**COVID-19 Procedures – Students**

**COVID-19 Screening**

Students can avail of the free PCR screening in their respective Emirate or at private hospitals.

COVID-19 screening locations in Ajman

|  |  |  |
| --- | --- | --- |
| **Venue** | **Timing** | **Location** |
| Al Bait Metwahid Hall (Sheikh Khalifa Banqueting Hall) | 9am – 5pm (closed on Fridays) | [www.purehealth.ae](http://www.purehealth.ae)  Hamidiya, Ajman |
| Al Hamidiya Health Center | 9am – 5pm (closed on Friday and Saturday) | Sheikh Mohammed Bin Rashid Al Maktoum Street Humaideya 2 Ajman |

**COVID-19 Test**

Students coming to campus must take a PCR COVID-19 examination in order to be allowed on campus.

* Students must download and register on the Al Hosn app
* Share the test result with the College Nurse with 3 days of receiving the result
* Only students with negative test results will be allowed on campus.

**Entering the Campus**

In order to attend classes on campus students need to comply to the below:

Students must complete the Health Declaration form and submit to Student Affairs Department at [studentaffairs@cuca.ae](mailto:studentaffairs@cuca.ae)

Undergraduate students under the age of 23 must complete the Parent Undertaking and submit to Student Affairs Department.

**Reporting COVID-19 Cases**

Students who show symptoms of common cold should stay home and not come to the campus.

In case symptoms are observed while at the College, a medical staff is called immediately to take the temperature and the student is sent home. If there is a wait for transportation or due to any other reason, the student is sent to the isolation room that is set on the ground floor of the College. A PPE kit is a must to be worn by this individual and anyone who is within certain distance and/or escorting him/her.

In the case a student’s test result positive for COVID-19 s/he should immediately self-isolate and send the COVID test result along with the filled COVID Report form to [studentaffairs@cuca.ae](mailto:studentaffairs@cuca.ae) and [a.varghese@cuca.ae](mailto:a.varghese@cuca.ae) or call the hotline numbers 056-834- 3717or 055-594-4586 for guidance.

Contact tracing measures will be initiated for any student or faculty who have been within 1.5m of the student for over 15 minutes will be contacted to take a PCR test and start the 14 day isolation. Students can continue with online classes and lab classes will be put on hold, if required.

After the 14-day isolation period the student, and others in close contact, is to do another PCR test and send the test result to the College Nurse.

The final PCR test must be done 3 days after the first negative test result and the result should be submitted to the college nurse in order for the student to be allowed to the campus.

The Student Affairs department maintains a record of positive cases that is shared with the college nurse and the college security to track each case and the process.

**Attendance**

Students who are absent from class, on and off campus must report it to the Student Affairs department the same day through [studentaffairs@cuca.ae](mailto:studentaffairs@cuca.ae).

If the student is absent due to feeling unwell or showing symptoms of cold they must take the COVID-19 PCR test and report the result to the College Nurse.

Students with special health conditions shall be provided with options, such as distance learning opportunities, to reduce the risk of infection.

* Students must notify the Student Affairs department of any chronic health conditions
* Students must provide a medical report confirming their condition
* College will verify and confirm medical report
* Student will have lab classes on campus postponed to the following semester or follow a recorded lab class

**Travelling**

CUCA ensures that all travelling students comply with the below:

* Students must take a test at the airport upon arrival
* Students must self-isolate for 14 days
* Students must take another PCR test after 14 days and submit the test result to the College Nurse at the end of the isolation period

Student on campus notifies the Student Affairs department if they have travelled abroad.

Student should submit their itinerary and COVID result from the airport

Student is advised to continue distance learning and self-isolate for 14 days

Student is to do another examination and present a negative COVID-19 test result to attend lab classes

If a test is positive, the student must notify the college through the communicated channels and self-isolate for 14 days.

**Library**

Step-by-step guide on how to access the following are available on the college YouTube channel:

1. Library Catalogue

2. Al Manhal and EBSCO host databases

3. and all your concerns about E-books

Library Tutorial - English Version

<https://youtu.be/8zKKLqu4_lQ>

**Transportation**

Registered students with lab classes on campus are allowed to use the college transportation.

Students must show their COVID-19 test to the bus driver to board the bus.

Students must follow the safety distance signs on the bus seats

Students must wear their mask at all times inside the bus.

**Counselling**

A hotline number will be established for students to receive guidance and report COVID-19 positive cases.

Student Affairs department will continue to offer its counselling services through phone call and Zoom. Students can make an appointment through email to [studentaffairs@cuca.ae](mailto:studentaffairs@cuca.ae) and attend online activities.

**Career Advising**

Career advising and services by the Student Placement Office will be available for students on and off-campus through phone call and Zoom. Students can make appointments or inquiries through [spo@cuca.ae](mailto:spo@cuca.ae)

**IT Services**

IT Support will be available to students on and off-campus through [itsupport@cuca.ae](mailto:itsupport@cuca.ae).

Tutorials on how to access the CUCA mobile app, classes and exams are available on the college [YouTube](https://www.youtube.com/channel/UC0km336YbtDznOzrru98jdg/videos) page.

CUCA Mobile APP Download

IOS (ايفون ) https://itunes.apple.com/tr/app/cuca/id1447478594?mt=8 Android (اندرويد ) <https://play.google.com/store/apps/details?id=com.cuca.ae>

Video tutorial to discover the CUCA Mobile App features:

 English: <https://www.youtube.com/watch?v=1vBqSTYkDJs>

 Video tutorial on how to attend online classes:

 English: <https://www.youtube.com/watch?v=Yx-BPb0GnBI>

**Financial Services**

Students can pay their fees using the below modes:

* Credit/debit Card
* Cheques
* Kiosks
* Al Ansari Exchange
* Deposits
* Bank Transfer

Tutorial on YouTube Channel

Mobile App <https://www.youtube.com/watch?v=ZGTHpLZfvU8> (English)

Online payment <https://youtu.be/zcuBdtrvHio>

Credit or Debit Card

Students can pay by credit or debit card through a safe and secure online payment gateway powered by Network International that processes hundreds of thousands of secure credit card or debit transactions every day.

1. Once payment is successful student will receive payment notification from Network International.

2. Payment clearance will take 1 to 3 working days to reflect amount paid in mobile app/SOA.

3. In case amount paid is not reflected on the mobile application students can email the Finance Department at [finance@cuca.ae](mailto:finance@cuca.ae).

Post Dated Cheque (PDC)

You can follow below steps to register by submitting Post-dated Cheque:

PDC Drop Box

Cheque Drop box is placed at the entrance of CUCA, please see the following steps for depositing the cheque in the box:

1. Write the name of University “City University College of Ajman” or “CUCA” on Cheque;

2. Write down the amount due (in numbers and writing) in the designated fields;

3. State the date on which the cheque is due and do not forget to sign in the box provided;

4. Write your Student ID number at the back of the cheque;

5. Place the cheque in the envelope. Write your full name, registration number and mobile number.

6. Deposit it in the box and sealed it.

7. Note: Please fill the cheque carefully and accurately to avoid returning the cheque from the bank.

8. You will get call back from CUCA Accounts department for receipt of cheque in 2 to 3 working days.

KIOSK machine

Cheque can also be deposited in KIOSK machine.

Steps to Deposit

1. Select your language;

2. Enter Student ID;

3. Select Mode of Payment “Cheque”;

4. Cheque Date

5. Enter cheque Number;

6. Amount;

7. Insert cheque into the machine and press red Button.

8. System will proceed with your transaction and issue a receipt along with copy of the cheque.

9. You will get call back from CUCA Accounts department for receipt of cheque in 2 working days to confirm your registration.

Al Ansari Exchange

Parents can pay fees through more than 170 branches of Al Ansari Exchange across the UAE, these branches are open from early morning until late at night, saving the time and effort of paying fees in the CUCA campus. Following are the steps for making payment:

1. Visit any Al Ansari Exchange branch (https://alansariexchange.com/branches/ )

2. Give below details at the counter along with the cash:

a. College Name: City university College of Ajman;

b. Emirates ID;

c. Student Full Name

d. Student ID

e. Mobile number

3. Take stamped Receipt before leaving the counter;

4. Email Scanned copy of receipt to finance@cuca.ae

It will take 1 to 3 working days to reflect amount paid in mobile app/SOA.

Al Ansari Exchange call Center Call Center - 600 54 6000 [mcp@alansari.ae](mailto:mcp@alansari.ae)

Deposits

Commercial Bank of Dubai

Cash Deposit / Cash Deposit in CDM Local Funds Transfer

1. Cash Deposit over the counter in any Commercial Bank of Dubai (CBD) Branch

2. Branch List <https://www.cbd.ae/general/branch-atm-locator>

**Announcement to students**

CUCA ensures to inform students of regulations pertaining to COVID-19 by relevant authorities for compliance.

Emails are sent from Student Affairs department to all students.

Attachments:

* Health Declaration Form
* Parent Undertaking
* COVID-19 Case Report Form
* Class Resumption Form