

ALGHURAIR UNIVERSITY



Graduate Student Handbook

ACADEMIC YEAR

2020-21

January 2021

Important Information:

Please note that this Student Handbook is University's official publication of its policies, rules, regulations, and codes of conduct, and as such, it is complementary to other policy documents of the University. These policies are always subject to the revision and AGU reserves the right to change any article, clause or section of the Handbook as it may deem necessary or as it may serve the best interests of the University and students.

Message from the President

Dear Students,

ALGHURAIR UNIVERSITY is a private institution founded in 1999 by the well-known Al Ghurair Group. The University seeks to serve the United Arab Emirates (UAE) and wider Gulf Cooperative Council (GCC) by producing graduates equipped with the knowledge and skills to sustain the region's continued development. AGU is licensed by the UAE Ministry of Education and all of its programs have been granted accreditation.

Since its inception in 1999, AGU has been a community-oriented institution, always responsive to the dynamic needs of the local, regional and international markets. At present there is one accredited program in English medium at graduate level, i.e., Master of Business Administration (MBA). In addition, two graduate level programs (i) Master of Public Law and (ii) Master of Private Law are being offered in Arabic medium.

AGU is committed to provide and maintain high quality infrastructure and support services. To fulfill this commitment, the University offers such services to students, faculty, staff, and the community through a network of departments and units including Student Recruitment & Admissions, Registration, Student Services, Library, IT, Career Planning and Placement Services, and Continuing Education, Training, and Consultancy.

This Handbook aims to provide AGU postgraduate students with important information on student rights and responsibility, student activities at AGU and other support services provided to the students. The Handbook also contains information about the code of conduct, academic integrity policy and related procedures.

I encourage students to read and understand all academic policies, rules and regulations included in this Handbook. Please do not hesitate to contact your academic advisor or program director if you have any queries regarding the information provided in the handbook.

Professor Mojtaba Moatamedi, Ph.D.
President

TABLE OF CONTENTS

1	THE UNIVERSITY	1
1.1	Brief History	1
1.2	Vision, Mission and Goals.....	2
1.3	Institutional Licensure and Program Accreditation	2
2	STUDENT RIGHTS AND RESPONSIBILITIES.....	3
2.1	Policy Statement	3
2.2	The Rights of Graduate Students	3
2.3	Obligations and Responsibilities of Graduate Students.....	3
3	AGU STUDENT COUNCIL.....	5
3.1	General Policies Governing Student Clubs and Committees	5
3.1.1	Student Council Composition.....	5
3.1.2	Elections of Student Council Members	6
3.1.3	Eligibility for the Student Council Membership	6
3.1.4	Student Council Presidency and Vice-Presidency.....	6
3.1.5	Responsibilities of Student Council Members	7
3.1.6	Tenure of the Council.....	7
3.1.7	Nullity and Cancellation of Membership	8
3.1.8	General Regulations	8
4	STUDENT SERVICES.....	9
4.1	Services Provided by Student Services Unit.....	9
4.1.1	Cultural Activity and Community Services.....	9
4.1.2	Student Publications	9
4.1.3	Sports Activities	10
4.1.4	Career Planning and Placement Services	10
4.2	Other Student Support Services	11
4.2.1	Student Financial Aid.....	11
4.2.2	Transportation.....	11
4.2.3	Medical Services and Clinic	11
4.2.4	Visa Services	11
4.2.5	General Convenience Store and Food Outlet	11
5	LIBRARY AND LEARNING RESOURCES	12
5.1	Policies on Acquisitions.....	12
5.2	Policies on Replacement.....	13
5.3	Policies on Loss of Books.....	14
6	STUDENT CODE OF CONDUCT AND DISCIPLINARY POLICY	15
6.1	General Code of Conduct	15
6.2	Co-education and Seating Arrangements	15
6.3	Dress Code.....	16
6.4	Code of Conduct for Use of Library	16
6.5	Code of Conduct for Use of IT Facilities	17
6.5.1	IT Equipment Appropriate Use Guidelines	17
6.5.2	Inappropriate Uses.....	17
6.5.3	Technology Access Guidelines	18
6.5.4	Internet Use	18
6.5.5	AGU Website	19

	6.5.6	Electronic Mail	19
	6.5.7	Computer Lab Policies	19
6.6		General Safety Rules	20
6.7		Implementation of Student Code of Conduct	20
	6.7.1	Disciplinary Procedures.....	21
6.8		Students' Grievances	21
	6.8.1	Procedures	22
	6.8.2	Students' Grievance and Appeal Committee (SGAC)	22
	6.8.3	Procedures	22
7		ACADEMIC POLICIES	23
7.1		Academic System	23
	7.1.1	Semester	23
	7.1.2	Credit Hour.....	23
	7.1.3	Class Size Policy	23
7.2		Academic Load	23
7.3		Intensive Modes of Course Delivery	24
	7.3.1	Academic Standards and Policies.....	24
	7.3.2	Compliance with CAA Guidelines.....	24
7.4		Grading System.....	24
	7.4.1	General Rules	25
	7.4.2	Withdrawal Grade	25
	7.4.3	Incomplete Grade	25
	7.4.4	Grade Point Average	26
	7.4.5	Cumulative Grade Point Average (CGPA)	26
	7.4.6	Academic Terminologies.....	26
7.5		Completion Requirement.....	26
	7.5.1	Classification of Master Degree	27
7.6		Academic Standing and Academic Progress Policy	27
	7.6.1	First Academic Warning.....	27
	7.6.2	Final Academic Warning.....	27
	7.6.3	Dismissal from Program of Study	27
	7.6.4	Conversion to Regular Registration	28
	7.6.5	Appeal/Change of program	28
	7.6.6	Online Registration during Probation.....	28
7.7		Assessment.....	28
7.8		Feedback to Students	29
7.9		Semester-End Marks and Grades Appeal	29
7.10		Attendance	29
7.11		Capstone Project	30
8		ACADEMIC ADVISING	31
8.1		Objectives of Academic Advising	31
8.2		Process of Academic Advising	31
8.3		Roles and Responsibilities of Advisors	31
8.4		Roles and Responsibilities of Students.....	32
8.5		Role of College Deans/Heads of Departments	33
9		ACADEMIC INTEGRITY	35
9.1		Plagiarism	35
9.2		Cheating	36
9.3		Impersonation	37

9.4	Academic Integrity Violations and Penalties.....	37
9.5	Academic Integrity and Student Code Violations	38
	9.5.1 Procedures.....	38
	9.5.2 Student Appeals Policy and Procedures.....	38
9.6	Students' Grievance and Appeal Committee (SGAC)	39
	9.6.1 Procedures.....	39
10	EXAMINATION RULES	40
10.1	Instructions for Candidates	40
11	SPECIAL CONSIDERATION POLICY AND PROCEDURES	42
11.1	Special Consideration Policy	42
	11.1.1 Purpose	42
	11.1.2 Nature of Special Considerations	42
	11.1.3 Applying for Special Consideration	42
	11.1.4 Guidelines Covering Special Considerations	42
	11.1.5 Responsibility	42
	11.1.6 Appeal	43
11.2	Special Consideration Procedure	43
	11.2.1 Purpose	43
	11.2.2 Nature of Special Considerations	43
	11.2.3 Applying for Special Consideration	43
	11.2.4 Processing of the Application.....	43
	11.2.5 Appeal	44
12	STUDENT RECORDS POLICY.....	45
12.1	Student Access to Records.....	45
12.2	Release of Student Records	45
13	SAFETY MEASURES.....	46
13.1	General Health and Safety Procedures	46
13.2	Emergency Evacuation Plan	47
	APPENDICES	48
	Appendix 1.....	49
	Appendix 2.....	50

1 The University

1.1 Brief History

ALGHURAIR UNIVERSITY (AGU) is a private higher educational institution founded in 1999 by the well-known Al Ghurair Group for the purpose of serving the national and regional community through equipping the young generation with the necessary knowledge and skills to participate in the development and productivity of the community. The University is accredited and licensed by the Ministry of Education (MOE), UAE to provide higher education in UAE by offering academic programs. AGU is located in Dubai International Academic City and features a 275,000 square feet built facility equipped with state of the art computer labs, spacious classrooms with audio-visual equipment, convenience store, cafeteria and a wide range of indoor and outdoor recreational facilities.

The academic programs offered at AGU are developed on the principles of American System of education and are accredited by MOE, UAE. The basic strengths of AGU's system, as incorporated in its philosophies and policies, are as follows:

- (a) **Commitment to excellence and continuous improvement of all its programs and services** – AGU views continuous improvement as an important strategy to achieve a high level of administrative and operational efficiency, and satisfaction of all its stakeholders.
- (b) **Commitment to a student-centered system of education** – A student-centered learning system results in educational processes that motivate students to learn and realize their career aspirations and unleash their full potential. It also incorporates a transparent feedback mechanism that ensures students are fully aware of their progress, strengths, and weaknesses.
- (c) **Flexible, modular, and convenient program structure** – The flexible program structure allows students to plan and schedule their academic load to suit their personal circumstances and careers.
- (d) **Commitment to diversity** – AGU offers equal opportunities to all students and staff regardless of their racial, ethnic, cultural, linguistic or religious backgrounds. AGU believes that the more comprehensive and diverse its student body and employees is, the more students will benefit from a richer cultural and global experience.
- (e) **Close Engagement and feedback from the stakeholders, especially business and industry, in the design and delivery of AGU's education programs** – The University, through such mechanisms as advisory boards, employer surveys, internships and student projects, ensures that programs remain concurrent with market needs and emerging fields.
- (f) **Respect for the national culture and values of UAE** – AGU is actively involved in promoting cultural understanding among students and faculty members through several social and cultural activities, including the UAE National Day celebrations, Global Day where students from different backgrounds display and share national foods, costumes, and cultures.

1.2 Vision, Mission and Goals

Vision

AGU's aim is to become a leading learner-centered private university in the GCC with international recognition for high quality education and services.

Mission

AGU is committed to serve the educational needs of the community by sustaining quality educational experience for students, engaging in outreach activities, and contributing to knowledge building through inquiry and applied research. The educational programs of the University are aimed at developing students' intellectual, critical thinking, practical skills and creative abilities to enhance learning capability and employability of graduates.

Goals to Support the Mission of the University

1. Offer high quality academic programs that meet the students' demand and needs of the UAE labor market and prepare students to achieve success in their careers and life.
2. Develop and implement a comprehensive enrollment management strategy to attract, admit, retain and prepare quality students to achieve academic excellence.
3. Recruit, develop and retain competent and academically, culturally and professionally diverse faculty and staff.
4. Foster outreach programs and community engagement activities.
5. Achieve greater effectiveness, efficiency and viability of university operation and resources.
6. Establish partnerships and collaborations with professional and international academic associations and institutions.

1.3 Institutional Licensure and Program Accreditation

The ALGHURAIR UNIVERSITY, located in the Emirate of Dubai is officially licensed since 19th August, 2020 by the Ministry of Education of the United Arab Emirates to award degrees/qualifications in higher education.

2 Student Rights and Responsibilities

2.1 Policy Statement

AGU believes that a student, upon enrollment, neither loses the rights nor escapes the duties and responsibilities of a citizen. Enjoying educational and learning opportunities, the student has a responsibility to himself/herself, fellow students, to the laws of the land, and to the institution in which he/she enrolls by choice.

The University community respects and protects individual dignity, integrity, and reputation of all its members. Students, faculty, and staff must comply with the conventions and regulations of the University's life that are necessary to maintain order, protect individuals and property, and fulfill the purpose and responsibilities of the University.

Students enrolling in the University assume an obligation to conduct themselves in a manner compatible with the University's role as an educational institution. The code of conduct represents the University's responsibility for maintaining order and protecting civic rights within the campus.

2.2 The Rights of Graduate Students

- (a) Students have the right to freely express and exchange their ideas inside and outside classrooms.
- (b) Students have the right to participate fully in the university community without discrimination or prejudice.
- (c) Students have the right of access to established procedure for respectfully presenting and addressing their concerns and grievances.
- (d) Students have the right to opportunities for interacting with people and institutions both within and beyond the university community.
- (e) Students have the right to get high quality educational programs.
- (f) Students have the right to utilize their potential to the best of their abilities.
- (g) Students have the right to inquire about and to recommend improvements in policies, regulations, and procedures affecting their welfare as students.
- (h) Students have the right to a campus environment characterized by safety and order.
- (i) Students have the right to a fair process and hearing when disciplinary action is applied to an individual or a group.

2.3 Obligations and Responsibilities of Graduate Students

The exercise and preservation of the rights stipulated above require a respect for the rights of all members of AGU community. The University assumes that all students are obligated to conduct themselves in a manner that is civil and consistent with the university's role as an institution of higher education. Specifically, the University requires that all students observe the following obligations and responsibilities:

- (a) The obligation to be fully familiar with published regulations and to comply with them in the interest of an orderly and productive community.

- (b) The obligation of knowing that one's conduct reflects not only upon one's self but also upon the institution and its members.
- (c) The obligation to follow the rules of common decency and acceptable behavior as expected and observed in an educational institution.
- (d) The obligation to respect the rights and property of others.
- (e) The obligation to regularly attend lectures, laboratories, tests, examinations and all forms of teaching processes in accordance with the University/ College regulations.

3 AGU Student Council

The main role of the Student Council shall be to take the lead on providing extracurricular activities for AGU students, as well as act as the students' voice with AGU management to communicate the student needs and preferences. The council shall play a major role in enhancing student experience and actively organizing and engaging students in different cultural, social, sports and other extracurricular activities both on and off campus.

Objectives

The Student Council shall function to achieve the following objectives:

- (a) To organize sports, cultural, social, humanitarian, and other similar activities.
- (b) To promote a culture of national identity, unity, and racial harmony.
- (c) To participate in students' activities organized by other universities within UAE or in the region.
- (d) To convey the opinions and needs of the students to the university administration.
- (e) To provide an opportunity for the students to take up leadership responsibilities.
- (f) To increase the degree of awareness amongst students about academic policies, regulations, and the rights/duties of students encouraging them to carry out their responsibilities.

3.1 General Policies Governing Student Clubs and Committees

- (a) Student Clubs and Committees can only be formed with the approval and consent of Student Services Office.
- (b) All activities conducted by the Student Clubs and Committees must be supervised by the student council and monitored by the student services office.
- (c) Any activity that violates university or government regulations will not be allowed to run.
- (d) The members of the Student Clubs and Committees can be liable for disciplinary actions in case they violate university or government regulations.
- (e) The Student Clubs and Committees may reserve and use University facilities with the permission of Student Services Department.

3.1.1 Student Council Composition

The membership of the Student Council shall consist of the general assembly. Membership of the general assembly shall be limited to AGU students. Any student currently enrolled in academic programs of the University shall be entitled to become a member of general assembly regardless of gender, race, and creed. The requirements for general assembly membership are as under:

- A member shall be the registered student of a program offered by any of the colleges or departments of the university in good standing.
- He/she must have enrolled in a minimum of 6 credit hours in a semester.

The Student Council shall comprise of four (4) executive office bearers and a number of executive members (the exact number will be determined by the enrollment in each academic

program. Four executive office bearers shall be the Chairperson, Vice-Chairperson, Secretary, and Treasurer.

3.1.2 Elections of Student Council Members

- (a) The Student Council shall be comprised of 15 members; 5 of which to be elected by the AGU students and 10 of which to be nominated by an academic committee
- (b) The university is to announce to all active students about the council elections, requesting that the students who are interested to be elected to nominate themselves by sending their details and a statement of purpose on why they wish to join the student council and what former experiences do they have
- (c) After the nomination period is closed, nominated students will be allowed to campaign for themselves so that students vote for them. Any campaigns or communications the nominees wish to use to promote him/herself, should be shared with the student services and marketing office prior to using.
- (d) A general election will then run for 3 consecutive days following the campaigning phase and allowing students to vote for the nominees. The election counters shall be managed and supervised by staff from the student services department and the top 5 voted for candidates shall be declared winners of the student council membership. The election for the student council membership should be completed within 40 days of the start of fall semester in every academic year.

3.1.3 Eligibility for the Student Council Membership

Students seeking to become members of the Student Council must meet the following conditions:

- (a) Be a registered and regular student of the AGU.
- (b) Be at least 18 years old
- (c) Have no criminal or disciplinary record
- (d) Must enjoy a pleasant reputation and good conduct
- (e) Must be committed and willing to dedicate time and effort to play an active role in organizing events and activities throughout the year.
- (f) Must be aware of the Student Council guidelines and restrictions

3.1.4 Student Council Presidency and Vice-Presidency

- (a) After the election of the 5 council members and nomination of the 10 other council members, on the first meeting of the council, all 15 members should be present and this meeting should be chaired by the Council Member oldest in age.
- (b) During that first meeting the council members should elect among themselves One Student Council President and one Vice-President both of which must be UAE nationals. The members should also assign among themselves a treasurer and a clerk. The remaining members of the Council shall serve as active members of the Student Council.
- (c) In the absence of the Student Council President or if the Student Council President leaves, then the Student Council Vice-president shall in that case assume the role and responsibilities of the Student Council President. For other membership vacancies

created in the Student Council, the executive members of the council shall elect an alternative member to fill the vacancy within 7 days of that vacancy being created.

3.1.5 Responsibilities of Student Council Members

(a) Council President

The President of the Student Council shall:

- Call for Student Council meetings
- Chair all Council meetings
- Forward minutes of the meetings written by the Clerk to the Director Students' Affairs for info
- Have the right to actively vote for Council decisions
- Sign off financial statements, expenditure bills, and other financial transactions prepared and kept track of by the Treasurer.

(b) Vice-President of the Council

The Vice-President of the Student Council shall:

- Act as President of Council in the absence of the President of the Council
- Perform all other responsibilities as assigned by the President of the Council
- Have the right to actively vote for Council decisions

(c) Council Clerk

The Clerk of the Student Council shall:

- Prepare the agenda for council meetings
- Prepare minutes of council meetings
- Manage all council correspondences, relevant documents and keep hold of council seal
- Maintain a proper record of the council documents including all minutes of meetings
- Carry out other tasks as instructed by the council President
- Have the right to actively vote for Council decisions

(d) Treasurer

The Treasurer of the Student Council shall:

- Maintain proper financial records of the Council's revenues, proceeds, donations received and expenditure
- Counter Sign financial statements, expenditure bills, and other financial transactions together with the President/Vice-President of the Council
- Prepare annual financial report for internal audit

3.1.6 Tenure of the Council

- (a) The tenure of the Council shall be one year from the date of the first meeting that should be held within 15 days of the formation of Student Council.
- (b) AGU President shall have the authority to dismiss any Council Member from his/her role or dissolve the entire council if needs be at any point of time

3.1.7 Nullity and Cancellation of Membership

Any Student Council Member shall lose his/her Membership in one of the following cases:

- Unexcused absence for three consecutive meetings of the Council
- By losing any one of the conditions required to become a member of the Council
- Submission of resignation from his/her council membership
- Losing the membership by any disciplinary action taken against the member by the University
- By not fulfilling the duties or by damaging the reputation of Student Council

3.1.8 General Regulations

- (a) The Student Council shall seek permission from Director Students' Affairs to use university premises and facilities
- (b) Guest Speakers, dignitaries, and visitors that the Council wishes to invite to the campus Must only through and after approval of the Director Students' Affairs
- (c) Any decision taken by the Council that is in violation of or incompatible with the existing rules and regulations of the university shall be considered null and void. To seek clarification in this regard the Student Council may verify with the Student Services Office of the university.
- (d) The Director Students' Affairs or the AGU President may issue necessary guidelines and instructions for the Student Council in executing its scope of work and responsibilities.

4 Student Services

Objectives

- (a) To provide students with opportunities for extracurricular activities that enhance their social and cultural skills, physical wellbeing, intellectual stimulation and spiritual and moral development
- (b) To develop a campus environment that brings together students, staff, faculty and community

To achieve these objectives, the Student Services Office provides and facilitates the following:

- i. Cultural and Community Service
- ii. Student Publications
- iii. Sports Activities
- iv. Careers, Placement and Alumni Services

In addition, there are few more services provided by other departments and units of the university. Each of the above mentioned services is of primary importance in addressing the needs and interests of the overall students.

4.1 Services Provided by Student Services Unit

4.1.1 Cultural Activity and Community Services

The goal of this service is to encourage student exposure to different cultural and community events, building the team spirit and effective leadership skills that enhance students' sense of responsibility and engagement in giving back to the community. The Student Services Office works closely with the Student Council in engaging students to volunteer in various cultural and community service opportunities across the year.

Policy

- (a) Cultural and Community service is the primary responsibility of the Student Council (Cultural Activity and Community Service Sub-Committee) which plans the calendar of the student activities.
- (b) Student representatives in the Sub-committee reflect the student participation in planning, supervising and conducting the services
- (c) Student Council Publications and Publications prepared at AGU is funded through student Council and are overseen by both the Marketing and Student Services Department
- (d) The University is responsible to oversee any publication or any other authorized newsletters which is issued by the student council

4.1.2 Student Publications

The Student Services Office supervises and assists in producing student council publications and collateral material that includes roll ups, flyers, newsletter, etc. However for producing material by student council members, the council must seek pre-approval from AGU's both Student Services and Marketing departments prior to printing or circulating any material to students to ensure it complies with the university guidelines and regulations.

AGU has also set-up a student council email address to facilitate for the student council announcing events and activities to AGU students. Any correspondence or announcement sent out to students via the student council email must however be approved first by the university's Student Services Department and then Marketing department (for quality of communications) prior to sending out. If the Student Council wishes to have web pages or publish a newsletter then the council must seek the approval of the Director Students' Affairs and Marketing Department (for branding and content quality purposes) prior to publishing anything. The Student Services Office must monitor and manage such communication channels closely to ensure its not in violation of the university's code of conduct rules and regulations.

4.1.3 Sports Activities

The University encourages students, faculty and staff to be involved in recreational sports through a wide range of activities and tournaments conducted throughout the year. The university has a full time appointed sports instructor that works closely with the student council sports sub-committee is committed to encourages student engagement in sports and fitness activities throughout the year.

- (a) To achieve the above mentioned objectives, AGU provides separate boys' and girls' sports facilities in addition to an outdoor court
- (b) The facilities are supervised and maintained by a dedicated Sports instructor who also is responsible for training the students and supervising their sports activities
- (c) The sports instructor works with the sports sub-committee under the Student Council plans, reviews and evaluates the sport activities on a regular basis

4.1.4 Career Planning and Placement Services

The CAPPS office oversees the following areas:

- (a) Career Counseling and Guidance: Helps students to determine career interests and select appropriate academic program to reach their career interest.
- (b) Internship Placement: Helps students to explore career choices through various pre-professional internship opportunities and cooperative education work experiences. It reaches out for employers to secure opportunities for the students and provides information on the job market that helps students in the following:
 - Career exploration
 - CV writing skills
 - Job search methods
 - Preparation for interviews
- (c) Alumni Outreach: Helps to keep track and in touch with Alumni to establish relationship with them, promote networking and collaboration in the area of career development.

Tactics and Mechanisms Used:

- (a) Reaching students in the classrooms and through collaboration with faculty and other departments.
- (b) Presentations in classes (Junior/Senior level classes) to introduce objective, mechanism and resources of the services.

- (c) Career unlimited program is an important tool by gathering number of career information panels, which could comprise of professionals, faculty and parents. The activity has to be in collaboration with academic departments.
- (d) Career counseling for new students by senior students.
- (e) Offer development and review services to help students to present themselves effectively as candidates for employment.
- (f) Other important tools could be introduced such as:
 - Workshops to assist students in searching for internships/jobs or full time position following graduation.
 - Ask an employer to conduct mock interviews
 - Introduce guide for career planning and job search

4.2 Other Student Support Services

4.2.1 Student Financial Aid

The students studying at AGU may be eligible to receive some financial support in the form of scholarship/tuition fee discount. Students wishing to seek more information about the types of financial aid can check the AGU website for further details on types and percentages of scholarships and grants and can also contact the finance office of the university to apply for financial aid.

4.2.2 Transportation

AGU provides the students with comfortable cost and time effective transportation. The Facility Management office manages and supervises the transportation service. The fee of transportation is on semester basis and set as per the relevant destination category.

4.2.3 Medical Services and Clinic

Students whose visa is sponsored by AGU must have medical insurance and have access to medical care with medical providers listed as per their insurance policy. The university offers students on AGU sponsored visa options for medical insurance at a set fee, for further details please contact the university PRO in the administration office. All other AGU students should have access to relevant medical services subject to the regulations of the Emirate issuing their visa. First Aid and primary medical assistance is offered at the University clinic by a professional nurse.

4.2.4 Visa Services

The university offers eligible active students the option of sponsoring their visa, for further details on visa services, procedures and associated costs please contact the PRO.

4.2.5 General Convenience Store and Food Outlet

The University offers a mini market and convenience store that offers a range of packed food, snacks and beverages. The university is also in process of renovating its food court to include a hot meals food and beverage outlet that offers a range of affordable food items to cater for different students' needs and preferences. The food outlet will operate under the strict hygiene rules and regulations of Dubai municipality.

5 Library and Learning Resources

Mission

The mission of the library and learning resources unit is to provide learning resources, facilities and systems to meet the current and emerging teaching, learning and research needs of the university.

Goals

- (a) To acquire and maintain a wide range of learning resources to support learning, teaching, and research.
- (b) To provide quality services and orientation to library users to facilitate maximum access to library and use its resources both on and off- campus.
- (c) To provide technical facilities and equipment with an environment offering comfortable space and conducive to study and research

Services

The University has a well sourced library having a wide variety of educational and research material for the benefit of all faculty, students and staff. The Library offers the following services:

- (a) The library provides borrowing privileges to AGU faculty, staff and students. Students must present a valid Identification Card to use the collections.
- (b) Reprographic services are extended to students for photocopying and printing academic materials. Student ID card is mandatory to use the Xerox machine.
- (c) Library provides modern computers and internet facilities for accessing subscribed databases, Blackboard, OPAC and worldwide information.
- (d) Orientation program is organized for the new users/entrants to teach how to access different learning resources.
- (e) Inter-Library loan service is available for a wider access of information.

5.1 Policies on Acquisitions

(a) Monographs/Books

Books are acquired for all disciplines. The teaching faculty prepares list of books to be ordered. The requests are routed to the respective Deans/Academic Heads. The Deans/Academic Heads will approve the selection and forward the list to the Librarian. The Librarian checks for duplications and determines its appropriateness for inclusion in the library and makes sure whether the total allocated budget for each College is encumbered and checks for the remaining budget not yet encumbered and then presents the list in the Learning Resources Committee. The list when approved by the Committee is signed by the Learning Resources Committee Chairman and forwarded to the Vice President for Academic Affairs for final approval and procurement. Approved books are procured through local vendors.

(b) Serials/Journals

Serials/Journals procurement is done in the same procedure as is done for books. After approval the orders are placed through local agents as well as through the publishers or associations directly. Journals are purchased in both print and electronic format.

(c) **Newspapers**

Newspapers are acquired in print format. Emphasis is placed on regional newspapers. Local and English language newspapers are purchased.

(d) **Textbooks**

Multiple copies of Textbooks are procured for students and faculty that are kept reserved in a special location.

(e) **Reprints**

Reprints are evaluated for purchase in the same manner as in case of books and journals.

(f) **Maps**

Maps and charts are purchased and located in the Humanities department.

(g) **Audiovisual Materials**

Audio/videotapes are purchased primarily to support the work of the academic departments. They should meet the same criteria that govern the selection for books at program level, being neither too simple nor too technical in relation to our educational program. The following criteria are to be evaluated when purchasing media sources:

- i. Availability of required equipment in the library
- ii. The quality of materials such as clarity, color, voice etc.
- iii. Ease of use, storage and durability
- iv. Reputation of its producers.

(h) **CD-ROM Discs /Multimedia Kits**

CD-ROM Discs /Multimedia kits are purchased for use on equipment available in the library and must meet the criteria for quality and appropriateness that apply to books and periodicals.

(i) **Electronic Resources**

Electronic resources require computer access. These may be online or offline resources. Faculty members are encouraged to review the online resources periodically. Evaluated commercial selections for purchase will be routed to the Deans/Academic Heads and then to the Librarian following the same procedure as in case of books and journals. Non-commercial websites for linkage on the library's web page will be forwarded to faculty and students also. The collection is periodically evaluated and updated by Learning Resources Committee. Suggestions are sought from the teaching faculty as well.

5.2 Policies on Replacement

Materials that are missing, damaged or lost will not be replaced automatically but is dependent upon the following criteria:

- Recommendation by the concerned faculty.
- Availability
- Budget

Items reported at the circulation desk as “missing” are listed and searched for by library staff as time permits. Those not found after several weeks are designated as “Missing” in the online catalogue. Items known to be lost are withdrawn from the catalogue for possible replacement. To determine the age of the missing item, it is imperative to note the date on which the missing status is first assigned. For replacement, the same edition or the latest edition is ordered. For the item reported to have been lost or damaged by any user the copy is to be replaced or the cost of acquisition in lieu of the original is to be paid.

5.3 Policies on Loss of Books

Loss of three volumes per one thousand volumes issued/consulted in a year may be taken as reasonable provided such a loss cannot be attributed to dishonesty or negligence on the part of Librarian. Loss of a book of the value exceeding Dhs.100 and the books of special nature and rarity shall invariably be investigated by a sub-committee constituted by the Learning Resources Committee and consequential action taken. All such losses will however be written off only by the library committee.

6 Student Code of Conduct and Disciplinary Policy

6.1 General Code of Conduct

The University community respects and protects the individual dignity, integrity, and reputation of all its members. Students, faculty, and staff must comply with the conventions and regulations of the University. Conduct for which the students are subject to sanctions and disciplinary actions include, but not limited to the following:

- (a) Any obstruction or disruption of teaching, research, administration, proceedings, or other University activities, including its public service functions on or off campus.
- (b) Any harassment or discrimination on the basis of religion, race, and nationality, and showing disrespect to, or using offensive words against religions and beliefs of other students, faculty and staff.
- (c) Abusive, drunken, violent, or excessively noisy behavior or expression on University campus.
- (d) Violating the University policy on co-education and dress code, during any academic cultural, social, or sport activities. The decision as to whether or not the behavior or dress is proper will be made by the concerned university official and shall be final.
- (e) Any lewd, indecent, or obscene behavior on University campus.
- (f) Physical abuse or other conduct which threatens or endangers the health or safety of any person.
- (g) All forms of hazing.
- (h) Manufacture, use, possession, distribution or consumption of alcohol or any prohibited drugs/substances on the university campus, or its residences and on its transport service.
- (i) Forgery, alteration, or misuse of University documents, records or identification, or knowingly false information to the University.
- (j) Actual or attempted theft or other abuse.
- (k) Unauthorized entry or use of University facilities or any violation of University rules regarding the use of University property.
- (l) Defacing, disfiguring, damaging, or destroying public or private property on University campus.
- (m) The commission of acts which constitute a violation of local or federal law on University campus.
- (n) Smoking inside the University campus, or within the designated no-smoking areas in Halls of Residence or in University transport/buses.
- (o) Issue of wallpapers, posters and logos, holding seminars, distribution of bulletins, slogan shouting, use of loudspeaker, or any other act deemed or feared to be against the University regulations or local laws.
- (p) Any unlawful sit-in or use of the University premises.

6.2 Co-education and Seating Arrangements

AGU is a coeducational institution. The purpose of this policy is to indicate the University's perspective and limits of coeducation. The terms and conditions of this policy are inspired by the values, beliefs, national tradition and culture of UAE society. Coeducation means

coexistence of male and female students in the University. The University intention is to limit this coexistence to the minimum level required for academic purposes and discourage any extension of this beyond academics. The foregoing purpose shall be achieved through the following arrangements which should be strictly followed.

Seating Arrangements

In class-rooms/ lecture halls / laboratories / library:

- (a) There shall be separate seating arrangements for male and female students, unless otherwise prescribed. This rule shall be followed for all lectures, seminars and presentations for the courses and academic programs (unless otherwise necessary for special programs).
- (b) Student services and facilities, e.g. canteens, library, common areas, rest-areas, transport services and sport facilities. The male and female students should only avail the separate and designated spaces, seating arrangements and facilities provided for them. In these areas, mixed groups, mixed seating and gatherings are not allowed.

6.3 Dress Code

- (a) Students, while in the University / designated areas and services provided by the University, are required to follow the principles of decency, modesty and propriety in their manner of dress, in line with the spirit of the national culture of UAE.
- (b) Clothes like shorts, short pants, mini-skirts, sleeveless blouses, sleeveless tops etc are not permitted inside the campus. In sports areas, however, shorts and t-shirts as required are allowed.
- (c) With regard to any question, doubt, or concern about whether a particular dress violates the code, the decision of any authorized officer of the university shall be final
- (d) Code of Co-education and Dress shall form an integral part of the general code of conduct.

6.4 Code of Conduct for Use of Library

AGU library provides learning resources to support the academic programs. In order to provide an environment that is conducive to learning, study, and research, the following activities violates code of conduct for the library:

- (a) Loud talking, inappropriate cell phone use, use of threatening language, or any other activity that disturbs other users of the library or distracts them from carrying out their activities.
- (b) Smoking, consumption of food or drinks, or sleeping in the library.
- (c) Damaging, defacing or destroying library resources, or removing pages from books.
- (d) Tampering with library materials including safety and security equipment.
- (e) Removing or attempting to remove any material without proper authorization.
- (f) Copying or any other activity that violates copyright law.
- (g) Violating library rules relating to borrowing and return of books and other material.
- (h) Violating the University's Information Technology/Computer Use Policy while in the library.

6.5 Code of Conduct for Use of IT Facilities

As a part of the physical and social learning infrastructure, the university acquires, develops, and maintains a computing infrastructure consisting of computers, networks, and a variety of related support systems. These computing resources are to be utilized for university related purposes, including but not limited to the following:

- (a) Direct and indirect support of the university's teaching, research, and service missions.
- (b) Support of university administrative functions.
- (c) Support of student and campus life activities.
- (d) Support of the free exchange of ideas among members of the university community, as well as the university community and the local, national, and world communities.

All information technology resources are the property of the university. Except for personally-owned computers, the university owns, or has responsibility for, all of the computers and internal computer networks used on campus. Users of university computing resources and facilities do not own the systems or the accounts they use when accessing university computers or systems. All existing national laws and university regulations and policies apply, including not only those regulations that are specific to computers and networks but also those that may apply generally to personal conduct and public property. Rules prohibiting misuse, theft, or vandalism apply to all software, data, and physical equipment, including university-owned data as well as data stored by individuals on university computing systems.

6.5.1 IT Equipment Appropriate Use Guidelines

The rights of academic freedom and freedom of expression apply to the use of university computing resources. So too, however, do the responsibilities and limitations that are associated with those rights. The use of university computing resources, like the use of any other university-provided resource and like any other university-related activity, is subject to the normal requirements of legal and ethical behavior. Employee and student access to and use of electronic tools such as e-mail and the Internet are intended for university business and educationally-related purposes. Limited and reasonable use of these tools for occasional employee personal purposes is permitted as long as the use does not result in additional cost or loss of time or resources for intended business purposes.

6.5.2 Inappropriate Uses

Faculty, staff, and students must use good judgment in the use of all computing resources, including but not limited to Internet access and e-mail use. E-mail messages must be appropriate in type, tone and content. Employee and student use of e-mail and the Internet must be able to withstand public scrutiny without embarrassment to the university or the United Arab Emirates. Computing and telecommunications may be used only for legal purposes and may not be used for any purpose which is illegal, unethical, dishonest, damaging to the reputation of the university or likely to subject the university to liability. Inappropriate uses of computing resources at the university include, but are not limited to, the following:

- (a) Any activity that would negatively affect the use of the network by others (e.g., games, excessive chat, etc.).
- (b) Copying or transmitting copyrighted software or other material licensed or otherwise protected by copyright.

- (c) Any activity that would cause another user to lose control or usage of a computer or account.
- (d) Commercial or profit-making activities unrelated to the university's mission.
- (e) Creating, transmitting, executing, or storing malicious, threatening, harassing, obscene, or abusive messages, images, programs, or materials.
- (f) Misrepresenting an identity or affiliation.
- (g) Violating university security, damaging university systems, or using computing privileges to gain unauthorized access to any university computer system and/or any computer system on the Internet.
- (h) Any activity that violates federal and local laws, policies or regulations.
- (i) Fundraising for any purpose unless sponsored by an official university organization with appropriate university approval.
- (j) Promoting political or religious positions or activities unless sponsored by an official university organization with appropriate university approval.
- (k) Removing or defacing hardware, software, manuals, etc. from open computer labs.
- (l) Abusing computer networks or computers at other sites connected to the networks.

6.5.3 Technology Access Guidelines

In order to better maintain the security of the computer system in general, users should abide by the following guidelines:

- (a) Use only those computer accounts for which you have University authorization. The unauthorized use of accounts as well as giving false or misleading information in order to obtain access to computer facilities is prohibited.
- (b) Do not attempt to gain access to restricted portions of the system.
- (c) Do not authorize anyone to use your account for any reason, as you are responsible for any actions performed with your account. You must take all reasonable security precautions, including password maintenance and file protection measures.
- (d) Your password should not be given to anyone including staff members that work for you. Temporary login codes can be assigned if you have a special project that requires individuals to perform tasks not normally associated with their positions.
- (e) Memorize your password rather than writing it down. Use passwords that you can easily remember but that others cannot easily guess.
- (f) If you suspect that your files have been tampered with, contact the Manager-Information Technology immediately.
- (g) User names not accessed for sixty (60) days will be disabled for security reasons. If you know that you will not be using your account for more than three months, contact the Information Technology Department.

6.5.4 Internet Use

- (a) AGU provides Internet access to faculty, staff and students as an instructional enhancement and as a support to research efforts. Information taken from the Internet for use in reports and research papers must be acknowledged and correctly cited in order to avoid charges of plagiarism.

- (b) In addition, users should use discretion when gathering information from the Internet as some material may be considered obscene and offensive to others. Public computers and printers, such as those found in the Computer Labs may not be used for accessing and reproducing offensive documents. The University assumes that Internet users will act responsibly and not engage in prohibited activities that can lead to disciplinary action.

6.5.5 AGU Website

AGU maintains a presence on the Internet through a web site (www.agu.ac.ae). The IT Department coordinates the development of web pages and determines the appropriateness of the material as well as the placement of pages in the structure of the University site. If the material submitted is not original, written permission from the copyright owner is needed. To publish information/graphics without written permission is a violation of copyright laws and subject to disciplinary action.

6.5.6 Electronic Mail

E-mail is provided for faculty, staff and students as a means of improved communication with colleagues and for use in connection with University related matters only. Because e-mail by nature is not secure, users should be aware of the limitations on the expectation of privacy. Therefore, users are responsible for changing their e-mail passwords periodically and removing any confidential mail from their computers as soon as possible. Information stored on University computer resources is the property of University, which reserves the right to retrieve and review material at any time, including information protected by password. The system must not be used to send chain letters or to transmit offensive material such as messages that are derogatory, obscene or otherwise inappropriate.

6.5.7 Computer Lab Policies

The computer resources at AGU must be used in a manner that is consistent with the University's educational purpose and environment. All users of computer resources are expected to act in a spirit of mutual respect and cooperation, while adhering to the regulations set forth in this document. Those using AGU's computer labs must comply with the following practices and procedures:

- (a) The computer labs are reserved for the University community only.
- (b) University personnel reserve the right to check student ID at any time.
- (c) Access to systems, software and the Internet will be for educational and informational purposes only. Playing games or engaging in other non-academic activity while the labs are busy is not allowed.
- (d) Reconfiguring of computer hardware or software is not allowed.
- (e) Downloading and installing Internet client server applications is strictly forbidden.
- (f) The installation of personal software on computer lab equipment is prohibited.
- (g) While in the labs, please observe common courtesy and do not engage in behavior, which may be disruptive or offensive to others.
- (h) Headphones should be used for listening to CD or other sound-based software.
- (i) When class is in session, students not enrolled in that class are not permitted in the lab without the instructor's permission.

- (j) Instructors are responsible for notifying their classes of how they will handle file management. All student created files stored on the hard drive or accessible through the network are public domain and subject to removal from the system.
- (k) Laser printers are intended for the printing of academic material only. They are not to be used for making multiple copies.
- (l) Eating and drinking or bringing food or beverages into the labs is not allowed.
- (m) Violations of computer lab guidelines and engaging in prohibited practices will lead to corrective disciplinary action which may result in restrictions of lab usage or dismissal from the University. Complaints or concerns should be reported to any member of the Academic Computing staff.

6.6 General Safety Rules

- (a) Report any and all injuries to the workshop supervisor immediately.
- (b) Students must fully co-operate with the workshop supervisor and must follow the rules without exception.
- (c) It is students' responsibility to read and understand instructions in the appropriate use of tools and equipment in the workshop before attempting to use the workshop.
- (d) Do not enter shop while tired or influenced of any medications causing drowsiness.
- (e) All students using the workshop or hand tools must wear safety glasses or face shield to protect their eyes.
- (f) Shoes covering the entire foot must be worn when using the shop.
- (g) Hair should be tied back, dangling jewelry and hand's drawstrings should be removed and avoid loose clothing.
- (h) Keep your work area free of debris and clean up immediately after finishing at a tool or work area.
- (i) Cell phones, MP3s, and headphones are prohibited when using the machine tools.
- (j) Use extreme care that wood is free from nails, metal or loose knots before machining and never make adjustments or repairs to machines.
- (k) If you are unfamiliar with a particular operation, seek assistance from the supervisor.
- (l) Report any damaged equipment or strange sounding equipment immediately to the workshop supervisor.
- (m) All safety guards shall be in position as machines are being operated.
- (n) Adjustments shall be checked and secured before the power is turned on.
- (o) Keep hands away from cutters and the cutting area.
- (p) Never feed a machine faster than it can cut or sand.
- (q) Shut the power off after finishing; never leave a machine running unattended.

6.7 Implementation of Student Code of Conduct

The members of the University including all faculty and authorized staff shall contribute positively for successful implementation of the rules and regulations related to this policy as indicated by the University management.

6.7.1 Disciplinary Procedures

Disciplinary procedure may be invoked if a student is alleged to have committed any action that violates the University policy. Students violating the Code of Conduct, or any other University statute/regulation, shall be subject to one or more of the following punitive actions:

(a) Warning

The Registrar or the authorized representative may notify the student that continuation or repetition of specified conduct may be a cause for other disciplinary action. A warning is not appealable.

(b) Reprimand

A written admonition shall become a part of the student's disciplinary record. A reprimand is not appealable.

(c) Punitive Probation

Probation shall be defined as exclusion from participation in privileges or extracurricular university activities and/or compliance with special conditions, such as counseling, as set forth in the notice of probation, for a specified period of time. If a student, while on probation, violates any of the terms set forth in the notice of probation or violates the Student Code of Conduct while on campus, or in relation to a university-sponsored activity as determined by the Dean/Academic Head, the student shall be subject to further discipline in the form of suspension or dismissal. Probation is not appealable, except in a case where violation of probation results in suspension or dismissal.

(d) Suspension

Suspension shall be defined as forced withdrawal from the university for a specified period of time, including exclusion from classes, termination of student status and all related privileges and activities, and exclusion from the campus if set forth in the notice of suspension. If a student, while on suspension, violates any of the terms set forth in the notice of suspension or violates the Student Code of Conduct while on campus, or in relation to a university-sponsored activity as determined after the opportunity for a hearing, the student shall be subject to further discipline in the form of dismissal.

(e) Dismissal

Dismissal shall be defined as exclusion from the campus and termination of student status for an indefinite period. The conditions of reconsideration for readmission will be specified at the time of dismissal. A student dismissed for an offence cited in the section titled "Student Code of Conduct", may be re-admitted to the College only with the specified approval of the President.

(f) Monetary Reimbursement

In cases where personal or public property has been stolen, defaced, disfigured, damaged, or destroyed, the disciplinary sanction shall also include an appropriate monetary reimbursement for compensatory damages.

6.8 Students' Grievances

AGU is committed to extend fair and impartial treatment to all of its students. The purpose of this policy is to ensure that the students' rights are protected concerning academic, financial and administrative matters and that the students have the opportunity to raise/lodge their

complaints. This policy also explains the necessary mechanism to ensure a proper and timely action to address their complaints and grievances.

6.8.1 Procedures

There shall be a Students' Grievance and Appeal Committee (SGAC) appointed by the President. This committee shall comprise at least three senior faculty/staff members. The main purpose of the Committee is to provide a necessary mechanism to ensure a proper and timely action to address students' complaints and grievances.

- (a) When a student believes or experiences a violation of certain policy and procedure of the university, the student may raise his/her concerns to the appropriate official of the University by submitting a "complaint form" available online (academic advisor, teaching faculty, college dean and/or head of academic or administrative department) who will try to resolve the student's complaint in accordance with the existing policies and procedures of the university.
- (b) If the matter remains unresolved, the student may lodge his/her complaint in writing by submitting the complaint form available online to the Registrar in the registration office with a copy to the respective Dean/Head of Department.
- (c) The Registrar shall try to resolve the issue at his level. Otherwise, the Registrar shall refer this complaint to the Students' Grievance and Appeal Committee of the University within 3 working days after the submission of complaint.

6.8.2 Students' Grievance and Appeal Committee (SGAC)

Students' Grievance and Appeal Committee (SGAC) is an appropriate forum to address students' grievances and students' appeal against AISCVC. In special circumstances, the President may refer a student's appeal to the SGAC and advise the committee to re-examine the entire case and submit its recommendations to the President for final decision.

6.8.3 Procedures

The key procedures to be followed by SGAC are as under:

- (a) The Chairman Students' Grievance and Appeal Committee must inform the student in writing asking him/her to appear in front of the Committee to submit his/her grievances or the grounds of appeal against the decision of the Academic Integrity and Student Code Violations Committee.
- (b) The Committee shall review/investigate the grievance/appeal and decide the matter within seven (7) working days of receiving the case. In case of any policy/procedure violation, the SGAC may refer the case back to AISCVC for review and decision.
- (c) In case of an appeal, the decision of SGAC shall not result in the imposition of more severe penalty than those imposed initially.
- (d) The Chairman SGAC shall submit its recommendations on the grievance/appeal to the President for approval. Once the decision is approved by the President, the Chairman SGAC will communicate the decision to the student as well as other relevant officials of the University.
- (e) The decision of the President or the President's designee shall be final.

7 Academic Policies

This section provides the academic policies that includes academic system, academic load, grading system, program completion requirements, academic progress, grading policies and attendance. These policies are also available through AGU web portal that you can access after using your login credentials.

7.1 Academic System

7.1.1 Semester

The University's academic activities are based on the American model of education which uses the credit hours and semester system. Semester means duration of study approximately equivalent to fifteen weeks. Each academic year consists of two semesters, fall and winter. The University may also run a Summer Semester of 9 weeks duration.

7.1.2 Credit Hour

One credit hour represents a course pursued for one period weekly during one semester of fifteen (15) weeks or for an equivalent period in a summer semester. Generally, a course valued at 3-credit hours requires three periods weekly for one semester; a 2-credit course requires two periods a week for a semester, and so forth.

Normally, the lecture or recitation period is 50 minutes long and the laboratory period is one hundred (100) minutes.

The number of credit hours is indicated in parentheses after each course title in the course outline, as (T-L-P). T = total credit hours; L = lecture hours; P = Laboratory / practical / tutorial hours.

7.1.3 Class Size Policy

At the graduate level, the class size shall be restricted to a maximum of 30 students for theory sessions and 25 students for laboratory sessions. The minimum limit of the class size will be 10. However, if the requisite number of students is not available the University may be compelled to relax this limit to allow colleges to offer that course to students so that they can timely complete their program of studies.

The Deans/Academic Heads/Program Directors should monitor class enrollments in the semester prior to commencement of classes so that faculty will have adequate time for modifications if their teaching schedules change.

7.2 Academic Load

The graduate program student shall be allowed academic load of twelve (12) credit hours per semester at the maximum. However, graduating student can register up to fifteen (15) credit hours in the last semester of studies provided that his/her CGPA is 3.5 or above.

A student with CGPA less than 3.0 will be on probation and can register for a maximum of nine (09) credit hours in a semester.

For Visiting Graduate Students

Visiting students are allowed to register for nine (9) credit hours in a semester.

7.3 Intensive Modes of Course Delivery

AGU has a policy of delivering courses over a period shorter than the standard semester, for example, summer semester. A 3-credit course which is normally delivered in a standard semester of 15 weeks (45 credit hours) could be delivered in an intensive mode during a condensed period of 9 weeks, i.e., summer semester. The intensive mode would not affect the quality of the course or standard of the program but would provide a higher degree of flexibility in the delivery of the courses and programs which is useful in addressing the needs of our graduate students who are mostly full-time professionals and struggle to balance their study with their professional and private lives.

7.3.1 Academic Standards and Policies

AGU will ensure that the intensive mode format shall observe and implement same set of academic policies, rules and regulations as for regular format. A summary of characteristics of intensive mode format that will be common with the regular format are given below:

1. Admission and registration policy
2. Student academic load
3. Class size policy
4. Academic standing
5. Grading system
6. Graduation requirement
7. Course assessment
8. Feedback to students
9. Grades appeal
10. Class attendance
11. Academic integrity
12. Examination policies and regulations
13. Internal co-examiner and external examiner system
14. Faculty workload
15. Academic advising
16. Student evaluation of teaching
17. Course files
18. Course learning outcome assessment
19. Program effectiveness

7.3.2 Compliance with CAA Guidelines

The content of the courses offered in the intensive mode shall be amenable to the courses offered in standard semester in terms of class contact time and comparable expectations for out-of-class study time. AGU will also ensure that the courses offered in the condensed format will have the sufficient time for preparation, reflection, analysis and the achievement of learning outcomes by fully complying with the CAA guidelines received on May11, 2010 entitled “Intensive delivery of higher education programs - CAA Guidelines”.

7.4 Grading System

The University uses the relative grading system which is based on a four point scale to calculate the grade point average (GPA). A student must score a minimum grade of C to pass a graduate course and must have a minimum cumulative grade point average (CGPA) of 3 out of 4 to

qualify for graduation from a Master’s program. In order to be considered in good academic standing a student must maintain a CGPA of at least 3.0.

Letter Grade	Description	Included in		Grade Points	Percentages
		Credits Counted	CGPA		
A	Outstanding	Yes	Yes	4.00	90.00-100
A-	Excellent	Yes	Yes	3.70	85.00-89.99
B+	Very good	Yes	Yes	3.30	80.00-84.99
B	Good	Yes	Yes	3.00	75.00-79.99
B-	Acceptable	Yes	Yes	2.70	70.00-74.99
C+	Minimally Acceptable	Yes	Yes	2.30	65.00-69.99
C	Minimally Acceptable	Yes	Yes	2.00	60.00-64.99
F	Fail	Yes	Yes	0.00	0-59.99
WF	Withdraw Fail	No	No	N/A	
IC	Incomplete	No	No	N/A	
P	Pass (for Credit Transfer)	Yes	No	N/A	
W	Withdrawal	No	No	N/A	
R	Repeated	No	No	N/A	
#	Not Counted	No	No	N/A	

7.4.1 General Rules

Each grade (shown in the above table) has an effect on the student’s academic progress and academic standing. The following provisions shall be applicable while interpreting the impact of these grades:

- a) Students must repeat or replace any required course in which a grade F, WF, or W is awarded.
- b) When a course is repeated, an F, WF, or W will be changed to R on the student transcript, while the new grade (also shown on the transcript) substitutes for the letter grade “F”.
- c) Grades for which no grade point value is assigned, (such as WF, IC, P, W, and R) are not used in the computation of GPA/CGPA.
- d) For non-credit courses “#” code is assigned before the course code and is not included in the computation of GPA/CGPA.

7.4.2 Withdrawal Grade

A student missing a prescribed number of classes in a course or failed to withdraw from a course before a prescribed deadline published in the academic calendar may be subjected to “withdraw fail” grade and assigned a letter grade “WF” in the system. A student may opt to withdraw from the course before a prescribed published deadline and is assigned a letter grade “W”.

7.4.3 Incomplete Grade

Grade (IC) can be granted when a student has satisfactorily completed at least three fourth of the semester course work but for reasons(s) beyond the student’s control, and acceptable to the instructor, cannot complete the last part of the course, and the instructor believes that the student can finish the course without repeating it and also has passing status in the course work. A student who receives an (IC) is responsible for making up whatever part of course work was left during the next offering of that course. If the course requirements are not completed within the specified time, a grade (F) will be recorded and the CGPA will be adjusted accordingly. Students who are making up an incomplete work shall not register for the course requiring the

makeup work. However, the students must make individual arrangements with the instructor who assigned the (IC) grade or any other instructor who is teaching this particular course at that time. It is the responsibility of a student to follow up with the course instructor or the Dean/Academic Head, to ensure that the incomplete part of course work is completed.

7.4.4 Grade Point Average

The academic performance in any semester is indicated by the Grade Point Average (GPA). The GPA is the sum of grade points for each course taken by the student during the semester divided by the total number of credit hours attempted during that semester.

Computation of GPA

The GPA is computed as follows:

- i. Multiply the points earned in a course by the credit hours of the course.
- ii. Add all the points earned in all the courses taken during specific semester.
- iii. Divide this sum by the total number of credit hours registered by the student in that particular semester.

7.4.5 Cumulative Grade Point Average (CGPA)

The overall academic performance in all semesters is given by the Cumulative Grade Point Average (CGPA). The CGPA is the sum of grade points for all courses taken by the student during all semesters inclusive of the current semester divided by the total number of graded credit hours attempted for all courses taken by the student during all semester inclusive of the current semester.

Computation of CGPA

The CGPA is computed as follows:

- i. Add the Credit Points for all semesters, as calculated above (Total credit points).
- ii. Divide this sum by the total number of credit hours attempted.

7.4.6 Academic Terminologies

Concentration area: The concentration area is specified for each program, number and level of credit hours required for each.

7.5 Completion Requirement

Completion requirements for successful completion of the graduate programs are as follows:

- a) Registered students are awarded a degree/diploma after satisfactorily completing the number of credit hours and CGPA requirements as specified in the academic program and upon the recommendation of the College Board.
- b) For all graduate programs, no student shall be allowed to graduate unless his/her CGPA is at least 3.0, even if he/she has passed all required courses of the program of study.
- c) The student must have earned at least 50% of his/her credits at AGU.

A student who has completed 80% of the required credit hours must meet his/her academic adviser to ensure that he/she can meet the program requirements for graduation on time. The student shall pay the specified university graduation fee at the start of the semester in which the student is expected to complete all graduation requirements.

The students must complete “The Application for Graduation” form. The information concerning the graduation (such as time, place, invitation, and rental of academic regalia) shall be mailed to the students who have submitted this form. No student will receive his/her degree or diploma or a copy of transcript unless the University fees are fully paid by the student.

7.5.1 Classification of Master Degree

CGPA	Classification
3.90 to 4.00	Honors
3.70 to 3.89	Outstanding
3.50 to 3.69	Excellent
3.30 to 3.49	Very good
3.00 to 3.29	Good

7.6 Academic Standing and Academic Progress Policy

A student of graduate program must maintain CGPA 3.0 or above at the end of each semester for satisfactory progress. If a student drops CGPA below 3.0 in a semester the following university policy will be applicable for such students of graduate programs:

7.6.1 First Academic Warning

- a) If a student drops CGPA below 3.0 in a semester he/she will be placed on probation and will be given First Academic Warning.
- b) Such student must repeat courses with F/C and any other course in consultation with the Academic Adviser. It is the responsibility of the student to meet the academic advisor to discuss and sign the probation recovery plan before registering any course during his/her probation.
- c) Such student who is on probation can register for a maximum of nine (09) credits in a semester.

7.6.2 Final Academic Warning

- a) In case a student fails to recover his/her CGPA 3.0 or above by the end of first semester of probation, he/she will remain on probation in the next semester and will be given the Final Academic Warning.
- b) Such student must repeat courses with “F/C” and any other course in consultation with the Academic Adviser. It is the responsibility of the student to meet the academic advisor to discuss and sign the probation recovery plan before registering any course during his/her probation.
- c) Such student who is on probation can register for a maximum of nine (09) credits in a semester

7.6.3 Dismissal from Program of Study

In case the student fails to raise his/her CGPA to the requisite level of 3.0 or above by the end of second semester of academic probation with final academic warning, he/she will be dismissed from the program of study.

7.6.4 Conversion to Regular Registration

At any stage of probation when student attains the CGPA to the requisite level of 3.0 or above, he/she will be converted into regular registration of the program.

7.6.5 Appeal/Change of program

- a) In case the student makes an appeal against dismissal from the program of study, and his/her appeal is accepted by the appellant authority, the concerned student will follow the Exceptional Recovery Plan prepared by the College to pursue further study.
- b) In case the appeal of student against dismissal from the program of study is rejected the earlier decision for “Dismissal from the Program” shall stand valid.
- c) Similarly if the student opts to change the program after his/her dismissal from the program of study the case will be considered as closed.

7.6.6 Online Registration during Probation

Students on probation cannot register online and shall consult their Academic Advisers for advice and further course of action as per policy laid down for graduate programs.

7.7 Assessment

- (a) A student failing to satisfy the requirements in any component of the prescribed course work for any course will be assigned an NC grade for that component [NC is not a grade that appears in the grading system. It is only an indicator for a component that is not completed by a student].
- (b) Student failing to pass the continuous components of a course may be debarred from writing the semester-end exam for that course.
- (c) The decision for debarring a student from the final examination in any course shall be the responsibility of the College/Departmental Board upon recommendation from the course instructor through Dean/ Academic Head.
- (d) A student who has been debarred from taking the final examination in any course shall be deemed to have failed in that course.
- (e) The assessment items used in the course must assess the appropriate course learning outcomes.
- (f) The choice of assessment items in junior and senior year level courses must not only be at an appropriate level but also reflect progression from introductory to advance learning.
- (g) Semester-end examinations may carry a maximum of 30% of the total marks.
- (h) Continuous assessment items may consist of class work, assignments, phase tests, projects, cases studies, presentations, practical/laboratory tasks, field work etc., may carry a minimum of 70% of the total marks.
- (i) The total number of continuous assessment items in a single semester course shall be between 4 and 6.

7.8 Feedback to Students

- (a) Each student shall receive appropriate feedback after each assessment task. Such feedback shall be provided within such time, and in such manner, that a student has the opportunity to assess his/her own standing and the anticipated grades based on current cumulative performance.
- (b) The practice of annotation against answers and other markings should be used for indicating strengths and weaknesses of the student response.
- (c) The Academic Advisor shall review a copy of the most recent assessment and grades of the students and shall contact those students who may require some help and advice to improve their performance.
- (d) The following time frame must be adhered by the faculty and Deans/Heads of Academic Departments in providing the timely feedback or grades to their students.
 - i. Marks and grades (or anticipated grades) must be communicated to the students within 7 working days of the submission date of any particular task.
 - ii. Marks and Grades (or anticipated grades) must be communicated to the students within 7 working days of the administration of the final examination.
 - iii. Model answer of each assessment item or final examination in accordance with the marking scheme given in the assessment item or final examination should also be displayed on the notice board or electronic boards. The marking scheme should be provided to the students before they attempt any particular assessment item.
- (e) It is important that such feedback is provided in a manner that will help the students understand their strengths and weaknesses, reflect on them, and offer an opportunity for them to improve their performance and learning.

7.9 Semester-End Marks and Grades Appeal

- (a) All grades of the students should be communicated to the student and each component should be signed / acknowledged as seen by the student.
- (b) It will be the responsibility of the student to contact his/her instructor in case he/she has any grievance about the marks or grade awarded by the instructor.
- (c) A student seeking a further review may submit an application to the concerned Dean/Academic Head for reconsideration of his/her marks/grade within one week of the declaration of the examination result.
- (d) A student shall pay the appropriate grade appeal fee. The Dean/Academic Head shall form a committee (including the faculty member who assigned the grade) to review the case.
- (e) The committee shall submit its recommendation to the Dean/Academic Head within one week from its formation. The decision of the Dean/Academic Head shall be considered final in determining the marks / grade of the appealing student.

7.10 Attendance

- (a) Attendance is the presence in classes, laboratories, workshops and/or studio sessions or any other activity prescribed in a course that requires attendance of the student.

- (b) Students are expected to attend classes regularly. Lateness or absence hinders student's progress and also affect his/ her grade. Instructor may or may not allow the students to make up any work/assignment/task or a test that they have missed due to their absence.
- (c) Lateness is defined by the instructor for his /her sessions. Generally, four occasions of lateness count as one absence. It should be clearly documented in the course teaching plan and instructors are to draw students' attention to attendance requirement.
- (d) If a student misses five percent (5%) of the total number of classes in a course without a legitimate reason accepted by the University, the student shall receive a documented verbal warning from the instructor.
- (e) If a student misses fifteen percent (15%) of the total number of classes in a course without a legitimate reason accepted by the University, the student shall receive a written warning from the Dean/HOD.
- (f) In the event a student misses twenty five percent (25%) of the total number of classes in a course, for any reason, the instructor may initiate a case of withdrawal of the student from the course. If approved by the Dean/Academic Head, the withdrawal is implemented. A grade *WF* will be entered on the student's record.
- (g) Attendance records are maintained and entered in the student information and management system on a regular basis.

7.11 Capstone Project

The capstone project is one of two options students can select for the some of the graduate programs of the university. The capstone project provides an alternative for those students who prefer to present their culminating experience in a format other than the thesis format required by the university. Students will be required to submit the capstone project proposal outlining the main purpose, goals and objectives of the capstone project. The project proposal will be reviewed and approved by one faculty member of the college in addition to their supervisor. The supervisor will submit the approved proposal to the program director/head for further processing and record. Furthermore, the capstone project will be conducted over a period of one semester that will allow sufficient time to perform the tasks listed in the proposal, collect, compile and analyze the data and prepare a manuscript for evaluation. To standardize the presentation and format of the capstone project, all students enrolled in the capstone project will be required to use a "capstone project template" provided by the supervisor.

8 Academic Advising

At AGU, academic advising is viewed as the foundation stone of all academic programs and learning activities. It is the most significant mechanism through which students will be able to relate their career goals to their educational programs and experience. Academic advising is also the most important service on campus because it helps students to negotiate their college experience in a positive way.

Academic advising services are committed to providing students with opportunity and guidance to realize their maximum educational potential for their professional and personal development. This is achieved through communication and sharing of information between advisors and students.

8.1 Objectives of Academic Advising

Academic advising services have the following specific objectives:

- (a) Clarify the university and college policies and procedures regarding all academic issues such as registration, credit transfer, tuition fees payment, selection of courses, assessment, grading and graduation requirements.
- (b) Provide students with information and guidance to explore alternative career options.
- (c) Help students evaluate their academic programs and locate other referral and support resources.
- (d) Support student retention strategies of the University.
- (e) Encourage and help students to develop a sense of self-direction and accept responsibility for their own education and future.

8.2 Process of Academic Advising

- (a) All new students shall be assigned an academic advisor by the College Dean/Head of Academic Department.
- (b) Number of students assigned to a faculty advisor shall depend on the needs of the students, the teaching load of the faculty and the college needs. The number of students assigned to the advisor shall not exceed ten (10) students per advisor.

8.3 Roles and Responsibilities of Advisors

Academic advisors provide individualized attention and assistance to all students assigned to them. The ultimate goal of an advisor is to ensure that his/her advisees are progressing successfully toward completion of their degree requirements and achievement of their career goals. Beside this major role, advisors will assume the following roles and responsibilities:

- (a) To develop broad vision of their roles as academic advisors and relate that vision to the goals and mission of the university.
- (b) To clarify university policies, procedures, and rules to their advisees.
- (c) To monitor academic and personal development of their advisees.
- (d) To appreciate the importance of academic advising in achieving the strategic goals of the university including the strategies for students retention.

- (e) To develop themselves as experienced academic advisors and acquaint themselves with all new theories and practices in the area of academic advising.
- (f) To identify any gaps or inefficient procedures in the delivery of the academic programs and report the same to the concerned administrative units/colleges within the university.
- (g) To understand and acquaint themselves with all academic policies and regulations of the university specially those pertaining to their broad area of specialization or their specific college/academic unit.
- (h) To recognize that the ultimate and final decisions regarding all academic advising activities is the responsibility of the advisee himself/herself. It is the responsibility of the advisor to always remind his/her students of this fact.
- (i) To recognize that the academic advising relationship depends to a large extent on mutual trust and respect between the advisor and the advisees. Advisors are required to treat their advisees with respect and to develop good rapport with them.
- (j) To meet their advisees at least twice during each semester.
- (k) To maintain a complete record of all advising sessions.
- (l) To understand that certain advising situations might dictate advising that may go beyond the academic aspects, for example, their personal matters. In these situations the advisor might want to seek the help of other resources inside the university like the counseling services or other professional counselors outside the university.
- (m) To recognize that sometimes advisors might want to play the role of facilitators and mediators. These circumstances require certain skills and advisors should be aware of this.

8.4 Roles and Responsibilities of Students

The basic principle of the academic advising services is that the student is ultimately responsible for his/her academic decisions. As such, students should familiarize themselves with the university system, rules, and procedures and they should use this information to make decisions regarding their academic programs and career options. Students' roles and responsibilities include the following:

- (a) To share with their advisors all information necessary for efficient academic advising processes and activities.
- (b) To familiarize him/her-self with all academic rules and regulations included in the Graduate Student Handbook and Catalog.
- (c) To know the location of his/her advisor office, hours assigned for advising, the procedure for advising e.g. if a prior appointment is required.
- (d) To keep records of the graduation requirements of his/her specific program of study. It is the ultimate responsibility of the student to fulfill these requirements.
- (e) To note and follow all important deadlines for various academic activities such as registration, withdrawal from a program, drop and add of courses, fees payment, exam dates, etc.
- (f) To contact the appropriate support services on campus or outside the university as directed by their advisors.
- (g) To meet at least twice during a single academic year (an academic year is normally two semesters) with their advisors. It is strongly recommended that the first of these meetings be at the registration time of the first semester of the specific academic year.

- (h) To alert immediately their academic advisor if they begin to face difficulties that might affect their academic performance. For example, students are required to meet their advisors immediately if their CGPA falls below 3.00 points which is the minimum required average for an acceptable graduate academic standing.
- (i) To take initiative to meet their advisors and to be active participants in all advising sessions.
- (j) To maintain their own personal academic records which may include their year of admission to AGU, transcripts tracking audits, notes and communications from previous advising sessions etc.
- (k) To attend all orientation sessions conducted by various units of the university and specially those sessions conducted by students' specific college or program.

8.5 Role of College Deans/Heads of Departments

- (a) Dean/Academic Head shall initiate and finalize plan for assigning all students to an appropriate faculty member.
- (b) The Dean/Academic Head shall receive progress report and action plans regarding the process of academic advising from the academic advisors, twice in each semester. At the end of each semester, through consultation with the advisors and concerned faculty members the plan shall be evaluated for its effectiveness and any perceived deficiency in order to improve or modify the plans. These suggestions and decisions for improvement shall be recorded. Feedback from students shall also be obtained regarding quality of academic advice and support received from each advisor.
- (c) To organize and plan orientation sessions for students and academic advisors, at the beginning of each semester. The objectives of these is to:
 - i. Help create awareness about the need for academic advising.
 - ii. Help clarify the mutual roles and responsibilities of students and faculty members.
 - iii. Identify the criteria for measuring the program effectiveness.
- (d) To provide all relevant records to the concerned advisors and the Registration Office. Such records include:
 - i. Admission details
 - ii. Grades secured in qualifying examination
 - iii. Marks/grades in continuous assessment tasks
 - iv. Attendance records.

How should Students make maximum use of the Advising Services?

Each student at AGU is assigned an academic advisor at the time of admission. Students are encouraged to make use of the expertise and knowledge of their advisors. In its very basic nature, the advising process is designed to help students to make the right academic and career-related decisions. As such, all students should become familiar with the advising process and their rights and obligations during enrollment at AGU. The following guidelines will help you to benefit from the advising services:

(a) **Why students should see their advisor?**

- To select courses for specific semester
- To complete the registration procedure for a semester
- To add or drop a course (or courses)
- To discuss academic standing and progress
- To discuss any problems affecting their academic performance
- To declare specialization
- To review their degree plan
- To discuss career options and personal development plans

(b) **How students should see their advisor?**

- Become familiar with your advisor's office hours and his or her plans for advising.
- Whenever it is possible, call to make an appointment with your advisor rather than dropping by without an appointment.
- If it is necessary to drop by without appointment, try to do so during your advisor's declared office hours.
- Try to avoid discussing important issues at the beginning or at the end of a semester as, most probably, your advisor will be very busy at those times.

9 Academic Integrity

Academic integrity plays a very critical role in the mission of the University. Students are expected to demonstrate academic honesty as per the academic integrity code. The Academic Integrity Code for the University describes standards of academic conduct, procedures for addressing violations of the code and students' responsibilities. Any violation of the academic integrity code is a serious offence which may lead to imposition of penalties, according to the Academic Integrity Code.

It is the responsibility of the student to complete his/her work with absolute honesty and integrity. The academic work includes all assignments, tests, projects, case studies, presentations, field work, lab work and examinations. The students must also read and comprehend the "Academic Integrity Code" and "Examination Rules" of the University which are published in the Student handbook. When a student registers in the University, he/she accepts the code along with other rules and regulations of the University.

Students are responsible for understanding the requirements for each course and the kind of work is required, permitted, and accepted by the instructors. It is the responsibility of the instructors to explain and clarify these requirements, especially regarding take home assignments, case studies, projects, and team-based course work. The Academic Integrity Code covers all forms of plagiarism/cheating, and impersonation and it is applicable for all courses and programs offered throughout the academic year including summer semester. For the purpose of determining academic violations and misconduct, cheating and plagiarism are defined as follows:

9.1 Plagiarism

Plagiarism is presenting the work or ideas of somebody else in a way posing it as one's own work. Examples of plagiarism include the following:

- a) Copying another person's work either word by word or making some changes but keeping the structure, much of the language, and main ideas the same. Even if the work has not been published, it should be treated as someone else's work and not the student's own work.
- b) Buying, borrowing, or otherwise obtaining and handing in a paper, project or course assignment as if it was the student's own work.
- c) Turning in work someone else has prepared/completed, even if the paper is enclosed in quotation marks. Also, a large part of the paper cannot simply be quotations.
- d) Allowing someone else to edit, rewrite or make substantial changes in one's own work and turning it in without acknowledging the other person's contribution.
- e) Using someone else's words or ideas without crediting that person.
- f) Reusing your own material that was previously submitted in some other course(s).

The students should observe the following guidelines to avoid plagiarism:

- (a) If someone else's words are used, they must be properly cited by putting quotation marks around them and making reference to the source.
- (b) If any multimedia item downloaded from the internet, the source of the item must be identified and cited.

- (c) Every book, magazine, or internet site used in a paper must be identified in the bibliography.
- (d) For the purpose of referencing students must use the standards for writing and citation manuals.
- (e) If the student is not sure if he/she is plagiarizing someone's work or not, he/she should discuss it with his/her faculty before submitting the assignment.

Prevention of Plagiarism

To detect and curb the plagiarism, all assessment items (assignments, essays, case studies, project reports etc.) of every course must be submitted through the plagiarism detection tool prescribed by the university¹. The assessment items for the courses requiring extensive use of mathematical/scientific equations, scientific/engineering drawings, design diagrams, accounting/balance ledger sheets etc., can be exempted from this mandatory requirement provided the concerned faculty has received a written permission from his/her Dean/Academic Head.

Students are required to check originality of their work through prescribed plagiarism detection tool to make appropriate amendments before submitting to the concerned faculty. Students must understand that the score or percentage² provided by the plagiarism detection tool is a warning indicator only and a low score alone cannot ensure the absence of plagiarism.

Faculty use this tool to check students' work for plagiarism by obtaining an originality report. Even a zero (0) percent score does not absolve faculty's responsibility to ensure that students' work or assignment is not only free from plagiarism but also not concealed by students using synonyms, word substitution or any other method rendering the entire work essentially meaningless or gibberish. Faculty must apply professional judgment when determining the amount or extent of plagiarized material in any form. They must carefully review students' work and document their feedback in support of their grades/evaluation. Ultimately it is the responsibility of the faculty to read/evaluate students' work carefully before grading their work. Failure to comply with these obligations may lead to the following consequences:

- a) First incidence of negligence will lead to the issuance of warning letter.
- b) Second incidence of negligence will lead to termination.

9.2 Cheating

Cheating is an attempt to do an assignment or take a test or quiz by any means other than the exercise of one's own knowledge or effort. Examples of cheating include the following:

- c) Using a textbook or any reference material, notes, notebook, dictionary, calculator, or any other electronic device during a quiz, test, final examination, and supervised laboratory or class exercises unless it is permitted by the instructor.

¹ Currently "SafeAssign" provided by Blackboard is the prescribed plagiarism detection tool of the university.

² SafeAssign manual provides the following information which is helpful in understanding the SafeAssign score of the originality report. The overall SafeAssign score indicates the probability that the submitted work contains matches to existing sources. This score is a warning indicator only. Review students' work to see if the matches are properly attributed.

- Low: Scores below 15 percent: This work typically includes some quotes and few common phrases or blocks of text that match other documents. Typically, such work may not require further analysis as there might be no evidence of plagiarism.
- Medium: Scores between 15 percent and 40 percent: This work include extensive quoted or paraphrased material, or might include plagiarism. Review such work to determine if the matching text is properly referenced.
- High: Scores over 40 percent: A very high probability exists that text in this work was copied from other sources. Such work includes quoted or paraphrased text in excess, and need to be reviewed for plagiarism.

(Source: https://help.blackboard.com/SafeAssign/Instructor/Grade/Originality_Report)

- d) Looking at another student's test or quiz or allowing another student to look at one's own paper during the examination period.
- e) Doing an assignment (paper, project, exercise, etc.) for another student, or having someone else to do one's own work.
- f) Giving help to or asking for help from another person unless it is permitted by the instructing faculty.
- g) Possession of mobile phone or any other electronic device in the examination hall while the exams are being conducted.
- h) Changing an answer on an already-graded examination and then asking for a grade review.
- i) Obtaining improper access to the contents of an exam.

9.3 Impersonation

Taking a test or exam in place of another student, or soliciting someone else takes that particular test or exam is termed as an act of impersonation:

- a) A student who arranges for another individual to undertake or write a test or exam for and on his/her behalf, as well as the individual who writes this test or exam, will be subject to discipline under Academic Integrity Code of the university. Both the impersonator and the student who takes benefit from the act of impersonation, if found guilty, would face severe penalty leading to dismissal from the University in accordance with the Academic Integrity code.
- b) The university reserves a right to report this matter to the designated departments for further investigation and prosecution.

9.4 Academic Integrity Violations and Penalties

The faculty directly involved in teaching a particular course has the primary responsibility in educating his/her students to refrain from various forms of plagiarism, cheating and impersonation and to communicate clearly the penalties that the students might face by the Academic Integrity and Student Code Violations Committee (AISCVC) of the University in case they are found guilty of academic misconduct. The penalties are defined as under:

- a) **Cheating/Plagiarism in Class** – Zero marks in the relevant component of class work/test along with a verbal reprimand or warning letter. This penalty is awarded by the relevant faculty for academic misconduct incidences during semester and must be reported to the Registrar.
- b) **Cheating in Semester-End Exam** – Failing grade in the relevant course along with a warning letter for committing cheating in semester-end examination. This penalty is awarded by the AISCVC and must be reported to the Registrar.
- c) **Second Offence** – Failing grade in the course and suspension for one semester. This penalty is awarded by the AISCVC and must be reported to the Registrar.
- d) **Third Offence** – Failing grade in the course and dismissal from the university. This penalty is awarded by the AISCVC and must be reported to the Registrar.
- e) **Impersonation** – Failing grade in the course and dismissal from the university. This penalty is awarded by the AISCVC and must be reported to the Registrar.

All incidences of misconduct and the penalty awarded by the faculty or AISCVC must be reported to the Registrar who shall maintain an Academic Misconduct File of all cases of academic dishonesty with the appropriate documentation. Registrar shall distribute an updated record version of Academic Misconduct File to the President, Vice President Academic Affairs, and all College Deans and Heads of Departments at the end of each semester.

9.5 Academic Integrity and Student Code Violations

A committee named “Academic Integrity and Student Code Violations Committee” shall be formed by the President of the University at the beginning of each academic year comprising at least three faculty members to review and decide any alleged violations of student code of conduct or any act of academic misconduct in accordance with the rules and regulations of the university.

9.5.1 Procedures

For matters relating to academic misconduct, it will be referred to the AISCVC either by the relevant faculty or the invigilator. The complete evidence of plagiarism/cheating or impersonation along with supporting material must also be provided. The academic integrity cases will be dealt in accordance with the relevant provisions of Academic Integrity Policy. The cases concerning student code of conduct violations may be reported by the Registrar to AISCVC along with detailed information/evidence. The AISCVC shall observe the following procedure:

- (a) The Committee shall convene meetings as soon as possible after receiving the alleged case of misconduct. The Committee shall examine the evidence and hear the arguments from the faculty/staff who reported the academic misconduct or student code of conduct incident.
- (b) The accused student shall be provided an opportunity of personal hearing before the Committee. The allegation shall be fully explained to the student and be allowed to give his/her point of view in defense. The student shall also have the right to examine the evidence and defend his/her position in front of the Committee. The proceedings of the case shall be properly documented.
- (c) The Committee shall examine the case and evidence/defense presented during proceedings and decide the matter within seven (7) working days of receiving the case in accordance with the prevailing policies of academic integrity or student code of conduct.
- (d) The Committee shall communicate its decisions along with complete record to the Registrar for implementation and documentation of cases of misconduct in an Academic Misconduct File.

9.5.2 Student Appeals Policy and Procedures

The student has the right to appeal to the Students’ Grievance and Appeal Committee (SGAC) of the University against the penalty imposed by the Academic Integrity and Student Code Violations Committee within seven working days after the date the decision was notified. The appeal will generally be accepted, if made on one of the following grounds:

- (a) Procedural irregularities
- (b) Presenting new evidence
- (c) Inconsistency of the decision

9.6 Students' Grievance and Appeal Committee (SGAC)

Students' Grievance and Appeal Committee (SGAC) is an appropriate forum to address students' grievances and students' appeal against AISCVC. In special circumstances, the President may refer a student's appeal to the SGAC and advise the committee to re-examine the entire case and submit its recommendations to the President for final decision.

9.6.1 Procedures

The key procedures to be followed by SGAC are as under:

- (a) The Chairman Students' Grievance and Appeal Committee must inform the student in writing asking him/her to appear in front of the Committee to submit his/her grievances or the grounds of appeal against the decision of the Academic Integrity and Student Code Violations Committee.
- (b) The Committee shall review/investigate the grievance/appeal and decide the matter within seven (7) working days of receiving the case. In case of any policy/procedure violation, the SGAC may refer the case back to AISCVC for review and decision.
- (c) In case of an appeal, the decision of SGAC shall not result in the imposition of more severe penalty than those imposed initially.
- (d) The Chairman SGAC shall submit its recommendations on the grievance/appeal to the President for approval. Once the decision is approved by the President, the Chairman SGAC will communicate the decision to the student as well as other relevant officials of the University.
- (e) The decision of the President or the President's designee shall be final.

10 Examination Rules

10.1 Instructions for Candidates

- (a) Candidate must bring his/her valid identity issued by the university (i.e., student ID card) and present it to the instructor or invigilator to sit for all examinations (including the tests/examinations conducted in the class during the semester). Any student who will fail to present a valid ID in a particular test/examination shall not be allowed to sit for that test or examination.
- (b) Candidate shall be at the test/examination venue five (5) minutes before the start of the test/examination.
- (c) No candidate shall be allowed to enter the test/examination venue half an hour after the start of the test/examination.
- (d) No candidate shall be allowed to leave the test/examination room until one hour has elapsed from the start of the test/examination.
- (e) Candidates who leave the test/examination room shall not be re-admitted unless throughout the period of their absence they have been continuously under the supervision of a member of staff/invigilator.
- (f) All seats in the examination room for semester-end examination shall be numbered. Each candidate must occupy the place containing his/her identification number.
- (g) Candidates are expected to bring in advance the normal stationary requirements such as pen, pencil, eraser, drawing instrument, and calculator (if allowed). Borrowing from other candidates is not permitted.
- (h) All personal property, other than writing and drawing instruments must be left in the area specified by the instructor/invigilator at the candidates' own risk.
- (i) The candidates shall not be allowed to take any book or printed or written material or pictorial/diagrammatic documents or any other unauthorized aid inside the test/examination venue. However, a candidate while he/she is in the test/examination venue may receive from the instructor/invigilator such material or paper etc, if authorized by the Examiner.
- (j) Mathematical tables, properties tables and charts or any other material shall be provided, if directed by the Examiners.
- (k) A candidate must not, directly or indirectly, give or receive assistance to or from any other candidate.
- (l) Candidates shall follow carefully the instructions printed on the cover of their answer scripts.
- (m) While leaving the test/examination venue, the candidates shall not remove any paper, used or unused, except their question paper from the test/examination venue.
- (n) Candidates shall not write on any papers other than the answer book except with the permission of the instructor/invigilator.
- (o) Refreshments and smoking in any test/examination are strictly prohibited.
- (p) Candidates requiring any help or assistance must seek the attention of the instructor/invigilator. Under no circumstances the candidates communicate or borrow any item from other candidates or leave their places without permission.

- (q) Candidates shall remain silent except when they need some help or attention and they need to talk with the instructor/invigilator.
- (r) Candidates shall stop writing and organize their papers in order when instructed to do so by the instructor/invigilator. Candidates shall remain seated until their answer scripts are collected by the instructor/invigilators.
- (s) During any test/examination, a candidate must not:
 - i. be in the possession of mobile phone or any other electronic device;
 - ii. be in possession of anything whatsoever which contains or conveys or is capable of conveying information concerning or otherwise having reference to the subject matter under test/examination;
 - iii. directly or indirectly give assistance to any other student;
 - iv. directly or indirectly accept assistance from any other student;
 - v. permit any other student to copy from or otherwise use his or her papers;
 - vi. use any papers of any other student; and
 - vii. obtain/provide assistance by any other improper means directly or indirectly in his/her work or the work of other students.
- (t) Candidates are forbidden to bring the mobile phone or any other electronic device inside the examination hall while the exams are being conducted. Mere possession of any such device will be considered as “cheating” for which the students will be liable for appropriate penalty prescribed for the cheating offence.
- (u) A candidate who is found committing a violation of any of the provisions of the examination regulations will be dealt with disciplinary action.
- (v) Candidates are required to follow every instruction given by the instructor or invigilator for the proper and smooth conduct of the test/examination. Any candidate found to indulge in any act of indiscipline / misdemeanor that causes disturbance to the smooth conduct of the test/examination shall be liable to disciplinary action.
- (w) In case, the examination is administered by an instructor other than the faculty teaching a particular course, the faculty will be available during the first half of the semester-end examination to resolve any doubts about the question paper.

11 Special Consideration Policy and Procedures

11.1 Special Consideration Policy

11.1.1 Purpose

This document provides the policy governing the implementation of special consideration request by the students studying at AGU. The Academic Affairs Committee (AAC) is the key authority to recommend any changes to the registration policies to the approving authority.

11.1.2 Nature of Special Considerations

The nature and type of special considerations covered under this policy shall include a request for seeking permission for a substitute examination (semester-end, mid-term or some other major test/quiz as defined in the procedures) or requesting an extension of time to submit internship/seminar/term paper or a project report with a genuine excuse or reason resulting from special circumstances such as sickness, accident, unavoidable official duties, etc.

11.1.3 Applying for Special Consideration

All applications for special consideration must be submitted using the prescribed form along with all necessary supporting documents. The submitted documents must contain full details about the circumstances affecting the student from fulfilling his/her routines academic responsibilities.

11.1.4 Guidelines Covering Special Considerations

- (a) Students seeking special consideration should submit their applications one week before the scheduled date of examination or assessment. In emergency situations or when it can be determined that the student did not have the possibility of applying for special consideration on time, the deadline can be extended to one week after the scheduled date of examination or assessment. Submitting an application will not guarantee that the student will be given special consideration. Substitute examinations are normally scheduled two weeks after the regular examinations.
- (b) The college/academic department should follow the same policy and procedures for supplementary examinations/test or assessment component as for any regular examination or assessment.
- (c) Students who fail to take supplementary examinations or submit the required assessment component as per schedule will be awarded zero in that component.
- (d) The justified requests for extending the deadlines for submitting the internship/seminar/term paper or project report may be granted a period not exceeding one semester. In such cases the student will receive an incomplete (IC) grade for the relevant course.

11.1.5 Responsibility

It is the responsibility of student to ascertain whether the request for special consideration has been accepted by the competent authority. If the request has been granted, the student must make himself/herself available to appear for the examination or submit the required assessment in accordance with the schedule announced by the University.

11.1.6 Appeal

Students not satisfied with the outcome or decision of the application for special consideration may appeal to the Vice President for Academic Affairs (VPAA) and the decision on the appeal shall be final. However, in accordance with the grievance policy of the university, the students may submit a grievance application to the Chairperson of the Students' Grievance and Appeal Committee of the University.

11.2 Special Consideration Procedure

11.2.1 Purpose

This document provides the procedure governing the implementation of special consideration request by the AGU students as described in the university policy document. The Academic Affairs Committee (AAC) is the key authority to recommend any changes to the registration policy to the approving authority.

11.2.2 Nature of Special Considerations

The students may apply for a special consideration in the following cases:

- (a) Request for substitute semester-end/mid-term examination or other major test/quiz having 10% or more weight of the overall assessment of the course.
- (b) Request for extension of time to submit internship/seminar/term paper/project report.

11.2.3 Applying for Special Consideration

- (a) All applications for special consideration must be submitted by the deadline specified in the policy using the prescribed form given in Appendix 1. The student must also provide full details along with all necessary supporting documents.
- (b) All special consideration requests shall be processed using an internal document given in Appendix 2.

11.2.4 Processing of the Application

- (a) Student request form along with the supporting documents is submitted to the concerned college/academic department where the form and the documents are screened for completeness.
- (b) The request along with the supporting documents is referred to the relevant instructor within one working day.
- (c) The instructor shall process the special consideration request and all supporting documents within one working day by forwarding them to the respective Dean/Academic Head along with his/her recommendations.
- (d) The Dean/Academic Head will make a final decision within one working day.
- (e) The office of the Dean/Academic Head will inform the student about the final outcome within one working day and will prepare an updated list of students who have been allowed to attend the substitute examinations.
- (f) The office of the Dean/Academic Head shall prepare the requests for grade change to incomplete (IC) grade along with the approval of Dean/Academic Head within 3 weeks after the last day of the examination period.

- (g) The office of the Dean/Academic Head shall ensure that the substitute examinations are graded within one week after the scheduled substitute examinations and the grade change forms approved by their respective Deans/Academic Heads are forwarded to the Registrar within two weeks after the scheduled substitute examinations.
- (h) The office of the Registrar will ensure that the new grade is published within one working day from receiving the proper documents from the college/department.

11.2.5 Appeal

- (a) Students not satisfied with the outcome or decision of the application for special consideration may appeal to the Vice President for Academic Affairs (VPAA) within two working days of the official intimation by the concerned college/academic department.
- (b) The VPAA will decide the appeal within two working days and the decision shall be final.
- (c) In accordance with the grievance policy of the university, the students may choose to submit a grievance application to the Chairperson of the Student's Grievance and Appeal Committee of the University.

12 Student Records Policy

The University's commitment to its educational mission, student and the society is the basis for the need of maintaining various records. No educational records will be maintained that are not directly related to the declared basic purpose of the University. All policies and practices controlling the collection, maintenance review and release of student records are established upon the principle of confidentiality and the characteristic right of student to privacy.

12.1 Student Access to Records

A student who is or has been in attendance at the University has the right to inspect and review the contents of his/her education records, subject only to pre-arrangement in regards to time, supervision and cost of reproduction of the records. Exception of this general right of review is:

- (a) Confidential financial records of parent or any information contained therein.
- (b) Copies of confidential letters and statement of recommendation which were placed in the records.

12.2 Release of Student Records

- (a) The student records at the University are held in confidence for the common benefit of the student and educational mission of the University.
- (b) So except with prior written consent of the student or otherwise explained below, no information will be released to any individual or organization.
- (c) Records keeping personnel may have access to student education records as per responsibilities assigned to them.
- (d) Member of faculty and staff who have genuine educational interest may have access to the records or information from the records for internal educational purposes such as academic advising or for necessary administrative and statistical purpose only.
- (e) Records or information from records may be released to Licensing and accrediting bodies in order to carry out their function.
- (f) Records or information from records may be released to appropriate bodies or persons when such information are necessary to protect health or safety of the student, or in connection with student application for receipt of financial aid.
- (g) The University officials responsible for implementing the student records policy and ensuring the compliance with such policy are The President, Vice President for Academic Affairs and Registrar.

13 Safety Measures

AGU recognizes and accepts its responsibility to provide a safe and healthy environment, as per UAE laws and regulations, to all employees and students of the University and any members of the general public having access to the University premises. The primary goal is to protect all facilities and activities being carried out at the university premises from unforeseen accidents and hazards.

13.1 General Health and Safety Procedures

Following monitoring system shall be operative and functional:

- (a) The Security Officers of the university shall be responsible for conducting inspections on a daily basis. They shall conduct nightly routine of switching off and unplugging electrical equipment (unless the equipment concerned is designed to run continuously), check that gas fires and gas taps are turned off, and close doors to all rooms and staircase enclosures.
- (b) Exit/escape routes from building must be operational all times.
- (c) Exit routes must not be obstructed or used as storage areas.
- (d) The university community must be familiar with the emergency exit and escape routes from the building in case of emergency.
- (e) Laboratory safety is a mutual responsibility of students and staff alike and requires undivided attention. All designated staff, lab instructors and students must be made aware of the locations of first-aid equipment and fire extinguishers.
- (f) Fire, with the possible additional risk of explosion, may potentially become a serious problem in laboratories and workshops where flammable liquids and gases are often used. Stringent precautions are required in these areas to ensure that no sources of ignition occur. Key university personnel should be fully aware about such locations and must be trained to deal with such situation. The safety guidelines for all laboratory facilities of university must be developed and displayed in the laboratories.
- (g) Fire extinguishers must be installed and clearly marked. The instructions to use these fire extinguishers must also be available near the extinguisher.
- (h) It is important to understand, and thereafter to follow, any special instructions laid down for the handling of mechanical and electrical apparatus, and also substances and organisms, especially those that are toxic, flammable, explosive, radioactive or infective.
- (i) No apparatus should be operated or any dangerous materials handled, unless the person(s) involved fully understands the hazards involved, has assessed the likely risks, and has instituted the required precautions.
- (j) Any operations considered to be hazardous should be carried out only by a person who appreciates the nature of the hazards, only in a place suitably equipped to control the hazards, and only when assistance can be readily summoned, if required.
- (k) Security staff has the authority to ask the identity of persons found in the building outside normal working hours.
- (l) Inexperienced technical staff should only be allowed to carry out practical laboratory or machine shop work in the evening or at weekends if explicit permission is given on each occasion by a senior member of the academic staff, and with adequate supervision.

- (m) Only under exceptional circumstances the persons using University premises may bring young children into the buildings, especially outside normal working hours. However, if this is unavoidable, it is absolutely essential to provide strict and close supervision at all times.
- (n) Children should not be allowed into laboratories and workshops, other than in connection with open days, and work experience courses, etc.

13.2 Emergency Evacuation Plan

An assembly point is designated on both sides in front of AGU campus and direction boards are placed for employees and students to gather at one place in case of fire or any emergency. The AGU conducts fire drill once in every six months for all employees and students in coordination with Dubai Civil Defense personnel. The AGU entered into an annual contract with a company duly authorized by the Dubai Civil Defense to carry out regular check-up of fire extinguishers and alarm systems installed at the campus. Besides, smoke detectors are also installed in offices, labs, class rooms, prayer halls, and activity areas etc.

Appendices

Appendix 1

SPECIAL CONSIDERATION REQUEST

INSTRUCTIONS:

A student wishing to apply for special consideration outlined in AGU policy must fill all sections of this form and take it to the administrative assistant of the relevant college/academic department. For each course, a separate request form should be used.

Student Particulars	
Full Name:	Student ID:
Semester:	Year: 201 /201
College/Department:	Program Title:
E-mail:	Contact Number:

Course Details			
Course Code	Course Title	Instructor Name	Assessment Date

Nature of Special Consideration Request

- Request for substitute end semester examination
- Request for extension of time to submit internship/seminar/term paper/project report
- Request for substitute test/quiz (exceeding 10% or more of the overall assessment of the course)

Timing Check and Justification Documents

- Submitted one week before the scheduled date of examination
- Submitted one week after the scheduled examination/assessment date (emergency cases)
- Justification documents are attached with the request
- Justification provided for the request is in-line with the policy
 - sickness accident unavoidable official duties others (please specify below)

Please describe full details that may prevent you from appearing in the examination/test or completing the required assessment:

Note: You are required to provide supporting documents such as medical certificate, police report, official letter indicating the unavoidable official duties etc. Failure to submit supporting documents may lead to the rejection of your request.

Declaration I solemnly declare that particulars provided in this application are correct. I fully understand that I am liable for disciplinary action, if any of the particular or the information provided is false or misleading.

Signature of Student:	Date Applied:
-----------------------	---------------

Application Received by:

Date and Stamp

Appendix 2

SPECIAL CONSIDERATION PROCESSING

INSTRUCTIONS:

1. This form must be completed by the concerned college/academic department to ensure that the due process is followed before reaching a final decision concerning the special consideration request submitted by the student.
2. The administrative assistant of the concerned college/academic department shall communicate the final decision of the student request via email or SMS.

PART I (For Administrative Assistant Use)		
Student ID:	Semester:	Year: 201 /201
Program Title:	Course Code:	
Date Request Submitted by Student:		
Special consideration request details:		

PART II (For Instructor Use)		
Date Request Received by the Instructor:		
Remarks:		
I hereby endorse the special consideration request of above named student. YES <input type="checkbox"/> NO <input type="checkbox"/>		
Faculty Name:	Signature:	Date:

PART III (Dean/Academic Use)		
Date Request Received by the Office of the Dean/Academic Head:		
Remarks:		
Decision/outcome of the special consideration request. Approved <input type="checkbox"/> Rejected <input type="checkbox"/>		
Name of Dean/Head:	Signature:	Date:

PART IV (For Administrative Assistant Use)		
Final decision has been communicated via email/SMS to the student on		
Admin Assistant's Name:	Signature:	Date:

For Internal Use Only