



*The best education I have ever received was through travel. - Lisa
Ling, journalist*

American University of Ras Al Khaimah (AURAK) International Student Handbook

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TABLE OF CONTENTS

WELCOME INTERNATIONAL STUDENTS!.....	3
INFORMATION ABOUT THE UAE YOU SHOULD KNOW.....	4
GOVERNMENT OF THE UAE.....	4
FOUNDER OF THE UAE.....	4
THE RULER OF RAS AL KHAIMAH.....	5
THE HIDDEN ASPECTS OF CULTURE.....	5
THE ICEBURG EXAMPLE.....	6
DO’S AND DON’T’S IN THE UAE.....	7
MOBILE PHONES.....	10
WHAT TO DO IN AN EMERGENCY.....	10
POLICE.....	10
MEDICAL ISSUES.....	10
MEALS AND RESTAURANTS IN RAS AL KHAIMAH.....	11
GROCERY STORES IN RAK.....	13
BOOKSTORES IN RAK.....	13
TRAVEL AND SIGHTS TO SEE.....	13
TAXIS & TRANSPORTATION.....	14
BANKING & EXCHANGE.....	14
SHOPPING IN RAK AND THE UAE.....	15
MALLS IN DUBAI AND ABU DHABI.....	15
EDRAK RESIDENCE HALLS.....	15
PASSPORTS AND HUMAN RESOURCES.....	16

CODE OF CONDUCT..... 16

STUDENT CONDUCT..... 16

BEHAVIORAL MISCONDUCT..... 17

PROCEDURES FOR TAKING ACTION RESULTING FROM BEHAVIORAL MISCONDUCT 18

OFFICES TO NOTE..... 20

MAP OF UAE, RAK..... 21

WELCOME INTERNATIONAL STUDENTS!

Welcome to the American University of Ras Al Khaimah, AURAK!

Dear Student,

I am excited to welcome you to the American University of Ras Al Khaimah for the 2018-2019 academic year. Whether or not this is your first study abroad experience, I am proud that you chose AURAK, and I know you are equally excited about the opportunities that will come in your study here.

In this International Student Handbook, you will find information that is useful for all international students, either new or existing, including descriptions of the culture in the United Arab Emirates (UAE) and the Emirate of Ras Al Khaimah, the services and activities available to you and to all students, as well as the AURAK Code of Conduct. This code was developed to provide a good model for student interactions on campus and is essential to our community and culture.

AURAK offers opportunities to participate in on-campus and off-campus activities that will increase your personal and professional growth. It has something for everyone to make your experience more enjoyable and more exciting. Let this handbook be your initial guide to all things at AURAK!

Thank you for choosing our university as a destination for your international study. I know your year ahead will be full of adventure, learning, and success. Enjoy your time of discovery!

Sincerely,

Ghadah Al Kadri

Senior Officer, Department of International Programs & Partnerships

Office: 07-22-10500, x1507

Information about the UAE You Should Know

Who lives in the UAE

The total UAE population is about 9.3 million, with only approximately 20% of that total comprised of Emirati citizens. However, in the Emirate of Ras Al Khaimah, the percentage of Emirati citizens is much higher, closer to 45%. One great advantage of living and studying in AURAK is one can connect more readily with locals and the native culture than one can in the other emirates.

Yet for all that, there is not a “single” Ras Al Khaimah experience. The UAE has residents who hail from many nationalities and this means many people bring their culture and their perspectives on family, faith, gender issues, and morality. The Middle East is not one monolithic culture, any more than Europe is all French or German. Countries in the Middle East have many different viewpoints on life. A Lebanese person living in Dubai may have a completely different view, for instance, on how the sexes should appropriately interact than a Saudi Arabian similarly living in Dubai may have.

Government of the UAE

The UAE is comprised of seven emirates: Abu Dhabi (the lead emirate and where the president of the country hails from, Dubai (the vice president is always from Dubai), Ajman, Sharjah, Fujairah, Umm Al Qaiwain, and Ras Al Khaimah. The Supreme Council is the decision making entity in the UAE and each emirate’s ruler or Sheikh will attend Supreme Council meetings. For more information please visit www.uae.interact.com/government.

The country was founded in 1971 and the UAE National Day on December 2nd is celebrated with the same pride and pomp and circumstance as other national days around the world. Even if one is not an Emirati on this hallowed day, he or she will get caught up in the festivities, as this nation has much to be proud of and it deserves such a day of recognition.

Founder of the UAE

The visionary who was the UAE’s founding father is His Highness Sheikh Zayed bin Sultan Al Nahyan. Sheikh Zayed passed away in 2004. He is something of a legend in the Middle East, for good reason. His amazing leadership and keen relationship building skills are credited with pulling the Bedouin tribes together to form the modern state of the UAE. He used the UAE oil wealth not to line his own pockets, but to transform the area and the lives of his people. The fact that the UAE is often listed as a number one travel destination, and one of the safest places to live in the Middle East and the world, is a legacy of this great statesman. You will see his photo all over the UAE. If you are interested in what makes a good leader, we encourage you to learn more about Sheikh Zayed; you can find some excellent and detailed information, including photos, here: https://www.uaeinteract.com/uaeint_misc/pdf_2008/zayed_tribute/zayed.pdf

Visit the Etihad Museum for more information on the founding of the UAE and Sheikh Zayed.

The Ruler of Ras Al Khaimah

The ruling sheikh of Ras Al Khaimah is His Highness Sheikh Saud bin Saqr Al Qasimi. His Highness began his own study abroad experience in Lebanon. With the advent of the Lebanese Civil War in 1975, he chose to continue his study in the U.S., where he received his bachelor's degree. They say His Highness has a deep affection for his study abroad homeland and hence we now have the American University of Ras Al Khaimah. Under his leadership, Ras Al Khaimah, both city and emirate, has been transformed. His highness recognized the importance of generating growth in an emirate that does not have the luck of oil resources. Besides RAK Ceramics and Julphar Pharmaceuticals (which is the largest pharmaceutical company in the Middle East), the RAK Free Trade Zone and Saqr Port all help to diversify and grow the economy. Additionally, he capitalized on the natural resources of the Emirate with its beautiful beaches and imposing mountains. RAK is now a major tourist destination in the UAE with resorts like the Cove Rotana, the Hilton Resort and Spa, Banyan Tree Al Wadi, and the Waldorf Astoria. Please visit these links for more information on Sheikh Saud. <http://rakinfo.ae/sheikh-saud-bin-saqr-al-qasimi.php> and <http://aurak.ac.ae/en/information-on-the-uae-and-rak.html>

The Hidden Aspects of Culture

One of first things you will encounter when you go abroad is something you can't really see. It can seriously affect how you adjust to and enjoy your time overseas. That "thing" is CULTURE. The kind of culture we will address here is not at all the kind of thing one refers to when talking about being a "cultured person" or possessing a taste for modern art, champagne, and opera, nor is culture the exclusive province of an educated elite.

Culture is a neutral term, neither good nor bad, and refers to the broadest conception about the learned knowledge that humans use to fulfill their needs and wants. It refers to the collective historical patterns, values, societal arrangements, manners, ideas, and ways of living that are used to order society. It is comprised of all those things we learn as part of growing up, including language, religion, beliefs about economic and social relations, political organization and legitimacy, and the thousands of "Do's and Don't's" that society deems important, the things we know to become a functioning member of that group, sometimes even without "knowing" that we know them.

When you go abroad you immediately meet individuals, perhaps a bewildering variety of them, but you also enter another culture. The behaviors and attitudes you can externally observe in others are molded and motivated by their prior cultural learning, just as you have been molded by yours. However, you can't see a person's culture directly because feelings, judgments, and mental constructs are not always on display, although eventually they may become evident through what people say or do.

Culture has been defined in literally hundreds of ways for different reasons. For study abroad purposes, culture can be most broadly defined as the shared sets of values, attitudes, beliefs, and behaviors which are widely held by members of the host culture. A sojourner will not only need to be aware of these cultural patterns but will have to respond to them appropriately.

* Courtesy University of the Pacific and NAFSA resources

http://www.nafsa.org/Find_Resources/Supporting_Study_Aboard/Network_Resources/Education_Aboard/Education_Aboard_Advising_Resources/

The Iceberg Example



Many aspects of culture are hidden and the Iceberg example is an easy illustration to assist with comprehension of what is seen and what is not as visible in a new culture. Upon arrival in the UAE you will see obvious, explicit displays of culture, starting with the national Emirati dress. Men wear a long white dress, or Kandura. Women wear a long black dress, or Abaya, and a black scarf head covering known as a Shaila. Please visit this link to an article entitled “[UAE’s National Dress is Important but Doesn’t Define Who We Are](#),” which discusses identity and the national dress. Such national dress, so unlike jeans and a t-shirt, is a very visible symbol of culture. Less visible when one is visiting a new country such as the UAE are the perceptions, attitudes, values, and belief systems. These subtle differences must be learned more slowly.

To understand culture that is not obvious, the savvy traveler or savvy study abroad student must become adept at listening, observing, and keeping an open mind. Judgments are the death toll for understanding others. You will surely find things about Emirati culture, and also the wider Middle Eastern culture, that you will enjoy and agree with, and you will just as surely end up disagreeing with some practices or beliefs – as you do with beliefs, attitudes and practices in your own culture.

The Do's and Don'ts in the UAE

Kindly:

Do dress appropriately. Arms and legs should be covered unless one is at the beach or in Dubai. At the very least give up your favorite tank top. Your shoulders must be covered. And yes, we know it's hot. Just think about the British ladies in corsets who used to travel to India....before the days of air conditioning. Be strong.

Do speak clearly and try to avoid idiomatic English expressions, so people can understand exactly the meaning of what you are trying to convey. Your funny expression from that 1970's TV show will drop like a lead balloon in most instances. "It's raining cats and dogs" does not have the same cultural impact in a region where it neither rains frequently nor do most people traditionally keep cats and dogs as pets.

Do enjoy making new friends and be open to new experiences. Don't pretend to be an aloof hipster – remember you know you want to belong, and that's why you're here!

Do have patience when asked what may seem like strange questions about your country and culture. "Does everyone in Texas ride horses?" People are just genuinely curious. Remember you will also ask strange questions while here, so keep this in mind. "Do you wear your abaya to bed too?"

Do R-E-S-P-E-C-T different beliefs you will encounter. For instance, the belief in unseen forces is fairly common in the UAE. If someone talks to you about the Djinn (the unseen spirits known sometimes in the West as genies), just listen. Remember for example, that belief in "Ghosts" in the Western world is quite commonplace, and the two ideas are not necessarily so different from one another. Alternatively, if you do not think that anything you cannot touch or see is real, you can calmly state that you do not believe in such things.... no need to gape and laugh and hop up and down. Remember differences are healthy, and one of the lessons you will learn in your study abroad experience is that people are not as different as we sometimes like to think.

Do understand that every culture has its own concept of what is acceptable personal space. Some cultures encourage being very close to your face when speaking. If this happens, you can take a few steps back or even ask the person to give you a little room. But there's no need to be extreme. This will not be appreciated.

Do understand that certain cultures have a strict "no smell rule." The Emiratis follow this "no smell rule" very closely. However, there are people from other cultures living in the UAE who do not have the same views on things like deodorant or a once-a-day shower. Deodorant is a relatively new invention. Prior to the 20th century, out in the American Wild West for example, or the steppes of Russia in winter, showers and hygiene were both random and rare. Everyone smelled to high heaven. What our own culture emphasizes, we embrace, but the opposite is also true.

Do call your professor by his title and *first* name in the UAE. So, Dr. Mohammed Awad would be “Dr. Mohammed” or “Prof. Mohammed.” Faculty will not think you are being cheeky using their first name with their title in this manner, even though in your previous school experience it might seem odd to address someone this way.

Do remember that you are representing your culture and country as an unofficial ambassador. Everyone will know you in our small community, so remember to act appropriately. Bad behavior is likely to be regretted the next day, but unfortunately not forgotten by those who witnessed it. If you regularly find that you can’t yourself look in the mirror the next day, you should try another approach.

Do take your shoes off before entering a mosque. One must respect the house of Allah, just as you dress and act appropriately in western churches. Even if you haven’t had a pedicure in weeks....off they must go. Do wear long sleeves and cover your legs for both sexes. Women must also cover their hair and neck when entering a mosque.

Do be thoughtful about alcohol consumption. Alcohol is available in some places in the UAE, and the legal drinking age is 21. But don’t get drunk in public, period! Alcohol use, while legal, is frowned upon, and being drunk in public is a crime, just as it is in many other countries.

Kindly:

Don’t eat, drink or smoke in public during the holy month of Ramadan, should it take place during your stay in the UAE. Even something as simple as drinking from a bottle of water while sitting in your car in a public parking lot can be considered a violation, and may result in legal action. The UAE is one of the most tolerant and culturally open countries in the world, so even if you are a non-Muslim you should repay the UAE respect for your traditions and practices by following those of this country while you are a guest here.

Don’t touch the opposite sex. This is especially true for males regarding touching females. Touching women is forbidden in the UAE. Don’t even take someone’s elbow or put your hand on someone’s back to give them a nice friendly pat. (They don’t need your support as much as you think.) These gestures can only be made with people with the same gender as yours.

Don’t shake hands with the opposite sex unless they offer their hand first. It’s a bit of a wait-and-see approach. Men will often shy away from shaking hands with women and vice versa. It’s going to be a little bit awkward for you if you stick out your hand and no one takes it.

Don’t take photos or videos of people, particularly women, without their consent. If you do take photos and post them in a public forum, you could face legal action. It’s not just about someone’s bad side. Photos and videos violate privacy. Also be very careful what pictures you snap of buildings. You could accidentally take photos of military or other off-limits government structures, as was the case with an American architect in fall 2014. He was imprisoned for over a week while they sorted out what he was doing.

Don't kiss in public. Please no public displays of affection between the sexes, especially kissing. This is actually illegal. And really when you think about it, PDA's are overrated.

Don't give anyone a rude hand gesture. It is illegal. It takes away someone's dignity when we are rude to them, and the UAE culture believes *strongly* in allowing people to save face and keep their dignity.

Don't swear/curse in public. This is not permitted and is illegal. That casual bawdy joke you tell in a restaurant with an "F" word or two may offend the booth next to you and they are within their right to call the police.

Don't make fun of, or say any disparaging remarks about, anyone's religious beliefs. Humor is not appreciated regarding religion.

Don't fall into the trap of comparing everything in the UAE to everything in your home country. That will only lead to a path of ruin for your stay. Remember that it is human nature to automatically ascribe the best habits to our own country, city, neighborhood, family, and pets. Yes, we know your cat "Mr. Wiggles would *never ever* do that! – these camels are crazy, why do they even keep them!" But the grass is always greener on the other side, and it won't take long here in the UAE for you to realize that this country has charms and advantages that you'll find nowhere else in the world. Before too long you'll be heading back to your home country and comparing everything there to the amazing things you saw here.

Don't get into an argument with a woman if you are a man. The police will always take her side. Women are not to be harassed or bothered in any way. Basically, women rule in the UAE. At the very least they expect to go about their business without a strange foreign man causing them a problem – something that would be reasonable for women to expect in any culture.

Don't – for men – walk too closely to women. If you and a woman are on a head-on collision in a hallway, it's the gentlemanly thing to do to get out of her way. Observe what other men in the UAE do when women are walking towards them in a mall or public space – traditionally they move out of the way so as not to accidentally bump or touch the women. Hopefully in reading this handbook you are now beginning to realize that gender is very important culturally in the UAE.

Don't bring food or drink to class. It's not a buffet, people! The perception here in the UAE is that the university is a temple of learning... And obviously the man or woman at the front of the class is not the waiter, but the spiritual guide of that temple.

Don't be surprised that customer service may not be what you are used to. Most of the waiters, shop keepers, clerks, taxis drivers, do not speak English as their first language, so there may be language issues. Remember that if you ask for the manager, someone may lose their job and their job is tied to their work visa. This means someone could lose not only their job but also their ability to live in the UAE – the severity of that punishment is something to be mindful of when considering a complaint. Remember also that just because someone doesn't speak English doesn't mean they are not thoughtful or competent at their job. Many of the people who provide service in the UAE speak English not just as a second language, but as their fourth or fifth!

Mobile Phones

You can try purchasing a “sim” card and using it in your home country phone. However, you must make sure that your home country phone carrier has unlocked the phone. Some companies will enable the phone for use in some countries but not others, depending on individual international policies. It’s best to notify your home country carrier as soon as you arrive that you are residing in the UAE for a short term program.

Another option is to purchase an inexpensive phone for use in the UAE. You will need a local number in order to do a variety of things, such as open a bank account. We recommend the national phone carrier Etisalat or Du. The DIPP Senior Officer can take you to Manar Mall, RAK Mall or Na’eem Mall where you can purchase a sim card and receive a UAE phone number. The Etisalat website may also be helpful. <http://www.etisalat.ae/en/index.jsp>

What to do in an Emergency

As you are living on campus, there is a comprehensive system in place to assist you – from the EDRAK hall managers, to security at your reception desk, to the security at the front entrance gate of campus. You may also call the Senior Officer of the DIPP in the event of an emergency, or call the Assistant Officer of International Students. Please report all emergencies to the Senior Officer of the DIPP regardless if you need assistance or not. It will always be to your advantage to keep the university and the DIPP in the loop, because they can provide you with assistance you might not even know you had available.

Police:

The emergency number for police is 999. The address for AURAK is simply the name of the university. Security can assist you in your need for police. Call the Senior Officer of the DIPP first, with the exception of cases of extreme emergency.

Medical Issues:

Doctors tend not to have private offices in the UAE, as most work in hospitals. The nearest hospital is RAK Hospital, only a five-minute car ride from campus. You can make an appointment through their website. <http://www.rakhospital.com/> Once you enter your information, a receptionist will call you back to schedule the date and time. The pharmacy is located in the hospital and will be just down the hall from your doctor’s office. You will have a list of taxi numbers to call if your medical needs are not life threatening. For dire emergencies, security will call an ambulance.

You should expect to pay approximately AED 450 per visit and AED 150 for prescription medicine. The DIPP can assist you in your reimbursement efforts by submitting your receipts to your insurance company, which the DIPP will have on file for you.

Meals and Restaurants in Ras Al Khaimah

AURAK has four cafeterias/eateries located on campus. The Master Baker in building B, The Café in building C, RAK Hotel in building G, and a grocery on the first floor in building G. They serve a variety of salads and fresh food for breakfast, lunch, and dinner. One of the lovely things about the UAE is that many things can be customized, including meals. We can all feel like a VIP in this country. At the cafe, if you want something special, ask. If it is not on the menu they will try to accommodate your palate and diet. Besides the set menu items, individual locations also offer daily menu options, which are often Arabic cuisine in nature but with western items such as pizza and pasta as well.

Delivery is a huge plus in Ras Al Khaimah – almost every restaurant delivers, including traditional western restaurants you might not expect, such as McDonald’s, Burger King, and Subway. The many smaller Arabic, Iranian, and Indian restaurants also deliver. In general, you should plan to tip the delivery man about five dirhams, or approximately US\$1.37. A ten-dirham tip is considered generous and that is approximately US\$2.74.

For fancier cuisine, when you just have a craving for it, you may wish to visit one of the hotels or resorts in Ras Al Khaimah. Just remember that resort restaurants come with resort prices.

Name of the Hotel	Contact No	Restaurant Name	Dining Web
Hilton Resorts & SPA in RAK	07-2288844	AL BAHAR	http://www3.hilton.com/en/hotels/uae/hilton-ras-al-khaimah-resort-and-spa-rktrshi/dining/index.html
		BN CAFE	
		DHOW BEACH BAR	
		DOME LOUNGE	
		ESPRIT	
		MAARID	
		PASSAGE TO ASIA	
		PIACERI DA GUSTARE	
		PURA VIDA RESTAURANT	

		X.O.	
Hilton Resorts & SPA in Al Hamra	07-244 6666	AL JAZEERA	http://www3.hilton.com/en/hotels/uae/hilton-al-hamra-beach-and-golf-resort-RKTAHHI/dining/index.html
		AL SHAMAL	
		LE CHALET	
		LOBBY LOUNGE	
		SCIROCCO	
		TRADER VIC'S MAI TAI LOUNGE	
Cove Rotana Resorts & SPA	07-206 6000	Basilico	www.rotana.com/rotanahotelandresorts/unitedarabemirates/rasalkhaimah/thecoverotanaresort/dining
		Breeze	
		Sun Set Bar	
		Cinnamon	
		Laguna Bay	
		Breakers	
Waldorf Astoria	07-2035555	Marjan	http://waldorfastoria3.hilton.com/en/hotels/uae/waldorf-astoria-ras-al-khaimah-RKTWAWA/amenities/restaurants.html
		Cigar Bar	
		Al Fayrouz	
		Lexington Grill	
		UMI	
Banyan Tree	07 2067777	Sands Beach Grill Restaurant	http://alhamravillage.com/dine/sands-beach-grill-resturant.html
Hilton Double Tree	07-2260666	Fresco - Energy Bar	http://doubletree3.hilton.com/en/hotels/uae/doubletree-by-hilton-ras-al-khaimah-RKTDTDI/dining/index.html
		Lobby Lounge	
		Podium	
		Tree Top Bar	

The Mangrove	07-2337733	RAINBOW RESTAURANT	http://mangrove.binmajid.com/diningandentertainment-en.html
RAK Hotel	07 236 2999	Restaurant by the Pool	http://www.asiatravel.com/en-us/hotels/united_arab_emirates/ras_al_khaimah/ras_al_khaimah_hotel/index.html

Grocery Stores in RAK

There are a number of superior grocery stores in RAK, including: Al Aswaq, Carrefour, Lulu Hypermarket, Choithrams, and Spinneys. Almost all will deliver with a minimum charge.

Choithrams and Spinneys are where many expats (expatriates – people temporarily or permanently living outside their country) shop for their groceries needs. Both markets have a separate room in the back for pork products. (*Please do not bring pork products to your room if you have a Muslim roommate.*) Both stores are located in RAK proper and are about ten minutes from campus. There is a Choithrams supermarket in the Mina Al Arab apartment complex and a Spinneys supermarket in Al Hamra mall.

The closest grocery store is seven minutes walking from campus and is called Al Aswaq, visible just up the street from campus. You can buy sheets, towels, and many home products, including appliances, at this supermarket as well.

Bookstores in RAK

Ras Al Khaimah has a number of bookstores where you can buy stationary for school, as well as arts and crafts and other related office supplies: Al Haremeen, Dubai Library Distributor, Al Oraibi Bookshop and Al Amjad Library:

Bookstores	Location	Phone number
Al Oraibi Bookshop	City of Ras Al Khaimah	+971 7 2229388
Al Amjad Library	Burairat Street, Al Nakheel, opposite Hasina Supermarket, Ras Al Khaimah	+971 7 2262887
Dubai Library Distributor	City of Ras Al Khaimah, Near Boat R/A	971-7-2333320
Al Haremeen Book Shop	Saba Road, Ras Al Khaimah City, Ras Al Khaimah Landmark: Opposite RAK Bank	+971 7 2332700

Travel and Sites to See

The UAE has many interesting sites. From beaches to cultural exhibits, the seven Emirates that comprise the UAE have much to offer. AURAK will give you opportunities to go to several

interesting locations, including the Burj Khalifa in Dubai, the Sheikh Zayed Grand Mosque in Abu Dhabi, and even a desert safari. In a typical semester you will also have the opportunity to visit Oman's Khasab region and take a boat tour for a day. Other sites including the following:

RAK Museum

Jebel Jais Flight – the longest zipline in the world

Al Sawan Camel Race Track – Sept – April, Fri. & Sat from 6:30 am – 8:30 am

Fish Market

RAK Palace - opposite Immigration – tourist souvenirs

Awafi Festival – highlighting RAK and Bedouin culture, beginning in January

Mina Al Arab complex, with market and celebrations

RAK Tourism Authority

Taxis & Transportation

Taxis in RAK are relatively inexpensive. From campus to RAK downtown the cost is approximately 10-15 dirhams (\$2.74-\$4.10) depending on traffic.

Taxis to the Al Hamra area will cost you around 45 – 55 dirhams (\$12.33 - \$15). There is a free shuttle from Manar Mall to Al Hamra Mall. For information, please check with the customer service desk in Manar Mall.

Taxis to Dubai will cost around 350 dirhams (\$96). You can ask the driver to wait and then return you to RAK. Always negotiate if you can.

There is a bus that runs from RAK to Dubai. It leaves the taxi/bus station on the opposite side of the road from The Cove Rotana resort. This service runs each hour, and the bus is air conditioned and drops you at Deira Bus Station in Dubai, for 20 AED (\$5.50), much cheaper than a taxi.

Banking & Exchange

It is up to each student to decide whether they wish to open a bank account. Banks located in RAK include the following: RAK Bank, Abu Dhabi Commercial Development (ADCB), HongKong and Shanghai Banking Corporation (HSBC), and more.

If one's only reason for opening a bank account is to utilize wire transfer services, there are other money exchange and wire services available. One that is likely well known to you already is Western Union. Here is a useful link for Western Union:

<http://locations.westernunion.com/search/united+arab+emirates/ras+al+khaimah/ras+al+khaimah>

Money can be exchanged at any of the banks, regardless of whether you have an account. There are money exchanges in Manar Mall, Al Hamra Mall, and Al Na'eem Mall, as well as stand-alone currency exchanges.

Generally, the exchange rate is approximately 3.65 dirhams for 1 U.S. dollar. So, something that costs 20 dirhams divided by 3.65 = \$5.48. And, conversely, something costing \$100 would be approximately $100 \times 3.65 = 365$ dirhams. You will find that these rates do not fluctuate with any significance and will likely remain the same during your entire stay in the UAE.

Shopping in RAK and the UAE

You will find some of what you need in one of the four shopping malls in RAK. But for stores with brands you recognize, you will likely find more of them in Dubai. Dubai is *the* mall destination. Dubai hosts a very famous shopping festival each January and the “Dubai Mall” is one of the top ten largest malls in the world.

There are five shopping malls in RAK: Al Hamra Mall, Manar Mall, RAK Mall, Na'eem Mall, and Na'eem City Centre. There is a free shuttle between Manar Mall and Al Hamra Mall. For information, please check with the customer service desk in Manar Mall.

There are several discount stores in RAK, including Bollywood, Emirates Market, the 2 Dirham Store, RAK Palace, and more... Carrefour is a French retailer much like the American version of Walmart. There is a Carrefour in Na'eem City Centre and Manar Mall.

Malls in Dubai and Abu Dhabi

Malls to mention in Dubai: Dubai Mall, Mall of the Emirates

Malls to mention in Abu Dhabi: Marina Mall, Abu Dhabi Mall

EDRAK Residence Halls

Perhaps the nicest and most luxurious residential halls in the Middle East are to be had at AURAK. The EDRAK Residential halls are located right on campus. They provide a spacious room with balcony and en suite bathroom and kitchenette. Two desks, two single beds, and two club chairs are also provided. Closets are built into the wall.

Each hall has a security guard at reception to greet residents and to escort guests. Women are not permitted in the male halls and vice versa. Remember that the halls are used by members of the AURAK campus and three other universities. So, respect the variety of community and enjoy the accommodations.

There is a study room in each hall for residents.

Laundry facilities are located on the ground floor. The washing machine is 5 dirhams per cycle. In the lobby there are vending machines for late night snacking.

There is a curfew. Saturday through Wednesday curfew is set at 10 pm. Thursday through Friday it is 11pm. You will be unable to use the front gate after midnight, as the campus is closed. If you need to be out later, explain the situation to the security personnel and exceptions may be granted. It may be possible to extend curfew more permanently with a special dispensation form, signed by your parents. See the Hall manager for the form and have it signed and returned to them, and/or see the DIPP Senior Officer for the potential of any additional special allowance regarding curfew, depending on individual circumstances.

Maid service and free Wifi are provided to residents.

Passports & Human Resources

Please note that upon arrival the Human Resources (HR) office will need to take your passport for immigration purposes. They are located in Building D, past reception, and will work with you on passport issues, other immigration details, and providing you with medical clearances. At the end of your study, you must also give your passport to HR at the end of the term so that they may cancel your student visa before you depart AURAK and the UAE.

Code of Conduct

Student 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

(AURAK Catalog page 44)

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

Procedures for taking action resulting from behavioral misconduct

- *Verbal or written warning*

In the event of offensive or behavioral misconduct a verbal or written warning will be issued. A copy of the warning will be kept in the student record.

- *University or community service*

Community service can be a reparative sanction that links the nature of the service to the offence to be sanctioned; it can be a positive sanction that evokes responsibility from the offender for his/her actions.

- *Suspension from University activities*

In the event of offensive or behavioral misconduct the student may be suspended from all University activities including classes.

- *Dismissal*

In the event of a suspected incident of behavior misconduct, the person raising the issue must submit a formal written report to the Dean of Student Services and Enrollment Management

requesting action. The Dean of Student Services and Enrollment Management will review the written request and determine if there are sufficient grounds to pursue the case further. If so, the Dean of Student Services and Enrollment Management will forward the case to AURAK's Disciplinary committee. The student under investigation will be formally notified of the date and venue. The Dean of Student Services and Enrollment Management will make the student under investigation, as well as all committee members, fully aware of the charges. The Disciplinary Committee will investigate the incident and render a final decision. During the hearing, both the student and the person bringing the charges will be allowed to state their case before the three-member committee. If requested, the parties involved will be allowed an advisor during the proceedings from inside the University community or from the student's immediate family. Once the committee has heard the evidence, it will come to a judgment and determine sanctions, if warranted, within two working days of the hearing. The judgment will be formally submitted in writing to the Dean of Student Services and Enrollment Management who will then inform the student immediately and administer the sanctions. The student is allowed to lodge a formal, written appeal with the Dean of Student Services and Enrollment Management within seven working days after the committee's findings. Appeals can be granted only on the basis of new evidence, or procedural irregularity, or other grounds of a serious nature. The Dean of Student Services and Enrollment Management shall review the case and determine its final disposition on the case.

Offices to Note

Should you need assistance please visit one of the following offices:

Dept., International Programs & Partnerships

Building F

Mrs. Ghadah Al Kadri, Senior Officer

x1507

Admission Department

Building D

Mr. Mohammed H. I. Badran, Assistant Officer

x 1287

Office of Student Services & Enrollment Management

Building D

Dr. Lee Waller, Dean

Ms. Rona, Secretary

x1274

Office of Academic Student Service

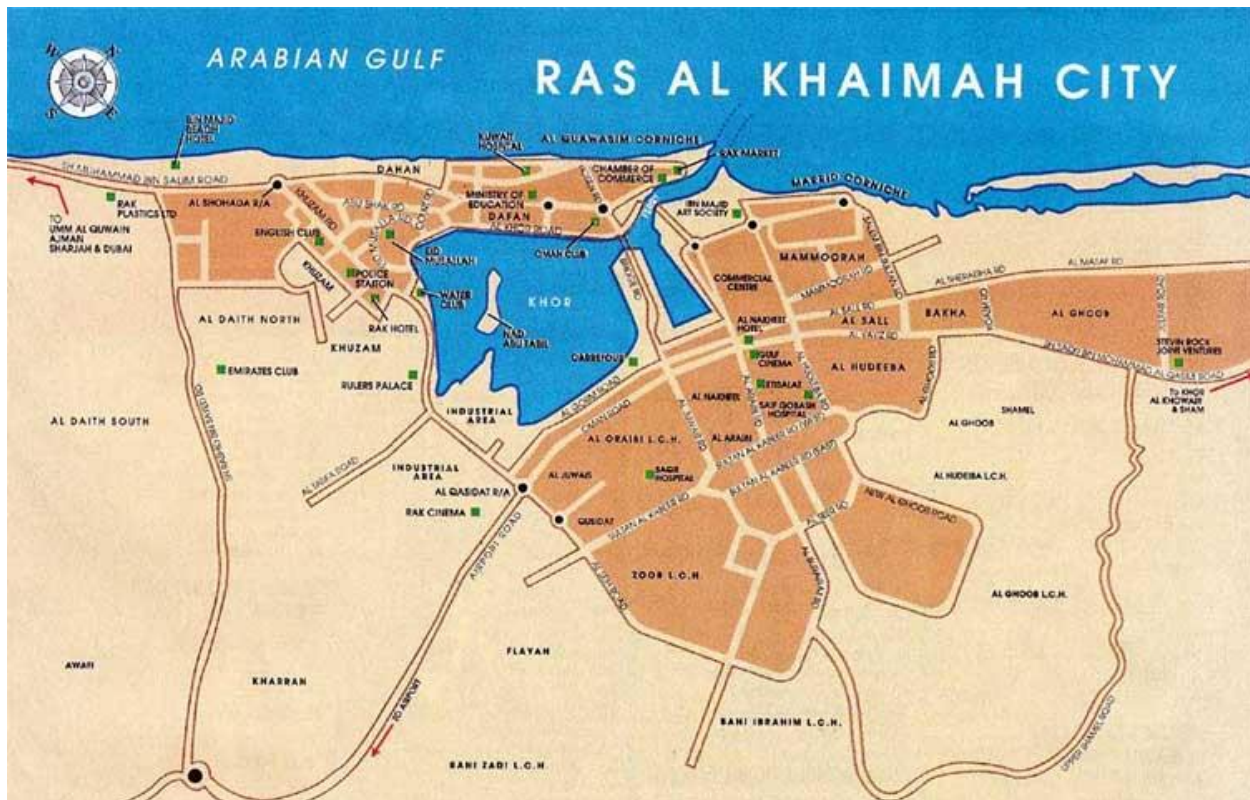
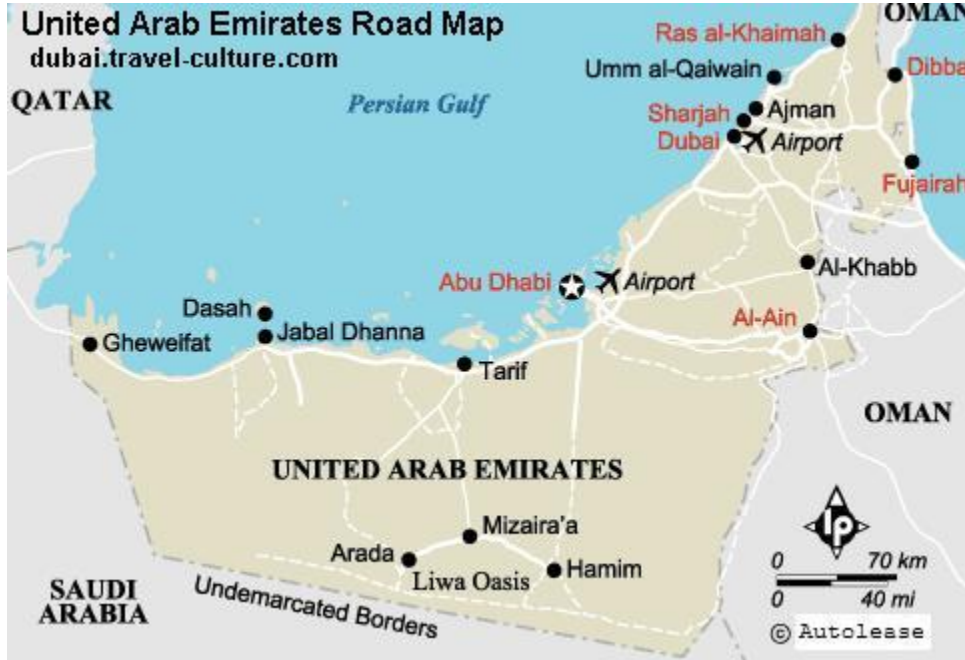
Building D

Prof. Steven Zani, Dean

Mrs. Shamila, Administrative Assistant

x1285

Map of UAE, RAK



<http://www.rakmaps.com/rakmaps012/Index.htm>