



Undergraduate Student Handbook

Academic Year 2024-2025

Latifa Bint Hamdan Street, Exit # 22, Al-Khail Street, Dubai,
United Arab Emirates

Telephone: +971 4 515 4555

www.ju.ac.ae

info@ju.ac.ae

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A. Welcome Note

Welcome to the beginning of an exciting educational journey with Jumeira University.

At Jumeira University, we follow a holistic approach to education in order to develop our students as individuals who are equipped to excel in all walks of life, and reflect the visionary mindset of the United Arab Emirates.

Through academic excellence, a deep respect for values, traditions and religion, as well as a dedication to learning, we seek to inspire you to fulfill your academic and personal potential to the fullest.

We take pride in our culture and traditions. Our beliefs and values are the one word of our approach to a modern educational environment, embracing Islamic values and local traditions.

To students at Jumeira University, we promise a genuine learning experience. We shall get you to think about your future, explore your options, and become the person you want to be: responsible, successful, and a valuable contributor to your community.

Please join us as we embark on a journey of learning, discovery, and aspiration. We extend my sincere wishes to you and your families for a successful and challenging year ahead.

B. About JU

Jumeira University, a private higher education institution, prepares students for professional careers in Business, Education, Health Sciences, and Islamic and Arabic Studies. JU is committed to providing an advanced and supportive learning environment that recognizes talent and nurtures aspirations.

JU provides cutting-edge technology facilities with options to study in English and Arabic, and provides separate teaching and recreational facilities for both male and female students.

JU's campus provides students with the opportunity for involvement within the University's learning and social community. JU has relatively small classes; complete access to faculty; opportunities for internships and field experiences; leadership and monitoring programs; active departmental student associations; and a variety of student activities spanning from sports, leisure, culture, networking, community, and recreational events.

1. JU Vision

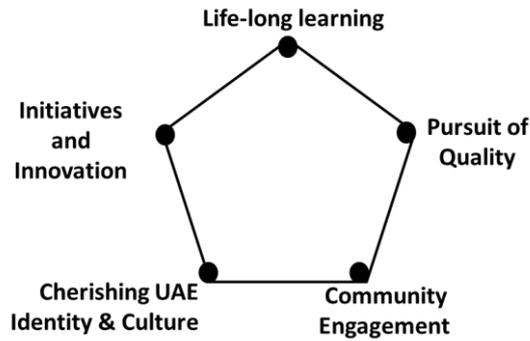
We believe in education that empowers students to find their own paths to fulfill their dreams and create life-long learners who are prepared for the modern world as well as for the future and are ready to make a positive impact in their community.

2. JU Mission

JU strives to be a student-centered learning institution dedicated to:

- Knowledge advancement in Business, Health Sciences, Education, and Islamic and Arabic Studies.
- Recognizing talents and nurturing aspirations.
- Embracing and celebrating the individuality and identity of our local culture and values.
- Contributing to the human development of the community in Dubai, UAE, and the region.
- Fostering a culture of proactive citizenship.

3. JU Core Commitments:



4. Accreditation and Licensure

Jumeira University is licensed and recognized by the Ministry of Education (MOE) in the United Arab Emirates. JU is currently offering the following accredited academic programs:

- Bachelor of Business Administration.
- Bachelor of Islamic Studies
- Master in Fiqh and its Fundamentals

5. Campus Map

A.	Administration / الإدارة
	Accounts / المحاسبية
	Admission & Enrollment / القبول والتسجيل
	HR / الموارد البشرية
	Female Student affairs / شؤون الطلبة
	Communication Team / فريق التواصل
B. MALE CLASSROOM	صفوف (طلاب)
	Classrooms / القاعات
	Computer Lab / قاعة الحاسوب
	High-Tech Classroom / قاعة التكنولوجيا
	Science Lab / المخبر
	LIBRARY / المكتبة
C. MALE FACULTY /	هيئة التدريس (ذ)
C. ISOLATION ROOM (M)	العزل
C. FIRST AID ROOM (M)	إسعافات أولية (ذ)
D. MALE CANTEEN /	الكنفيتريا (رجال)
D. STORE /	مخازن
D. VENDOR ISOLATION ROOM	العزل
D. AUDITORIUM /	المنبرج
D. SECURITY CONTROL ROOM /	أمن
D. SPORT HALL /	الصالات الرياضية
D. FEMALE CANTEEN	الكنفيتريا (سواء)
E. FEMALE FACULTY	هيئة التدريس (ث)
E. FEMALE ISOLATION ROOM	العزل
E. DAY CARE /	المناسبة
E. FEMALE PRAYER ROOM	مسجد (ث)
E. FIRST AID ROOM (FM)	إسعافات أولية (ث)
F. FEMALE CLASSROOMS	صفوف (ث)
	Classrooms / القاعات
	Computer Lab / قاعة الحاسوب
	Science Lab / المخبر (ث)
	Female Security room / أمن
	LIBRARY / المكتبة
G. (LANDSCAPE)	الحديقة

6. Contact Directory

a. Faculty Contact

<i>Academic Deanship</i>	<i>Designation</i>	<i>e-mail</i>
Dr. Salih Abdel Karim	Director - Research Affairs and Program Director of Postgraduate Study	salih.abdulkareem@ju.ac.ae
Dr. Mohammed Ghaleb	Associate Dean - College of Islamic and Arabic Studies	mohammed.ghaleb@ju.ac.ae
Dr. Mariam Sultan	Faculty - College of Islamic and Arabic Studies	mariam.sultan@ju.ac.ae
Dr. Sayeed Ahmad	Faculty - College of Islamic and Arabic Studies	saeed.ahmed@ju.ac.ae
Dr. Saad Ben Mohamed	Faculty - College of Islamic and Arabic Studies	saad.benmohamed@ju.ac.ae
Dr. Saleh Alshuqirat	Faculty - College of Islamic and Arabic Studies	saleh.alshuqirat@ju.ac.ae
Dr. Salama Sultan	Research Faculty - College of Islamic and Arabic Studies	salama.sultan@ju.ac.ae
Dr. Salihu Jibo	Faculty - College of Islamic and Arabic Studies	salihu.jibo@ju.ac.ae
Dr. Yousef Almi'ani	Faculty - College of Islamic and Arabic Studies	yousef.almaani@ju.ac.ae
Dr. Tarhib Al Dosari	Visiting Faculty – College of Islamic and Arabic Studies	tarhib.aldosari@ju.ac.ae
Mr. Abdul Munyem Mohamed	Visiting Faculty - College of Islamic and Arabic Studies	abdul.munyem@ju.ac.ae
Dr. Omar Ahmed	Faculty - College of Islamic and Arabic Studies	omar.ahmed@ju.ac.ae
Dr. Mahmoud Hajjar	Director- Gender Education	mahmoud.hajjar@ju.ac.ae
Dr. Atef Ismail	Faculty - Learning and Development Academy	atef.ibrahim@ju.ac.ae
Dr. Arif Attar	Acting Associate Dean - College of Business	arif.attar@ju.ac.ae
Dr. Muhamad Jumaa	Faculty - College of Business	mohamad.jumaa@ju.ac.ae
Dr. Samar Abd El Mohsen Ismael	Research Faculty - Research Affairs	Samar.Isamel@ju.ac.ae
Dr. Saed Al Nazer	Faculty – College of Business Administration	saed.alnazer@ju.ac.ae
Dr. Afseer Majeed	Faculty –College of Business Administration	afseer.majeed@ju.ac.ae
Mr. Abdalla Elsaadi	Faculty - Learning and Development Academy	abdalla.elsaadi@ju.ac.ae
Mr. Ramy Rashad	Faculty - Learning and Development Academy	ramy.rashad@ju.ac.ae

b. Essential Contacts for Student Support and Services

<i>Student Support and Services</i>	<i>Purpose</i>	<i>e-mail</i>
Learning Resources Center	For inquiries relating to LRC services	library@ju.ac.ae
Academic Services	For inquiries relating to student course registration and academic progress	registrar@ju.ac.ae
Engagements Services	For inquiries on student services	engagement@ju.ac.ae
Financial Services	For inquiries on tuition and fees	student.account@ju.ac.ae
Internship Inquiries	For inquiries relating to internship inquiries	internship@ju.ac.ae
Scholarship Inquiries	For inquiries relating to scholarships	scholarship@ju.ac.ae
Financial Aid Inquiries	For inquiries relating to financial aid	financial.aid@ju.ac.ae
IT Help Desk	For inquiry on e-mail, internet and computing services	ithelp@ju.ac.ae
Campus Services	For inquiry on campus facilities, lost items and complaints relating to campus services	campuscare@ju.ac.ae

Reporting Misconduct or Violation on Campus	For reporting a misconduct incident or any violation on campus	<i>electronic tawasol form on JU portal or Website or engagement@ju.ac.ae</i>
Submitting Academic Appeal	For appealing the decision or penalty of Academic Committee	<i>tawasol@ju.ac.ae</i>
Submitting Non Academic Appeal	For submitting non-academic related appeal	<i>engagement@ju.ac.ae</i>
Escalate Complaints to JU Management	For escalating complaints to JU Management regarding grievance	<i>tawasol@ju.ac.ae</i>
General Suggestions or Compliments	For General Suggestions	<i>electronic tawasol form on JU portal or Website</i>

c. Academic Calendar

Fall Semester 2024	Day	Date	Month
First Day of Classes	Monday	23	September
Add Period – Drop Period – Full Tuition Refund (Week 1,2)	Monday - Friday	23 - 04	Sep - Oct
Course Withdraw Period – No Refund	Monday - Friday	07 - 20	Oct - Dec
Midterm Examinations Period	Monday - Friday	04 - 15	November
*Holiday, Commemoration Day	Sunday	01	December
*Holiday, National Day	Monday - Tuesday	02 - 03	December
Last Day to Withdraw from a Course – No Refund	Friday	20	December
Winter Break	Monday - Friday	23 - 03	Dec - Jan
Last Day of Classes	Friday	17	January
Final Examinations Period	Monday - Friday	20 - 31	January
Final Grades Announcement	Friday	07	February
Grade Appeal	Friday- Friday	07-14	February
Make up Exam Period for Fall 2024	Monday - Friday	17 - 21	February
Spring Semester 2025	Day	Date	Month
First Day of Classes	Monday	10	February
Add Period – Drop Period – Full Tuition Refund (Week 1,2)	Monday - Friday	10 - 21	February
Course Withdraw Period – No Refund	Monday - Friday	24 - 23	Feb - May
Spring Break – Eid Public Holiday	Monday - Friday	31- 11	March -April
Midterm Examinations Period	Monday - Friday	14 – 25	April
Last Day to Withdraw from a Course – No Refund	Friday	23	May
Last Day of Classes	Wednesday	04	June
Final Examinations Period	Monday - Friday	09 - 20	June
Final Grades Announcement	Friday	27	June
Grade Appeal	Friday- Friday	27-04	June-July
Make up Exam Period for Spring 2025	Monday - Friday	07 - 11	July
Summer Term 2025	Day	Date	Month
First Day of Classes	Monday	30	June
Add ONLY Period	Monday - Tuesday	30 - 01	June- July
Midterm Examinations Period	Thursday - Friday	17 - 18	July
Last Day to Withdraw from a Course without Grade Penalty	Friday	25	July
Last Day of Classes	Friday	08	August
Final Examinations Period	Monday - Wednesday	11 - 13	August
Final Grades Announcement	Monday	18	August
Grade Appeal	Monday - Friday	18-22	August
Make up Exam Period for Summer 2025	Monday - Friday	25-29	August

D. Student Services and Support

1. Resources and Facilities

c. Prayer Room

Jumeira University respects and embraces Islamic values and traditions. Classes are scheduled to accommodate prayer times.

Male students can pray in the University Mosque which is within the campus premises.

Female students' prayer rooms are available across campus. Students must bring with them their own prayer mat.

d. Parking

Parking areas are available on both male and female sides. Once students get their campus access card, they will be permitted to park in the students' designated areas.

Student access campus from the campus Main Gate and park in their designated parking area. Students are kindly asked to park in their designated parking areas allocated for male and female students separately.

e. Sports Hall

The University has an indoor Sports Hall. Students can contact the Student Services Desk to register for sports teams and use or reserve the facilities. Students are expected to wear sports clothes only within the sports facilities and respect the dress code.

f. Student Study Lounge

The University provides study lounges on both male and female campuses next to the LRC. The study lounge consists of a self-study room, collaborative study areas, and group study areas. The lounge is also equipped with internet access and an area for reading the daily newspaper.

g. Auditorium

The University has a high-tech auditorium used for cultural, heritage, and other national holiday celebrations, ceremonies, and other events. All students are granted certain rights and have certain shared responsibilities as members of the University's community.

h. Catering Services

The University has two Cafeterias, one for male students and the other for female students. The cafeteria serves refreshments, snacks, and hot food during breakfast and lunchtime.

i. Health Services

Student Health Services in the university play a crucial role in promoting and maintaining the well-being of students, contributing to their overall academic success and personal development. These services are typically designed to provide comprehensive and accessible healthcare, addressing the physical and mental health needs of the student population. Key components of Student Health Services often include:

- **Primary Care:** Offering basic medical services such as general check-ups, vaccinations, and treatment for common illnesses or injuries.
- **Mental Health Support:** Providing counseling and mental health services to address the emotional and psychological well-being of students.
- **Preventive Care and Health Education:** Promoting healthy lifestyles and behaviors through educational programs, workshops, and resources.
- **Medical Assistance:** Providing access to medical professionals or advice for urgent health concerns by offering clinic inside the university campus.

j. Lockers

Lockers are available in classrooms for students to keep their books and other study-related materials. Students are expected to keep the lockers clean and tidy. Please refrain from writing on lockers or damaging them with stickers or in any other way. Please note that there are a limited number of lockers available and kindly apply for a locker from Student Engagement Services Desk. Locker fees are AED 100 per semester.

k. Access

JU operates on a gender-separate basis. When students are inside the University campus, they are kindly requested to stay in their designated gender side of the campus. If, for any reason, female students need to visit offices located on the male side of the campus, they are kindly requested to contact the student Engagement Office via email on engagement@ju.ac.ae or contact the female service desk at the female campus.

I. Transportation Services

The office administers transportation services for female students. The availability of this service is subject to a minimum of 7 students signing for the service travelling from the same destination to facilitate affordable service to students. If students are interested in the transportation service, they should apply at the Student Services Desk 7 days prior to the first day in class.

m.Learning Resources Center (LRC)

Jumeira University provides modern and advanced LRC on both the Male and Female campus. Each LRC provides educational services to the Jumeira University Community: Learning Resources orientations, training for new users, multi-media resources, reference services, database searching, internet access, and photocopying and printing services.

Both male and female LRC directly support the teaching, learning, and research needs of students, faculty and staff, and librarians are highly responsive to the needs of the university learning community. The JU LRC is committed to providing a well-balanced and up-to-date set of services.

I. LRC Objectives

- To fulfill the University's information needs in facilitating learning, teaching, research, and consultancy.
- To optimize usage of information resources and facilities.
- To support the development of lifelong learning.

II. Collections

The LRC has a vast collection of materials that can be borrowed or only referred to within the LRC premises. Students have access to different types of materials from various collections. Our collections include:

- Printed Books.
- Journals.
- Electronic database that includes electronic books and Journals.
- Audio Visuals.
- Newspapers.

III. LRC Facilities

The LRC provide facilities to help students and staff. LRC facilities include photocopiers, printers, group and individual study spaces, presentation practice spaces, wireless connections, and computers for student use. The LRC offer hands-on information literacy training sessions to teach users research skills. The LRC works in conjunction with all parts of the University to provide academic resources for all classes taught at JU.

IV. LRC Services

Jumeira University LRC provide a range of services designed to allow maximum use of information resources inside and outside the LRC.

JU LRC services include:

❖ Borrowing Material

The LRC provide an automated system for the lending of LRC materials and allow maximum and efficient use of these materials. All members of the University community (Students, Faculty, or Staff) may borrow materials from the LRC. Borrowing privileges are also extended to other university support staff.

❖ Ask a Librarian

JU's LRC provides "Ask a Librarian" service for the University community by email using the LRC platform that you can access from your student portal. E-mail: library@ju.ac.ae.

❖ Audio Visual Services

The audio visual services section houses the audio-video materials such as CDs, DVDs, etc.

❖ Photocopying

A pre-paid card for the photocopying machine is available in the LRC for patrons' use at reasonable prices.

❖ Reference Services

Use Reference Services to find information about a topic, develop research strategies for papers and projects, locate facts and statistics, or to know how to search the LRC catalog, E-database, and Internet.

❖ Information Literacy

JU's LRC provides regular training sessions for the JU community to teach students how to search and locate information.

V. LRC Opening Hours

The Male and Female Learning Resources Center opening hours are:

Saturday & Sunday : 8:00 AM to 9:00 PM.

Monday to Thursday : 8:00 AM to 9:00 PM.

Friday : 8:00 AM to 1:00 PM.

n. IT Laboratory

JU has computer labs at both male and female campuses. The laboratory is equipped with 20 computer desks for the use of the students and is accessible to students when it is not being used for classes.

IT lab operating hours from 8am to 5:30pm.

O. Health Sciences Laboratory

The JU Science Laboratories have been prepared to teach courses that will be offered in the College of Health Sciences.

The laboratories are equipped with required tools and house teaching for 20 students. JU enforces Safety Laboratory Regulations to ensure safe working practices, environmental protection, and operating efficiency regarding laboratory use.

p. Campus Security and Safety

Jumeira University promotes a safe and secure environment in which students and faculty learn and work. A designated Security Office within the campus services makes sure this initiative is implemented. Should you encounter an incident or need to report an emergency, you can do so at the Engagement Office directly.

VI. Visitors Policy

Jumeira University welcomes visitors to the campus. It is important that visitors register at the reception desk. Visitors must be accompanied by their hosts throughout their visit to the campus. If students are accompanied by friends who want to attend a class, they should seek the permission from the Program Director for a class visit.

VII. *Lost and Found Items*

In case students have forgotten or lost their belongings on campus, they should go to the Security Offices at the male or female section, or email campuscare@ju.ac.ae.

VIII. *Campus Safety and Emergency*

All students are required to attend safety orientation workshop at the start of the academic year to be aware of the essential information regarding campus safety and guidelines to follow during emergency.

The campus evacuation and emergency plan is posted on the student portal and contain the following information:

- Campus Emergency numbers. These numbers are also posted across campus.
- National Emergency Numbers: e.g. police and ambulance.
- Campus response during emergencies including: medical emergency, fire emergency, sever weather emergency, loss of major service son campus, structural instability emergency, disturbance Emergencies, hazardous spell emergency, stray animal emergency, pandemic breakout emergency.
- Campus evacuation drill conducted twice a year.

Students will receive orientation on campus emergency response procedures and are required to familiarize themselves with the key information in the plan, especially emergency numbers.

IX. *Science Laboratory Safety*

Students who are using science laboratories are required to comply with the safety guidelines issued by the college of Health Sciences. The Science laboratory safety guidelines are published on the student's portal and provided to students who are taking courses with science laboratory. All students who use the sciences laboratory for the first time are required to attend a Laboratory safety orientation and introduction to the required gear and protective equipment to conduct their experiments safely.

X. *Key Contact while on Campus Health and Safety Measures*

- In case of any Health & Safety Emergency kindly contact Campus Services team:
056 802 0353
- For IT Assistance please call the student help line number:

054 775 2133

- For Academic Assistance please call the student help line number:

050 583 5178

q. Enrollment and Engagement Office

The Enrollment Office administers the enrollment services of prospective students. The office handles prospective student inquiries, admissions advice, and scholarships awards. The office is also responsible for providing various administrative and supportive services.

The Students' participation in campus-wide events is important for building an active and healthy campus life. The office organizes, implements, and supervises all student social, cultural, and entertainment programs. Its main objective is to help students develop their interests and abilities, and to practice their hobbies through a variety of programs and activities. Students are highly encouraged to participate in social activities to enrich their University experience. A student's engagement in the University's activity programs will have a great impact on their educational experience.

The Enrollment and Engagement Office provides the following services:

I. Student Service Desk

Receive all student inquiries and process all student requests relating to letters, student ID card as noted below:

Student Identification Card (ID)

Students are issued an identification card after they first register in the university. The identification card shows their identity as a Jumeira University student and gives access to the campus and its facilities. Hence, it must be worn at all times on campus. The university student ID card is used for official interactions with the university such as checking out LRC books and taking exams.

The card displays the student's photo and contains the student's name, program of study, and ID number. Students should never alter or duplicate ID cards. Students will be issued a new card free of charge at the start of their first semester. If the ID card is lost, stolen, or mutilated, there will be a replacement charge of AED 100. Replacement cards are obtained from the Engagement Office.

Student Email Accounts

The office ensures that all students are issued with university e-mail accounts once they are admitted into a program. The university email is the official communication channel that the university uses to communicate with students. All students must check their e-mail accounts regularly; failure to do so will not exempt students from compliance with the official University messages sent via their university e-mail account.

Students Letter Request

The office handles student letter request. Students are required to fill in letter request form and send it to: engagement@ju.ac.ae.

Non-Academic Appeal

The office handles non-academic student appeal. Student are required to fill in the non-academic appeal form and send it to: engagement@ju.ac.ae.

II. Financial Aid and Scholarship

The office is responsible for processing the scholarship and financial aid application. The office provides advice on eligibility and application process of scholarships and financial aid. The office also notifies students of the status acceptance of their application for both scholarships and financial aid.

Full details of the scholarships available at *JU is provided in Finance Section of JU Catalog.*

III. Student Orientation

Student Orientation is a period of time at the beginning of the academic year at the University during which a variety of events are held to orient and welcome new students. Student orientation aims at acquainting and familiarizing the new undergraduate students with the exciting opportunities that Jumeira University has to offer and will allow students to:

- Meet and interact with new and current students.
- Learn about the various academic support and student services available to them.
- Explore the campus, and chat with students and staff.
- Receive academic advising and course selection recommendations.

- Learn more about the policies and regulations of the University.

Student Orientation Program will cover the following:

- Instruction to Faculty and University Office
- Student Code of Conduct and Student pledge
- Learning Resources Center
- E-learning service and Virtual Classroom
- Access to Email, JU Portal and Use of Technology
- Access to E-Learning and Services Platform
- Use of Campus Technology and Devices
- Academic Calendar and Important Academic Information.
- Class Registration and Class Scheduling
- Where to Get Help and Academic Advising
- Student Engagement
- Student Activities
- Health and Safety

IV. *Student Activities and Recreation*

The Enrollment and Engagement office provides students with the opportunity to become involved in the activities of their interest. The office organizes, implements, and supervises all student social, cultural and entertainment programs. Its main objective is to help students develop their interests and abilities, and to practice their hobbies through a variety of programs and activities.

Students are highly encouraged to participate in social activities to enrich their University experience. Student's engagement in the University's activities programs will have a great impact on their educational experience.

V. *Student Guidance and Counselling*

For most students, their time at the institution represents a significant period of transition. Although transitions can be exciting, they also require change and adjustment, which can sometimes be difficult. Student Counselling can assist students in their pursuit of academic

and personal growth, helping students gain a better understanding and appreciation of themselves, and supporting students as they make important decisions about their lives.

Counselling Services help students achieve their educational goals, learn the processes of problem solving and decision making, enhance their capacity for satisfying interpersonal relationships, define their life goals, and maximize the ability for continued emotional growth beyond their educational experience.

Counseling helps students overcome their personal difficulties and allow students to complete their educational program successfully. Examples of common issues that students may experience are: adjusting to University life, procrastination and time management issues, confusion about life or career goals, relationship conflicts, depression, anxiety, grief, and loss. The counsellors are prepared to deal with a multitude of issues or concerns.

The Engagement Office provide students' with counselling services through a professional life coach. The services of the Life coach is booked electronically via the student portal. Life coach counsellors are available on campus 4 days a week, from 10 am to 2 pm. Mondays and Wednesdays are allocated for female students. Tuesday and Thursdays are allocated for male students.

VI. *Personal Counseling*

The primary goal of this department is to provide students with support, academic guidance, and social assistance, fostering psychological and social stability. Additionally, it seeks to enhance all facets of students' personalities by assisting them in acquiring essential skills that facilitate university-level learning. Emphasizing the development of an independent and balanced personality, the department aims to equip students to effectively navigate diverse life situations

VII. *Career Placement Services*

Career Placement Services for our students focus on assisting them in successfully transitioning from academia to the professional world. These services collectively aim to empower them with the resources and support needed to make informed career decisions and successfully enter the professional realm. These services typically include:

- **Career Counseling:** Providing personalized guidance to help students explore career paths, understand their strengths, and set realistic goals.
- **Job Search Assistance:** Offering support in searching for internships, part-time jobs, and full-time employment opportunities through various channels.

- **Resume and Cover Letter Support:** Assisting students in creating effective resumes and cover letters that showcase their skills and experiences to potential employers.
- **Interview Preparation:** Conducting mock interviews and providing tips to help students refine their interview skills and boost their confidence.
- **Networking Opportunities:** Facilitating connections between students and professionals, alumni, or industry events to expand their professional network.
- **Workshops and Seminars:** Organizing events focused on career development topics such as job market trends, industry insights, and skills enhancement.
- **Internship Programs:** Collaborating with companies to provide internship opportunities that allow students to gain practical experience in their field of study.
- **Career Fairs:** Hosting events where students can interact with employers, learn about job opportunities, and make valuable connections within their chosen industries.
- **Online Resources:** Providing access to online platforms and tools for job searches, skill development, and industry research.
- **Post-Graduation Support:** Aiding graduating students in their job search, career planning, and navigating the transition from university to the workforce.

I. Engagement Partnership

The office provide engagement opportunities for student with private and public organizations by offering students special services at a discounted rate. Also through corporate networking provide students with career visits and volunteering work opportunities that might be available at these organizations.

r. Registrar's Office

The Registrar's Office is responsible for directing and administrating the student academic services from initial registration to graduation. The office key responsibility areas are: Academic Courses Registration, Academic Data and Student Policies, Class Scheduling, Exam Administration, Degree Auditing, Student Awards, and Graduation.

Also, the Registrar's Office serves as the principle office to provide the necessary report and analysis relating to students' academic progression. The office enforces the rules and

regulations governing student academic progress, maintains, interprets, and monitors academic policy, while communicating procedures to students. The office also provide advising to students on academic policies and procedures.

The Registrar's Office provides the following services:

I. Course Registration

The office handles the course registration on the system during the semester registration period and course retake registration.

II. Handling Academic Request

The office handles academic request relating to Changing Majors, Requesting Official Transcripts, and course withdrawals during the semester as well as requests relating to class timing and scheduling.

III. Exam and Academic Appeal

The office handles request relating make-up exam requests and academic appeals including: grade appeal, grade challenge, incomplete grade requests.

IV. Graduation

The office handles the application process for graduation and issuance of the official degree, transcripts and obtaining copies of student's academic records.

V. Departure and Withdrawal

The office handles the departure and withdrawal process of student from the University.

VI. Academic Counseling

In collaboration with the academic advisors, the office aims to guide and support students during their studies at JU. This is done individually or through orientation workshops to orient students about the important aspects of a successful academic journey.

The office handles relevant academic inquires and advise students on the academic policies and procedures by sending students regular circulation on key academic regulations relating to students' progression.

s. Learning and Development Academy (LDA)

The LDA promotes continuous education and life-long learning within the University and community. This will include planning and delivering long and short-term programs tailored to students and community needs. The unit's primary focus is to establish the student advancement platform to maximize the education experience for every student and ensure students' success.

The Academy provides the following services:

I. Development and Career Support Services

The LDA is dedicated to provide JU's students with development and career services focused on creating success and realizing students' potential. The Academy focuses on developing students' skills as well as acquiring new ones throughout the year by providing development workshops that include: résumé and cover letter writing, interview preparation techniques, job search strategies, time management, etc. Development workshops are booked each semester via student portal.

Also, the LDA provides career coaching session for student through a dedicated career counselor. Career coaching sessions are booked electronically via the student portal. Alternatively, can be booked through the student service desk at the engagement office.

II. Language Development Courses

English Language Program

JU's English language program prepares students to develop their English language competency for University admissions. The Academy offers English language courses designed and delivered by highly skilled professionals. The Academy offers an array of courses that cater to the different needs of the University's student body and members of the community.

The English Language program offers the following courses:

- English for Academic Studies – Level 1;
- English for Academic Studies – Level 2;
- English for Academic Studies – Level 3;

The Academy also offers tutorial sessions for students who do not meet the Gateway language requirements. The sessions take place over 2 hours per week for an entire semester.

Arabic Language Program for Non-Native Speakers

The Academy offers Arabic language program for non-native speakers, to pursue their academic aspirations and master the Arabic language skills. It also helps professionals develop their language and communication skills in Arabic on a professional level.

The program uses module-based curriculum to develop four basic language skills: reading, writing, listening, and speaking. This is done in a way that enables the students to understand the basic Arabic language in terms of speech and syntax, and then applies the basic language components (phonetics, vocabulary, and compositions) through the teaching of basic grammar.

The program is provided in an interactive learning environment that enables the students to gradually build their linguistic skills. The program consists of 4 progressive level modules and 4 advanced level modules. The Duration of the full program is 32 weeks for the 8 modules. Each module is completed in 6 weeks.

The Arabic Placement Test before the start of the program is mandatory to determine the adequate skill level of the student. There are also achievement tests between levels and at the end of the program, there is a proficiency test.

III. *General Education Program*

The general education program objective is to develop a strong learning foundation for first-year students. The program aims to develop first level skills in communication, information literacy, engaging, and life skills. The skills will broaden students' perspectives and support them to achieve their career goals.

IV. *Foundation and College Preparation Courses*

The Academy offers foundation preparation courses to support student admissions to the University. Courses include foundation courses in the following subjects:

- Admissions Tests Preparation like EmSAT preparation Courses.
- Math Foundation Courses.
- Islamic Studies Foundation Courses.
- Arabic Studies Foundation Courses.

t. Internship Placement Services

The Internship Committee is responsible for the overall management and administration of the internship programs. This includes the internship administration, internship logistics, and student support. The Internship Committee ensures that the student taps into the resources available for him/her and effectively administers the internship program. The Committee will provide a central service desk for the internship application process and will serve as the central point for internship information.

The commitments of the Internship Committee is outlined below:

- Manage the annual internship program including publication of the internship calendar and ensure effective administration and execution of internship logistics.
- Assign Advisor at the time of the internship application submission to guide students with the internship placement and selection.
- Assign Supervisor at time of internship course registration. The Internship supervisor is responsible for helping students set learning objectives, mentor students, monitor progress, resolve concerns, and provide regular feedback to students.
- Assign internship panel to review students' Internship Portfolios, evaluate the Final Report, Presentation, and validate the overall grade of the internship.

Students are highly advised to start their internship application 3 months prior to the start of their internship. Details of the intern application are found on the student career and development portal and also in the internship handbook available in electronic version on the student's portal under handbooks.

u. Student Finance Office

The Student Finance Office is responsible for collecting student tuition fees and dealing with payment deferrals and the easy payment plan.

For full details on tuition, fees, and payment terms and conditions, *please refer to Section H of this handbook.*

v. Technology Services

JU Information Technology team (JUIT) is a dedicated technical support team that maintains a reliable information technology infrastructure, ensures seamless connectivity and mobile access, provides advanced equipment and the latest software tools, and ensures a state-of-the-art learning environment.

JU computing services to students include:

I. Computing Orientation and Training

The office facilitates training and orientation sessions to the JU computing services at the start of each semester also provide virtual individual guidance to students as requested.

II. Student E-Portal

Jumeira University has a dedicated portal that provides a range of online services to manage communications and provide access to academic resources for enrolled students.

The portal is a gateway to accessing lecture notes, subject information, calendars and timetables, policies and forms, book lists and an electronic LRC with over 85,000 resources, the faculty directory, and other related resources. Students can also manage course selections, access marks and official transcripts, and receive important alerts on academic and other official matters through these systems.

III. Connectivity

Jumeira University provides every student with a JU email account, which offers access to email outlook, calendar functions, along with a range of Microsoft optional tools to deliver a quality email service during the course of study. Also, students can benefit from the wireless Internet connectivity across campus.

IV. Equipment

JU has a state-of-the-art IT platform to ensure students are provided with advanced technological services. These include:

- Computer labs and access points across campus that offer more than 50 individual workstations. JU is among the leading educational institutions in the UAE to launch

the virtual desktop infrastructure (VDI) that allows students to access their information content from any device at any given time, on or off campus.

- Classrooms are equipped with interactive smart boards, computer, audio and visual systems capable of delivering a range of multimedia formats such as DVD, VCD, MPEG, etc., in order to provide a more interactive learning experience.
- Printing services are provided in the LRC for students at affordable prices.

V. Technical Support

IT Support Administrator is available during working hours to assist students with any technical issue. A helpdesk service also operates through the IT service request application, which provides an integrated incident management system and ensures that any issue, such as email activation, password reset, hardware problems etc., is appropriately identified and resolved in the shortest possible time.

JU help desk operates from 8am to 5:30pm. Please log in your inquiry/complaint through JU help desk portal at: ithelp@ju.ac.ae.

w. Student Offices' Operating Hours

Male and Female Campus Offices operating hours are:

- Saturday and Sunday : 8:00 AM to 5:30 PM.
- Monday to Thursday : 8:00 AM to 9:00 PM.
- Friday : 8:00 AM to 1:00 PM.

E. JU Students' Representative Council

Jumeira University has initiated the Students' Representative Council that assigned to closer the gap between Academics, employees and students, SRC members have been elected from senior and junior students based on the recommendations of their Lecturers, SRC will take a place for one whole Academic year and members will be elected for every Academic year.

Enrollment and Engagement Office at JU oversees handling all the matters that related to SRC.

SRC has been given some major tasks to help students, here are some of the tasks:

- Sound out Students' thoughts: SRC has a major role in passing the voice of students to the administrative departments in Jumeira University.
- Organize activities: Provide logistical support to the activity that include: scheduling, handle communication calendar, appointments, prepare key messages, coordinate activity related people appointment, services, etc.
- Students Support: provide support to students during the academic year like counseling or health and safety matters.

1. Policy:

The Students' Representative Council policy at the JU especially governs in the areas of the student activities and publication is the most popular student activity and constitutes one of the obvious achievements of the student development services division. The elected JU Students' Representative Council members hold their meetings on weekly basis regularly according to the plan under the supervision of the Enrollment and Engagement Office at JU. All the student activities including sports, cultural and intellectual, entertainment and publications are discussed and planned during these meetings and solid decisions are taken towards their implementation. In every meeting of the Council, the progress towards implementation of the decisions of the previous meeting is reviewed and corrective measures are taken wherever needed. Through this activity, the students practically learn the concepts of management – planning, organizing, staffing, leading and controlling.

2. Purpose

Help and support the JU Students' Representative Council and as a students' governing at the JU especially in the areas of the student activities

3. Scope

Student activities including sports, cultural and intellectual, entertainment and publications

4. Responsibility

Student services

5. Definition of terms

The Students' Representative Council: The election of the JU SRC and the students' governing at the JU especially in the areas of the student activities.

6. Procedure

- The university will create and plan several social and cultural activities for students throughout the Academic year.
- Students' ideas for a suitable student activity will be supported by the university.
- The university will have supervisory authority over all student organizations and activities.
- Students will be expected to behave in a responsible and respectful manner when taking part in such activities and refrain from any disciplinary offences as set out in the student disciplinary section.
- All students and guests must abide to the UAE law. Organization or students arranging the activity will be responsible for taking all reasonable steps to prevent any infraction of the university rules and UAE laws.
- Any individual/group whose conduct violates these rules will be subject to disciplinary action.
- In addition, any existing penalties and disciplinary procedures will apply. Such action may include suspension or expulsion of individuals or suspension or termination of a particular activity or club.

F. Academic Standards, Policies, and Regulations

1. Admission

Please refer to the Admissions section in JU Catalog.

2. Study Declaration

All JU students are admitted with a declared degree. Students must choose a major and follow change discipline as stated below:

a. Declaration of Concentration

If the degree of the student has a concentration, then the student must choose his/her concentration at the time of application and will be admitted on this basis. Students can change their chosen concentration provided they have earned less than 60 credits before filling a change form.

b. Change Degree

Students who seek to change their degree in the same college or to a different college must submit a “Change Degree Form” to the Registrar and meet the admission requirements of the new degree and obtain the Academic Advisor’s and Program Director approval.

c. Declare Double Degree

Students can choose to do a double major or concentration; to be eligible, the student must complete at least 30 credits and must be in good academic standing (GPA 2.5). A double degree is noted on student's transcripts and Certificate. Students cannot take more than two majors or concentrations

3. Student Classification

Continuing students have different classifications according to enrollment dates and earned credits. A continuing student who is following his/her Academic Road Map is indicated that he or she is a regular student and is classified according to credit hours earned as follows:

Freshman	12 - 30 credit hours
Sophomore	31 - 60 credit hours
Junior	61 - 90 credit hours

Senior

90+ credit hours

A student who is not following his/her Academic Road map is classified as non-regular student and the University asks him/her to sign an acknowledgement of consent on the implication of not following his/her Academic Road map on his/her graduation date. Generally, students are not allowed to go beyond the six-year study period and must obtain permission from the Registrar's Office to prolong their studies.

4. Course Attendance

a. Class Attendance

The attendance for undergraduate degrees at Jumeira University is a firm policy; where the participation in class would affect the final grade of the course.

Class attendance is compulsory for all courses. Students should attend at least 75% of the total number of hours for every course in which they are registered. Students who fail to fulfill the attendance requirement will be denied entry to the final exam and will receive a failing grade (WF) for the course.

Absence notifications are automatically sent via self-service application to advise student to adhere to the class attendance.

If a student has a valid reason for missing classes, supported by documentation, the absence penalty will be reviewed in line with the submission of a legitimate reason, substantiated and accepted by the Course Instructor.

b. Tardiness

Any student arriving more than 10 minutes after the established start time for a course or leaving any time before the established completion time for a course (except when completing a test or examination where further attendance is not required once the test is turned in to the faculty member), will be marked as tardy. Two occasions of being tardy are equal to one absence.

5. Course Assessment and Examination

A range of assessment methods are used to evaluate students' learning and progress on the course. Depending on learning outcomes, the course assessment is utilized by the following:

- Course Work: Projects, Reports, Essays, Presentation, Research Paper.
- Examination: Quizzes, Test, Midterm Exam, Final Exam.

All course assessments are administered by the faculty departments except for the Midterm and Final exams that are administered by the Registrar's Office.

a. Course Work Late Submission

All students must comply with the submission procedure for submitting coursework. All students must submit their coursework on time according to the specified deadline. Students should discuss any extenuating circumstances that will or may prevent him/her from meeting a submission deadline at the earliest opportunity with the course instructor.

Late submission is granted by the course instructor and detailed in the Course Assessment Description Sheet. All coursework submissions must be submitted by the end of Week 14 in each semester and week 5 in a summer term. No late submission is granted beyond this period. Students who submit their coursework after the end of week 14 in a semester or week 5 in a summer term will be given a zero grade.

All late submissions must be uploaded on course e-Page on student portal to check for plagiarism. The instructor will create the late submission slot on the portal. No course submission is allowed via e-mail. If a student is facing any technical issues, he or she must contact JU IT help desk.

The late submission is granted under the discretion of the course instructor. However, as a general rule, the following circumstances and excuses are Not Normally Accepted:

- Mistaking the date/time of a deadline.
- Not checking the e-mail.
- General pressure of academic work e.g. number of assignments with similar deadlines, as the student is expected to plan his or her work schedule.
- Employment commitments, unless you are a part-time student with a full-time job.
- Holiday or family commitment.
- Personal computer failure, as you should have taken adequate precautionary measures e.g. backups.

- Leaving it to the last minute to access IT equipment/printing facilities and then finding that they are not available, unless there has been a system failure.

Non-compatibility of your IT equipment with University IT equipment is not an acceptable excuse, as it is expected that you have planned and checked that it was possible to transfer files from your computer to the University systems way before the assessment submission deadline.

Late submission allows some students opportunities for added time that are not offered to other students who complete their work according to the established timelines in a course. Even when medical issues, family matters, and other 'good' excuses are provided and accepted by the faculty member of record; late work gives some students an advantage over other students. As such, the instructor will apply penalty grade reduction between 5% to 20% depending on the circumstances. Penalty is clearly outlined in the course assessment description sheet.

Students should discuss any extenuating circumstances that will or may prevent him/her from meeting a submission deadline at the earliest opportunity with the designated person in the college of their programs and their Academic Advisor.

b. Failing to Attend an Exam

Students who miss an exam without a legitimate excuse will receive a 0 mark for that exam. Only students with legitimate excuse will be allowed to set for a make-up exam. Students with legitimate excuse must submit the 'Make Up Exam Form' with supporting documents to the Registrar's Office within 5 days from missing the exam. The 'Make Up Examination Forms', and all other supporting documents which are handed after the deadline (5 days), will NOT be accepted and student will receive a 0 mark for that exam.

The following are acceptable excuses for a student missing an exam:

- Contracted the Corona Virus or in Contact with a positive case.
- Serious Illness. This must be supported by the appropriate medical reports from authorized hospitals.
- Funeral attendance. This applies for immediate family only and must be supported by the appropriate documentation.

- Mandatory National Appearance. This applies only for military and police personnel during emergency and must be supported by appropriate documentation.

JU allows **one** missed exam with legitimate excuse, to be made up per semester.

Students who miss their re-sit exam on courses and receive “I” grade and will receive 0 grades if the student failed to present acceptable excuse in accordance with JU Policy.

Students who miss more than one exam must submit an explanation for missing more than one exam with legitimate excuses as stated above. E.g., illness period resulted in missing more than one exam with supporting medical certificate to substantiate student statement in this regard.

Outpatient sick leave certificate indicating "Unfit to Work" will not be accepted without full medical report detailing the seriousness of the illness.

The Make-up exam policy is applicable only to Final Exam and Term Exam 2 and Oral Exams. Students who miss an interim exam (quiz, test, term exam 1 or midterm) and have a legitimate reason will not have a make-up exam but rather will have a moderated grade as noted below:

- If any student misses a quiz, test, or unit exam etc., the points allocated to that exam will be included in the next quiz, test, and unit exam respectively.
- In a case where the missed quiz, test, or unit exam etc., is the last one, the points allocated to the assessment will be added to the Final Exam/Term Exam 2.

For example: if a missed Midterm exam worth 20 points and Final is worth 30 points, then the student who misses the midterm will be allocated a total of 50 points in the Final Exam.

Students repeating the Final Exam or Midterm exam will receive a penalty for having more time for studying than other students as noted below:

- In the case of serious Illness, a penalty ranging from 0%-20% will be deducted depending on the student’s medical condition.
- In the case of funeral attendance of an immediate family member, no penalty will be applied.
- In the case of national appearance, no penalty will be applied.

Graduates who have completed the graduation documentation and missed the final exam without a valid excuse in a course will be exempted from the above policy and will be allowed to sit for the make-up of the final exam with the condition that their grade will be capped at 70.

In the interest of fairness, there will be NO exceptions to these rules.

c. Repeat of Examination or Re-Submission of Coursework to Improve Academic Standing

The University does not permit the repeat of exams, quizzes, or coursework due to student request to improve academic standing. According to this policy, course instructors may not allow any student to retake any exams or quizzes or to resubmit assignments in an attempt to improve their grade. The University has strict policies in this regard to provide equal opportunities and fair academic competitiveness among students.

d. Examination Policy for Pregnant Female Students

Make up examination policies do not apply for pregnant female students. Students who become pregnant during a period of study at the University are accommodated as far as feasible to allow them to complete their program of study.

Under the student pregnancy policy, students should be aware and follow the below stated instructions:

- Notify the Registrar's Office at an early stage of their pregnancy to discuss necessary adjustments and options available to students.
- Inform the University in writing 15 weeks prior to delivery. This allows sufficient time for the Registrar's Office to liaise and provide support to the student.
- Pregnant students who are due to have their baby during an examination period will have the following options available:
 - ✚ Apply for an incomplete grade. This option is applicable for the final exam and the students must have completed all other course assessment. Student will be able to sit for the make-up exam within 45 days from giving birth.
 - ✚ Apply for maternity leave for one or two consecutive semesters.
 - ✚ Undertake course examination within week 13 of the semester provided that the students have completed all other course work.

All above options are subject to the Program Director's approval.

- Students must discuss their options and receive an official letter from the Registrar's Office confirming their study plan during their pregnancy.
- Pregnant students should not register in a semester without notifying the Registrar's Office of her pregnancy.
- Failing to follow this policy may result in receiving a 0 mark in the registered course(s). So it is highly advisable that pregnant students communicate on time about their situation, discuss their options and study plan with university officials, and agree on their study plan during their pregnancy to avoid any disappointments.

e. Examinations Schedule

Midterm and Final Exams are scheduled by the Registrar's Office. The exam timetables are announced in advance through the University student portal and registrar e-mail.

f. Late Arrival for an Exam

No students will be admitted to the exam venue 10 minutes after the start of the exam session. If a student is late for more than 10 minutes, his/her admission to the exam will be subject to the discretion and approval of Head Invigilator and Dean of Academic Affairs. No additional time will be given to the late students, regardless of the reason for their late arrival to the venue.

g. Grades Reports

Students can order an official transcript, or see grades through student portal and they can print unofficial transcripts from their account.

h. Errors in Grade Reports

If a student believes there is an error in the report of a grade, he/she must contact the instructor of the course. If appropriate, the instructor will submit a grade change request to the Program Director of which the student is enrolled in. If the grade change is approved, the Registrar's Office will correct the student's record and notify the student of the new grade and of his/her new grade point average.

6. Course Retake and Repeat

a. Course Retake

If a student failed a course because he or she missed an assessment for a good reason but was not a legitimate reason in accordance with JU assessment policy, for example: the student made a mistake in the date/time of a deadline or missed the exam because he or she overslept, the student can apply for a course retake provided that the student's previous course assessments were completed satisfactorily and the student had good class attendance. The application for course retake is available on the student portal or the Registrar's Office. The Academic Committee will evaluate the student's circumstances and approve or reject the student application for course retake. Course retake is provided on self-study bases. Course assessment is based on one final exam out of 100. Students are provided a course tutor to guide them to study for the final exam and they will provide them with a minimum of 3 tutoring sessions.

b. Course Repeat

If a student failed a course and did not opt to apply for course re-take or was not eligible for course retake, then the student must repeat the course in the following year if the student failed a core course. If the student failed an elective course, then the student may choose a different elective or repeat the same course before he or she graduates.

7. Academic Progress

The Students' performance is measured every semester based on the grades that they attain in every course taken during the semester. Students' progress is therefore measured by the number of semesters taken at the university and the grades attained

The minimum residency requirement for all students at the JU in all the Colleges:

- Students are expected to complete their studies within the regular 8 semesters.
- No student may spend more than eleven semesters in the University to obtain the bachelor's degree.
- The minimum residency requirement for students transferred from another university is four regular semesters to receive a bachelor's degree.

8. Academic Integrity

Jumeira University's constant pursuit is to establish its assurances towards academic integrity and its values. It is an endeavor to solidify its core principles and establish its Office of Excellence & Compliance

commitment as a higher educational institution of higher learning among its community. Jumeira University considers academic integrity of paramount significance evidenced by its violation policy. It is a responsibility that aims at securing guidelines with proper controls for a prosperous learning journey and harmonized relationship between the student body and instructors.

At the beginning of each study semester, course instructors provide students with guidance and written instructions that pertain to breaches of academic integrity. It is the responsibility of every student and faculty member to be familiar with and to implement these policies.

9. Academic Violations

Jumeira University expects students to understand and maintain high standards of academic integrity. Breaches of academic integrity include the following:

- **Plagiarism:**

The submission of someone else's work, whether ideas, words, or images without proper acknowledgement: "citation of the reference".

- **Inappropriate Collaboration:**

Working with someone to develop, revise, or organize papers or projects without acknowledging that person's help.

- **Inappropriate Presentation:**

Impersonating another student in either attending a class or being present at an exam. The impersonated and impersonator will be suspended or dismissed from the University.

- **Dishonesty in examinations and submitted work:**

Cheating on exam, copying from another paper, giving unauthorized assistance, obtaining unauthorized advance knowledge of exam questions, and the use of a device or procedure to achieve false scores on graded exams.

- **Work completed for one course and submitted for another course:**

Submitting the same work for more than one course.

- **Deliberate falsification of data:**

Deliberately falsifying data or distorting supporting documentation for course work or other academic activities.

- **Interference with other students' work:**

Students may not intentionally interfere with the work of other students, like sabotaging laboratory experiments, digital files, research work, giving misleading information, or disrupting class work.

10. Penalties and Consequences of Academic Violations

Students are advised that violations of the Student Academic Integrity Code will be treated seriously. Instructors will report all academic violation incidents to the integrity and student conduct committee IASCC via the Registrar's Office. The registrar will notify the Chairman of the IASCC and present all documentation to the committee.

In assigning a penalty, the committee will take into account the seriousness of the offense and the circumstances involved. Repeated violations may result in suspension or dismissal. Penalties for academic offences may include the following:

- Re-submission of the work in question.
- Receiving 0 grades on the assignment or examination in question.
- Failing grade of (XF: Academic Violation) for the course in which the offence occurred.
- Suspension for one or more academic semester including the semester in which the offence occurred.
- Dismissal from the university.
- Extra penalties may be imposed like loss of scholarships, and ban from honors list.

All penalties are maintained in the student's file in the Registrar's Office. Penalties 3 and 4 will become a permanent part of the student's file, with appropriate notation indicating that there has been violation of the students' academic integrity code. Penalty 5 will result in having a transcript notation indicating "dismissal from JU for academic dishonesty."

11. Standards for Citations and Reference

The University has set standards for referencing and quotation that students must adhere to when writing a research paper. The standards are enforced to ensure the integrity and honesty of research work and to educate students on the correct practices of academic quotations and the importance of declaring and documenting their research sources.

Students must adhere to the following guidelines when conducting a research:

a. Source Documentation and Referencing

Students must document all the sources and references used in his or her research by clearly referring to the original source using JU's referencing standards. Students must create a reference list in which sources can be easily tracked in their research paper. The reference list must be formatted in accordance with published research guidelines by the college or in the research assignment.

Students are highly advised to follow available research guidelines in the LRC database (ebrary) or (Pro-Quest).

b. Referencing and Quotations

When a researcher needs to use ideas, information, or phrases in his or her research, he /she must clarify the source correctly as described below:

c. Direct Quotation

When a student needs to use exact words from a source (more than two words), the researcher should place quotation marks (" ") at the beginning and end of the sentence and clearly indicate the source in the reference margin. It is important to be mindful of how to use these quotations to support your research. As a rule of thumb, quotations should not exceed more than 25% of the original research.

d. Indirect Quotation

Indirection is used when the researcher needs to use the original author's idea. This is done by rephrasing or summarizing. The researcher should not use words from the original text and must devise his own method of using the idea in a way that is useful for research. If the student uses more than two words, he / she must place the quotation marks. At the end of the indirect quote, the researcher must mention the source directly and also refer to it in the bibliography.

e. Wrong Practices in referencing that must be avoided

The university emphasizes the importance of academic integrity and the researcher's awareness of the importance of recognizing and documenting other's work who contributed to his/her study.

Students should be aware of the seriousness of the plagiarism offence, which may lead to dismissal from the university depending on the offence circumstances. The following methods are prohibited and may lead to the student being charged with plagiarism:

- Direct quotes without reference to the original source or reference.
- Paraphrasing of some research work without reference to the source.
- References to inaccurate sources or vague references.
- Listing of references and sources that are not relevant to research for the purpose of misleading and creating a false impression.
- Purchasing the entire research text or requesting a person to write the student's text and submit it as the student's work.

f. Detection and Handling Plagiarism Violation

The University takes the following actions to verify the scientific content of research and detection of plagiarism:

- Every student must submit a declaration statement that confirms that his or her research is free from plagiarism.
- Students must submit their research work online on the student's portal.
- The Course Instructor checks the plagiarism reports and if results are not satisfactory (more than 35% suspected plagiarism) then discuss the results with the student and submit relevant documentation to the Integrity and Student conduct Committee for charging students with plagiarism offence.
- The Integrity and Student conduct Committee will handle the plagiarism case and make judgments based on the evidence in accordance with JU's policies. The committee is chaired by the Program Director, two appointed impartial faculty and the registrar.
- The Integrity and Student conduct Committee's decision will be officially announced to the student through the Registrar's Office.

12. Student Academic Grievance/Compliant

Jumeira University provides fair and just means to fairly evaluate student academic performance. Students have the right to appeal and submit grievance as noted in this section.

a. Grievance of Grades

Students who want to make an appeal or a grievance regarding their grade must have grounds for the grade appeal or want to challenge the grade provided by the course instructor. In both cases students must provide supporting evidence for their grievance.

Students may submit a “Grade Appeal” or “Grade Challenge” form to the Registrar’s Office. Both grievances must be submitted within 5 days from the posting of course grades to the Registrar’s Office.

For a grade appeal, the student must fill in a “Grade Appeal Form”. Grade appeals must have ground in accordance with JU’s policy and must be supported by evidence. For example, arithmetical error, error in exam paper, assessment requirement violated JU’s assessment policy.

For grade challenge, students must submit a “Grade Challenge Form”. If the appeal meets the appeal criteria, then the student’s work will be evaluated by a second marker. The grade submitted by the second marker is the final course grade and will be placed on the student’s records as the final grade. Students will not be able to appeal the final grade.

b. Student Grade Grievance Process

- Students must submit the grievance along with supporting documentation and evidence to the Registrar’s Office.
- The Registrar’s Office will record the grievance and notify students of the processing time.
- The relevant Academic Committee in each College will evaluate the grievance. The standing committee may request additional information, which will be handled via the Registrar’s Office.
- The relevant Academic Committee will notify the Registrar’s Office of the outcome from the grievance to inform the student.
- The Registrar’s Office informs the student of the Academic Committee’s decision.

c. Grievance of Academic Violation Penalty or Decision

Students may appeal an Academic Violation Penalty provided they have grounds to negate the committee decision. The student must submit the appeal in writing to the " President Office " within 5 days from the date of receiving the penalty notification letter by the Registrar's Office. The appeal is submitted via the following e-mail: tawasol@ju.ac.ae. The e-mail is provided to students in the student handbook.

Student appeal is reviewed by the Excellence & Compliance Office as directed by the President Office. The Excellence & Compliance Office review the case to validate the proceedings and confirm to the President Office if there is a breach to JU policy or confirm the decision undertaken by the relevant academic committee. The decision rendered by the President Office is considered to be a fair, thorough, and final decision.

d. Compliant of other Academic Related Issues

Students may also submit a complaint for the following reasons:

- Issues about academic advising;
- Issues about exam procedures, excused absences, class policies, etc.;
- Issues about faculty performance or faculty behaviour;
- Issues about course content, teaching methodology, etc.;
- Issues about class availability, times, etc.;

Complaints of such nature should be directly addressed to the program director. Student should either send an e-mail to the designated program director or arrange a meeting with the relevant program director to address the issue. Or students can voice their complaints or suggestions in the course evaluation survey or student experience survey.

13. Student Record

a. Custody of Records

Each student has a student record file and the following is maintained and archived for a prescribed period:

- Admission Application;
- Copy of Attested High School Certificate or copy of any diploma certificate;
- Original copies of Language tests;

- Copy of valid Passport;
- Copy of valid Emirates ID;
- 4 pictures with white background;
- Any academic/finance transaction forms.

All student records are kept in the student filing cabinet in the University's Registrar's Office. Electronic copies of results and qualifications issued will be backed up as a soft copy on a regular basis and stored independently for administrative records.

Student may request the original academic records upon graduation or withdraw.

Student's transaction forms' records are archived for one year after graduation or withdraw.

After one year, the University will maintain digital copy of the students file that has:

- Graduation Certificate, if graduated.
- Graduation Audit Record.
- Official Transcript Copy
- Student's Emirates ID Copy
- Student's Passport Copy.

b. Confidentiality and Student Privacy Rights

Student records will be kept in a manner that will ensure the privacy of students' information. Student Information will not be distributed to any other student unless with a written approval from the student concerned. The student's privacy will be protected at all times. All student files are confidential and for use within the University only.

Certain circumstances such as audits may require the disclosure of students' information. These circumstances will be preceded with written notification from the relevant authority.

Generally, the University must have a written permission from the student in order to release any information from a student's education record. Jumeira University may disclose student records, without consent, to the following parties or under the following conditions:

- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;

- Student legal Guardian.
- Accrediting organizations.

c. Academic Transcripts

The student's transcripts are the official summary of a student's academic performance and progress to date. Students can view their transcripts from the student portal and are able to print electronic unofficial copies of transcripts online via the student's portal.

Official transcripts are available through the University Registrar. Each transcript has the signature of the Registrar and the Jumeira University seal. Transcripts will not be issued for students with financial block. Students on scholarships are not eligible for applying for official transcripts until graduation. However if they withdraw from the University, they must pay the scholarship financial penalty in accordance with the scholarship terms.

Graduating students get one free official transcript. Other students can request an official transcript; the official transcript will be charged. Students can print out their unofficial transcript from the student portal.

I. Security Features on Transcripts

- Watermarked paper;
- University seal impressed on each page.

14. Postponement/Discontinuity of Study

Under compelling circumstances such as illness or pregnancy, a student may request postponement of study for a maximum of two separate or consecutive semesters.

A student is requested to fill the leave form to the Registrar's Office to change his/her status from Active to be On-Leave and the student's status will show on his/her transcript. A student may fill a request form for postponement/discontinue of his/her study only after attending classes for at least one (1) semester provided that he or she can offer a legitimate reason approved by the concerned Program Director. This should take place within the first two weeks at the beginning of the semester in which he or she requested the postponement.

Students who fail to officially postpone their studies will be considered discontinued student and their academic status will be changed to "Halted" on their transcripts. If these students

wish to return to study at JU, they must fill in a new application form “Titled Re-Enrollment application” and obtain a new academic road map in accordance with the cohort they are supposed to join. The student application will be subject for approval and if student did not provide legitimate reason for suspending their studies without permission, then their application may be denied and they will be officially dismissed.

Student with approved leave do not require to fill in the Re-Enrollment application, only halted students or students who suspended their studies for more than one year. Re-Enrollment Application will be subject for college approval and students are required to pay admission fees. Student Re-Enrollment application will be valued based on the following documents:

- Reason stated in the application for suspended studies.
- Student academic standing. This is evaluated by college committee to evaluate the student performance and admit based on student personal and academic challenges.
- Valid language competency of the major they want to enroll in.

G. Student Rights and Responsibilities

All students are granted certain rights and have certain shared responsibilities as members of the University community. The University encourages students to make their own decisions and assume full responsibility for all consequences of their actions. Students are expected to adhere to local and federal laws of the United Arab Emirates.

1. Student Rights

Students at the University have the rights and privileges as members of the University community. These rights include:

- The University recognizes the rights of all students to seek knowledge, debate ideas, form opinions, but must also take responsibility for accommodating the same right to others;
- Students have the right to be treated fairly and with dignity;
- Students have the right to be protected from unjust decision-making and have the right to fair resolution and disputes avenues;
- Students have the right for a transparent process of review and appeal;
- Students have the right of confidentiality protection.

a. Student Active Participation in Institution Decision Making

Students are highly encouraged to have active representation in the institution decision making through the following channels:

- Course Evaluation Survey: conducted for every course every semester. This is an important tool to obtain student direct feedback on their learning experience on each course and support continuous improvement of JU course learning experience.
- Student Experience Survey: conducted once a year. The survey measures student satisfaction with campus experience including campus services, resources and facilities.
- Suggestion/Compliant Form: form available on student's portal or from Engagement Office. Students can provide general suggestions, compliments and compliant regarding any aspects of JU services.

- Focus groups: conducted as needed to engage students in the analysis of key issues requiring corrective and improvement where the majority of students voiced their concerns over one of JU services.
- Opinion Polls: utilized to gather students opinions on a certain matter to obtain majority votes. This include both the learning and services platform. For example preferred study mode, preferred class time, preferred campus events, etc.

Student feedback is important to ensure continuous improvement of student learning experience at JU. The Excellence & Compliance Office communicate with students to ensure high participation of student's body. The office sends emails to all students and make class visits to advise students on the importance of participation and providing feedback through the various surveys, talks and polls that are conducted throughout the academic year.

2. Student Responsibilities

Students are responsible for knowing and practicing the standards of conduct. Students are encouraged to seek clarification or guidance from the appropriate service desks or administrators. The list of JU's contact directory is provided to help students address their inquiries and concerns.

a. Academic Responsibility

Jumeira University is committed to supporting students' learning experiences and ensuring that the university members provide students with the guidance and support during their studies at the University. However, students are expected to be responsible for their own decisions, education, and personal development. Students are expected to:

- Schedule advising appointments each semester.
- Read communication emails.
- Learn the requirements of their majors and understand requirements that lead to their graduation and completion of their degree;
- Understand JU's core curriculum and graduation requirements of their programs and monitor their progress to ensure timely advancement towards a degree.
- Know and abide by the academic and disciplinary policies given in the University Catalog and Student Handbook including rules governing academic probation and dismissal.

- Attend classes and actively participate in classroom learning and understand the consequences of missing classes and not completing coursework on time.
- Uphold the code of academic integrity and fully comprehend the seriousness of violating the code, which might lead to dismissal from the University.

b. Code of Conduct

Every member of the Jumeira University community is responsible for conducting themselves in accordance with the culture of the UAE and Islamic values in a way that credits themselves, their families, and the university. This includes students, employees, and visitors.

At Jumeira University, we value honesty, we treat all people equally with respect, we resolve our differences civilly, and we assist those in need. Our code of conduct is based on these principles. We want our University to be a safe and enjoyable place for learning. Actions that are contrary to these principles are handled through the code of conduct.

Students are expected to adhere to the following codes and rules:

I. Campus Behaviors

Dress Code

Jumeira University respects the United Arab Emirates tradition and Islamic Culture and expects all students to wear courteous clothing that is respectful and compliant with “Hishma” dress code. All students should wear loose clothing, and female students are requested to wear abaya and sheila to cover their hair. Students are expected to respect the dress code while on campus, or representing Jumeira University in any social or cultural activity inside or outside of the campus.

Noise and Radio/Audio

Students are expected to keep the noise levels appropriate within and around the campus and be mindful of class timings. There are limits to playing radio or any audio material on campus. Students are advised to use headphones to play any audio material. The playing of radio or audio material without headphones is completely prohibited across campus.

Campus Security and Safety

Jumeira University promotes a safe and secure environment where students and faculty learn and work. Students are expected to comply with the security and safety code listed below:

- Take all reasonable steps to ensure health and safety of themselves and others.
- Cooperate with the University regarding all health and safety arrangements.
- Report all accidents and incidents and to bring to the attention of relevant staff any concerns they have regarding health and safety.
- Behave in a responsible and safe manner at all times, and to take reasonable steps to encourage others to do so – including visitors, vendors and others.

▪ **Use of Technology**

Jumeira University's information technology resources are valuable to the University's missions of teaching, research, and service. Each individual user must therefore comply with JU's standards for acceptable use of these shared resources. These resources should be used primarily for University-related research, educational, and administrative purposes. By using the university's information technology facilities and resources, users agree to abide by all related university policies and procedures. Violations may result in a university disciplinary action.

Students are expected to use the University's computing resources in an ethical manner, including:

- Use of hardware/software/periphery devices;
- Legal use of licensed software;
- Access to and use of data, including the confidentiality of data or information;
- Safeguarding of security passwords, user identity, and system access.

The University employs various measures to protect the security of information technology resources and individual user accounts. Users should be aware, however, that the university cannot guarantee absolute security. Users should therefore engage in "safe computing" practices by safeguarding their accounts, and regularly changing and never sharing their passwords.

▪ **Use of Campus Facilities**

Students are expected to use campus facilities responsibly and with consideration to ensure the health and wellbeing of themselves and others and to protect the University property.

The University Board reviews the actions of students who are:
Office of Excellence & Compliance

- Involved in an unauthorized sale or purchase of lectures or other instructional materials;
- Destroying or defacing University property;
- Participating in unlawful possession, use, or distribution of illegal material.

Students who are found to have violated these rules are subject to disciplinary action, including possible withdrawal from a course or program, or suspension from the University. Because students are expected to always show good judgment, not every kind of misconduct or behavioral expectation is listed here.

▪ **Non-Smoking Policy**

Smoking is strictly prohibited at Jumeira University campus. The “No Smoking” policy is equally implemented within the premises as well as outside and around all areas on campus.

If a student smokes inside the university’s buildings, a notice will be given to the student. The student will agree not to repeat the act again and if the act is repeated, he or she will be suspended for that whole academic term. Repeated incidents will result in further disciplinary measures in accordance with JU disciplinary measures.

▪ **Visitors Policy**

Jumeira University welcomes visitors to the campus. Students are allowed to bring visitors on campus but must have obtained prior approval from the Engagement Office. Visitors must be accompanied by their hosts throughout their visit to the campus. If students are accompanied by friends who want to attend a class, they should seek the permission from the College or Program Director for a class visit. Children visitors are not allowed for any reason as the University provides a day care center to provide a safe and secure environment for children on campus. This service is provided at an additional fee. Daycare service registration must be obtained from Engagement Office. However daycare service is suspended due to pandemic break out till further notice.

3. Student Misconduct and Offences

a. Academic Violations

Jumeira University expects its students to understand and maintain high standards of academic integrity. JU’s community will honor the spirit of the Academic Integrity Code Office of Excellence & Compliance

and will not tolerate academic dishonesty. Academic dishonesty is a serious violation of community standards. It undermines the bonds between members of the community and defrauds those who may eventually depend upon JU's knowledge and integrity.

Every student is expected to produce his/her own work product and will be judged on the merit of that product. If it is determined that a student has plagiarized another's work, he or she will be subject to disciplinary action. Academic integrity violations are explained in details in paragraph 7.7 to 7.10 of this handbook.

b. Safety Violations

An offense related to welfare, health, or safety is committed when a student:

- Uses, possesses, or manufactures, without university authorization, firearms, weapons, unregistered fireworks, or other dangerous articles or substances potentially injurious to persons or university property;
- Falsely reports a fire, activates emergency warning equipment, or communicates false information regarding the existence of explosives on university property;
- Abuses, removes, or damages fire and safety equipment;
- Fails to vacate a building or facility when a fire alarm is activated;
- Fails to leave premises, driveway, or other facilities of the university when directed to do so by an official of the university having a just cause to order so.

c. Expressions and Assembly without Permission

Students are prohibited from communicating or conducting the following activities on campus without permission:

- Inviting outside speakers in the name of the University without prior written permission;
- Issuing public statements in the name of the University without prior written permission;
- Organizing and conducting public meetings, activities, special events or personal occasions on campus without prior written permission;
- Using University facilities without prior written permission;
- Distributing leaflets or journals, posting notices, or collecting signatures on the premises of the University without prior written permission;

- Holding an off-campus event without prior written permission.

d. Bullying, intimidation, and harassment

Jumeira University strives to promote a productive environment based upon respectful treatment of all university members. The university is committed to providing an environment that is free from physical, psychological, or verbal harassment. Harassment can occur as a result of a single incident or a pattern of behavior with the purpose of creating a hostile, offensive, or intimidating environment. The University will not tolerate conduct that harasses, disrupts, or interferes with the learning or work performance or which creates an intimidating, offensive, or hostile work environment. Harassment encompasses a broad range of physical or verbal behavior. Offenses related to harassment include, but are not limited to:

- Physical assault.
- Abusive or demeaning conduct or language based on a person's race, gender, color, religion, national origin, physical or other disability, age, political beliefs or affiliations, or veteran or socioeconomic status;
- A display in the University facility of intimidating suggestive behavior, objects, pictures, drawings, or cartoons;
- Abusive or bad verbal comments; aggressive physical comments; mail, email, phone calls, graffiti, the display of offensive material; or sexually-oriented remarks, jokes, comments and/or behavior;
- A display in the University facility of racially or culturally offensive objects, pictures, drawings, or cartoons;

The University has a zero tolerance policy for harassment, bullying, or intimidation of any kind. The University prohibits any form of harassment by students, employees, co-workers, outside vendors, contractors, clients, supervisors, and managers, and views such actions very seriously.

Any member of the University community engaging in such harassment or other unacceptable activities is subject to immediate disciplinary action, up to and including discharge from employment or dismissal from the University.

If any student believes that he or she has been the subject of harassment or if any student is aware of or witnesses a situation that he or she believes to be based upon or involving harassment, the student must report the matter immediately to the Engagement Office.

Harassment complaints and reports are immediately and thoroughly investigated. Investigations will be conducted, to the extent possible, maintaining the confidentiality of all concerned parties. Students are expected to and required to cooperate with any investigation.

e. Distribution of Illegal material

There is zero tolerance for the use of any illegal drugs. An academic environment is incompatible with the use of illegal drugs, the use of any drugs or medications not medically prescribed and supervised. If such use should occur, the participant involved will be immediately expelled from the University, and he or she will be reported to the police and deported back to his/her home country if he or she is a residence student under the sponsorship of the University.

f. Vandalism

Vandalism, malicious destruction, unintended damage as the result of pranks, actions requiring extraordinary cleaning, theft that occurs as a result of intoxication and or drug use, or receiving and possessing the property of the University or others are serious violations that warrant serious sanctions. Violators will be subject to the full range of sanctions available to the University, including but not limited to a restitution, probation, suspension, and expulsion.

g. Off Campus Misbehavior

The University reserves the right to review student misconduct that occurs off-campus when such behavior reflects upon the integrity of the University. Students are reminded that they serve as representatives of Jumeira University and both positive and inappropriate behavior affect the University's image and reputation. Students are encouraged to be involved in their community in positive ways, such as community service and local government. The University expects its students to be both responsible and mature representatives.

In the case of inappropriate behavior off-campus, the Registrar's Office will investigate these charges and may make referrals to the Student Conduct System. Students or organizations found responsible for violating these regulations will be subject to the same sanctions imposed for violations that occur on-campus.

h. Misconduct or Unacceptable Behaviors

The following behaviors and actions constitute a violation to JU's code of conduct:

- Engaging in criminal behavior or using or selling illegal substances or materials.
- Gaining access to or downloading data from inappropriate sites on the internet.
- Downloading illegal material from the internet; viewing or sharing illegal material on campus.
- Using another person's name or ID number to gain entry to campus.
- Lying, holding back information, or otherwise deliberately deceiving a University instructor or staff.
- Falsifying documents or using falsified documents for any purpose connected with Jumeira University.
- Engaging in disruptive behavior in or out of class.
- Behaving inappropriately toward University faculty, staff, fellow students, or visitors.
- Engaging in intimidating, harassing, or threatening behavior.
- Engaging in inappropriate physical contact with another student or member of the JU community.
- Smoking on campus.
- Using a mobile phone in a prohibited area, except with the prior authorization of an instructor for use in a class project or exercise.
- Using a camera on campus except with the prior written authorization of an instructor for use in a class project or exercise.
- Borrowing or taking someone else's property without prior and express permission.
- Misusing University email.
- Giving money or gifts of substantial value to JU employees or receiving substantial gifts from the same.
- Engaging in any behavior that damages the reputation of Jumeira University, whether on campus or at a university-sponsored event off campus.

- Engaging in electronic and social media communication channels in a manner that is deemed to be disrespectful to any of JU's members, damages the reputation of the University, or broadcasts ideas that promote hate, discrimination, violence or terrorism within JU, or the local or global community.
- Engaging in immoral or unethical behavior that contradicts with JU's value system and UAE's heritage.
- Failure to disclose name, ID, and other relevant details to an employee of JU in circumstances where it is reasonable to require that such information to be given.
- Failure to comply with a previously imposed penalty under this Code.

4. Failing to Comply with Code of Conduct and University Directives, Polices, and Regulations

Students are expected to conduct themselves with an exemplary level of maturity. All violations of Student Code of Conduct are taken very seriously and are dealt with fairly and judiciously. Violations are reported to the Integrity and Student's Conduct Committee. Depending on the violation, students will be subject to certain disciplinary measures. This may involve issuance of a disciplinary reprimand, disciplinary written warning, and disciplinary probation, reimbursement in case of vandalism, community work, and dismissal.

Violations to the code of conduct are handled by the Integrity and Student Conduct Committee. The following disciplinary terms summarizes the options for disciplinary action by the disciplinary committee. Violations, which – if proven – require dismissal, are also indicated:

a. Disciplinary Reprimand

A verbal disciplinary reprimand may be given to a student whose conduct violates any aspect of the University's Code of Conduct. Such a reprimand does not necessarily restrict the student in any way but does signify that he or she is being given the opportunity to conduct him/herself in a more appropriate manner and that any further violation will result in additional disciplinary actions. A written record of the reprimand will be placed in the student's file in the Registrar's Office.

b. Disciplinary Written Warning:

A disciplinary written warning is an official written statement to a student indicating that his/her behavior is not acceptable and a disciplinary action will be enforced in accordance with JU's penalty proceedings.

c. Disciplinary Probation:

Disciplinary probation requires that a student enter into a "Good Behavior" agreement. The student will be closely monitored during the specified probation period. Should any disciplinary infraction occur during this time period, the student will be subject to further disciplinary action, which could be as serious as dismissal from the University. Disciplinary probation can be for a specified period of time or for as long as the student is enrolled at the university.

Any behavioral infraction of any aspect of the university's Code of Conduct during the probationary period may result in dismissal from the University. This form of probation is generally imposed after repeated violations of policy or for serious behavioral infractions.

d. Reimbursement or Replacement

A student who damages university property may be required to pay actual repair or replacement costs. Failure to pay may result in Conduct Registration Hold, Transcript Hold and/or additional disciplinary actions.

Registration and/or Transcript Hold prevents the student from registering for the next semester or prohibits him/her from obtaining a transcript until he or she reimburses the University for the Costs of the damage.

e. Sanction, Restriction or Revoke of Rights and Privileges:

This disciplinary action may be required as part of a penalty and includes, but is not limited to: attending a training workshop, counseling, or assessment session; an apology; restriction or loss of privileges like use of campus facility or university technology for a period of time, or loss of scholarship.

f. An order of service to JU:

A student may be ordered to carry out a service to JU for a specified period as disciplinary procedure. E.g. shelving books in the LRC, photocopying for departments, clearing up litter in JU stores, etc., to be carried out when there are no scheduled classes.

g. Suspension or Dismissal:

This form of disciplinary action is generally imposed after repeated violations of the code of conduct or for serious behavioral conduct. This disciplinary action can only be imposed by the Dean of Academic Affairs, and the President.

5. Procedure for Handling Complaints of Misconduct

- A faculty member, administrator, staff member or student who has reason to believe that a violation of the Code of Conduct has been committed by one or more students, are advised to report the incident to the Engagement Office desk or use tawasol form on JU portal on website.
- The IASCC will investigate and gather evidence relevant to the case and listen to student testimonies. The accused student shall be allowed to invite to the interview a "peer" who must be a member of JU. During the interview, the IASCC must explain to the accused student the JU Disciplinary Code of Conduct.
- Based on this investigation, the IASCC decides whether the evidence warrants an acquittal, or a disciplinary sanction.
- The IASCC will take the required disciplinary action in accordance with JU disciplinary measures and notify the student in writing.
- The Committee will listen to all parties involved during the hearing session.
- All conversations during the hearing session will be recorded, and evidence submitted in any physical or electronic form will be archived.
- Witnesses and evidence will be examined and cross-examined by the Committee members.
- At its discretion, the Committee may seek additional information from third parties.
- The Committee will determine whether a violation has occurred or not.
- After deliberating, the Committee will determine whether the violation is valid and decide on appropriate action.
- The decision of the Committee would be based on a common consensus or upon agreement of all members.

- The student(s) involved will be notified in writing of the alleged violation of the Code of Conduct and of the verdict reached and disciplinary measures decided by the IASCC.
- The letter to the student(s) is dated and signed by the Chair of the IASCC, and a copy is sent the Program Director and the Dean. A copy is also sent to the Registrar's Office to archive in student file.
- If the Committee decided for the student dismissal from the University, as the disciplinary measure taken against the student(s) for violation of the Code of Conduct, then the student(s) is/are entitled to appeal the President Office. The Engagement Office is available to guide the student through the appeal process.
- A student may appeal the Committee's decision, if he or she has grounds for grievance and can appeal to the President Office via tawasol e-mail tawasol@ju.ac.ae within ten (10) working days of receiving the final decision.

6. Student Grievance Procedure Regarding Appealing Integrity and Student Conduct Committee Decision

A student upon whom the Integrity and Student Conduct Committee has imposed a penalty for misconduct under the Disciplinary Code and Procedure may appeal against that decision only on the following grounds:

- The IASCC's action was invalid because the misconduct for which the penalty was imposed was outside the scope of the Disciplinary Code.
- New evidence has become available which was not available at the time when the Committee considered the case.
- The penalty imposed was excessive.
- The penalty was not one prescribed in the Disciplinary Procedure.

The following procedures will be followed regarding student appeal:

- ✚ A student grievance should be raised in writing within 10 official working days of the alleged offense to the President Office via: tawasol@ju.ac.ae.
- ✚ The President Office reserves the right to take adequate time to schedule and conduct its proceedings. The President Office will direct the Excellence & Compliance Office to conduct the proceedings of the appeal which may include conducting a

follow-up investigation prior to reaching a decision to accept or reject the student appeal based on validated evidence by the Excellence & Compliance Office.

- ✚ Based on the Compliance review of the appeal, the President Office will determine whether the appeal is valid and communicate the decision in writing to the student and notify the Integrity and Student Conduct committee of the decision.

7. Non-Academic Student Appeals

Students may submit a non-academic appeal that might include:

- Issues about financial matters;
- Issues about scholarship eligibility or denial;
- Issues about procedures relating to student services.

Appeals of such nature are handled by the Engagement Office. Student will be required to fill in an appeal form to explain the reasons for the appeal and submit evidence to support their claim.

Students' non-academic appeals are reviewed by the Integrity and Student Conduct Committee. The decision of the committee is communicated officially to the students via the official e-mail of the Engagement Office.

8. General Suggestions/Compliment/Compliant

Student opinions are very important. Student can provide their suggestion, compliments or compliant regarding any of JU service via JU tawasol form available on JU website and student portal.

9. Student Use of JU Logo

Information about the University's institutional graphic identity system, brand and guidelines for using the University logo, slogan and other symbols, is available from the Communications and Corporate Relations Office.

Students are required to obtain the permission of the Communication and Corporate Relations Office to use JU logo on any events conducted on or off campus via cacr.office@ju.ac.ae.

H. Financial Services and Polices

1. Tuition Fee

a. Bachelor of Business Administration

Year	Amount
Year 1 - Semester 1&2	49,500.00
Year 2 - Semester 1&2	49,500.00
Year 3 - Semester 1&2	49,500.00
Year 4 - Semester 1&2	49,500.00
Grand Total	198,000.00

Year 1 - Semester 1 Fall		
COURSE	CREDITS	AMOUNT
GE 115 Basic or Arabic Language GE 101 Arabic	3	4,950.00
GE 103 English Language Communication 1	3	4,950.00
GE 142 مجتمع الإمارات / UAE Society	3	4,950.00
GE 147 الثقافة الإسلامية / Islamic Thought	3	4,950.00
University Requirements - Elective Course 1	3	4,950.00
	15	24,750.00
Year 1 - Semester 2 Spring		
BU 102 Principles of Management	3	4,950.00
GE 104 English Language Communication 2	3	4,950.00
GE 125 Fundamentals of Entrepreneurship & Innovation	3	4,950.00
MA 110 Probability and Statistics	3	4,950.00
University Requirements - Elective Course 2	3	4,950.00
	15	24,750.00

Year 2 - Semester 1 Fall		
COURSE	CREDITS	AMOUNT
IT 108 Management Information System (MIS)	3	4,950.00
BU 202 Introduction to Leadership	3	4,950.00
MR 103 Principles of Marketing	3	4,950.00
AC 104 Principles of Accounting	3	4,950.00
College Requirements - Elective Course 1	3	4,950.00
	15	24,750.00

Year 2 - Semester 2 Spring		
BU 205 Business Ethics	3	4,950.00
EC 201 Macroeconomics	3	4,950.00
BU 203 Production & Operation Management	3	4,950.00
BU 204 Organizational Behavior	3	4,950.00
College Requirements - Elective Course 2	3	4,950.00
	15	24,750.00

Year 3 - Semester 1 Fall		
COURSE	CREDITS	AMOUNT
EC 210 Microeconomics	3	4,950.00
FN 301 Financial Management	3	4,950.00
BU 303 Business Law	3	4,950.00
BU 305 Corporate Communication	3	4,950.00
Program Requirements - Elective Course 1	3	4,950.00
	15	24,750.00
Year 3 - Semester 2 Spring		
BU 304 International Business Environment	3	4,950.00
AC 111 Managerial Accounting	3	4,950.00
BU 315 Fundamentals of Enterprise Resource Planning	3	4,950.00
Program Requirements - Elective Course 2	3	4,950.00

College Requirements - Elective Course 3	3	4,950.00
	15	24,750.00

Year 4 - Semester 1 Fall		
COURSE	CREDITS	AMOUNT
IT 404 Business Intelligence and Data Analytics	3	4,950.00
HR 300 Human Resource Management	3	4,950.00
MR 302 Digital Marketing	3	4,950.00
BU 403 Business Research Methodology	3	4,950.00
BU 499 BA Internship	3	4,950.00
	15	24,750.00
Year 4 - Semester 2 Spring		
BU 304 International Business Environment	3	4,950.00
AC 111 Managerial Accounting	3	4,950.00
BU 315 Fundamentals of Enterprise Resource Planning	3	4,950.00
Program Requirements - Elective Course 2	3	4,950.00
College Requirements - Elective Course 3	3	4,950.00
	15	24,750.00

b. Bachelor of Islamic Studies

Fall Semester-01				
Code	Course name	Credit Hr	Amount/Cr Hr	Amount
GE 140	الحضارة الإسلامية	3	1500	4,500.00
GE 101	مهارات الاتصال باللغة العربية (1)	3	1500	4,500.00
GE 107	الإدارة الذاتية	3	1500	4,500.00

*	متطلب جامعة اختياري	3	1500	4,500.00
*	متطلب جامعة اختياري	3	1500	4,500.00
Total Tuition Fee				22,500.00
Spring Semester-02				
Code	Course name	Credit Hr	Amount/Cr Hr	Amount
IA 115	المدخل إلى الفقه الإسلامي	3	1500	4,500.00
IA 100	المدخل إلى العقيدة الإسلامية	3	1500	4,500.00
IA 130	علوم القرآن	3	1500	4,500.00
IA 175	منهج البحث العلمي	3	1500	4,500.00
GE 106	متطلب جامعة اختياري	3	1500	4,500.00
IA 131	الحفظ والتجويد (1)	1	1500	1,500.00
Total Tuition Fee				24,000.00

Fall Semester-03				
Code	Course name	Credit Hr	Amount/Cr Hr	Amount
IS 215	أصول الفقه	3	1500	4,500.00
IA 260	(1) النحو والصرف	3	1500	4,500.00
IA 145	علوم الحديث	3	1500	4,500.00
GE 112	(2) الاتصال باللغة الانجليزية مهارات	3	1500	4,500.00
IS 230	أصول التفسير وقواعده	3	1500	4,500.00

IA 132	الحفظ والتجويد (2)	1	1500	1,500.00
Total Tuition Fee				24,000.00

Spring Semester -04				
Code	Course name	Credit Hr	Amount/Cr Hr	Amount
IS 218	(1) فقه العبادات	3	1500	4,500.00
IA 261	(2) النحو والصرف	3	1500	4,500.00
IS 245	المحدثين مناهج	2	1500	3,000.00
GE 113	(2) الاتصال باللغة الانجليزية مهارات	3	1500	4,500.00
IS 200	الإيمان (1)	3	1500	4,500.00
IA 133	الحفظ والتجويد (3)	1	1500	1,500.00
Total Tuition Fee				22,500.00

Fall Semester-05				
Code	Course name	Credit Hr	Amount/Cr Hr	Amount
IS 201	(2) الإيمان	3	1500	4,500.00
IS 219	(2) فقه العبادات	3	1500	4,500.00
IS 330	المفسرين مناهج	2	1500	3,000.00
IS 216	والفروق الفقهية القواعد	2	1500	3,000.00
IS 345	التخريج والأسانيد	3	1500	4,500.00
IS 260	السيرة النبوية	3	1500	4,500.00

IA 134	الحفظ والتجويد (4)	1	1500	1,500.00
Total Tuition Fee				25,500.00

Spring Semester-06				
Code	Course name	Credit Hr	Amount/Cr Hr	Amount
IS 300	(3) الإيمان	3	1500	4,500.00
IS 315	(1) فقه المعاملات	3	1500	4,500.00
IA 270	اللغة معاجم وفقه	2	1500	3,000.00
IS 217	مقاصد الشريعة	2	1500	3,000.00
IS 346	الحديث التحليلي (1)	3	1500	4,500.00
*	متطلب جامعة اختياري	3	1500	4,500.00
IA 135	الحفظ والتجويد (5)	1	1500	1,500.00
IA 136	الحفظ والتجويد (6)	1	1500	1,500.00
Total Tuition Fee				27,000.00

Fall Semester-07				
Code	Course name	Credit Hr	Amount/Cr Hr	Amount
IS 415	(1) فقه الأسرة	3	1500	4,500.00
IS 417	والقضاء فقه الجنائيات	3	1500	4,500.00
IS 316	(2) فقه المعاملات	3	1500	4,500.00
IS 400	(2) فقه المعاملات	3	1500	4,500.00

*	اختياري متطلب تخصص	3	1500	4,500.00
IA 361	البلاغة	2	1500	3,000.00
IA 137	(7) والتجويد الحفظ	1	1500	1,500.00
Total Tuition Fee				27,000.00

Spring Semester-08

Code	Course name	Credit Hr	Amount/Cr Hr	Amount
IS 416	فقه الأسرة (2)	3	1500	4,500.00
IS 418	فقه النوازل	3	1500	4,500.00
IS 375	إسلامية باللغة الانجليزية دراسات	3	1500	4,500.00
IS 331	(1) التحليلي التفسير	3	1500	4,500.00
*	اختياري متطلب تخصص	3	1500	4,500.00
IS 375	إسلامية باللغة الانجليزية دراسات	2	1500	3,000.00
IA 138	(8) والتجويد الحفظ	1	1500	1,500.00
Total Tuition Fee				27,000.00

Fall Semester-09

Code	Course name	Credit	Amount/Cr Hr	Amount
IS 499	التدريب الميداني	0	0	3,500.00
Total Tuition fee				3,500.00

c. Masters in Fiqh and it's Fundamentals

Master Program Course fee - Jumeira University Graduates		
Course Code	Course name	Amount
	Admission fees	1,500.00
Semester 1 - Fall		
	Registration Fees	1,500.00
	Course Fee - 2 Subjects with 6 Credit Hours	9,000.00
Semester 2 - Spring		
	Registration Fees	1,500.00
	Course Fee - 2 Subjects with 6 Credit Hours	9,000.00
Semester 3 - Summer		
	Registration Fees	1,000.00
	Course Fee - 1 Subject with 2 Credit Hours	3,000.00
Semester 4 - Fall		
	Registration Fees	1,500.00
	Course Fee - 2 Subjects with 6 Credit Hours	9,000.00
Semester 5 - Spring		
	Registration Fees	1,500.00
	Course Fee - 2 Subjects with 12 Credit Hours	18,000.00
Semester 6 - Summer		
	Registration Fees	1,000.00
	Course Fee - 1 Subject with 2 Credit Hours	3,000.00
Total Tuition Fee		60,500.00
Vat 5%		3,025.00
Total Fee		63,525.00

Master Program Course fee – Non Jumeira University Graduates

Course Code	Course name	Amount
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	Admission fees	1,500.00
Semester 1 - Fall		
	Registration Fees	1,500.00
	Course Fee - 2 Subjects with 6 Credit Hours	10,800.00
Semester 2 - Spring		
	Registration Fees	1,500.00
	Course Fee - 2 Subjects with 6 Credit Hours	10,800.00
Semester 3 - Summer		
	Registration Fees	1,000.00
	Course Fee - 1 Subject with 2 Credit Hours	3,600.00
Semester 4 - Fall		
	Registration Fees	1,500.00
	Course Fee - 2 Subjects with 6 Credit Hours	10,800.00
Semester 5 - Spring		
	Registration Fees	1,500.00
	Course Fee - 2 Subjects with 12 Credit Hours	21,600.00
Semester 6 - Summer		
	Registration Fees	1,000.00
	Course Fee - 1 Subject with 2 Credit Hours	3,600.00
Total Tuition Fee		70,700.00
Vat 5%		3,535.00
Total Fee		74,235.00

d. Other Fee

#	Fees - Non-Refundable	Amount (AED)	Remark
1	Language Gateway Exam Fees	400	Per Exam
2	Substitute Exam Fees	100	Per Application
3	Make Up Exam Fees	500	Per Application

4	Course Retake Fees	1,500	Per Exam
5	Master Course Retake Fees	2,500	Per Exam
6	Master thesis extension	3,500	Per Semester
7	Placement Tests	200	Per Exam
8	English Language Course Fees – EAS 011 for all except Islamic Studies	Up to 500 (Based on the cost of the book)	Per Course
9	English Language Course Fees – EAS 011 for Islamic Studies	Up to 2200 (Based on IELTS fees and cost of books)	Per Course
10	English Language Course Fees – EAS 012	Up to 800 (Based on the cost of the books)	Per Course
11	English Language Course Fees – EAS 013	Up to 2200 (Based on IELTS fees and cost of books)	Per Course
12	Arabic Language Course Fees	Up to 350 (Based on the cost of the books)	Per Module

e. Student Services Fees

#	Fees - Non-Refundable	Amount (AED)	Remark
1	Undergraduate Enrollment Fees	1,500	One-Time Fee
2	Postgraduate Enrollment Fees		One-Time Fee
3	LDA Program Enrollment & Registration	1550	One-Time Fee
*4	Semester Registration Fees	750	Every Semester
*5	Learning and Engagement Fees during regular semester	750	Every Semester
*6	Learning and Engagement Fees during summer term	250	Summer Term
7	Scholarship Application Fees	500	One-Time Fee, Refundable from Enrollment Fees
8	Official Transcript	200	Per Transaction
9	Credit Transfer/Evaluation	100	Per Evaluation
10	Official Letter	50	Per Letter
11	Application for Grade Appeal	20	Per Application
12	Application for Grade Challenge Request	650	Per Application
13	Application for Incomplete Grade Request	500	Per Application
14	Course Description	25	Per Course Description
15	Degree Courses Descriptions	400	Per Degree
16	Official Course Syllabus	75	Per Syllabus
17	Application for Program/Concentration Change	500	Per Application
18	Graduation Application and Certificate Issue	500	Per Degree
19	Attestation Certificate	800	Per Degree
20	Urgent Service within 24 hours	100 to 300	Per Transaction
21	International Delivery Charges	500	Per Transaction
22	Local Delivery Charges	100	Per Transaction
23	Locker Fees Per Semester	100	Per Semester

2. Payment Schedule

a. In normal circumstances, full tuition fees should be paid.

However, in line with Jumeira University internal policies, schedules are according to the total tuition fee, student credits/ roadmap and arrangements agreed between students and registrar office.

The Finance and Accounts Department is responsible for collecting tuition and fees from students. All tuition and fees are due before the start of classes. Students who applied for the Easy Payment Plan Scheme must pay their first installment along with the required postdated cheques by the same closing payment deadline of the semester. Once students sign up the easy payment plan, they are immediately indebted to the University and it is the student's responsibility to check his/her account for fee information and amount due. Students may view their billing statement via self-service using Student Portal.

The Finance Office will send reminders if the students default on any payments. Once a debt becomes overdue, reminders are sent to the students at their registered JU student e-mail address. The following is a brief explanation for the recovery procedure:

First Reminder – within the first day of default:

Students are advised that a late payment fee has been incurred and an email is sent.

Second - within the first week of default:

Students are advised again of the late payment fee and that non-payment may result in withdrawal from studies. An email is sent.

Final Demand:

Students are advised that they have 14 days to pay or they will be withdrawn from studies. An email is sent and student will be placed on financial block

Registrar's de-matriculation letter:

Students are advised that they have been withdrawn and this verdict will be effective within one week from the date of this letter unless they pay the fees. An email is sent.

Discharge and Legal Warning letter:

Students are sent an official discharge letter from the university and a legal notice in accordance with the university's legal proceedings, and unless they pay, legal action will be initiated against them. An email is sent.

Proceed with Legal Action:

Legal action is initiated against students who ignore all previous communications issued earlier with no justification. An email is sent.

3. Refund Policy

Refunds are only applicable to credit courses. Non-credit courses including learning and development courses are not eligible for any refunds. Refunds are governed by the following regulations and will be processed at the end of the semester. In the event that a student withdraws from a credit course in a given semester or is dismissed from all courses during the semester, refunds of tuition will be calculated according to the following schedule:

Refund Policy for Fall and Spring Semesters:

Refund Request Date	Refund %
*First week and second week	100% excluding the non-refundable registration or any administrative fees
Third week and beyond	0

Refund Policy during Summer 1 and 2

Refund Request Date	Refund %
*Registration Week	100% excluding the non-refundable registration or any administrative fees
First day of class and beyond	0

4. Changes in Fee policy

The fee change process is to be initiated by the Finance department. The finance department, based on the budget and financial projections, propose the changes in the fee. The proposal is presented by the Head of the Finance department in the University Council. The proposal is discussed in the council and the decision is sent to the Board of Trustees for endorsement. Once the BoT endorses the change, the same is updated in the official records and published on designated locations to inform the relevant stakeholders.

I. Student Run Media

Media platforms serve as influential communication tools that significantly impact an organization's professional reputation and have revolutionized the way we communicate. As these platforms continuously evolve, shaping the images of individuals and organizations, the University has established the following guidelines to clarify the best practices for enhancing and safeguarding its reputation, as well as individual personal and professional reputations, when engaging with media.

- Students must not initiate any media activities on behalf of the University or bearing its name/logo/emblem without prior communication with the media center.
- Permission is required for the use of university logos or trademarks by students.
- University students are encouraged to utilize the University's official media channels for communication.
- Confidential information must not be shared with the media or online platforms by university students.
- Adherence to the University's Code of Ethics is mandatory, even in the realm of media and the digital world.
- Students should refrain from commenting on controversial subjects, such as opinions on regulatory and legal issues, on behalf of the university.
- Personal views must be clearly identified as such, making it evident that the expressed opinions do not necessarily represent those of the University. The JU community should recognize the unique considerations associated with electronic media representation of the University.
- Non-compliance with these guidelines may result in disciplinary action by the University.
- Publishing offensive and defamatory material on media platforms may constitute a crime under Federal Decree-Law No (5) of 2012 regarding Information Technology Crimes. Therefore, it is essential to review and adhere to the provisions outlined in this decree-law.