



**REGISTRAR'S
OFFICE**



ABOUT our office

The Registrar's Office of The American University in Dubai welcomes you on board!

The Mission of AUD's Registrar's Office is to support the university's mission of student success, accountability and excellence in fulfilling our core responsibilities of course scheduling, managing registration and keeping academic records. Our purpose is to provide students with services required in the planning and implementation of academic activities.

The Registrar's Office strives to fulfill its mission by performing a host of important administrative functions for students. We create and maintain student records with utmost diligence, accurately reflecting student achievement. We process all student requests for official transcripts, enrollment

verifications, degree audits, diploma orders, and posting of transfer credits, just to name a few.

In this leaflet, we include a great deal of information to help you to be better prepared for your experience at AUD.

The staff of the Registrar's Office is committed to supporting the success of each student and would be pleased to answer any questions you may have.

I am looking forward to meeting you, have a great semester!

Matilda M. Jabbour
Registrar



Registrar's Office Services

- Maintaining student academic information;
- Conducting and managing the process of registration;
- Monitoring and reporting on student satisfactory academic progress and academic eligibility, such as degree completions, probation and suspensions, honor rolls, and graduation rolls;
- Coordinating and issuing official enrollment and academic certifications as required by the students, such as proof of enrollment letters, ID cards, transcripts, and diplomas;
- Posting of transfer credits for new and in-school transfers;
- Entering and updating student grades and degree audits;
- Furnishing data for advising, instruction, and policy development.



TEAM



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CONTACT US

Kindly contact the **Registrar's Office** if you have any queries regarding academic issues: In person:

Registrar's Office Room: *Admin. 127*

Tel: +971 4 3183 192 > 196 or

WhatsApp: 0504709278

Email: Registrar@aud.edu

or post your Questions Here: <http://www.aud.edu/Registrar/ask.asp>

Kindly contact the **IT Help Desk** if you have any queries regarding technical issues: In person: School of Engineering

Building Room: *E217*

Tel: +971 4 3183 480

Email: ITHelpdesk@aud.edu



AUD WEB PORTAL Access Guide

Below you can find information that will provide you with access to your schedule, grades, and other important information posted online. Follow the steps to access the Student Portal through My AUD PORTAL link on the AUD website homepage: <https://online.aud.edu/>

Once you click on the Student Portal link, you will open a login page.



HOW TO CREATE AN ACCOUNT

New users should create a new account as follows

01



Click on "Login", then "Student Portal Homepage" followed by the "Create a New Account" tab.

Enter your ID number as well as your first and last name as spelled in your AUD ID card. For security purposes, you are asked to provide the name of a favorite city of your choice. This information will be used in case you forget your password later.

02



Once the entered information is validated in our system, you will be asked to verify your AUD e-mail details. The system defaults to your AUD e-mail address, so please click "Yes" to accept.

03



Again, once your account has been validated, you will need to select your **username** and **password**.

At this point, you will receive an e-mail message to confirm your account registration. Once the information is verified, you will be re-directed to a different screen to enter your username and password.



ONLINE Registration

Students should consult the AUD Undergraduate or Graduate Catalog available online on AUD's website, as well as the respective program sections, which include detailed course sequences. Online registration is imperative.

Students who follow this plan will be able to complete their graduation requirements in the traditional time, i.e. four years for Bachelor's degrees and five years for a Bachelor's degree in Architecture. This sequence of courses was designed by the Deans and Chairs to allow the completion of course prerequisites and co-requisites prior to the sequential courses. In addition, these plans were conceived to ensure that students may have access to courses that are offered only once a year (either in Spring or in Fall).

Students should consult with their Advisors before making decisions concerning the registration process. Advisors can assist students in adopting an individualized program of study. An advisor's approval is required for students to register.



How to Register Online on the Student Portal

Click on the Academics tab (left panel on the Screen).The below menu will drop down:

- **Online Registration**
- **Your Class Schedule**
- **GPA calculator**
- **View my grades**
- **Degree Audit**

To start your course registration, you need to click on the Online Registration tab.

When the Online Course Registration appears, your program and the semester will be automatically selected.

You can begin your online registration by clicking the Begin Online Registration tab.

Online Registration is done in 3 steps:

1. **Select (selecting courses)**
2. **View (viewing courses)**
3. **Register (registering courses)**



SELECTING Courses

01

Selecting Courses

Use the [Course Search](#) panel on the left side of the screen to look for courses.

- If you already know the course code and the section of the courses, you wish to add, simply click on the [Quick Add](#) panel.
- Most courses have more than one section; course sections indicate the different course timings and the different instructors of the same course.
- "Status" indicates whether the course still has vacant seats. You can only register in available sections.
- Alternatively, click Add button if you want to add courses to your schedule. You can do this by moving (dragging and dropping) the course from the Search Results-All Courses panel to the Selected Courses panel.

Note that at this point your course status is "selected" and still not "registered."

02

Viewing Courses

This option allows you to view the courses you have selected, but you are not registered. This is your last chance to double-check whether you need to make additional changes to your course selections, sections, or any other detail.

03

Registering Courses

Click on [Proceed to Next Step](#) to register your courses. Press the [Register/Drop Courses](#) button to finalize your online course registration.

Dropping Courses

During the Drop and Add period, the online registration will be activated.

You can drop a course by clicking the [Begin Online Registration](#) tab.

The status of your courses must be [Registered](#). Click on the left sign next to the course code to turn the course status to Pending Drop.

Once this is done, click on the [Proceed to Next Step](#) button to view your courses before dropping.

Click on [Register/Drop Courses](#) to finalize the step of dropping a course.

Adding another course instead or changing the section of a registered course follows the steps mentioned in the "Online Registration" tab.

PRINT YOUR SCHEDULE TO FINALISE PROCESS.
<https://schedule.aud.edu/>

MAKE SURE THE STATUS OF THE COURSE SELECTED IS REGISTERED /RESERVED***

***New students and students whose credits earned are below 60 and/or your CGPA is below 2.0, your course status will automatically be "Reserved". A notification will be sent to your Advisor to register you for your courses within 72 hours.



CHECKING Information



My Profile

Click on [My Profile](#) tab to view:

[My Calendar](#). It shows term dates, courses scheduled, course timings and allows you to add your own appointments. Click on the clock on the calendar to add your own events. Click on courses scheduled to see class time, instructor, room and building.

[Change Password](#). You can change your password by using this tab.

[My Message Center](#). It gives the name of your Advisor, hold groups, or any alerts or important messages.

[My Information](#). It contains your personal details including address, phone, and email and allows you to request an update.



My Grades

Click on the [Academics](#) tab to view:

[View My Grades](#). The grades are shown by enrollment, so click all the enrollments under the "View My Enrollment" tab to see the compilation of all the grades.

[GPA Calculator](#). You can calculate your GPA at the end of the current term for the courses that are scheduled.



My Class Schedule

Click on [Academics](#) tab to view:

[Your class schedule](#). Your schedule is listed on the calendar. Position the mouse on a course to see details of the class. Click on the course and hover over the calendar to see the room, the building, and the class time. You can print your schedule through this link: <http://schedule.aud.edu/>



My Finances

Click on [My Finances](#) tab to see the status of your account.

Check the contact information on each of the above pages to know whom you should contact to clarify any concerns you may have. You can e-mail the person directly by clicking on the envelope/ word "email" under the contact information.



A "Hold" on Your Account

Administrative offices may place a hold on any student's record, preventing the student from registering. Click on [Your Holds](#) icon in the upper right corner of the screen to determine the nature of your holds. Or login to registrar.aud.edu to check your hold. [You need to resolve your "Hold" with the authorized office before the registration period.](#)

- Admissions Hold: check with the Admissions Office
- GPA Hold: Student Retention and Success Office
- Passport Hold: check with the Visa Officer
- Registration Hold: check with the Registrar's Office
- Financial Hold: check with the Finance Office
- Library Hold: check with the Library
- Health History Hold: check with the Health Center
- Academic Advising Hold: check with Academic Advisors



My Degree Audit

You can check the list of courses as per

your degree requirements under different categories. It shows both the completed courses as well as the ones left for completion.



Registration Rules & Regulations

- Newly accepted students receive advising from an Admissions Representative and complete their first semester registration online.
- Students with less than 90 credits must meet with their Advisors (Admin. Building, Room 109). Engineering students must obtain approval from their Academic Advisor throughout their residency at AUD
- The Academic Advisors remove the holds after they consult with their students. After the holds are removed, the students can register for their courses online.
- If students register for courses other than those suggested by their advisors, neither AUD nor the advisors will be held accountable for the students' enrollment. If students choose to ignore the advice of their academic advisors regarding their course and program scheduling, they may experience difficulties or outstanding problems in their academic progress. It is highly recommended that students should not register for courses without consulting with and having the approval of their academic advisors.
- Students should complete developmental courses (MATH 090, MATH 095, MATH 100, MATH 103, MATH 104, UNIV 100, and ENGL 100) within their first 3 registered terms.
- Arts and Sciences Core courses (MATH, ENGL and COMP) should be completed within the first 45 credit-hours.
- Students should complete their Foundation and Core courses before Major and Elective courses.
- Students must take one of the following MEST courses in order to satisfy the UAE Ministry of Higher Education and Scientific Research requirement to complete Islamic Cultural Studies (MEST 310, 315, 318, 319, 320, 323, 327, or 329).
- To complete the registration of a course online, students must make sure the status of the courses is "Registered," not "Selected." If the status is still "Selected", you are still not registered; follow Step 3 to complete your registration
- Once the online registration is completed, students must print their schedule: [http:// schedule.aud.edu](http://schedule.aud.edu)
- To overload a class (a sixth course in Fall and Spring), students should get their advisors' approval by filling out the Request for Course Overload online. <https://registrar.aud.edu>
- To register for a class which is full, students must apply for Course Wait List online (<https://registrar.aud.edu>), which is subject to approval from the instructor and the dean.
- To waive prerequisite or co-requisite courses, students must apply online for Waiver of Pre-req/Co-req (<https://registrar.aud.edu>)
- Students registering during Drop/Add period should pay the late registration fee.
- Through the Registrar's Portal <http://registrar.aud.edu/>, students can withdraw a class, apply for incomplete, appeal a grade, and request their diploma, among other things.
- All Online forms used by students (i.e.; Change of Major/Program, requests for letters and transcripts, etc.), are available on the Registrar's Webpages. Students must log in using their ID number as the username



FREQUENTLY asked questions

Is the W grade counted in my Cumulative GPA?

No, the W grade will not be computed in your CGPA, but it will be calculated in the Satisfactory Academic Progress. Also note that the W grade will always show in your transcript.

What is a Satisfactory Academic Progress?

All students must maintain satisfactory academic progress in order to remain enrolled at the university. Satisfactory Academic Progress is determined by measuring the student's cumulative grade point average (CGPA). Students are expected to meet minimum CGPA requirements in order to be considered making satisfactory academic progress. Undergraduate students are required to maintain a minimum CGPA of 2.0 throughout their enrollment. All Graduate students are required to maintain their CGPA at 3.0 or higher in order to remain in good academic standing.

I have registered online, but the courses I chose are still not showing on my schedule. Why?

This happens because you selected the courses you need to register online, but you did not finalize the registration process properly. Please check the online registration tutorial in this booklet before registering, and make sure to print your schedule through this link: <http://schedule.aud.edu/>.

If I need to transfer to another university for one semester, what should I do to make sure that the courses I will take there will be transferred towards my program at AUD?

If you wish to transfer to another university for a semester, you need to read the rules and then fill the Course Authorization Form, available online <http://schedule.aud.edu/>. AUD does not accept transfer credits from universities within the UAE. What does P*/F*/W* mean on my transcript?



P* is for Pass, F* is for Fail, and W* is for Withdraw. These grades are for the "Developmental Courses" that are non-credited courses and do not affect the GPA or the credits earned.

What will happen if I miss my registration period and what is the late period of registration?

If a student misses the registration period, then he/she can register during the Drop/Add period with a late registration fee of AED1,000.

If I decide to leave AUD, can I take my original documents from my file?

The original documents of the student files are not released back to the student as they are part of the student's permanent file as per the university policy on Academic Record Retention and Storage.

What is the Portal? What do I do in case I have trouble logging in? The Portal is the online login system that connects you to the following:
Blackboard™: e-Education platform
Student Portal: To view your class schedule along with the corresponding instructor, building, room number, section, credits, course meetings, credits attempted, and credits earned from previous terms, as well as registering courses.



FREQUENTLY asked questions

In case you have a problem or any queries regarding technical issues, kindly contact the IT Help Desk:
In person: School of Engineering Building Room: E217,
tel: +971 4 3183 480, email: ITHelpdesk@aud.edu.

How do I know who my Academic Advisor is?

You can check the Online Portal, or ask at the Academic Advising Center.

Can I change contact information that I submitted when I first joined AUD?

You may do so by filling a Change of Data Form, available online under the Registrar's webpage or through the AUD Portal "Change of Address".

Do I need my advisor's approval to change my Major?

Yes. For changing your Program or Major, the respective Advisor, Dean or Chair approval is required. The procedure is done online through this link: <http://registrar.aud.edu/>.

How can I drop a course after the Drop/Add period?

Dropping courses is not allowed after the Drop/Add period. You may only withdraw from your course until the end of the 10th week of the semester and the end of the 5th week of the Summer terms. You can withdraw from a course through this link: <http://registrar.aud.edu/>.

Can my friend pick up the letter/transcript that I have requested?

Only those whom you mentioned in the consent form can pick up any documents on your behalf. Or you may fill the Consent to Release Education Records - Exception Form.

Can my parents call to find out about my Academic Progress?

The Registrar's Office does not give any student related information over the phone. Parents can access your information if you signed the Consent to Release Education Records - Exception Form allowing them to have access to your records.

How many times am I allowed to repeat the same course and/or Withdraw from it?

Failing and/or withdrawing a required course (not including noncredit courses) three times will be grounds for dismissal. When a student registers for a course the third time, he/she may only do so subject to the conditions set by the appropriate Dean, Associate Dean, or Chair.

What does a hold on my portal mean?

A "Hold" on your portal means that you have a pending matter with a certain office at AUD. In such a case you need to check with the relevant office to learn how it can be resolved.

Can I have two Majors?

Yes. By meeting requirements for the Major in two separate departments, you can complete a double Major. Students should consult the Office of the Registrar or Academic Advising Division about the procedure for declaring a second Major.

What is a Minor? Do I have to have one?

Students may choose to have a Minor. A Minor is a secondary field of study requiring at least 15 credit-hours in the field. Specific course requirements for Minors are listed under the programs in each school. Students should consult the Academic Advising Center about the procedure for declaring a Minor.



HOW IS THE GRADE POINT AVERAGE calculated at AUD?

The grade point average (GPA) is calculated on a four-point numerical scale. Each letter grade has its own quality point value.

Grade	Quality Point Value	Grade	Quality Point Value
A	4.00	C+	2.30
A-	3.70	C	2.00
B+	3.30	C-	1.70
B	3.00	D	1.00
B-	2.70	F	0.00

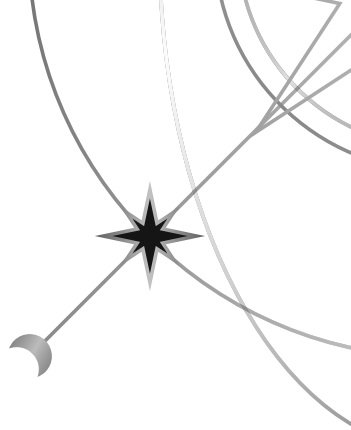
The Grade Point Average is calculated by multiplying the grade point value of the letter grade by the number of credit hours of the course. The result is the total quality points that the student has earned in the course. The sum of the total quality points of the courses taken during a semester are then divided by the sum of the total credit hours to obtain the Grade Point Average.

Example:

Credit x Quality Point Value (QPV) = Total Quality Points

Course	Cr	Grade	QPV	Total Quality Points
ACCG 201	3	A	4.00	3 X 4.00 = 12.00
COMP 101	3	A-	3.70	3 X 3.70 = 11.10
ENGL 101	3	B+	3.30	3 X 3.30 = 9.90
MATH 110	4	C	2.00	4 X 2.00 = 8.00
PHYS 201	4	F	0.00	4 X 0.00 = 0.00
TOTAL	17		41	

Grade Point Average for the Semester = Total Quality Points / Total Number of Credits: $41/17 = 2.41$



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