of Admissions is also open Saturday from 9:00 a.m. till 5:00 p.m.

Q: What do I need to become a student Ambassador in AURAK events?

You should have already earned a minimum of 24 credit hours and your CGPA should be a minimum of 3.0. If you meet these requirements, visit the Student Life Department to sign up.

Q: Where do I find my student ID number?

- ❖ New Students - Your student ID number is on your admission letter.
- ❖ Returning Students - If you forgot your student ID, look on your AURAK Student Card or on your AURAK Student Portal. The transcript and bill statement all indicate your AURAK Student ID number.

Q: What is the AURAK Student Portal?

The AURAK Student Portal is your online tool that gives you access to

- ❖ Registration
- ❖ Bill statement (a bill statement will not be mailed to you)
- ❖ Timetable / Class Schedule
- ❖ Class information that your instructors post such as the syllabus, announcements, assignment descriptions, notes, etc.
- ❖ Your grades
- ❖ An unofficial transcript

Q: How do I access my AURAK Student Portal?

New Students are given an AURAK Student Portal User ID and password prior to registration. Returning Students - If you forgot your User ID or password, contact IT in building D.

Q: How do I access AURAK computers and my AURAK Email?

New Students - will be issued a User ID, password, and AURAK Email after registration. Returning Students - If you forgot your User ID or password, contact IT in Building D

This password will give you access to:

- ❖ On-campus Computers
- ❖ AURAK Email - This is the primary way that you will be contacted throughout the year with important information

Q: I need confirmation of my enrollment. How do I obtain verification of enrollment?

If you need a letter written, complete the Enrollment Verification form in the Department of the Registrar.

If you need a form completed, bring the form to the Department of the Registrar.

Q: I have a physical limitation, learning disability, or mental health disability. What should I do?

A student needing accommodations must see the Department of Counseling, Testing and Disability Services to discuss individual needs. They will document the need, create a learning plan with the student and be the liaison between you and your professors/instructors. It is ultimately the student's responsibility to make the need known to the University by registering with the Department of Counseling, Testing, and Disability Services.

Q: How many credits do I need to take to be a full-time student?

To be a full-time student you need to be enrolled in a minimum of 12 credit hours (4 courses) per semester for undergraduate and 9 credit hours for graduates (Masters).

Q: I think I am eligible to graduate. What do I need to do?

Visit the Department of the Registrar and complete the graduation form, for evaluation of your coursework completion.

Q: To whom do I talk to about student financial aid?

Contact the Scholarship and Financial Aid office in Building D.

Q: When are fees due? How do I pay?

For information on when fees are due and how to pay, visit the Office of Finance.

Q: Why should I register for classes early?

- ❖ Early Registrants receive priority for spots in classes
- ❖ During Early Registration, course and program advisors are available to aid students in course selection

Q: I want to know which courses are required for my degree program. How do I find out?

Your first step is to visit with your academic advisor who has information regarding your degree plan. The degree plan you follow depends on the year you entered the university and the area of concentration for your degree. The degree plan established when you enter the university will be the degree plan you follow through your graduation. By obtaining a copy of the degree plan from your advisor you will be able to track the courses needed and those you have completed.

As you near completion of your degree, you may complete a degree audit form, found in the Registrar's department, to ensure that you will meet all the requirements to graduate.

Q: I am an athlete. Should I take a full course load?

- ❖ All AURAK student-athletes must be enrolled in a minimum of 12 credit hours per semester
- ❖ All returning AURAK student-athletes must pass 18 credit hours during their previous year of study and maintain a GPA of 2.0 or higher.
- ❖ Consider your work-load carefully in consultation with an academic advisor. Some student athletes carry a full load of 15 credit hours per semester and maintain very good GPAs. Others reduce their loads to 12 credit hours per semester.

Q: Why should I get to know my faculty advisor?

Your faculty advisor is available to meet with you about courses, future academic and career plans, or spiritual/personal issues. Faculty advisors take a special interest in their students' needs and concerns, and can help to give perspective and advice.

Q: Why should I declare my program?

Declaring a program of study allows you, the student, to clarify your educational and career goals. Additionally, the university is able to plan for future classes, faculty, and staff. Another benefit is found in that declaring your major may open financial aid doors.

Q: What are credit hours?

Credit hours are a standard measure used in determining how much academic material is covered. A course of three credit hours normally requires three hours of lectures per week for one semester. Thus, if you choose five courses of three credit hours each, you will be in class for fifteen hours. Students are allowed to register for a maximum of eighteen credit hours in a semester.

Q: What are prerequisites?

Prerequisites are courses that must be completed before enrolling in some upper level courses. Some courses at the 200 and 300 level have prerequisites. All courses at the 400 level or higher have prerequisites.

Q: What are "Humanities"?

The Humanities are those branches of learning concerned with human intellectual culture, exploring its past, present, and future. At AURAK, we offer courses in the Humanities in these fields: English, History, Languages, and Philosophy.

Q: What are "Social Sciences"?

Social Sciences are those branches of study concerned with human society, social relationships, and individuals within society. At AURAK, we offer courses in the Social Sciences in these fields: Anthropology, Economics, Geography, International Development Studies, Peace and Conflict Transformation Studies, Political Studies, Psychology, and Sociology.

Q: What are "Sciences"?

Sciences are those branches of study concerned with the phenomena of the material universe and its general laws, employing methods of empirical observation and systematic classification. At AURAK, we offer courses in the following Sciences: Biology, Chemistry, Computer Science, Mathematics, and Physics.

Q: What are "Integrative Studies"?

Integrative Studies explore the mosaic of knowledge, around a theological center, in service of the highest of human loves, which are the love of God and the love of neighbor.

Q: What are the exam regulations?

AURAK faculty will ensure that the academic assessment of the undergraduate is fair, accurate, aligned with learning outcomes and program goals and is undertaken at an appropriate level as follows:

- ❖ Students shall undergo a minimum of 3 assessments distributed evenly throughout the semester.
- ❖ Assessment tools may be in the form of Exam, Project, Paper, Presentation, Homework assignment, Class quiz and Case study/analysis.

Q: Are there special arrangements for students with disabilities in exams?

Yes. A student needing accommodations must visit the Department of Counseling, Testing and Disability Services to discuss individual needs. Staff will document the need, create a learning plan with the student and be the liaison between you and your professors/instructors. It is ultimately the student's responsibility to make the need known to both AURAK Department of Counseling, Testing, and Disability Services and the professors/instructors.

Q: Where to get information on the degree programs?

You can visit the AURAK website, click the admissions button and there you can find the undergraduate and graduate programs.

Q: How can I change my major?

Fill out the change of major form at the registrar's office and have it signed by the new advisor and old advisor.

Q: Is confidentiality ensured?

Yes. All students' information is confidential and cannot be divulge to any person without written permission from the concerned student.

Q: Whom should I contact if there is a mistake in my academic record?

Visit the Department of the Registrar.

Department of the Registrar
American University of Ras Al Khaimah
Sheikh Saq Bin Khalid Road
Ras Al Khaimah, UAE
PO Box 10021
Tel: + 971 7 2210 500
Email: registrar@aurak.ac.ae

Q: How can I get a letter to confirm that I am a student at AURAK?

Visit the Department of the Registrar and complete the request for enrollment verification form.

Q: How to withdraw temporarily?

On a case-by-case basis a student can be force to file temporarily withdrawal. A student cannot simply file a leave of absence without reasonable / excusable reasons.

If a temporary withdrawal is granted for a semester or a year, a student will be given a semester to apply for re-admission. Unless there are extenuating circumstances such as illness, a leave of absence is not normally given to a student who leaves the university during a term.

Official withdrawal removes students from any academic program and cancels student status at AURAK. In order to return to the university, students need to apply for re-admission through the Admissions Office. Students who wish to withdraw have to complete a 'withdrawal form' available at the Registrar's Office and get clearance from all university departments. If the withdrawal process is completed satisfactorily and all financial obligations to the university are cleared, the effective date of withdrawal is noted on the student's permanent academic record. The effective date is the date used for calculating billing or refunds. No grades other than a W for the current semester are recorded.

If a student wishes to return, he/she needs to apply for re-admission through the Admissions office.

Q: Can I get help with my CV/Resume?

Yes. Students may ask through the Department of Internship, Career Development and Alumni Affairs for assistance with Resume and CV writing.

Q: How do I apply for Internship?

A student who has completed 90 or more semesters with a 2.0 CGPA is eligible for doing an internship. An application can be obtained from the Department of Internship, Career Development and Alumni Affairs. The application should be completed and be presented to the student's academic advisor, the department internship coordinator, and the manager of Department of Internship, Career Development and Alumni Affairs for signatures. When submitting the application, the student will need to submit an unofficial transcript, updated CV, a copy of their passport, a copy of the visa, and a copy of the front and back of the Emirates ID card.

Q: As a Masters student what is the minimum grade requirements?

The normal graduate student load is 9 credit hours. However,

- ❖ A student with a cumulative GPA of 3.5 or above is entitled to register for 12 credit hours in the following semester.
- ❖ A student with a cumulative GPA of less than 3.00 is entitled to register for 6 credit hours in the following semester.
- ❖ Only 3 credit hours are allowed during any individual summer term.

If a graduate student's cumulative GPA is below 3.00, the student is placed on academic probation. During probation status, the following conditions apply:

- ❖ A graduate student on probation may not register for thesis or final project credit hours until a cumulative GPA of 3.0 is achieved. Probation will be removed at the end of any semester in which the student attains a CGPA of 3.00

Q: Do I need to be enrolled as a full-time student?

It is the choice of a student to enroll as full time. To be considered a full time graduate student you need to enroll in a minimum of 9 credit hours per semester, and for undergraduate 12 credit hours per semester.