

**AUD** | **STUDENT  
HOUSING**

**2018 - 2019**

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**The American University in Dubai  
Student Housing Handbook 2018-2019  
Dubai, United Arab Emirates  
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**Effective, Fall 2018**

*The statements set forth in this Student Housing Handbook are for informational purposes only and should not be considered as the basis of a contract between the student and The American University in Dubai. While provisions will ordinarily be applied as stated, AUD reserves the right to change any provision without actual notice to individual students. Every effort will be made to keep students advised of any such changes. Information on changes will be available at the office of the Dean of Student Services.*

## WELCOME



Welcome Housing Residents!

Dear Incoming Students,

It is my pleasure to welcome you to the AUD Student Housing and I hope we will be successful in making our residence halls your home. Residence life is a unique experience because it can only happen at this stage in your life, and benefitting from it will help you grow in several areas. Students living on campus have a better chance to fully experience university life by getting engaged in the various events that take place. After classes students can access the gymnasium, swimming pool, running track, tennis courts, and basketball court. Residents also study in groups in the designated study areas within the residence halls or they can easily access the library and the labs.

In addition, our Resident Assistants (RAs) help you integrate better in university life by organizing various educational, athletic, and cultural events. The RAs also plan health awareness programs with the Personal Counselor and the Health Center. These events aim at spreading awareness and providing support to students.

We have around 100 nationalities on campus. Residence life gives you the opportunity to learn more about these cultures. The encounter with fellow residents is more personal than interactions with students elsewhere. You live, cook, play games, and watch TV in the halls. This facilitates insightful conversations that may broaden your horizon.

Finally, it is true that sharing a space with another student can be problematic at times, however, I know that it is easier for many freshman students to make friends because they are living on campus. At the same time, our alumni recall that residence life offered them lifetime friendships and taught them to be more independent and flexible. I hope that living in our residences will help you study better, practice more sports, and accept people who are different from you.

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## ABOUT AUD HOUSING

### *Housing Mission*

The AUD Student Housing Division provides residential students with a safe and well-maintained living/learning environment that supports individual progress and provides quality services and programming. These facilities were designed to establish a sense of community coupled with responsible, independent and shared living.

### *Goals of Student Housing*

- Develop social and educational activities;
- Develop leadership opportunities for qualified housing residents;
- Offer a variety of high quality services;
- Maintain a clean, safe, healthy, pleasant, and attractive environment.

### *Student Housing*

AUD's non-smoking student housing consists of four residential buildings. There are two six-story residence halls. One for women and one for men, accommodating 184 residents. In addition, there are two four-story residence halls - one for women and one for men accommodating 168 residents each.

All residence halls are located in the northwest corner of the AUD campus within a two-to-five minute walk to the academic buildings, library, computer labs, cafeteria, small grocery shop and the sports facilities that include basketball, tennis and volleyball courts, as well as a soccer field and a swimming pool.

Each residence hall has a laundry room, a study area, a TV lounge, and a fully equipped kitchen and dining room. Campus satellite television service is provided in each lounge.

Wireless Internet connections are also provided in the rooms and the residence halls.

Separate women and men gyms are available for use by housing residents. This complete fitness facility is provided free to students living in the residence halls.

**All rooms are double occupancy.** All rooms are furnished to accommodate two students. However, should there be a vacancy, students may book the entire room on a single basis at an additional cost.. The Housing Manager will notify students of this availability. Each room is furnished with two single beds, two wardrobes, two desks, two chairs, and two bedside tables. Each room has a private bathroom.

There are a limited number of specially equipped accommodations designed for students with disabilities.

#### **List of items to bring and not to bring to the residence halls:**

<b>Bring to your room</b>	<b>Do not bring</b>
<b>Bedding</b>	<b>Bedding</b>
Single bed sheets (2m x 1m)	Mattress (provided)
Pillows	<b>Kitchen</b>
Pillow cases	Toasters
Blankets	Electric pots
<b>Personal Care</b>	Ovens
Towels	Microwaves
Toiletries	Coffeemaker
Hair dryer	Hot plates

Electric razor	<b>Room Decor</b>
<b>Laundry</b>	Halogen lamps
Laundry detergent	Open coil units
Iron & ironing board	Space heaters
Hangers	Candles
<b>Kitchen</b>	Incense burners
Mini-refrigerators	<b>Electronics</b>
Bowls, plates, spoons, forks, knives, & other eating utensils	Extension cord
<b>Room Décor</b>	
Floor rugs	Multi-plugs <u>without</u> surge protectors
Portable mirrors	
Desk lamp/light bulbs	
Pictures	

## *Housing Fees and Deadlines*

A student housing reservation fee of **AED2,500** is required to reserve a place for each academic semester. The remaining **housing fee balance** has to be paid one month prior to the beginning of each term. Failure to meet the above mentioned deadline may result in the removal of the student's name from the housing list for that term. In addition, students pay a one-time Refundable *Security Deposit* of **AED1,000**. Payments are due according to the following schedule:

<b>SEMESTER/TERM</b>	<b>DEADLINE</b>	<b>FEES</b>
<b>SPRING 2019</b>	November 5, 2018	8,500 AED (shared) 12,500 AED (single)
<b>SUMMER I 2019</b>	April 11 2019	5,700 AED (shared) 8,500 AED (single)
<b>SUMMER II 2019</b>	May 30, 2019	5,700 AED (shared) 8,500 AED (single)
<b>FALL 2019</b>	March 19, 2019	8,500 AED (shared) 12,500 AED (single)

***The deadlines mentioned above are for currently residing students. All new applicants will be placed on a waiting list when there are no vacancies, and confirmation will be given after the above-mentioned deadlines. New applicants will be assigned spaces on a first-pay, first-assigned basis.***

Residents who fail to pay the housing deposit on the due date mentioned above will be placed on a waiting list. Housing will be assigned subject to availability. Student housing assignments will be made only after the receipt of the signed lease agreement and the payment of student housing fees.

### **Refund Policy**

Any monies paid toward accommodation (with the exception of the security deposit) are non-refundable and non-transferable unless the student's application for admission is not approved or the student cancels at least 29 days prior to the start of the term for which he/she had paid.

Students who are dismissed from housing due to a violation of AUD's *Conduct Code* or *Housing Rules and Regulations* are not entitled to a refund of housing fees.

If there is an increase in the student housing fees prior to the time the student moves into the facility, the student will be responsible for the increased fee. Students who join after beginning of the term have to pay full housing fees. In addition, students purchasing a single occupancy room after the term starts have to pay the full difference between a double and a single room.

## CHECK-IN/OUT CALENDAR AND PROCEDURE

SEMESTER	CHECK-IN DATES	CHECK-OUT DATES
FALL 2018	Thursday August 30 through Sunday September 2, 2018	Thursday December 20 through Saturday December 23, 2018
SPRING 2019	Thursday January 10 through Saturday January 13, 2019	Thursday May 2 through Saturday May 5, 2019
SUMMER I 2019	Thursday May 10 through Saturday May 12, 2018	Thursday June 27 through Saturday June 30, 2019
SUMMER II 2019	Thursday June 30, 2019	Thursday August 15 through Saturday August 18, 2019

Students are not permitted to check-in before or after the Housing check- in/out dates.

### Check-In Timings and Locations

During working days, check-in takes place from 8:00 a.m. - 5:00 p.m. in the Housing office (Student Center building – office C330). Students may check-in after working hours and during weekends, only during the above mentioned check-in dates. Students arriving after working hours should go directly to the Student Housing gate. The Housing Controllers will be available at all times during the check-in period to assist students.

- Any resident who collects a key is considered to have moved into AUD Housing.
- Students who do not check-in within two weeks will lose their space, and their Housing deposit will be forfeited.

### Application

Students apply for housing during the AUD admissions process. Should students be accepted to AUD and wish to reserve housing, they **must submit the following**:

1. Housing Agreement Form
2. Housing Questionnaire Form
3. Curfew Form
4. Reservation payment (See Housing Fees and Deadlines)

### Reservation

Only students who have completed all of the above and have paid housing fees will be considered for housing on campus.

### Assignment Procedures and Policies

Room assignments are made two weeks in advance of the requested housing date. Every effort is made to assign rooms based upon students' requested preferences mentioned in the *Student Housing Questionnaire Form*; however, room vacancy availability may necessitate another assignment, which differs from the requested preference. Residents may request room transfers after the second week of the term.

**Room and Roommate Change Request Forms are available at the Housing Manager's Office. Students must complete these forms for any requested changes to be considered. Residents who wish to change their room the following semester should inform the Housing Manager and should move their belongings from the previously occupied room during check-out time. Changing the room during check-in period is not allowed.**

## RESOURCES, FACILITIES AND SERVICES

### *AUD Health Center*

The AUD Health Center promotes, improves, and maintains a healthy campus environment by providing accessible, high-quality care, health supervision, and educational programs, which encourages students, faculty, and staff to preserve their overall well-being. The AUD Health Center is staffed by the Health Center Director, Mrs. Nelly Halabi, who is a Registered Nurse with a B.S. in Nursing and licensed by the Dubai Department of Health. She is assisted by two staff nurses, who both hold B.S. degrees in Nursing and are also licensed by the Dubai Department of Health.

The Health Center is equipped with an up-to-date examination room (treatment room), one infirmary (short stay) room, and the reception office area. Two first aid rooms, located in both the Female and Male Residence Halls provide emergency treatment for Housing students after working hours.

Minor cases are treated on the premises; serious cases are referred to the hospital.

The overall objectives of the Center are:

- To promote the prevention of illness and the well-being of students and staff;
- To identify and contribute to health education programs for students and staff;
- To provide advice, information, and guidance to the university community on health matters through the use of multi-media communications, in addition to face-to-face dialogue with specialists who participate in health days;
- To support students with medical conditions (special needs accommodations);
- To create needs-based workshops for students.

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

### *Health Emergencies*

The AUD Health Center provides health services 24 hours a day, 7 days a week. AUD First-Aid Guides are posted prominently on the doors of student housing rooms and on the bulletin boards at the housing security gates.

Students who need to contact the nurse on duty for emergency cases should call the **UNIVERSITY HOTLINE 04-3183500**. The security guard on duty will then contact the nurse on duty who will attend to the student's needs.

### *Cleaning Service*

AUD provides a cleaning service in order to maintain a clean, safe, hygienic, and attractive environment in the residence halls. This practice is mandatory and free-of-charge. Cleaning is done on a weekly basis according to the floor schedule. Cleaners take 15 minutes to ventilate the rooms, clean the toilets, and wipe the floor of each room. The cleaning schedule is from 10:00 a.m. to 3:00 p.m., Saturday through Thursday.

**Students' presence is preferred**, but if they are not in the room or do not respond, the Housing Controller will open the room and will supervise the cleaning to ensure full security. Weekly cleaning of rooms is mandatory.

Please note that cleaners do not pick up clothing, and other items, hence students are advised to prepare their rooms appropriately for cleaning. Students who wish to have their rooms cleaned more than once per



week should request this service by signing in the Cleaners Log Book at the Housing Security Office. Cleaning requests will be handled on a “schedule-permitting” basis and should not be expected immediately.

Students who are reported having messy/dirty rooms will be assigned violation points and might be required to attend information sessions with the Health Center Director and the Personal Counselor.

Students are responsible for cleaning and picking up after themselves in the kitchen on a daily basis. This includes washing the dishes, pots, pans, and glassware they have used; putting away food; throwing away garbage; and wiping down work surfaces.

### *Telephones*

Housing residents can subscribe to telephone services. The installation and monthly expense of a private telephone in residence rooms is the responsibility of each individual student. Only students holding a UAE Residence Visa are permitted to install a private telephone line.

***The university assumes no responsibility for either the installation of a telephone line or payment of bills.***

### *Pest Control*

The Facilities Division provides professional pest control services each semester to eliminate any insects or pests, which may be present in and around the residence halls.

### *Meals*

Meal plans for housing residents are available in the university cafeteria. Meal plans are not included in the housing fees. Students have to pay the cafeteria an additional fee for meals. Students may also purchase their meals from the outlets in AUD’s food court.

### *Maintenance*

AUD prides itself on a well-maintained, comfortable student-centered environment. Students are encouraged to report all maintenance, housekeeping, or other housing-related problems as soon as they occur. *Problem Report Forms* are available in the Housing Division. The Facilities Office processes all service requests by date and responds in a timely manner.

### *Storage*

AUD provides storage for students’ belongings. All items should be clearly marked. Storage is only available to residents who are living on campus or to those who are returning to the residence halls for the next academic term and have paid all housing fees. ***Students who have not paid for the next term are not permitted to store their belongings in the room they were occupying or elsewhere on the AUD campus.***

## RULES AND REGULATIONS

### *Eligibility*

All students are eligible to reside in AUD Housing except students who are dismissed from housing, students who are not enrolled in classes, students who are not full-time, and students who have outstanding obligations on their account.

### *Room Inspection*

AUD reserves the right for its designees to enter and inspect rooms in the interests of the health, safety, and proper conduct of the residents, or to maintain or repair the premises. Entry may be made at any time, whether or not the resident is present, and without prior notice to the resident if there are reasonable grounds to believe that any substance, material, or item is being kept or used on the premises in any manner that is prohibited by the rules/regulations of AUD.

### *Moving to a Shared Room*

In summer sessions residents who are occupying the whole room on their own are given the option of moving to another room or paying for a single occupancy. Residents who refuse to move out of their room will be charged for single occupancy.

### *Conduct Integrity*

All AUD students are expected to abide by AUD's Code of Student Conduct. It is not possible to list all situations that might constitute indecent conduct. However, all behaviors that are unacceptable according to UAE culture, religion, law and society are not permitted on campus or at any AUD function whether on- or off-campus. Such behaviors include but are not limited to the following: public displays of affection; kissing; hugging; touching; or sexual harassment which may include sexual jokes, written or oral references to sexual conduct; gossip regarding one's sex life; comments on individuals' bodies; or suggestive or insulting comments.

For further clarification of what constitutes a violation of AUD's *Code of Student Conduct*, please contact the Dean of Student Services. It is the students' responsibility to seek clarification.

***For more specific rules and regulations, students should consult the AUD Conduct Code section in the Student Handbook.***

### *Visitors*

***Residents are responsible and liable for the conduct of their guests.*** A guest who is in violation of any of the housing rules and regulations impacts the resident's standing. The resident will receive violation points for any violation committed by his or her guest. Overnight guests are not allowed. This includes visitors from outside AUD Housing as well as other on-campus residents.

The only visitors allowed in the housing premises are those of the same gender as the resident. Visiting hours must be strictly obeyed and are daily from 8:00 a.m. until 11:00 p.m.

Any student who has been dismissed from the residence halls or from AUD for conduct reasons is not permitted to visit the residence halls at any time under any circumstances. Non-resident students or visitors must be met, escorted, and signed-in to the building by a resident of that building. The resident assumes full responsibility for the actions of his or her guest. Visitors who arrive at the door without a host should call the resident they are visiting to arrange to meet and sign-in at the Housing Security Office. Non-resident guest policies apply to all family members, cousins, parents or legal guardians.

## *Pets*

No pets of any kind are allowed in student housing.

## *Curfew and Overnight Absences*

Student housing residents must be in their accommodation by midnight every night unless a parent/guardian of the student has extended the curfew limit on the *Curfew Form*, or has provided the Housing Manager a letter of permission.

Violation points that are assigned due to curfew violations can be cancelled if the student provides a written and signed curfew extension letter from his or her parents within 48 hours after receiving the points. This may occur up to five times per semester. Parents may be asked to review the curfew timing and submit a *Curfew Extension Form* in order to prevent further violations that may lead to dismissal. Once a permanent dismissal decision has been reached, curfew extension letters will no longer be accepted.

Graduate students and students who are over 24 are exempt from the curfew policy. The only exception is those who have a restricted curfew requested by their parents/guardians.

It is the student's responsibility to provide a contact number and address if they plan to spend the entire night outside university housing. Sign-out books are available for this purpose.

## *Respect for Others*

Residents shall respect their neighbors, roommates, and the community by keeping noise to a minimum. Any and all complaints will be acted on immediately. Loud talking and shouting will not be tolerated: TV and stereo volume should be kept low, especially after 11:00 p.m.

## *Respect for Property*

- No locks may be added or changed;
- Entrances, hallways, walks and lawns may not be obstructed or used for purposes other than those for which they are intended;
- All trash must be placed in dumpsters/bins;
- The Housing Manager must be notified in writing within seven days of any item that has been damaged in the residence halls;
- Residents are responsible for the care of AUD-owned furniture. Furniture should never be taken outside. Residents will be held responsible for the cost of missing, or weather-damaged furniture.
- Residents may not bring additional furniture to the room.

## *Smoking*

- Smoking is forbidden in student housing and all AUD buildings
- Cigarette ashes and cigarette ends found on bedside desks, in bins or plastic bottles will result in smoking violation points to the student who is occupying the portion of the room that evidences the violation.
- Students are responsible for their portions within the room. If your roommate uses your space to smoke and ashes or cigarette ends are found in your space, then you will get the violation points. You are advised to report anyone smoking indoors to the Housing Manager.

## *Substance Abuse*

- Drugs and narcotics are illegal and are not permitted anywhere in the UAE, including AUD. Should the Administration become aware of any student involved with or using drugs, his or her name will be reported to the Dubai Police; and he or she will be dismissed from AUD.
- Alcoholic beverages are not allowed on the AUD campus. Housing residents found in possession of alcohol or with empty alcohol containers will be dismissed from AUD Housing.
- Students are responsible for the content of all luggage, bags, purses, and parcels they bring or try to bring into AUD Housing. Claimed ignorance of contents is an invalid excuse. Attempts to keep alcoholic beverages temporarily results in dismissal.
- AUD notifies parents and/or guardians of students who, under the age of 21, violate its institutional policies on the use of alcohol and drugs.

## *Dress Code*

The American University in Dubai, in accordance with the laws of the UAE, adheres to specific guidelines regarding appropriate attire. As a result, students are expected to respect themselves and others by dressing properly while on campus. Inappropriate attire will not be tolerated and violations are subject to disciplinary action.

Inappropriate attire is defined as, but not limited to:

- Tight or revealing clothing;
- Short shorts and mini-skirts;
- Low-cut, cleavage-baring tops or dresses;
- Sagging jeans or jeans with holes;
- T-shirts with inappropriate logos or language;
- Midriff-baring, open-back or halter tops.

## *Access to the Internet*

Wireless Internet access is provided in each room and in the common areas. Students are required to conform to all usage policies as defined by AUD and the Service Provider. Misuse and/or abuse will result in disconnection and possible disciplinary action.

1. All computers must conform to AUD's policy for student-owned computers. AUD requires that each computer have the following installed and operated at industry-recommended levels:
  - Anti-Spam and anti-virus software, including a valid update subscription;
  - Latest Operating System security patches and critical updates.
2. Copying and illegal distribution of copyrighted songs and movies is not permitted, nor is the operation of peer-to-peer software that supports these activities. Examples of peer-to-peer software include, but are not limited to Gnutella, Kazaa, Morpheus, eDonkey, eMule.
3. AUD's housing network is designed as a CLIENT network, and as such, the use of servers is not allowed. Server services, such as but not limited to, Web or IIS; FTP; Shoutcast; WAREZ; Chat; Gaming servers; Mail servers including POP-2 and 3 and IMAP; ICQ web servers and MIRC chat servers, including file servers, are not permitted.
4. **Systems Monitoring:** AUD reserves the right to monitor computer and network system activities at any time, including the right to physically inspect computers. Only Information Technology Services staff members have authorization to engage in systems monitoring.
5. **Privacy:** All individuals are required to respect the privacy of other users, including the security of files, confidentiality of data, and the ownership of personal work. Nonetheless, in order to enforce the

policies of AUD, designated Information Technology Services staff is permitted to monitor activity on local computer systems.

6. **Internet Services and Content Filtering:** Student access to the Internet conforms to the laws of the United Arab Emirates, including the monitoring and filtering of Internet content. Any attempt to circumvent or disable Internet access controls set by the university or the government of the UAE is a violation of university policy and will result in disciplinary action.

**Students are advised that they are responsible for protecting their own computer resources. AUD recommends that students install and use a personal firewall.**

### **Appeal Process**

Any student wishing to appeal an action taken by the Housing Manager as a consequence of violating AUD Housing Rules and Regulations should first meet with the Dean of Student Services. The Dean of Student Services will investigate the situation, make a ruling on the action, and advise the student about subsequent procedures, including the filing of a formal grievance.

The student then has the right to appeal decisions to the President. The President may overturn decisions of the Housing Manager and/or the Dean of Student Services. All decisions of the President are final.

### **Maintenance of Student Housing**

To ensure the upkeep of Student Housing, a **refundable security deposit** of AED1,000 is required along with the initial student housing fee payment. The full amount of the security deposit will be refunded upon the return of the housing keys, provided no damages have occurred. Deductions will be made for any repairs, replacement costs, or additional cleaning if needed.

Should damage occur to furniture in a room or to the room itself and no one admits responsibility, the students occupying that room will equally share the repair costs. In common areas where it is impossible to determine the responsible party, all residents will equally share the cost of damage.

**All rooms must be vacated in the same condition as when they were originally occupied.**

### **Violation of Housing Rules and Regulations**

The AUD *Code of Student Conduct* (as outlined in the *AUD Student Handbook*) is applicable to all AUD students, regardless of their choice to live on or off campus. In addition, AUD has established specific guidelines and community expectations for standards of behavior that must be followed when living on campus. These guidelines are outlined below, and it is the responsibility of the students to acquaint themselves with these rules, to avoid violation points, and subsequent disciplinary action, which may result in dismissal from student housing, as well as the university, in some cases

### **Disciplinary Measures**

Students will be given violation points for each infraction of the student housing rules. The point value for each violation will be determined by the Administration. The maximum number of points for any one violation is 10.

**Should a student receive a total of 10 points, he or she will be dismissed from Student Housing and possibly from AUD depending on the offence.** A parental notification letter accompanies all housing dismissals.

Assigned violation points are carried for three semesters (Summer I and Summer II count as one).

*Example:* Student A is assigned five points during Spring 2013 and four points during Summer II 2013. The points that student A acquired in Spring 2013 will be deleted by the beginning of Spring 2014. Points acquired in Summer II 2013 will return to zero in Summer II 2014.

*Example:* Student A is assigned five points during Spring 2007 and four points during Summer II 2007. Student A's points do not return to 0 until the beginning of Spring 2008.

### **Explanation of Violation Points**

<b>VIOLATIONS</b>	<b>POINTS</b>
<b>Visitors</b>	
Opposite gender visitor	10 (Dismissal)
Same gender visitor after 11:00 p.m.	3
Animal visitor	3
Overnight guest	10 (Dismissal)
<b>Curfew/Overnight</b>	
After curfew violation without written parental consent	4
Overnight, no parental consent	5
Loitering on campus after midnight	5
Forging and/or falsifying documents/signatures	5
<b>Respect for others</b>	
Smoking in the Housing *	5
Consumption or possession of alcohol in Housing	10 (Dismissal)
Disturbances and disruptions due to alcohol or drug consumption	5 (2 <sup>nd</sup> offense: dismissal)
Unnecessary noise and undue disturbances	3
Disrespect to AUD staff	2
Not cleaning up after using kitchen or having a messy/dirty room	3
Violence and altercations	5-10
Theft	10 (Dismissal)
Gambling	10 (Dismissal)
<b>Respect for Property</b>	
Altering of locks/Duplicating keys	5
Obstruction of hallways and use of items for unintended purposes	2
Violation of recreational facility rules	2-10**
Breaking locks	6
Theft	10 (Dismissal)
Vandalism	5-10**
Having microwaves, toasters and other cooking appliances in the room	5

Any other violation, which is detrimental to the reputation of AUD or the student, will result in the student receiving between 1 - 10 points.

**AUD reserves the right to consider an accomplice in a violation as guilty as the perpetrator.**

\* Smoking includes all types of tobacco products including: cigars, cigarettes, electronic cigarettes, tobacco pipes, shisha, and midwakh.

\*\* To be determined jointly by the Dean of Student Services and the Housing Manager.

## *Readmission of Dismissed Students to AUD Housing*

Following a period of absence from AUD Housing, a dismissed student may appeal to the President for readmission. Such appeals will be heard only if the student has been out of the housing for a calendar year and the reason for dismissal did not entail the breaking of U.A.E. law. Offenses involving alcohol also preclude readmission to AUD Housing. Dismissals due to alcohol possession in the housing are permanent.

Students who have been dismissed, then re-admitted to Housing, will be on conduct probation for one year.

## *Administrative Policies*

1. The Housing Manager must be notified in writing of any and all items in need of repair.
2. The Housing Manager must be given 24 hours advance written notice if a resident on curfew wishes to spend the night outside AUD Student Housing.
3. If a resident loses a key, he or she is responsible for the cost of changing the door lock cylinder. Each time the key is lost, AED200 will be charged for the replacement. Students should not lend their keys to anyone. Students must return their keys at the end of the term. No exceptions will be made.
4. Residents wishing to move out of the student accommodation must give written notice to the Housing Manager at least two weeks before their anticipated departure date. During the checkout process, all personal belongings must be removed from the residence facilities; and the resident must return keys to the Housing Division.
5. There is no guarantee that a resident will retain the same room from term to term. If at all possible, efforts will be made to ensure that students keep the same room. Residents will be assigned rooms according to the date of receipt of all Housing Materials.
6. Residents can stay free of charge in their rooms between semesters provided that they have paid for the next semester. The only exception is for the December break. Only residents whose homes are outside the UAE can stay in the housing during this period.
7. Students who wish to check-in or check-out outside the official dates should inform the Housing Manager. They will be charged 300AED per night for a shared room, and 500AED per night for occupying a single space. Students cannot check-in before the end of the previous semester, and they must check-out prior to the beginning of the following semester.
8. Residents who have not paid for the next semester may not stay beyond the last day of check-out and may not leave behind any of their belongings in the room they were occupying or anywhere on the AUD campus. AUD takes no responsibility for any items stored, lost, or stolen from the premises and will not make any arrangements either to deliver belongings in Dubai or to ship them back to the resident's country of residence.

There are occasions when the rights and responsibilities inherent in living in a collaborative, community environment lead to conflicts between residents. AUD firmly believes that students share a role in the daily operation and collaborative environment of the AUD housing. By subscribing to a set of community behavioral courtesies, each student takes responsibility for his or her own actions, thus contributing to reducing friction and conflicts.

## COMMUNITY ETIQUETTE

The responsibility for a successful collaborative learning environment is a shared effort among the AUD Housing Manager, Resident Assistants, and residents. It is built on respect for the rights and responsibilities of all involved parties that comprise different nationalities, cultures, and ethnic groups. These community behavioral courtesies are essential for successful community living situations:

1. Housing residents should make a concentrated effort to be friendly and helpful to one another. This involves taking the time to learn about one another;
2. Residents should show tolerance for differing cultural practices, living styles, and food preferences;
3. Flexibility and adaptability should be part of every resident's vocabulary and actions;
4. Any resident who is responsible for a violation of courtesies needs to accept responsibility for his or her own actions and institute behavioral changes;
5. Residents should also accept responsibility for informing other residents of behaviors that are annoying and/or infringing upon the rights of members of the community;
6. Noise should be kept to a minimally accepted level. Excessive noise should be avoided;
7. All residents should strive to practice good kitchen hygiene. This includes, but is not limited to, the following:
  - Disposing of all uneaten food and trash;
  - Washing dishes, pots, pans, glassware, and kitchen utensils;
  - Wiping off and sanitizing cooking, eating, and food preparation surfaces;
  - Labeling all food items and disposing of items past expiration date.

*Please note that the fridge in each kitchen is emptied every Saturday. Students should ensure they pick up all items they do not wish discarded.*
8. If students are waiting to watch a television program, the current viewer has the right to view the end of the show in progress. The next student waiting has the right to select the next television show and watch it until completion.



## FREQUENTLY ASKED QUESTIONS

### **I don't get along with my roommate; How can I change my room?**

Room & Roommate Change Days begin in the second week of classes. Students are allowed to change rooms on a space available basis. All room changes must be initiated in the Housing Division. Students wishing to change their room are required to do so at the end of the semester, and not during check-in of the next semester. Students are expected to give the room keys back and remove all belongings from the current room. Storage will be available for that purpose.

### **May I stay in my room during vacations and breaks?**

A student can stay free of charge in his or her room between terms provided he or she has paid for the next term. The only exception is for the December break. Only students whose homes are outside the UAE can stay in the housing during this period.

### **May I have a refrigerator in my room?**

Yes, students may bring in mini-refrigerators only.

### **May I cook in my room?**

No, students are not allowed to cook in their rooms. This includes, but is not limited to, using electric pots, ovens, microwaves, hotplates and toasters. This rule has been instituted to ensure a safe and hygienic environment for all residents.

### **What should I leave at home?**

Halogen lamps, open coil units, toasters, space heaters, hot plates, microwaves, multi-plugs without surge protectors, candles, and incense burners.

### **What items should I pack and bring to school?**

Single bed sheets, pillows, pillow cases, blankets, iron and ironing board, toiletries, towels, hangers, laundry detergent and laundry basket. (Many students find that space in the rooms is limited and two peoples' belongings will completely fill the room. Students are cautioned to pack wisely.)

### **Can I have a car on campus?**

Yes. However, cars must be parked in the AUD parking lot outside the main entrance and exit gates.

### **Can I have my computer in the housing?**

Yes. AUD does not provide computers in Housing, but all housing rooms have WiFi Internet connection. Call the IT Help Desk on 04 318 3480 or send an e-mail to [ithelpdesk@aud.edu](mailto:ithelpdesk@aud.edu) if you are unable to connect to the Internet from your room.

### **Can I be dismissed from the housing?**

Conduct in AUD housing is evaluated/monitored by a point system for violations of housing rules. A student is dismissed from AUD housing when they have accumulated the number of points warranting dismissal.

### **Are meals included in the student housing fees?**

No.

## CAMPUS AND COMMUNITY TELEPHONE NUMBERS

For calls made from outside Dubai, please use +971 4 before dialing the below numbers.

### AUD

Emergency Hotline	318 3500
Women Residence Hall Gate	318 3520
Men Residence Hall Gate	318 3510
Cafeteria	318 3535
Main Entrance Gate	318 3500
Health Center ( <i>during office hours</i> )	318 3200
Dean of Student Services	318 3130
Housing Manager	318 3133
Women Housing Controller	318 3512
Men Housing Controller	318 3511

### Useful Telephone Numbers

Directory Inquiries	180/181
Police	999
Ambulance	997
Fire	997
Telephone Assistance	100
Mobile Telephone Inquiries	181
International Inquiries	150
Airport Inquiries	206 6666

### Travel Agencies

Global Travel & Tourism	399 3493
Airlink International	282 1050

### Hospitals

American Hospital	336 7777
Dubai London Clinic	344 6663
Iranian Hospital	344 0250
Al Zahra Medical Center	331 5000
Welcare Hospital	282 7788
Jebel Ali Medical Center	881 4000
Welcare Care Center ( <i>Knowledge Village</i> )	366 1030

### Taxis

Dubai Transport	208 0808
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### Resort Hotels

Le Meridien Mina Siyahi	399 3333
Westin Mina Seyahi	399 4141
Jumeirah Beach Hotel	348 0000
Hilton International	331 4000
Royal Mirage	399 9999
Madinat Jumeirah	366 8888
Radisson Blu Media City	366 9111
Media One Media City	427 1000

### *Entertainment*

Grand Cineplex	324 2000
Mercato Center Cinema	349 8765
Cinestar	294 9000
Metroplex	343 4444
Wonderland	324 1222
Thunderbowl	343 1000

### *Shopping Malls*

Mall of the Emirates	341-4747
Dubai Marina Mall	436-1000
Ibn Batuta	362-1900
The Dubai Mall	437-3200
Mercato	344-4161
City Center	295-1010
Burjuman	352-0222
Wafi Center	324-4555

***The university does not endorse these businesses in any way. This list is provided as a service to students.***

## YOUR FIRST-AID GUIDE IN CASE OF EMERGENCY

### *Office Working Hours*

Sunday through Thursday from 8:00 a.m. to 8:00 p.m.  
Tel: 04-318 3200

### *Non-Working Hours*

Sunday through Thursday from 8:00 p.m. to 8:00 a.m.  
Tel: 04-3183555

### *In Case of Serious Emergencies*

**Some examples of severe emergencies are:** severe and deep cut which requires stitches, attempted suicide, drowning, difficulty in breathing, asthma attack, heart problems and/or fainting, severe sprain or limb fracture, high fever (over 38°C, causing chills...)

**Please do not call for emergency nursing intervention for:** mild headaches, minor aches and pains on the back or any limb, anxiety, common cold, cough, mild sore throat, minor cut. Such cases can be treated the next day at the Health Center.

### *Procedures to Follow*

Students who need to contact the nurse on duty for emergency cases should call the **UNIVERSITY HOTLINE 04-318 3500**. The security guard on duty will then contact the nurse on duty who will attend to the student's needs.

### *For Questions and Concerns*

Please contact the Health Center Director, Mrs. Nelly Halabi: [nhalabi@aud.edu](mailto:nhalabi@aud.edu)