

STUDENT HANDBOOK 2022-2023

UNDERGRADUATE STUDENTS



Future generations will be living in a world that is very different from that to which we are accustomed. It is essential that we prepare ourselves and our children for that new world.

The Late Sheikh Zayed Bin Sultan Al Nahyan
Founder of the United Arab Emirates

MESSAGE FROM THE PRESIDENT



H.E. Noura bint Mohammed Al Kaabi
President of Zayed University

Dear Students,

Welcome back to our returning students – and for those of you joining us for the first time, welcome aboard!

The start of the new academic year is for me a time of optimism, renewal and excitement.

Optimism because it is a time when you hold your own future in your hands. Renewal because it is an opportunity to start afresh, and excitement because your futures are filled with endless possibilities.

As an institution, this University is wholeheartedly committed to ensuring our students receive the best possible education by equipping you with the skills which prepare you to thrive in the future. We want to help you create new ways of seeing, of looking at the world and visualising what comes next, what is better and what is needed during your academic journey with us.

Across the University, whichever degree you are studying, you will encounter faculty and staff who are passionate about their jobs, committed to supporting you to achieve your potential by being deeply committed to our ambition of excellence and innovation.

As the future generation, I urge you to embrace this opportunity, to be pioneers, to strive for success, to accelerate change as you work towards achieving your degrees and your future careers.

As a nation, and as a university, we have achieved a great deal in a short space of time, but we continue to aim to be better. This spirit was embodied by the late Sheikh Zayed, who said:

“We are like those who had climbed a mountain and reached the top. When we looked down, we still wanted to go higher to realize our goals. Despite all the achievements, we still have an ambition for more. That is my way of looking at things.”

We encourage you to embark on your journey by honoring the legacy of Sheikh Zayed by being active and productive contributors to our great nation.

You are living through a period of great change. The world you will graduate into is more complex and interconnected than ever. The 4th Industrial Revolution is reshaping economies. Humanity is reimagining what is possible, and you will be empowered with the tools to navigate an ever changing world.

When I attended University 20 years ago, I would never have believed that private space exploration would be a reality, that meetings would be taking place in the Metaverse and that new technologies would be making the ways of working in sectors such as agriculture and manufacturing unrecognizable.

Humanity's capacity for innovation continues to surprise us all. Digital skills are more important than ever, but the soft skills of critical thinking, communication and creativity remain vital.

Our aim, as a University, is to prepare you to thrive in any environment and prepare you for future challenges, and to provide you with the skills, the expertise and the means to not only embrace change but drive it.

As a generation, you have already faced and overcome significant challenges, far greater challenges than my generation faced at your age. Be proud that you have been tested and you have thrived, and use this pride to fuel your future.

Most recently of course you lived through a pandemic – a once in a generation experience. It has been a difficult time for everyone, and as we learn to live with the virus, I am constantly amazed at how young people in the UAE and around the world adapted to the challenge of the pandemic. You understood its consequences, you made the necessary sacrifices, but you did not let it limit you. This collective experience binds you, and has provided you with a resilience which will hold you in good stead in the future.

Today as you embark on a new journey, whether as a returning student, or joining us for the first time as a freshman, use this opportunity to set goals and then seek to surpass them; identify projects that you are passionate about and then dedicate your time to them. Work hard, show determination, and strive for success. You will then surely reap the benefits.

When you think you have reached the top of the mountain, do not look down, look for more peaks to climb... seek more success and strive for more. That is what it means to be a student at Zayed University.

Welcome once again and best of luck.

Noura al Kaabi



Our aim, as a University, is to prepare you to thrive in any environment and prepare you for future challenges. To provide you with the skills, the expertise and the means to not only embrace change but drive it.

WHAT IS THE STUDENT HANDBOOK?



This Handbook has been written to provide you, the student, with initial important information needed as you begin your academic studies at Zayed University (ZU). This Handbook provides you not only with information about the University, but also clearly outlines what the University expects from you (on and off campus). Please read carefully the sections devoted to Academic Standards, Attendance and Code of Conduct.

Throughout the Handbook, you will find numerous links. These links can be used to access detailed information.

ABOUT ZAYED UNIVERSITY

Zayed University is named after the Founder of the UAE, the late Sheikh Zayed Bin Sultan Al Nahyan. It enrolled its first all-female students in 1998. Enrollment rapidly grew and in June, 2006, the Dubai Campus moved to its current location in Academic City. In August 2011, the Abu Dhabi Campus moved to its Khalifa City campus and subsequently opened both a male and female campus.

Since 2012, Zayed University has offered support for people of determination. The highly acclaimed **Khalaf Al Habtoor Assistive Technology Resource Center** and **Abdul Wahid AlRostamani Inclusive Learning Center** are based on the Dubai Campus and the **Humaid Matar AlTayer Assistive Technology Resource Center** is located on the Abu Dhabi Campus. These Centers provide students of determination not only with academic support, but also with training in the use of the latest assistive equipment and software.

An educational center of excellence in an emerging and evolving nation. With state of the art campuses in Dubai and Abu Dhabi - the country's two main cities - ZU commits itself as a nationwide initiative.



In 2021, Zayed University signed an agreement with Minerva and began offering interdisciplinary courses that are a combination of face-to-face and on-line learning. It also admitted a limited number of international male students to these programs.

Zayed University is a truly dynamic organization and is committed to providing not only quality education but also career enhancing opportunities to its students. ZU is constantly evolving and in Fall 2021, began offering a number of interdisciplinary degrees. Over the coming years, ZU will convert all its current degree programs into interdisciplinary degrees.

Zayed University is committed to ensuring that its students have every opportunity to complete their studies. ZU offers both financial support to national students and scholarships to a limited number of international students. It has established a highly effective student-to student peer support program (PALs) and has faculty managed support initiatives such the Academic Support Hub.



FINDING YOUR WAY AROUND CAMPUS



Zayed University is fortunate enough to have two modern very large spacious campuses. There is signage throughout the campuses that give directions.

The "center" on either campus is based around the Atrium in Dubai and the Promenade in Abu Dhabi. The Atrium and Promenade are the areas that contain the shops and most food outlets. They are also the areas where most students go to meet other students and to relax between classes.

Please make sure to carry your ZU ID with you always.

STUDENTS ON CAMPUS



Zayed University aims to give its students the best possible preparation for the workplace. It is important therefore that our classrooms look more like the workplace. Learning how to effectively socialize and work in a gender integrated environment is vital to the success of our students in their future careers.



As such, all new students will be taught on a coeducational basis. However, all existing students will continue to be taught on a segregated basis, though certain public areas on Campus will be coeducational (mixed gender).

Frequently Asked Questions (FAQs)

Please click on

<https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/655>

to read the Gender Segregation Policy.

ACCESS TO CAMPUS AND CAMPUS SECURITY



Zayed University is committed to ensuring that the campuses are safe and secure for all members of the ZU community, including campus visitors. Security personnel guard campus gates at all times to control entry to campus. There are also security checks within the campuses.

ZU students and employees are required to have their ZU ID cards with them in order to gain entry to campus, and they must present their ID card to security personnel whenever requested to do so.

Security personnel and Campus Physical Development and Services Department (CPDS) personnel will ensure that all government and university health and safety regulations are adhered to by all people entering a ZU campus.

Both campuses have secure, designated students' entrance/exit gates, which are staffed by security personnel. Security staff will allow only authorized persons to enter and exit Campus. Anyone who fails to follow security's instructions will be automatically stopped from entering Campus and, under the Code of Conduct, students may face disciplinary actions.

To maintain security all visitors to campus require pre-approval.

ZAYED UNIVERSITY HONOR CODE



We cannot stress strongly enough that everyone at Zayed University has to adhere to the strongest standards of personal behavior.

As a student of the University that carries the name of the beloved and revered Father of the nation, the late Sheikh Zayed Bin Sultan Al Nahyan (May his soul rest in eternal peace), you will be requested to sign an honor code. Below, is an example of the what you will be expected to sign.

I pledge to:

- ◆ Demonstrate the virtues of honesty, respect, and fairness
- ◆ Adhere to the highest standards of personal moral conduct
- ◆ Refrain from any and all forms of academic dishonesty
- ◆ Present a positive image of myself by acting with maturity and honor
- ◆ Take responsibility for my actions and do my part to maintain a community of trust
- ◆ Dedicate myself to the achievement of the University's excellence

I promise to honor Sheikh Zayed and preserve his legacy by following the example set by the wise father of the United Arab Emirates and his beloved son His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the United Arab Emirates and Ruler of Abu Dhabi.

Student Affairs will organize a **"signing event"**.

STUDENT CODE OF CONDUCT

In addition to the Honor Code, Zayed University, as do most universities, has a Student Code of Conduct. It is important to have a Student Code of Conduct because, like the UAE, Zayed University is a multi-cultural environment. It is, therefore, important to respect the norms of all cultures represented in Zayed University. It is important to understand the cultural environment around you and behave accordingly.

The essence of the Code of Conduct is that all students are expected to adhere to the University's rules and regulations, and be polite to everyone (including the support staff). The reason for having a Code of Conduct is that it promotes the kind of behavior that creates a positive campus environment where everyone enjoys being on Campus.

Code of Conduct Policy:

<https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/697>



I promise to honor Sheikh Zayed and to preserve his legacy by following the example set by the wise father of the United Arab Emirates and his beloved son His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the United Arab Emirates and Ruler of Abu Dhabi.

STUDENT RIGHTS

The University will treat you with respect and ensure that your rights are protected. The University will maintain the confidentiality of its transactions with you, except where it is the University's obligation to inform your parent or guardian of your academic progress or personal behavior.

- a. Within the University, students will be encouraged to think critically and globally, understand and appreciate diverse views, and develop the intellectual competencies and work habits appropriate to their field of study and career aspirations.
- b. Students have the right to receive academic and non-academic support as required in line with standard University policies and procedures.
- c. Students have the right to examine and exchange diverse opinions in a respectful and orderly manner, whether in or out of the classroom, in person, or online.
- d. Students have the right to offer suggestions or to provide constructive feedback on ways to improve the University through appropriate, authorized University channels.
- e. Students have the right to be involved in University-approved extracurricular programs and activities, to become members of existing clubs, or to form new clubs in line with standard University policies and procedures.
- f. Students have the right to use the University's sports facilities in line with University policies and procedures and the sports facility's rules and regulations.
- g. Students have the right to appeal academic decisions in line with standard University policies and procedures.
- h. Students have the right to complain or express concerns about non-academic issues in line with standard University policies and procedures.

STUDENT RESPONSIBILITIES

- a. Students have the responsibility to be aware of and abide by the UAE laws.
- b. As members of the Zayed University community, students are responsible to uphold high standards of personal conduct always.
- c. Students are responsible to abide by the University's regulations on the use of social media and all other online platforms.
- d. Students are expected to obey the rules and regulations of the University as laid out in this Student Handbook and University Catalog.
- e. Students are expected to abide by all rules and regulations expressed in the Code of Academic Conduct, the Code of Student Conduct, and the University Honor Code.
- f. Students are expected to familiarize themselves with these codes and their obligations and responsibilities toward the institution, its faculty, and staff, other students and visitors to the University.
- g. Students are responsible to treat all other students, faculty, staff, and visitors with respect and without discrimination of any kind in both word and deed.



**Respect, Tolerance,
Accountability, and High
Standards Of Personal
Conduct**

- h. Students are responsible to respect the private property of all other students, faculty, staff, and visitors.
- i. Students are responsible to help maintain a safe and clean environment on Campus.
- j. Students are responsible to use all University facilities and equipment carefully and appropriately.
- k. Students are expected to be aware of their academic responsibilities, complete their studies on time, and to maintain the highest academic standards possible.
- l. Students are expected to report any on-Campus issues that may potentially cause harm or damage to the appropriate University authority.
- m. Any student who breaches the requirements of the Code of Academic or Student Conduct is subject to University discipline.



STORAGE AND SECURITY OF PERSONAL BELONGINGS

Zayed University has placed a significant number of personal lockers around Campus. These lockers can be used to store your personal belongings. Lockers are assigned through the Campus Physical Development and Services Department in Dubai and Abu Dhabi. All locker keys must be cleared and keys returned when graduating or leaving the University. Students must check with the Campus Physical Development and Services Department for locker assignments.

For more information and to register for a locker please visit:

<https://lockers.zu.ac.ae/>

STUDENT SUPPORT UNIT - FINANCIAL AID

The Student Support Unit at Zayed University provides its undergraduate students with financial support opportunities, educational devices, and monthly stipends. These opportunities are exclusively focused on supporting students whose financial conditions may prevent them from continuing their higher education. The Student Support Unit receives applications and ensures that any support given follows the University's rules and regulations. Financial support decisions are taken according to strict guidelines and the availability of resources.

Click here to read more on the Financial Support Policy:

<https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/825>

or International Scholarship Policy:

<https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/750>

For further information visit the Office of Student Support:

https://www.zu.ac.ae/main/en/financial_aid/index

STUDENT HOUSING

Zayed University's Abu Dhabi Campus offers safe, gender-segregated, comfortable and clean, on-campus residences for full time undergraduate or graduate national & international students on a chargeable basis. The residences offer a wide range of facilities including laundry, gym, quiet study room, and recreational area. Admissions to the residences are only accepted at the beginning of the Spring and Fall semesters. The approval of housing requests rests with the Student Housing Committee. Accepted students will be advised of all required formalities including fee payment, document submissions, and other details by the respective residence in charge.

Campus Physical Development and Services Department oversees facilities management at the student residences, including 24/7 security, maintenance, cleaning, and waste management. Resident students must abide by the rules and regulations stipulated in the Residence Handbook issued at the time of check-in, and University policies and procedures. The University has the right to terminate and/or withdraw all associated housing rights of a student due to severe or repeated violations, or non-payment of housing charges and the security deposit.

**Your Home Away
from Home**


Due to limited room numbers, allocation will be subject to availability and offered on a first-come, first-serve basis. All queries with regards to residence may be addressed to StudentResidences@zu.ac.ae.



TIPS FOR STUDENT SUCCESS

As with anything in life, success takes hard work. There are some students who appear to be successful even though they may appear to work less than others do. However, they are not the majority. Most of us have to study hard. In addition to studying hard, there are several things you can do that will automatically help you.

- a. Go to all your classes. Take detailed notes that you can understand.
- b. You are allowed to miss 15% of a course (in case of illness etc). However, if you are not present you miss the chance to interact with your friends and learn from them and your instructor.
- c. Try to read/prep before the class. Knowing something about the subject makes it easier and helps you learn more about it.
- d. Always participate in class discussions. Active learning helps you learn more and faster by taking part in the lesson.
- e. If you don't understand something ask your faculty or your peers.
- f. Don't leave assignments until the last day. Anything you have to rush or panic about, would not be as good as you can usually do.
- g. Dedicate one to two hours of study a day for every class you attend.
- h. Learn to manage your stress as high stress can affect your academic performance - counseling services can help.
- i. Engage in University campus life - join a club, attend an event or workshop.
- j. Talk to your advisor early if you have any concerns - they understand University rules and procedures better than other students.
- k. If you feel you are not managing well, ask for help. Peer Support (PALs), the academic support hub, and your Advisor are all available to help you.
- l. Eat properly, exercise regularly, and get enough sleep every day.



Zayed University is committed to helping students successfully complete their studies. In addition to the support your college and faculty provide you, ZU offers a wide range of other support opportunities.

Through deliberate advising, Zayed University is committed to supporting undergraduate students with their academic, career, and personal choices. Faculty, student success advisors, and student life personnel together provide a support network to help students succeed. Students are assigned a faculty advisor with whom they check in to ensure they are maintaining good academic progress, are taking the right courses they need, and are maximizing their university experience. Students in need of additional/intense advising are assigned to student success advisors from the Center for Student Success where they work on strengthening their academic skills, and ensuring that they connect with available campus resources when needed.

Action Is The
Foundational Key
To All Success

ACADEMIC ADVISING

Faculty Advisors provide students with one-on-one academic advising tailored to meet discipline-specific academic needs. They provide students with support for academic progress, information on University programs and services, and discipline-specific knowledge about course choices, career and/or graduate school choices, and other academic opportunities available.



Your Faculty Advisors will be able to provide you with the following support:

- a) One-on-one mentoring;
- b) Field-specific insights (guide the student with decision making and career direction);
- c) Guidance on course selection and academic planning;
- d) Suggestions for improving or enhancing student academic performance;
- e) Interacting with Academic Advisors to discuss student advisee progress, and suggest remedial solutions for problems that may arise based upon reports provided by the Academic Advisor;
- f) Frequent interaction with at-risk student advisees to discuss ways to move forward, and provide feedback to the Academic Advisors regarding specific student cases;
- g) Reviewing the study plan developed by the Academic Advisor for each advisee (available in GradesFirst and/or in the Academic Portfolio), reporting any issues to the Academic Advisor that require action;
- h) Referring student advisees to appropriate resources; and
- i) Discussing and reinforcing linkages and relationships between the instructional program and an occupation/career.

Surround Yourself With Great Advisors - They Will Challenge Your Academic Journey To Be Better

WHO IS MY FACULTY ADVISOR?

You will be able to locate your Faculty Advisor in SAP (in your academic record in the "Advisor" Tab). Also, check out your email inbox, your Faculty Advisor will be sending out an email to introduce themselves and set an initial meeting with you.

Where can I find out more information about academic policies at ZU?

ALL STUDENTS HAVE ACCESS TO THE ZU HANDBOOK AVAILABLE ONLINE.

<https://www.zu.ac.ae/main/files/images/enroll/Zayed-University-student-handbook-english.pdf>

USEFUL TUTORIALS FOR STUDENTS:

- a. E-forms for Students part 1:
<https://academicforms.zu.ac.ae/Account/?ReturnUrl=%2fHelpCenter>
- b. E-forms for Students part 2:
<https://academicforms.zu.ac.ae/FileHandler.ashx?.f=6e3c5ujkhnssoeha7olmawjwgchppee4rl7jbqbfatt2ijnjl4rnpx3btqc3epeupahcw3oqhdwgt5egbq4hit22z657pr7yb4jug2svwnnoigysbw6hgqx7ofojn>
- c. Calculate CGPA:
https://www.zu.ac.ae/main/en/css/_files/Updated%20Advisor%20GPA%20Manual%20Fall2022.pdf
- d. How to make an appointment on ARM:
https://www.zu.ac.ae/main/en/css/_files/Requesting%20for%20appointment%20advising.pdf
- e. How to find a CRN/Look up Classes:
<https://eservices.zu.ac.ae/FileHandler.ashx?.f=6a3stv3zmvslaqsje3pqwpwladeoga2575e67myngy2chjl2breyfi2e57ctwwrsgug3iralshuw5uebxmbqejnxqhtjkkxpsp3ewjue265dhywwfbyu66xf5jv6dpzo7zfb5mcvhnduzyd-2yzalg3npobh7otqep7kxyhdrxw5q>
- f. Registration Guide for UG:
<https://eservices.zu.ac.ae/FileHandler.ashx?.f=6a3stv3zmvslaqsje3pqwpwladeoga2575e67myngy2chjl2breyfi2e57ctwwrsgug3iralshuw5uebxmbqejnxqhtjkkxpsp3ewjue265dhywwfbyu66xf5jv6dpzo7zfb5mcvhnduzyd-2yzalg3npobh7otqep7kxyhdrxw5q>

ENROLLMENT AND REGISTRATION



COURSE ENROLLMENT

The Undergraduate Enrollment and Registration policy establishes procedures and practices governing the enrollment and registration of undergraduate students in courses at Zayed University. Click here <https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/567> to read this policy and procedure that applies for to every student.

MAJOR & TRANSFER

Undergraduate Transfer Admissions, Change of Program, and Transfer Credits policy ensure that the processes governing undergraduate transfer admissions to Zayed University, changing academic programs within Zayed University, and transfer credits are in line with government regulations and are conducted with integrity and fairness in a manner that upholds the standards and expectations of the University. Click here to read about this policy that applies to all undergraduate students who wish to transfer to or change programs within Zayed University:

<https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/836>



GRADING AND CREDIT SYSTEM

The grading function of the University is conducted in a manner that is consistent with the academic principles, standards, and expectations of the University. This is governed by the policy <https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/667> that applies to the baccalaureate program.

ACADEMIC STANDING

Practices governing student progression through the baccalaureate program at Zayed University are conducted in a manner that is consistent with University standards, and with integrity, fairness, and consistency. This policy applies to all baccalaureate students at Zayed University. Click here <https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/430> to read more about this policy and procedure.

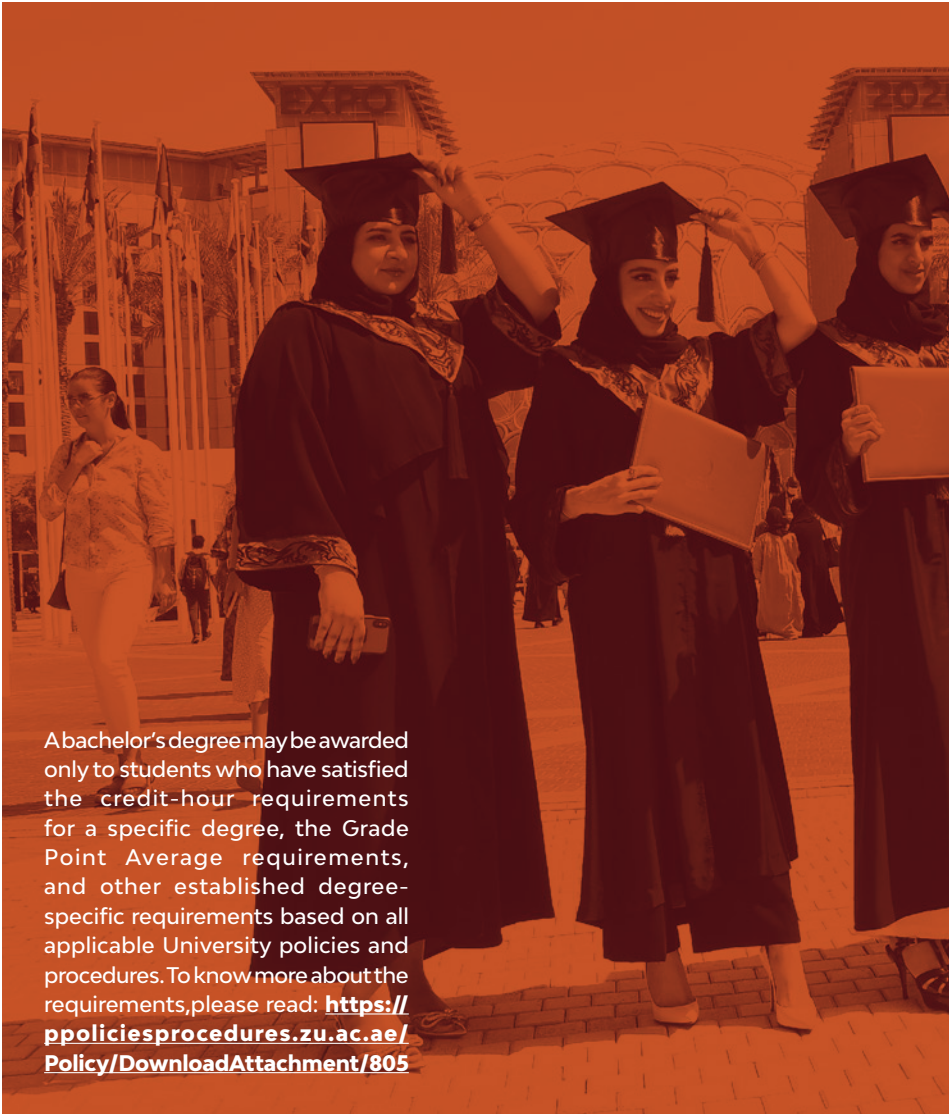
HONORS

Click <https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/658> to read the guiding principles for how Zayed University recognizes undergraduate students' academic excellence.

STUDENT ACADEMIC RECORD

Student Academic Record is maintained by the University to record a student's cumulative academic history, including personal identification information, admission, registration, academic performance, and official correspondence for each student enrolled in an undergraduate program. Policy <https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/657> defines a framework for academic standards governing the management, maintenance and safeguarding of the academic records of all undergraduate students at Zayed University.

GRADUATION



A bachelor's degree may be awarded only to students who have satisfied the credit-hour requirements for a specific degree, the Grade Point Average requirements, and other established degree-specific requirements based on all applicable University policies and procedures. To know more about the requirements, please read: <https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/805>



ATTENDANCE

The Undergraduate Student Attendance policy at Zayed University describes the requirements and responsibilities of students, faculty and university management regarding class attendance for undergraduate courses that applies to all undergraduate students attending on-Campus, off-Campus and online University classes. Read more from the policy and procedure: <https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/643>

MATERNITY

A Married female student is allowed to suspend her registration for the semester in which the baby is expected to be born. A maternity suspension for a semester to deliver a baby will not count as one of the two attendance suspensions allowed for each student during their time at Zayed University. If a student chooses not to utilize a semester maternity attendance suspension but chooses to deliver her baby and return to complete the semester, she must stay within the 15% total semester absence requirement to receive credit for the class: <https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/537>

APPEALS

To ensure that students are treated equitably, and grades are assigned without error, Zayed university has established processes to provide for the review of grades and decisions to dismiss for unsatisfactory academic progress. The Undergraduate academic appeals process at Zayed University is conducted in a manner that is consistent with University standards, and with appropriate integrity, consistency, and fairness. Refer to the policy for more information: <https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/614>





SUMMER SCHOOL

ZU students may take summer courses outside of Zayed University after obtaining approval from the student's college officials. Credits earned in courses at other accredited universities that have equivalent courses at Zayed University for which a grade of "C" or better has been earned transferable as earned credit. The total of transfer credits and the courses taken in Summer School at Zayed University during the same summer period should not exceed the allowed credit to the student as per the student's GPA.

Summer School at Zayed University will regularly offer summer courses to allow students to progress in their academic programs. Summer School will be held in accordance with the dates published in the University Academic Calendar.

To know more about taking summer courses at other institutions and ZU summer school refer to the policy: <https://ppoliciesprocedures.zu.ac.ae/Policy/DownloadAttachment/615>

LIBRARY AND LEARNING COMMONS

Students come to Zayed University Library and Learning Commons (LLC) to explore, share and learn independently or in small groups. Librarians are there to assist, teach and guide students with their class assignments and personal interests. The LLC has a range of resources in Arabic and English, including books, journals, magazines and newspapers, DVDs, and graded English language readers. The resources are in print and online formats. Online electronic resources can be accessed 24/7 with university credentials. In addition to general collections, LLC also houses various special collections such as the Emirates Collection and Film Archives.

Books Are The
Training Weights
Of The World

The LLC is equipped with technologies to scan, print and photocopy documents. There are data-ports and outlets for laptops; desktop computers (including Macs) are available to search online databases and the internet, read electronic books, write reports, and work on projects. Students can expect to find study space, such as group study rooms, quiet study area, and open space that is conducive to individual learning needs.

Students may borrow books, DVDs and kits by presenting their student ID card. Students are responsible for all borrowed materials, and are expected to return them by their due date. Students who do not return borrowed library materials at the end of the term will be billed for them, and they will not receive their grades until their records are cleared.

The LLC is usually open every day except on weekends and public holidays. Up-to-date opening hours are posted on each campus and the Library Website at: <https://www.zu.ac.ae/main/en/library/index>

STUDENT ACCESSIBILITY SERVICES

The Department of Student Accessibility Services (SAS) at Zayed University provides Students of Determination which includes students with Physical Disabilities (blind, low vision, hard of hearing, mobility disabilities) and Learning Difficulties (Dyslexia, Dyspraxia, Dysgraphia, ADHD, Dyscalculia, Autism Spectrum, and memory challenges) with a full range of services and support.

SAS is responsible for providing a range of specialized training services to Students of Determination by using the latest Assistive Technology. Under SAS there are three centers: Humaid Matar Al Tayer Assistive Technology Resource Center in the Abu Dhabi Campus, while Khalaf Al Habtoor Assistive Technology Resource Center and Abdul Wahid Al Rostamani Inclusive Learning Center are based in the Dubai Campus.

Students can benefit from these services by visiting the SAS Department, or by visiting the below link:

<https://www.zu.ac.ae/main/en/sasd/index>

Inclusion Works To The Advantage Of Everyone. Our Community Is Complete When Everyone Is Included.

COACHING

WHAT IS COACHING?

Coaching is offered to interdisciplinary students under the umbrella of the Student Life Department. Coaching is done between coach and students through a thought-provoking and creative process that inspires students to maximize their personal and professional development.

Coaching is a conversation where the coach asks the student reflective questions to help them gain a deeper understanding of their values, purpose, and motivators in order to take the best action to achieve their objectives. Coaching may also be about increasing self-awareness and understanding of any individual's unique values, strengths, and potential. These conversations are a shared responsibility between coach and student where both parties are equally invested in the coaching process.

WHO IS ELIGIBLE FOR COACHING SERVICES?

Interdisciplinary students are eligible to book individual coaching, group coaching sessions, or 1:1 career exploration sessions with their coaches. At the beginning of the semester, each student will be allocated a coach and will be provided booking information.

WHAT KIND OF THINGS CAN I DISCUSS WITH MY COACH?

As a student coming into a coaching session, it is useful to think about a particular objective or desired outcome so that the exploration is useful for you (i.e: If you are feeling overwhelmed in the new environment and would like to find a solution, it could be a useful topic to explore with your coach). You can discuss any topic that relates to your academics, career aspirations, or values in a coaching session.

Remember that your coach is not there to give you advice or steer you in any direction, rather the coach is there to help you access your inner resourcefulness, ask reflective questions and enable you to come up with solutions to your own coaching topics. #Criticalthinking

WHAT ARE PARTNER CHALLENGES?

Partner Challenges are a mandatory program within the College of Interdisciplinary Studies at Zayed University where students get the opportunity to work with external partner organizations. The students work together in teams and they are assigned to a mentor who is a professional from an external partner organization.



For a semester or two (depending on the year), students work on answering a challenge that the organization is facing. The student team is guided by the mentor, who meets with them (virtually) at least once a month to review their progress in the question challenge, give them feedback, and supports them with contacts and information that will help the student team answer the question. The questions have the following format: "How might we..." to allow for creativity and exploration.

WHY?

The Partner Challenge Program gives students the chance to apply their academic knowledge to real-world challenges, develop their professional skills, and network whilst contributing to challenges faced by organizations that nurture young talent and obtain insights and information about problems they want to solve.

The organizations that students work on range from government entities, to the private sector, not-for-profit, NGOs, and art galleries,



among others. The diversity in industries, question challenges, and student teams are meant to shed light on the interdisciplinarity that is needed to solve any challenge at any organization - people coming from different perspectives to solve a problem makes it easier to come up with a comprehensive solution.

EDUCATION AND CAREER READINESS PLATFORM – YOUNG THINKERS PROGRAM

The Al Ghurair Young Thinkers Program (YTP) is a FREE online education and career readiness platform developed to help you achieve success!

The Young Thinkers Program has three components:

- ◆ **Me3 Career Exploration Tool:** helps to find majors and careers aligned to your interests and passion
- ◆ **Professional, soft-skills development and career preparation courses:** each short course helps you gain essential skills to improve your education, university experience, and future career.
- ◆ **Education and Careers Information:** helps you explore jobs of the future and be better prepared for the job market.

Register on www.youngthinker.org with the code: #ZU-CIS for new ZU students

PEER ASSISTANCE LEADERS PROGRAM (PALs)

Peer Assistance Leaders Program (PALs) is a well-established tutoring and leadership program at Zayed University, servicing the academic needs of students in both their General Education and Major courses. In the PALs Program, more experienced and high achieving students from the same major mentor/tutor their peers in a supportive and encouraging relationship, either on a 1:1 basis or in small groups. Additionally, some PALs work as Teaching Assistants supporting professors in classes and as SAS PALs supporting students of determination. PALs don't only tutor peers, but also assist in various leadership/ambassadorial activities within the University. Overall, the program empowers PALs in developing leadership skills and transferable work skills.

LOCATION:

Abu Dhabi - Ground Floor, adjacent to the dining area, in LIB. 0. 023f and is open daily from 09:30 - 14:30.

Dubai - 2nd Floor above the Library, 04 L2 001/ 002 and is open daily from 09:30 - 14:30.



ACADEMIC SUPPORT HUB

It is not uncommon for students to request additional math support. To assist students, the University has established an Academic Support Hub whose mission is to guarantee that all students have the chance to excel by providing guidance for their success at Zayed University and identifying programs that support students' progress toward graduation and enrich their undergraduate experience.

The Academic Support Hub offers students help for all mathematics courses varying from quick tutoring to multi-session workshops. Tutoring is offered by appointment or on a walk-in basis during regular hours of operation.

The Academic Support Hub offers workshops based on students' needs as requested by their faculty. Math faculty will tailor workshops to small groups of students with similar deficiencies and needs thereby providing targeted assistance to help students improve their math skills. A pre-diagnosis test will help with determining students' needs in terms in of skills.

With the aim of helping students with their math skills, students will be required to attend the workshop three to four times a week. However, students will be expected to take the workshops seriously and not miss any; consistent attendance is essential for achieving their goals.

LOCATION:

Abu Dhabi: F5-1-020

Dubai: R-L1-056

AL WAHA ACADEMIC SUPPORT ZONE

Al Waha Academic Support Zone is an academic support service offered to all students. Faculty specialists work with students to help them deal with their course tasks and develop their skills in reading, writing, speaking and critical thinking. Through one-to-one and small group sessions with faculty tutors, students build their confidence, and receive the support they need. If you want to improve your academic skills in a relaxing and welcoming environment, schedule an appointment with an Al Waha faculty tutor via ARM at: <https://arm.zu.ac.ae/Account>

STUDENT COUNSELING CENTER'S SERVICES

The Student Counseling Center (SCC) aims to help students overcome personal and academic challenges and achieve their highest desires of educational goals. In addition, the SCC assists students in developing their problem-solving capacities and improving their personal relationships to reach their potential for personal growth and wellbeing. Our counselors are professional, non-judgmental practitioners who respect privacy and uphold the ethic of confidentiality.

The Student Counseling Center's services include Individual Counseling, Academic Accommodation, Health Services, and Outreach Activities to increase awareness of the importance of mental health and psychological wellbeing. <https://www.zu.ac.ae/main/en/student-counseling-center/index.aspx>

For appointments, students enrolled at the Dubai Campus can contact **Ms. Sara AlMarzooqi**, Sara.AlMarzooqi@zu.ac.ae, Alternatively, students can email Counseling@zu.ac.ae

ZAYED UNIVERSITY HEALTH/ MEDICAL SERVICES

Zayed University Health Services fall under the supervision of the Student Counseling Center, which is part of the Student Affairs. Zayed University Health Clinics are accountable for providing primary care and emergency interventions. The clinics offer medical support and accommodations for students with chronic and acute health conditions. Furthermore, ZU clinics play an active role in promoting health and wellness through educational campaigns, health orientations, and activities to support students in reaching their optimal health so they can achieve their academic and personal potential.

The Wellness Center in Dubai is operated by Dubai Health Authority (DHA).

The ZU Clinic in Abu Dhabi is operated by the Canadian Medical Center (CMC).

PLEASE CONTACT THE CAMPUS CLINICS AT:

Abu Dhabi Campus:

Canadian Medical Center (CMC)

Male Program Tel: 02-5993322.

Female Program Tel: 02-5993600

Dubai Campus:

Wellness Center

Tel: 04-4021766

Emergency: 050 5539621

For emergencies outside working hours, please call 999.

STUDENT ENRICHMENT

Being at university is not only about your academic success. It is also about your personal growth as an individual. You enrich your life by meeting new friends having new experiences and truly searching for what you enjoy. Zayed University offers a wide range of enrichment opportunities.

To help you find enrichment opportunities, Zayed University has produced a Student Enrichment Calendar. This can be found on the ZU website at link: <https://www.zu.ac.ae/main/en/calendars-events/index>

STUDENT ACTIVITIES AND CLUBS

The Student Centers and Clubs offer students a wide range of opportunities to enhance their campus life experience. Activities and events are offered on both campuses and are aimed at enhancing students' learning experience at ZU. Through participating in club activities students will develop their soft skills such as presentation skills as well as enhance their event management skills. By engaging in club activities, students are also able to exhibit their talents through the Talent Ambassador Program.

The Student Leadership Office (SLO) aims to provide high-profile leadership programs to Zayed University students. These courses are tailored to enhance students' leadership traits and skills to become the future leaders of the UAE. These programs are credited and certified from by elite leading institutions in the field of youth leadership. The Student Council is one of the core fundamental focuses of the SLO team. Empowering student council members to be future leaders is one of the core essential values of Student Leadership Office's vision and mission.





ZU SPORTS

ZU Sports operates in conjunction across the campuses, to provide comprehensive programs for students mainly in addition to staff and faculty in:

- ◆ Intercollegiate official team and individual competitive sports against other universities & entities, e.g. football, powerlifting;
- ◆ Fitness programs, classes and personal training sessions to encourage the ZU community to lead an active and healthy lifestyle. It also offers Strength and Conditioning in General Physical Preparation & Sports Specific Training;
- ◆ Recreational friendly environment to use the centers; and
- ◆ Community Sports events to engage with the wider UAE society through the promotion, involvement, and organization of sports events, on and off-campus.



CIVIC SOCIAL RESPONSIBILITY (VOLUNTEERING)

Culturally, the UAE has a strong commitment to helping others (locally and internationally), and this is reflected in our students' willingness to engage in civic social responsibility (CSR) activities. Over the years our students have engaged in both small and large-scale activities. For example, we have had students working with the Red Crescent, and Habitat for Humanity, as well as Volunteers.ae. On a large scale, we have had over 1,500 student volunteers work with the Special Olympics which were hosted by the Abu Dhabi government. Most recently, we have had hundreds of students volunteering/supporting Expo 2020.

In order to recognize and record our students' commitment to CSR, the University awards digital badges to students who have made a significant CSR contribution. These digital badges are a permanent reminder of their commitment to civic engagement and many students add their digital badges to their resumes when applying for employment.

CSR opportunities are regularly advertised through Campus Announcements.



GLOBAL CONNECT

ZU is a regular participant in the Global Connect Program (over 300 students have completed the connect program). Global Connect aims to improve communication and cross-cultural understanding between students from different countries. Global Connect enables students to communicate, virtually, with university students across the Middle East, North Africa, and the USA. Participation is free and open to all enrolled ZU students. Places on the program are limited to 100 students. Enrollment begins in September and it will be announced campus-wide by a Campus Announcement email.

There Is Incredible Value In Being Of Service To Others - No Act Of Kindness No Matter How Small, Is Ever Wasted.

Zayed University Academic Calendar for 2022 - 2023

	Day	Date	Event
Preliminary	Mon	8 Aug 2022	New faculty report
	Mon	15 Aug 2022	Academic administrators & returning faculty report
	Mon - Fri	15 - 19 Aug 2022	New students' orientation/assessments & placement exams/faculty professional development week & colleges grade appeals decisions
Fall Semester 2022	Day	Date	Event
	Mon	22 Aug 2022	Start of classes
	Fri	26 Aug 2022	Last day to add/drop
	Fri	2 Sep 2022	Last day to suspend registration & last day to withdraw from full semester and Term A courses without failure
	Tue	11 Oct 2022	Last day of Term A
	Wed	12 Oct 2022	First day of Term B
	Wed	26 Oct 2022	Last day to withdraw from Term B courses without failure
	Wed	30 Nov 2022	Last day of classes
	Mon - Mon	5 - 12 Dec 2022	Final exams
Winter Break	Fri	16 Dec 2022	Grades announcement
	Mon	19 Dec 2022	Deadline for students' grade appeals
Winter Break	Day	Date	Event
	Tue - Fri	13 Dec - 30 Dec 2022	Winter break for faculty
	Tue - Fri	13 Dec - 06 Jan 2023	Winter break for students
Second Semester 2023	Day	Date	Event
	Mon	2 Jan 2023	New faculty report
	Mon	2 Jan 2023	Academic administrators & returning faculty report
	Mon - Fri	2 - 6 Jan 2023	New students' orientation/assessments & placement exams/faculty professional development week & colleges grade appeals decisions
	Mon	9 Jan 2023	Start of classes
	Fri	13 Jan 2023	Last day to add/drop
	Fri	20 Jan 2023	Last day to suspend registration & last day to withdraw from full semester & Term A courses without failure
	Tue	28 Feb 2023	Last day of Term A
	Wed	1 Mar 2023	First day of Term B
Spring Break	Fri	17 Mar 2023	Last day to withdraw from Term B courses without failure
	Day	Date	Event
	Mon - Fri	27 Mar - 7 Apr 2023	Spring break for students & faculty
Spring Semester 2023 continues...	Day	Date	Event
	Mon	10 Apr 2023	Classes resume after spring break
	Fri	5 May 2023	Last day of classes
	Sat - Sat	6 - 13 May 2023	Final exams
	Mon	15 May 2023	Start of summer vacation for students
	Fri	19 May 2023	Grades announcement
	Tue	23 May 2023	Deadline for students' grade appeals
Summer Semester 2023	Mon	29 May 2023	Start of summer classes
	Tue	30 May 2023	Last day to add/drop
	Fri	2 Jun 2023	Last day to withdraw from course without failure
	Tue	4 Jul 2023	Last day of classes*
	Wed - Thu	5 - 6 Jul 2023	Final exams
	Wed	12 Jul 2023	Grades announcement
	Thu	13 Jul 2023	Deadline for grade appeals

*Internship will begin one week after the start of semester.

*Summer school will run for 5 weeks.

*Course file submission must be within 2 weeks of the end of term/semester undergraduate courses.

Holidays: • Islamic New Year Tue 10 Aug 2022
• Prophet birthday Mon 18 Oct 2022

• Martyr's Day Thu 1 Dec 2022
• National Day Fri 2, 3 Dec 2022

• Eid Al-Fitr Sun 23 Apr - Tue 25 Apr 2023
• Arafat Day Tue 27 Jun 2023
• Eid Al-Adha Wed 28 Jun 2023

Note: All national and religious holidays are subject to change

CONTACT INFORMATION:

Abu Dhabi Campus

Zayed University, P.O. Box 144534
Abu Dhabi, United Arab Emirates.
info@zu.ac.ae
Tel: +971-2-599 3111
Location Coordinates: 24.3936862 - 54.5659482

Dubai Campus

Zayed University, P.O. Box 19282
Dubai, United Arab Emirates.
info@zu.ac.ae
Tel: +971-4-4021111
Location Coordinates: 25.1033259 - 55.387415

SAHIM - E-SUGGESTION AND COMPLAINT SYSTEM

Have your say and thoughts, your feedback helps the University to improve the services provided to meet your expectations and ensure continuous improvements.

<https://zuportal.zu.ac.ae/sites/CSD/SitePages/Sahim.aspx>





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