

the american university in dubai

(*parent handbook* }
2011 - 2013

the american university in dubai

(*PARENT HANDBOOK 2011-2013*)

The American University in Dubai,
Dubai, United Arab Emirates
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The university reserves the right to adjust, adapt, or change policies and procedures as deemed necessary. The [Handbook](#) is for use by parents of AUD's undergraduate students.

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(*a message from the president*)

Fall, 2011
Dear Parents,

Several years have passed since AUD first opened its doors. This Fall we will begin our 17th academic year. Time has flown by; and in the whirlwind, the university has experienced tremendous growth and development. Having been at AUD since the very first day, I am pleased to say I am happy with what I see.

Students, faculty and staff have all contributed to this accomplished record. ***Key to our past successes and fundamental to future achievement is the support of AUD's parents.***

The objective of this *Parent Handbook* is to help you understand AUD as a reflection of the American system of higher education. Its pages contain valuable information and insight that will make you more effective in exercising your role as guides and mentors. It represents our effort to strengthen the partnership between you and the Institution with the hope of further ensuring the educational success of your offspring.

The American University in Dubai is deeply committed to achieving an objective that has never before been reached by any institution of higher learning in the Gulf; that is, offering its students a genuinely American educational experience.

AUD strives to be American not only in name but also in substance. This requires an uncompromising commitment to academic excellence and consideration for the student as a "whole person". ***Supporting this objective is the fact that AUD is accredited by one of America's regional accrediting commissions and has been since 1996.***

Our objective has numerous implications for how the university conducts its affairs, particularly in the area of academic policy. This *Handbook* helps explain the how's and why's of our philosophy and procedures and enlists your participation in the educational process.

It is a personal pleasure for me to welcome you to the AUD family. I wish your son/daughter immense success and look forward to collaborating with you in this exciting educational undertaking.



Dr. Lance de Masi
President

(welcome }

Fall 2011

Dear Parents,

Welcome to the American University in Dubai. You have made a wise decision in choosing to enroll your children at AUD. I trust you will find that the diversified services offered by our Student Services department will provide support to your children throughout their educational experience at AUD.

AUD believes that well informed and supportive parents are one of the keys to students' success. Parents have an important role to play over the next few years. Young adults need your understanding, support, and encouragement as they embark on this challenging new phase of their lives.

Adjusting to university can be both exciting and demanding for both parents and students. This publication has been prepared to address your questions and concerns and provide an overview of the services and programs available to you and your children. We trust it will help alleviate some of the fears and anxieties you may have as your children make the transition from high school to university. We hope that you will use this guide as a reference throughout your children's years at AUD.

You have entrusted AUD with the education of your children. AUD will do everything in our power to make you and your children's experience positive and rewarding. AUD prides itself on being a caring university community. We work hard to service your children's needs and help them gain academic knowledge, self-confidence, and maturity. Please do not hesitate to contact us with any questions and concerns. The staff of the university's Office of Student Services is available to help you.

Congratulations to you and your children and a warm welcome to the AUD community.

Sincerely,



Bushra Finaish

Assistant Dean of Student Services and Student Support Manager

(*aud accreditation and
licensure summary*)

The American University in Dubai is accredited by the Commission on Colleges (COC) of the Southern Association of Colleges and Schools (SACS) to award Bachelor's and Master's degrees (see www.sacscoc.org). Contact the COC at 1866 Southern Lane, Decatur, Georgia, 30033 or call +1-404-679-4500 exclusively for matters specific to the accreditation of The American University in Dubai.

AUD is officially licensed by the Ministry of Higher Education and Scientific Research of the United Arab Emirates. The Ministry has accredited the university's programs in International Studies, Business Administration (both undergraduate and graduate), Communication and Information Studies, Engineering, Computer and Information Technology, Computer Science, Architecture, Visual Communication and Interior Design, Education (graduate), and Construction Management (graduate), in addition to a Certificate program in Middle Eastern Studies.

UAE Ministry: PO Box 45133, Abu Dhabi, UAE; tel: +971-2-642-7772

AUD is approved to operate by the State of Georgia Nonpublic Postsecondary Education Commission (NPEC).

NPEC: 2082 East Exchange Place, Suite 220, Tucker, Georgia 30084-5305; tel: +1-770-414-3300

The American University in Dubai has received specialized accreditation for its business programs through the International Assembly for Collegiate Business Education (IACBE), located in Olathe, Kansas. The business programs in the following degrees are accredited by the IACBE:

- Bachelor of Business Administration (B.B.A.), with majors in Accounting, Economics, Finance, Management, Marketing and Marketing Communications
- Master of Business Administration (M.B.A.), with concentrations in Finance and Marketing.

IACBE: PO Box 3960, Olathe, Kansas 66063 USA; tel: +1-913-631-3009

The university's undergraduate majors in Marketing Communications and Advertising (Creative) have been accredited by the International Advertising Association (IAA) in New York.

IAA World Service Center: 521 Fifth Avenue, Suite 1807, New York, NY 10175; tel: +1-212-557-1133

The Civil, Computer, and Electrical Engineering programs of AUD's School of Engineering are accredited by the Engineering Accreditation Commission of ABET. The Bachelor of Science in Computer and Information Technology (B.S.C.I.T.) program is accredited by the Computing Accreditation Commission of ABET.

ABET: 111 Market Place, Suite 1050, Baltimore, MD 21202-4012, tel: +1-410-347-7700

(*aud mission statement* }

The Mission of The American University in Dubai is to fulfill the broad educational needs of a culturally diverse student body by achieving excellence in teaching and learning, ultimately resulting in the intellectual, personal, and professional success of its graduates and the advancement of society.

values

There are seven (7) values that underpin AUD's operations and development and that characterize its dealings with students, faculty, staff, and other constituents:

whole person education – AUD values the intellectual, personal and professional development of its students.

excellence – AUD values excellence in all that it does and is committed to continuous improvement in its educational offerings and services.

integrity – AUD values honesty and transparency and has high standards of legal-adherence, morality and ethics.

service – AUD values all of its constituencies and partners with its stakeholders in the achievement of their objectives and aspirations.

diversity – AUD values diversity in all its manifestations and recognizes its contribution to the quality of university life.

tolerance – AUD values respect and open-mindedness as proper responses to concepts, opinions and customs that are diverse, new or unfamiliar.

accountability – AUD believes that all members of the university community are responsible for fulfilling their roles in support of the institutional Mission and Purpose-related Goals and that evaluation of individual performance should be based on the degree to which this responsibility is satisfied.

FALL SEMESTER 2011

August 29	Last Day to Submit Academic Standing Appeal Form to Student Support Manager +
August 30 - September 1	Eid Al Fitr
September 3	Arrival of Dorm Students
September 3*-4	Final Days for Advising and Registration
September 4	Student Orientation
September 5	Last Day to Appeal a Suspension or Dismissal to the President +
September 5	Classes Begin
September 5-8	Drop/Add
November 3	Last Day for Withdrawal from Classes
November 6-7-8	Eid Al Adha
November 26	Islamic New Year
December 2	National Day
December 11	Last Day of Classes
December 12-13	Study or Make-up Days
December 14	Final Exams Begin
December 19	Semester Ends

SPRING SEMESTER 2012

January 2	Last Day to Submit Academic Standing Appeal Form to Student Support Manager +
January 5	Arrival of Dorm Students
January 7*-8	Final Days for Advising and Registration
January 8	Student Orientation
January 9	Last Day to Appeal a Suspension or Dismissal to the President +
January 9	Classes Begin
January 9-12	Drop/Add
February 4	Prophet's Birthday
March 1	Last Day for Withdrawal from Classes
March 4-8	Spring Break
April 18	Last Day of Classes
April 19	Study or Make-up Day
April 22	Final Exams Begin
April 26	Semester Ends

SUMMER I SESSION 2012

May 1	Last Day to Submit Academic Standing Appeal Form to Student Support Manager +
May 3	Arrival of Dorm Students
May 3	Final Day for Advising and Registration
May 6	Last Day to Appeal a Suspension or Dismissal to the President +
May 6	Classes Begin
May 6-8	Drop/Add
May 10	Commencement
May 31	Last Day for Withdrawal from Classes
June 16	Al Israa Wal Miraj
June 18	Last Day of Classes
June 19	Final Exams Begin
June 21	Session Ends

SUMMER II SESSION 2012

June 26	Last Day to Submit Academic Standing Appeal Form to Student Support Manager +
June 28	Arrival of Dorm Students
June 28	Final Day for Advising and Registration
July 1	Last Day to Appeal a Suspension or Dismissal to the President +
July 1	Classes Begin
July 1-3	Drop/Add
July 26	Last Day for Withdrawal from Classes
August 13	Last Day of Classes
August 14	Final Exams Begin
August 16	Session Ends
August 19-20	Eid Al Fitr

+ Undergraduates only

* Normal working day for all faculty and staff

(university academic calendar 2012-2013)

(tentative)

FALL SEMESTER 2012

August 27	<i>Last Day to Submit Academic Standing Appeal Form to Student Support Manager +</i>
September 30	<i>Arrival of Dorm Students</i>
September 1*-2	<i>Final Days for Advising and Registration</i>
September 2	<i>Student Orientation</i>
September 3	<i>Last Day to Appeal a Suspension or Dismissal to the President +</i>
September 3	<i>Classes Begin</i>
September 3-6	<i>Drop/Add</i>
October 26-28	<i>Eid Al Adha</i>
November 1	<i>Last Day for Withdrawal from Classes</i>
November 15	<i>Islamic New Year</i>
December 2	<i>National Day</i>
December 10	<i>Last Day of Classes</i>
December 11-12	<i>Study or Make-up Days</i>
December 13	<i>Final Exams Begin</i>
December 18	<i>Semester Ends</i>

SPRING SEMESTER 2013

January 2	<i>Last Day to Submit Academic Standing Appeal Form to Student Support Manager +</i>
January 3	<i>Arrival of Dorm Students</i>
January 5*-6	<i>Final Days for Advising and Registration</i>
January 6	<i>Student Orientation</i>
January 7	<i>Last Day to Appeal a Suspension or Dismissal to the President +</i>
January 7	<i>Classes Begin</i>
January 7-10	<i>Drop/Add</i>
January 24	<i>Prophet's Birthday</i>
February 28	<i>Last Day for Withdrawal from Classes</i>
March 3-7	<i>Spring Break</i>
April 16	<i>Last Day of Classes</i>
April 17-18	<i>Study or Make-up Day</i>
April 21	<i>Final Exams Begin</i>
April 25	<i>Semester Ends</i>

SUMMER I SESSION 2013

April 30	<i>Last Day to Submit Academic Standing Appeal Form to Student Support Manager +</i>
May 2	<i>Arrival of Dorm Students</i>
May 2	<i>Final Day for Advising and Registration</i>
May 5	<i>Last Day to Appeal a Suspension or Dismissal to the President +</i>
May 5	<i>Classes Begin</i>
May 5-7	<i>Drop/Add</i>
May (TBA)	<i>Commencement</i>
May 30	<i>Last Day for Withdrawal from Classes</i>
June 5	<i>Al Israa Wal Miraj</i>
June 24	<i>Last Day of Classes</i>
June 25	<i>Final Exams Begin</i>
June 27	<i>Session Ends</i>

SUMMER II SESSION 2013

July 2	<i>Last Day to Submit Academic Standing Appeal Form to Student Support Manager +</i>
July 4	<i>Arrival of Dorm Students</i>
June 4	<i>Final Day for Advising and Registration</i>
July 7	<i>Last Day to Appeal a Suspension or Dismissal to the President +</i>
July 7	<i>Classes Begin</i>
July 7-9	<i>Drop/Add</i>
August 1	<i>Last Day for Withdrawal from Classes</i>
August 8-9	<i>Eid Al Fitr</i>
August 19	<i>Last Day of Classes</i>
August 20	<i>Final Exams Begin</i>
August 22	<i>Session Ends</i>

N.B. All Islamic Lunar Holidays for the private sector will be fixed per announcement by the relevant Ministry. Placement exam dates and registration procedures are available each term from the Admissions Office.

(*timetable of classes/hours of operation*)

class schedules

fall/spring semesters

Sunday/Tuesday/Thursday Class Schedule
(Undergraduate + Graduate)*

<i>period</i>	<i>time</i>
1	8:00 – 8:50
2	9:00 – 9:50
3	10:00 – 10:50
4	11:00 – 11 :50
5	12:00 – 12:50
common break	1:00 – 2:00
6	2:00 – 2:50
7	3:00 – 3:50
8	4:00 – 4:50
9	5:00 – 5:50
10	6:00 – 6:50
11	7:00 – 7:50
graduate	7:00 – 9:45

Monday/Wednesday Class Schedule
(Undergraduate + Graduate)*

<i>period</i>	<i>time</i>
1	8:00 – 9:15
2	9:30 – 10:45
3	11:00 – 12:15
common break	12:15 – 1:30
4	1:30 – 2:45
5	3:00 – 4:15
6	4:30 – 5:45
7	6:00 – 7:15
8	7:30 – 8:45
graduate	7:00 – 9:45

* Graduate classes meet 1 day per week
(15 min break)

summer sessions i & ii

Sunday/Tuesday and Monday/Wednesday

<i>period</i>	<i>time</i>
1	8:30 – 10:50
2	11:00 – 1:20
break	1:20 – 2:00
3	2:00 – 4:20
4	4:30 – 6:50
5	7:00 – 9:20

Kindly note that during the Summer Sessions, there are three additional compulsory classes on alternative Thursday's for Sunday/Tuesday and Monday/Wednesday classes.

facility schedule

Hours are subject to change with notice.

Saturday - Thursday

All academic buildings, The Center	7:30 a.m. to Midnight
Administration	7:30 a.m. to 11:00 p.m.

Friday

All buildings	2:00 p.m. to 10:00 p.m.
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Administrative offices close at 6:00 p.m. Sunday-Thursday. Library hours are posted outside the library, in the library section of this publication and online.

(*aud timeline*)

AUD opened its doors in the Fall of 1995. Its clear-cut, well-defined objectives and standards have allowed it to achieve recognition as a reference point for American higher education in the Gulf.

key dates in aud's history

january, 1995:	<i>Mr. Elias Bou Saab moves to Dubai and establishes The American University in Dubai</i>
fall, 1995:	<i>Opening Enrollment of 165</i>
january, 1996:	<i>Addition of MBA program</i>
december, 1996:	<i>SACSCOC accreditation as AIU branch campus</i>
january, 1997:	<i>IAA Accreditation (advertising programs)</i>
June, 1997:	<i>Dr. Lance de Masi becomes President/Chief Academic Officer</i>
march, 1998:	<i>Georgia Nonpublic Postsecondary Educational Commission (NPEC) issues degree-granting rights</i>
june, 1998:	<i>First Commencement Exercises – James Baker, Keynote Speaker</i>
january, 2000:	<i>Move to new premises Enrollment, 648 Licensure by UAE Ministry of Higher Education</i>
may, 2000:	<i>H.H. Sheikh Mohammed Bin Rashid Al Maktoum officially inaugurates The American University in Dubai Campus</i>
april 2001:	<i>SACSCOC Substantive Change Prospectus (School of Engineering)</i>
june, 2002:	<i>Fifth Commencement Exercises – Bill Clinton, Keynote Speaker</i>
fall, 2002:	<i>First Engineering student admitted</i>
february, 2003:	<i>Dubai Quality Award, Appreciation Program</i>
november, 2003:	<i>School of Business Administration accredited by the International Assembly for Collegiate Business Education (IACBE) H.H. Sheikh Mohammed Bin Rashid Al Maktoum officially inaugurates the School of Engineering</i>
december, 2003:	<i>SACSCOC reaffirms AUD accreditation (10 years)</i>
june, 2004:	<i>President appoints Provost/Chief Academic Officer</i>

may, 2005:	<i>Ministry completes accreditation of all AUD programs</i>
december, 2006:	<i>Re-licensure by UAE Ministry</i>
september, 2007:	<i>AUD opens School of Communication</i>
december, 2007:	<i>SACSCOC grants AUD independent accreditation</i>
march, 2008:	<i>Inaugural Harvard-AUD student exchange</i>
may, 2008:	<i>Revised Mission/Purpose-related Goals ratified</i>
june, 2008:	<i>Naming of Mohammed Bin Rashid School for Communication</i>
september, 2008:	<i>Engineering programs (Civil, Computer, and Electrical) receive ABET accreditation</i>
september 2009:	<i>Revised Arts and Sciences Core takes effect First Certificate program launched - Middle Eastern Studies B.I.T. (re-named, B.S.C.I.T.) program receives ABET accreditation</i>
spring 2011:	<i>Enrollment 2,549</i>

While AUD's objective is not to be the biggest but the best, its enrollment history helps to support the conclusion that it has been successful.

year	enrollment
1995	165
1996	378
1997	509
2002	1,394
2003	1,808
2004	2,167
2005	2,356
2006	2,630
2007	2,858
2008	2,919
2009	2,784
2010	2,707
2011 (est.)	2,700

(*why a parent handbook?*)

This *Handbook* is a resource that will help you support and encourage your children as you work with them to help them take full advantage of their AUD university experience. It offers essential information and suggestions for you, the parents, so that you can more fully participate in the educational journey upon which your children have embarked.

opportunities for partnership with aud

There are several guidelines that can often enable the successful parenting of a university student.

1. ***Understand as much as you can about AUD:*** recognize where your children can go for help; comprehend what their student rights are; internalize the daily stresses and decisions that your children encounter and understand what it means to have an American university education.
2. ***Realize that an American university education is unique:*** the demands and burdens are sometimes “all-consuming” as more emphasis is placed on the individual. Attending university is like holding a full-time job; it involves individual and group projects that demand creativity, dedication and hard work.
3. ***Question and engage your children in frequent conversations about their classes, coursework, projects, etc:*** actively listen to their concerns and ask them questions about their experiences. Honest inquiries, communication, and discussion will do much to further the parent-college student relationship. Offer suggestions and solutions if requested. Write letters; send emails, and even greeting cards. The communication will show your children that you care.
4. ***Encourage your children to face and accept their academic and extra-curricular responsibilities:*** they ultimately have to answer for their choices and performance so help them understand the importance of being conscientious.
5. ***Promise to actively support, encourage, nurture, question and listen to your children:*** they continue to need your help in order to grow into professionally mature young adults.

6. **Realize that your children will have “down days,” times when they are reflecting on frustrating situations at school or perhaps the challenge of a tough assignment:** give them time; they will share when they are ready.
7. **Provide an environment conducive to learning and study:** study environments usually are quiet, free of distractions, secluded, and in one specific location. All study materials should be readily accessible to the student.
8. **Support your children unconditionally in times of success and disappointment:** They may get a grade that is below average, but that doesn't mean that this grade is a reflection of future course performance. Learn to separate the behavior from the person. Short-term behavior may have little to do with long-term potential. Failing is not the same as being a failure.
9. **Don't ask your children if they are homesick:** the first few weeks of school are packed with activities that include meeting new people, getting used to a new environment, understanding the expectations of several instructors, and using campus resources. In most cases, your children will be able to escape the frustration and loneliness of homesickness.
10. **Expect change but not too much:** your children will begin to change during their university years. It's natural, inevitable, and can be both inspiring and beautiful. Remember your children are still the same people you sent away to school. Maturation is a slow process. The key to accepting change is to be patient. University can effect changes in social, career, and personal behavior. You cannot stop change, but you can accept it.
11. **Trust your children:** making the transition to young adulthood is very difficult. Trust that you have instilled in your children good values, values that will transcend into good and intelligent choices.
12. **Support the university experience:** be positive and proud that your children are attending AUD, one of the best universities in the region.

(*a time for transition*)

The discussion of the “student transition” from high school to university are prevalent in the literature on the first year university experience. It is less often that we hear of the “parent transition” or the “family transition.” As parents, have you given thought to what changes might occur within your family unit as a result of someone starting university? For each child who starts university the transition is different and the transition for the family or parents is different for each child.

How will the dynamics of the family change? For some, transition will occur easily and naturally; for others it will be difficult. Give your family time to adjust to the modifications.

Remember that this is also a transition time for your son or daughter. Many students have never been away from home in an independent setting. Having a roommate is a new experience for those who have never shared a room. In addition to coursework demands, students are experiencing new challenges socially, ethically, and morally.

There are a number of other issues such as time management and the need to develop or refine studying, writing, and reading habits. Time management is one of the major areas that first year students need to master in order to be successful at university and beyond. Finding time to participate in student activities, events, athletics, and academics is possible with good time management skills.

Choosing a major can also be challenging and stressful. Some students change their majors more than once during their university career. Students should select majors and careers that best fit their interests, abilities, and work habits.

Being patient, honest and keeping the lines of communication open is essential for success for parents as well as students.

While we cannot do away with the effects of transition in our lives, there are many ways in which we can help alleviate the stresses related to transition for ourselves and those we care about:

- View transition as normal and desirable, and remember that we grow best through change;
- Be supportive of all undergoing the transition process and seek support from others;
- Commit yourselves to being sensitive to what others are experiencing;
- Attempt to prepare for the transition by talking with family members;
- Feel comfortable in your new role as a parent of a university student; be appreciative of the adult-to-adult relationship that is developing with your children.

(*major differences between high school
and (american) university*)

Students and parents alike must realize that the demands of the typical (American) university are quite different from those of most high schools. Frequently, the more pronounced differences are

	<i>high school</i>	<i>university</i>
<i>student population</i>	Students are basically from similar social and economic backgrounds.	Fellow students from a greater variety of social, cultural, religious and economic backgrounds.
<i>teacher/student contact</i>	Closer and more frequent contact, mostly 5 times/week. Students and parents receive progress reports regularly.	Classes held two or three times per week, students need to seek out faculty for advice. Instructors do not necessarily contact students who are absent and/or not performing.
<i>course content</i>	Information stems mostly from textbooks. Less information is presented during a longer period of time.	There are various teaching styles and expectations including lecture, lecture and discussion, group-based learning, projects and the use of outside resources, in addition to textbooks. Information covered in one semester/term of university often equals what is presented over a longer period of time in high school; university course material is presented at a faster pace.

competition/grades	Academic competition not as strong, less effort often required for high grades. Grades for all classes are often based on similar criteria and are distributed to both students and parents.	Grades are performance-based according to specific criteria established by each instructor in addition to general university criteria. Academic competition is very strong. Students need to work extremely hard for high grades. Grade reports are given less often and to students.
dependence	Reliance on parents, teachers, and counselors for advice and guidelines/rules. Course schedules are determined for students.	Students must rely on themselves. Students are responsible for their own decisions, meeting instructor deadlines, learning to manage free time and creating class schedules.
motivation	Parents, family, and teachers motivate students to achieve greater heights.	Self-motivation is the norm.
distractions	School controls distractions.	Time and environmental management is dependent on students.
freedom	Freedom is limited and controlled. Parents help students in times of crisis.	Students have more freedom. Students must accept responsibility for their own actions and be self-reliant.
campus involvement	It is easier to be involved in group activities. Teachers organize group activities and clubs.	Students have to make more of an effort to be involved in campus life. Students need to suggest and join clubs and activities.

Adapted from *Helping Your First-Year College Student Succeed, A Guide for Parents* by Richard H. Mullendore and Cathie Hatch, published by the National Orientation Directors Association and the National Resource Center for The First-Year Experience & Students in Transition, 2000.

(*what makes aud american?*)

In fulfillment of its mission as one of the few American-accredited institutions of higher learning in the Gulf, The American University in Dubai seeks to duplicate the American recipe for successful higher education. Syllabi and textbooks are the same as those used in the United States. In addition, the preponderance of American and American-trained faculty further ensures that the university remains American in substance as well as in name. Expectations of academic performance either match or exceed those prevailing on a “typical” American campus.

Several factors explain the excellence which underpins American higher education and guides AUD in the expression of its American character:

- A curriculum that imparts general knowledge but allows for significant specialization;
- A program of extra-curricular activities designed to cultivate the student’s humanistic outlook and social skills;
- Faculty who combine scholarship and technique in exercising their classroom duties;
- Teaching methods that develop strong skills in critical reasoning and precise and persuasive self-expression;
- The maintenance of high academic standards via clear and consistent policies; and
- Instilling an appreciation for life-long learning.

One might observe that the description above portrays all universities. Yet, it is widely believed that something sets American universities apart. We maintain that in the final analysis, it is a series of values/perspectives that distinguish American higher education. It is ultimately AUD’s adoption of these values and their translation into operating policy that make AUD American. Key specifics follow:

individuality . Individuality is of utmost importance at AUD. The university promotes creativity and independent thinking. AUD students are free to express their opinions in class and are encouraged to think for themselves. This concept extends beyond the classroom, as the student actively participates in the process of negotiating internships, seeking work outside the university, conferencing with instructors and confronting problem situations. An AUD education is heavily influenced by a work ethic that maintains that effort and personal integrity lead to success.

self-reliance . The responsibility for learning learning and being informed about

university policies also ultimately rests with the student. If a lengthy reading assignment is given, instructors expect and demand that students understand and comprehend the information in the reading even if it is not discussed in class. Instructors are there to help, but students are expected to speak up and question if they do not understand a concept or idea. Students should take initiative and seek to complete assignments with minimal guidance. This includes locating resources, both printed and electronic. In summary, at AUD, students are expected to be resourceful, knowledge-seeking individuals who are highly motivated and desire success. Being told what to do and how to do it are not the norms. Students should strive to fully understand all aspects of AUD's academic life and rules and regulations.

diversity . The environment at AUD is one of tolerance and respect for the more than eighty nationalities represented in the university community. Central to AUD's American character is a profound regard for the culture and religion of its students and the people of the UAE. This appreciation for diversity extends to the classroom. The climate prevalent in our courses often varies from instructor to instructor. Curricula are not totally standardized. Academic freedom is integral to AUD's philosophy.

the honor code . An honor system is standard practice in all respected American universities. Thus, cheating on tests, plagiarizing (presenting another's ideas as your own) and turning in assignments completed by others are all prohibited. (See section on Honor Code.) Violation of the Code can result in failure of a courses or even dismissal from the university. AUD takes the Honor Code very seriously and is diligent in the monitoring of and application of penalties.

critical thinking . At AUD, the emphasis is on developing critical thinking skills rather than just accumulating facts. Students are taught to assess critically a situation or problem and develop a solution. Learning involves experimenting with new ideas and synthesizing material. Application of knowledge is more important than memorization.

participation/communication . Active participation is expected of students in most courses. Frequently, courses allot a percentage of the grade for class participation. This participation may include presentations, taking part in class discussions, a display of effort, initiative, professionalism, role-playing, simulations, asking questions, etc. Consistent with the American tradition, students are taught to aspire to become great written and oral communicators.

group work/teamwork . AUD encourages both group work and teamwork, offering students ample opportunities to work in a variety of situations and contexts. Students are reminded to read the AUD Honor Code, and specifically the part on cheating and plagiarism. They should pay careful attention to their instructors regarding group projects. Unless specifically authorized, students must work individually and refrain from seeking collaboration of parties other than the instructor.

social and academic dimensions . Access to social development is important as well. AUD offers a wide variety of extracurricular activities. All students are encouraged to be well rounded with ongoing participation in activities outside the classroom. There is value in joining clubs, playing sports, engaging in community service, and working part-time. Extracurricular involvement will also have an added advantage, as many employers are looking for individuals who have demonstrated a mix of academic, social and leadership capabilities.

student-instructor relationships . Students are encouraged to develop professional relationships with their instructors and meet with them during office hours for clarifications or to discuss concerns. Instructors have high expectations of students, and students should strive to meet these expectations. Instructors at AUD go to great lengths to help students do this. A deep concern on the part of instructors for student welfare and a sense of responsibility on the part of students make for a dynamic environment where learning takes place.

non-negotiable deadlines . Punctuality and deadlines are important. Students are expected to hand in assignments on the due date at the specified time. Inventing excuses does not help. Extensions of deadlines are rarely possible. Late assignments often lose points or letter grades. Some instructors will not accept late assignments.

part-time employment . It is not uncommon for university students to work at part-time jobs during their education. In fact, in most American universities this practice is encouraged, AUD is no exception. Students can gain valuable work experience by working for pay or volunteering throughout their university career. Most employers welcome and think highly of CVs that list work beyond the classroom. In today's world, jobs are at a premium and competition often demands ongoing work experience prior to graduation. On campus and off campus part-time jobs and internships offers are listed at the Career Services Office.

(*essentials for parents*)

commonly used academic terms

student attendance . Students are expected to be in class for all scheduled class periods (including make-up classes). All matters related to student absences (making up work missed, tests missed, etc.) are resolved by the student and the instructor.

There is no difference between excused and unexcused absences. An absence is an absence. The equivalent of two weeks of absence (semester) is allowed for each course without penalty. This is reduced to one week in the Summer.

Beyond those permitted, absences may lower the student's class participation grade. The degree to which the class participation grade is lowered is at the discretion of the instructor, as clearly defined on the course syllabus.

Absences are counted from the first day of the term.

periodic evaluation of academic standing . All students must maintain satisfactory academic performance in order to remain enrolled at AUD. Academic standing is evaluated periodically by measuring each student's cumulative grade point average (CGPA). Students are expected to meet minimum CGPA requirements in order for their academic performance to be considered satisfactory. **Undergraduate students are required to maintain a minimum CGPA of 2.0 throughout their enrollment in order to be in good academic standing.** A student's CGPA will be reviewed at the end of each academic term after grades have been posted to determine whether the student is in good academic standing.

If a student changes his/her program or major, the grades received in the former program or major continue to be calculated as part of the student's CGPA.

academic warning and academic probation

- A student will be placed on **Academic Warning** at the end of the first academic term in which his/her CGPA falls below 2.0.
- At the end of the next academic term, the student is removed from Academic Warning and returned to good academic standing if he/she achieves a CGPA of 2.0 or higher.
- If at the end of the next academic term, immediately following placement on Academic Warning, the student's CGPA remains below 2.0, he/she will be placed on **Academic Probation**.

- Once a student is placed on Academic Probation, he/she has one academic term to achieve good academic standing. A student who, at the end of one academic term on Academic Probation, raises his/her CGPA to 2.0 or higher is removed from Academic Probation and returned to good academic standing.
- Students are notified of placement on Academic Warning and Academic Probation in writing.

conditions applicable to students on academic warning and academic probation

- Students on Academic Warning and Academic Probation must consult with the Student Support Office prior to selecting their courses for the next academic term and must obtain their academic advisor's approval to register.
- As long as a student remains on Academic Warning or Academic Probation, the Student Support Office will monitor the student's performance and will continue to provide support through regular contact with the student.
- Students on Academic Probation must give priority to repeating all required failed courses, and are advised to repeat other courses in which they obtained failing or low grades.

academic suspension

- If a student's CGPA, at the end of one academic term on Academic Probation, is still below 2.00, he/she is placed on **Academic Suspension** from the university for the next academic term.
- Students are notified of placement on Academic Suspension in writing.

readmission from academic suspension

Students placed on Academic Suspension may be granted readmission to the university if they apply for readmission at the end of their suspension period. See the section below on the Academic Appeals Process.

Students granted readmission from Academic Suspension will be placed on Academic Probation. The course load for these students will be not less than 9 credit hours and not more than 13 credit hours per semester, and must be 6 credit hours in Summer terms. A student's Dean or Chair may set other

appropriate conditions and expectations regarding courses to be taken and academic performance upon readmission.

removal of academic probation for students readmitted from academic suspension . Students returning from Academic Suspension are readmitted on Academic Probation. They are expected to achieve good academic standing by attaining a CGPA of 2.0 or higher, upon attempting a minimum of 24 credit hours following readmission. Academic Probation will be removed at the end of the academic term in which this result is achieved.

academic dismissal . A readmitted student will be dismissed from the university if, upon attempting a minimum of 24 credit hours following his/her readmission from Academic Suspension, the student fails to achieve a CGPA of 2.0 or higher. A readmitted student will also be dismissed from the university if, **at the end of any academic term** after removal of Academic Probation, the student's CGPA once again drops below 2.0. The decision to dismiss must be ratified by the Provost/Chief Academic Officer before the student is notified of the dismissal decision in writing.

the academic appeals process . Students may apply for readmission to the university upon completion of their Academic Suspension period. Students may also appeal Academic Suspension or Academic Dismissal decisions. In each of the preceding cases, students should follow the Academic Appeals Process described below.

applications for readmission from academic suspension . Students applying for readmission from Academic Suspension must complete the *Academic Standing Appeal Form* for this purpose. This form is available in the Student Support Office. The student should attach a letter detailing his/her activities during the suspension period and should explain why the student believes his/ her academic performance will improve in the future. Other required documentation should be provided with the form.

Completed appeal forms with accompanying documentation must be submitted to the Student Support Manager **not later than the appeals submission date published in the Academic Calendar**.

Although students who are academically suspended from AUD often choose to take

courses at other institutions to improve areas of weakness or to indicate seriousness of continued academic pursuits, they will under no circumstances receive transfer credits for those courses upon their readmission to AUD.

appeals of academic suspension and academic dismissal . A student with compelling supporting evidence may appeal an Academic Suspension or Academic Dismissal decision in writing. The *Academic Standing Appeal Form*, available in the Student Support Office, is to be used for this purpose. The Student Support Manager will assist the student in determining whether there is a case for an appeal and will inform the student of the documentation that needs to be submitted with the completed form if there is a case for an appeal.

Completed appeal forms with accompanying documentation must be submitted to the Student Support Manager ***not later than the appeals submission date published in the Academic Calendar.***

processing timeline for academic appeals

- Last day to submit *Academic Standing Appeal Form* to Student Support Manager is ***seven (7) days before the beginning of classes (five [5] days for summer sessions)***. See *Academic Calendar*.
- Last day to appeal a suspension or dismissal to the President is ***the first day of classes***. See *Academic Calendar*.

audit (au) . ***No credit is given for audit (AU) classes, nor is the grade included in the student's academic average.*** Students must receive written permission from the Dean or Chair to audit a class, or classes, prior to the first day of the semester. Instructor approval may be required for some courses.

class and semester schedules . AUD operates on a semester system.

The academic year is comprised of two 15-week semesters plus a 16th week for study/ make-up classes and final examinations, and two 7-week summer terms. The average course load during the academic year consists of five 3-credit courses (two to three courses during the summer sessions).

common break . Unique to AUD is a "Common Break"- a period of time each class day during which no classes are scheduled. This break period offers the students the opportunity to meet with advisors, attend campus events, go to the library, use the computer labs or participate in intramural athletics. There is a common break every day for all students.

program/major . Per AUD nomenclature, “major” means a specialization within a program. Hence, Business Administration, Communication and Information Studies, International Studies, Computer and Information Technology, Computer Science, Architecture, Visual Communication, and Interior Design are programs. Marketing Communications, Finance and Management are examples of majors within the Business Administration program. AUD’s School of Engineering offers six degree programs: Civil, Computer, Electrical, and Mechanical Engineering, Computer Science, and Computer and Information Technology*. The number of credit hours required by each program is clearly stated in the appropriate sections of the *Undergraduate Catalog*. Optional majors where applicable are also listed, together with the required credit hours for each.

* no longer accepting students effective Spring 2011.

credit . A number assigned to indicate the weight of classes depending on the hours of class time per week. Most classes at AUD are three credit hours. Classes with more than three credits usually include a studio session or class laboratory.

dean’s list . Each semester, the Dean’s List recognizes those full-time undergraduate students who exhibit exemplary academic work by earning a GPA of 3.67 or above. It is an honor for students to achieve recognition through the Dean’s List. This distinction remains with them throughout life. There are no Dean’s Lists in Summer.

drop/add . Students may make schedule changes without penalty during each term’s Drop/Add period. Only those students with less than 60 credit hours and Engineering and Computer and Information Technology students must obtain their advisor’s signature to drop/add a course. **Drop/Add is not allowed outside this period.**

gpa (grade point average) . A mathematical formula that converts students’ letter grades and credit hours into a numerical average on a four-point scale with A = 4.0, A- = 3.7, B+ = 3.3, B = 3.0, B- = 2.7, C+ = 2.3, C=2.0, C- = 1.7, D+ = 1.3 D=1.0. There is no credit earned for F. The GPA is the sum of the grade multiplied by the credit hour divided by the total number of credit hours.

Example:

A	4.0	ENGL 101	3 credits
C+	2.3	BUSI 101	3 credits
B	3.0	MATH 160	3 credits
C-	1.7	COMP 101	3 credits
P	0	UNIV 100	0 credits

$$3 \times 4.0 = 12$$

$$3 \times 2.7 = 8.1$$

$$3 \times 3.0 = 9.0$$

$$3 \times 1.7 = 5.1$$

$$0 \times 0 = \text{nil}$$

$$\text{Total} = 34.2$$

$$\text{Sum of credit hours} = 12$$

$$\text{GPA} = 2.85$$

incomplete (I) . An incomplete (I) is issued no sooner than the last two (2) weeks of the semester to a student who has satisfactorily completed a substantial portion of the course work, but **for non-academic reasons beyond the student's control**, he/she is unable to meet the full course requirements on time. The course instructor issues the grade, subject to approval by the Dean or Chair and Provost.

The incomplete course work must be completed by the end of the subsequent semester/summer session. If the student does not complete the work within the stipulated time, the incomplete is changed automatically to the grade of F. An incomplete must be processed at the time of the concession (e.g., authorized suspension of attendance, accepted tardiness/non-completion of assignments, etc.).

The university does not grant incompletes retroactively.

make-up classes . Make-up classes are scheduled at other times agreed upon by the instructor and all the students. The instructor will announce make-up classes at least one week prior to their scheduling. **These are compulsory classes that students are expected to attend.**

mid-semester reports . The university informs the student at mid-term when his/her grade in any course is less than C. This is done in person by the instructor; and the report provides reasons for the poor performance as determined by the instructor.

repeat . Courses repeated during a student's program of study due to non-satisfactory grades will be denoted by a (*) after the student has repeated the class.

syllabi . Faculty distribute a course plan or syllabus at the beginning of each semester. The syllabus contains information on topics, assignments, due dates, quiz and exam dates, grading and absence policies and information on how to contact the course instructor.

withdrawal (w) . *A student is allowed to withdraw officially from a course no later than the end of the ninth week of the semester (end of the fourth week in a summer session).* The W is calculated in Satisfactory Academic Progress but is not calculated in the CGPA. ***Students are not permitted to withdraw after this deadline.***

W is used to denote withdrawal of students in the case of dismissal by a Conduct Council.

academic advising/registration

Students receive advising and are registered for their first term at AUD by an Admissions Coordinator.

During subsequent terms (up to the completion of 60 credit hours), undergraduate students receive advising and obtain authorization to register from an Academic Advisor housed in the AUD Academic Advising Center (AAC). A student who has earned greater than 60 credit hours is assigned a faculty member who acts as his/her advisor. With the exception of candidates in Engineering, Computer and Information Technology, and Computer Science, upon completion of 60 credit hours, students no longer need to obtain an Advisor's signature in order to register. (Engineering, Computer and Information Technology, and Computer Science students must obtain a signature from their AAC Advisor throughout their residency at AUD.)

Beyond 60 credit hours, each student is assigned a faculty member who acts as Academic Advisor. Students are encouraged to maintain close contact with

their Advisor during their time at AUD. Advisors provide them with information and perspective related to academic policy and concerns, specific course related problems/issues and other academic professionally related development.

Nonetheless, students are expected to assume responsibility for program planning and course selection since ultimately the responsibility for fulfilling degree requirements rests squarely with the student. They are required to become intimately familiar with the various program requirements and necessary requisite coursework and sequencing.

The basic tasks of the university's academic advising program are to help students identify and achieve their academic goals and to become self-directed learners and decision-makers. An Advisor should:

- Help the student navigate the academic and administrative processes and programs of the university;
- Aid the student in understanding standards and requirements and offer a perspective on the likelihood of success in certain areas of study;
- Engage the student in discussions on educational and career objectives and how they relate to current or expected courses of study;
- Assist the student in formulating a course of study after giving advice about courses;
- Serve as a contact for referral to other campus resources;

A student should:

- Be proactive and search out information needed for course scheduling, program planning, and successful completion of all graduation requirements;
- Gather academic and career information needed to be successful;
- Learn about the policies, procedures, and rules of AUD;
- Come to advising sessions well prepared with questions and relevant materials and forms;
- Listen carefully and follow procedures;
- Ask questions and monitor their own academic progress;
- Initiate contact with their advisor once per term.

grading system

Grade reports are issued to students at the completion of each semester/term. Grades are based on the quality of work as demonstrated by written tests, laboratory work,

term papers, and projects as indicated on the course syllabus. Earned quality points are calculated for each course by multiplying the quality point value for the grade received for the course times the credit hour value of the course. For example, a three credit course with a grade of B would earn nine quality points [credit value of course (3) times quality point value of B (3)]. The Cumulative Grade Point Average (CGPA) is calculated by dividing the total earned quality points by the total attempted credits.

<i>Letter Code</i>	<i>Description</i>	<i>Included in Credits Earned</i>	<i>Included in Credits Attempted</i>	<i>Included in CGPA</i>	<i>Quality Points</i>
A	Excellent	Yes	Yes	Yes	4.00
A-	Very Good	Yes	Yes	Yes	3.70
B+	Good	Yes	Yes	Yes	3.30
B	Good	Yes	Yes	Yes	3.00
B-	Good	Yes	Yes	Yes	2.70
C+	Satisfactory	Yes	Yes	Yes	2.30
C	Average	Yes	Yes	Yes	2.00
C-	Below Average	Yes	Yes	Yes	1.70
D+	Poor	Yes	Yes	Yes	1.30
D	Poor	Yes	Yes	Yes	1.00
F	Failing	No	Yes	Yes	0.00
I	Incomplete	No	Yes	No	n/a
AU	Audit	No	No	No	n/a
P+	Passing with Distinction	Yes	Yes	No	n/a
P	Passing	Yes	Yes	No	n/a
Grade**	Repeat	No	Yes	No	n/a
TC	Transfer	Yes	No	No	n/a
W	Withdrawal	No	Yes	No	n/a

All IELP courses and developmental Math courses (098/099) are graded P+, P and F, with P as the lowest passing grade. It is also the lowest passing grade in ENGL 100. Internships and study tours are graded on a P+, P and F scale.

honor code

The administration, faculty and student government of AUD believe strongly in the Academic Policies and Procedures concept of an honor system. This belief is based on the knowledge that in competitive professional environments, greater emphasis is placed on originality and integrity of ideas and work. All members of the AUD academic community, including faculty, students, and administration, are expected to assist in maintaining the integrity of the university, which includes reporting incidents that violate the Statement on Academic Honesty. To this end, all students are asked to adhere to an honor pledge that reads as follows:

“As a student of The American University in Dubai, I pledge that all tests taken by me and all work submitted by me will be original and solely the results of my own efforts. Furthermore, as a student and member of the academic community of The American University in Dubai, I am bound to uphold standards of personal integrity and honesty and to accept my personal, academic and professional responsibilities in the community.

Specifically, I pledge:

- ***To adhere to the university’s policy on cheating and plagiarism;***
- ***Not to lie or steal in my university undertakings;***
- ***Not to evade the truth or deceive;***
- ***To inform the appropriate faculty member and Dean or Chair of my Department of any and all cases of academic dishonesty and violations of the Honor Code.”***

AUD has a strong set of rules that govern all academic integrity issues. These are outlined in full in the *AUD Undergraduate Catalog* and *AUD Student Handbook*. Parents are advised to familiarize themselves with these rules. Described below are some of the key points.

Academic integrity is the production of academic work devoid of fraud and deception.

Cheating is using or attempting to use unauthorized materials, information or study aids in any academic exercise. (Please note the examples of clarification that are provided in the *AUD Student Handbook*).

Plagiarism is the use of another’s ideas, words, projects, artwork, phrasing,

sentence structure or other work without completely and properly acknowledging the ownership (source) of the property (item). Plagiarism is dishonest because it misrepresents the work of someone else as one's own. It is intellectual theft as it robs another of the credit for his/her work. (Please refer to the *AUD Student Handbook* for clarification.)

Penalties for students engaging in the above can be as serious as dismissal from AUD. However, students are entitled to an Honor Council hearing to determine the extent and seriousness of guilt and prescribe appropriate disciplinary action.

AUD has a campus-wide campaign that educates students on the dangers of plagiarism, cheating, and academic dishonesty. This includes a full program offered throughout the university's curricula. In addition, informative materials on academic dishonesty issues are available in the library, on web sites, and in Student Services.

non-academic matters

medical insurance . Private health insurance covering care in the UAE is mandatory for all AUD students except UAE nationals. In order to meet this requirement by enrolling in the AUD-sponsored health insurance plan, students are charged a non-refundable fee on their Fall semester bill covering the period September 1 through August 31.

For this fee to be waived, students are required to provide evidence of currently valid private health insurance covering care in the UAE (Original Insurance Card) to the Finance Office. **Deadline to do so is the last day of the Fall semester Drop/Add (see AUD Academic Calendar).**

Failure to provide this evidence before the deadline will result in cancellation of the option to waive the health insurance coverage and associated fee.

housing . AUD maintains four residences: two for females and two for males. Further details regarding the rules, expectations, and availability of housing can be obtained from the *AUD Housing Kit* or directly from the Housing Manager.

policy on alcohol . AUD students are subject to Dubai law, which prohibits consumption or possession of alcoholic beverages for Muslims and individuals under the age of 18. The university does not permit alcohol to be brought onto or consumed

on its property at any time regardless of age or religion. No alcohol is either served or permitted at university functions, whether on or off campus. ***The penalty for the consumption of alcohol on university grounds is dismissal from the university.***

Students are responsible for the content of all luggage, bags, purses, and parcels they bring or try to bring onto the campus (including Housing). Claimed ignorance of contents is an invalid excuse. Attempts to keep alcoholic beverages temporarily in AUD Housing results in dismissal from the dormitories.

provisions for students with disabilities . It is the policy of AUD to provide program accessibility and reasonable accommodations for persons defined as having a disability.

safety . AUD is committed to providing a safe and secure environment conducive to learning. This includes respectful treatment of all employees, faculty and students. AUD does not tolerate any physical, sexual, or verbal harassment of any kind. Personal safety is also a major concern. Crimes at AUD are minimal and there are security guards posted throughout the campus 24 hours a day, seven days a week to maintain a secure environment. Students must maintain this atmosphere through actions including driving carefully and respectfully while on campus. Procedures for fire and medical emergencies are in place. AUD maintains a close relationship with the Dubai Police in the event of a severe emergency or a problem. For emergency situations, students are asked to call the UNIVERSITY HOTLINE at 555. A security guard will get in touch with the appropriate authority or university staff member for appropriate action.

smoke-free environment . AUD is rigorously smoke-free. Smoking is restricted to outdoor areas only in those locations providing ash receptacles.

student conduct . Students are expected to conduct themselves with an exemplary level of maturity. All AUD faculty, staff, and students are expected to create and maintain a learning environment committed to an effective learning process. Any behavior or events considered detrimental to the success of any AUD class or the learning environment are prohibited. Specific rules that outline acceptable student conduct along with the penalties for violations of these rules are published in the *AUD Student Handbook*.

dress code. Students, faculty and staff represent the integrity of AUD. All are expected to dress appropriately and to respect the cultural and religious foundations of the United Arab Emirates. The following are examples of unacceptable attire:

Short shorts;
Tight or revealing clothing;
Low cut blouses or open back tops;
Jeans with holes;
T-shirts with inappropriate logos;
Micro-mini skirts
Midriff and halter tops.

student services programs

academic support workshops . Workshops on topics of concern to all students are offered every semester. Past workshops have focused on time management, test taking anxiety, skills and strategies, academic reading and writing, working in groups, improving memory and presentation anxiety. Students should contact the Student Support Manager for information on upcoming workshops. Informational brochures on the above topics are also available for students.

health workshops and conferences . The Health Center Director organizes lectures and workshops designed to increase health awareness among AUD students and to educate them on issues such as Breast Cancer, Skin Disorder, Smoking, and Drugs and Narcotics.

classroom visits . The Student Support Manager, the Career Services Manager, and the Counselor are available for classroom presentations on topics of interest and concern to students. The Student Support Manager addresses academic support concerns; the Career Services Manager makes presentations on résumé writing and job interviewing techniques; and the Counselor offers explanations about various mental health issues and what to expect when meeting with various mental health professionals.

general housing meetings . General housing meetings are held once per semester for all of AUD's dorm residents. All residents have the opportunity to freely voice their concerns and ask questions. The Housing Manager and Dean of Student Services facilitate the meetings. The Student Support Manager, Student Athletics Coordinator and Student Activities Coordinator also attend these meetings.

orientation . All new students are required to participate in orientation activities. A portion (5%) of the student's grade for UNIV 100 (*The University Experience*),

required during the student's first term at AUD, is derived from participation in orientation. During orientation, student orientation leaders acquaint students with the campus environment and the city of Dubai; explain policies and procedures; explain AUD's Honor Code, and conduct a variety of activities to introduce the students to the university experience. Further orientation takes place throughout the year through student activities, which may include seminars, workshops, tours and informal discussion sessions. AUD distinguishes itself with a unique student orientation program that is planned and orchestrated by AUD Student Orientation Leaders. All second through fourth year students are eligible to apply for this student leadership opportunity. Applications are available through the Dean of Student Services.

professional development series . Career Services offers opportunities for students to gain perspectives on various careers and fields. Area professionals offer presentations to students about their life, professional career preparations, and daily work.

In an effort to equip students with marketplace and life skills that extend beyond the classroom, Career Services offers workshops that address résumé production, internships, interview techniques and job search skills.

student guidance . The Offices of Academic Affairs and Student Services, in addition to the Academic Advising Center, are responsible for student counseling. Academic advisement is provided by the Center, the Deans or Chairs and full-time faculty who answer questions concerning the student's individual curriculum, and his/her major. The Student Services Office provides personal guidance and supervises all aspects of career development, including individual and group career counseling and placement. Referral is made to external agencies when necessary.

(*common areas of concern for new students*)

homesickness . Most students experience some degree of homesickness, particularly during the first semester/term of university. Keeping in touch with your children through email, phone or regular mail helps. There are some things that may hinder a student's ability to make the adjustment:

- Some students tend to go home too often in order to combat feelings of loneliness; this is not always best as it prevents the student from forming relationships with others on campus.
- Some students always prefer to study alone; this can hinder the students' ability to form a support group within their major.

Be supportive and encourage your son or daughter to get to know the campus and others in class and in the dorms. Promote involvement in student activities, clubs, organizations, and volunteer work offered on campus.

change of pace . First year students sometimes have problems adjusting to the pace of the semester/term system. Regular academic terms are only 10 weeks in length. It is important that your children keep up with their assignments and coursework and not fall behind. Time management is very important and provides strategies and options for making the most effective use of time and avoiding procrastination.

grading . Grading is often an area of difficulty for first year students. In high school, some students were often able to earn B's and A's with minimal preparation and studying. They may find this is not the case in university and get disappointed. Encourage them to study "smart."

cramming . Cramming and studying the day before for an exam or assessment may have been enough to do well in high school. This behavior usually does not work at the university level. Coursework builds upon itself and requires an understanding and application of concepts and not simply memorization for the quiz or assessment. In some high school settings, students are rewarded for mere effort; at AUD, reward occurs when proficiency and mastery takes place. "Not getting the same grades as high school" is a difficult concept for students. Many students feel demoralized. Students need to understand that "cramming" or studying the night before no longer works.

adaptation . It is important that parents stress the concept of mastery rather than grades. Neither students nor parents should panic during the first year when students are not performing as well as they did in high school. There are multiple reasons such as adapting to different teaching styles, grading expectations, larger classes, and less individualized attention.

accountability . University faculty do expect accountability from students. Students must be responsible. No longer are parents and teachers continually looking over the students' shoulders reminding them to attend class, hand in assignments, and study, review, and manage coursework. Some students are able to do this easily; others have a more difficult time. Parents should not be afraid to ask students how classes are going.

competition . Students often come to AUD having excelled in high school. Many students are accustomed to being the best or the brightest in class. Some students forget that at AUD they are among a group of the best and the brightest – sometimes the competition, be it real or perceived, is difficult to accept. Parents should encourage their children to do their best. It is important that students focus on their individual goals and not overly compete with others.

knowing when to approach instructors . Students need to understand that the instructor can provide clarification for assignments, grading policies, and course expectations. It is the student's individual responsibility to seek out and make appointments with their instructors when needed. Parents should encourage their children to seek help when they first need it.

understanding campus resources . Students also need to understand what other resources are available to them. Understanding where and when to seek help is important. Parents should make sure that students are aware of the many resources that AUD has to offer. These are further explained at the end of this publication.

students living locally . Living locally presents a different set of challenges for students and their families. Students are faced with the task of balancing home, possibly work, class schedules, studying demands, family responsibilities, group projects, and a sense of growing independence. Students who live locally often feel caught between the home and school. Parents should encourage their children to develop a sense of belonging to the university by becoming involved in student activities, athletics, and events. Creating a balance between the responsibilities at home and the academic world of the university is important.

(*stressful periods for students*)

Certain times of the academic year will be more stressful and difficult than others. During these times, parents should plan on providing additional support and encouragement. These are some of the typical feelings university students have during their first year. Of course, not all students experience these feelings.

Fall Semester

October	Homesickness. Newness of university begins to wear off; students start to feel pressure of course expectations.
November	Midterm workload pressures followed by sense of failure or accomplishment. Academic pressures mount due to procrastination, difficulty of work and unfamiliarity with best study techniques. Anxiety increases as final exams approach and papers are due.
December	Final exam pressures put many students in a state of panic, there is pressure to catch up on work and prepare for exams. Impending pressure to get everything completed before winter break. Added pressure of approaching travel.

Spring Semester

January	Some students suffer periods of homesickness; others are happy to be back at school. Satisfaction and/or disappointment with fall semester grades. Students contemplate their majors or possibly changing majors or schools.
February	Academic pressures mount as a result of midterm exams. Papers and projects begin accumulating.
April/May	Students easily get behind on projects and papers. Final exam anxiety. End of semester pressure. Sadness over leaving new friends and returning home for the summer. Beginning of realization of how college influences life. In addition, students may feel stress over missing family celebrations and traditions.

(*campus resources*)

Throughout this publication, reference has been made to the numerous challenges students face during their years at university. AUD is pleased to provide many campus resources and offices designed to help students meet the challenges of AUD university life.

admissions

associate director of admissions

Mrs. Zeina Tannir

Phone: +971 4 399 9000 ext. 171, +971 4 318 3171

Email: ztannir@aud.edu

AUD Admissions is the welcoming first stop for all potential AUD students and their families. AUD Admissions facilitates the admission process by providing AUD applications, view books and other AUD materials. Admissions also answers all admission related questions and queries, administers required English and Math institutional placement exams, conducts campus tours, evaluates transcripts of incoming first year students and transfer students, and clarifies specific AUD departmental entrance requirements.

central services

director of central services

Mr. Elie Sawaya

Phone: +971 4 399 9000 ext. 122, +971 4 318 3122

Email: esawaya@aud.edu

The Central Services Department is committed to providing physical resources that support the mission, programs, purposes and activities of the university. Central Services also provides entrance visas for those students from abroad who are on university sponsorship and also facilitates the residency visa processes for these students. Central Services oversees the AUD Bus Service and is in charge of AUD Security.

visa information

Students who are accepted and enrolled on a **full-time basis** can be sponsored by AUD for a student resident visa. The current fee is AED 1,000, plus a refundable AED 2,000 visa security deposit. This is refundable once the sponsorship has been cancelled.

The university keeps the residence visa active for three months after the date of graduation to give students the opportunity to find employment and transfer their visas. Students should report to the Office of the Visa Officer at the end of this three month period to satisfy the requirements for cancelling the visa. Please note that the university will take the necessary legal action against students who fail to report within this period. In such cases, the student will forfeit the AED 2,000 security deposit.

Passports are kept on file in the office of the Visa Officer. If needed, students who are not on hold may check out their passport.

Complete information regarding visa sponsorship is available from the Director of Central Services or the Visa Officer (ADM 120).

In order to facilitate the Residence Visa procedure, required blood tests take place through the AUD Health Center. More information about the health tests is available from the Director of Central Services, the Visa Officer, and the AUD Health Center.

finance

chief financial officer

Mrs. Maya Amiouny

Phone: +971 4 399 9000 ext. 150, +971 4 318 3150

Email: mamiouny@aud.edu

The Finance Department maintains all records related to students' financial matters. It is here that students pay all student fees including tuition, housing, visa, transcript and diploma. Finance also maintains individual student financial accounts reflecting all fees that have been charged, all payments and any balances due. Upon request, students may obtain complete printouts of their AUD financial history from the Finance Department .

Payment policies (including Refund) are contained in the *AUD Undergraduate Catalog* and the university website (www.aud.edu).

information technology services

manager of information technology services

Mr. Frank Seifae

Phone: +971 4 399 9000 ext. 481, +971 4 318 3481

The American University in Dubai provides information technology resources to faculty, staff and students. Information Technology Services is responsible for the installation and maintenance of all university-owned computer systems. IT Services works with each faculty and department to recommend computer solutions that will enhance the student's learning experience.

library

director of library services

Mr. David Moinette

Phone: +971 4 399 9000 ext. 180, +971 4 318 3180

Email: dmoINETTE@aud.edu

The Library provides access to over 104,000 print and e-books, over 340 print journals, magazines, and newspapers. The Library provides a rich collection of over 63 online resources offering access to full-text journals, magazines and international newspapers. The collection focuses on the university's programs: international studies, business, communication and information studies, engineering, computer and information technology, computer science, architecture, visual communication, and interior design. The collection also includes resources for Arts and Sciences (including Middle Eastern Studies), plus a fiction collection for leisure reading.

Librarians are available to help students find resources for their assignments and presentations. The library is open until 11:00 most nights and is also open on weekends during the term. Students also learn how to use the library and the online databases in course-related instruction sessions and through individualized assistance.

The Library has 57 student-accessible computers, three scanners, three networked printers (two black/white, one color) and a photocopier.

Additional information about the Library and its resources is available on the AUD Library webpage <http://www.aud.edu/library> and in the *AUD Student Handbook*.

registrar's office

registrar

Mrs. Matilda Jabbour

Phone: +971 4 399 9000 ext. 190, +971 4 318 3190

Email: mjabbour@aud.edu

The Registrar's Office supports AUD's academic initiatives by fulfilling the following functions:

- 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 completion, probations and suspensions, honor roll and graduation roll;
- coordinating and issuing official enrollment and academic certifications as required by the students, such as proof of enrollment letters, ID cards and 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.

student services

The purpose of the Office of Student Services is to assist students in the integration process so that they can readily become part of the university community. In

addition, a range of services, such as tutoring, workshops, academic support, psychological counseling, and athletic, cultural, and recreational activities are offered to help students attain their professional and personal goals.

The goals of the Office of Student Services are:

- To support the purpose and goals of the Institution;
- To provide services that will enable students to become more effective and efficient in utilizing, and enhancing their knowledge;
- To provide the individual student with experiences to promote self-discipline, self-assurance and mastery of the intricacies of personal and professional challenges; and
- Together with the Office of Academic Affairs, to produce graduates for the business and professional communities who possess the integrity, determination, judgment, motivation, ability and education to assume responsible positions of leadership and who can meet the demanding challenges posed by contemporary society.

Services are offered in a number of different areas:

- Career counseling, including identification of full and part-time employment opportunities;
- Student health services;
- Personal/psychological counseling and referral;
- Academic/learning/social problems;
- Student complaints, concerns and suggestions;
- Student activities, sports, and clubs;
- Student Housing

[the office of student services -- organization](#)

AUD's Student Services strives to offer a wide range of evolving personal and professional developmental events, activities and programs that foster total development in its students.

Each division of the Student Services Office focuses on a different aspect of student life and development.

student support

assistant dean of student services and student support manager

Mrs. Bushra Finaish

Phone: +971 4 399 9000 ext 137, +971 4 318 3137

Email: bfinaish@aud.edu

The central mission of the Office of Student Support is to enrich and support the educational, intellectual, and personal growth of AUD's diverse student population. Student Support assists students in developing skills and strategies to help them respond effectively to specific academic challenges and to ultimately achieve academic success through life-long learning habits.

The Office of Student Support offers a range of services, to help students develop their own educational goals and succeed in their chosen program of study. These academic support services include: individualized academic counseling, access to tutoring and peer-tutoring, workshops, and disability support services.

The Student Support Manager also retains a list of tutors who offer individual tutoring sessions for students in need of academic assistance.

counseling

personal counselor

Ms. Joan Abdallah

Phone: +971 4 399 9000, ext. 417, +971 4 318 3417

Email: jabdallah@aud.edu

Students face a variety of challenges which affect their personal growth, emotional wellbeing and success in university. Conflicts and problems often arise which prevent students from reaching their full-potential. Students may find that their usual ways of handling problems are not working well for some reason.

That is why AUD offers one-on-one personal counseling services. The Personal Counselor's role is to assess the problem and provide support and guidance for students experiencing personal problems. The confidentiality of the counseling sessions is protected by the counselor's code of ethics.

Students can talk about the problems they are facing, explore related thoughts,

feelings and understand their personal resources. For some students, one conversation is all they need to make things better, while others may return for several appointments. The Personal Counselor provides referrals to qualified, certified, and experienced counselors, psychologists, psychiatrists, and therapists equipped to aid students with psychological problems, learning disabilities, and/or other serious issues. This list of referrals is also available to students who wish to obtain external counseling.

Counseling Services also offer seminars and work-shops on mental health detection and prevention. These are designed to help student's identify, understand and respond to general mental health issues.

AUD's personal counselor is a qualified clinical psychotherapist. Services are available for all AUD students.

student activities

student activity coordinators

Ms. Unaiza Goplani

Phone: +971 4 399 9000 ext. 136, +971 4 318 3136

Email: ugoplani@aud.edu

Ms. Ghazaleh Nekui Ellis

Phone: +971 4 399 9000 ext. 135, +971 4 318 3135

Email: gnekui@aud.edu

Involvement in student activities at university is an important component of student life. AUD's American educational philosophy stresses a well-rounded student experience. Through participation in clubs and organizations, students not only become involved in university life, but also strengthen their socialization, team-building, leadership, event planning and organizational skills. Membership in student clubs and organizations also enables students to share mutual interests with fellow students. The memories created on campus through activities is an essential part of the holistic development of a university student. The Office of Student Activities aims to create and offer those opportunities for AUD students.

The Coordinator of Student Activities, with assistance from the Student Government Association, creates and plans numerous activities for students throughout the year.

These activities, designed to be social and cultural, include desert safaris, dhow trips, beach parties, guest lectures, dinners, international celebrations, plays, music nights and other events. AUD-sponsored activities introduce students to many of the diverse social and cultural events held in each city. A calendar of events is available on the university's website (www.aud.edu). Any student having an idea for a student activity should contact the Coordinator of Student Activities.

student athletics
athletics coordinator

Mr. Joseph Nohra

Phone: +971 4 399 9000, ext. 420, +971 4 318 3420

Email: jnohra@aud.edu

The AUD Athletic Office provides an athletic outlet for all students, faculty, and staff. The AUD athletic program offers four unique opportunities to “get involved”.

For the highly competitive student-athlete who is interested in competing against universities from the UAE and elsewhere, AUD offers a number of intercollegiate team sports. Tryouts for students who desire to join the AUD teams are carried out at the beginning of each semester.

Students who are unable to commit to the mandatory training that is involved with playing on an intercollegiate team may choose to participate in the AUD Intramural Program.

The Athletics Coordinator offers guidance and support to students who want to organize new sports activities or who want to start athletic clubs.

AUD Athletics also has a drop-in program for all students who are interested in staying fit.

Athletics facilities include a 400 meter track, a 25 meter pool, a soccer pitch, three tennis courts and two basketball/volleyball courts that are open to all in the AUD community when official games and practices are not scheduled. The AUD dorms also have two fully equipped student gyms available for dorm students. Athletic equipment is available for loan from the Athletic Office.

A central indoor stadium is designed so that it can be dismantled into two independent courts and used for indoor football, basketball or volleyball. This

stadium has a capacity of 2,500 spectators, in addition to an outdoor spectator gallery that faces the soccer field and accommodates a public of 300. Separately, there are two squash playgrounds and a 1,600-square feet gymnasium for males and females, and an aerobics/ dancing/ music room.

student health services
health center director

Mrs. Nelly Halabi, R.N.

Phone: +971 4 399 9000 ext. 200, +971 4 318 3200

Email: nhalabi@aud.edu

Health Services, headed by The Health Center Director (Registered Nurse) and supported by two staff nurses, offers both preventive and daily health care and health education designed to support the physical and emotional health of students and staff.

Health services are available 24 hours a day. The Health Center is open weekdays from 8.00 a.m. – 9.30 p.m. (during Summer II from 8:00p.m. to 6:00 p.m.). After working hours, and during weekends, emergency health services are provided by staff nurses who reside on campus and are on call. Students who need to contact the nurse for emergency cases should call the UNIVERSITY HOTLINE at 555. The security guard on duty will then contact the nurse on duty who will attend to the student's needs. There are two treatment rooms equipped for emergencies in the Male and Female dormitories. First Aid Guides are posted in all dorm rooms, in the Library, in the Adjunct Rooms, at the Main Reception, and at all the security guard locations.

Health services are available for all students, faculty and staff. Services include treatment for minor health emergencies and conditions, dispensing medication for minor health problems, providing individuals with medical referrals, and offering information on health-related issues.

The university Health Center maintains a close relationship with the American Hospital in Dubai (AHD). The university Health Center refers students to this facility and others in the area. Special AUD student rates are offered at the AHD.

Preventive medicine is also emphasized at AUD. The university Health Center promotes health awareness and education through health days conducted throughout the academic year. Past sessions have included Nutrition and Eating

Disorders, Blood Drive Campaigns, Drugs and Narcotics Awareness, Sexually Transmitted Diseases, Anxiety and Stress Management, Stop Smoking Campaign, Healthy Skincare, and Health Hazards in Youth, and Vision Disorders.

The university Health Center maintains health records on all AUD students. Students should ensure that their health records are current and up-to-date. Newly enrolled students complete a *Health History Form* that is kept on file in Student Health Services. All students are required to have this form completed by a licensed physician. Students with medical problems or disabilities that may require care or restrict their campus activities must submit to the Health Director and/or Student Support Manager a letter from their family physician describing their conditions, restrictions, and special requirements. Information about a student's health is not released to those not involved in the student's immediate care without the expressed permission of the student. All health forms are included in the AUD admissions packet.

Blood testing for residence visas is conducted through the AUD Health Center. This service is offered only to students and staff sponsored by the university.

AUD Health Services does not issue statements or excuses for class attendance.

student housing housing manager

Ms. Raya Al Barazi

Phone: +971 4 399 9000 ext. 133, +971 4 318 3133

Email: ralbarazi@aud.edu

The motto of AUD Housing is "making our dorm your home". The Housing Division does this by ensuring safe, clean, and comfortable housing for students who require on-campus housing. The Housing Manager, assisted by two Dormitory Controllers and eight Resident Student Assistants, manages the Division.

AUD student housing consists of four residential buildings, two for males and two for females. The male and female dormitories are totally segregated. On the ground floor of each building there is a fully equipped kitchen, a student lounge, a laundry room, and a TV room. AUD has clear guidelines for what constitutes inappropriate behavior in student housing. It is the responsibility of students to abide by these rules at all times.

The Housing Manager oversees security and arranges for maintenance and repairs in the dorms, handles roommate conflicts and general complaints, enforces housing rules and regulations, and offers emotional support to students, to ensure a safe, comfortable, and peaceful living and learning environment. There are a number of important rules and regulations that govern student housing. The *AUD Housing Kit* contains all housing information.

Resident Assistants work in both the dormitories and the Housing Office. They report directly to the Housing Manager and assist with various duties.

These include, but are not limited to receiving maintenance requests, recording complaints, answering questions, making appointments for the Housing Manager and conducting tours for prospective students and their parents. In addition, Resident Assistants report any violations of housing rules, damage to dormitories, maintenance needs and suggestions for improvements in the dorms. Resident Assistants, working in close collaboration with the Housing Manager and Student Activities Coordinator, plan and host various dorm activities and programs. Any dorm student interested in applying for a Resident Assistant position should contact the Housing Manager.

career services

career services manager

Ms. Stella Mandehou

Phone: +971 4 399 9000 ext. 131, +971 4 318 3131

Email: smandehou@aud.edu

The Career Services Division manages the student's job-seeking process.

AUD offers full-time Career Services that provide degree-seeking AUD students and AUD alumni the opportunity to receive individualized career guidance and career research assistance. By offering placement assistance, AUD graduates can be secure in the fact that if they ever need assistance in finding employment, AUD Career Services will assist them.

Career Services provides assistance throughout all stages of students' career development. A wide spectrum of individualized services is provided, including résumé and cover letter writing, interview techniques, job search strategies, salary negotiation advice, aptitude and skill assessment, and general career advice.

The Career Services Manager liaises with local and multi-national companies, creating a business network to offer employment opportunities to AUD students and alumni. With the increasing competition of today's global marketplace, students need every competitive advantage available. Consequently, AUD encourages students to complement their academics with solid work experience, ensuring that upon graduation they will meet the high expectations of the marketplace. Early exposure to the work environment will solidify students' academic commitment, and allow a better understanding of the relationship between the classroom and the marketplace. Entering students should visit Career Services during their first academic year and work with the Career Services Manager to begin to develop their career strategies in parallel with their academics.

(*frequently asked questions*)

academic

1. *What happens if my son/daughter is undecided about his/her major?*

Students must declare a major by the end of their second (Sophomore) year. Students entering the university without a major are assigned an Arts and Sciences instructor as their Advisor. The Advisor, together with the Offices of Student Services and Academic Affairs, is available to provide counseling so that the student can make an “informed decision” concerning his/her major.

2. *What can I do to help my son/daughter with their courses?*

Parents can help their young adult in numerous ways. Simply lending an open ear performs a wonderfully supportive function. Discussion and dialogue often lead to opportunities for a parent to provide guidance, insight, motivation and generally positive thinking. Helping students develop a framework for confronting their own problems is the greatest contribution a parent can make. Of course, if a parent is an engineer, help with mathematics may go further than support/encouragement; so, too, in the case of medical doctors “helping” their children with biology. But even in these cases, the emphasis should never be on “fishing” on behalf of the student, but rather in teaching the student “how to fish”.

3. *My son/daughter is getting low grades in their classes. What can I do?*

Usually, the best source of opinion regarding performance (good/bad) is the student. In the case of low grades, parents should question students for their perspective on the matter. Should such a discussion prove unfruitful, parents are free to make an appointment with the student’s Academic Advisor. When provided sufficient time and with the appropriate sign offs, this Advisor can secure information, which may be of help in shedding light on the reasons for non-performance. The Mid-term Reports issued to students, on file in the Registrar’s office, provide reasons why the assessment of performance as of mid-term is lower than C. The Student Support Manager is another source of support.

4. *Can I get a copy of my son/daughter’s grades?*

Within one week following the end of term, grades are mailed to an address specified by the student. Parents are not provided with a copy of student records unless the student has signed a confidentiality waiver form.

5. *Are parents notified if their son/daughter is having academic problems or not attending classes?*

Students doing less than C work in any given course are formally notified at mid-term by the course instructor. Parents should consult their young adult for information regarding their performance and attendance habits.

6. *How many hours per week should my son/daughter study?*

Attendance at university is pretty much a full-time endeavor. Students should normally study two hours for every hour spent in class. This means that a student who takes 15 credit hours (i.e., spends 15 hrs/wk in class) should spend approximately an additional 30 hours in out-of-class study. Of course, these numbers may vary depending on the individual student and the specific nature/requirements of the courses studied in any given term.

7. *How many courses should my son/daughter take per term?*

Any student admitted to AUD has the ability to successfully complete five courses (15 credit hours) per semester. Students experiencing academic difficulty should consider reducing this load until the difficulties are resolved.

8. *What expectations do faculty have of my son/daughter?*

Faculty look for a sense of responsibility in all AUD students. This includes attending class, preparing assignments and turning work in on time. Faculty value hard work and class involvement and will never fault a student for asking questions. Faculty place a high value on initiative and a general sense of curiosity.

9. *What should my son/daughter expect of the faculty?*

The AUD faculty are committed to teaching excellence. They are also friendly and highly accessible and will generally take the time to “over-explain” material/regulations to students (often outside class). The faculty do, however, set high standards and go to great pains to treat students fairly. That often means that they are very reluctant to grant favors/make exceptions and appreciate a “business-like” attitude on the part of students. Faculty are available during posted office hours, adhere to the grading protocol and other policies described in their syllabus, answer students questions and concerns, announce make-up classes one week in advance and return graded assignments, tests and quizzes in a timely fashion.

10. *My son/daughter did very well in high school, but is doing poorly at AUD. Why?*

The requirements for doing well at AUD may be very different from the “success factors” in high school. Standards at AUD are high; and the faculty look for creativity, independent and critical thinking, expressiveness and genuine commitment to excellence. Reviewing the sections of this *Handbook* on the uniqueness of American education and grading will help you guide your children in their search for superior performance.

11. *What are the most common study problems for first-year students?*

First year students often encounter several study problems:

- They often study too little, grossly underestimating the amount of effort required to obtain grades in line with their expectations;
- Students may have trouble determining which material is important and which is less so. Consulting professors early on in a course can help address this;
- General organization, concentration/focus and note-taking skills are often lacking.

The Student Support Manager is available to assist students with these and other academic challenge areas.

12. *Under what conditions can my son/daughter be dismissed from AUD?*

A student will be dismissed from the university if within 24 attempted credit hours after being readmitted from his/her Academic Suspension, the student fails to achieve a CGPA of 2.0 or higher.

career services

Your son/daughter just started college but doesn't have a clue as to what they want to major in, let alone choose a career. Don't worry! This is not unusual, as very few young people really know what direction their future will take them, at this point in their lives. The best that we can hope for is that they know their likes, dislikes, strengths and weaknesses.

Choosing a career is an on-going process students need to undertake. It starts by assessing ones skills, interests and abilities; exploring majors; experimenting with

possible career options through internships; and finally, as best as possible, matching ones interests, abilities and technical know-how with the right career path.

1. *What can the Career Services Office do for your son/daughter?*

Career Services offers academic and career guidance, places students in professional internships and full-time employment upon degree completion. The Career Services Manager is always available for individual guidance.

In addition, at regular intervals, a series of professional development workshops for Résumé Writing, Job Search Skills, Internships and Interview Skills are offered for students.

2. *What can a student do to prepare for a successful career?*

The first step in the job search is creating a résumé. A résumé should project a serious, professional image and also provide employers with the opportunity to consider a fresh graduate based on their accomplishments/potential, rather than age and professional experience.

Secondly, students should actively use their four years at college to develop a “record of achievement” which will be evaluated by employers and graduate schools as they move beyond college. In addition to academic achievements, it is also important to develop relevant work experience, and actively participate in campus activities as this represents a well rounded person who has gained academic, professional and social skills needed to succeed in the professional arena.

3. *Does a student need to work and go to school?*

Not always, but there are benefits in gaining some work experience. Class work will become more meaningful and relevant. Employers’ first questions are often in respect to work experience. To get the job of one’s choice, it may not be enough to simply have earned a degree. Employers are more impressed with a résumé that reflects a graduate who has taken advantage of all opportunities availed to them to broaden their exposure. Upon graduation, students who have a certain degree of work history are more competitive in career placement. If this is not possible, active participation in the many clubs and organizations on campus develops a students’ organizational and leadership skills factors that rank highly among potential employers.

4. *What if a student is not able to work many hours?*

Many students are only able to commit to a few hours a week. The key is to maintain a healthy balance between one's studies, work and extra-curricular activities. Some students work only weekends, others work in the afternoon and evenings, while others volunteer on Saturday mornings. Regardless of the schedule, each student must determine how much time and effort they can realistically commit to, as once they are involved they are expected to fulfill their commitment, whether it is for paid employment, volunteer services, or an extra-curricular activity.

5. *Is "volunteer work" viewed as real work experience?*

Absolutely! Employers view this as a demonstration of a high level of commitment. When recruiting for a career position, employers are less concerned with income history, they are more concerned with what the student has learned and accomplished.

6. *Does the job have to be in the student's field of study?*

Ideally, a job in one's major would provide professional substance. However, employers value all types of work experience and realize that diverse experiences contribute to the development of a well-rounded person.

7. *What are employers looking for in a fresh graduate?*

In addition to their academic background, some of the most common criteria are: a positive attitude, confidence, initiative, good communication and interpersonal skills, creativity, an effective team player, and finally a "can do" outlook.

8. *When should a student start looking for a job?*

During a student's first year (freshman) in college, they should use their time to adjust to campus life and determine which extra-curricular activities they would like to join. Ideally, they should also begin drafting their résumé with the goal of building their portfolio, so that by the time they near graduation, they will have an impressive résumé.

During their second year (sophomore) they should either become more actively involved in on-campus organizations or seek part-time employment, or both if they can manage it.

During their third year (junior) they should begin applying for internships to gain meaningful professional experience in their field of study. Internships will also allow students to earn credit if they have met the requirements of their department.

During their fourth and final year (senior class), having gained professional experience, actively participated in extra-curricular activities, and attended Professional Development Workshops, the student is now ready to prepare a professional résumé to be submitted to potential employers. On-campus Career Fairs offer an opportunity for students to interact with Human Resource Managers from some of the leading companies in the world. It will be up to the student, through their impressive résumés, positive outlook, and confident attitude to impress these companies enough so they want to hire them. In addition to the annual Career Fair, résumés are forwarded to companies appropriate to the students' qualifications and career goals.

9. *What is the AUD Alumni Association?*

The AUD Alumni Association extends the AUD culture and community beyond the university. Upon graduation students are encouraged to join the AUD Alumni Association (AUDAA). This exclusive organization puts graduates in touch with other AUD alumni, building a long-lasting network of peers. Membership enables alumni to participate in numerous events, continued professional development and social interaction opportunities.

health

1. *What will happen if my son/daughter has an emergency health problem at night?*

Emergency procedures are in place. University personnel are on call 24 hrs a day, seven days a week.

2. *My son/daughter is allergic to insect bites. What should he/she do?*

Students who have a history of allergies or serious illnesses/conditions **must** contact the university Health Center when they first start at AUD. They must present a doctor's certificate explaining their case and the prescribed treatment.

3. *Is my son/daughter covered by any medical insurance in the university?*

All AUD students (except UAE nationals) must hold private health insurance or enroll in the AUD-sponsored health insurance plan.

4. *What should my child do if he/she is struggling with personal or emotional problems?*

AUD's Personal Counselor is available to work with students to help identify and diagnose issues. The Counselor provides support and guidance to students experiencing personal problems. She also provides referrals to area specialists for students who need additional support and long-term treatment.

housing

1. *What if I don't hear from my son/daughter who is residing on campus?*

Feel free to contact the Housing Manager with question or concern regarding your children. Please call ext. 133 during office hours or mobile 050-535 9267 for any emergencies.

2. *What if my son/daughter doesn't get along with his/her roommate?*

Of course, AUD encourages dorm students to make every effort to get along with their roommates. It's part of learning to live in a pluralistic world. Sometimes, however, irreconcilable mismatches need to be addressed. *Room & Roommates Change Request* forms are available at the Housing Manager's office. Students must complete these forms if they wish to change their roommate. Every attempt will be made to accommodate students' requests. Beginning the second week of class, students are allowed to change rooms on a space-available basis. All room changes must be initiated in the Housing Office.

3. *What supervision is provided for my son/daughter?*

Round-the-clock security is available seven days a week. Security guards report to the administration on a daily basis.

4. *What dining/catering service is provided to students who are residing on campus?*

On the ground floor of each dorm building there is a fully equipped kitchen. The cafeteria is opened daily from 8:00 a.m. till 10:00 p.m. There is buffet-style

service (open daily from 8:00 a.m. to 10:00 p.m.), managed by one of the largest catering companies in Dubai. Here, breakfast, lunch, and dinner are served at approximately 20 Dhs per meal (students pay separately for each meal). A Food Court is located in the Student Center.

5. What other dorm services are available?

Other amenities include 24-hour security and free bus service three times daily to major shopping centers. Sports facilities include a swimming pool, tennis, volleyball, and basketball courts, plus a running track.

Pay phones are available for student use inside the Housing Residence. The installation and monthly expense of a private telephone in the dorm rooms are at the discretion and responsibility of each individual student.

6. Can my son/daughter be dismissed from the dorms?

Conduct in AUD dorms is evaluated/monitored by a point system for violations of dorm rules. A student is dismissed from AUD housing when they have accumulated the number of points warranting dismissal. This point system is described in the *Student Housing Kit*. Students may not apply for re-admission to the dorms before the end of one calendar year from dismissal. Students dismissed due to a violation of UAE law are not eligible for re-admission. All requests for re-admission must be addressed to the President of the university.

a final word:

AUD prides itself in being a student-centered Institution. If you have any further questions, don't hesitate to contact the Student Services Office.

(*important contacts*)

AUD Main Number _____	+ 971 4 399 9000
Assistant Dean of Student Services _____	+ 971 4 318 3137
Admissions _____	+ 971 4 318 3171-72-73-74-75
Career Services Manager _____	+ 971 4 318 3131
Director of Central Services _____	+ 971 4 318 3122
External Relations _____	+ 971 4 318 3138
Facilities Manager _____	+ 971 4 318 3123
Financial Services _____	+ 971 4 318 3152
Housing	
Male _____	+ 971 4 318 3510
Female _____	+ 971 4 318 3520
Marketing Communications _____	+ 971 4 318 3109
Personal Counselor _____	+ 971 4 318 3417
Registrar's Office _____	+ 971 4 318 3191-92
Security Office _____	+ 971 4 318 3500
Student Activities Coordinator _____	+ 971 4 318 3132
Student Health Center _____	+ 971 4 318 3200
Student Housing Manager _____	+ 971 4 318 3133
Student Services _____	+ 971 4 318 3134
Student Support Manager _____	+ 971 4 318 3137

(*student information form*)

residence hall

Room No. _____
Phone No. _____
Email _____
Mobile _____

roommate

Name _____
Phone No. _____
Email _____
Mobile _____

class schedule – semester

department	course number	location

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
8:00						
9:00						
10:00						
11:00						
12:00						
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Please let us know if we have missed any important information that you as parents would like to know. Any suggestions, additions, or comments can be addressed to

Mrs. Bushra Finaish

Assistant Dean of Student Services and Student Support Manager

Phone: +971 4 318 3137

Fax: +971 4 318 3400

Email: bfinaish@aud.edu

The author is indebted to colleagues from the following universities. The *AUD Parent Handbook* was inspired by and adapted from similar publications at:

American Intercontinental University

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Iowa State Parents Association Website

Penn State University – Abington Campus

Purdue University

The American University in Dubai

Office of Student Services

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the american university in dubai

P.O. Box 28282,
Dubai, United Arab Emirates

Tel. +971 4 399 9000

Fax. +971 4 399 8899

www.aud.edu

