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1. Message from the Associate Provost for Student Success

Dear AURAK Students,

Welcome, new students to the American University of Ras Al Khaimah. As a new member of our community, we are delighted that you have chosen AURAK. The AURAK family is composed of students, alumni, parents, family members, faculty, staff, and administrators as well as a host of partnering individuals, institutions, and organizations.

Please know that your health is of utmost importance to us. This year begins with special cautions and requirements in place to assure your good health amidst COVID-19, and we will continue to provide you high quality education both inside and outside the classroom necessary to help you become a leader equipped for success for the globalized work world of the future. Proficiency in working successfully with persons of different nationalities, colors, languages and religions will be absolutely essential to assure your future success. This important ability to move and work seamlessly and successfully between different cultures is called intercultural competence.

Attending AURAK, an accredited, highly ranked and academically rigorous university will provide you the academic skills and professional preparation necessary for success in your chosen profession. Also, at AURAK, you will learn these intercultural competencies, through studying, working and completing assignments with students and professors who are very different from you, in background, religion and culture. These competencies, in tandem with academic knowledge gained, will equip you for the globally diverse work world where you will live and work. As an AURAK graduate, you will be well equipped with both academic and intercultural competencies necessary for a rewarding and unlimited professional future.

We encourage you to cultivate new friends, attend university events, virtually join clubs and organizations; and participate on athletic teams and attend programs and activities planned appropriately to keep you safe and healthy. Enjoy the fullness of university life, and enjoy Ras Al Khaimah and the UAE. Not only are you immersed in a rich community of global citizens but also you are now living in one of the top tourist locations in the country.

If you encounter a difficulty and do not know where to find the services you need, feel free to come to us. We will help you find your way. We know to whom you should speak. We know how to access the services you require. All you have to do is ask. We are here to help you. Our doors are always open to students and their families, and our greatest pleasure is found in serving you.

With best wishes for a challenging and fruitful year,
Dr. Denise Gifford
Associate Provost for Student Success
2. AURAK Vision, Mission, Goals and Values

Our Vision

Through inspired teaching, research, creative work, and community engagement, AURAK sets a new standard in the Gulf Region for student-centered excellence that empowers graduates to change the world.

Our Mission

To be a leading institution in the Gulf Region, the American University of Ras Al Khaimah:

• Provides a transformational, student-centered learning experience based on the North American model of higher education enriched by attention to the culture of the region.
• Engages students, faculty, and staff in innovative undergraduate and graduate programs that generate high-impact research.
• Prepares future leaders and entrepreneurs through community outreach and creative initiatives involving local, regional, and global partners.

The American University of Ras Al Khaimah pursues this mission as an independent, public, state-owned, non-profit, coeducational institution.

Strategic Themes, Goals, and Objectives

1. Exemplary Organization and Governance – Implement exemplary governance and organizational processes that ensure student excellence
   1.1 Improve governance and organizational agility to promote academic and student excellence
   1.2 Enhance AURAK’s reputation as a first-choice university
   1.3 Promote sustainable growth of the university through integrated academic and financial planning
   1.4 As part of the university’s asset management, increase external resources through comprehensive fundraising and development strategies
   1.5 Develop strategies for academic and service excellence utilizing the university’s institutional effectiveness and quality assurance system

2. Student-Centered Culture of Success – Attract talented students from around the world through a student-centered culture of success
   2.1 Engage the entire AURAK community in enrollment management
   2.2 Revamp and increase scholarship options
   2.3 Increase employability of AURAK students through enhanced career services
   2.4 Improve retention of AURAK students
   2.5 Develop vibrant campus life programming that engages the diverse AURAK student body

3. Leading-Edge Academic Programs and Research – Offer leading-edge academic programs and community engagement initiatives that meet local, regional, and international needs and generate high-impact research
   3.1 Enhance the rigor of academic programs through the use of high-impact educational practices
   3.2 Seek most prestigious international accreditation for all existing academic programs
3.3 Introduce new, innovative academic programs that respond to local, regional, and international demand
3.4 Promote high-impact research
3.5 Expand and coordinate community engagement initiatives and consultation services that address societal issues

4. Faculty and Staff Excellence – Enhance faculty and staff excellence through improved recruitment, retention, and professional development
4.1 Improve the quality of faculty and staff recruitment
4.2 Enhance the satisfaction and retention of valued faculty and staff
4.3 Enhance career and professional development opportunities for faculty and staff
4.4 Nurture a culture of collaboration among faculty and staff

5. Stellar Support Services – Provide stellar support services that contribute to the institution’s excellence and maximize benefits to university stakeholders
5.1 Ensure the availability of modern, adequately resourced information and communications technology system and services
5.2 Plan, construct, renovate, and maintain state-of-the-art campus facilities and provide material resources that contribute to a safe, dynamic, fully accessible, and efficient learning environment

Our Values

The following values guide all aspects of AURAK’s operations:

**Integrity:** To model adherence to a code of honesty, transparency, and accountability.

**Excellence and Continuous Improvement:** To set high expectations for every unit and every constituent of the university.

**Collaborative Engagement:** To ensure continual involvement of students, faculty, and staff in activities that contribute to the success of the institution and to the solution of local, regional, and global problems.

**Diversity, Inclusiveness, and Cultural Authenticity:** To facilitate, through respectful dialogue, social and multicultural understanding that contributes to the success of all.

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

**Empowerment:** To celebrate the power of inspired teaching to ignite transformational learning that shapes students into agents of positive change.

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

**Innovation and Entrepreneurship:** To encourage creative, enterprising ideas and the translation of those ideas into sustainable initiatives.

**Global Interdependence:** To promote engagement with the international community in ways that
encourage constituents of the university to see themselves as citizens of the world.

**Sustainability:** To nurture an appreciation of the shared responsibility of humankind to preserve planet Earth for future generations.

### 3. COVID-19 Requirements for Your Health and Safety

Declaration of Health Status AURAK Student COVID-19 Ministry of Education and AURAK Code of Conduct Expectations for Student Conduct effective.

I affirm and agree to support the behaviors described in this document which were created to safeguard my health and that of my family and friends.

- I confirm that I took a COVID-19 test within the last 14 days and the result was negative.
- I understand, and agree to comply with regular temperature checks upon my entrance to AURAK campus. I understand that if my temperature is above 37.5 degrees that I will be denied entrance.
- I agree to always wear a facemask while on campus.
- I confirm that for a two-week period prior to coming to the AURAK campus at the start of the semester I have not been in contact with any infected individuals.
- I agree to not show up at AURAK if I feel any symptoms of virus infection or respiratory symptoms such as fever, cough, shortness of breath, pain in the body, or headache.
- I agree to regularly follow health guidelines and precautions such as utilizing appropriate physical distances, regular hand washing, hand hygiene, and mask wearing.
- I agree to alert the student AURAK COVID-19 contact person, Dr. Denise Gifford, Associate Provost Student Success, denise.gifford@aurak.ac.ae, immediately in cases of my own Covid-19 infection or any contact with infected individuals, while remaining at home and taking the necessary measures for quarantine.
- I will practice heightened hygiene practices such as using sanitizers (throughout the day) and washing hands for 20 seconds.
- I agree to leave a distance of 2 m. as a physical distance between myself and my instructors/professors.
- I understand that the University will alert my family in the event that I test positive for COVID-19 and must be quarantined.
- If I have a special health condition, I understand that I can be provided with options, such as distance learning opportunities, to reduce the risk of infection. It is my responsibility to notify the nurse in the AURAK Clinic of my special health condition.
- I understand that there will be no campus or dorm group activities such as trips, celebrations, group sports, and camping.
- I agree to adhere to the rule of no student gatherings.
- I acknowledge that I am encouraged to install the Al Hosn app and have it set up to read COVID-19 results when available.
- I agree to leave a distance of 1.5 m as a physical distance between myself and other students in my classrooms, laboratories and learning resources rooms, and a distance of 2 m between myself and other students in other facilities of the educational establishment.
- I agree to bring my own prayer mat in order to pray in designated areas on campus. I will maintain a safe distance of 1.5 m between persons in prayer rooms.
• I agree, as well, to adhere to any other national guidelines developed to reduce the transmission risk.

I understand that by indicating my acceptance of this agreement that I am affirming my commitment to abide by these health and safety guidelines and that not doing so will result in disciplinary action under the Code of Student Conduct.

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 so 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 university 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 by 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 and 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 protect against unauthorized disclosures of confidential information contained in their educational records. Students have a right to examine the information contained in their educational records.
• Students have a right to form student organizations for any lawful purpose consistent with the goals and mission of AURAK.
• Students have the right to excellent faculty, academic technology, classrooms, libraries,
presentations and other resources necessary for the learning process.

**Student Responsibilities**

AURAK students are required to abide by the expectations within the Code of Student Conduct, 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 ID when requested by AURAK administration, faculty staff members and/or security guards and to comply with directives of a university official.

**5. Student Success**

Student Success is a student-centered department that works in unison with various student bodies, clubs and groups to enrich AURAK’s community with an expansive variety of cultural, social, artistic, religious, environmental and recreational programs and activities. The offices under this unit, in collaboration with students, strive continually to create a vibrant student centered campus life and to engage students with exciting new activities, events and experiences both on and off campus. The department offers resources and services that aid student participation and development along with curricular support through internships, and extracurricular opportunities that promote intellectual growth, skills and all-round personality development. Student Success includes the **Associate Provost for Student Success, the Department of Student Life** which also includes **Sports and Athletics**, and **student International exchanges and visiting students, Center for Learning Support Services and Advising, Disabilities, and the Clinic**.

The office of the Associate Provost for Student Success is located in Building D, First Floor and can be contacted by phone at 07 246 8860 and 07 246 8861 or by email at studentaffairs@aurak.ac.ae.

**6. Student Government Association**

The Student Government Association (SGA) is composed of student representatives of the student body, and provides an opportunity for students to demonstrate leadership as well as to serve as a liaison between the students and the University administration. SGA often serves as the voice of the students to the administration and provides leadership in assisting and organizing activities for all students as well as assisting the Office of Student Life with new student orientation programs for students. 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, as well as establishes the minimum qualifications for students who want to run for office.

Representatives from the SGA serve on many university committees in order to represent student interests. Should a student have an issue of concern, they are encouraged to share that issue with any SGA officer. SGA leaders will in turn address the issue with the SGA advisor, who will determine and guide appropriate follow up.

SGA’s office is located in Building D, First Floor next to the Department of Student Life and can be contacted by email at sga@aurak.ac.ae.

7. Student Clubs and Organizations

The Office of Student Success supports student development through a variety of clubs, which offer activities to complement courses that are academic, civic, social, or recreational 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, teamwork, and event planning. The University encourages all students to establish or join clubs to explore and 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 Success. 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 Associate Provost for Student Success and Manager of Student Life or 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 submit a program request at least three weeks prior to any event, depending on the size and scale of the event. Prior approval for use of campus facilities is required. To assist the group in creating a Constitution for the organization the Office of Student Success will provide a sample constitution and bylaws for the group to utilize and 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 advisor provides support and guidance to officers and members of a student organization. The advisor serves as a representative of the group in an official capacity, and as an advocate for the group. The advisor role models leadership behavior, influences the group, stimulates members, and brings new ideas. The advisor also assists with the group’s programming content and organization. Fiscal oversight of the SGA& clubs/organizations is the responsibility of the Associate Provost for Student Success. Student professional organizations must also follow all expectations for student clubs and organizations and are different in that they are closely aligned with an academic unit and typically have an advisor from that same academic unit.

The list of recognized student clubs from 2019-2020 included the following: 1) Adventure Club, 2)
Volunteers Club.

The list of recognized student professional organizations includes the following: 1) American Institute of Architecture Students - AIAS, 2) American Institute of Chemical Engineers Student Chapter – AICHE, 3) American Society of Civil Engineers Student Chapter – ASCE, 4) Institute of Electrical and Electronics Engineers Student Chapter – IEEE, 5) Institute of Industrial and System Engineers Student Chapter – IISE, 6) American Society of Mechanical Engineers Student Chapter – ASME, and 7) Society of Petrophysicists and Well Log Analysists Student Chapter SPWLA.

Additionally, the SGA sponsors the Drug Prevention Council.

8. 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 collections consist 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 teaching, learning, and research.

Library Collections

Saqr Library houses a wide range of current and relevant materials in all formats including books, references, periodicals, electronic databases, multimedia resources…etc. that is adequate and supports the instructional, research, and information needs of the university programs. Electronic Database subscriptions include:

1. EBSCO ACADEMIC SEARCH ULTIMATE
2. EBSCO ACADEMIC EBOOK COLLECTION
3. LIBRARY, INFORMATION SCIENCE & TECHNOLOGY ABSTRACTS
4. GREENFILE
5. PROQUEST / BUSINESS
6. ERIC
7. SPRINGER LINK / EBOOKS
8. ARCHITECTURE OPEN LIBRARY
9. COMMUNICATION AND MASS MEDIA COMPLETE
10. SCOPUS DATABASE
11. BRITANNICA ACADEMIC DATABASE

To access and use these databases conveniently, the library has implemented Summon Discovery Service (Federated Search), which provides a single unified search experience across print books, ebooks, journals, newspapers, video, images, research guides, and more, drawn from a consolidated index of pre- harvested content optimized for discovery.
Library Services

Library Service Hours

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

Summer Semester
Sunday – Thursday: 8:00 a.m. - 5:00 p.m. Friday: Closed
Saturday: 10:00 a.m. – 4:00 p.m.

Semester Break
Sunday– Thursday: 8:00 a.m. - 5:00 p.m. Friday - Saturday: Closed
The library will be closed on declared holidays.

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

Circulation Services

Borrowing Service
Borrowing privileges are provided to all registered students, and currently employed faculty and staff. Borrowing is currently offered through the RFID Self Check System, whereby users perform the service by themselves. 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 (Borrowing) 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 Borrowed 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 (Colored and Black & White)
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.

Individual and Group Study Rooms
The library has two group study rooms that can be used by students and faculty for group discussions and 16 individual rooms for self-study purposes.

Business E-Library (Departmental Library)
The library has established Business E-Library which represents a departmental library and as additional facilities for reading and database search purposes.

Library Guides and Tutorials
The library has published Library Guides and Tutorials to help and assist library users (faculty, staff, and students) better access and use of the available library resources. These guides and tutorials are available in the library webpage within the university homepage through the link https://aurak.ac.ae/en/student/academic-support-services/saqr-library/library-guides-tutorials/

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 reshelve used library materials.
❖ Handle all library materials with care.
❖ Keep the library clean.

Saqr Library is located in Building A, Ground Floor, and can be reached by phone at 07 2210 900 ext. 8856, 8857 or 8858 or by email at library@aurak.ac.ae

9. 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 Learning Support Services and Advising
AURAK’s Center for Learning, Support Services and Advising operates to ensure that every AURAK students are provided the opportunity to maximize his or her academic success. Specifically, this Center seeks to help students achieve their academic goals by supporting the first-year experience and providing a wide variety of peer-tutoring support, Math and science support and writing support for students.

The Center for Learning Support Services and Advising is located in building D and provides support to aid students in a wide array of subjects including English, mathematics, biology, chemistry, physics, and computer courses. The Writing Center and the Math and Science Center are also located in the same area and provide student centered academic support.

Students wishing to avail themselves of these services may contact the Director of the Center for Learning Support Services and Advising, Dr. Bryn Holmes in Building D, and can be reached by phone at 07 246 8854 or by email at bryn.holmes@aurak.ac.ae.

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. Dr. Bryn Holmes at the Center for Learning Support Services and Advising, in Building D, can be reached by phone at 07 246 8854 or by email at bryn.holmes@aurak.ac.ae to answer questions.

Academic Recovery Programs and Counseling
AURAK 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. Services are available in the following areas.
❖ Academic Recovery
❖ Counseling

Students may access Academic Recovery and Counseling Services, and Testing services and Disability student support services in Building D and may contact the Officer the Academic Recovery Programs
and Counseling, Mr. Jay Graham Gifford in Building D, and can be reached by phone at 07 246 8853 or by email at jay.gifford@aurak.ac.ae.

Academic Recovery
AURAK cares about the success of our students. Those students who have been academically unsuccessful are required to meet with the Academic Recovery specialist and complete an Academic Recovery Plan. This plan is used to guide the student in recovering their good academic standing and the completion of their degrees. Academic Recovery support is not limited to those who have already been placed on academic probation. Any student desiring improvement in their academic standing may visit one of the staff in the department for assistance.

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 has a number of DVDs that students may checkout 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 Office of Student Success.

Testing Services
AURAK provides testing services for students struggling with their academic courses. There are varieties 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 Office of Student Success. The University will endeavor to support students with special needs through the Office of Academic Recovery and Counseling Services. 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. AURAK staff will consult with students, faculty, and staff regarding disability concerns. Additionally, AURAK will verify disabilities, and determine needed accommodations. With student’s written consent, the departmental staff will communicate with appropriate individuals regarding the needed accommodations.

Student Life
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. Registering for the events, activities, trips organized by Student life can now be done online (SIS)

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 and providing opportunities for personal student growth and development.

Students are welcome to visit Student Life with any issue of importance to them, large or small. This department serves as a sounding board when 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.

Those interested in the programs should contact Student Life Department (Building D, First Floor) at student.life@aurak.ac.ae.

Recreation and Sports
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.

To know more and to participate in the sports activities you may contact Mr. Perry Fernandes by phone at 07 246 8867 or by email at pfernandes@aurak.ac.ae, or visit his office at the Ground Floor of building G.
**New Student Orientation**

The Student Government Association collaborates with the Department of Student Life to conduct 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. Newly joining International students will be invited and expected to attend the first year student orientation along with some sessions tailored especially for them. 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, meet new friends, socialize, and encourage collaborative learning. Attendance at the orientation session is mandatory for new students. Due to COVID-19, many of the Orientation 2020 sessions may be held virtually and not in person. More information will be provided to all new students regarding the format and structure of Orientation.

**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 Success, 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.

If you are thinking of planning an activity for AURAK students, please contact the manager of Student Life at least three months prior to your expected event date to meet as your first step in this planning process. This will help ensure that you will effectively manage the planning process and your event will be well publicized and successful.

**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.

When students from student organizations travel, they are representatives of AURAK and are expected to conduct themselves appropriately. They are bound by the Code of Student Conduct whether on campus or attending any AURAK sponsored programs or activities off campus. Any person attending an event who does not follow the AURAK Code of Conduct will not be permitted to attend future events and may also be subject to disciplinary action.

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

**Alumni**

**Why AURAK Alumni?**

Creating an engaged, supportive alumni network is crucial to an institution’s success. Good alumni relationships bring many benefits to both the institution and the alumni. AURAK Alumni are using their transformative educational experiences as a stepping-stone to achieve their goals and fuel innovation and inspiration in the UAE and around the world.

**Supporters** - An engaged alumni network allows the University to benefit from the skills and experience of our graduates, by offering their support to our students, to the institution, and to each other. If we keep them properly informed and engaged, alumni are our most loyal supporters and our best ambassadors, offering invaluable marketing and promotion across their personal and professional networks.

**Expertise** - Talented alumni will likely have a wealth of experience and skills to share with current students via talks and newsletters. In certain cases, this could go even further with alumni offering to
support students practically in work placements and help them launch their careers.

Employability - Alumni also donate their valuable time to offer careers support to current students through innovative schemes such as our CEPE training courses, work shadowing and professional networking opportunities. These enhance the students’ experience and give them that competitive edge in today’s tough job market. It is through this support from alumni that we are also able to retain our place as one of the highest-ranked institutions in the UAE for graduate employability and starting salary.

Financial - Because of the dedication and gratitude many alumni have for the institution, they are often generous with fundraising efforts. Financial donations enable us to offer life-changing scholarships and bursaries to talented students who may otherwise have to give up their studies. They also enable City to provide students with advanced facilities and equipment for teaching and pioneering research.

Alumni Benefits
Whether you are a recent graduate or earned your degree several years ago, it is a good idea to reach out to the Institutional Advancement department office and register your contact information. That way you will be able to take advantage of the benefits associated with being an alumnus.

Wider Professional Network - Alumni associations are rife with opportunities for expanding a graduate’s professional network. Graduates have the opportunity to network with recent graduates as well as graduates several years their senior and these connections can lead to internships, jobs, clients, partnerships and other valuable career opportunities.

Personal development - Whilst having an engaged alumni network is beneficial to the institution, the benefit to the alumni themselves should not be overlooked. The alumni professional mentoring journey will be very rewarding. This will help them to learn a lot about themselves and their own career trajectory.

Access to College Resources Post Graduation - This might include access to library materials, extensive journal and periodical databases, and even educational amenities on campus, such as certain labs and equipment.

Connect with Professors - Graduates could connect with professors in their field to gain worthwhile experience or guidance with a particular research topic through this platform.

Connect with the Community - Many associations partner with their local community so that alumni can provide assistance to the area while also having the opportunity to build relationships with community members and leaders.

Socializing - Graduates can take a break from work and post-college life and reconnect with former classmates as well as other alumni, while making social connections that could lead to lasting friendships. They will have several chances to partake in social events, such as football and basketball
challenges and other sports, and alumni award ceremonies.

**Alumni card benefits**
- Access to the university premises
- Access to Saqr Library
- Access to Career Services for the first three years after graduation
- Annual reunions and trips
- Invites to events and workshops at AURAK
- Access to the Red Store special deals and discount program.

**Internships and Career Development**
Office of Institutional Advancement (OIA) is devoted to assisting students achieve career goals and suitable internship placements. 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 two areas of assistance.
- Internships
- Career Development

**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 at the Office of Institutional Advancement.

**Career Development Services**
AURAK is committed to providing students with a wide range of career services. Our services have been designed to assist students in all stages of career planning. Students are provided with career advising sessions, career-related workshops, internship/training search support, and employer engagement opportunities on- and off-campus.

Students are strongly encouraged to visit the Office of Institutional Advancement and meet with an advisor in this office 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.

**International Student Programs and Exchanges**
The office of Student Success 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, this office assists with support of International students.

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.

Both study abroad and exchange programs provide AURAK students the opportunity to enrich their educational experience by studying for a semester with one of AURAK’s International partner universities. These programs also provide students from partner institutions the opportunity to study at AURAK. All participants are required to successfully complete the Study Abroad and Exchange Application, sustain a minimum CGPA of 2.50, and demonstrate adequate financial support. Courses are selected under the guidance and approval of qualified academic advisors to ensure the successful transfer of credits.

Study abroad differs from the exchange program in the manner in which the participants are assessed tuition and fees. AURAK Study Abroad students pay the host institution for tuition and housing while exchange students pay AURAK tuition and the host institution for housing.

Those interested in study and travel abroad should contact the Office of Student Success in Building D.

**Scholarship and Financial Aid**
Scholarship and Financial Aid Programs Office works to establish lifelong partnerships that facilitate interactions between organizations and the University community, enabling AURAK students to gain the financial assistance required to attain their goals.

**Financial Aid for Students**
New and current students interested in accessing financial aid opportunities for academics should contact Scholarship and Financial Aid Programs Office for detailed information. Student’s requests will be submit and reviewed by the AURAK’s Scholarship and Financial Aid Programs Office. Recipients will be notify regarding their financial aid award by email.

**Scholarship for Students**
New students can apply for scholarships based on Student academic achievement, student talent 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.

For more information about the available scholarships available at the American University of Ras Al Khaimah can utilize the below link:

You may also contact Office of Enrollment Management (Building D, Ground Floor) and can be reached by phone at 07 246 8871 or 07 246 8851.

**Residence Halls**
AURAK students reside in five separate residential facilities located adjacent to the AURAK campus, operated by EDRAK. EDRAK is a separate entity that operates all five residence halls located adjacent to the AURAK campus. All halls offer studio-style, gender-separate housing for males and females, in a safe and comfortable environment. The close proximity to the AURAK campus makes these residence facilities very inviting to students and allows them easy access to all programs and events on the university’s campus.

AURAK Office of Student Success provides student events and programs on evenings and weekends to EDRAK residents to increase the quality of student life and enhance student engagement.

EDRAK facilities are multi-storied apartment buildings, for male and female students. 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 who 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. Two recently added buildings will provide a pharmacy, shops, and restaurants on the ground level for convenient use by AURAK students.

**Dining Services**
AURAK has five cafeterias/eateries located on campus. The Master Baker in building B, Tim Hortons in building C, Origin Coffee Shop in building D, RAK Hotel in building G, The Muse Cafe in building H, and a grocery on the first floor in building G. They serve a variety of salads and fresh food for breakfast, lunch, and dinner.

**Health Services**
All enrolled AURAK students are required to have health insurance. Accordingly, health insurance is included as a mandatory fee. 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 in order to be exempted from the University insurance. UAE nationals who are covered by Government Health policy may also request to be exempted from the University insurance.
The RAK hospital manages, operates and maintains an on-campus health clinic located in Building D. Daily and preventative health care is provided by a trained and qualified nurse to students, faculty, and staff. 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.

Clinic is open from Saturday to Thursday and can be contacted by phone at 07 246 8953.

**Bookstore**
The campus bookstore is located in Building D. 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. To acquire a permit, the student should bring his AURAK ID and a valid registration card for the vehicle, which must be registered on the name of the student of one of his family members. If the vehicle is rented, the rental contract is required.

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.

The University offers a limited number of private covered/shaded parking spaces for students. The **total cost per parking space is only AED 250 per semester** and is available on a first come/first served basis.

**Mosque (Masjid)**
The mosque, located on campus between Building A and Building B, is open for prayers at all times. There is a separate female prayer room within the mosque.

The campus also has a multi-faith room in building B next to the Health Center (Clinic). This is an open, accepting space where all AURAK family members are invited to freely practice their various personal religions.
10. Use of Institutional Facilities and Digital Resources

Student Use of Institutional Facilities
AURAK facilities are the property of the university. Student who wish to utilize any facility for any event must obtain approval through the Office of Student Success.

Computer Laboratories and Digital Resources
The Office of Information Technology (OIT) provides technological resources to support learning, teaching, and research within the AURAK community. The OIT 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 OIT 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.

Identification Card
The ID card provides access to the library and entrance to events and campus premises. Students on an AURAK student visa receive their ID card after obtaining the student visa.

The ID card must be with the students at all times when entering the campus and when participating in any AURAK activity. Initially, the ID card is provided free of charge. For lost or damaged ID cards, the Students must contact Department of Admissions to get replacement card.

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. Account details and instructions on how to access the internet are provided to the student during their matriculation into the university.

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. Students can retain their AURAK email account after graduation.
Service Computers
There are two computer laboratories, each equipped with computers installed with various applications commonly used by students in class. Students can use these PCs to access e-mails, prepare assignments, print documents, conduct research or browse the Internet. These computer laboratories are located in Building B and Building G. Additional computers for students’ use are available too in the library browsing area in Building A and in the new library in Building H to support students while in the campus.

Service Printers
The university has four dedicated printers for students’ use. All units are multi-function printers and support A4/A3 printing. These printers are installed in Building G 1st floor, Building B, Building A Library and Building H Library. The printers in Building B and Building G are black and white, while the rest are color printers. All the printer units have Follow Me printing feature enabled. Students can print from any computer in the Library or from the computer lab PCs and get the printouts from any of these printer units. User must collect the spooled print jobs within a period of eight (8) hours; else, they will have to send the print job. Printing charges only apply once the print job is release. Students can also use these printers to scan documents, which they will receive on their AURAK email. Printing of documents require charge. Students may consult with the Office of Finance on how to load credit to their account for printing.

MS Office Educational Version
In collaboration with Microsoft, students are entitled to a free use of MS Office 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 User Guide section of the following link to access the user guide for downloading and installing the MS Office application. The manual is available in pdf and video format: https://aurak.ac.ae/en/academics/information-and-support/.

OneDrive for Business
Aside from MS Office, in association with Microsoft, each student is authorize to use OneDrive for Business application. The application gives you 2TB 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 User Guide 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: https://aurak.ac.ae/en/academics/information-and-support/.

Microsoft Teams
AURAK provides each faculty, student and staff access to Microsoft Teams (MS Teams), a collaboration and communication tool. Using MS Teams, students can communicate with faculty or schoolmates using voice call, video call, or instant message. Students can also share or collaborate on
documents real time with their teammates.

Please refer to the User Guide section of the following link to access the user guide for downloading and installing Microsoft Teams. The manual is available in pdf and video format: https://aurak.ac.ae/en/academics/information-and-support/.

**Blackboard Mobile Application**
Blackboard Mobile Application is available to AURAK students. Students can download and install the application on their smart devices. Using the mobile app, students can use their email account to login and access course contents, download contents for offline use, upload assignments, view grades, participate in discussions, receive push notifications on course events and discussions, and many more. Blackboard Application is available for iOS and android devices.

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

- 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.)
  - **E-learning Tool / Blackboard** (Faculty can use the system to upload course materials and collaborate with students; deliver tests and assignments. Students can use the system participate in online discussions, submit assignments, communicate and collaborate with their instructors.)
  - **WebWork Portal** (Online homework portal for math students)
  - **Faculty, Student, and Staff Email** (portal to access university email)
  - **Library Search Portal** (Search for library resources – books, Electronic Databases, journals, scientific articles and audio visuals)
  - **E-University Management System** (A single platform hosting all In-house OIT developed applications such as Scholarship portal, Internship portal, Student Survey portal, Alumni Portal, etc.)
  - **Online Payment** (Payment gateway allows students to make their payments with AURAK online)
  - **IT Helpdesk Portal** (Portal to create and follow up IT Helpdesk service tickets and requests.)
  - **Online Application** (Students can register courses online)
  - **RedStore.** (A Discount Program, which offers special deals and discounts to AURAK students, faculty, and staff. For more information, visit https://redstore.aurak.ac.ae/)
  - **Password Self Service Portal** (an online portal for AURAK account holders to manage their account password while off campus such as resetting forgotten password and changing or updating password)

**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 7 246 8999  
**Walk-in:** *OIT Main Office, Building F near Gate 2, Ground Floor and IT Support Office, Building D, Basement Data Center Monitoring Room.*

**Computer Lab and Library Browsing Area Usage**

**Rules to observe:**

- Food and drinks are not permitted inside any computer labs and in the Library Browsing Area.
- Installation of any software without consulting the Department of IT is strictly prohibited.
- Users are prohibited from adding, removing, modifying or transferring any IT equipment unless they are explicitly authorized by IT.
- Avoid saving important files to any computer in the computer labs and in the Library Browsing Area. Users may use personal storage devices or utilize the OneDrive for Business for storing files online. IT will not be held responsible for any loss of data stored in the computer labs and in the Library Browsing Area.
- Downloading copyright protected video, audio, pictures, or other material from the internet to any computer in the labs or in the Library is prohibited.
- Messengers or any other chat services should be used for educational purpose only. No chatting is allowed during class hours.
- Installing or playing games, music streaming, watching videos not for educational purposes and similar activities are not allowed in the computer labs and in the Library Browsing Area.
- Be cautious when downloading any file from the Internet and avoid intentionally spreading computer viruses.

**Computer Systems Usage Guidelines**

AURAK provides a wide range of computing and networking resources to its members. Access to computing systems, and networks owned by the University is a privilege, which imposes certain responsibilities and obligations. All users of these resources must comply with certain policies and guidelines governing their use, and act responsibly while using shared computing and network resources. The purpose of this policy is to promote the efficient, ethical, and lawful use of the University's computer and network resources and to define the acceptable use of AURAK computing resources in order to preserve its security, availability and integrity.

The use of AURAK’s computing resources must be in line with the academic mission of the University. These computing resources are made available to support the University’s mission in committing to the highest standards of teaching and research and to ensure that the work of AURAK community reflects the University’s values in offering high quality academic and professional programs that build mastery and commitment to life-long learning.

Users should be aware of AURAK’s Acceptable use of Technology Resources procedures. This policy along with its procedures outlines liability for computing and communication resource utilization,
privacy and security issues, and sets out the consequences of violations.

**Acceptable Use**

- Use only those computing resources for which you are authorized.
- Protect the access to computing resources by not sharing your account password to others.
- Abide by applicable laws and university policies.
- Respect the copyrights and intellectual property rights of others, including the legal use of copyrighted software.
- Use computing resources only for their intended purposes. Uses that are indirectly related to University’s purposes which may have educational and research benefit such as but not limited to news reading, and personal communications should be kept to a minimum.
- You are individually responsible for the appropriate use of all resources assigned to you, including accounts, computers and the software installed. Therefore, you are accountable to the University for all use of such resources.
- Respect the privacy and personal rights of others.
- Abide by the security restrictions on all systems and information to which you have access.
- Information/data must not be disclosed without authorization. Unauthorized access, manipulation, disclosure, or duplication of such information constitutes a security breach, and may be subject for disciplinary action up to and including termination, and may lead to legal action by government authorities.
- Taking any University-owned computer or equipment off campus without proper approval is strictly prohibited except for those that are issued to individuals.
- Users of AURAK information technology resources are responsible for the content of their personal communications. AURAK accepts no responsibility or liability for any personal or unauthorized use of its resources by users.
- Users are responsible for backing up their important files from their machine. They should not assume that files on their machines are backed up regularly. Users may use OneDrive for Business for storing their files in the cloud. However, it is highly recommended to store confidential files to the networked file server drive.

**Other Inappropriate Use**

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:

- Entering or contributing to abusive sites and downloading its contents. Examples of these abusive sites are but not limited to a) sites that promotes racism, b) contains religious feelings, c) offensive language or assaulted or abused for any individual or group and, d) sites with pornographic content.
- Monopolizing systems, overloading networks with excessive data, and degrading services.
- Accessing banned sites or that contain blocked content under the policy of AURAK by any means.
- Use of information/data and/or system for personal business or to commit fraud.
- Sharing University’s Internet connection via hotspots / tethering on smartphones.
- Violations to the Mass Email Policy.
Do not extend the AURAK network without explicit permission from the Department of Information Technology. Unauthorized use of routers, switches, modems and other devices can impact the security and stability of the network.

Any form of 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.

Redistributing of copyrighted materials or software. A user is not permitted to copy, download, store or transmit material, which infringes copyright, such as music files, movies, or videos.

Installing pirated software.

Running network scanning software and email relay agents without approval from IT.

User should not change the administrative functions set on any computer, by any means, such as the operating system in the device or the definition of a system administrator and password.

**Usage and responsibilities**

- Users are responsible to protect the desktop or laptop and the information stored on it from damage, lost and steal.
- Users must contact the Department of Information Technology for servicing AURAK-owned laptop. It is strictly prohibited for users to bring the laptop to any service center/technician for service or for users to personally fix any hardware or software issues found on AURAK-owned laptop.
- In the case of theft of a laptop, the user must inform the local Police immediately, and the Department of IT.
- Users should not leave the laptop, mobile device or any other smart device with University data in public without monitoring.
- Users have to password protect the lock screen of a laptop, desktop or mobile device after using.
- University Email account configured to personal devices must be properly removed prior to selling or giving out the device to another person. User may consult assistance from IT for the removal of the account. This includes removal of saved login credentials on web browsers.
- Any member of AURAK community who suspects a violation of AURAK’s or any Department’s acceptable use of information technology resources must notify their supervisor and Department of IT immediately.

**11. Student Guidelines for Photography, Video, Social Media and Informational Posting**

Student-run media is subject to all policies of the university and must conform to AURAK and UAE copyright guidelines. Student media refers to publications of student clubs, organizations, or the Student Government Organization. Student-run media must be vetted and approved through the Associate Provost for Student Success.

**Photography, videos and publications of the Student Government Association and Student Clubs/Organizations**

Publications that are distributed by the Student Government Association or by Student
Clubs/Organizations have editorial freedom but are subject to review and approval by the Associate Provost for Student Success in his/her role as advisor to SGA. Any information given by the SGA or students to electronic media/press/web shall be pre-approved and vetted by the Associate Provost for Student Success prior to distribution. Requests for approval should include the timing, purpose, and scope of the project. The Associate Provost for Student Success must also pre-approve student photography, video and audio for club and organization usage and Student clubs and organizations must request approval prior to implementation. Requests will be decided on a case-by-case basis, and this approval includes university sponsored events both on and off campus. Photographs, video, audio clips, or other approved media are the shared property of the student organization and AURAK.

**Student Photography, Video and Media and Publication Guidelines for Academic Assignments and AURAK Academic Media Projects**

The Academic dean over the school in which the course is housed is responsible to assure that all students are provided clear guidance and expectations in the course syllabus regarding the expectations for photography, video and or any written assignments intended for the School’s media publications. The assigning faculty member must seek and receive approval from the Academic Dean of the college where the course is housed, in order to publish or print student assignment photos and video. The content must adhere to generally accepted standards of media and publications of AURAK, Ras Al Khaimah, and the United Arab Emirates. These standards include respect for the social, cultural, moral, and religious values of the institution and region. The requirements described below under Student Photography and Video Expectations should be included in the expectations for all academic course assignments which include photography or video. The academic dean is encouraged to consult with the Associate Provost for Student Success or the Department of Communication and Public Relations to ascertain appropriate approval criteria. Proper permission from potential photography subjects is absolutely necessary for photos prior to being taken. Photographs, video, audio clips, or other approved media are the shared property of the student and AURAK.

**Student Photography and Video Expectations**

Camera phones are common and many students take pictures of friends, campus events and activities on a regular basis. Additionally, academic assignments and club and organization projects often include photography and videography.

However, regardless of the genesis of the photography or videography it is essential to understand that

1. Taking a photograph of someone without their approval is forbidden
2. It is clearly the responsibility of the photographer to get permission from all those who may be visible within a photograph and, preferably, before the photograph or video is taken.
3. Any potential subject of a photograph can forbid the photographer from proceeding to take a photograph or video of themselves for any reason at any time. The photographer must abide by the wishes of the individual to be photographed and not proceed to photograph him/her.
4. Directives from staff, or faculty must be complied with regarding photographs taken on campus

Should a photograph or video be completed, and afterward the person photographed demands that the photo be removed or destroyed, the photographer is required to do so.
The student taking photos on campus must ask the subjects in his/her photograph whether or not a photo or video may be taken and must abide by the wishes of the potential subjects of the photo.

Any photos from campus which are placed on social media MUST include the signed permission for posting from the subject of the photo.

In all cases, if a student is taking photos of other students on campus he/she is required to comply with directives from AURAK staff and/or faculty. If the student disagrees with the directive, the student should comply with the directive and is then later free to voice an appeal to the Associate Provost of Student Success. When requested by AURAK staff, students must provide evidence of having secured permission from the Associate Provost for Student Success for the club and/or organization photography, video or be able to produce the syllabus and expectations for the assignment which requires the photography, audio or video, etc.

Photographs, video, audio clips, or other approved media are the shared property of the student organization and AURAK.

**Distribution of Handbills, Posters, Pamphlets and Other Written Material**
Posters and other similar written notices must be registered with the Office of Student Life before they are distributed or displayed. Approved materials may 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 on campus or in the residence halls.

**Social Media Guidelines**
Social media has become the norm for dissemination of information among organizations, communities, and individuals. Facebook, Twitter, and Instagram are among the most popular among students. Shooting of film and still photography on campus for social media usage without approval of the Associate Provost for Student Success is not permitted. Student clubs and organizations must request approval of projects to be shared with social media prior to their implementation, on a case-by-case basis. Approval includes university-sponsored events both on and off campus.

**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, students, or programs. Any issue or student concern should always be vetted through available channels with University authorities.
12. **Student Code of Conduct**

The American University of Ras Al Khaimah adopts the following Student Code of Conduct to ensure that students conduct themselves appropriately at all times as members of the University community. Students will:

- Attend classes regularly and punctually and complete assignments on time.
- Participate actively in class discussions and other course-related classroom activities.
- Be knowledgeable of and plan appropriately to meet the requirements for course and program completion.
- Adhere to the published test or examination rules and regulations.
- 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.
- Display principles of integrity at all times, including those associated with academic integrity, ethics, and honesty.
- Treat others as they would themselves wish to be treated.
- Show proper respect to fellow students as well as to AURAK employees and representatives. This includes security personnel. Respectful behavior includes refraining from disruptive behavior such as:
  - talking during speeches or classes when the speaker or instructor is talking
  - arriving late for classes or leaving early
  - receiving or initiating telephone calls on mobile phones during classes
  - sending text messages during class
  - making negative or rude comments during class about other students, faculty members, or the opinions of other students
- Have knowledge of and observe the regulations of AURAK.
- Use University property/facilities responsibly.
- Provide security guards with personal identification (ID card) and appropriate documentation when requested.
- Seek permission for using someone else’s property, and refrain from using another person’s name and/or ID number for any reason.
- Plan and organize all extra-curricular activities on the AURAK campus in collaboration with the Department of Student Life, obtaining all necessary permissions.
- Obtain permission from the Department of Student Life organize events in the name of AURAK.
- Obtain permission from the Department of Student Life to distribute leaflets or journals, post notices, or collect signatures on the premises of AURAK.
- Use the internet responsibly, observing all applicable IT policies.
- Refrain from the possession, use, or sale of illegal substances or materials.
- Refrain from exchanging any gifts of significant monetary value with members of the faculty, staff, or administration.
- Refrain from carrying mobile phones or any other electronic devices inside classrooms in which examinations are being administered.
Student Behavioral Misconduct
The Associate Provost for Student Success is responsible for the administration of disciplinary procedures related to student behavioral misconduct. Reports of alleged student violations of university regulations may be submitted by any individual to the Associate Provost. Allegations of violations of the AURAK Code of Conduct are accepted for investigation only when the apparent infractions are observed on AURAK property, at AURAK Student events and activities off campus or at other locations at which AURAK provides services. Infractions of UAE or Ras Al Khaimah laws occurring off campus shall be the sole concern of the civil authorities, except when such actions: 1) directly affect the health, safety, or security of AURAK community, 2) affect AURAK’s pursuit of its educational goals, or 3) occur as a direct result of an AURAK-related activity.

All student behavioral misconduct will, if possible, be resolved by the Associate Provost for Student Success through mediation or through verbal and written warning. Examples of behavioral misconduct are provided in the AURAK Student Handbook.

The resolution of cases of behavioral misconduct by the Associate Provost may involve issuance of a verbal or written warning. However, should the Associate Provost judge that the conduct violation requires the student’s probation, suspension or dismissal. In this situation, the case will be referred to the Disciplinary Committee, following any immediate action warranted by the Associate Provost. The following summarizes possible violations and disciplinary action to be taken by the Disciplinary Committee.

<table>
<thead>
<tr>
<th>Student Behavioral Misconduct</th>
<th>Possible Disciplinary Action to be taken by the Disciplinary Committee</th>
</tr>
</thead>
</table>
| Inappropriate Student Conduct Level 1 | Disciplinary Written Warning  
Disciplinary Probation |
| Inappropriate Student Conduct Level 2 | Disciplinary Probation  
Dismissal |
| Damage to University Property | Orders by committee to pay actual repair or replacement costs – Failure to pay may lead to additional disciplinary actions and/or Registration Hold, Transcript Hold  
Disciplinary Probation  
Dismissal |

For all levels of behavioral misconduct the Disciplinary Committee may remove the privilege of participating in or representing the university in extracurricular activities, including athletics, as well as the privilege of running for or holding office in any student organization that is allowed to use university facilities or receives university funds, or other restrictions as determined by the Disciplinary Committee.

Academic Integrity Violations
Behavior that violates the Student Academic Integrity Policy is addressed through specific procedures associated with that policy.
13. Code of Research Integrity

Introduction
The basic pillars of the mission of a university are education, research and innovation. Due to immense opportunities in innovation and increasing technological progress, huge expectations arise. Research is described in The European Code of Conduct for Research Integrity as “the quest for knowledge obtained through systematic study and thinking, observation and experimentation”. Hence, society and universities are dependent on the validity and reliability of the results of scientific work and academic scholarship. The outcome and interpretation of research can be verified by the scientific or academic community, but the research cannot be verified by the public for whom the new knowledge is intended. Therefore, in order to gain the confidence of society, the research of every institution needs to be valid and reliable. This expectation for reliable and valid research carries with it an ethical commitment to pursuing research in ways that ensure that this expectation is met. This code is intended to articulate the principles and standards of good research practice as a basis for a high standard of research quality at the university.

AURAK’S Research Code of Conduct provides guidelines for good practice in research, and guidance on avoiding misconduct in research. This code is based on codes and standards of a number of international organization.

AURAK is committed to maintaining the highest standards of rigor and integrity in the conduct of its research. Therefore, the University expects all those involved in research to be familiar with these standards and to embed good practice in all aspects of their work, including the training of new researchers.

Standards for good research practices

Conduct
1. Conduct the research accurately and with precision.
2. Employ research methods that are scientific and/or scholarly.
3. Make sure that the choice of research methods, data analysis, assessment of results and consideration of possible explanations is not determined by non-scientific or non-scholarly (e.g., commercial or political) interests, arguments or preferences.
4. Do not fabricate data or research results and do not report fabricated material as if it were fact.
5. Do not remove or change results without explicit and proper justification.
6. Ensure that sources are verifiable.
7. Describe the data collected for and/or used in the research honestly, scrupulously and as transparently as possible.
8. Manage the collected data carefully and store both the raw and processed versions for a period appropriate for the discipline and methodology at issue.
9. Contribute, where appropriate, towards making data findable, accessible, interoperable and reusable in accordance with the FAIR Principles developed by the organization GO FAIR in collaboration with the Committee on Data (CODATA), Research Data Alliance (RDA), and World Data Systems [3].
10. Take into consideration the interests of any humans and animals involved, including test subjects, as well as any risks to the researchers and the environment, while always observing the relevant statutory regulations and codes of conduct.

11. Maintain a level of expertise appropriate to the research undertaken.

12. Take on only those tasks that fall within one’s area of expertise.

**Research Misconduct and other Unacceptable Research Practices**

The European Code of Conduct for Research Integrity defines research misconduct as fabrication, falsification, or plagiarism (the so-called FFP categorization) in proposing, performing, or reviewing research, or in reporting research results:

- **Fabrication** is making up results and recording them as if they were real.
- **Falsification** is manipulating research materials, equipment or processes or changing, omitting or suppressing data or results without justification.
- **Plagiarism** is using other people’s work and ideas without giving proper credit to the original source, thus violating the rights of the original author(s) to their intellectual outputs.

These three forms of violation are considered particularly serious since they distort the research record.

AURAK Research Code of Conduct is available in the website. To access it; please follow the link below:

https://aurak.ac.ae/files/aurak/provost-page/AURAK%20Research%20Code%20of%20Conduct.pdf

14. **Expectations for Academic Integrity**

**AURAK Honor Code**

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:

**AURAK Honor Code**

As a member of the AURAK family, I pledge to be reliable, responsible and honorable, and embrace only the success and recognition I earn and deserve.

I will act with integrity and honesty, and will strive daily to become the best version of myself – a decent human being, a conscientious student, a good citizen, and a successful professional.

In 2019 – 2020 AURAK Students, led by the Student Government Association created a new Honor Code. The role of the Honor Code and associated Academic Integrity Policy is to protect the academic integrity of the university, encourage consistent ethical behavior among students, and foster a climate
of honorable academic achievement. The Honor Code is an integral part of university life and students are responsible, therefore, for understanding and abiding by the code’s provisions. While a student’s commitment to honesty and personal integrity is assumed and expected, this Code and associated policy and procedures provides clarity of expectations. To maintain an academic community according to these standards, students and faculty follow the reporting policy and procedures herein.

At the beginning of each semester, faculty members have the responsibility to explain the Honor Code and their expectations for students in each class with special focus on plagiarism as well as specifics related to anticipated coursework and assignments. They must also explain the extent to which aid from others, if any, is permitted on academic work. Students should request an explanation of any aspect of an instructor's expectations regarding the Honor Code that they do not fully understand. Students have an obligation not only to follow the code themselves, but to encourage respect for and compliance with provisions of the code by other students. This includes the student obligation to report potential violations by fellow students and to understand that not doing so may also violate the Honor Code.

Faculty members are responsible for maintaining the integrity of the learning and evaluation process. Faculty members are expected to actively proctor exams, and should enforce the prohibition on possession of mobile phones during exams. Faculty may also take any additional action they believe is warranted to assure academic integrity.

While the internet and easy access to information and knowledge is commonplace, the University is committed to students understanding and demonstrating the ethical foundational values of scholarship. 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.

**Expectations**

Cheating, plagiarism, and all other forms of academic fraud are unacceptable; they are serious violations of university policy. AURAK expects all students to be familiar with university policies on academic integrity. The university will not accept a claim of ignorance—either of the policy itself or of what constitutes academic fraud—as a valid defense against such a charge.

**Violations of Academic Integrity**

Violations of academic integrity constitute academic fraud. Academic fraud consists of any action that serves to undermine the integrity of the academic process or that gives the student an unfair advantage, including:

- inspecting, duplicating or distributing test materials without authorization.
- cheating, attempting to cheat, or assisting others to cheat – relevant here is the prohibition on being in possession of a mobile telephone or similar electronic device during a test or examination. In case such devices are found with a student, the student will be deemed to have attempted to cheat and will be subject to disciplinary action under this policy.
- altering work after it has been submitted for a grade.
- plagiarizing.
Faculty should paraphrases paraphrased, offense. Definition follows: classes the unintentional or intentional... AURAK HANDBOOK 2020-2021 36

❖ using or attempting to use anything that constitutes unauthorized assistance.
❖ fabricating, falsifying, distorting, or inventing any information, documentation, or citation.

Each student’s program may have on record additional specific acts particular to a discipline that constitutes academic fraud. These specific acts are specified in relevant handbooks or course syllabi.

Statement on Plagiarism
One of the most common violations of academic integrity is plagiarism. Plagiarism can be intentional or unintentional. However, since each student is responsible for knowing what constitutes plagiarism, unintentional plagiarism is as unacceptable as intentional plagiarism and commission of it will bring the same penalties. In many classes, faculty members will provide their definitions of plagiarism. In classes where a definition is not provided, students will be held to the definition of plagiarism that follows:

Definition of Plagiarism. Plagiarism—submitting the work of others as one’s own—is a serious offense. In the academic world, plagiarism is theft. Information from sources—whether quoted, paraphrased, or summarized—must be given credit through specific citations. When a student paraphrases a work, it is still necessary to cite the original source. Merely rearranging a sentence or changing a few words is not sufficient. The citation style should be appropriate for the discipline and should clearly indicate the beginning and ending of the referenced material. All sources used in the preparation of an academic paper must also be listed with full bibliographic details at the end of the paper, as appropriate in the discipline.

Faculty and Student Responsibilities
❖ Every student, faculty member, and administrator is responsible for upholding the highest standards of academic integrity. Every member of the AURAK community shall honor the spirit of this policy by refusing to tolerate academic fraud.
❖ When expectations for a course are not addressed in this policy, it is the responsibility of the instructor to provide students with additional guidelines for what constitutes “authorized” and “unauthorized” assistance.
❖ It is the responsibility of every student to seek clarification if in doubt about what constitutes “authorized” and “unauthorized” assistance. In cases involving collaborative work, all students within the collaborative group may be held responsible for violating the code if any member of the group receives, accepts, or utilizes “unauthorized” assistance.
❖ Students are required to obtain permission prior to submitting work, any part of which was previously or will be submitted in another course. The instructor has the option of accepting, rejecting, or requiring modification of the content of previously or simultaneously submitted work. A student who suspects that a violation of academic integrity has occurred should report that violation to the dean or to the Office of the Provost. In this report, the student should describe any action taken, such as talking with the person involved or with a faculty or staff member. Every effort will be made to preserve the anonymity of the student reporting the incident; however, confidentiality cannot be guaranteed.
Resolution at the Faculty/Student Level

Process
A faculty member who becomes aware of possible academic fraud should inform the suspected student(s) in writing and send a copy to the dean and to Office of the Provost. The faculty member will also provide the student with the opportunity to respond to the charges within five working days. If the student fails to respond to this opportunity, the student forfeits any right to appeal the decision, and the faculty member will determine the penalty. If the student does respond to the charges but does not accept responsibility for the academic fraud or disagrees with the sanction imposed by the faculty member, the student may appeal the outcome to the Academic Review Board (consisting of the members of the Provost’s Council and two elected representatives from the Faculty Senate, and one SGA representative).

The suggested penalty for academic fraud in any course is failure in the course. However, faculty members may take alternative steps. Penalties available to faculty members include formal warning, Reduction in grade for the assignment, Reduction in the grade for the course, Failing grade for the assignment, a failing grade (F) in the course,

Reporting and Offenses Subject to Expulsion
In all cases where a faculty member informs a student of possible academic fraud, the faculty member will inform the dean and the Office of the Provost as the office of record. In cases where a faculty member takes action for a case of academic fraud, the faculty member will send a report describing the academic fraud and the penalty being imposed to the student is enrolled, and the Office of the Associate Provost for Student Success as the office of record. All reports of academic fraud will be reviewed by the Associate Provost to verify whether reports have been received indicating that the student has been found responsible for any other act of academic fraud.

Penalties
The maximum penalty imposed by the Academic Review Board for individuals convicted of academic fraud shall be expulsion from the university. Penalties include:

- An F grade in the course. An F grade assigned for course will replace any other grade previously posted for the course.
- Removal of the privilege of representing the university in extracurricular activities, including athletics, as well as the privilege of running for or holding office in any student organization that is allowed to use university facilities or receives university funds.
- Suspension from the university for up to one academic year. Students suspended for academic fraud cannot transfer into AURAK any credits earned during the suspension.
- Dismissal from the university. A student dismissed for academic fraud will have a comment added to the student’s transcript to indicate that the student was dismissed for academic fraud. Students dismissed for academic fraud must apply for readmission according to the Academic Review Board guidelines. Readmission applications by students suspended for academic fraud must be approved by the Academic Review Board.
- Expulsion from the university without the opportunity for readmission. A student expelled for academic fraud will have a comment added to the student’s transcript to indicate that the student
was expelled for academic fraud.

**Appeals/Decisions**

When a student is expelled or dismissed by the Provost, the student may initiate his or her appeal to the Academic Review Board by notifying the Associate Provost for Student Success in writing of the request for an appeal, together the concise statement of the student's grounds for the appeal, must be received by the Associate Provost no more than ten working days following the decision of the faculty or the Provost.

When a case is referred to the Academic Review Board, the Associate Provost shall notify the student in writing of the time and location for the Academic Review Board hearing. A majority of the Academic Review Board shall constitute a quorum for purposes of conducting any matters to come before the Academic Review Board pursuant to these standards. Any faculty member on the Academic Review Board involved in the original accusations will not participate in deliberations in that case. At an appeal before the Academic Review Board, the student shall have the opportunity to be heard and the right to produce witnesses or introduce evidence subject to the reasonable discretion of the Academic Review Board. The student may also be accompanied by a representative of his or her choosing who may not participate in the appeal.

The Academic Review Board shall not be subject to any evidentiary rules but shall accept or reject evidence at its sole discretion. All appeals shall be closed to the public and no stenographic record shall be required unless requested at the expense of the requesting party. In the absence of a stenographic record, the Academic Review Board shall provide, in its sole discretion, either a recorded record or notes of the proceedings taken by a member of the Academic Review Board. The results of all appeals to the Academic Review Board, permitted in the Academic Integrity Policy, shall be final. The Academic Review Board will communicate its final decision to the student, the dean of the school in which the student is pursuing a program of study, the Provost, and the Department of Registrar.

Any matter submitted to a faculty member or the university for decision or review under this policy shall be decided in a timely manner. The parties shall use their best efforts to conclude the proceedings within the semester in which the alleged offense has occurred or the appeal is received. However, any delay in the proceedings shall in no way operate as a waiver of the university's right to assess any or all of the sanctions permitted under the Academic Integrity Policy.

**15. 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 Policy and 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 grievances is a Student Academic Grievance. To appeal a grade, the Grade Appeal Form, obtained from the Department of Registrar and filled out by the student is the most expeditious and efficient way to address a grade appeal with a professor. The following is the process for a student academic grievance.

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

1. The grievant must file a formal written complaint with the Associate Provost for Student Success.
2. The Associate Provost for Student Success 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.
3. If such action is deemed appropriate, the Associate Provost for Student Success will convene a committee of a minimum of three people including faculty, administration, and student representative(s) within three working days.
4. The committee will review the complaint, interview the complainant and any witnesses cited in the complaint.
5. The Committee will recommend a cause of action to the Associate Provost for Student Success within seven working days.
6. The Associate Provost for Student Success 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.
7. If the student does not agree with the decision, the student has the right to file an appeal with the Provost. The Provost will review the decision and render a final decision in the matter within three working days. The Provost is the final authority to whom appeal may be made.
8. 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 and 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.

1. The grievant must file a formal written complaint with the Associate Provost for Student Success
2. The Associate Provost for Student Success 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.

3. If such action is deemed appropriate, the Associate Provost will convene a committee of a minimum of three people including faculty, administration, and student representative(s) within three working days.

4. The committee will review the complaint, interview the complainant and any witnesses cited in the complaint.

5. The committee will recommend a cause of action to the Associate Provost for Student Success within seven working days.

6. The Associate Provost for Student Success 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.

7. If the student does not agree with the decision, the student has the right to file an appeal with the Provost. The Provost will review the decision and render a final decision in the matter within three working days. The Provost is the final authority to whom appeal may be made.

8. If a student’s grievance is with the Associate Provost for Student Success, it may be submitted to the Provost to begin the process.

9. 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.
Academic and Non-Academic Grievance Process

If any student wishes to file a formal grievance (Academic or Non-Academic), these steps apply:

1. **Student files a written complaint with the Associate Provost for Student Success.**

2. **The Associate Provost will review the complaint and attempt to solve the issue informally.**
   - **An informal solution is found and the issue is resolved.**

3. **Informal Solution was not found. Associate Provost Institutes an official grievance process convening a committee within 3 working days.**
   - **Committee reviews complaint, interviews the complainant and any witnesses cited in the complaint.**
   - **Committee makes a "Cause of Action" recommendation to the Associate Provost within 7 working days.**
   - **Associate Provost forwards decision to the student within 3 working days.**
   - **Student agrees with the decision and the issues is resolved.**

4. **Student disagrees with the decision recommendation and can appeal the decision to the Provost.**

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.

Obtaining Additional Information
The Office of Student Success is available to answer any questions that may arise concerning AURAK’s grievance policies and procedures. Please feel free to visit should you require additional information.

16. **AURAK Student On-Campus Dress Guidelines**

AURAK seeks to maintain the highest standards of professionalism at all times and the appearance of students is a reflection of those standards. Students and their guests are expected to dress in a modest manner that respects Emirati customs and traditions and to attend the University in clothing that is suitable for the UAE workplace. We expect each student to act and dress appropriately while on campus in preparation for important professional and leadership roles and responsibilities after graduation.

As a result, students are expected to respect themselves and others by their dress while on campus, demonstrating appreciation for the local culture and traditions of the United Arab Emirates. Guidelines for appropriate and professional student dress are described below.

Please note that since no set of guidelines can cover all possibilities of dress, the Manager for Student Life may determine that any specific aspect of campus dress may not meet the high standards of AURAK professionalism and will communicate that to the student(s) involved.

**Dress Expectations for Male Students**
- National dress (Kandura, Ghatra and Ugal)
- Elbow length and long sleeve shirts only with no sleeveless or tank tops.
- Sport-wear only in gymnasium and inside student housing.
- Not acceptable are clothes with impolite or inappropriate sayings, or shorts, short trousers or jeans with holes.

**Dress Expectations for Female Students**
- UAE National dress including Abbaya and Sheila, or modest attire
- Elbow-length or long sleeve tops only covering shoulders and midriff area completely.
- Clothing with impolite wording or inappropriate sayings are not allowed on campus
- Not acceptable are tight or revealing clothing, shorts, dresses and skirts above the knee or jeans with holes or cleavage bearing tops or dresses.
17. 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.

**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 Life may present programs regarding topics which include alcohol and substance abuse, and other health and safety issues.

**Fire Drills**

EDRAK reports that, in cooperation with the Administration Manager and Emergency Planning of Ras Al Khaimah Civil Defense Department, AURAK Office of Facilities Management and Logistics and AURAK Security, fire drills are conducted in the residential halls at least once a semester.

**Emergency Evacuation Routes**

AURAK campus has developed standardized emergency evacuation maps and evacuation routes for every building on the campus. These maps are prominently displayed on every floor in A3 sized acrylic plastic displays. Individual evacuation plans may be developed for any employee or student who a has a disability and who may require special assistance in the event of an emergency building evacuation. Faculty, Staff, Supervisors and students must identify individuals requiring special assistance, or individuals may self-identify, to the Office of Facilities Management who will then coordinate the development of an individualized evacuation plan.
Fire Safety Plan
The Fire Safety Evacuation plan provides instructions for identifying, monitoring and addressing fire safety issues at AURAK. The plan describes emergency procedures, building evacuation drills, inspections, training and guidelines to follow in the unfortunate event of a fire. In addition, names and contacts of those persons who should be contacted in case of emergency are displayed in the labs.

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 campus. Approximately 124 portable fire extinguishers are located around and inside AURAK campus building. In addition, off-campus residences and other buildings have additional extinguishers. The Office of Risk Management, in conjunction with the Office of Facilities Management and Logistics and the Office of Human Resources, conducts training for emergencies such as First Aid, CPR and use of fire extinguishers. These trainings are conducted periodically throughout the academic year. In addition, an outside contractor inspects fire suppression systems on campus on a quarterly basis to ensure they are filled and functional.

Kindly note the following:
Emergency exits should be used during emergencies only. Please comply accordingly for safety and security reasons. Misuse or abuse of emergency exits, will lead to warnings and discipline.

18. 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. Students may also request amendment of information in their educational
records. Requests must be made in writing and submitted to the Registrar for consideration. 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. Education records may be disclosed to university officials having a legitimate educational interest without prior written consent. University officials are those employed by the university in an administrative, counseling, supervisory, academic, student support services, or research position. School officials also include persons employed by or under contract by the university to perform a special task.

Identification of an individual as a university official does not automatically grant access to educational records. In all cases, a legitimate educational interest must be established. Legitimate educational interests include the following:

- The information is necessary for the official to perform appropriate tasks specified in his or her position description or by a contract agreement.
- The information is to be used within the context of official university business.
- The information is relevant to the accomplishment of some task or to a determination about the student.

In all cases, the information must be used consistently with the purposes for which the data are maintained. The confidentiality of student information is periodically reviewed 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 government/law enforcement officials.

19. Accessing Academic Policies

The following AURAK policies relate directly to students and may be accessed in the AURAK Catalog and page number is also provided. Students may obtain copies of the indicated AURAK Board Policies by contacting the Office of Associate Provost for Student Success.

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20. Frequently Asked Questions

Q: How can I find out about activities being held?
We announce our activities through electronic bulletin boards, emails, SMS, the AURAK website and Facebook or visit the office of the Department of Student Life.

Q: How can I sign up for any activity?
Simply stop by the Department of Student Life on the First floor Building D and sign up. You can also sign up with the event QR code or on the student information system announcement.

Q: Can I join or start a student society/club?
Yes, you can, if you follow the established procedures. Ask the Office of Student Life for information concerning the requirements and application process.

Q: Do you have lockers available to store my books on campus?
Yes. Please contact Department of Student Life to get a locker.

Q: Where do I go if I lose something on the AURAK premises?
"Lost and Found" is located in the Department of Student Life, Building D. Go to the department on the First floor to report a missing item, or to drop off one that you have found, or to claim an item.

Q: Do you have a health center on campus?
Yes, we have a health center in Building D 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 H.

Q: What are the office hours of the Student Success?
Student Success personnel are available Sunday through Thursday from 8:00 a.m. till 5:00 p.m. The Department of Admissions is also open Saturday from 8:00 a.m. till 6:00 p.m.

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 Office of Information Technology in building I, Ground Floor.

**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 Office of Information Technology in building I, Ground Floor.

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 Academic Recovery and Counseling Services Office who will work with the Office of Student Success if testing is needed. 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 Office of Student Success.

**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 Department of the Registrar, 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 of study?  
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 Academic Recovery and Counseling 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 Academic Recovery and Counseling Services.

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 7 246 8873
Email: registrarion@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 forced 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?
A: An application 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 Office of Institutional Advancement Career Development and Job Placement office for further information on the Internship sign up process.

Q: As a Masters student what are 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 place 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 nine credit hours per semester, and for undergraduate 12 credit hours per semester.