

Student Handbook

AY 2020-2021



City University College of Ajman

P.O.BOX: 18484
SHEIKH AMMAR ROAD, AL TALLAH 2 AJMAN
UNITED ARAB EMIRATES

Welcome to CUCA!



Message from the President

Welcome to City University College of Ajman. As you begin a new stage of your academic life with us, you are embarking on a higher education journey which may be challenging at times but will lead you to your ultimate destination: a rewarding professional career.

CUCA is committed to supporting you by sustaining a tradition of quality education, convenient student services, and highly qualified and experienced faculty and administrative staff who are dedicated to making a positive contribution towards your academic journey.

The Student Handbook is designed to provide you with valuable information pertaining to all of your campus affairs and activities. We encourage you to refer to the policies and procedures outlined in the Handbook to ensure that you understand your responsibilities, privileges, and rights as a CUCA Student. Please take the time to review and familiarize yourself with it, and reach out to our faculty and administrative staff if you have any questions.

Please take advantage of all of the great opportunities that CUCA has to offer. Participate in student activities, request support from our Student Placement Office for internship and job placement, attend informative workshops and take part in clubs and organizations to make your College experience even more memorable. Stay up-to-date with us by continuously checking your emails, social media, and the website for the latest news and updates.

I hope that your journey at CUCA will be marked with successful achievements, personal growth, and great memories.

Sincerely,

Imran Khan

CUCA President



Message from the Vice Chancellor

Dear Students,

On behalf of CUCA, I would like to extend our greetings and I am pleased to welcome you to our campus.

May I assure you that our main objective and vision at CUCA is to offer the highest quality of education in our academic programs to enable our students to compete efficiently and effectively in the UAE, Arab, regional and international labor markets. To achieve this goal, we have recruited highly qualified and experienced faculty members with various qualifications and diverse nationalities. Moreover, to facilitate the process of instruction at CUCA, our faculty members utilize modern and advanced technological equipment, educational instruments, and methodologies.

Also, CUCA staff members in the administrative, registration, finance and student affairs departments have been and will be so helpful in dealing with our students and those who are interested in education in general.

Our new state-of-the-art campus has been very well received by the community, students, parents and stakeholders; and has contributed positively to the process of education and instruction at our College.

This handbook explains many of the College policies and procedures currently in place. Other information inside identifies some of the services and people who are here to support you in your academic and professional role. I hope you will find it a useful reference during your time at CUCA.

I wish you continuous success in your education and endeavor, and good luck in your professional career.

We look forward to seeing you on campus.

Dr. Mohamed Amerah

Vice Chancellor

Table of Contents

Welcome to CUCA!	2
Table of Contents	4
Academic Calendar 2020-2021	7
Introduction	14
General Information	15
College History	15
Vision	17
Mission	17
Core Values	17
Licensure and Accreditation.....	18
Membership in International Organizations.....	18
List of Accredited Programs	18
COVID-19 Requirements	20
Student Rights and Responsibilities	22
General Students Rights:.....	22
Students Responsibilities and Obligations.....	22
Student Rights for each department:	22
Student Support Services and Facilities	24
Student Affairs Department.....	24
Key Deliverables	24
Academic Counseling	25
Personal Counseling.....	25
Psychological Health and Counseling Services.....	25
Career Placement Services.....	26
Internship	28
Career Advising	28
Student Activities	29
Student Orientation Program	30
Parking Services.....	30
Transportation Services	30
Dining Services	30
Student Accommodation	30
Prayer Rooms	30
Recreational Facilities	31
Disability Services.....	31
Health Services.....	31
Learning Support Center	32
Computer Laboratories	34

Library.....	36
Opening Hours*	36
Library Equipment and Facilities.....	36
Library Holdings.....	36
E-Learning Resources	37
Library services.....	37
Library Borrowing Rules	38
Student Governance	40
1. Student Council	40
2. Student Happiness Committee	41
Student Clubs	42
Establishing a Club	42
Rules on Club Officers and Members.....	42
Rights of Student Clubs	42
Responsibilities of Student Clubs.....	43
Scheduling Club Events	43
Student Member Regulations	44
Club Financial Regulations	44
Guidelines for Student Run-Media and Publications	47
Student Media Policy	47
Student Podcast Policy.....	47
Guidelines and Limitations.....	48
Enforcement.....	48
Appropriate Use of College Facilities	49
Appropriate Use of Technology Resources	51
Wired and Wi-Fi Network Usage	52
Information on Safety Issues Such as Safe Uses of Laboratories, Hazardous Materials and	
Fire Safety	53
Electrical Equipment Safety Guidelines	54
General Classroom and Laboratory Rules.....	55
Health Science General Laboratories Rules	55
General Guidelines for Handling Hazardous Chemicals	56
Student Code of Conduct	57
Discrimination and Harassment.....	57
Dress Code	58
Smoking.....	58
Misconduct.....	58
Disciplinary Sanctions.....	60
Academic Integrity	62
Academic Dishonesty	63

Penalties for Academic Dishonesty.....	64
Plagiarism Policy and Procedures	64
Student Grievance & Appeals.....	67
Academic Grievance.....	67
Student Appeal.....	69
Grade Appeals	70
Student Records.....	71
Academic policies.....	72
Full Time Equivalent (FTE) Faculty: Student ratio.....	73
Contact Information.....	74
For Emergency	74
Student Services Contact Information:	74


Academic Calendar 2020-2021

 كلية المدينة الجامعية بعجمان CITY UNIVERSITY COLLEGE OF AJMAN				Academic Calendar 2020-2021
FALL SEMESTER 2020				
Date	Day	Teaching Weeks	Event	
	Every Wednesday		English Proficiency Tests	
3/9/2020	Thursday		Deadline for admission	
6/9/2020 12/9/2020	Sunday-Saturday		Registration for new and existing students	
10/9/2020	Thursday		Orientation Day for new faculty members	
13-09-2020	Sunday	Week 1	Orientation Day for New Students	
13-09-2020	Sunday	Week 1	Begin of weekdays online classes	
18-09-2020	Friday	Week 1	Begin of weekend online classes	
13-09-2020 19-09-2020	Sunday - Saturday	Week 1	Add/Drop period; late registration	
26-09-2020		Week 2	Late registration deadline	
26-09-2020	Saturday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)	
1/11/2020	Sunday	Week 8	Admission begins for Spring semester 2021	
1/11/2020 7/11/2020	Sunday - Saturday	Week 8	Online midterm exam period	
7/11/2020	Saturday	Week 8	Deadline to withdraw from courses (no academic penalty but financial penalty applies)	
6/12/2020 12/12/2020	Sunday - Saturday	Week 13	Applications for changing specialization period (Online)	
13-12-2020 2/1/2021	Sunday - Saturday		Fall semester recess for Students and Faculty members	
3/1/2021 9/1/2021	Sunday - Saturday	Week 14	Early registration week for Spring semester 2021	
14-01-2021	Thursday	Week 15	Last day of weekday online classes	
16-01-2021	Saturday	Week 15	Last day of weekend online classes	
17-01-2021 26-01-2021	Sunday - Tuesday	Week 16	Online final exam period	
28-01-2021	Thursday		Deadline for faculty members to submit the grades	

28-01-2021	Thursday		Examination Board Meeting
28-01-2021	Thursday		Announcement of grades
2/2/2021	Tuesday -		Incomplete final exam period for Fall 2020
4/2/2021	Thursday		
SPRING SEMESTER 2021			
Date	Day	Teaching Weeks	Event
	Every Wednesday		English Proficiency Tests
30-01-2021	Saturday		Deadline for admission
24-01-2021 30-01-2021	Sunday- Saturday		Registration for new and existing students
28-01-2021	Thursday		Orientation Day for new faculty members
31-01-2021	Sunday	Week 1	Orientation Day for New Students
31-01-2021	Sunday	Week 1	Weekday classes begin
5/2/2021	Friday	Week 1	Weekend classes begin
31-01-2021 6/2/2021	Sunday- Saturday	Week 1	Add/Drop period; late registration
13-02-2021	Saturday	Week 2	Late registration deadline
13-02-2021	Saturday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
21-03-2021	Sunday	Week 8	Admission begins for Fall semester 2021
21-03-2021 27-03-2021	Sunday Saturday	Week 8	Midterm exam period
27-03-2021	Saturday	Week 8	Deadline to withdraw from courses (no academic penalty but financial penalty applies)
28-03-2021 10/4/2021	Sunday Saturday		Spring semester recess for students and faculty members
16-05-2021 22-05-2021	Sunday Saturday	Week 13	Applications for changing specialization period
23-05-2021 29-05-2021	Sunday Saturday	Week 14	Early registration week for summer and Fall 2021 semesters
3/6/2021	Thursday	Week 15	Last day of weekday classes
5/6/2021	Saturday	Week 15	Last day of weekend classes
6/6/2021 15-06-2021	Sunday - Tuesday	Week 16	Final exam period
17-06-2021	Thursday		Deadline for faculty members to submit the grades

17-06-2021	Thursday		Examination Board meeting
17-06-2021	Thursday		Announcement of grades
17-06-2021	Thursday		Summer recess for students
22-06-2021	Tuesday-		Incomplete final exam period for Spring 2021
24-06-2021	Thursday		
SUMMER I SESSION 2021			
Date	Day	Teaching Weeks	Event
20-06-2021	Sunday	Week 1	Weekday classes begin
25-06-2021	Friday	Week 1	Weekend classes begin
20-06-2021 21-06-2021	Sunday- Monday	Week 1	Add/Drop period; late registration for weekday classes
25-06-2021	Friday	Week 1	Add/Drop period; late registration for weekend classes
3/7/2021	Saturday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
4/7/2021 6/7/2021	Sunday- Tuesday	Week 3	Midterm exam period
10/7/2021	Saturday	Week 3	Deadline to withdraw from courses (no academic penalty but financial penalty applies)
19-07-2021	Monday	Week 5	Last day of weekday classes
23-07-2021	Friday	Week 5	Last day of weekend classes
25-07-2021 27-07-2021	Sunday- Tuesday	Week 6	Final exam period
20-07-2021	Thursday		Deadline for faculty members to submit the grades
20-07-2021	Thursday		Examination Board meeting ¹
20-07-2021	Thursday		Announcement of grades
SUMMER II SESSION 2021			
Date	Day	Teaching Weeks	Event
30-07-2021	Friday	Week 1	Weekend classes begin
1/8/2021	Sunday	Week 1	Weekday classes begin
30-07-2021 2/8/2021	Friday- Monday	Week 1	Add/Drop period; late registration for weekday and weekend classes
14-08-2021	Saturday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
15-08-2021 17-08-2021	Sunday- Tuesday	Week 3	Midterm exam period

21-08-2021	Saturday	Week 3	Deadline to withdraw from courses (no academic penalty but financial penalty applies)
27-08-2021	Friday	Week 5	Last day of weekend classes
31-08-2021	Tuesday	Week 5	Last day of weekday classes
5/9/2021	Sunday-	Week 6	Final exam period
7/9/2021	Tuesday		
9/9/2021	Thursday		Deadline for faculty members to submit the grades
9/9/2021	Thursday		Examination Board meeting
9/9/2021	Thursday		Announcement of grades
<p>Dates of official holidays will be announced by the UAE Government</p> <p>* Fall 2021 will begin on Sunday September 12th</p> <p>Classes missed due to an official Holidays will be compensated on Thursday.</p> <p>Schedules will be announced by the concerned Head of Departments.</p>			

		كلية المدينة الجامعية بعجمان CITY UNIVERSITY COLLEGE OF AJMAN		Academic Calendar 2020-2021 Master of Business Administration (MBA)	
FALL SEMESTER 2020					
Term 1 (Maximum 2 Courses)					
Date	Day	Teaching Weeks	Event		
	Every Wednesday		English Proficiency Tests		
5/9/2020	Saturday- Thursday		Registration for new and existing students		
10/9/2020					
10/9/2020	Thursday		Orientation Day for new faculty members		
13-09-2020	Sunday	Week 1	Orientation Day for New Students		
13-09-2020	Sunday	Week 1	Weekday online classes begin		
18-09-2020	Friday	Week 1	Weekend online classes begin		
13-09-2020	Sunday - Saturday	Week 1	Add/Drop period; late registration		
19-09-2020					
26-09-2020	Saturday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)		
28-10-2020	Wednesday	Week 7	Last day of weekday online classes		
31-10-2020	Saturday	Week 7	Last day of weekend online classes		
1/11/2020	Sunday - Friday	Week 8	Final exam period for weekday and weekend classes		
6/11/2020					

7/11/2020	Saturday		Deadline for faculty members to submit the grades
7/11/2020	Saturday		Examination Board Meeting
7/11/2020	Saturday		Announcement of grades
Term 2 (Maximum 2 Courses)			
Date	Day	Teaching Weeks	Event
8/11/2020	Sunday	Week 1	Weekday online classes begin
13-11-2020	Friday	Week 1	Weekend online classes begin
8/11/2020	Sunday - Saturday	Week 1	Add/Drop period; late registration
14/11/2020			
21/11/2020	Saturday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
20-12-2020	Sunday - Saturday		Fall semester recess for Students
2/1/2021			
6/1/2021	Wednesday	Week 7	Last day of weekday online classes
9/1/2021	Saturday	Week 7	Last day of weekend online classes
10/1/2021	Sunday - Friday	Week 8	Final exam period for weekday and weekend classes
15-01-2021			
16-01-2021	Saturday		Deadline for faculty members to submit the grades
16-01-2021	Saturday		Examination Board Meeting
16-01-2021	Saturday		Announcement of grades
SPRING SEMESTER 2021			
Term 1 (Maximum 2 Courses)			
Date	Day	Teaching Weeks	Event
	Every Wednesday		English Proficiency Tests
10/1/2021	Sunday - Saturday		Registration for new and existing students
16-01-2021			
14-01-2021	Thursday		Orientation Day for new faculty members
17-01-2021	Sunday	Week 1	Orientation Day for New Students
17-01-2021	Sunday	Week 1	Weekday classes begin
22-01-2021	Friday	Week 1	Weekend classes begin
17-01-2021	Sunday - Saturday	Week 1	Add/Drop period; late registration
23-01-2021			
30-01-2021	Saturday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)

28-02-2021	Sunday	Week 7	Registration for Spring Term II 2021
3/3/2021	Wednesday	Week 7	Last day of weekday classes
6/3/2021	Saturday	Week 7	Last day of weekend classes
7/3/2021	Sunday - Friday	Week 8	Final exam period for weekday and weekend classes
12/3/2021			
13-03-2021	Saturday		Deadline for faculty members to submit the grades
13-03-2021	Saturday		Examination Board Meeting
13-03-2021	Saturday		Announcement of grades
Term 2 (Maximum 2 Courses)			
Date	Day	Teaching Weeks	Event
14-03-2021	Sunday	Week 1	Weekday classes begin
19-03-2021	Friday	Week 1	Weekend classes begin
14-03-2021	Sunday - Saturday	Week 1	Add/Drop period; late registration
20-03-2021			
27-03-2021	Saturday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
28-03-2021	Sunday		Spring semester recess for students and faculty members
3/4/2021	Saturday		
5/5/2021	Wednesday	Week 7	Last day of weekday classes
8/5/2021	Saturday	Week 7	Last day of weekend classes
9/5/2021	Sunday - Friday	Week 8	Final exam period for weekday and weekend classes
14-05-2021			
15-05-2021	Saturday		Deadline for faculty members to submit the grades
15-05-2021	Saturday		Examination Board Meeting
15-05-2021	Saturday		Announcement of grades
SUMMER SEMESTER 2021			
Term 1 (Maximum 2 Courses)			
Date	Day	Teaching Weeks	Event
9/5/2021	Sunday - Saturday		Registration for new and existing students
15-05-2021			
13-05-2021	Thursday		Orientation Day for new faculty members
16-05-2021	Sunday	Week 1	Orientation Day for New Students
16-05-2021	Sunday	Week 1	Weekday classes begin
21-05-2021	Friday	Week 1	Weekend classes begin
16-05-2021	Sunday - Saturday	Week 1	Add/Drop period; late registration

22-05-2021			
29-05-2021	Saturday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
30-06-2021	Wednesday	Week 7	Last day of weekday classes
3/7/2021	Saturday	Week 7	Last day of weekend classes
4/7/2021	Sunday - Friday	Week 8	Final exam period for weekday and weekend classes
9/7/2021			
10/7/2021	Saturday		Deadline for faculty members to submit the grades
10/7/2021	Saturday		Examination Board Meeting
10/7/2021	Saturday		Announcement of grades
Term 2 (Maximum 2 Courses)			
Date	Day	Teaching Weeks	Event
11/7/2021	Sunday	Week 1	Weekday classes begin
16-07-2021	Friday	Week 1	Weekend classes begin
11/7/2021	Sunday - Saturday	Week 1	Add/Drop period; late registration
17-07-2021			
18-07-2021	Sunday - Saturday	-	Eid Break Week
24-07-2021			
31-07-2021	Saturday	Week 2	Deadline to drop courses (no academic penalty but financial penalty applies)
1/9/2021	Wednesday	Week 7	Last day of weekday classes
4/9/2021	Saturday	Week 7	Last day of weekend classes
5/9/2021	Sunday - Friday	Week 8	Final exam period for weekday and weekend classes
10/9/2021			
11/9/2021	Saturday		Deadline for faculty members to submit the grades
11/9/2021	Saturday		Examination Board Meeting
11/9/2021	Saturday		Announcement of grades
Dates of official holidays will be announced by the UAE Government			
* Fall 2021 will begin on Sunday September 12nd			
Notes: Classes missed due to an official Holidays will be compensated on Thursday			
Schedules will be announced by the concerned Head of Department.			
Early registration periods will be announced by the Registration Office			

Introduction

The CUCA Student Handbook direct students towards their roles, rights and responsibilities under college policies and procedures; in addition to the student services provided. This handbook was prepared by the Student Affairs Department at City University College of Ajman.

This Handbook contains information to current students of CUCA including undergraduate and graduate levels.

For the Fall 2020 semester, the college will continue to apply safety measures until the status of COVID-19 pandemic changes. Therefore, new or alternative procedures might be implemented that are not mentioned in the Student Handbook.

Student Affairs Department

General Information

College History

City University College of Ajman College of Ajman (CUCA), located in the emirate of Ajman, is officially licensed since 1 August 2011, under the name of City University College of Ajman, from the Ministry of Education – Higher Education Affairs of the United Arab Emirates, to award degrees in higher education. CUCA received initial accreditation in January 2012 for a Bachelor of Business Administration (BBA) degree program with specializations in Finance and Accounting, and Marketing.

In July 2012, CUCA received initial accreditation for two additional specializations, namely Human Resource Management and Management Information Systems. In February 2013, CUCA was awarded initial accreditation for its Bachelor of Law program offered in Arabic. The Human Resource Management program, also conducted in Arabic, soon followed, receiving its initial accreditation in October 2013. The next addition to the BBA program was the Hospitality and Tourism Management specialization, with initial accreditation in December 2013.

Two more programs delivered in Arabic, Bachelor of Public Relations and Advertising, has been awarded in February 2014, and Professional Diploma in Teaching which was announced in March 2014.

Graduate studies began in January 2015 when CUCA received initial accreditation for the Master of Law program, with its Public Law and Private Law specializations. One month later came the MBA program with the five specializations of Financial Management, Human Resource Management, Islamic Finance, Marketing, and Total Quality Management.

Also, CUCA has received the initial accreditation for the Health Sciences Programs. Bachelor of Pharmacy in December 2018, and Bachelor of Dental Surgery July 2019.

In 2015, CUCA commenced the construction of its State-of-the-Art new campus in the city of Ajman.

Phase 1 of the campus was completed in November 2017 with a capacity of 3500 students. Phase 2 and 3, when completed, will have a total capacity of 7500 students. In mid-December 2017, CUCA moved to its new campus.

CUCA is strongly committed to offering top quality educational programs that will have significant and positive impact on society. The College strategic plan for 2018-2023 explains how it will continue in its path of success, amid internal and external challenges. The focus of the plan is to build on the previous efforts to enhance student experience and research,

improve internationalization strategy and internal processes effectiveness. It defines how CUCA will steadfastly move with continuous improvement for all stakeholders. Delivering this plan will require responsiveness to changes on the part of the Board, faculty, administrative staff, and students in both the internal and external environments.

Vision

City University College of Ajman (CUCA) aspires to become a distinguished comprehensive College at the national, regional, and international levels.

Mission

The mission of City University College of Ajman is to offer a competitive fee structure and sustainable top-quality, and market-driven academic programs that foster individual growth. It facilitates a teaching and learning environment centered on critical thinking, innovation, and creativity, while facilitating high level of employability, regionally and globally for its graduates. CUCA provides its students with diverse education programs in the fields of humanities and social sciences, informatics, and health sciences. In addition, the College contributes to the development of knowledge economy as it promotes research and scholarly activities and community engagement.

Core Values

Excellence

in all College functions including our academic programs, student support, community engagement, and other services.

Motivation

through our recognition and rewards program while ensuring everyone feels that they are an integral part of the CUCA team.

Integrity

in any activity within and outside of the College.

Respect

for all individuals, along with the customs and practices of the UAE.

Preparedness

by anticipating change and responding to the requirements of our stakeholders.

Empowerment

by delegating authority and accountability to all faculty and staff members to promote efficiency and problem-solving at all levels.

Diversity

in teaching and learning for students from different cultural backgrounds to establish a top-notch learning environment.

Ethics

through honesty and transparency, coupled with trust, responsibility, and honor.

Teamwork

in all College activities, especially between faculty, staff members, and students.

Dedication

to the profession of teaching and improving the total learning experience for our students.

Licensure and Accreditation

The City University College of Ajman, located in the Emirates of Ajman was officially licensed from 1 August, 2011 to 31 July, 2014, and renewed until 1 June, 2020 by the Ministry of Education- Higher Education Affairs in the United Arab Emirates to award degree in higher education. All academic programs offered by the College are accredited by the Commission for Academic Accreditation in the Ministry of Education- Higher Education Affairs.

Membership in International Organizations

A permanent member of the Association to Advance Collegiate Schools of Business (AACSB), since August 2017.

List of Accredited Programs

As of July 2019, the CAA accredited programs are listed in Table 1. For specific information regarding the program, refer to the *Program Catalog*.

Table 1: CAA Accredited Programs (July 2019)

Item Number	Program	Specialization
1	Bachelor of Pharmacy	Pharmacy
2	Bachelor of Dental Surgery	Dentistry
3	Bachelor of Business Administration	Finance and Accounting (BBA- FIN)
		Human Resources Management (BBA-HRM)
		Human Resources Management – (BBA-HRM) Arabic and English
		Hospitality and Tourism Management -(BBA-HTM)
		Management Information Systems (BBA- MIS)
		Marketing (BBA- MKT)
4	Master in Business Administration	Financial Management (MBA-FIN)
		Islamic Finance (MBA-IF)
		Total Quality Management (MBA-TQM)
		Human Resources Management (MBA-HRM)
		Marketing (MBA- MKT)
14	Bachelor of Law	Law (Arabic)

Item Number	Program	Specialization
15	Master of Law	Public Law
16		Private Law
17	Bachelor of Public Relations and Advertising	Public Relations
18		Advertising
19	Professional Diploma in Teaching	Teaching

COVID-19 Requirements

City University College of Ajman is following the Ministry of Education regulations and Guidelines:

General Restrictions:

1. All students shall undergo the COVID-19 examination before their return to campus.
2. Students shall, at all times, adhere to national guidelines regarding policies developed to reduce the transmission risk.
3. All traveling students must comply with all requirements of the relevant authorities, including requirements for self-isolation or examination.
4. All students and visitors shall wear face masks at all times upon entry into CUCA. Failure to comply with this procedure would deprive them of entry.
5. The campus entrances shall be different from its exits.
6. Students must wear face masks all the times.
7. Student support services shall be provided virtually, whenever possible.
8. Group activities shall be prohibited.
9. Events and celebrations shall be prohibited.
10. It is a must to cover the mouth and nose and use tissues and elbows when coughing and sneezing.
11. It is a must to maintain the specified physical distance and avoid shaking hands with others.
12. No cash payment shall be permitted, and electronic payments options shall be encouraged.

Parents Role:

1. Communicating with CUCA in cases of infection, suspicion of or contact with infected individuals, while ensuring that the student is kept at home and that the necessary measures are taken, in accordance with the medical instructions recommended by the treating physician.
2. Parents undertaking should be obtained for students to adhere to all precautionary measures, and use of the Al Hosn Application shall be ensured.
3. Parents shall check the student's temperature before going to campus and to ensure that it is below 37.5 C.
4. Parent should submit medical documentation to CUCA in the event of infection.
5. Parents should insure to inform CUCA if the student suffers from any chronic disease or immune deficiency, and provide all medical reports.

Safety Measures before visiting Campus:

1. Students shall not enter the campus except with permission of the management and according to laboratory schedule.
2. All students should register in the Al Hosn Application.
3. All students shall undertake to declare if they come into contact with coronavirus patients, or if they return from abroad for a period of less than or equal to 14 days.
4. All students shall undergo the COVID-19 examination before their return to campus.

Safety Measures inside Campus:

1. Students must wear face masks and hand gloves at all times in the laboratories and studios.
2. No personal tools (pens and other items) shall be exchanged.
3. Leaving a distance of two meters between the students, the teaching staff and the administrative staff.
4. Not allowing students to mix and gather and, whenever possible, limit movement between floors.
5. The dining halls may be opened for having food and drinks, provided that a two-meter physical distance is maintained.
6. Package snacks may be allowed, provided that the health and safety guidelines shall be followed.
7. Water dispensers and food vending machines shall not be used.

Prayer Rooms Regulations:

1. Muslim students, teaching staff and administrative staff should bring their own prayer rugs.
2. Prayer rooms may only be used by students.
3. Teaching staff and administrative staff must pray in their offices.
4. A safe distance of 1.5 m should be maintained between persons in prayer rooms.
5. Students must wear face masks in prayer rooms.

Student Rights and Responsibilities

General Students Rights:

1. The right to exercise their privileges as students inside CUCA.
2. The right to request and recommend improvements in the policies, regulations and procedures that affect the welfare of the students. This right is to be effectively used via the proper channels such as the Students Affairs Department as well as other CUCA departments.
3. The right to express their opinion and to object to any disciplinary measure taken against them as individuals or as part of a group.
4. The right to withhold their information in case of financial independence.

Students Responsibilities and Obligations

Student responsibilities include but are not limited to:

1. Adhere to all applicable CUCA bylaws and laws of the United Arab Emirates in order to maintain an organized and productive academic environment.
2. Follow the guidelines of the accepted code of conduct in line with CUCA educational aspirations.
3. Respect the rights and dignity of others, as well as CUCA properties and facilities.
4. Students must be fully acquainted with published rules, regulations, and policies of the College and to comply with them in the interest of maintaining an orderly and productive College community.
5. Students are required to follow the tenets of common decency and acceptable behavior commensurate with the aspirations implied by a College education. This includes the obligation to respect the rights and property of others.

Student Rights for each department:

Registration department

Every student has the right to:

1. Quality Education
2. Safety and Wellbeing
3. Be respected
4. Freedom of expression
5. Receive fair treatment
6. Information Confidentiality

7. Receive assistance and academic advising
8. Obtain an Identity Card
9. Acquire College e-mail and password
10. Gain access to the Student Portal
11. Submit official documents only to the admission or registration officers

Student Affairs Department

Every student has the right to:

1. Receive Career Advising and personal counselling
2. Access facilities that enable a smooth academic journey
3. Obtain placement and internship opportunities through the Student Placement Office
4. Enjoy a wholesome college life engaging and learning
5. Make memorable college experiences by participating in clubs and activities
6. Elect or run for Student Council
7. Be an ambassador of CUCA after graduating

Finance Department

Every student has the right to:

1. Semester fee details
2. Applicable scholarships
3. Tax invoice
4. Receipts for any payments made
5. Receive information about their payments, outstanding, student statements, and PDC summary
6. Make University payments through- Cash, Bank transfer, Credit card, and Cheques
7. Pay cash or Submit Cheques only to Cashiers
8. Receive dishonored Cheques detail

Student Support Services and Facilities

Student Affairs Department

The Student Affairs Department in City University College of Ajman is committed to supporting and engaging students. We mold our students to be responsible citizens and college ambassadors who are empowered, socially responsible with boundless potential.

Key Deliverables

1. Effective means of interface between the students and college faculty, administration and senior leadership.
2. Support the academic mission of the college, including the enrollment and retention of students.
3. Student Learning and Development.
4. Enhance and develop smart services for students.
5. Further Increase student engagement.

The Student Affairs Department is responsible to provides necessary support services to assist students for seamless transition to e-learning environment at CUCA.

1. Students are guided to familiarize regarding using the apps and online facilities provided.
2. Students get username and password to access relevant services provided through the UMS, college email and mobile apps.

The services provided by the Student Affairs Department are as follows:

1. Campus Orientation and Induction
2. Career Advising
3. Counseling
4. Student Placements & Internships
5. Student Activities
 - Sports
 - Social
 - Cultural
 - Recreational
 - Others

6. Redress of Grievance and Appeals
7. Student Services
 - Parking
 - Transportation
 - Accommodation

Contact information for the Student Affairs

Department: Location: First Floor

Email: studentaffairs@cuca.ae

Academic Counseling

Every student is assigned an Academic Advisor for the duration of their degree program. Assignment of Academic Supervisor is system-generated at the Office of the Head of Enrollment which are reflected in the Faculty and Students' UMS.

The Advisor assists students in selecting courses for each semester. In addition, the Advisor is available to the student on a daily basis by appointment or, in emergency cases, non-scheduled sessions.

Advisors discuss professional goal-setting, answer questions about academic programs, review student registration forms for classes, and make referrals to College and off-campus resources as needed.

The optimum advisor-to-student ratio is 1 advisor to 35 students.

Personal Counseling

The purpose of counseling is to assist students in understanding and resolving their educational, vocational, and personal problems. The Student Affairs Department conducts basic counseling for students.

The Student Affairs Department provides confidential counseling services and advising to CUCA students. The goal is to help students reduce stress, maximize opportunities for academic and personal success, enhance personal development, and make important life changes.

All administrators, faculty, and staff should refer students to the Student Affairs Department for counselling services when necessary.

Psychological Health and Counseling Services

When the situation arises, for any psychological health service, a referral to a hospital is

made by the College Counselor or the College Nurse.

General academic and career counseling services are provided by the Student Affairs Department whose staff members are dedicated to helping students address personal or emotional problems that interferes with their learning and student life. Counseling is treated with full confidentiality, empathy and respect.

Personal Counseling is done on a one-on-one basis with each student on a regularly basis for issues ranging from academic to personal issues that include relationship problems, low self-esteem, stress, loneliness, mood disturbances or depression, body image or disordered eating concerns, trauma and/or abuse, and academic concerns or motivation. This also involves listening to student complaints and working to find solutions. As stated earlier, when the situation arises, for any psychological health service, a referral to a hospital is made by the College Nurse.

Group Counseling entails working with a small number of students and addresses either general or specific issues. This form of counseling facilitates the healthy exchange of experiences, provision of sympathy and support and the development of skills necessary for effective coping and problem solving. Group counseling is a free service open to all students enrolled at CUCA.

Workshops are designed to give students an opportunity to get together and interact with each other in furthering their understanding of specific health and related topics. Through small group discussions, individual, and group exercises students have the opportunity to share experiences, as well as to learn and practice new skills. Different workshops are offered each semester to cover various areas like time management, managing anxiety, self-confidence, body language, emotional intelligence. Workshops are organized with professional experts in their field.

Career Placement Services

The Student Placement Office (SPO) at CUCA provides advice and information to students and alumni as a unit of the Student Affairs Department. Career Services strives to provide CUCA students and graduates with a clear purpose and solid decision-making required to be confident, selective, and competitive in managing careers and further academic pursuits.

SPO accomplishes its mission by supporting students in terms of internship, student development programs, and job search; faculty by acquiring MoU's with companies for job placements which are part of the curriculum; and the alumni through collaborating with

employers and access to employer databases.

The SPO offers the best possible suggestions and advice with access to the most current employment information and career resources available. They also offer on-line interaction for clients who are off-campus. The SPO provides the following support for students and alumni:

1. Career Selection Planning. The SPO through career guidance provide insights to students regarding different professions available for them at the time of graduation. This allows them to have clear direction on the career path they want to take.
2. Career Interest Assistance. The SPO can provide students with assistance in their career interest through arranged workshops, guests lectures and activities that will further their knowledge on specific career they are interested to pursue.
3. Career Assessment Tools. Exit, alumni and employer satisfaction surveys are conducted regularly which form basis for decisions to improve the curriculum and/or services within the College to improve employability.

Additional support of the SPO are as follows:

1. Internship Opportunities
2. Job Search Techniques
3. CVs and Cover Letters
4. Employment Interviews
5. Alumni Directory
6. Links to Employer Databases
7. Links to Employment Agencies
8. Employment Workshops
9. Career Opportunities Overseas

The SPO also cooperates with employers in these opportunities:

1. Ask employers to post key contact information for student and alumni access.
2. Invite private companies and public agencies to participate in Career Services job fairs and workshops.
3. Schedule on-campus interviews for organizations who wish to hire CUCA students and alumni.
4. Encourage employers to list job openings and internship opportunities with the Career Services Office.

Internship

Students shall be allowed to take internship course after completion of 90 credit hours and a minimum CGPA of 2.0. Students can find the internship manual with Students Placement Office.

Students need to plan their internship course and communicate with Students Placement Office to decide in which semester the internship course shall be completed at least one semester in advance.

Internship Hours by Major:

1. Law: 64 hours
2. HRM: 120 hours (Arabic & English)
3. Finance & Accounting: 120 hours
4. Marketing: 120 hours
5. Management Information System: 120 hours
6. Public Relations in Arabic: 120 hours
7. Advertising in Arabic: 120 hours
8. Hospitality Travel and Tourism: 375 hours
9. PDT: Full semester per school year
10. Pharmacy: Total of 600 hours:
 - a) Hospital Pharmacy in a hospital 120 H and Clinical Pharmacy 120 H. total 240 Hour
 - b) Each student 240 hours / semester in a pharmacy last semester of last year.
 - c) Medicine factory 120 H / student.
11. Dentistry: 180 hours (1 month and a half).

Career Advising

Career Advising is one of the services that Students Placement Office offers for CUCA students and graduates. Career advising can be defined as a process that focus on supporting students to recognize their skills and potentials as well as study work trends, to provide knowledge-based and well-rounded advice to students who are about to enter into various industries.

SPO offers advising for our alumni and current students in which they can make appointments for the following services:

1. Career Advice sessions.
2. CV Review.
3. Mock Interviews
4. Job opportunities
5. Workshops/Webinars.

Student Activities

Social and Cultural Activities:

The Student Affairs Department organizes, implements, and supervises all social, cultural, and entertainment programs for CUCA students. Its main objective is to help students to develop their interests and abilities, and to practice their hobbies through a variety of programs and activities. The College places great emphasis on these extracurricular activities. It seeks to help students to develop their many talents and abilities plus make good use of their leisure time by forming student cultural and scientific societies.

The College also encourages students to meet each other in the friendly atmosphere of its surroundings. Almost every academic department has a student society or club, the purpose of which is to unite students and have them participate to accomplish a set of academic objectives that enrich student life. To this end, the academic departments organize lectures, present book and cultural exhibits, celebrate national occasions, and support intramural sports activities.

CUCA emphasizes that participating in organizations and clubs is an effective means of establishing interpersonal relationships, developing leadership skills, and generally enhancing the overall academic programs.

Each active club has the right to present a plan and request for a budget that will be controlled through the student affairs departments.

Club types can be changed based on the club members. The college has the right to cancel any club with less than 3 members.

Sports Activities:

Indoor recreation area is available at the College campus. In addition, the Student Affairs Department organizes, implements, and supervises athletic events at the college, and develops collaboration with other institutions in Ajman and the surrounding area for various student competitions. Sports grounds are rented for students' outdoor activities such as football, basketball, volleyball and the likes – pending the establishment of the sports facilities at the campus which is part of the CUCA infrastructure development.

Student Orientation Program

Student orientation programs are designed to help freshman, transfer, and non-traditional students adjust to the academic and social life of the College.

The primary purpose of new student orientation is to help students understand the nature of the College, the educational opportunities available to them, the mission, vision, objectives, and core values of the College, and how CUCA operates as an institution of higher education.

It is also intended to permit students to participate in placement testing, participate in academic advising, and to inform them about matters relating to student registration, campus activities, and other aspects of College life in general.

International students must attend the orientation in their first semester organized by the Student Affairs department. One-on-one meetings will be scheduled for the new students to assist them in settling into their new environment.

An International Student Guide will be circulated at the Orientation.

Parking Services

There are 662 parking slots available at the campus which are located outside the building and under the basement. Students are permitted to park their cars outside the campus, and they can opt to rent the basement parking.

Transportation Services

CUCA provides student transportation with shuttle buses to and from the campus.

Dining Services

All CUCA students may use the food service facilities provided at the campus. There are 3 cafeterias located on the ground floor of the campus that satisfies the students need.

Student Accommodation

CUCA currently provides student housing off-campus with a third-party vendor. The Student Affairs Office manages this student housing program.

Prayer Rooms

The College has male and female prayer rooms conveniently located inside the campus in the first floor.

Recreational Facilities

To create a more engaging and comfortable atmosphere among students; the management allocated three halls for the purpose of recreation as mention below:

- Student Center located on the first floor.
- Female Students Lounge located on the second floor.
- Master Lounge located on the second floor.

Disability Services

- Students with disability can report to the Student Affairs Department to learn and avail of the services provided by the College.
- Students with disability are awarded with the same rights as other students of CUCA.
- Facilities on campus are accessible for people using wheelchairs through different located elevators, ramps, electronic doors, washrooms and designated parking. Parking spaces are conveniently located near the main entrance and basement parking of the College.
- Special scholarships are available for students with disability and can be applied for through the Admissions Office.

Health Services

CUCA has two clinics to cater to the basic health needs of its students, faculty and staff. The clinics have two full-time nurses with basic services. Primarily, the Clinic provides first-aid treatments for injuries, accidents, and illness. When necessary, it makes referrals to local medical resources. All serious and emergency cases are referred to a local hospital.

New students are requested to fill the medical form at the Clinic during their first semester and report any medical conditions or medications they are taking to the nurse in order to effectively deal with any future medical emergencies.

Basic clinic services are provided by the College without a charge to all the students enrolled in CUCA. However, students are recommended to have their own medical insurance in case of medical emergencies. Hospital fees are the responsibility of the student.

CUCA currently uses the following healthcare partners:

S/NO	Hospital	Contact Details
1	Saudi German Hospital Ajman	8002211
2	Aster Clinic	04 4400500
3	Amina Hospital Ajman	06 711 4444
4	Ajman Specialty Hospital	06 705 2200

The College and its healthcare partners jointly conduct information sessions for students, faculty and staff covering a variety of health related topics. Health campaigns and blood donation drives are also held in the campus to promote good healthy habits.

Students can visit the clinics situated on the ground floor of the campus or contact the nurses through nurse@cuca.ae or 06-7110000, extension 1205.

Clinic Hours

Sunday to Thursday – 9:30am to 6pm

Learning Support Center

The Student Learning Support Center aims to accomplish and implement the strategic goal of the college to enhance student success in two ways. First, to ensure that the college runs programs that engage students who may be academically at risk and second, to motivate outstanding students, with the help of the faculty, to help other students with low academic performance. This, in the long run, improves student success and institutional effectiveness.

The Student Learning Support Center uses from its existing pool of talent, the faculty members and students with excellent academic standing, to access and support students on academic probation or those who are academically at risk.

The Student Learning Support Center is a joint project between the Student Affairs and English Departments. The center aims at assisting new students with the requirements of their academic programs. The program will be divided in two stages. The first stage will address the first year Bachelor students to improve their skills of essay writing, assignment writing, and exam writing skills. It is part of CUCA endeavor to provide its students with the best quality of education, while providing outstanding students with opportunities for training and future career development. The second stage will be to provide support to different courses.

Eligible students:

1. At the beginning of each semester, the Registration Department provides a list of all new students to narrow down the number of eligible first year students.
2. Department Chairs are notified, and they are to spread the awareness among their students of the importance of improving their academic writing skills.
3. An English placement test is conducted in CUCA computer labs at the beginning of each semester, following the Add/ Drop period under the supervision of English Department.
4. Students scoring 50% or below will be advised to take appointments at the Student Learning Center.
5. All communication and administrative tasks will be under the Student Affairs Department.
6. Records of the students including evaluations results will be kept in the Students Affairs Department. After the Exit Test the student records will be sent to Registration to include in the Student File.

Eligible tutors:

1. At the end of each semester, the Students Placement Office in the Student Affairs Department will announce the need for students who are interested in tutoring. Students can send their CVs and they will be called for a test and an oral interview.
2. Eligible tutors will be paid by the end of the semester.
3. Department Chairs can nominate students who they think can be successful tutors for the job.
4. Eligible tutors needs to maintain a minimum CGPA of 2.5.

Students Responsibilities:

1. Attendance to sessions is mandatory. A performance report is sent regularly to Department Chairs for follow up.
2. Commitment to work in the sessions.

Tutors Responsibilities:

1. Commitment to work with students.
2. Punctuality and showing up on appointments.
3. Reporting weekly to the supervising faculty member for follow up and advice.
4. Commitment to using the plans, curriculum, teaching material advised by the supervising faculty member.

General information

Timings: Sessions are held once a week upon appointment. Duration for each session is 1.5 hours.

Student Affairs Department Location: First Floor

English Department location: First Floor

For communication on email: studentaffairs@cuca.ae

Computer Laboratories

The IT Department operates and maintains computer labs in various locations throughout the campus.

Computer Labs

There are a total of six General (6) labs. The computer labs are all located on the ground floor

- Computer Lab 1-BL001
- Computer Lab 2-BL002
- Computer Lab 3-CI001
- Computer Lab 4- CL002
- Computer Lab 5-AL001
- Computer Lab 6 – AL002

Additionally, IT maintains following departmental labs operated by the various academic programs.

Health Science Labs

The Department of Dentistry manages four (4) labs for preclinical and other science subjects

- Histology 1st Floor – AC104
- Anatomy and physiology 1st Floor - AC110
- Working benches 1st Floor - AC107
- Oral Radiology 1st Floor- AC109

The Department of Pharmacy manages five (5) labs for science subjects:

- Chemistry 1st Floor - CC107
- Pharmaceuticals 1st Floor- CC102

- Pharmacology 1st Floor- CC110
- Instrumental analysis- CC109
- Microbiology 1st Floor- CC102

Other Academic Labs

and Studios

- Diploma of Teaching program:
Microteaching Lab 1st Floor - B114
- Public Relation & Advisement:
TV Studio 1st Floor- AL102
Media Lab 1st Floor - B116
Photography Studio 1st Floor- B115
- Law Program:
Moot Court 1st Floor- CC204

Library

CUCA aspires to create a student learning experience that recognizes and appreciates individual specialization with its well-equipped, and furnished two stored Library with over 12000 books in various disciplines offered ranging from Law, Business, Health Sciences Programs etc. Library also, facilitates students' access to computers in the provided units. Library staff are ready to assist student in using the library to help them get the most out of their studies.

The library is located on the first floor and divided into two floors:

- The First floor divided into English books and Arabic books
- The Second floor divided into Arabic Law books, Law French books, Official Gazette, Legal Reference Works and Periodicals.

Opening Hours*

Day	Time
Sunday	09:30 A.M.-09:30 P.M.
Monday	09:30 A.M.-09:30 P.M.
Tuesday	09:30 A.M.-09:30 P.M.
Wednesday	09:30 A.M.-09:30 P.M.
Thursday	09:30 A.M.-09:30 P.M.
Friday	09:30 A.M.-05:30 P.M.
Saturday	09:30 A.M.-05:30 P.M.

*During distance learning the library is open Sunday to Thursday from 9:30am to 6pm. The Library is closed during semester breaks and public holidays.

Library Equipment and Facilities

- The library contains two computer labs.
- The library contains 18 computers.
- The library contains 9 private study rooms. (5 rooms in 1st floor and 4 rooms in 2nd floor)
- The Library can accommodate 160 students and researchers at the same time.

Library Holdings

- Printed books: 12715 books.

- Subscription databases: 2 databases
- Print periodicals: 11 magazines
- Theses: 473 copies

E-Learning Resources

CUCA provides textbooks in electronic format to students via the Kortext platform.

Library Databases:

Name of Database	Description
EBSCO Academic Search Complete	Multi-disciplinary database with more than 150,000 titles full text periodicals, including More than 2,230 active full-text journals and magazines
ALMANHAL	<ol style="list-style-type: none"> 1. Law Books: 903 titles 2. Law Journals: 58 titles 3. Language & Literature – Journals: 76 titles 4. Social Sciences – Journals: 124 titles 5. Educational Science – Journals: 78 titles 6. Psychology & Philosophy – Journals: 63 titles 7. Political Science – Journals: 44 titles 8. Al Manhal E Dissertation complete: 8634 thesis

The library online resources are provided to the students in the four concentrations of the all programs through a service that begins with a student requesting the username and password via email and getting those to access the online resources.

The Library contains the following equipment: 18 computers - installed in Library Computer Lab and used by the students to access library online resources, internet, and do their projects, research, assignments, etc. The library has not yet installed a Radio Frequency Identification system (RFID) for the security of all library collections and facilities.

The library provides the 120 electronic textbooks to students via Kortext Platform

Library services

1. Lending books that students need
2. Computers with Internet connection
3. Private rooms equipped for individual and group study
4. Copy machine

5. Reading and study area
6. Reference materials for research and review
7. Textbooks
8. Electronic resources for learning

Library Borrowing Rules

College Library Patrons:

- Faculty
- Staff
- Enrolled Students

Reference Material

The following materials cannot be borrowed these include:

- Dictionaries
- Encyclopedias
- Journals
- Periodicals
- Textbooks
- Legal Reference Works
- Research Archives

Borrowing Limits

PATRON	QUANTITY	DURATION
Faculty	10	90 days
Staff	5	30 days
Students	2	7 days

Borrowing Procedure

1. Patrons must renew borrowed books at the library circulation desk.
2. The fine for overdue books is **AED 5.00** per day for each book overdue
3. The College Library does not have inter-library loans

4. Guests must have proper authorization to use the library on temporary basis
5. Books that are not returned for more than one year are classified as *lost*. A replacement fee for a lost book must be paid to restore library privileges
6. Patrons may not borrow additional books until overdue books have been returned and fines paid
7. A patron who loses or severely damages borrowed library materials may either provide a suitable replacement or pay for the item.

Student Governance

Students have the main responsibility in reviewing and shaping policies that concern student life, services and interests. Students shall have the right, to a certain extent, to select their representatives to participate in institutional governance, which means that students may choose the students who will be appointed to participate in institutional committees as determined by institutional policies and procedures.

1. Student Council

The primary purpose of the Student Council is to serve as a recognized forum for student opinion. The Student Council is elected annually by the student body.

The Student Council operates within the laws of the United Arab Emirates and follows the procedures established and adopted by CUCA.

The activities of the Student Council include, but are not limited to, the following:

1. Assisting CUCA in identifying the interests, programs, and goals of the student majority.
2. Communicating those interests, programs and goals of the student majority to CUCA.
3. Assisting CUCA in providing students with programs to meet the needs of its students.
4. Meeting with College Management to update on progress of the Council activities and present student issues.
5. Maintaining minutes of meeting
6. Prepare and present an end-of-semester report with activities, feedback and recommendations.

Student Council Nomination and Election:

- The duration for the elected Council is one academic year
- Candidate should be a CUCA student
- Each candidate should present a plan
- The candidates can run their own campaign after receiving the campaign guidelines from the students Affairs.
- The students should nominate only 5 candidates.
- The elections will take place as in the announcement period mentioned.
- The elections are held electronically through the portal using student's ID number.
- The nominated council can internally vote on the president and vice president role.
- The candidate should take the council responsibilities as part of his/her priorities.
- The elections are conducted according to the Election Code of the Student Council.

Student Council Officers consist of:

1. Council President
 2. Council Vice President
 3. Council Secretary.
- Student Council member has the right to invite 5 students as members of the student's council and they will be called Active Member
 - The Student Affairs Department will support by orienting and supervising the main guidelines of the Student Council responsibilities and activities.
 - The Head of Students Affairs will play the role of an advisor.

2. Student Happiness Committee

The Student Happiness Committee is made up of student representatives from each program in CUCA called Program Representative (Rep). A Program Rep is a student who represents other students in their major. Raising issues or praise can be through formal meetings with other Reps, Student Council, Faculty and Student Affairs Department or informally through emails.

Duties of the Reps are focused on academic and learning issues that affect majority of the students in their program.

Role

- A program representative plays an important role in improving learning experience for students. Each rep serves one academic year term period.
- Selected reps must attend an orientation session organised by the Student Affairs department.
- Program Representatives collaborate with faculty and staff to improve the student learning experience. Reps provide feedback on:
 - Academic courses
 - Progression and achievement (personal or professional) of students
 - Assessment and feedback implemented by the College
 - Learning resources
- Guidance and support to students

Becoming a Program Representative

Reps are recruited by the College based on the below criteria:

- Student should be a current CUCA student
- Student should have a CGPA of 3.5
- Student should have a passion for learning

Student Clubs

Clubs are a form of extracurricular activities that enables student to engage in a safe environment and enjoy their hobbies and interests.

Establishing a Club

To be a recognized club in the College, the applicant must fill and submit the Club Registration Form along with a plan stating the purpose, mission and goals of the club. The applicant must have a list of interested students willing to join the club. Where required, evidence of talent and/or skill can be requested by Student Affairs before approval is granted.

After approval, the club is officially recognized and must comply with the college rules and regulations. Club events and activities must be directly related to the mission and goals of the club.

It is recommended that clubs have a faculty or staff advice and mentor the club activities. The advisor will make sure the club follows the policies and procedures set by the college and be actively involved in club activities.

Rules on Club Officers and Members

- Club members must be current students of CUCA.
- Only full-time students with a CGPA of 2.0 GPA or higher are allowed to hold the position of president in any student club. Students are encouraged to keep in mind the additional responsibilities involved in holding an office.
- Students with disciplinary actions against them cannot be club officers.
- Recognised clubs are allowed to establish its own rules providing that there is no discrimination and it does not conflict the college's objectives and goals.

Rights of Student Clubs

- Use the services of Student Activities Officer in planning, approving and conducting events as well as evaluating the events so as to make the club more effective and efficient.
- Use campus social media subject to approval and in accordance with Student Media policies and procedures.
- Develop and maintain club social media account, subject to available

policies and procedures.

- Invite speakers and guests to attend club scheduled meetings and events after prior approval from Student Affairs Department.
- Distribute literature relating to the club's activities in campus areas and at college events subject to approval and in accordance with applicable college policies and procedures.

Responsibilities of Student Clubs

Student organizations and their officers, members, and advisors have the responsibility to:

- Attend required meetings held by the Student Affairs Department.
- Manage the organization and carry out all of its activities in accordance with the club's purpose, applicable College policies and procedures, and UAE laws.
- Be aware that the club may be held responsible for the conduct of invited guests or visitors attending events, programs, or activities sponsored by the organization.
- Ensure that the club has at least one full-time faculty or staff member serving as an advisor at all times.
- Always be aware of the special role the organization holds as an integral part of the College community, and to act accordingly and in the best interests of members, the College, and the surrounding community.
- Update the club or organization information whenever necessary with the Student Activities Officer.
- All students, whether as individuals or as a group, must abide by the responsibilities and provisions defined in the Student Code of Conduct and Disciplinary Procedures.
- If the Student Affairs department judges that any club is functioning in an irresponsible or inappropriate manner, or that the club or its members are in violation of College policies or procedures, it has the right to place the offending club on restrictive probation or withdrawing the recognition of the club. The club may appeal a decision of probation or loss of recognition to the Student Affairs department and Vice Chancellor.

Scheduling Club Events

Clubs should contact the Student Affairs Department to schedule any event held in the campus. Event Request Form should be submitted at least 60 days before the event for approval.

Club Activity Development

At the end of every activity, clubs/organisations are required to submit a post-event evaluation report. The report must contain the summary of the activity along with relevant points of what went well and what did not, including feedback and recommendations for improvements for future events.

This report must be submitted in person or through email to Student Activities Officer within 1 week.

Student Member Regulations

Members participating in club events and activities must follow the general CUCA regulations for its students both on and off-campus. Club members represent the college and must always conduct themselves in a respectable manner.

Club officers must follow basic protocol for safety when planning their events.

Club Financial Regulations

Before the beginning of each semester, the student clubs and organizations should submit a plan of their events with the corresponding budget estimate to Student Activities Officer. Budget estimates must be reasonable.

The proposed budgets will be reviewed by Student Affairs Department and submitted to the Management Office for approval and budget allocation. Final budgets are allocated based on the following criteria:

- type of activities/events proposed by the club
- previous club initiatives and achievements
- active members registered in the club
- new initiatives to be implemented by the club
- club previous spending history

Clubs must seek approval from Student Affairs department to organize fundraising activities or charge fees from students or guests. If approved, all funds raised must be accounted and submitted to the Activities Officer to be deposited with the Accounts department. The fund will be used only for the items described in the event plan.

Release of Funds

Funds are released to clubs/organizations by Accounts department once their event is approved through an email from Student Activities Officer. The head of the club must present his/her student ID and Emirates ID to receive the funds.

Before funds are released the head of the club must fill the Purchase Requisition form from the Student Affairs Department then present to Accounts department in order to receive the funds.

Usage of Funds

- Funds can be used for event-related items or other items for the club's/organization's inventory mentioned in the Purchases Requisition form and stay within the approved budget.
- Funds cannot be used for any other item than intended for. All items to be purchased must be specified in the Purchase Requisition form.
- All approved and allocated funds for student clubs are to be spent for the respective club's events and development for the current semester.
- Expenses incurred by clubs should be consistent with the nature and purpose of the event.
- Promotional giveaways may be paid for using the club's budget to be distributed for free to students during events and must bear the club's name.
- Any remaining cash from an event should be returned to the Student Activities Officer to be returned to the Accounts Department.
- At the end of each event, clubs are required to submit a completed Settlement form along with receipts of all expenditures and excess cash, if any, within a week after the event in order to keep receiving funds. Clubs should always provide original, preferably printed, receipts.
- Clubs should seek approval or provide a clear and complete explanation for expenses incurred that are inconsistent with the nature of the event.
- In the case the settlement is not done, the amount will be charged directly to the club members' CUCA account.

Procedures for Purchase Requests

- Clubs should submit a proposal which includes activity plan with budget, list of vendors, purpose of the activity and goals.
- After approval through an email to the club leader from Student Activities Officer, a Purchase Requisition form will be filled with required quotations from vendors attached.
- For any purchase costing AED 1,000 and over, approval should be sought from Student Affairs Department and the amount will be paid directly to the vendor.
- All club/organization purchase requests should be approved by Student Affairs Department before ordering or buying.
- In case of non-event related purchases, Student Activities Officer will evaluate the purchase request before processing and suggest substitute vendors if needed.
- All club purchases should be within the approved club budget.

- Various club items purchased using the club's budget must be stored in the College store for safekeeping. Receipts and the actual items bought will be checked by the Student Affairs coordinator in charge to make sure that the approved budget matches with that of the purchased items.
- All club purchased items remain the property of the college and will be under its custody. Club items can be used by the new board of the club under the supervision of Student Affairs Department.
- All club equipment is to be used for student clubs activities only. Personal use of these items is not allowed.

Guidelines for Student Run-Media and Publications

Student Media Policy

City University College of Ajman (CUCA) uses digital media channels as valuable communication, engagement, and promotional tools.

To ensure the highest standards of use, CUCA Public Relations and Marketing department abides by a set of policies for digital media, which reflect the College's vision and values, and ensures effective communication and extended outreach for students, employees, partners, stakeholders and the community.

- All of CUCA's social media channels must adhere to UAE laws and regulations, and College policies.
- Only public information may be posted through the College's social media channels, business related or confidential information about CUCA should be avoided.
- Information posted on digital media platforms should be transparent, accurate, updated, and unbiased.
- Posts about issues that are of a sensitive nature, such as those which are political or religious in nature, or which can hurt a specific ethnic group, should be avoided.
- Posts which may be considered false, threatening or abusive should be avoided.
- All posts must respect Intellectual Property Rights and Copyright laws. All materials which are not rightfully owned by College should be avoided and proper references when using other's work after receiving their approval should be provided.
- While replying to comments and queries, accurate and updated information should be provided and verified by the concerned department.
- If the administrator intends to publish a student photo through social media channels, then a signed consent form is needed.

Student Podcast Policy

The purpose of the Student Podcast Policy is to establish appropriate procedures and guidelines for delivering quality and meaningful podcasts to a worldwide audience via resources supported by City University College of Ajman. The guidelines and policies outlined in this document are valid for all podcasts that are produced as communication for/from CUCA—by its employees and students.

In addition to the 'Student Media Policies', student must also abide by the following when using Podcasts:

- CUCA's podcasting resources cannot be used in a manner that violates the law, for political campaigning, personal private gain, or activities that are not approved by the College.
- While creating your podcasts, please ensure that all necessary rights and permissions have been obtained for the material you plan to include in your podcast.
- If a podcast involves recording students, guest lecturers, community members, and so forth, the academic program or administrative unit will need to have their interviewee(s) sign a consent release form.
- If you plan to include pre-existing sound recording in you podcast, please ensure that you have the necessary permission to use the recording.

Guidelines and Limitations

Primary administrative responsibilities for CUCA's digital media channels and Podcasts are assigned to the Public Relations and Marketing department. All content submissions must be sent to the Head of Public Relations and Marketing and approved before posting.

All posts must be checked for spelling, grammatical and factual accuracy before publishing. CUCA reserves the right to decline or reject to post a podcast.

Material shared electronically must:

- Comply with UAE laws
- Comply with relevant College policy
- Comply with the guidelines set and maintained by the Public Relations and Marketing Department.

Enforcement

A Digital Media or Podcast Administrator which is found to have violated this policy may be subject to disciplinary action, up to and including termination.

CUCA Management reserves the right to amend, edit or delete any post which violates the College guidelines or policies without prior notice.

Appropriate Use of College Facilities

CUCA believes safety for all students and staff is paramount. It is expected that students and staff will treat the facilities with respect and care and develop a "Safety First" attitude consistent with the objectives of all safety policies.

The College realizes its responsibility toward the welfare and safety of the students and staff in the classroom areas on its premises. The safety policy is formulated in the interests of the students and staff.

Report any unsafe condition or practice to a supervisor immediately. If something doesn't "look right," it probably is not.

CUCA has a Facility Supervisor with sufficient authority to enforce the rules and regulations relative to College property.

General Policy

College security personnel to handle campus security matters. The Facility Supervisor coordinates with and monitors the performance of security personnel.

Any incidents involving suspected criminal activity or violations of College rules and regulations related to the safety and security of people or property must be reported to the Facility Supervisor. The Security Department maintains records of all incidents that have occurred on campus.

The ultimate responsibility for personal security rests with each individual. Individuals should be aware of their surroundings and potential risks to personal safety; exercise caution and take reasonable actions to protect themselves. Individuals should report suspicious activities to the Facility Supervisor.

Access to the campus is controlled at all times. Academic and administrative buildings are open during regular business hours. After closing hours, buildings are patrolled on a regular basis by security personnel to maintain security of property in the buildings, to prevent unauthorized entry, and to assure proper operation of facility equipment.

After-hours access to the buildings must be authorized by appropriate College officials. Security conducts routine patrols and periodic building inspections to assure the security of facilities.

When security deficiencies are discovered, security personnel will notify the appropriate

department as soon as possible.

Protecting College Property

All College employees and students should be alert when using College equipment. They should help protect it from theft, unauthorized use, or vandalism. Report any suspicious activity or person to Security personnel.

In case of fire, the person discovering a fire should:

1. Activate the building fire alarm. The building alarm will alert Security personnel who will, in turn, notify the Fire Department (Civil Defense)
3. Use a telephone or mobile phone and report the location of the fire, building, floor, area, and intensity
4. Evacuate the building immediately; do not try to fight the fire
5. Use fire extinguishers only to clear an exit

In the event a person cannot leave the room during a fire they should:

1. Open windows if there is smoke in the room--if there is no smoke, leave the windows closed to prevent outside smoke from being drawn into the room
2. Seal cracks around the door with damp towels, if possible
3. If trapped, attract attention by hanging an object from the window (the brighter the color, the better) --if outside smoke is drawn in, close the windows
4. If smoke is severe, place a wet cloth over your nose--remember, there is usually less smoke near the floor

When evacuating a room or building, every person should:

5. Walk at a brisk pace. Do not run.
6. Follow the posted corridor instructions for the proper exit route and assembly point
7. Move in single file along the wall toward the exit
8. Use only marked exits
6. Remain silent so that instructions can be heard
7. If the exit lights are out, proceed cautiously to find the nearest exit without panicking
8. Go to the designated assembly point and remain there until an official of the College arrives and gives further instructions

Appropriate Use of Technology Resources

This policy applies to all users including faculty, staff, students, and guest users of CUCA computer networks, equipment, or internet-connecting resources.

Inspection of personal electronic information on College networks or equipment email and files are subject to College examination when:

1. It is necessary to maintain or improve the functioning of College computing resources
2. It is necessary to comply with or verify compliance with law

Appropriate Use

Responsibilities for users of College computer resources:

1. Respect the intellectual property rights of authors, contributors, and publishers
2. Protect user ID, password, and system from unauthorized use
3. Adhere to the terms of software licenses and other contracts.
4. Persons installing software on College computers must follow software EULAs
5. Copying software licensed to the College for personal use is prohibited
6. Users must adhere to data access policies and those established by law
7. Use computer resources in compliance with College policies and regulations

Prohibited use of College Computing resources:

1. Unauthorized or excessive personal use (Use is excessive if it overburdens a network, results in substantial use of system capacity, or otherwise subjects the institution to increased costs or risks)
2. Use that interferes with the proper functioning of College IT resources
3. Use that unreasonably interferes with the use of College IT resources by others
4. Attempting unauthorized access to the computer system or files of other users
5. Use of College IT resources to infringe on the intellectual property rights of others

Enforcement

Violation of this policy results in the denial of access to College computer resources and disciplinary action as appropriate.

Wired and Wi-Fi Network Usage

The City University College of Ajman (CUCA) provides user access of its wired and wireless network to its faculty, staff, students, and guests to carryout official business of the College. The access to and usage of the network will be based on the following stipulations:

1. All computer and devices connected to CUCA network must be authenticated by the username and password provided by the IT department.
2. All users are required to use their own authenticated credential provided by IT department rather than using the Guest user account.
3. CUCA campus wide Wi-Fi facility is provided to all users to carryout college business only.
4. Guest users should follow the registration process to register their devices as a guest on campus Wi-Fi portal.
5. For each login session, guest users will have one-hour access on Wi-Fi network for internet usage only.
6. Students, faculty and staff are responsible for the use and misuse of the assigned username password.
7. Misuse of the access privilege may lead to suspension of the access and may result in disciplinary actions including termination.
8. CUCA will not be responsible for the devices used on its wired or Wi-Fi network without most current antivirus protection and enabled securities to protect personal data.
9. CUCA will not be responsible for any data loss on personal devices in its network.
10. In order to protect the campus network, CUCA IT department reserves the right to prohibit all software and network devices that it may deem harmful.
11. CUCA reserves the right to block and usage of any application that may broadcast unencrypted raw data, which can potentially compromise the security of its network.
12. Usage of the applications which are used to re-route traffic are prohibited (e.g. VPN etc.)
13. Users are responsible for any and all activities initiated from their computers or devices accessing the CUCA network.

Information on Safety Issues Such as Safe Uses of Laboratories, Hazardous Materials and Fire Safety

The College believes that safety is paramount and makes every effort to provide all faculty, staff, and students with a safe and healthy place to work and study. It also determines the type of safety training required for employees and students to increase safety awareness and follow safety rules.

Employees and students are expected to comply with all Civil Defense safety rules and regulations, and to practice safe conduct whenever on College property.

Students must report all accidents or injuries immediately to a College faculty or staff member. Security Officers are available and are roving with the campus premises to keep the students, faculty and guests safe. There are two guard houses with permanent guards outside the entrance of the college who can also assist in any safety issues. CCTV cameras are installed for additional safety.

Make sure you attend the health and safety orientation

- Safe working methods will be maintained at all times in CUCA campus.
- Corridors shall be posted with emergency numbers and emergency response team to contact in case something goes wrong.
- Practical jokes or other behaviors which might confuse or distract people are prohibited.
- Be alert of any unsafe conditions and report them immediately to the Campus Supervisor or Student Affairs Department.
- All emergency lanes, corridors, fire doors, emergency exits or standard exits, firefighting equipment, first aid kits and other emergency equipment shall be easily accessed at all times and without hindrance. This easy access shall be maintained in all workplaces.
- Personal protective equipment that meets the specified requirements shall be available in all locations.
- Smoking is prohibited, except in those areas designated for smoking. Smokers are liable to find that designated smoking areas will be outside. If in doubt, do not smoke.
- All flammable materials must not be placed close to areas of operation, especially oils, solvents and waste.
- Fire Safety Mock-Drill Training in Health and Occupational Safety shall be given to all students, faculty, staff.

- CUCA ensures to conduct mock drills once in every 6 months.
- For health Science Programs; a special orientation will be given in the first semester contains safety process and regulations for the use of labs and chemicals.

All College employees and students should be alert when using College equipment. They should help protect it from theft, unauthorized use, or vandalism. Report any suspicious activity or person to Security personnel.

In case of fire, the person discovering a fire should:

1. Activate the building fire alarm. The building alarm will alert Security personnel who will, in turn, notify the Fire Department (Civil Defense)
2. Use a telephone or mobile phone and report the location of the fire, building, floor, area, and intensity
3. Evacuate the building immediately; do not try to fight the fire
4. Use fire extinguishers only to clear an exit

In the event a person cannot leave the room during a fire they should:

1. Open windows if there is smoke in the room--if there is no smoke, leave the windows closed to prevent outside smoke from being drawn into the room
2. Seal cracks around the door with damp towels, if possible
3. If trapped, attract attention by hanging an object from the window (the brighter the color, the better) --if outside smoke is drawn in, close the windows
5. If smoke is severe, place a wet cloth over your nose--remember, there is usually less smoke near the floor

When evacuating a room or building, every person should:

1. Walk at a brisk pace--do not run
2. Follow the posted corridor instructions for the proper exit route and assembly point
3. Move in single file along the wall toward the exit
4. Use only marked exits
6. Remain silent so that instructions can be heard
7. If the exit lights are out, proceed cautiously to find the nearest exit without panicking
8. Go to the designated assembly point and remain there until an official of the College arrives and gives further instructions

Electrical Equipment Safety Guidelines

1. Only professional staff members with proper training may complete electrical repairs and maintenance
2. Use of any electrical outlet is limited to its rated capacity
3. Students are not allowed to handle electrical outlets or live electrical equipment
4. Report all damaged electrical outlets in working or living areas of the College to a supervisor

General Classroom and Laboratory Rules

1. Users are strictly prohibited from downloading, accessing or distributing any offensive websites (for example torrents, profane language, etc.)
Internet facility is only for educational / study purpose.
2. Users are not allowed to bring food and beverages inside the computer labs.
3. Users are not allowed to turning off the lights inside computer labs.
4. Music, Videos and Computer games are not to be played in computer labs.
5. Users are strictly prohibited to attach or detach computer power sockets, Network devices, and any IT peripherals.
6. Users must use their usernames and passwords to log-in the computers (students can use their Wi-Fi Id to login computers in computer labs).
7. You are responsible if your ID is misused by others so make sure you log-out the computer while leaving the labs.
8. Users are recommended to back up their work. IT Department will not be responsible for any data loss on the systems.
9. Messages sent from the provided email account will be the responsibility of the account holder therefore vital that all users keep their passwords absolutely confidential.
10. Eating, drinking, chewing gum and littering is prohibited inside the computer labs.
11. Users are not allowed to use the projector except Faculties.

Health Science General Laboratories Rules

Usage of Labs:

The following conditions should be maintained to ensure safe environment in the labs:

- The laboratory facility will have an appropriate general ventilation system to avoid intake of contaminated air.
- The stockrooms and storerooms will be well ventilated.
- The laboratory will have available working hoods and laboratory sinks.
- Other safety equipment in the laboratory will include fire extinguishers, safety showers, and eyewash fountains.

- Emergency signs shall be properly labelled on the doors of all laboratory and rooms containing all hazardous materials areas.

General Guidelines for Handling Hazardous Chemicals

Working with Allergens and Embryo Toxins:

- Wear suitable gloves to prevent hand contact with allergens or substances of unknown allergic activity.
- In the case of a pregnant student additional precautions should be in place base on the approval of their physician and course supervisor Course Supervisor.

For Health Science Programs; a special orientation will be given in the first semester contains safety guidelines for handling Hazards Chemicals. for the use of labs and chemicals

Student Code of Conduct

This policy applies to all students enrolled at CUCA to ensure that they receive equal protection and that all practices and actions are applied equally and in a non-discriminatory manner.

CUCA is composed of individuals interacting with others for the mutual benefit of all, thereby developing a culture with standards of conduct and distinguishable aims. The College is a system based on the concept of freedom of choice that creates the educational and cultural conditions for the full development of students and members of the community.

It is the right of students attending CUCA to retain their individualism, personal freedom, autonomy, and dignity, while respecting at the same time the rights of others. Students attending the College should be provided with the opportunity to learn, to develop to their fullest potential, and to grow as individuals. All students are individuals and display different abilities, skills, interests, appreciations, attitudes, beliefs, and values.

Students who enroll neither lose their personal freedom nor rights, nor do they escape the duties of a legal UAE resident or citizen while enjoying significant educational opportunities at CUCA. Students have a responsibility to themselves, to their fellow students, to the laws of the UAE, and to policies of the College in which they enroll by their own choice.

Discrimination and Harassment

On campus, CUCA provides its students with a secure environment for learning. The College stands for the provision of equal opportunities in education and employment and will not condone any behavior that is in any way discriminatory or that constitutes harassment on the grounds of race, belief, color, national origin, religion, age, gender, or disability.

Harassment or bullying is a type of discrimination. It is defined as an act or verbal expression intended against a person's race, belief, color, national origin, religion, age, gender, or disability with the aim of interfering with the ability of that person to find employment or study, or with the aim of frightening or creating a threatening or harmful environment.

Any person engaging in discrimination or harassment is subject to disciplinary measures.

Dress Code

Students at CUCA are required to dress appropriately and respect the cultural and religious principles of the United Arab Emirates. This means dressing in a professional, respectful, and modest way. Inappropriate dress for males and females is completely unsuitable and prohibited at the College. Additionally, obscene, lewd, or offensive words or pictures must never be displayed on articles of clothing.

Student dress code violations should be reported to the Student Affairs Department. Anyone who violates the CUCA dress code is subject to disciplinary action.

For Male Students

- Wearing shorts above the knee is not allowed.
- Wearing slippers with pants or jeans is not allowed.
- Wearing sleeveless clothes is

not allowed. For Females Students

- Wearing short clothes above the knee is not allowed.
- Wearing sleeveless clothes is not allowed.
- Wearing clothes that reveal different parts of the body is not allowed.
- Wearing torn trousers that reveal different parts of the body is not allowed.

Smoking

To protect and promote the health, safety, and welfare of its employees, students, and the public, CUCA will provide an environment free from exposure to tobacco smoke. Smoking or the use of tobacco products is not permitted inside the College facilities.

The College ensures No Smoking signs are appropriately placed and visible throughout the College.

Misconduct

The following are types of misconduct which, if committed, will result in appropriate disciplinary action:

1. Academic cheating or plagiarism of any kind.
2. Furnishing false information to the College or filing or making known false charges against the College or a member of its faculty or staff.

3. Destruction, damage, unauthorized possession, or misuse of College property, including Library and Laboratory materials and equipment, or of private property on the campus.
4. Forgery, alteration, unauthorized possession, or misuse of College documents, records, or identification cards.
5. Physical or verbal abuse of another person in the College community.
6. Any verbal threat, abuse, harassment or physical action against any CUCA employee or student is considered sufficient grounds for suspension from the College pending a disciplinary hearing.
7. Any act considered offensive or unauthorized by UAE law.
8. Use, distribution, or possession of alcoholic beverages, dangerous drugs, or controlled substances while on CUCA property or at any authorized activity sponsored by or for any CUCA-related organization, whether on- or off-campus, are prohibited by law and will be reported to the authorities.
9. Disorderly conduct that inhibits or interferes with the educational responsibility of the College community.
10. Disorderly conduct that disrupts the administrative or service functions of the College to include social or educational activities.
11. Malfeasance or misuse of an elected or appointed office in a student organization, endangering its members, or the welfare of the College community.
12. Incurable or persistently irresponsible behavior.
13. Gambling on-campus or on College property.
14. Possession of any weapon that can harm others.
15. Inappropriate behavior that disrupts lectures and misbehaving in libraries and other college facilities.
16. Committing any dishonorable deed, or any deed that breaches good conduct and behavior, or defames CUCA or its affiliates, whether it is committed within CUCA premises, outside, or in any activity or event in which CUCA is participating.
17. Establishing or participating in any group inside CUCA without obtaining a prior official permission whether from CUCA authorities or from the concerned official departments in the UAE.
18. Abusing CUCA premises, facilities, or property for purposes other than what they were designed for without obtaining prior permission from the concerned departments; or abusing given permissions.
19. Distributing pamphlets, issuing newspapers, putting advertisements, or collecting signatures or donations without obtaining official permission from the concerned department in CUCA; or abusing the given permissions.

20. Violating the UAE dress code inside CUCA premises.
21. Misbehaving during educational or administrative functions including CUCA social and educational activities.
22. Sharing personal problems that obstruct the education of other students.
23. Sexual harassment of any employee, student, or applicant; retaliation for a complaint of sexual harassment; or non-cooperation in an investigation on a sexual harassment complaint.

Disciplinary Sanctions

Penalties on students may include:

1. Written warning.
2. Dismissal from a lecture.
3. Prevention from attending some classes (not more than 20% of the total number of lectures) of the course where disorder was caused.
4. Temporary denial of the services offered by one or more of the facilities where the violation occurred.
5. Temporary denial of one or more of the activities where the violation occurred.
6. Warning: first, second and final.
7. Fine of no less than twice the value of what the student has destroyed.
8. Cancellation of a student's registration in one or more courses and receiving an F in the courses where his or her exams were cancelled.
9. Temporary suspension for a semester or more.
10. Final suspension with the right to transfer to another College.
11. Final suspension with deprivation from benefiting from the student's academic record.
12. Cancellation of a degree if a forgery or falsification occurred in the procedures.
13. In case the violation was recurrent, the more severe penalty is imposed.

Penalties documents are saved in the student's file in the Students Affairs Department. A copy of the decision is sent to the student's parent, guardian or sponsor if applicable. The Registration Department keeps all penalties issued against a student in his or her file. These penalties are mentioned in a student's academic transcript and are clearly mentioned when providing the student with any document.

Penalties can be authorized as follows:

2. A faculty or an instructor has the right to impose the penalties stated in points number 1,2 and 3.
3. The Vice- Chancellor has the right to impose any of the penalties based

on his or her discretion and following the necessary investigation.

Academic Integrity

One of the main objectives of CUCA is to provide quality undergraduate education. All members of the College community are required to show commitment to this objective, including an obligation to promote the highest standards of integrity in study, instruction, and evaluation.

Dishonesty or unethical behavior has no place at CUCA. The integrity of the academic process requires fair and impartial evaluation by the faculty and honest academic conduct and effort by its students.

Therefore, students are expected to conduct themselves at the highest levels of responsibility while fulfilling the requirements of their studies. Similarly, the faculty has a responsibility to make clear to students the evaluation standards that apply and the resources that students may use in a given course.

Plagiarism

This violation occurs when a student takes the words or ideas of another and uses them as if they were their own. This can happen in three ways:

1. A student copies the words of another person without using quotation marks and without giving reference to the source
2. A student puts the ideas of another person into the student's own words but does not give reference to the source
3. A student duplicates the structure of thought or organization of another person but does not give reference to the source

When students make use of concepts or words from an outside source, whether in the form of a direct quotation or of paraphrase, they must give credit to the original source for each idea by footnote, parenthetical reference, or other bibliographic technique acceptable to the instructor.

Collusion

Collusion occurs when someone else writes all or any part of a student's paper.

Cheating

Cheating includes, but is not limited to, a student looking at another's work or using unauthorized materials during a test or written assignment.

Cheating, plagiarizing, or otherwise falsifying the results of study is prohibited. These policies apply not only to examinations, but to all work handed-in, such as papers, reports, solutions to problems, tapes, films, and computer programs, unless authorized by the instructor.

Plagiarism Detection Software

CUCA uses TurnItIn plagiarism detection software to verify the originality of student work. This software provides an important first step for instructors in their evaluation of student work. The process for the use of TurnItIn is as follows:

- a. The CUCA IT staff conducts initial training on the use of TurnItIn for all faculty members in the computer labs. They are also available to assist with any questions or technical problems encountered.
- b. Instructors provide brief instructions to students on how they use Turnitin to verify the originality of written work.

Faculty members are responsible for providing students with an explanation of the freedom they may exercise in collaboration with other students or in the use of outside sources.

This includes the student's own work prepared and submitted for another course, during group study sessions, and in take-home examinations.

Any doubts on the part of students about what constitutes academic dishonesty should be discussed with and will be resolved by the course instructor.

Academic Dishonesty

The policy for academic dishonesty is outlined below.

All academic work and materials submitted for assessment must be the work of the student.

Cheating is not only limited to copying from the work of others and providing unauthorized assistance, but also includes the use of devices or other surreptitious means for the purpose of obtaining falsely-derived passing scores on examinations.

Students are prohibited from submitting any material prepared by or purchased from another person or company.

All students are expected to take the process of advanced education seriously and act responsibly. Students who violate examination or assignment rules are subject disciplinary action.

Penalties for Academic Dishonesty

A student who commits and act of Academic Dishonesty shall be subject to the following penalties:

First Attempt Penalties

- Letter of warning
- Resubmission with mark penalty (50% marks for the submitted exam or assignment)
- Zero marks for the work submitted (exam or assignment)

Second Attempt Penalties

- Letter of warning
- Zero marks for the work submitted (exam or assignment)
- A grade of F for the course

Third Attempt Penalties

- Letter of warning
- A grade of F for the course
- Suspension or dismissal from the College

Procedures

- Students shall be given orientation about the College rules, regulations and procedures of Academic Dishonesty
- The faculty member who discovers the academic integrity violation completes a report describing the disciplinary infraction incident
- Submit the report to the Department Chair
- After review, the Department Chair decides on the appropriate action to take based on the particular case (as shown in the options listed in the preceding section)
- Distribute copies of the violation report to the student, concerned faculty member, Department Chair, and the Registrar.
- The Registrar places a copy of the report in the student file.
- Concerned Faculty shall have access to the electronic version of the Record of Misconduct.

Plagiarism Policy and Procedures

Plagiarism is defined as using the work and ideas of others as your own, without proper citations. The aim of this policy is to uphold intellectual property rights by

ensuring that works submitted by students are original, and that suitable actions are in place to deal with cases of Plagiarism. This policy provides a formal procedure for verifying the authenticity of students written work, the maximum acceptable similarity index, and disciplinary actions.

Policy Scope

The policy applies to all assessments (written assignments, internship reports, graduation projects, and thesis) at the graduate and undergraduate levels.

Policy Statement

1. Faculty shall inform students about the policy on Plagiarism at the beginning of each semester.
2. All assessments (written assignments, internship reports, graduation projects, and thesis) shall be uploaded into Turnitin software for similarity checks.
3. The similarity report generated by Turnitin shall be attached to the written assignment, internship report, graduation project and thesis **by the student during submission of the course work.**
4. The maximum acceptable total similarity percentage for any coursework shall be 10%, from all sources.
5. Documents with similarity percentage of more than 10% shall be automatically considered plagiarized and will be subject to penalties as stipulated in this policy statement,
6. The similarity percentage for individual sources shall not be more than 5%,
7. Subject to empirical data on the succeeding 2 semesters, the similarity index threshold shall be reviewed and revised.

Procedures

A. Setting the Similarity Index Threshold

1. Small matches of up to 6 words shall be excluded from similarity checks,
2. Bibliographies, sources, figures, equations, formulas, shall be excluded from the similarity checks.

B. Penalties for Plagiarism (10% or higher similarity index)

Penalties for plagiarism may be any or a combination of the following as decided by **the Student Disciplinary Committee (refer to committee terms of reference)**

Penalties shall be the same as the Academic Dishonesty.

C. Reporting

1. Allegation of plagiarism shall be submitted by the faculty to the HoD with the following attachments:
 - 1.1 Plagiarism Allegation Form (*PL-Form-01*)
 - 1.2 A copy of the submitted coursework
 - 1.3 A copy of the Turnitin similarity report

D. Investigation:

The faculty and HoD shall determine if the student is a first time or perennial offender.
Investigation shall be completed within 7 days from receipt of the allegations.

E. Decision

1. For first time offender, with a similarity report of less than 10%, the student may be asked to re-submit the coursework
2. For perennial offender and similarity index of 10% or higher, the faculty and HoD may choose to apply Section B.
3. Decision shall be communicated to students within 14 days from the receipt of allegations of plagiarism.
4. Use *PL-Form-02: Decision on Allegations of Plagiarism*

F. Appeal

1. Students have the right to appeal on decisions through filling up *PL-Form-03: Appeal On Decision On Plagiarism* within 10 days from receipt of the decision.
2. Decision on the Appeal shall be made within 7 days from receipt of the appeal.
3. No further appeal can be made on the decisions on the Appeal.

Student Grievance & Appeals

Academic Grievance

1. Academic grievances will be received by the Student Affairs Department.
2. Grade appeals will be received by registration department

General Academic Grievance

1. A student general academic grievance is any dissatisfaction or feelings of injustice a student or prospective student may have while associated with CUCA. A grievance may result from any academic disagreement.
2. The grievant is encouraged to resolve problems where they arise and with the parties involved. Only when the problems cannot be solved informally in conference with the teacher or staff member should the student resort to the formal grievance procedure. At this point the student should seek the advice of Student Affairs Department about the proper procedure. The Office of Student Affairs may not interfere with academic related grievances, except when such academic issues affect the welfare of the students.

The Office of the Students Affairs facilitates all complaints and grievances of the students. A student grievance and appeals policy, applicable to all students of CUCA, is used to provide reasonable assurance that all practices and actions are pertinent and realistic and are applied in a nondiscriminatory manner. The policy is designed to help maintain good student relations, to handle grievances efficiently at the level closest to the problem, and to establish a problem solving academic and non-academic environment with full student participation. Grievance and appeals shall be handled based on the following principles:

1. Confidentiality. All grievances and complaints are confidential.
2. Reprisal. A student may enter a complaint or grievance without fear of interference, retaliation, or harassment from faculty or administration.
3. Student Governance in Grievance. The Elected Student Council President may receive complaints from students and open communication with Student Affairs department to address student issues.

Filing a Non- Academic Complaint:

The Complaint form- available at the Students Affairs Department- should contain one subject, written in clear, condensed sentences, with clear reference to the

alleged fault, the exact date it happened, all relevant matters, and the required solution.

1. The student approaches the Students Affairs Department directly or by referral from other departments.
2. The complaint is discussed with the student.
3. The complaint is handled with extreme confidentiality. The student has the right to withhold his or her personal information. This information will only be revealed to the College President and Vice Chancellor.
4. The student may choose to direct his complaint as a grievance or as an official complaint that is followed by an investigation.
5. The student fills out a form with his or her grievance or complaint.
6. The complaint is taken for discussion with the CUCA President, Vice Chancellor or the concerned department.
7. Amicable solutions can be considered with the plaintiff's agreement. The complaint is filed in the records of the Students Affairs Department.
8. Official complaints are taken to the President or the Vice-Chancellor for their approval on forming a committee for conduct control.
9. Investigation starts with Student Affairs Department discussing the complaint with the defendant
10. The Investigation Committee refers its decision to the President or the Vice Chancellor for their approval.
11. All parties involved are notified with the Committee's decision.
12. A copy of the decision is sent to the concerned departments (Registration or HR) to be filed.

Filing a Non- Academic Grievances:

The grievances form- available at the Students Affairs Department- should contain one subject, written in clear, condensed sentences, with clear reference to the alleged fault, the exact date it happened, all relevant matters, and the required solution.

The following steps will be followed in an attempt to solve the grievance:

Step 1: The aggrieved party should discuss with the source of the grievance within 5 days before launching a complaint.

Step 2: If the aggrieved party is not satisfied with the results of their discourse they can escalate it with the Head of the department within 5

days. In the case the aggrieved is not satisfied with the decision of the department head an appeal can be made. The objection should be written and made within five days.

Step 3: If the aggrieved party is still not satisfied, he or she can object at the Students Affairs Department within five days of receiving the written decision in Step 2. The committee formed by the CUCA management or the concerned department should call for a hearing, review all facts and procedures, and present a written recommendation to the office of CUCA President or Vice- Chancellor.

Step 4: The aggrieved party can file a written objection to the Program Director on the decision taken in Step 3 within five days. The Program Director or his/ her deputy will review the case, meet with the aggrieved party and send a written decision within seven days of receiving the objection.

Time limitation:

In case the aggrieved party doesn't commit to the deadline in each step, the grievance will be automatically cancelled unless an exception was issued by the office of the President or the Vice- Chancellor. In case CUCA or one of its affiliates doesn't commit to the deadline, the aggrieved party will be automatically moved to the next step.

The President and the Vice- Chancellor can delegate the extension of any step when approached in writing.

Student Appeal

1. The grievant, and/or the complained of, may appeal to the College decision in writing, within five working days, to the Office of Student Affairs.
2. The Office of Student Affairs shall submit the appeal to the Vice Chancellor within one working day.
3. The Vice Chancellor shall submit the College response to the appeal to the Office of Student Affairs and the Grievance Committee, within ten working days from the date the appeal was received.
4. The Office of Student Affairs shall send the College response to the grievance appeal, to the grievant and/or the complained of within one working day.
5. The College response at this stage is final.

Time Limits

1. If the grievant fails to meet the time limits to file the complaint, the grievance is automatically considered dropped.
2. If the grievant/complained of fail to appeal within 5 working days from the date of

- receiving the College decision, the College decision shall be considered final.
3. Extension of time limits for any step may be authorized through the Vice Chancellor upon written request.

Grade Appeals

Students are entitled to objective evaluation of their academic work and to fair, equitable treatment in the course of their academic relationships with the faculty members. These criteria are observed by the members of the CUCA faculty as a part of their professional responsibilities. A student who believes that he/she has a legitimate concern regarding a final course grade must inform the professor responsible for the course in writing and then discuss the matter with the professor. If a resolution cannot be reached, the student should contact the registration department in writing to file a formal grade appeal no later than 15 days after the grades announcement as per the academic calendar. If the matter cannot be resolved at the department level, a grade appeal review will be conducted by a college/department committee appointed by the Vice-chancellor. Based on the committee's formal recommendation, the VC may grant or deny the appeal and notify the student and the professor responsible for the course of the decision. If a change of grade is warranted, the VC (or appointed designee) will inform the Registrar of the grade change using an official grade change form.

Procedures:

1. Complete and submit an appeal form (*RM-07-Grade Appeal Form*) to the Registrar within 15 calendar days of final grade posting.
2. The Registrar submits the appeal form to the responsible academic department.
3. The responsible department will then respond within 7 calendar days.
4. A Committee for Grades Appeal shall review the application subject to the approval of the Vice Chancellor.
5. The decision of the Vice Chancellor is final.

Student Records

Student File:

1. Each Student Permanent Record maintained at CUCA includes. – (*Student Information Checklist*):
 - Basic student identification information
 - Listing of all coursework accepted by CUCA for transfer
 - Current listing of CUCA courses attempted and completed
 - Grades, credits, and GPAs earned each semester
 - Required entries for academic probation, suspension, or dismissal
 - Notation of degree completion for a student who has graduated
2. This student record is considered to be permanent in that it will be kept as an active record perpetually, i.e., it will never be disposed of by the institution. It is the permanent and official record of all grades, credits, and diplomas earned by the student at CUCA.
3. Back-up (scanned) copies of student records are maintained electronically through the network server system at the College and on CD-ROMs which are safely stored at an off-site location.
4. Permanent student records are kept in fireproof file cabinets on the CUCA campus.
5. Students must notify the Registration Department on changes related to address, status, or contact numbers.

Academic policies

The following academic policies related to students are available in the CUCA Catalog AY 2020-2021. Student can access the University Catalog in CUCA website. For download click the following web link:https://www.cuca.ae/wp-content/uploads/2020/04/Catalog_FINAL_11-04-2020.pdf

Policy/Procedure	Associated page number(s) in CUCA Catalog 2020-2021
Undergraduate Admission Requirements	pp. 34-39
Graduate Admission requirements	pp. 39-42
English Language Requirement (Undergraduate)	p. 43
English Language Requirement (Graduate)	p. 44
Arabic Language Requirement (Undergraduate)	pp. 44-45
Arabic Language Requirement (Graduate)	p. 45
Academic Progress Policy	p. 236
Tuition and Fees	pp. 51-54
Refund Policy	p. 54
Scholarships & Financial Aid	pp. 54-55
Attendance Policy	p. 66
Grading Policy and Procedures	pp. 233-236
Grade Appeals	p. 65
Graduation Requirements (Undergraduate and Graduate)	pp. 207-210

Full Time Equivalent (FTE) Faculty: Student ratio

Student Faculty Ratio as of 3 September 2020

Program	Total Number of students registered as of 3 September 2020	Number of Faculty as of 3 September 2020	Faculty to Student Ratio %
Bachelor of Dental Surgery	24	2	1:12
Bachelor of Pharmacy	2	1	1:2
BBA in : Finance & Accounting Management Information System Human Resource Management Hospitality and Tourism Management Marketing	755	28	1:27
Law Program /MA Law	187	10	1:19
Advertising/Public Relation	273	9	1:30
Professional Diploma in Teaching	13	2	1:7
MBA	71	6	1:12
English	*	4	
GED	*	11	
Total CUCA	1325	73	1:18

*Not assigned to any programs

Contact Information

For Emergency

The following numbers shall be contacted in case of emergency:

No.	Name	Contact details
1	For First Aid : College Clinic,	06-7315000 / 06-7110000 Ext :1205 Mobile : 055-7160880
2	Chief Engineer –CUCA	06-7315000 / 06-7110000 Ext 1196 Mobile : 055-4257936
3	Ambulance	998
4	Fire Department (Civil Defense)	997
5	Civil Defense (Ajman)	06-703-5500
6	Police	999
7	Saudi German hospital (Nearby Hospital)	06-800-2211

Student Services Contact Information:

No.	Department	Email ID	Telephone
			06-7110000
1	Distance Learning Unit	dl@cuca.ae	(email only)
2	Admission Department	Info@cuca.ae	Extension 1000
3	Registration Department	registration@cuca.ae	Extension 1154, 1156
4	Student Affairs Department	studentaffairs@cuca.ae	Extension 1106
5	Students Placement Office	spo@cuca.ae	Extension 1102
6	Finance Department	finance@cuca.ae	Extension 1176, 1177, 1181
7	IT Department	itsupport@cuca.ae	Extension 1110
8	Library	library@cuca.ae	Extension 1210
9	Credentials Office	credentialsoffice@cuca.ae	Extension 1144
10	Scholarships Office	Scholarship@cuca.ae	Extension 1155

