



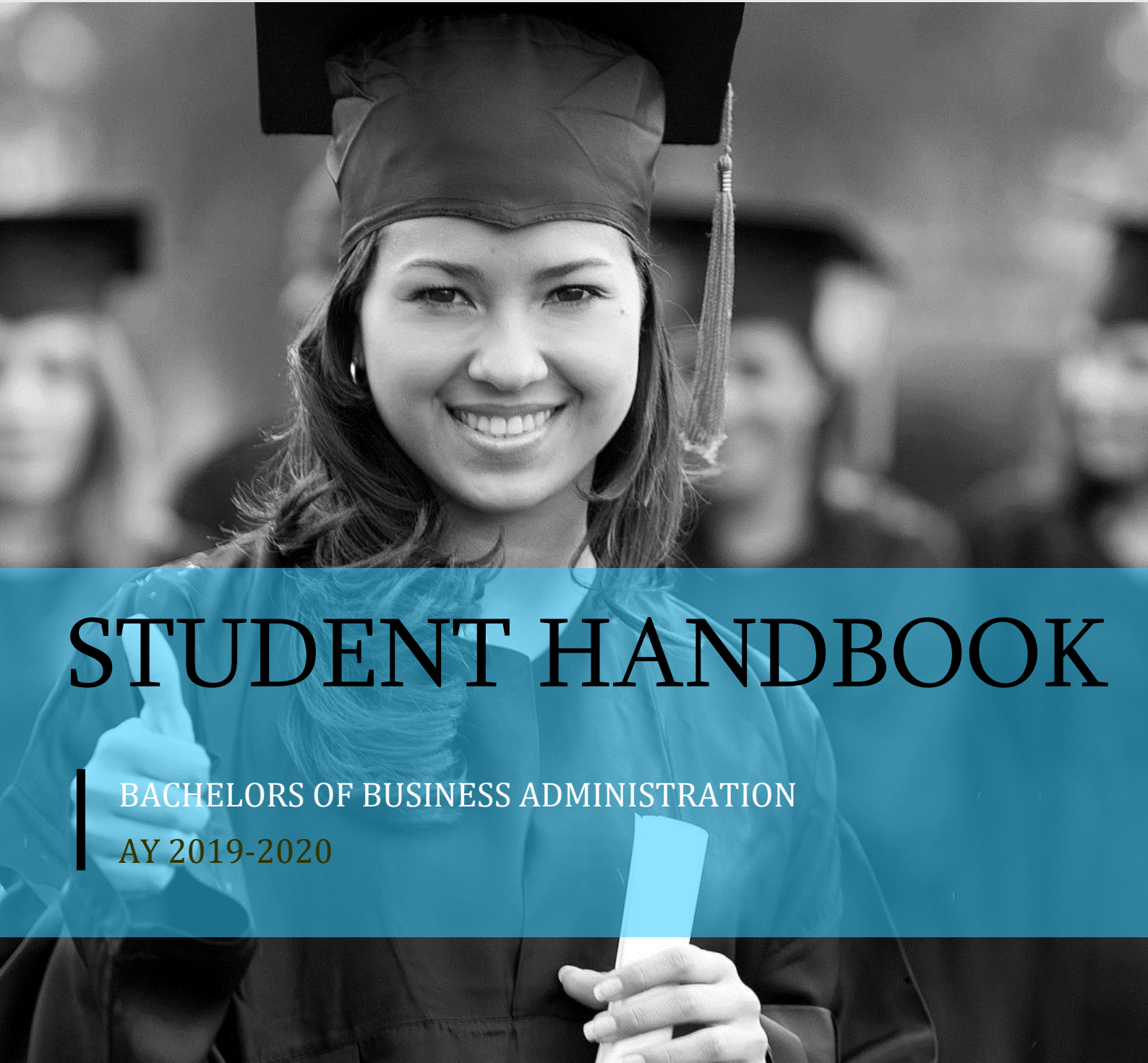
**SKYLINE UNIVERSITY COLLEGE**  
UNIVERSITY CITY OF SHARJAH

PO Box 1797 - University City of Sharjah, UAE.

Phone: +971 6 544 11 55

Email: [admissions@skylineuniversity.ac.ae](mailto:admissions@skylineuniversity.ac.ae)

Web: [www.skylineuniversity.ac.ae](http://www.skylineuniversity.ac.ae)



# STUDENT HANDBOOK

BACHELORS OF BUSINESS ADMINISTRATION

AY 2019-2020





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## MESSAGE FROM THE VICE CHANCELLOR

Welcome to Skyline University College (SUC) in Sharjah.

In preparation to upgrade its status into a fully-fledged university, SUC has recently diversified by the inception of its new School of Information Technology. Both of SUCs schools (School of Business and School of Information Technology) play a fundamental role in carrying out the mission of imparting knowledge, developing professional skills and inculcating values. In a highly dynamic and fast changing world, playing this role in a traditional education environment would not be possible. At SUC we have adopted innovation and creativity as major tools to ensure that we prepare our current students to acquire the knowledge and skills that will enable them to lead in all areas in the future.

To ensure preparedness for the future needs in terms of knowledge, skills and competencies, SUC gives a proper focus on academic and applied research and consultancy. This engagement in research, both at national and international levels, provides a great opportunity for professional development. It also gives our programs a competitive advantage.

SUC remains committed to the development of professionalism, leadership qualities, innovation and entrepreneurship attributes among its graduates. SUC recognizes that one of the most important implications of the fourth industrial revolution is the transformation of the concept of knowledge from “knowledge in the minds” to “knowledge in the hands”. Therefore, our faculty members play the role of facilitators to help our students to learn how to learn and how to select the most pertinent knowledge that they need in order to master their skills, abilities, and competencies.

Through their learning journey, our students develop habits of the mind that provide them with the versatility needed to be successful in an ever more complex and volatile world environment. Our students relish the many opportunities and challenges provided to them through the varied media available to them at SUC. In striving to predict future human intellectual resources needs, SUC is continuously engaged in the process of developing new programs and reviewing existing programs. This ensures the use of the state of the art technology to facilitate a student centered learning methodology.

The diversity of SUCs faculty, staff and students is a unique characteristic that ensures engagement in both the local and distant communities which helps in bridging the gap between learning and doing.

At SUC, our strongest assets include our students, alumni, faculty, staff, community partners, and well-wishers, and I look forward to working collaboratively with all as we fulfill our goals. Many of our alumni go on to serve throughout the world making positive contributions to managerial professions. Through numerous educational experiences, research and community service, our students and faculty find opportunities to grow, both personally and professionally.

I encourage you to explore our website to learn about the programs and opportunities that await you at SUC. We hope you consider joining us in our efforts to contribute to building the future pool of required skills and competencies.

**Dr. Mohammad In'airat**  
Vice Chancellor



## VISION

Skyline envisions to be a globally renowned university that nurtures the spirit of innovation and creativity towards building a knowledge based society.

## MISSION

The Mission of Skyline University College (SUC) is to impart knowledge, develop professional skills in the field of Business, Science & Technology and inculcate values among students of diverse background to serve the society. SUC provides opportunities to its students in achieving their academic & professional goals and facilitates them to develop their overall personality to become effective and socially responsible professionals in a dynamic global environment. In pursuing this mission SUC focuses on innovative and creative approaches in all areas of education, research, consultancy & community services and development of its employees to facilitate the learning environment for its stakeholders. SUC recognizes risk management in all aspects of its operations and ensures health and safety of its stakeholders.

## GOALS AND OBJECTIVES

**INSTITUTIONAL GOAL:** To continue to serve with dedication in the field of higher education to meet the changing needs of the society and develop responsible individuals without discrimination following ethical practices

### a. INSTITUTIONAL OBJECTIVES

1. Committed to serve with dedication in the field of higher education, and prepare students to contribute to the betterment of the society.
2. To offer quality education to a diverse student body globally, irrespective of race, color, gender, religion, physical disabilities and age.
3. To expand its higher education programs as per the needs of dynamic global environment.
4. To develop and maintain significant networks between SUC, alumni and industry.
5. To continue to maintain meaningful relationship with the community through socially responsible activities.
6. To continue to pursue ethical conduct and high order of integrity in all spheres of institutional functions.



- i. STUDENT GOAL:** To equip students with knowledge, skills and competencies capable of building lifelong career and creatively contribute to the betterment of business and society.

- a. STUDENT OBJECTIVES**

1. To orient students with knowledge through under graduate and post graduate programs thereby grooming them for suitable career opportunities globally.
2. To equip students with creative and entrepreneurial skills suitable for life long career building.
3. To integrate general education at the under graduate level programs
4. To enhance higher order skills in problem solving, leadership, analysis and decision making among post graduate program students.
5. To develop complete personality of the student through quality education and extra-curricular activities that will enable them to serve society optimally.

- ii. EMPLOYEE GOAL:** To engage competent employees and ensure their welfare and facilitate development.


- a. EMPLOYEE OBJECTIVES**


- i. To provide facilities that enhance long term SUC employee welfare, satisfaction and growth.
- ii. To facilitate conducive research and consultancy environment for faculty to pursue scholarly activities.
- iii. To conduct various faculty and staff development programs in order to prepare them to meet challenges posed by the dynamic global environment.


**ACADEMIC ADVISORS**

**BBA WEEKDAYS**


**SENIOR STUDENTS**


	<b>DR. SAKTHIVEL A.M</b>	
	Advising Group	: SENIOR GR-A [MOR]
	Office Telephone	: 06-5441155 Ext 7045
	Email	: saktivel@skylineuniversity.ac.ae


	<b>DR. RAMAKRISHNA YANAMANDRA</b>	
	Advising Group	: SENIOR GR- B [ EVE ]
	Office Telephone	: 06-5441155 Ext 7048
	Email	: ramakrishna@skylineuniversity.ac.ae

	<b>DR. BASHAR YASER ALMANSOUR</b>	
	Advising Group	: SENIOR GR-A [ EVE ]
	Office Telephone	: 06-5441155 Ext 7101
	Email	: bashar.almansour@skylineuniversity.ac.ae

## JUNIOR STUDENTS

	<b>DR. SHARON MENDOZA DREISBACH</b>		
	Advising Group	:	<b>JUNIOR [MOR] - A BATCH</b>
	Office Telephone	:	06-5441155 Ext 7049
	Email	:	sharon@skylineuniversity.ac.ae

	<b>DR. HAMZAH HUSSEIN ABDALLAH ELREHAIL</b>		
	Advising Group	:	<b>JUNIOR [MOR] - B BATCH</b>
	Office Telephone	:	06-5441155 Ext 7106
	Email	:	hamzah.elrehail@skylineuniversity.ac.ae


	<b>DR. KAKUL AGHA</b>		
	Advising Group	:	<b>JUNIOR [EVE] - A BATCH</b>
	Office Telephone	:	06-5441155 Ext 7064
	Email	:	kakul.agha@skylineuniversity.ac.ae





**DR. MOHIT VIJ**


Advising Group	:	<b>JUNIOR [EVE] - B BATCH</b>
Office Telephone	:	06-5441155 Ext 7047
Email	:	mvij@skylineuniversity.ac.ae

## SOPHOMORE STUDENTS


	<b>DR. TARIQ MEHMOOD</b>	
	Advising Group	: SOPHOMORE [MOR] - A BATCH]
	Office Telephone	: 06-5441155 Ext 7057
	Email	: tariq.mehmood@skylineuniversity.ac.ae

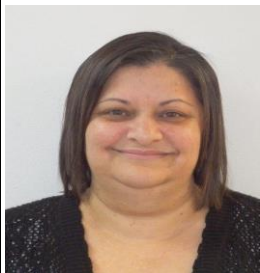
	<b>DR. ROBINSON JOSEPH</b>	
	Advising Group	: SOPHOMORE [MOR] - B BATCH]
	Office Telephone	: 06-5441155 Ext 7065
	Email	: robinson.joseph@skylineuniversity.ac.ae


	<b>DR. WILSON KARANJA GACHIRI</b>	
	Advising Group	: SOPHOMORE GR-A [EVE]
	Office Telephone	: 06-5441155 Ext 7042
	Email	: wilson@skylineuniversity.ac.ae


	<b>DR. MUHAMMAD ABDUL SALAM</b>	
	Advising Group	: SOPHOMORE GR-B [EVE]
	Office Telephone	: 06-5441155 Ext 7043
	Email	: asalam@skylineuniversity.ac.ae

## FRESHMAN STUDENTS


	<b>DR. NIZAR M. F SAHAWNEH</b>	
	Advising Group	: <b>FRESHMAN GR-A [MOR]</b>
	Office Telephone	: 06-5441155 Ext 7063
	Email	: snizar@skylineuniversity.ac.ae


	<b>MS. NADINE FELIX</b>	
	Advising Group	: <b>FRESHMAN GR-B [MOR]</b>
	Office Telephone	: 06-5441155 Ext 7050
	Email	: nadine@skylineuniversity.ac.ae


	<b>DR. OSAMA ALI THAWABEH</b>	
	Advising Group	: <b>FRESHMAN GR-A [EVE]</b>
	Office Telephone	: 06-5441155 Ext 7011
	Email	: osama@skylineuniversity.ac.ae


	<b>DR. PETR SVOBODA</b>	
	Advising Group	: <b>FRESHMAN GR-B [EVE]</b>
	Office Telephone	: 06-5441155 Ext 7105
	Email	: petr.svoboda@skylineuniversity.ac.ae

**BBA WEEKEND**

	<b>DR. SHANMUGAN</b>		
	Advising Group	:	JUNIOR & SENIOR [WE]
	Office Telephone	:	06-5441155 Ext 7067
	Email	:	jshanmugan@skylineuniversity.ac.ae

	<b>DR. HAITHAM MOHAMMAD MUSA ALZOUBI</b>		
	Advising Group	:	SOPHOMORE [WE]
	Office Telephone	:	06-5441155 Ext 7044
	Email	:	haitham.alzubi@skylineuniversity.ac.ae








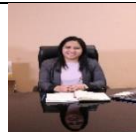

	<b>MR. MUHAMAD HOSAIN HABBOOSH</b>		
	Advising Group	:	FRESHMAN [WE] - C GROUP
	Office Telephone	:	06-5441155 Ext 7052
	Email	:	muhammad.habboosh@skylineuniversity.ac.ae

	<b>DR. TALEB ELI</b>		
	Advising Group	:	FRESHMAN [WE] - A & B GROUP
	Office Telephone	:	06-5441155 Ext 7072
	Email	:	taleb.ali@skylineuniversity.ac.ae

**WHOM TO CONTACT**

<b>QUERIES, DEPARTMENTS INVOLVED AND STAFF INCHARGE</b>			
<b>QUERY ABOUT</b>	<b>TO BE ANSWERED BY</b>	<b>PERSON TO CONTACT</b>	
Academic Concerns	Academic Advisor	Academic Advisor	
Student Orientation	Academic Advisor / Dean – Student Affairs	Academic Advisor / Dean – Student Affairs	
Degree Plan/Choosing a Major	Advisement/Counseling	Academic Advisor	
Developmental Studies/ Tutorials	Faculty Members	Faculty members	
Books/Other Supplies	Bookstore / LSS	Mr. Sheikh	
Transferring Credits	SSD Department	Ms. Tsetsei	
Schedule/ Time Table	Administration Department	Mr. Nikhilesh	
ID Card, New/Replace	SSD Department	Ms. Shahnaz	
Requesting Transcripts	Administration Department	Mr. Nikhilesh	
Dropping a course / Change of timing	SSD Department	Ms. Shahnaz	



Grade Appeal	SSD Department	Ms. Shahnaz	
Course Registration	Administration Department	Mr. Manuel	
Graduation (Filing for)	Administration Department	Mrs. Jeena	
Internship Registration	SSD Department	Ms. Shahnaz	
Tuition Fees/Refunds/etc.	Finance Department	Mr. Elvin Miranda	
Scholarships and Financial Aid	SSD Department	Dr. Osama	
Graduation gown	SSD Department	Ms. Tsetsei	
Library Services and Issues	Library	Mr. Sheikh	
Computer Labs	Computing Department	Mr. Shish	
Internet Access	Computing Department	Mr. Anish	
Passport / Visa Issues	HRD	Mrs. Gold	
Complaint/Grievance	SSD Department	Dr. Osama	

Issues related to CRs	SSD Department	Dr. Osama	
Student Clubs / Organizations	SSD Department	Dr. Osama	
Employment Opportunities	Placement Cell	Corporate Office	
Placement Tests	Marketing & Registration Department	Mr. Rakesh	
Students with Disabilities Services	Marketing & Registration Department / Student Services Department	Mr. Firas	
Posting Signs / Notices on Campus	Marketing & Registration Department / Student Services Department	Mr. Firas / Dr. Osama	
Personal Concerns	Advisement by Counsellor	Academic Advisor	
Reporting an Accident/Misconduct/ Disciplinary issues	Administration Department	Mr. Harish / Security	
Sports related issues	Sports Department	Mr. Sanjay Benjamin	
Cafeteria Services	Marketing & Registration Department	Mr. Firas	
Printing & Photocopying	Computing Department	Mr. Anish	
Request System Online	Computing Department	Mr. Anish	

Parking issues	Administration Department	Mr. Harish / Security	
General Cleanliness	Maintenance Department	Mr. Ravi	
Other/Not Sure What I Need	Student Service Department	Dr. Osama	
	Reception Desk	Ms. Khadija Faouzi	
Academics	Dean - School of Business	Dr. Ajith Kumar	
Academics	Dean - School of IT	Dr. Deepak	
Academic Support Services	Registrar / DyASS	Ms. Sunita Marwaha	
Overall Academics & Academic Support Services	Vice Chancellor	Dr. Mohammed Inairat	

## BBA PROGRAM DETAILS

### OVERVIEW

Skyline University College conducts an undergraduate program leading to the award of Bachelor of Business Administration degree in Accounting & Finance, Information Systems, International Business, Marketing & Retail Management, Tourism & Hospitality Management, Public Administration, Human Resource Management & Psychology and Innovation & Entrepreneurship is equipped to meet the needs of dynamic national, regional and global business environments. A student studying Bachelor Business Administration will be exposed to all fields of business education that includes General Education, Business and Management Education.

### RATIONALE

The Business in Gulf and UAE in specific has witnessed tremendous growth in business activities in the recent years. Though Oil and Gas are Emirate's main industries, which underpin the country's considerable prosperity, yet, trade and tourism have become the key engines of growth. Its plentiful hydrocarbon resources and successful diversification drive makes it an economy with apparent robust prospects. As a member of the Gulf Cooperation Council (GCC), the UAE participates in the wide range of GCC activities that focus on economic issues. These include regular consultations and development of common policies covering trade, investment, banking & finance, transportation, telecommunications, and other technical areas, including protection of intellectual property rights.

UAE is the hub of several multinational corporate houses and leading organizations, bringing UAE on the international map as one of the leading cosmopolitan nation.

Despite having the fourth largest oil reserves in the world, the oil sector accounts for less than a third of the UAE's GDP. Trade, tourism, real estate and the growing financial, manufacturing and services sector are key non-oil drivers of the economy. Continuous economic growth coupled with increasing population rate from more than 185 nationalities has given a substantial contribution to business in the UAE.

This scenario calls for quality business education for developing human capital to fulfill the needs of various business activities. One of the most important drivers of any successful economy is its human resources and with the visible trends it is imperative now to have international quality higher education in business management, made available in the UAE.

### BBA PROGRAM GOALS

- To improve skills in effective business communication, problem solving, decision making, computer and numerical capabilities.
- To equip students with advanced business acumen that helps them understand the key business functions and the links between them.
- To stimulate higher order thinking skills among students; required to specialize in their respective areas of study.

- To develop competitive skills and competencies of students through meaningful industry interaction, thereby improving their employability.
- To provide a conducive value based learning environment to the students during their study and inculcate a habit of lifelong independent learning for continuous growth and development.

### BBA - LEARNING OUTCOMES (LO)

Students will be able to:

- Demonstrate an understanding of various concepts of business management
- Explain relationship between business, culture, values & ethics and services to community
- Demonstrate application of skills in communication, mathematics and computers to meet business requirements.
- Demonstrate capacity for critical enquiry, logical thinking, and use analytical skills to solve business and management problems.
- Apply acquired knowledge in business environment.
- Synthesize theory and practice within the sphere of their respective areas of majors for effective decision making.

### CURRICULUM REQUIREMENTS

The curriculum provides the student with General Education, core study in Business Administration (business program requirements) and a major field of study (major requirements).

**All students pursuing a Bachelor Administration (BBA) Program must complete the following requirements: (TABLE)**

Code	No. of Credits	No. of Courses
<b>General Education</b>	36	12
<b>Business Education</b>	63	21
<b>Majors</b>	21	7
<b>Total Requirements</b>	<b>120</b>	<b>40</b>

**Note:**

- The 4 year – 8 semester degree program by taking summer semesters.
- Morning classes – 9:30 AM to 13:15 PM, Evening class – 06:50 PM to 10:10 PM
- Weekend classes available on Fridays & Saturdays – 09:00 am – 4:45 pm
- Credits hours refer to one lecture hour per week last fifteen weeks
- Each academic year consists of two semesters and each semester consists of 15 to 16 weeks
- Summer semester is offered to students.

## BACHELOR OF BUSINESS ADMINISTRATION - MAJORS:

- International Business
- Marketing & Retail Management
- Tourism & Hospitality Management
- Information System
- Accounting and Finance
- Public Administration
- Human Resource Management and Psychology
- Entrepreneurship and Innovation

## ADMISSIONS ENTRY REQUIREMENT – UNDERGRADUATE

All admissions in SUC are guided by Ministerial Decrees # 200/yr. 2004 and 133/yr. 2005; The Standards for Licensure & Accreditation-2019.

### i. ADMISSION PROCEDURE

- a. Fill up the Application form for Admission in SUC
- b. Submit Admission entry requirement documents
- c. Pay the application and registration fee along with the submission of application as applicable (Local /Visa / Visa Letter / Embassy Letter)
- d. In case of candidates without English Placement scores and / or Mathematics score, will have to appear for English Placement test and / or Mathematics Placement test as per schedule

An applicant seeking admission for BBA/BSIT-EC program is required to fulfill the following conditions:

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### HIGH SCHOOL GRADE

- a. Prospective student should have 60% marks in the secondary school of UAE or its equivalent as per the International Grade Conversions published by World Education Services Inc. ([www.wes.org](http://www.wes.org)) and [www.classbase.com](http://www.classbase.com). Student having any equivalent qualification from an institution in UAE must get the documents attested by the Ministry of Education and Youth. For qualifications obtained from abroad, attestation is required from the relevant authorities of that country.

**b. BRITISH SYSTEM  
IGCSE, GCSE, GCE**

**1. 13 YEARS OF SCHOOLING**

- Student class no. 10 – should pass 5 “O level “ (grade A to E)
- Student class no. 11 – should pass “2 AS level ” or “1 A level” (grade A to D)
- Student class no. 12 – should pass : 2 AS level” or “1 A level” (grade A to D)
- Student should submit the school transcript to confirm the year of studies
- Islamic & Arabic compulsory but not counted
- Arabic is compulsory for all students [Arabs and non-Arabs]
- Islamic is compulsory for Muslims regardless of any nationality
- Equivalency is compulsory for admission for individual student

**2. 12 YEARS OF SCHOOLING**

- Student class no. 11 – should pass 5 “O level “ (grade A to E)
- Student class no. 12 – should pass “2 AS level ” or “1 A level” (grade A to D)
- Student should submit the school transcript to confirm the year of studies
- Islamic & Arabic compulsory but not counted
- Arabic is compulsory for all students [Arabs and non-Arabs]
- Islamic is compulsory for Muslims regardless of any nationality
- Equivalency is compulsory for admission for individual student

**c. AMERICAN SYSTEM**

**1. Along with the 12<sup>th</sup> standard certificate student should submit SAT & IELTS [academic] / TOEFL for entry requirement**

- SAT – 400 ; IELTS [academic] – 5 or TOEFL – 500 [no other certificates will be accepted]

Or

- EMSAT – MATHS – 500 ; EMSAT – ENGLISH - 1100
- Islamic Education is compulsory for Muslims & Arabic Language is compulsory to Arabs & Non-Arabs which will not be counted
- Minimum 5 courses in each grade 10, 11 and 12 with passing mark of 60%
- (Refer ministerial degree 4443/2001)

**2. IB SYSTEM**

Requirements include 6 subjects; with minimum 24 points and must have minimum of 3 HL and 3 SL subjects

Arabic & Islamic not counted but required

- Islamic Education is compulsory for Muslims & Arabic Language is compulsory to Arabs & Non-Arabs which will not be counted
- Minimum 5 courses in each grade 10, 11 and 12 with passing mark of 60%

(Refer ministerial degree 4443/2001)

**3. IB Certificate**

- SUC to accept IB certificate requires a minimum grade of 22 points
- IB certificates are considered as American Diploma and are equalized by Ministry of Education.
- Should require SAT (400 Math & 500 TOEFL)

**4. IB Career:** IB Career is considered as Vocational (Technical School) Normally require higher number of points (26-28)

**d. Other SS Qualifications (inside UAE):**

Students from the Iranian, Indian, Pakistani, Philippine, French or German high school curriculum require 12 years of schooling and attestation from MOE/ KHDA/ ADEC.

**e. Secondary School Qualifications Obtained Outside UAE:**

1. Must meet the requirements for admission into university in the country of origin
2. With Min 11 years of schooling
3. Attestation: Education Authority (Home Country) ; Ministry of Foreign Affairs (Home Country) ; UAE Embassy+ Evidence of completion of Secondary School Stage

**f. Students holding National Secondary School Certificates from UAE Board with score of less than 60% should submit Foundation Program completion certificate from an institution approved by MOE. It is not applied for High School Certificate holders of other systems of education.**

On passing the Foundation Program, the student's Certificate will be recognized and attested by the MOE. This may be used for progression to Higher Education within the institution offering the Foundation Program, or for entry to other Higher Education institutions, provided the student meets the admission requirements set for specific programs at that institution.

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**ENGLISH LANGUAGE PROFICIENCY REQUIREMENT FOR UNDERGRADUATE ADMISSION (TOEFL/IELTS/EMSAT)**

Prospective BBA & BSIT student is required to fulfill any one of the following requirements for admission to BBA & BSIT program as given below



- a. A minimum score of 500 out of 677 on Institutional Test of English as Foreign Language (TOEFL) or a minimum score of 61 out of 120 on the Internet Based Test (IBT) of TOEFL or a minimum score of 173 on the Computer based TOEFL (certificates will be accepted upon verification by the ETS)
- b. A minimum score of 5.0 on International English Language Testing System (IELTS - Academic)
- c. A minimum score of 1100 in EmSAT Achieve English (Emirates Standardized Test)

**Table -1 Undergraduate Score Range**

S.No	IELTS [ACADEMIC]	TOEFL - ITP	TOEFL - IBT	TOEFL - CBT	EmSAT Achieve English	
1	>=5	>=500	>=61	>=173	>=1100	Direct Entry Into BBA/BSIT
2	4.5	450-499	39 - 60	117 - 170	825 - 1075	Provisional enrollment in Undergraduate Program with a maximum of 2 courses to be taken in the first semester  Registered into 45 hours of English preparatory course
3	<4.5 or No Result	< 450	<39	<117	Below 825	Registered for 90 hours of English preparatory course

**NOTE:**

- **QUALIFYING ENGLISH PROFICIENCY TEST IS MANDATORY FOR ALL INCLUDING NATIVE SPEAKERS**
- **INSTITUTIONAL TOEFL / IELTS SCORE ONLY FROM RECOGNIZED TESTING CENTERS OR AMIDEAST IS ACCEPTABLE. THE TOEFL (IBT) CERTIFICATES WILL BE ACCEPTED UPON VERIFICATION BY THE ETS AND FOR IELTS VERIFICATION WILL BE DONE FROM IELTS WEBSITE.**
- **REQUIREMENTS ARE APPLIED REGARDLESS OF EDUCATIONAL SYSTEM OR COUNTRY WHERE STUDENT IS COMING FROM.**
- **THE ENGLISH PROFICIENCY QUALIFYING RESULT SHOULD BE SUBMITTED WITHIN 1 WEEK OF THE COMMENCEMENT OF THE PROGRAM**
- **TRANSFER STUDENT NEED TO HAVE ENGLISH PROFICIENCY ELIGIBILITY UPON REGISTRATION FAILING WHICH THEY WILL HAVE TO UNDERGO THE PREPARATORY COURSES AS WILL FOLLOW ABOVE CATEGORY**
- **PROVISIONAL ADMISSION STUDENTS ARE REQUIRED TO SUBMIT AN UNDERTAKING FORM FOR SUBMISSION OF THE ENGLISH PROFICIENCY SCORES WITHIN THE FIRST SEMESTER OF THE PROGRAM.**

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## **MATHEMATICAL ABILITY TEST**

SUC conducts a mathematical ability test in which an applicant is required to score a minimum of 60% passing score for placement into the Undergraduate program.

Following are the exceptions for taking the SUC Mathematical Ability Test:

- a. Students with a minimum SAT score of 500
- b. Student holding diploma or transfer of credit from an accredited institution by MOE and having a grade "C" or above in a Mathematics related course.
- c. Students with a minimum EmSAT Math score of 500.

## **PROVISIONAL ADMISSION**

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### **IN CASE OF UAE HIGH SCHOOL BOARD**

#### **PROVISIONAL ADMISSION PROCEDURE (UAE HIGH SCHOOL BOARD)**

- a. Fill up the Application form for Admission in SUC.
- b. Submit Admission entry requirement documents.
- c. Pay the application & registration and first installment fee along with the submission of application as applicable (Local).
- d. In case of candidates without English Placement scores and / or Math score, will have to appear for English Placement test and / or Math Placement test as per schedule.
- e. Appeal for VC's consideration.
- f. VC's Approval.

Students holding National Secondary School Certificates from UAE Board with score of less than 60% should submit Foundation Program completion certificate from an institution approved by MOE. It is not applied for High School Certificate holders of other systems of education.

The Foundation Program should cover the following courses:

1. English
2. Mathematics
3. Computer science
4. Arabic

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### **IN CASE OF INCOMPLETE DOCUMENT SUBMISSION**

Students, who have achieved an English Proficiency score of 4.5 in IELTS or between 450 to 499 in TOEFL ITP or between 39 to 60 in TOEFL IBT or between 117 to 170 in TOEFL CBT or between 825-1075 in EMSAT Achieve English will be provisionally admitted to the Undergraduate program by signing an undertaking for submission of the required English Proficiency score within the first semester. The student is also required to register for the Advanced IELTS preparatory course offered at SUC and should obtain a minimum score of 5.0 in the IELTS test conducted at the end of this program in order to continue their admission into the Undergraduate program. The students provisionally admitted under this criteria will be allowed to take a maximum of 2 courses from the Undergraduate program during the first semester.

## TRANSFER ADMISSION

SUC accepts students who are transferring from a federal or licensed institution in the UAE, or a foreign institution of higher learning based outside the UAE and accredited in its home country, are eligible for transfer admission; after fulfilling the following requirement / conditions:

### TRANSFER OF CREDIT IS GRANTED UNDER THE FOLLOWING CONDITIONS:

- a. They must pass the English and Mathematics proficiency requirement.
- b. The student must be in good academic standing and still eligible to return to the current or former institution.
- c. Students who are not in good standing may get transfer only to a different major from the one from which the student is transferring
- d. The course contents mentioned in the CDP of the previous institution should match to a minimum of 75% of the SUC Syllabus of the corresponding course thereby ensuring similarity in the course learning outcomes.
- e. The student must attend a minimum of 50% of the credit hours of their study plan at SUC in other words, only up to 50% of the courses offered in SUC can be offered as transfer of credits transferred to the program.
- f. The credit hours completed must be equivalent or higher to the corresponding courses offered at SUC.
- g. The students must have passed the course with a minimum of 'C' grade or equivalent.
- h. Maximum credits awarded for transfer admission will be limited to specified courses at SUC. In case credits earned at the original institution are less than those at SUC, the lower credits will be awarded as transfer.
- i. No transfer can be awarded for Capstone and protected courses of SUC.
- j. Once TOC is granted and the Graduation plan is signed by the student, the student cannot challenge the TOC decision during the progression of course.
- k. A student is placed in the Senior Level status only after completing all the balance courses till the junior level.
- l. In case student changes the major area of study the student will have to re-apply for TOC. Prohibit accepting credit twice for substantially the same course taken at two different institutions.
- m. The grades of transferred courses will not be included while calculating the student's Grade Point Average (GPA).

- n. The processing fees of TOC is non-refundable and is charged (as per applicable fee structure).
- o. Transfer admission students will not be included in the toppers list.
- p. TOC will be awarded to students of Higher College of Technology diploma holders on the following conditions. (This provision is made available as per the Ministry of Higher Education & Scientific Research (MOE) circular no.1 (amended) dated 11th March 2006).
  - 1. The 12th standard Certificate should not be less than 50%.
  - 2. His/her diploma should be accredited and attested by MOE or its equivalence certificate for those who graduate outside UAE.
  - 3. To check the validity of the certificate issued by HCT and make sure that it is authentic.
  - 4. CGPA should be 2.0 and above.
  - 5. The student should get "C" grade and above in the following subjects:
    - English
    - Math
    - Computer
  - 6. Any other conditions followed by the institutions. Once the acceptable transfer of credits are decided, the student is informed and can then proceed for registration. Appropriate fee reduction is given for the courses granted transfer of credit.
- q. Once the TOC is granted, it will be informed to student along with the graduation plan for review & consent with signature.
- r. Once a student will change his/her emphasis, process will be treated as new, thus, additional fee will be applicable as per published fees structure.
- s. Once a student has joined the SUC and wish to enroll external course/s, these courses should be approved by Administration Dept. before starting the course; otherwise TOC will not be granted along with applicable fees.
- t. This TOC process once approved is applicable only for the mentioned intake.
- u. TOC will not be granted to provisionally enrolled student for the courses which are in offer in the 1st semester.
- v. TOC students understand that even if they are left with less number of courses at any level, they cannot be granted courses from next level unless and until they have successfully completed level which they are in, as per SUC policy.
- w. Fee waiver for the TOC courses granted will be applicable only on completion of the program, otherwise, the full amount must be paid.

**Note:**

- For transfer from one school to other school within SUC, the TOC policy shall remain same. However, the fee structure of the new school to which the student is transferred shall be applicable.
- In case the student was granted any scholarship / fee waiver, the percentage of scholarship / fee waiver shall remain same. However, the amount of discount shall be calculated based on the new fee structure applicable for the specific school.

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**PROCEDURE TO APPLY FOR TOC**

- a. Fill up the Application form for Admission along with TOC application form in SUC
- b. Submit the following TOC Admission entry requirement documents:

1. The official transcript from accredited institutions
2. Detailed syllabi (Credit Value, Level, detailed course content, learning outcomes/objective and indicative learning resources)
3. An official letter from the previous institution
4. All documents mentioned in the admission requirements
5. Processing fee of as per applicable fee/- (non-refundable) must be paid for evaluation
6. Once a student will change his/her major, process will be treated as new, thus, additional fee will be applicable as per published fees structure
  - Pay the application and registration fee along with the submission of application as applicable (Local /Visa / Visa Letter / Embassy Letter)
  - In case of candidates without English Placement scores and / or Mathematics score, will have to appear for English Placement test and / or Mathematics Placement test as per schedule

#### PROCEDURE FOR FINALIZING INSTITUTIONS FOR THE PURPOSE OF TRANSFER OF CREDITS QUALIFICATION

SUC will accept transfer of credits only from the Institutions under the following categories:

- a. Accredited by the MOE, UAE
- b. Accredited by the Central or Regional accreditation bodies in the United States of America
- c. Accredited by the UGC Grants Commission of India
- d. Accredited by the HEC Grants Commission of Pakistan
- e. Approved by the Quality Assurance Agency in Education, U.K.
- f. Accredited/recognized by the Ministry of Higher Education for all other countries from where the student is seeking admission.

Once TOC is approved by the VC, the student is informed about the total number of courses exempted and that as per the policy/- per course will be deducted from the total fee.

## ACADEMIC POLICIES

### CREDIT HOURS

Credit hours refer to one lecture hour of contact time with the students, a minimum of 3 lecture hours lasting for fifteen [15] weeks amounts to 45 lecture hours. Each lecture hour is supplemented by two hours of practical study per week [laboratories, training, workshop, etc.]. The lecture hour also includes all the

assessment time in class activities and exercise. Each academic year consists of two semesters and each semester consists of 15 weeks.

SUC may arrange for a summer semester, which is a 9 weeks. During the summer session, a student can earn a maximum of 6 credits.

### PERIOD OF STUDY

Students enrolled for an Undergraduate Program shall complete within a maximum of 6 years by earning 120 credits. Student can earn 120 credits in four years in normal case or by attempting maximum of 180 credits.

### STUDENT EVALUATION AND GRADING

Letter Grade	Grade Range	Grade Points	Defining Points
<b>A</b>	90-100	4	<b>OUTSTANDING</b>
<b>B+</b>	85-89	3.5	<b>EXCELLENT</b>
<b>B</b>	80-84	3	<b>VERY GOOD</b>
<b>C+</b>	75 -79	2.5	<b>GOOD</b>
<b>C</b>	70-74	2	<b>VERY SATISFACTORY</b>
<b>D+</b>	65-69	1.5	<b>SATISFACTORY</b>
<b>D</b>	60-64	1	<b>PASS</b>
<b>F</b>	Below 60	0	<b>FAIL</b>
<b>W</b>	<b>Withdrawal</b>		

### GRADE POINT AVERAGE [GPA]

Grade Point Average is determined by dividing total grade points earned by total credits attempted. GPA is calculated for each semester (SGPA) and Cumulative Grade Point Average (CGPA) is calculated for all credits attempted at SUC (Transfer of Credits from other Universities is not included in CGPA calculations).

#### GPA/CGPA Calculation

Grade Points		Credits		Total
<b>A - 4</b>	x	3	=	12.0
<b>B+ - 3.5</b>	x	3	=	10.5
<b>C+ - 2.5</b>	x	3	=	07.5
<b>D - 1</b>	x	3	=	03.0
<b>F - 0</b>	x	3	=	00.0

		15		33.0
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$$GPA = \frac{\text{Grade Points Earned} \times \text{Course Credits}}{\text{Total Credits Attempted}}$$

$$GPA (1 Course) = \frac{2 \times 3}{3} = 2 \text{ 'C'}$$

$$CGPA = \frac{\text{Semester Grade Points Earned} \times \text{Course Credits}}{\text{Total Credits Attempted}}$$

$$CGPA = \frac{4 \times 3 + 3.5 \times 3 + 2.5 \times 3 + 1 \times 3 + 0 \times 3}{15} = \frac{33}{15} = 2.2$$

GPA - Grade Point Average

CGPA - Cumulative Grade Point Average

### ACADEMIC STANDING

All students enrolled at SUC shall be monitored very carefully for the qualitative and quantitative satisfactory academic work completed during their study. A student will be evaluated at the end of every spring semester for the following:

**a. QUALITATIVE REQUIREMENTS**

Qualitative requirement is completion of minimum credits with CGPA as per the below table:

S. No.	Credit Attempted	Hours	Minimum CGPA
1	1 - 30		1.50
2	31 - 45		1.70

3	46 – 60	1.85
4	61 and above	2.00

**b. QUANTITATIVE REQUIREMENTS**

Student must complete at least 67% of all credit hours attempted. An attempted credit hour is defined as, any course that the student has enrolled for, in the semester. Successfully completed credit hours refer to the hours in which the student has received a letter grade of A, B+, B, C+ or C. For Capstone courses, a student needs to receive a minimum of 'C' grade or above.

For calculating the completion rate of academic work, D+, D and F grades are calculated as not completed; however, for the purpose of CGPA calculations, the 'F' grade will be taken into account. 'W' grade will be treated as attempted but not completed, however, it is not counted for the purpose of CGPA calculations.

**c. PROBATION / WARNING**

Student is placed on probation at the end of Spring Semester if s/he does not meet the minimum requirements as per the information provided in sections (i) & (ii) above; the student is expected to improve his academic performance during summer and fall semesters. In case the student does not improve, he is served with a final warning for the next semester to be considered as final probationary semester.

**d. FINAL WARNING**

Student is placed on final warning at the end of Spring Semester if s/he is unable to perform well and meet the requirements during probation period and the student is expected to improve his academic performance during summer and fall semesters. In case the student does not improve, he is served with a suspension for the next semester.

**e. SUSPENSION**

In case the student is unable to improve the performance in spite of the final warning on probation, student will be placed on academic suspension [Suspension-1 & Suspension-2].

Suspension-1 means when student does not achieve the required CGPA during the suspension status will be automatically placed in suspension-1; even after being in suspension-1 if the student does not improve the CGPA then he will be placed in suspension-2 in the next semester.

Students on suspension status are required to file an appeal with the administration department for allowing them to continue their studies in the following semester. The Satisfactory Academic Progression (SAP) committee may allow the students to take the courses according to their academic profile with the following condition:

1. **Suspension 1**  
Case 1



Student is allowed to take 1 to 3 courses [‘F’ grade or new course], if his/her CGPA greater than 1.5.

**Case 2**

Student is allowed to take 1 to 3 courses [‘F’ grade or ‘D’ Grade only], if his/her CGPA between 1 & 1.5.

**Case 3**

Student is allowed to take 1 to 2 courses [‘F’ grade or ‘D’ Grade only], if his/her CGPA less than 1.

**2. Suspension 2**

Student is allowed to take 1 to 2 courses [‘F’ grade or ‘D’ Grade only], students in suspension-2 must improve their performance to good standing otherwise, again, they will fall under suspension and will not be allowed to enroll in the courses for a period of one semester. Such student needs to apply for provisional readmission after the semester. However the SAP committee reserves all the rights to take the decision.

**Example:**

The committee gives the student a chance to improve his CGPA by taking up one or two repeating courses and also decides the grades to be scored by the student.

**Case 1**

The student scores the above grades decided by the committee at the end of this semester if the student achieves a good standing at the end of this semester, he has to appeal to the committee and the above process will continue till he achieves the good standing.

**Case 2**

The student does not score the above grades decided by the committee at the end of this semester the student will be suspended for one semester and may be provisionally readmitted to classes after one semester of suspension to improve their CGPA. The student may take the courses in which they have secured a ‘D’ or an ‘F’ grade.

**3. DISMISSAL**

In case the student has not achieved ‘Good Standing’ as per section (i) & (ii) above at the end of Suspension-2 semester, the student shall be dismissed and dismissal will be reflected in his transcript. In this case No refund of fees is allowed.

**ACADEMIC INTEGRITY POLICY**

**i. Procedures And Disciplinary Actions For Plagiarism And Other Academic Offences**

The following are the academic offenses recognized by the SUC and could have been committed at any level of BBA program and for all academic activities including assessments, midterm and final examination.

**Plagiarism**

- a. Paraphrasing materials or ideas of others without identifying the sources.
- b. Using sources of information (published or unpublished) without identifying the source.
- c. Directly quoting the words of others without using quotation marks or indented format to identify them.
- d. Detection of such plagiarism based on plagiarism software is also included.

**ii. Presenting False Credentials**

Is an act of submitting misleading certificates / documents / information like presenting false medical excuses; change of identity; presenting falsified certificates.

**iii. Cheating**

- a. Using material not permitted by the faculty during exams, including stored information on electronic devices.
- b. Copying answers from another student on exams or assignments.
- c. Altering graded exams or assignments and submitting them for re-grading.
- d. Submitting the same paper for two classes.
- e. Altering exam answers and requesting that an exam be re-graded.
- f. Cooperating with or helping another student.
- g. Fabricating information such as data for a computer lab exam.
- h. Other forms of dishonest behavior, such as having another person take an exam in your place.

**iv. Facilitating Academic Dishonesty**

- a. Allowing another student to copy an assignment or problem set that is supposed to be done individually.
- b. Allowing another student to copy answers during an exam.
- c. Taking an exam or completing an assignment for another student.

**v. Collusion**

- a. The work that has been done with others is submitted and passed off as solely the work of one person.
- b. Working with others without permission from your faculty to produce work which is then presented as your own independent work.

**vi. Fabrication of Data**

- a. The falsification of data, information, or citations in any formal academic exercise.
- b. This includes making up citations to back up arguments or inventing quotations. Fabrication predominates in the natural sciences, where

students sometimes falsify data to make experiments "work". It includes data falsification, in which false claims are made about research performed, including selective submitting of results to exclude inconvenient data to generating bogus data.

**vii. Deception**

Providing false information to faculty concerning a formal academic exercise e.g., giving a false excuse for missing a deadline or falsely claiming to have submitted work.

**viii. Sabotage**

Acting to prevent others from completing their work. This includes cutting pages out of library books or willfully disrupting the experiments of others.

All the above defined academic offenses should be reported by the concerned faculty to the VC. The VC in consultation with Registrar & DASS & Head – Admin & Exam Department will decide on the action to be initiated against the student. The following is the normal flow of such a process.

**ix. Inquiry Case of Suspected Academic Offenses (As Defined Above)**

- a. When a student is suspected of academic offenses, the Administration department arranges an investigatory interview by an investigating team appointed by VC. The minutes are recorded by a member of the investigating team.
- b. The allegation is fully explained and the student is allowed to have his/her say to defend himself / herself and explain the situation.
- c. The investigating team will submit its recommendation along with the minutes of investigation interview to the office of VC & Registrar & HASS.
- d. The VC in consultation with Registrar & DASS & Head – Admin will advise appropriate action, based on recommendation of the investigating team. The decision of the VC cannot be challenged or reviewed
- e. Unfair means students will not be included in the toppers or Dean's list.
- f. Report will be placed in the student file and it will be communicated to faculty, advisor and Dean - SOB and Dean - IT

**x. The Following Are The Courses Of Action That May Be Recommended Based On The Severity Of Offense:**

- a. In case of first offense, a strict warning is issued to the student against committing academic offense and zero marks are awarded for that particular component.
- b. In case of second offense in any component, all the assessments will be awarded zero and 'F' grade will be recorded in the transcript and student will have to repeat the course.
- c. In case of third offense, student will be awarded 'F' Grade in all the courses and the student will have to repeat the semester.
- d. In case of fourth offense, student will be dismissed from the University and Dismissal will be reflected in his transcript. In this case a tuition fee is not refunded.
- e. Student will not be re-admitted and no appeal will be accepted.
- f. Record is placed in the student file.

## INTERNSHIP / INTERNSHIP PROJECT POLICY

### i. Introduction

The internship program provides an opportunity to students to work, learn, and gain hands-on experience in an organization. It helps students to develop a professional understanding of an industry in their major area of study. Students are able to apply the knowledge gained in classrooms in a work setting, thus enriching their learning experience. This experience is also regarded valuable in preparing for their future careers. Since students work to gain experience, the course emphasizes that they be placed in an environment that is appropriate to their major field of study that is conducive to learning.

### ii. Role And Responsibility Of Faculty / Supervisor / Organization / Industry / Students

#### a. The Role of Employer / Industry Supervisor:

The employer where the intern registers for the internship will have following responsibilities

1. Company will develop a detailed job description for the student intern; discuss requirements with the student intern.
2. Inform managers/supervisors/employees of the company of the internship program. Company/organization will allocate dedicated Internship Supervisor to the student who will evaluate student at the end of the Internship.
3. Company and Industry Supervisor will inform immediately to Faculty Supervisor and
4. SUC regarding any absenteeism of students.
5. Company will provide an orientation to the student and introduce the student to the organization, the employee and the physical layout.
6. Give the intern the opportunities to apply education and skills. Assign duties (jobs) that include elements of planning, designing, evaluating and reasoning.
7. Company will provide opportunities for the intern to ask questions and discuss progress.
8. Provide an evaluation of the student's performance.

#### b. Faculty Supervisor Role and Responsibility

1. Faculty Supervisor will in constant touch with industry Supervisor and keep high level interaction with them
2. Faculty Supervisor will conduct initial orientation for the student and handover student
  - Internship Guideline

- Internship Formats
  - Internship Evaluation Criteria
  - Meeting Schedule
  - Attendance Requirement
3. Faculty Supervisor will be accessible to the student for consultation and discussion of the student’s Internship progress as per meeting schedule.
  4. Faculty Supervisor will regularly providing constructive suggestions for improvement and continuation on the work submitted. The feedback time for comments on work submitted should not normally exceed one week. Faculty Supervisor will motivate students to excel in his/her internship work.
  5. Faculty Supervisor will be responsible for evaluating the students project work without any bias and submit the final result to examination department as per the schedule.

**iii. Role and Responsibility of students for internship:**

- a. Students have to fill requisite form on line stating all the information required (Their area of interest, industry they are preparing to enter in, industry they bar from internship, location preference, and Visa detail.
- b. Once company internship finalized, students will be allocate SUC Supervisor and they have to meet them as per agreed schedule till internship report or Internship project is submitted. They are required to participate in Internship orientation.
- c. Students have to strictly adhere to the policy and timing along with Assignment entrusted to them by organization. They have to report to industry mentor on direction of SUC guide.
- d. Students have to religiously work in organization and contribute along with learning. It’s to be reminded that they are brand ambassador of SUCs and carry and maintain the high image of SUCs.
- e. After completion of internship they are to submit the report on the format already briefed to them during internship orientation with help of external and internal guide to the office of SSD.
- f. Student most catch up and meet deadlines related to internship of SUC.
- g. Confidentiality of both organizations to be maintained by student to maintain high ethical standards.

**iv. INTERNSHIP EVALUATION:**

Students who have minimum attendance at workplace as per SUC attendance policy will be qualified for Internship Evaluation.

<b>Evaluation</b>	<b>Percentage</b>
<b>External supervisor mid evaluation</b>	20%
<b>External supervisor end term evaluation</b>	30%
<b>Evaluation by SUC internal supervisor</b>	50%
<b>a. Evaluation of intern report (30%)</b>	

**b. Viva and presentation (20%)**

Industry Supervisor will evaluate student based on Personal Traits and Quality, Intellectual and Professional Background, Communication Skill and General Performance.

**v. Criteria for selecting Internship Company**

**Criteria for selecting Internship Company:** The following criteria are used in order to select the right type of organization for student internships:

- a. The company profile
- b. The professional growth of the company
- c. The companies national and international operations
- d. The stability of the company
- e. The size and operation of the company

**vi. Internship Report Writing Guideline**

**All interns need to submit a 1500-2000 words report at the conclusion of their Internship. Find below the guidelines for writing the report:**

- a. **The document should be in the report format. It should contain:**
  - 1. Title Page – title of report, your name, monitor’s name, place of Internship, training supervisor’s name and date.
  - 2. Table of Contents
  - 3. Introduction – body-conclusion
- b. **The body of the report should address the given issues:**
  - 1. What tasks did you perform as part of the internship?
  - 2. What have you accomplished?
  - 3. What did you learn about applied work in your area of Major?  
(Describe you work environment)
  - 4. What did you learn about your own self?
  - 5. What were the positive and the negative aspects of the Internship?
  - 6. Has your course work prepared your for Internship?
  - 7. What additional academic skills do you feel you should have had to make the Internship better?
- c. **The conclusion should include your recommendations/suggestions regarding the Internship.**

**POSTPONEMENT POLICY**

Student may postpone a semester only once in an academic year and maximum twice during the graduation program. The postponement form should be filled within two weeks of commencement of a semester only under mitigating circumstances. After the postponement of the semester, the student can join back the Program in which case the new academic plan will be applicable. All postponements will be effective only after the applicable fee is paid.

***Postponement is not applicable for students under SUC Visa / Visa Letter / Embassy Letter.***

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#### **PROCEDURE:**

Step 01: Apply for postponement through the student portal within two weeks of commencement of semester

Step 02: Student will be called for a counseling meeting including the advisor, to assess the need for change and provide necessary guidance.

Step 03: The Application will be sent to Registrar & DASS for his approval

Step 04: Upon approval, applicable fees will be debited to the student account and deadline for payment is informed

Step 05: Student pays the amount debited to his account, if applicable

Step 06: Approved application will be forwarded to registration officer for postponing the semester for which a student is enrolled

Step 07: The status of the application will be communicated to the student, faculty, advisor and Dean - SOB and Dean - IT

Step 08: A revised graduation plan and invoice are issued to the student who postpones

Step 09: Application copy with approval status will be placed in the student file

Step 10: the student's name will be forwarded to the re-activation status sheet for the forthcoming semester for the follow-up

#### **ATTENDANCE POLICY**

Attendance is mandatory in all the classes held during the conduct of a course. Absence from classes prevents a student from getting full benefit of a course. Accordingly, absence can result in lower grades due to missed assignments, quizzes, exercises and examinations. The minimum attendance required for a student to appear for the main final examination in a course is 75% of the total credit hours.

The SUC acknowledges that individual circumstances may prevent a student from attending class or classes. It is the University's policy to excuse the absence of students that result from the following causes: illness of the student, accident, death in family, participating in University activities, at the request of University authorities and

compelling circumstances beyond the student's control. However, the minimum attendance required for a student to appear for the final examination falling under any of this category cannot fall below 70% of the total hours allocated to a course with excused absence.

The student is responsible for all materials covered and announcements made during his/her absence. Students claiming excused absence must apply in writing and furnish documentary support of their assertion that absence resulted from one of the above causes.

Enforcement of the class attendance policy lies with the faculty. However, the decision of a faculty to withdraw a student from class due to poor attendance must be approved by the Head - Admin & Exam Department.

- a. 75 % attendance is a must to appear for the main final exam, exceptional cases will be considered only on approval by the VC, Registrar & HASS.
- b. Maximum of 5% attendance is taken into consideration on the approved proof which has to be submitted within 5 working days to the Head - Administration
- c. Student having attendance between 51 – 74% will be allowed to attend the exam along with the re-sit examination subject to the Committee's decision; however they are required to pay the re-sit exam fee and re-sit policy would apply for grade.
- d. Student having less than 50% are not eligible for the final exam or re-sit exam and has to repeat the course.
- e. The waiver for required attendance to the student falling under mitigating circumstances due to some medical problem, death in the family, accident etc, may be considered on approval from the REGISTRAR & HASS.
- f. Student can avail only one chance in an academic year for writing the re-sit exam due to low attendance.
- g. If the student is absent for continuous three weeks without any reason and has not informed to the concerned authority, will qualify for removal of name from the student roll and will be placed in pending status.
- h. This pending name will be forwarded to their respective advisor & to HOAE for the final counseling and update the status accordingly.
- i. Incase if there is no response from the student, the name could be placed in temporary cancellation status for the particular semester and will have to pay the required registration fee for the re-activation.
- j. If the student is not reported to that particular semester his/her name will be cancelled from the SUC and has to apply for the re-registration and which case new academic policy (if applicable) will be applied.
- k. 5% of attendance is reserved to the academic advisory meeting with the advisor.
- l. SUC follows negative attendance system i.e., If a student's attendance is showing 25% or above absence, you will be not allowed to appear for the final examination



## REPEATING COURSES POLICY

A student who scores less than 'A' grade in any course will be allowed to repeat that course and better of the two grades shall be considered for calculating the CGPA. A student is allowed to repeat the course only twice. Students who repeat the course will not be included in the toppers list.

### PROCEDURE:

- Step 1: Apply for repeating course through the student portal within two weeks of commencement of semester
- Step 2: Student will be called for a counseling meeting including the advisor, to assess the need for change and provide necessary guidance.
- Step 3: The Application will be sent to Registrar & DASS for his approval
- Step 4: Upon approval, applicable fees will be debited to the student account and deadline for payment is informed
- Step 5: Student pays the amount debited to his account, if applicable
- Step 6: Approved application will be forwarded to registration officer for postponing the semester for which a student is enrolled
- Step 7: The status of the application will be communicated to the student, faculty, advisor and Dean - SOB and Dean - IT
- Step 8: A revised graduation plan and invoice are issued to the student who postpones
- Step 9: Application copy with approval status will be placed in the student file

## LEAVE APPLICATION

Student who wants to avail leave during the ongoing semester should fill the leave request form available with student portal. All leave applied must be approved by the Registrar & HASS.

- Step 1: Apply leave application through the student portal
- Step 2: submit the supporting document [proof] to Administration Department
- Step 3: The document will be forwarded to Registrar & DASS for approval

- Step 4: The status of the application will be communicated to the student, faculty and advisor
- Step 5: Application copy with approval status will be placed in the student file

### CHANGE OF CLASS TIMING

Students willing to shift their classes from Morning to Evening or Weekdays to Weekend or vice-versa should fill up the request form available with the Administration Department citing reasons along with the evidence. Such request will be approved only according to the availability of the seat. The change of class shift will be entertained only during the first two weeks from the commencement of the semester and will be at solely subject to the availability or judgment of the Head - Admin & Exam Department.

- Step 1: Apply change of class timings through the student portal
- Step 2: Submit the supporting document [proof] to Administration Department
- Step 3: The document will be forwarded to Head of Administration for the approval
- Step 4: Approved application will be forwarded to registration officer for shifting of class timing.
- Step 5: The status of the application will be communicated to the student, faculty and advisor
- Step 6: Application copy with approval status will be placed in the student file

### CHANGE OF MAJOR/EMPHASIS

Students may change their major/emphasis by filling the transfer form available with student portal along with the applicable fee.

Change of Major/emphasis is permissible only till the fourth semester subject to availability of seat in the respective major/emphasis and after paying the applicable fee. The change of major/emphasis is not granted as a right but will be submitted to the Dean - SOB and Dean - IT and VC for approval.

It is advised that the change of major/emphasis should be done at the freshman level. Only under mitigating circumstances, the case can be considered in the sophomore year of the study.

- Step 1: Apply for the change of major/emphasis through the student portal
- Step 2: Student will be called for a counseling meeting including the advisor, to assess the need for change and provide necessary guidance.
- Step 3: The Application will be sent to Dean - SOB and Dean - IT for his approval
- Step 4: Upon approval, applicable fees will be debited to the student account and deadline for payment is informed

- Step 5: In case of a TOC student, the same procedure as above will be applicable for any change in major/emphasis; in addition student will have to reapply for TOC for the new major.
- Step 6: Student pays the amount debited to his account
- Step 7: Approved application will be forwarded to registration officer for changing the major/emphasis.
- Step 8: The status of the application will be communicated to the student, faculty and advisor
- Step 9: A new ID card, revised graduation plan and fee schedule is issued to the transferred student
- Step 10: Application copy with approval status will be placed in the student file

### CHANGE FROM ONE PROGRAM TO ANOTHER WITHIN THE INSTITUTION

SUC students who would like to change from one program to another for example at the same level of study within the institution, may apply for the same to the Administration department using the student request form. The program to which they intend to change may be either from the same school or from different school in SUC.

Following are the terms applicable for change from one program to another in different scenarios:

- A. In case of program change requests done before commencement of classes for current program:
- i. The student needs to cancel his admission from the current program before the commencement of classes for the new program.
  - ii. The student shall be eligible for any refunds if applicable for the current program as per SUC's refund policy
  - iii. The student needs to register again for the new program to which he intends to be transferred to by paying the required application fee. The registration fee paid for the current program shall be transferred to the new program.
  - iv. The fee structure of the new program to which the student is transferred shall be applicable.
  - v. Scholarship / fee waiver will be grant as per the school policy which the program is offered.
- B. In case of program change requests done after the commencement of classes for current program:
- i. The student needs to cancel his admission from the current program.
  - ii. The student shall not be eligible for any refunds for the current program
  - iii. The student needs to register again for the new program to which he intends to be transferred to by paying the applicable fee as per policy
  - iv. The student shall be awarded transfer of credits for the new program as per TOC policy.
  - v. In case the student was granted any scholarship / fee waiver, it will not be transferred to the new program.
  - vi. Scholarship / fee waiver will be grant as per the school policy which the program is offered.

## WITHDRAWAL OF COURSE

Withdrawal of a course/s can be done within the first week of commencement of a semester with a maximum number of two courses. The withdrawn course/s will not be reflected in the student's transcript for that semester. However, if the student withdraws any course/s after the first week, the withdrawal of the course/s will be reflected in his/ her transcript as a "W" and a repeating course fee of that particular academic year will be applicable whenever the student takes that course/s.

**The withdrawal of course is not applicable for students under, SUC Visa / Visa Letter / Embassy Letter.**

- Step 1: Apply withdrawal application through the student portal
- Step 2: Student will be called for a counseling meeting including the advisor, to assess the need for change and provide necessary guidance.
- Step 3: The Application will be sent to Registrar & DASS approval
- Step 4: Upon approval, applicable fees will be debited to the student account and deadline for payment is informed
- Step 5: Student pays the amount debited to his account if applicable
- Step 6: Approved application will be forwarded to registration officer for course/s withdrawal
- Step 7: The status of the application will be communicated to the student, faculty, advisor and Dean - SOB and Dean - IT
- Step 8: A revised graduation plan and invoice are issued to the student who withdraws
- Step 9: Application copy with approval status will be placed in the student file

## ADDITION OF A COURSE

Addition of a course is allowed only to those students who are not progressing as per the Graduation plan given to them initially. However a student cannot exceed maximum load of 18 credits per semester. If a student opts for additional course/s, along with the regular course will have to apply for the same within two weeks of the commencement of the semester. An additional charge will be applicable to the student as per the policy.

- Step 1: Apply for addition of course/s through the student portal within first two weeks of commencement
- Step 2: Student will be called for a counseling meeting including the advisor, to assess the need for change and provide necessary guidance.

- Step 3: The Application will be sent to Registrar & DASS approval
- Step 4: Upon approval, applicable fees will be debited to the student account and deadline for payment is informed
- Step 5: Student pays the amount debited to his account if applicable
- Step 6: Approved application will be forwarded to registration officer for adding course/s
- Step 7: The status of the application will be communicated to the student, faculty, advisor and Dean - SOB and Dean - IT
- Step 8: A revised graduation plan and invoice are issued to the student applying for addition of course/s
- Step 9: Application copy with approval status will be placed in the student file

## STUDENT INFORMATION RELEASE POLICY

SUC accords all rights of privacy to its students. SUC will not disclose any information about the student's academic and nonacademic records without the consent of the student. The exceptions could be the following:

- a. Founder President & COEC.
- b. VC, EC and Dean - SOB and Dean - IT
- c. CAA & MOE Officials
- d. Another University / College where student might be interested in joining, on student's request.
- e. Person(s) or organization(s) providing financial support
- f. Accreditation Agencies
- g. Judicial Orders
- h. Academic Advisors/Mentors

Information regarding name, age, address, telephone number, date & place of birth, major field of study, degrees awarded, and participation in extra-curricular activities etc. may be provided at the discretion of the SUC. A student may withhold the release of the above information through a written request to the administration.

## CANCELLATION POLICY

Cancellation is a process where a student willingly discontinues the graduation Program by cancelling his enrollment from the Program.

### General cancellation procedure for Non-Visa students

**Step 01:** Apply for cancellation of registration through the student portal within two weeks of commencement of semester

**Step 02:** The student will be initially counseled to understand the student's need for cancelling the Program and extend appropriate guidance and assistance to help student continue the Program.

**Step 03:** If the counseling does not help the student, then he is sent for an exit interview with the Student Counselor and the report is sent to IR Office for further analysis

**Step 04:** Application will be sent to Registrar & DASS for approving the cancellation

**Step 05:** Upon approval, the form is sent to various departments for getting no dues clearance

- a. Marketing & Registration Department for their comments.
- b. Finance department for checking whether the student's account is cleared.
- c. Library to check for any pending books to be returned.
- d. Computing department will de-activate the portal and email address.
- e. Human Resource Department for the verification of the student visa status.
- f. Administration department for the comments and pass credit note if applicable.

**Step 06:** The form along with no due clearance is sent to Finance for determining the financial status of the student and make necessary collections / payments (Refund).

**Step 07:** Approved application will be forwarded to registration officer for cancellation of registration

**Step 08:** The cancellation status will be communicated to the student, faculty, advisor, Dean - SOB and Dean - IT and all concerned departments

**Step 09:** The form will then be returned to the administration department for updating student database.

**Step 10:** Cancellation form along with supporting documents shall be placed in the student file

**Step 11:** A cancelled student if he wishes to join back will have to undergo the process of re-registration

In addition to the above general cancellation procedure for Non-Visa students, the Visa students have to submit the following documents at the time of cancellation:

- a. Emirates ID (Original)
- b. Passport
- c. Ticket Copy
- d. Visa Cancellation Letter from Immigration

In addition to the above general cancellation procedure for Non-Visa students, the Visa letter and Embassy Letter students have to submit the following documents:

- a. Visa Cancellation Letter from Immigration

## RE-ACTIVATION POLICY

The students who are in the category of Postponement, Temporary Cancellation, not meeting the academic standing in a particular semester are required to re-activate by enrolling in the courses offered in the next semester.

**Step 1:** Student will fill up the re-activation form

**Step 2:** The student will be initially counseled for graduation plan and applicable fee

**Step 3:** Application will be sent to Registrar & DASS for approval of reactivation

**Step 4:** Head of Administration will issue new graduation plan and invoice to the student

**Step 5:** Approved application will be forwarded to registration officer for the re-activation.

**Step 6:** The student name will be forwarded to the concerned departments

## PROGRESSION & RETENTION POLICY

Progression is an indication of semester wise academic progress of the student based on successful completion of qualitative and quantitative requirement in each semester, failing which the student is retained in the semester and is not allowed to progress to the next semester as per academic standing policy.

## INDEPENDENT STUDY POLICY

SUC offers Independent study for courses which are not offered or scheduled so as to facilitate students to complete the graduation requirement as per the course plan. SUC shall offer an independent study under following conditions:

1. The batch does not meet the minimum class size policy or the student unable to attend the regular class due to medical reasons or emergency duties of the government or in attendance of the parental obligations
2. SUC is unable to offer the course as a regular class
3. A student/(s) who is/are graduating within the academic year

4. Student is in good standing with the required CGPA to graduate
5. A maximum of 6 credits can be offered
6. Faculty member shall be allocated to the independent study students
7. Minimum of 15 contact hours for a three credit course needs to fulfilled as per schedule

The conduct of the course should maintain the same level of academic rigor, assessments and evaluation that fulfills the CLO requirement of the courses offered as a regular course.

## POLICY ON INTENSIVE MODES OF COURSE DELIVERY

### Introduction

The term –intensive modes of delivery refers to courses that are offered over a shorter duration than the generally accepted period of a standard –semester|| (15 to 17 weeks) or –weekend|| (9 to 12 weeks).

The academic courses conducted under intensive modes of delivery should be for 6-8 weeks and a maximum of two courses can be offered for both graduate and undergraduate level programs. It is important to ensure sufficient time for preparation, reflection, analysis, and the achievement of learning outcomes are adequately met through student learning engagement activities. The classes will be as per the standard duration of 1 hour per class and total number of credit hours are completed within the stipulated intensive mode of conducting the program.

- A. students are fully informed of any modifications that may have been made in operations or the delivery of its academic programs in order to accommodate the shortened duration of the course or program;
- B. Students in courses offered through intensive modes of delivery have comparable duration of class contact time, and comparable expectations for out-of-class study time, as in the same courses offered during the regular semester or term;
- C. The full content of the approved syllabi will be taught during the condensed period;
- D. Learning outcomes of the courses and programs are achieved by all enrolled students;
- E. SUC’s academic support services (Student services, Administration, Finance), learning support services (library and IT) and other facilities (canteen, health and sports facilities) are available during the shortened term
- F. Faculty workload will include the courses which are conducted under the intensive mode of delivery

## DISCIPLINARY POLICY

Any violation of the code of conduct as specified in the student handbook is liable for punishment. Some of the specific violations could be:

- a. Any misbehavior or misconduct, which may distort the image of the SUC.
- b. Misconduct in classroom, computer lab, or library.
- c. Any insult to faculty or staff members.
- d. Any damage to SUC property.
- e. Any misconduct during exams.



- f. Moving around as couples.
- g. Dress code
- h. Fighting.
- i. Theft.

In order to make fair decisions on any misconduct/ misbehavior or violation of a student, a disciplinary committee called Disciplinary Action Committee (DAC) is in place. The objective of this committee is to hear from the student and the complainant involved in such an act in order to decide the course of action to rectify such misbehavior / misconduct in the future. The administration department will present the case to the committee at the time of meeting /hearing. The DAC consists of:

- a. Chairman of DAC Committee
- b. One faculty member teaching the student who has been called for hearing
- c. VC
- d. Registrar & DASS
- e. Head of Student Affairs
- f. The Advisor of the student
- g. Class Representative
- h. Head – Admin Department

The decisions made by this committee is communicated to the student concerned, copy of the written decision is filed in the student’s file and the punishment decided by the committee should be served by the student.

#### **Levels of Disciplinary Action, Responsible Authority**

- a. Verbal warning - Admin
- b. Written warning – Admin (Maximum 2 written warnings)
- c. Depriving the student of some privileges – Admin (1 to 2 weeks)
- d. Preventing the student from attending SUC – Temporary Admin (Suspension not exceeding 7 working days)
- e. Suspending the student for more than 7 working days – DAC\*
- f. Permanent expulsion from SUC - DAC\*
- g. Canceling registration the academic degree given to the student
- h. SUC Management can cancel the degree in case of any falsification or deceit information or records is discovered after the completion of degree

The level of disciplinary action will depend on the number of, and/or the extent of violation. Registrar & DASS carries the right to apply any level of punishment depending on the seriousness of indiscipline act committed by the student.

#### ***\*Disciplinary Action Committee***

**DOUBLE DEGREE POLICY**

Students in good academic standing in the current program of study with a Cumulative Grade Point Average (CGPA) of 3.0 or above, are eligible to earn a second Majors degree. In order to earn double degrees, a student is required to complete a total of 141 (120 + 21) credit hours.

**Worked out example:**

A student enrolled in Bachelor of Business Administration (BBA) program specializing in Travel and Tourism Management in Fall' 2006. The student fulfills the graduation requirements of BBA in Travel and Tourism Management specialization upon completing 120 credit hours with a CGPA of 3.0 or above.

In this scenario, the same student could complete an additional 21 credit hours of another major, per se in Marketing or in any other major(s) that is/are offered at the time of petition for such an award, to become eligible to earn the second degree at the SUC.

The total of 141 credit hours has the following breakdown:	
<b>General Education requirement</b>	36 credit hours
<b>Business Education requirement</b>	63 credit hours
<b>Major requirements (for the first degree)</b>	21 credit hours
<b>Major requirements (for the second degree)</b>	21 credit hours
<b>Total requirements</b>	<b>141 credit hours</b>

**Petition for a Double Degree**

- a. Student should have a good academic standing (typically a CGPA of 3.0 in the end of junior level or upon completion of a minimum of 90 credit hours in the program) at the time of petition.
- b. Student should obtain permission from the academic advisor and VC in the appropriate forms of petition.
- c. Student will not be allowed to cross the limit of stipulated academic load in a given semester for the purpose of completing the additional credit required for the award of double degree.
- d. Students are required to meet additional financial liabilities pertaining to this petition.
- e. Students are required to maintain the CGPA level of 3.0 in the rest of program till graduation. In case student performance drops down below CGPA of 3.0 at any point prior to graduation, the student is required to meet the academic advisor, the VC and administrative personnel to seek appropriate advise in the process of reviewing and improving the academic standing and progression.
- f. Any registration towards earning additional credit hours for the purpose of obtaining a double degree will be permitted only upon completion of 120 credit hours of the main program in which he/she is currently progressing.

## STUDENT RIGHTS AND RESPONSIBILITIES POLICY

### STUDENT RIGHTS

- a. Students have the right to freedom of expression in the classroom. It is the responsibility of the faculty member to ensure that each student in the classroom is provided an atmosphere which is conducive to freedom of expression by encouraging discussion and permitting exception to the views he/ she has presented.
- b. Students have the right of expression in the classroom and the responsibility to learn from the course of study according to the standards of performance established by the faculty. Student behavior in the classroom should contribute to the learning process.
- c. Students will have the right of timely access to an assigned advisor, the right to receive pertinent and accurate information as needed for academic and career planning and the right to make their own decisions.
- d. Students of SUC who believe they have been subjected to any form of discrimination or have been denied access to services, have the right to file their grievance with the Student Services Department
- e. Students have the right to appeal against marks or grades awarded which they are not satisfied.
- f. Students have the right to participate in extra-curricular and co-curricular activities depending on their skills and capabilities

### STUDENT RESPONSIBILITIES

The student shall be responsible for conducting themselves as follows

- a. Students shall conduct themselves with reasonable consideration for all other persons within the SUC.
- b. Students shall not indulge in any behavior likely to bring the SUC to disrepute.
- c. Students shall comply with any reasonable instruction issued by any member of staff of the SUC.
- d. No student will tender false or deliberately misleading information.
- e. Male and female students are not allowed to move together or sit together in class rooms.
- f. A student shall not use, or incite others to use physical violence while in the SUC premises.
- g. A student shall not damage, threaten to damage or incite others to damage any equipment or property of the SUC while on premises.
- h. Students shall comply with the fee policy of the SUC.
- i. Students shall comply with all regulations pertaining to the use of library and other SUC facilities.

- j. No student shall create excessive noise, write on walls, make rude remarks, and use abusive or unreasonable behavior in the SUC premises. Violators will be suitably punished.
- k. Malicious or willful damage to SUC property or the property of any student or member of staff will lead to severe disciplinary action.
- l. Students are supposed to switch-off pagers and mobile phones in the classrooms and handover to the security before entering for examinations.
- m. Students should adhere to the class timings as per the rules & regulations in force.
- n. Smoking is prohibited in SUC as per the UAE Law. Any violation will lead to fines.
- o. Chewing of tobacco or any other form of betel etc. is prohibited. Anyone found to be violating this will be penalized.
- p. Writing & drawing on desks is strictly prohibited. Any violation will lead to fines.
- q. Eatables & drinks are allowed outside the SUC building or in the cafeteria only.
- r. Students using bus should strictly comply with the rules and regulations of transport.
- s. Students shall not litter or throw rubbish. A littering fine as per fees applicable is imposed on violations.
- t. Students shall not remove, deface or damage the premises, equipment or property belonging to the SUC.
- u. Students will be required to make good, in whole to the satisfaction of the Management of the SUC, any damage caused to the SUC property.
- v. The SUC accepts no responsibility to any private property being lost or damaged in the SUC premises.
- w. Students bringing vehicles shall observe car-parking regulations in force as well as the speed within the college boundaries.
- x. Students are not allowed to bring their friends / outsiders (except parents) to the SUC. In case of emergency they may contact the Administration & Examination Department for approval.
- y. Student must carry their SUC Identity Card when they are inside the campus.
- z. Playing cards in any form in the SUC campus is strictly prohibited.

## CLASS SIZE POLICY

### INTRODUCTION

The Class Size policy at SUC is subject to changes due to variations in internal resources availability and external factors in the region. The changes in the class size are carried out through the process as established in this policy document.

### CLASS SIZE POLICY

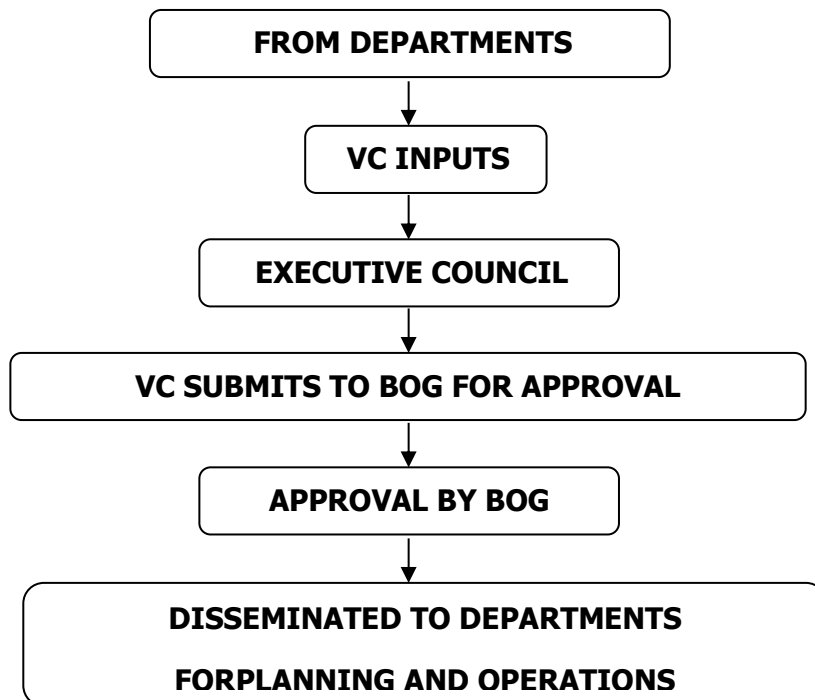
The Class Size policy at SUC is subject to changes due to variations in internal resources availability and external factors in the region. The changes in the class size are carried out through the process as established in this policy document.

The Class Size is based on a number of factors like areas of study (namely general education, business courses and majors), number of enrollments, nature of the course delivery(lecture, lab session), class seating capacity, number of cancellations/ dropouts / postponements, progression rate, teaching load of faculty and operational & financial feasibility.

The EC determines the class size based on the above factors. Any amendments in the existing class size policy are done after receiving inputs from the Administration, Finance, Library, Computing and Student Services Department. The information is initially sent to VC, which is then placed in the EC meeting for review which is forwarded to the BOG for approval. Upon approval by the BOG, VC forwards the information to the departments for planning the operations.

The Class Size policy encompasses both the lower and upper limits of the number of students in each class.

**PROCESS FLOW FOR FORMULATING AND AMENDING CLASS SIZE POLICY**



## UNDERGRADUATE CLASS SIZE REQUIREMENT

The minimum and maximum class size for lecture and lab sessions for General, Business and Major courses is given below:

Areas of study	Minimum class size	Maximum class size	
		Lecture	Lab session
<b>General Education courses</b>	10	50	40
<b>Business core courses</b>	10	50	40
<b>Major courses</b>	6	40	40

## REGISTRATION PROCEDURE

The registration department registers the students with all the necessary documents mentioned in the registration checklist. In case of documents being incomplete or not submitted the file is returned to Marketing department for fulfilling the requirements.

## REGISTRATION CHECKLIST

### DOCUMENTS REQUIRED FROM ALL STUDENTS

- a. Dully Filled- Up Enrollment Form with Signature Of Applicant / Marketing Officer – Annexure 1
- b. Passport copy (Minimum 6 Months Validity)
- c. Visa Page (Minimum 6 Months Validity)
- d. Emirates Id
- e. IELTS [A]/ TOEFL [IBT/CBT]
- f. Student Name in the Enrolment Form Vs. Passport
- g. Initial Payment
- h. Visa/Embassy Letter [Submission of Post-Dated Cheque]
- i. Placement Form– **Annexure 2**
- j. Proof - If Placement Test Not Required
- k. Financial Rules & Regulation Form – Signature – **Annexure 3**
- l. Visa Documents
- m. Guardian Tenancy Contract/Emirates Id Card/PP & Visa Copy/Undertaking
- n. Accreditation of the University/School
- o. SAT/Diploma Verification
- p. HS Mark Percentage
- q. IGCSE/O-Level/A-Level/As-Level/Other Curriculum

- r. Student Personal Detail Form **Annexure 4**
- s. Students Certificate Authenticity Check Form – **Annexure 5**
- t. Student Visa / Letter Processing Request Form – **Annexure 6**

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#### ADDITIONAL DOCUMENT FROM LOCAL STUDENTS

- a. Submission of National Security Services clearance certificate for UAE Nationals effective from 2014.

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#### ADDITIONAL DOCUMENTS REQUIRED FROM INTERNATIONAL STUDENTS

- a. Visa Documents
- b. Undertaking Form for non-submission of Visa page – **Annexure 7**
- c. Visa Student Detail Forms
- d. Hostel Forms– **Annexure 24**
- e. Guardian Details Form– **Annexure 8**
- f. Visa Processing Form– **Annexure 6**
- g. Guardian Authorization Letter
- h. Accreditation of the University/School
- i. Police Clearance (Nigerian Student)

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#### DOCUMENTS GIVEN TO STUDENTS [COUNTER SIGNED]

- a. Duly Attested High School Credentials or / Diploma if Applicable (*Undertaking Form-Annexure 9*)

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#### FULL UNDERTAKING LIST

- a. Undertaking -Visa Page – **Annexure 7**
- b. Undertaking -Passport Page–**Annexure 9**
- c. Undertaking - Non Submission Of Attested 12th Standard UAE Secondary School Certificate– **Annexure 10**
- d. Undertaking - Non Submission Of UAE National ID– **Annexure 11**
- e. Undertaking - Non Submission Of Attested A – Level Certificate– **Annexure 12**
- f. Undertaking - Non Submission Of Attested AS - Level from IGCSE/GCE/GCSE Board certificate– **Annexure 13**
- g. Undertaking - Non Submission Of Attested O - Level from IGCSE/GCE/GCSE Board certificate– **Annexure 14**
- h. Undertaking -12th Standard from Abroad– **Annexure 15**
- i. Undertaking -12th Standard from Private Institution in the UAE– **Annexure 16**
- j. Undertaking -Attested High School Certificate– **Annexure 17**
- k. Undertaking -Attested IGCSE/GCE/GCSE Grade– **Annexure 18**
- l. Undertaking -Non submission of TOFEL/IELTS/CES /PET– **Annexure 19**
- m. Undertaking -Non submission of Maths (SAT/ Diploma) Result– **Annexure 20**

- n. Undertaking -IB Diploma– **Annexure 21**
- o. Undertaking –Equivalency
- p. Undertaking for BBA & BSIT Scholarship / Fee Waiver/Recommendation grant - **Annexure 22**

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#### TRANSFER OF CREDITS IF APPLICABLE

- a. Dully Filled-Up Application form For Transfer of Credits– **Annexure 23**
- b. The Official Transcript
- c. Detailed Syllabi (Credit Value, Level, Course Content Etc.)
- d. Official Letter from Previous Institution
- e. Paid Processing Fees

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#### VISA CASE IF APPLICABLE

- a. Visa Undertaking Forms– **Annexure 7**
- b. Student Detail Forms– **Annexure 4**
- c. Hostel Forms– **Annexure 24**
- d. Guardian Details Form– **Annexure 8**
- e. Visa Processing Form– **Annexure 6**
- f. Guardian Authorization Letter
- g. Guardian Tenancy Contract/Emirates Id Card/PP & Visa Copy/Undertaking

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#### VISA/EMBASSY LETTER

- a. Submission of 3 Postdated cheques
- b. Old Visa Copy Page

### PRE- REGISTRATION PROCEDURE FOR NEW STUDENTS

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#### AUDIT OF FILES FOR NEW AND TRANSFER STUDENTS

After receiving the admission file from the Marketing department the registration department audits the file for the fulfillment of documents required for registration into SUC. The registration department registers the students with all the necessary documents as per the available registration checklist (Annexure\_1). In case of documents being incomplete or not submitted the file is returned to Marketing department for fulfilling the requirements.

Registration department will verify the following:

- a. Student information is dully filled in



- b. Photograph is scanned
- c. Signature of the enrollment officer & student
- d. All necessary documents for the registration including copies of certificate
- e. All undertaking forms dully filled in if applicable
- f. All visa documents if applicable
- g. Placement test form
- h. TOC application with relevant documents if applicable
- i. Payment receipt
- j. MOU / Scholarship / discount letter or undertaking if applicable
- k. Checklist [As Annexure\_1]

## REJECTION OF ADMISSION/ REGISTRATION

If a candidate does not fulfill the basic entry requirement as per the registration checklist the admission / registration will be rejected.

The admission / registration will also be rejected under the following conditions:

- i. In case of non-submission of documents required by the institution or government authorities
- ii. In case of submission of any forged documents for admission
- iii. In case of non-attestation of degree certificates submitted for admission
- iv. Any information received from the parent organization regarding the irregularities in the documents submitted.
- v. Criminal charge(s) are proved against the student at the time of admission.

## POST REGISTRATION PROCEDURE

### AUDIT OF FILES (CONTINUING STUDENTS)

Registration department regularly audit the files for continuing students

The checklist for carrying out the audit is as follows:

- Submission of necessary documents as per the Undertaking form submitted at the time of Admission
- Verification of all student personal information data
- Expiry date of Visa, passport and emirates ID

The registration department informs the concerned students regarding the pending submissions of documents as per the undertaking letter provided and the validity status of documents at least 6 months before the date of expiry.

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## ISSUANCE OF STUDENT KIT

### a. New Students:

The kit gives the student a clear idea about his/her admission status, academic program, class shift, guidance on portal usage, Portal username and password, car sticker details, ID card, tab description and fee payment plan.

The following materials will be issued to students based on the entrance examination result:

1. **Admission Letters & Invoice [Confirmed Admission]:** Once the student's admission is confirmed, he/she is issued a 'Letter of Admission' & 'Invoice'. Students need to pay their SUC fees according to the Invoice issued.

**Note:** It is the student's responsibility to report any discrepancies in invoice to the Admin Dept. within a maximum time frame of one month after the receipt of invoice.

2. **Admission Letters & Invoice [Provisional Admission]:** Once the student's admission is provisional, he/she is issued a 'Provisional Letter of Admission' & 'Invoice'. Student will be issued a confirmation letter once he/she fulfilled all the requirement as per the deadline. Students need to pay their SUC fees according to the Invoice issued.

**Note:** It is the student's responsibility to report any discrepancies in invoice to the Admin Dept. within a maximum time frame of one month after the receipt of invoice.

3. **Identity Cards:** Students are issued with a SUC Identity card according to their admission status (Provisional / Confirmed). Students need to carry their Identity cards all the time while being in the SUC Campus. Identity cards will be checked randomly.
4. **Portal/LMS ID:** Every student is issued a portal/LMS ID and password through which they can access their class attendance, assessments and the results online. The academic profile, academic advisor and the events of the SUC can also be accessed through the portal.
5. **Graduation Plan:** Every student is issued with the graduation plan, which will help them to plan their studies accordingly.

6. **RFID:** Students who use their own transportation are issued the RFID car stickers along with the kit.
7. **Placement Results :** Result copy of the placement test
8. **Handbook :** It is a ready reckoner that guides the student to understand the academic and academic support service policies and procedures, semester wise course plan, examination calendar, Institutional calendar and whom to approach for services.

**New student kit issuance scenario:**

- Direct Entry to Degree Program
- Foundation to Degree Program
- MQP to Degree Program (MBA)
- Maths Crash Course (UG) and Degree Program
- Maths Crash Course (UG) + Foundation to Degree Program

**b. Continuing Students:**

The kit gives the student a clear idea about his/her Progression status, academic program and fee payment plan.

The following materials will be issued to students based on the progression status:

1. **Admission Letters & Invoice:** Once the student's progression is confirmed, he/she is issued a 'Letter of Admission' & 'Invoice'. Students need to pay their SUC fees according to the Invoice issued.

**Note:** It is the student's responsibility to report any discrepancies in invoice to the Admin Dept. within a maximum time frame of one month after the receipt of invoice.

2. **Graduation Plan:** Every student is issued with the graduation plan, which will help them to plan their studies accordingly.

**Continuing student kit issuance scenario:**

- Program transfer
- Re-activated students

**c. Procedure for the kit preparation:**

Review the Department Checklists [as mentioned in the registration checklist]

Attach the fees structure as per admission requirement

**1. If no discount**

- Forward the file to finance department along with the updated checklist
- Finance department will approve the fees structure and update their checklist
- Administration department receive the approved file and process the kit

**2. If discount is applicable**

- Forward the file to finance department along with the updated checklist
- Finance department will approve the fees structure and update their checklist
- Administration will forward the file to verification department for the discount approval
- Administration department receive the approved file and process the kit

**ENROLLMENT INTO MAIN PROGRAM FOR NEW, TRANSFER & CONTINUING STUDENTS**

Registration department enroll students for the academic program and courses.

**NEW STUDENTS**

The registration department enrolls the students with all the necessary documents as per the admission requirements and registration checklist (Annexure\_1). Registration department will verify the following before completing the enrollment process:

- a. Student information, photograph and signature
- b. Enrollment documents are verified
- c. Academic documents are attached
- d. Placement documents are available
- e. All the admission requirements are met
- f. Financial clearance
- g. All undertaking letters are attached if applicable
- h. TOC documents are attached if applicable
- i. VISA related documents are attached if applicable

## TRANSFER & CONTINUING STUDENTS:

Transfer & Continuing Students will be enrolled as per their Graduation plan.

Registration department will verify the following before completing the enrollment process:

- a. Verify the graduation plan
- b. Check the progression and status of the student
- c. Financial clearance
- d. SAP status
- e. Re-activation status
- f. Repeating course
- g. Pre-requisite met
- h. Undertaking status of the student if any

## ENROLLMENT INTO PREPARATORY COURSES

Students who do not obtain the qualifying score in English placement tests required for admission to the Undergraduate / Graduate program at SUC will have to undergo the appropriate English preparatory courses based on their scores achieved in the English placement tests. Similarly, students who do not obtain the qualifying score in the Mathematics placement test conducted at SUC will have to undergo the Mathematics Crash course. Please refer section – 'PREPARATORY PROGRAMS' for further details.

## STUDENT RECORDS

The documents being maintained in SUC will normally fall in three categories viz:

Each of the above maintained separately

**Note:** All the above documents will be maintained as student file till graduation and thereafter the documents are converted into PDF file and stored in electronic archive, hard copies of the documents will be completely destroyed after four years from the date of graduation

## ADMINISTRATIVE RECORDS

Administrative records comprise of the personal profile of each and every student of SUC and consist of the following:

- a. **Enrolment Form:** Each student fills up the enrollment form at the time of registration. The form lists the personal information, passport and visa details, the major area of the program the student has opted for, educational qualifications, work experience, registration payments, the terms and

conditions on which the admission is given. Once the result of the entrance examination is available, the administration department updates the file. This document is maintained only till the student qualifies for and attends the graduation ceremony.

- b. **Directory Information:** The directory information consists of data regarding the address, telephone number, mobile number, email address etc. This record is stored electronically soon after the student is registered. It is also available as a hard copy in the enrolment form. The record is updated as and when the student informs of a change. Normally, this information is also updated every year by floating an address update form.
- c. **Record of Entry Level Qualifications:** A copy of the higher secondary school certificate is maintained in the personal file of the student. While accepting this document, the student is required to show the original certificate to SUC officials, who verify and attest the copy of the certificate.
- d. **Results of Personality And Interest Tests: (Optional) :** A record of the results of the personality and interest tests are kept in the Administration Dept. The record will be maintained till the student graduates.
- e. **Record of Discipline:** In case the student has been involved in any incidents of indiscipline, a record of the incident is kept in the student's personal file.
- f. **Attendance Record:** The student's attendance is recorded in the system through software.
- g. **Letter of Admission:** A copy of the letter of admission and the fee payment schedule is filed in the personal records of the student.
- h. **Copy of Passport:** A copy of the passport along with the visa information is filed in the personal record of the student.
- i. **Miscellaneous Documents:** Copies of letters issued to the student, proof of mitigation and any other correspondence with the student, are also filed in the personal file of the student.
- j. **Graduation Information and Copies of Transcript:** Copies of all transcripts issued to the students, grade warnings, letters of probation and suspension if any, and the graduation information forms a part of the academic profile, which is filed in the personal file of the student.

## ACADEMIC RECORDS

The Administration Department maintains the academic records of each student. The records

Comprise of the following:

- a. **Curriculum Requirement:** Students enrolled each year follow a particular curriculum. The administration department keeps a record of the applicable curriculum. The record is transferred to the electronic archive after the student graduates.
- b. **Details of Transfer of Credits:** All documents related to the transfer of credits such as the transcripts, course description, and the details of accepted transfers, are kept with the administration department for each such student. The details of transfer of credits accepted are transferred to the student's electronic records.
- c. **Details Of Courses Undertaken And The Grades Awarded:** As and when the student takes the courses, and, appears for the examinations, his/her profile is updated in the software. The details of credits undertaken and the grades awarded, the GPA and the CGPA of the student is available through the software. The record is transferred to the electronic archive once the student graduates. These records are very important since the student's performance and graduation depends on the accuracy of such records. It is the responsibility of the Administration and Examination Department to maintain accurate records.
- d. **Hard Copies of Transcripts Issued, And, The Degrees Awarded:** A grade report is issued to each student at the end of every semester. A consolidated grade report is filed in the student file at the end of the academic year. Official transcript will be issued only with the Degree. However a student may request for interim transcripts by paying the necessary fees. A copy of every issued transcript is kept in the student's personal file. The hard copies of degrees are retained by the administration department for a period of four years after the student graduates from the SUC, thereafter, the copies are destroyed.
- e. **Copies of Coursework / Examination Scripts:** The Examination Department retains the examination scripts for a period of one year after the declaration of the results after which they are destroyed.

## FINANCIAL RECORDS

Records of all financial affairs related to a student including the total fees payable, installments paid, any fee reductions, scholarships awarded, and the current balances are maintained by the Finance Department. The main document related to the student is the ledger that is stored electronically and transferred to electronic archives as a permanent record.

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## **METHOD OF KEEPING AND DESTROYING RECORDS**

All physical documents related to students are kept in fire-proof cabinets with proper locking system. All documents that need to be destroyed are put through paper shredder.

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## **ELECTRONIC DATABASE AND BACKUPS**

The student directory, course information, attendance, all assessment records are kept in electronic records in a centralized manner. The accessibility of these records is limited to SUC's administrative staff with an access password. An automatic backup of the database will be taken on a semester basis on a DVD and will be transferred to bank locker. These records will be kept for an indefinite period.

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## **FILE SCANNING**

All files of registered students of SUC are maintained as soft copy. Once the final registration is complete the student records are scanned and a soft copy of the same is maintained and the backup is stored at the appropriate secured places as per backup policy, to enable SUC retrieve the information during emergency contingency.

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## **UPDATING STUDENT DATA**

Any change in the student's personal details should be updated by filling up by student data update form. This form is available in student portal upon student request the data is updated in the computer as well as student personal file. The students are solely responsible in providing the updated data. This data is mostly used for the communication between SUC and the students. Dependent & Non-Dependent students must submit the correct guardian details to the SUC.

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## **STUDENT VISA/PASSPORT/EMIRATES ID EXPIRY CHECK**

Registration department regularly carries out verification of data in order to assess the expiry dates of documents required to stay in the country so that renewal of these documents can be undertaken within the specified time limits. The registration department informs the concerned department and students regarding the status at least 6 months before the date of expiry.



## RECONCILIATION OF ACTIVE STUDENT LIST

Registration department reconciles the active student list with the finance department on a monthly basis so as to assess the exact number enrolled in SUC and follow-up for the necessary action.

## ADMINISTRATION PROCEDURES

### STUDENT REQUEST

Any student request which comes through SSD will be segregated and the request is send to the respective departments to fulfill the student request within the policy frame work of SUC will be responded to the students within 48 hours. Issues relating to external agencies the response time varies based on the time taken by the outside agency.

### LETTERS /TRANSCRIPT FROM THE SUC

- a. Bona-fide student letter (In English or Arabic)
- b. Letter mentioning dates of examination
- c. Copy of course definitive document (CDD) for course/s attended
- d. Transcripts
- e. Reference Letters
- f. Course Equivalency Letters
- g. Certificate Equivalency Letters
- h. No Objection Letters
- i. Letters for Government Departments
- j. University Reference Letters
- k. Letters of Introduction for Internship / Dissertation
- l. Sponsor Request Letters
- m. Visa letters

Students willing to seek letters for various purposes from the SUC need to fill up the requisition form through portal. Any letter requested by the student must clearly state the purpose and its application SUC will issue the certificate or a letter when it is convinced. For issuing a letter from the College, a student must be having no dues from any of the departments. To apply for the letters from the college, student must follow the below given procedure:

- Step 1: Student should fill up the request through student portal
- Step 2: A clearance from the Finance Department is required to process this necessary before proceeding to the next step. This is done to verify that the student does not have any outstanding fee against his account
- Step 3: After the clearance from Finance Department, the Administration Department prepares the letters as requested by the student
- Step 4: The original letter is given to the student and a copy is maintained in the student's personal file

Normal time to respond the request is mentioned below:

TIME FRAME		
VARIOUS REQUESTS	CLEARANCE REQUIRED	PROCESSING TIME
CLASS SHIFT CHANGE	FROM FACULTY AFTER 2 WEEKS OF COMMENCEMENT	2 WORKING DAYS
PROGRAM TRANSFER	FROM ADVISOR & FINANCE	2 WORKING DAYS
WITHDRAWAL	FROM ADVISOR	2 WORKING DAYS
POSTPONEMENT	FROM ADVISOR & FINANCE	2 WORKING DAYS
CANCELLATION	FROM ADVISOR	2 WORKING DAYS
RE-ACTIVATION	FROM ADVISOR & FINANCE	2 WORKING DAYS
REPEATING COURSE	FROM FINANCE	2 WORKING DAYS
CLASS SCHEDULE	NIL	2 WORKING DAYS
LETTERS	FROM FINANCE	2 WORKING DAYS
GRADUATION PLAN	FROM FINANCE	2 WORKING DAYS
PASSPORT ISSUANCE	FROM FINANCE	2 WORKING DAYS
MITIGATION CIRCUMSTANCES	NIL	2 WORKING DAYS
APPEALS AGAINST GRADE AWARDED	FROM FINANCE	3 WORKING DAYS
GRADE IMPROVEMENT	FROM FINANCE	2 WORKING DAYS
STUDENT PROCESS FORM	NIL	2 WORKING DAYS
STUDENT PERSONAL DATA UPDATE	NIL	2 WORKING DAYS
GRADUATION APPLICATION	FROM FINANCE	2 WORKING DAYS
PROVISIONAL STUDENTS	NIL	2 WORKING DAYS
ID CARDS	NIL	START OF THE SEMESTER
ADMISSION KIT	NIL	START OF THE SEMESTER
PROVISIONAL CERTIFICATE	FROM FINANCE	1 MONTH AFTER RESIT RESULT OF FINAL SEMESTER
DEGREE CERTIFICATE	FROM FINANCE	GRADUATION CEREMONY
SHORT COURSE CERTIFICATE	FROM FINANCE	AS PER AVAILABILITY
TRANSCRIPT / CDD	FROM FINANCE	3-5 WORKING DAYS

## EXAMINATION PROCEDURE

SUC has examination section under the administration department, the section assists faculty to conduct continuous mode of assessments and conducts centralized midterm and final exams. The section is responsible in all the preparations leading to a smooth conduct of exams, quality check, evaluation of scripts, processing, conducting exam board meetings, finalizing and declaring the results. Any appeals for the grades are also managed by this section.

## PLACEMENT TESTS CONDUCTED AT SUC

### TOEFL TEST

#### a. TOEFL TEST CENTRE AT SUC

SUC is an authorized IBT center which conducts the TOEFL tests regularly according to the published calendar. The duration of IBT TOEFL test is 1 hour and 55 minutes. Undergraduate students take Mathematics test before the TOEFL test. Generally, timings are 6:15PM – 7:15PM (Math Test) and 7:30PM – 9:25 PM (TOEFL test). Students may opt for different dates for appearing TOEFL and Math tests.

#### b. TEST DETAILS

**TEST STRUCTURE:** Test of English as a Foreign Language has 3 sections:

TEST STRUCTURE		
<b>Listening comprehension</b>	50 questions	30-40 minutes
<b>Structure and written expression</b>	40 questions	25 minutes
<b>Reading comprehension</b>	50 questions	55 minutes

**1. Section-1 (Listening Comprehension):** This section measures the ability to understand English as it is spoken in North America as given below:

- 3-4 mini talks, 60-90 seconds long with 3-5 questions each
- 2-3 extended conversations, 60-90 seconds long with 3 to 5 questions each
- 30-40 dialogues, 5-15 seconds long with 1 question each

**2. Section-2 (Structure and Written Expression):** This section measures the ability to recognize language that is appropriate for standard written English as given below:

- (1-15) 15 multiple choice questions based on the structure of the sentence

- (16-40) 25 questions – 4 parts of the sentence are underlined –incorrect one has to be chosen and the corresponding letter to be written on the answer sheet

3. Section-3 (Reading Comprehension): This section measures the ability to understand short passages similar in topic and style to academic texts used in colleges and universities, as given below:

- 5 passages from academic texts, 250-350 words each, with 10 questions per passage
- Most of the questions are multiple choices
- Make every effort to complete each section; Data indicate that most candidates get higher scores if they attempt all the questions

**c. SCORING**

Scores for the listening and structure sections range from 31-68. For reading, the range is 31-67. The average of the three scores is taken and multiplied by 10, to give a total score of between 310 and 677. The students are required to get 500 to be eligible for the admission into Undergraduate program and 550 for Graduate program of SUC.

1. The IBT TOEFL is a standardized test of English. To do well on this test, the examinees should therefore work in these areas.
2. They must work to improve their knowledge of the English language skills that are covered on the paper version of the TOEFL test.
3. They must understand the test taking strategies that are appropriate for the paper version of the TOEFL test.
4. They must take practice tests with a focus on applying their knowledge of the appropriate language skills and test taking strategies.

**d. IMPORTANT INSTRUCTIONS**

1. The students must report to the SUC on time. No one will be admitted to the examination room after the test has begun.
2. The students must not carry any food or drinks, no disturbance will be permitted while test is in progress, cellular phones and beepers must be handed over to the common room, there will be no rest break during the test.
3. Watch alarms, including those with flashing lights or alarm sounds, are not permitted.
4. The students must not take books, dictionaries, bags, recording and photographic devices, or note papers of any kind into the testing room.
5. Each section of the test has a time limit. As per the instruction of invigilator, during each time period, you may read or work only on the section of the test you are told to work on.
6. If one section is finished early, the students SHOULD NOT go on to the next section unless told by the Invigilator. Failure to follow this rule will be considered as cheating, and the scores will be cancelled.

7. The students have to answer the test questions in areas identified in section 1, section 2 and section 3 on the answer sheet.
8. The students are solely responsible for marking answers properly on the answer sheet.
9. The students should not forget to write their Name, Student Number, Date of Birth, Native Country Code and Native Language Code in the answer sheet.
10. They have to completely fill the circle with a heavy, dark mark.

**e. IDENTIFICATION**

1. Students must provide their original, valid and signed passport in addition to their other I.D.
2. Students who wear a scarf or cover the face are required to uncover during the exam. The students face must be visible at all times during testing.
3. No other forms of identification will be accepted.

**f. STATIONERY REQUIRED**

1. The students must carry 2 sharpened, medium-soft (#2 or HB), black lead pencils.
2. The students should not use a pen, a pencil with colored lead, or a liquid lead pencil to mark your answers.
3. The students must carry a good quality of eraser.
4. Pencils and erasers will not be supplied by the SUC.

**g. CHEATING & UNACCEPTABLE BEHAVIOR:** SUC has the full right to cancel the paper of anyone who:

1. Takes a test book or answer sheet from the testing room
2. Attempts to take the test for someone else
3. Gives or receives assistance during the test
4. Fails to follow instructions given by the Invigilator
5. Makes any marks or underlines words in the test book or makes notes in the test book or on the answer sheet
6. Takes dictionaries, other books, notes or other devices into the testing room
7. Creates a disturbance or behaves inappropriately
8. Copies test questions or answers
9. Malpractices in any other way

**h. ADMISSION FOLLOWED BY ORIENTATION**

TOEFL test takers are given a brief orientation about the test format followed by a mock test. These orientation classes are held as per the prescribed calendar. These guidance classes benefit the students in getting good exposure to the test format and also in understanding the skills of time management.

**i. TEST FORMAT & STUDY MATERIAL**

The test format is clearly explained to them with the help of TOEFL Navigator and TOEFL Longman's book. TOEFL Navigator is made available to them on the official website of SUC.

**j. MOCK TEST**

During the mock test the students are given ample scope to experience the real test environment and the scores are given to them on request in a day or two.

**1. FINAL TEST**

The students appear for the final exam at SUC on the stipulated date. They receive their scores within three working days.

**2. RESULT ANALYSIS**

The results are analyzed and recorded systematically by the exam department this analysis gives a clear idea about their scores in each section.

**k. COUNSELING**

After a thorough analysis of the results, the students are well counseled with the next course of actions. Students who succeed in achieving the qualifying score for admission to Degree programs are encouraged to take admissions in the Main Program. For those who do not qualify for the Main Program are counseled appropriately for taking one of the following courses of action:

1. To reappear for the TOEFL exam
2. To undertake IELTS training Program if they qualify for it based on their TOEFL scores
3. To undertake Cambridge English: Preliminary (PET) if they do not qualify for the IELTS training Program

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**IELTS TEST**

**a. IELTS TESTING VENUE AT SUC**

Prospective students of SUC or general candidates appearing for IELTS Exam can register at SUC either in person or through online. The registration office operates in liaison with IELTS -IDP. It organizes IELTS tests (both Academic and General Training) at regular intervals at SUC. It functions twice a week- Mondays and Wednesdays, 10 am to 1:30 pm.

**b. IELTS EXAM REGISTRATION REQUIREMENTS**

1. 2 passport photographs
2. A copy of valid passport / UAE National ID /UAE Labor card issued by the Ministry of Labor and Social Affairs along with a UAE driving license
  - Passport photo specifications:
  - Two identical passport size photographs
  - Not older than six months
  - Head should be fully shown - looking straight at the camera and without spectacles
  - Photos must have a blue or black background
  - You have to sign on the reverse of the photographs

### c. IELTS TEST DETAILS

The Academic module of IELTS consists of four components.

1. **Listening:** The students are expected to listen to an audio recording produced by the native speakers of English. They listen to academic dialogues and monologues; non-academic dialogues and monologues. They are expected to answer the questions as they listen. Ten minutes are given at the end for the candidates to transfer the answers.
2. **Academic Reading:** The students have to read 3 passages on topics of general interest; one of these texts contains a detailed logical argument. They are expected to answer a variety of questions. 40 questions should be answered in one hour. No extra time will be given to transfer the answers.  
**General Training reading** texts are taken from notices, advertisements, newspapers etc. Third section involves reading more extended texts.
3. **Academic Writing:** This module consists of 2 tasks. In task1, the students are expected to look at a diagram or a graph and present the information in their own words (150 words). In task 2, the students are assessed in their ability to present a solution to the problem, present and justify an opinion, compare and contrast evidence and evaluate and challenge ideas etc. They are expected to write in an appropriate style. (250 words).One hour is given for both the tasks.
4. **General Training Writing:** In task 1, candidates are asked to respond to a given situation with a letter requesting information or explaining the situation. In task 2 candidates are presented with a point of view and they are assessed on their ability to provide general factual information and present a solution.
5. **Speaking:** In this module, the student is expected to introduce himself/herself in an oral interview. Later he/she has to talk on a particular topic for 2 minutes. The examiner gives the topic (and one minute is given for preparation).After that he/she has to participate in a discussion for 4-5 minutes. This module assesses the fluency, lexical resource, grammatical range, accuracy, and pronunciation of the students.
6. **On the test day:** Students should carry their original passport /labor card to the examination centre, without which they are not entitled to write the exam. The test announcements start at 8 am. Registration starts at 8.15 am. Exam starts at 9 am. Anyone who arrives late will not be admitted to the test.
7. **Results declaration:** Test Report Form (TRF) is published in a fortnight from the date of the test. Students can collect the TRF from the administration department of SUC. They can also check their results online using their candidate number. The TRF is valid for two years from the date of the test.

### d. ADMISSION FOLLOWED BY ORIENTATION:

IELTS test takers are given a brief orientation about the test format followed by a mock test. These orientation classes are held as per the prescribed calendar. These guidance classes benefit the students in getting good exposure to the test format and also in understanding the skills of time management.

### e. TEST FORMAT & STUDY MATERIAL

The test format is clearly explained to them with the help of IELTS Pathfinder. IELTS Pathfinder is made available to them on the official website of SUC.

**f. MOCK TEST**

During the mock test the students are given ample scope to experience the real test environment and the scores are given to them on request in a day or two.

**g. FINAL TEST**

The students appear for the final exam at SUC on the stipulated date. They receive their scores within fifteen days.

**h. RESULT ANALYSIS**

The results are analyzed and recorded systematically by the exam department this analysis gives a clear idea about their scores in each section.

**i. COUNSELING**

After a thorough analysis of the IELTS results, the students are well counseled with the next course of actions. Upon achieving the qualifying score for admission to Degree programs, students are encouraged to take admissions in the Main Program. Non-qualifying students are counseled to take one of the following courses of action:

1. To reappear for the IELTS exam
2. To undergo IELTS Training Program if they qualify for it based on their IELTS scores
3. To undertake Cambridge English: Preliminary (PET) if they do not qualify for the IELTS

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**MATHEMATICAL ABILITY TEST**

SUC conducts a mathematical ability test in which an applicant is required to score a minimum of 60% passing score for placement into the Undergraduate program.

Following are the exceptions for taking the SUC Mathematical Ability Test:

- a. Students with a minimum SAT score of 500
- b. Student holding diploma or transfer of credit from an accredited institution by MOE and having a grade "C" or above in a Mathematics related course.
- c. Students with a minimum EmSAT Math score of 500



## CONDUCT OF PLACEMENT TEST ORIENTATION FOR NEW & TRANSFER STUDENTS

Registration Unit coordinates with ELC in providing guidance classes to the prospective students of SUC who have registered for the above mentioned Placement tests. The dates for these classes are set in accordance with their test dates. Administration provides ELC with a calendar and the classes will be held accordingly. The students will be given a thorough exposure to all the components of the tests in the form of well-developed TOEFL Navigator / IELTS Pathfinder. These classes are very useful and advantageous for the students. After the class, they are given a mock test which replicates the real exam. The students can procure their mock exam score the following day from the exam department.

Registration department will co-ordinate with ELC department in arranging the following:

- i. Verify the registered student list for orientation based on the prescribed calendar
- ii. Register the student to the orientation class
- iii. Forward the list to ELC department
- iv. Reminder to the students about the orientation dates
- v. Conduct of MOCK exam
- vi. Forward the mock exam papers to the examination department
- vii. Result published within the prescribed timeline
- viii. Update the system and inform all concerned
- ix. List of absentees of Orientation & Mock exam will be forwarded to the marketing department for follow-up

## CONDUCT OF PLACEMENT TEST FOR NEW & TRANSFER STUDENTS

Students who do not meet the entry requirements for admission to the BBA & BSIT-EC programs at SUC will have to appear for the placement test comprising of English and Mathematics. Administration prepares a schedule for the conduct of placement tests i.e. IELTS / TOEFL and Mathematical Ability Test (Refer above for details)

Registration department will co-ordinate with Examination department in arranging the following:

- i. Verify the registered student list for examination based on the prescribed calendar
- ii. Register the student for the examination as per the calendar
- iii. Forward the list to examination department
- iv. The roster of exam calendar is forwarded to the internal and external sources by the examination department
- v. Absentees of the examination to be forwarded to the concerned by the registration department

## HALL TICKET

The hall ticket contains instructions and rules and regulations a student has to follow during the examination

Hall ticket is the exam admission slip issued for the students to appear mid-term, Final & Mitigation exam.

Student has to carry the hall ticket and produce on demand in the examination hall. It contains Student name, program, DOB, gender, photo, course ID, student ID, Exam date, course code and course name

Process of preparation of student for hall ticket:

- i. Student attendance list is presented to the committee 2 weeks before the examination
- ii. List will be reviewed by the committee based on the attendance percentage
  - a. Between -ve 1 to -ve 25
  - b. Between -ve 26 to -ve 30
  - c. Between -ve 30 to -ve35
  - d. Above -ve 36
- iii. Admin will present all the attendance mitigation to the committee
- iv. Case will be reviewed by student by student and committee will decide the stop students list for the exam as per SUC policy
- v. The stopped students will be removed from the exam list and others will be printed
- vi. Stopped students list will be displayed in the notice board for the student information
- vii. Hall ticket process flow is mentioned below:

## GENERAL INSTRUCTIONS FOR CANDIDATES DURING EXAMINATION

- a. Students must ensure they are aware of the dates and timings of all their examinations. Students have to collect the Examination Hall Tickets from the Finance Department, after having cleared any outstanding amount due to them.
- b. No student shall be permitted into the Examination hall/room without the Examination Entrance Slip and Student Identity Card.
- c. Students must note carefully his/her seat/examination hall/room number before beginning of each examination session from details at which are available in student's examination hall tickets.
- d. Students must sit for their examination at the desk bearing their number only.
- e. Students must bring their own Pen, Pencils, Erasers, pencil-sharpener, and Calculators. Borrowing these things from others will not be allowed.
- f. Students should deposit the mobile phones, pagers and handbags at the designated room before entering the Examination hall/room.
- g. Language dictionaries [book] may be allowed but will be checked by invigilators for notes. Electronic language dictionaries/translators will not be allowed.
- h. Students will be permitted to enter the Examination hall and occupy their seats 15 [Fifteen] minutes prior to the start of the examination.

- i. All students should be seated and ready to begin three to four minutes before the commencement of the examination so that any instructions from the invigilator can be noted. An attempt will be made by invigilators to complete examination verification process before the start of an examination.
- j. Students can leave the examination hall only after 30 minutes from the starting time if they complete their exam.
- k. Students must maintain silence at all times. If they need to draw the attention of the invigilator, they shall do so by raising their hand.
- l. Students must ensure that they are attempting the correct examination paper. For this, they need to check the subject & version number of question in the paper carefully.
- m. The student shall enter her/his name, Enrollment ID number, and Course ID number on the scantron sheet/examination answer scripts as reflected on her/his identity card/ examination hall ticket.
- n. Students must comply with all the instructions on both the title page of the answer book and the rubric of the examination question paper(s). In particular a candidate should ensure that he/she:
  - 1. Writes his/her name on the title page of the answer book(s).
  - 2. Writes on one side of the scantron sheets with pencil only. Ink pens will be used only for essay questions and students are required to write on both sides of the answer booklets.
  - 3. Enters distinctly in the margin the number of the question being answered if required.
  - 4. Does not scribble or write on the desk or on any form of scrap paper whatsoever.
  - 5. Does not remove pages from the question booklet / answer book.
  - 6. Does not take question / answer booklet outside the Examination hall / room.
  - 7. Clearly identifies any rough work in her/his answer book and deletes it in a manner which will ensure that it is not confused with any answer.
  - 8. Any candidate caught in the act or believed to be using unfair or dishonest means shall be so informed by the invigilator. The invigilator shall endorse and withdraw the answer book and the candidate will be issued a new answer book to continue the examination. If the candidate refuses and rebels, the Administration and Security shall be informed.

**Note:** The previous [first] answer script(s) will be treated void. The decision to whether to evaluate the subsequent [second] answer script or not will be made by the SUC Board and will be communicated to the students in writing. Such decision of the board cannot be challenged or overturned.

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**STUDENTS ARE STRICTLY RESTRICTED FROM THE FOLLOWING:**

- a. To communicate, under any circumstances whatsoever, with other students.
- b. To answer, under any circumstances what so ever, communications from other students.
- c. To copy from one another under any circumstances.
- d. To be involved in misconduct of any kind.
- e. To enter into any conversation whilst in the examination hall before, during or after the examination.
- f. To leave their seats without the permission of an invigilator.
- g. To carry any written material, slips, papers, etc. whether relevant or not into the examination hall.
- h. Any student requiring special arrangements or seating should put in an application to the Student Services Department at least 48 hours before the examination.

**PUBLICATION OF RESULTS**

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**AT THE END OF THE EACH SEMESTER**

First sit and re-sit results will be made available to students in the form of grade report every semester after ratification by award board of examiners. First sit results will notify re-sit examination dates for students eligible for re-sits or undertaking grade improvements (grade D & D+ ONLY).

The result will highlight marks and grades obtained in course/s and students grade point average at the time of declaration of results.

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**AT THE END OF AN ACADEMIC YEAR**

First sit and re-sit results in the form of grade reports will be published at the end of academic year after ratification by award board of examiners. First sit results will notify re-sit examinations dates for student eligible for re-sits or grade D students wishing to undertake grade improvements.

The result will highlight marks and grades obtained in courses, cumulative grade point average at the time of declaration of results. Student's progression and/or award status as recommended by the award board of examiners will be communicated to students through a letter by the examination department.

## PUBLICATION OF RESULTS FOR SHORT/UNSCHEDULED COURSES

Results for short course/unscheduled courses will be submitted by faculty to the examination office within one week of conduct of final examination. Head – Administration in consultation with Exam board will ratify the results. The Board reserves the right to condone failures in consultation with the faculty who has taught the course.

This condonement privilege of Board cannot be reviewed or challenged. Results for short/unscheduled courses will be published within 10 days of conduct of an examination and will be made available to students in the form of grade report. A copy of result will be provided to the administration department to personally call and advise the students.

## MITIGATING CIRCUMSTANCES POLICY

### i. **Plea for Consideration of Mitigating Circumstances for Class Assignments, Tests, Etc.**

Head – Admin Department may exercise his / her judgment based on new calendar deadlines whether to accept the plea for mitigating circumstances for continuous modes of assessments and may administer make up assessments if convinced by his /her genuineness and relevance of the circumstances leading to the student's missing such assessments. Appeals for consideration of mitigating circumstances for continuous assessment modes must be made within 24 hours of conduct or submission deadline of the assessments. Documentary evidence to substantiate such plea must be provided by students. Appeals after the expiry of 24 hours deadline will be considered as time barred. Such decisions will lie on the Registrar & DASS and will be assessed after discussion with VC & concerned faculty.

### ii. **Plea For Consideration Of Mitigating Circumstances For Midterm Examination**

Students' inability to take midterm examinations due to unavoidable circumstances will be forwarded to Head – Administration along with necessary documentary evidence.

The Head – Admin Department and Registrar & DASS based on their best judgment will decide whether to accept or reject such an appeal for consideration of mitigating circumstance for failure to take mid-term examination on a given date. The appeal must be made by the student within 48 hours of the conduct of the mid-term examination. If the appeal is decided in favor of the student then the examination department in liaison with the advisor will conduct the midterm exam again for this student. Appeals after the expiry of 48 hours deadline will be considered as time barred. The decision of the Head - Admin department in this case cannot be challenged or reviewed.

### iii. Plea For Consideration Of Mitigating Circumstances For Final Examination (First Sit)

If a student is unable to take a scheduled first sit examination due to sickness, accident, death in family, a telephonic intimation of the circumstances must be made, by the student, his friend or relative before or on the day of the examination prior to its commencement to the Administration Department. A medical certificate attested by ministry of health, documentary evidence of the circumstances affecting the student must be submitted within 2 working days of conduct of the examination. Appeals after the expiry of 2 working days deadline will be considered as time barred.

Plea for consideration of mitigating circumstances will be forwarded to Head – Admin Department along with necessary documentary evidence.

The Head – Administration along with Registrar & DASS based on their best judgment will decide whether to accept or reject such an appeal. The decision of the Head - Admin department in this case cannot be challenged or subject to review.

Students must understand that successful consideration of appeal will result in their taking the re-sit examination for a course on first sit basis. Such students will forfeit the rights of a re-sit examination. No mitigating circumstances will be considered for re-sit examination and students failing to undertake re-sit examination will have to repeat the course.

Students, who absent themselves from courses for prolonged period of time, must understand that they cannot redeem their prolonged absence by claiming mitigating circumstances and such students will be required to retake courses at the first available opportunity.

**Note:** Students are required to use mitigating circumstance form available with the student portal to file their appeal for consideration of mitigating circumstances along with necessary documentation.

Mitigation policy to excuse the absence of students that result from the following causes only

- a. Accident
- b. In case of death of Immediate Family Member
- c. Hospitalization of self
- d. Religious (Only for Haj)

**Note:** Student is required to use mitigating circumstance form available in the portal to file their appeal for consideration of mitigating circumstances along with necessary documentation.

## APPEAL AGAINST MARKS / GRADES AWARDS POLICY

### GROUNDINGS OF APPEAL

The student may appeal ONLY against the marks/grade awarded in a course under the following circumstances.

- a. Procedure is not in accordance with the current approved regulations.
- b. Material and significant administrative error has taken place.
- c. Unfair discrimination
- d. Inconsistency of the decision
- e. Disagreement with marks or a grade cannot itself constitute ground for appeal.

It is important for students to understand the status of numerical marks/grades assigned to pieces of work. Assessors make their judgments on individual student performance within the assessment regulations of a program which outline the objectives of study and standard to be obtained. Assessment is a matter of judgment. Academic judgments of this type cannot in themselves be questioned or over turned.

### TIME DURATION OF APPEAL

An appeal must be logged with the Administration department within five working days of communication of a result. The appeal addressed to the Registrar & DASS must be in appeal form highlighting the grounds on which the appeal is being made. Documentary evidence if available must be enclosed to support the appellant's case.

### APPEAL HEARING

When there are sufficient grounds for an appeal the arrangement is done to call for an appeal board.

Appeal board will consist of:

- a. VC
- b. Registrar & DASS
- c. Dean - SOB and Dean - IT
- d. Advisor
- e. Faculty Concerned
- f. Recording Secretary

At least three members are required to be present to constitute forum for a board. The student will be allowed to present his case. The board will communicate through the chair the decision of the appeal board in writing to the student. Decisions of the appeal board cannot be challenged or subjected to review.

## GRADUATION REQUIREMENT

A Student will be awarded the Bachelor’s Degree upon fulfilling the following requirements:

- a. Students are required to fill the graduation application along with fee as applicable.
- b. The successful completion of 120 credit hours
- c. The number of credit hours as specified in the field of major
- d. Achievement of CGPA not less than 2.00 in the following:
  1. Overall 120 credits earned
  2. Major Courses
  3. Capstone course [C Grade]
- e. Recommended for graduation by Graduation Board

## GRADUATION HONORS

Upon meeting the Undergraduate Program graduation requirements, students who have attained academic excellence will be awarded certificate of honors to recognize their academic excellence. To be eligible for these honors, a student must have a Cumulative Grade Point Average (CGPA) on credits earned at SUC program as per following:

Cum Laude	An average of 3.50 – 3.69
Magna Cum Laude	An average of 3.70 – 3.89
Summa Cum Laude	An average of 3.9 or higher

### i. Graduation Board

The Graduation Board consists of VC, HQA, HOA, Registrar and concerned faculty. The Board confirms the graduation award to the students who have successfully met the graduation requirements. Upon the approval of the Board, the students will be awarded certificate of graduation and are also placed in the list of graduation honors and the Dean’s List. The Graduation Board also confirms the final Toppers list and Graduate Honors List.

### ii. Procedure:

- a. Step 1: Graduating students file to be prepared by Administration which includes the following:
  1. Copy of attested high school / O level certificate
  2. Copy of TOEFL / IELTS
  3. Copy of the transcripts
  4. Copy of TOC confirmation
  5. Final Statement of Account
  6. Candidacy sheet containing clearance from all departments
  7. Graduation Application form



- b. Step 2: Graduation Board will verify the following components are met:
  1. Entry requirements
  2. Academic requirements
  3. Graduation Requirements
  4. Financial Requirements
  5. Departmental clearance
  6. Signing on certificates
  
- c. Step 3: Certificate Preparation process
  1. Place chips on the Degree and hologram on the transcript
  2. Sort the degrees major-wise
  3. Academic excellence letter is placed in the folder
  4. Toppers list /scholarship letter if applicable is placed in the folder
  5. Medals are placed in the graduation kit as per graduation honors list

## DEAN'S LIST

Dean's list is a list of students who have achieved an overall CGPA 3.5 above in a particular semester completing minimum of 12 credits for Undergraduate students and minimum 9 credits for Graduate students. This list is prepared by the administration at the end of each semester. Dean's list students will be awarded a certificate of appreciation.

### PROCEDURE

- Step 1: After the declaration of result in each semester, students with 3.5 and above CGPA are selected for the Dean's List
- Step 2: Student should have completed minimum of 12 credits and should not have failed/repeated in any course or withdrawn any course
- Step 3: Student should not have been penalized by DAC for any in disciplinary activities
- Step 4: The list is sent to VC for approval
- Step 5: The list will be sent to computing Department for portal and plasma updates, advisor and faculty
- Step 6: Enlisted students will be issued a certificate
- Step 7: Copy of the certificate will be placed in the student file for records

## TOPPERS LIST

Toppers list is a list of students who have topped the respective major of the program in an academic year. Toppers will be awarded a certificate of appreciation and a cash reward as per the policy.

### PROCEDURE FOR YEARLY TOPPERS LIST

- Step 1: After the declaration of result in each academic year, toppers in each major are identified based on the percentage
- Step 2a: Only students completing minimum 30 credits in an academic year can be considered for toppers list [Undergraduate students]
- Step 2b Only students completing minimum 18 credits in an academic year can be considered for toppers list [Graduate students]
- Step 3: Students with TOC, Reactivation, failed /repeated, withdrawal and / or penalized by DAC for any in disciplinary activities are not eligible for the Toppers list
- Step 4: The list is sent to VC for approval
- Step 5: The approved list is sent to Finance for completing formalities towards awarding merit based scholarships
- Step 6: The list will be sent to computing Department for portal and plasma updates, advisor and faculty
- Step 7: Enlisted students will be issued a certificate
- Step 8: Copy of the certificate will be placed in the student file for records

#### **PROCEDURE FOR OVERALL TOPPERS LIST / AWARDS**

- Step 1: Toppers in each major are identified based on the percentage after completing the Graduation requirements
- Step 2: Students with TOC, Reactivation, failed /repeated, withdrawal and / or penalized by DAC for any in disciplinary activities are not eligible for the Toppers list
- Step 4: The list is sent to VC for approval
- Step 5: The approved list is sent to Finance for completing formalities towards awarding certificates, shields and discount offer letters for pursuing higher studies
- Step 6: The list will be sent to computing Department for portal and plasma updates, advisor and faculty
- Step 7: Enlisted students will be awarded a cash prize, certificate and a certificate during Graduation Ceremony
- Step 8: Copy of the certificate will be placed in the student file for records

## DEGREE CERTIFICATE POLICY

### PROVISIONAL CERTIFICATE

Provisional certificate is given on the request of the student only after the successful completion of the graduation requirement by the student; it is issued as an interim certificate before the award of the degree during the graduation ceremony. The provisional certificate is valid from the date of issue till the award of degree certificate in the graduation ceremony.

#### Procedure

- a. Student to submit an Application along with the necessary fees
- b. Clearance form signed by all the departments to be submitted
- c. Registrar & DASS audits the graduation candidacy sheet
- d. Upon clearance and authentication the Registrar & DASS signs the letter
- e. Administration Informs the student the status of the letter within 48 hrs.
- f. Signed copy of the letter is filed in the student file.

### GRADUATION BOARD

The Graduation Board consists of VC, DEAN-School of Business / DEAN- School of IT, Registrar and concerned faculty. The Board confirms the graduation award to the students who have successfully met the graduation requirements. Upon the approval of the Board, the students will be awarded degree. Qualified students are also placed in the list of graduation honors and the Dean's List. The Graduation Board also confirms the final Toppers list and Graduate Honors List.

Graduation Board meeting will be conducted in the month of February each year to approve graduating students completing the requirements in Fall semester, and in the month of October each year to recommend graduating students completing the requirements in Spring semester and Summer semester respectively.

Degree certificate template which includes design text, name of the university, logo, major / emphasis area, signing authorities and date of graduation board, and the same will be reviewed every year.

Graduation ceremony will be conducted once in a year [November], in which all students from each board will be awarded with their degree certificate.

### CERTIFYING CRITERIA FOR DEGREE CERTIFICATE

#### UNDERGRADUATE

A Student will be awarded the Bachelor's Degree Certificate [Business School / IT School] upon fulfilling the following requirements:

- f. Students are required to fill the graduation application along with fee as applicable.
- g. The successful completion of 120 credit hours
- h. The number of credit hours as specified in the field of major
- i. Achievement of CGPA not less than 2.00 in the following:
  - 1. Overall 120 credits earned
  - 2. Major Courses
  - 3. Capstone course [C Grade]
- j. Recommended for graduation by Graduation Board

**Procedure:**

- a. Graduating students file to be prepared by Administration which includes the following:
  - 1. Copy of attested Graduate level certificate or Equivalency if required
  - 2. Copy of TOEFL / IELTS
  - 3. Copy of the transcripts
  - 4. Copy of TOC confirmation (if applicable)
  - 5. Final Statement of Account
  - 6. Candidacy sheet containing clearance from all departments
  - 7. Graduation Application form
  
- b. Graduation Board will verify the following components are met:
  - 1. Entry requirements
  - 2. Academic requirements
  - 3. Graduation Requirements
  - 4. Financial Requirements
  - 5. Departmental clearance
  - 6. Signing on certificates
  
- c. Certificate Preparation process
  - 1. Place chips on the Degree and hologram on the transcript
  - 2. Sort the degrees Major Wise
  - 3. Academic excellence letter is placed in the folder
  - 4. Toppers list /scholarship letter if applicable is placed in the folder
  - 5. Medals are placed in the graduation kit as per graduation honors list

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**DUPLICATE DEGREE / TRANSCRIPT**

Duplicate degree is issued only to the students whose degree is lost / damaged due to any reason

**Procedure**

- a. Students need to apply for the duplicate degree/transcript paying necessary fees

- b.** Submit the evidence of loss and police complaint copy and a photocopy of the certificate/transcript (if available)
- c.** Administration will refer to the original graduation candidacy sheet to establish the authenticity of the degree completion status
- d.** Administration prepares the duplicate degree /transcript within 1 week time.
- e.** The necessary signatures from the respective signatories for the degree/transcript is taken
- f.** Administration Inform the student the status of the Degree/transcript within 48 hrs.
- g.** Signed copy of the Degree/transcript is filed in the student file.

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- d. Administration prepares the duplicate degree /transcript within 1 week time.
- e. The necessary signatures from the respective signatories for the degree/transcript is taken
- f. Administration Inform the student the status of the Degree/transcript within 48 hrs.
- g. Signed copy of the Degree/transcript is filed in the student file.

## STUDENT SERVICES SECTION

### INTRODUCTION

Student Services Department (SSD) develops, coordinates and provides comprehensive support services for the continual growth and development of the students. It coordinates with Academic and Academic Support Services departments of SUC to assist and provide all information and document requirements of the students as and when necessary. It facilitates in shaping the student to be a responsible professional through counseling, ensuring smooth academic progress of students in the programs.

SSD also supports and promotes student centered environment by encouraging student-faculty interaction at regular intervals to solve various academic and career development issues. Students are encouraged to participate in various extra-curricular, co-curricular, student club/committee activities for their overall development through the SSD orientations carried out at regular intervals.

### ORIENTATION TO NEW STUDENTS

Orientation to the new students from the School of Business & School of IT is given jointly by the VC, DEAN of Student Affairs and the Dean - SOB and Dean - IT from respective Schools. Administration is responsible for coordinating this activity as per the schedule.

This orientation covers various aspects of their academic tenure and familiarizes them with the different institutional activities.

#### i. Orientation by VC:

- a. **Institution:** VC welcomes the new students and provides them complete information on vision, mission and purposes of the institution, the various academic standards which they need to abide by, role of Quality Assurance and requirements of QF Emirates to be met by the Institution.
- b. **Departments and their services:** Students are introduced with different departments and updated on various services provided by them and also how they can avail a specific service of a department.
- c. **Academic culture:** Students are made aware about the expected academic culture, rigor and participation in academic activities for lifelong learning. Networking through LinkedIn and other professional membership need for soft skills and compatibility with the industry.
- d. **Awards and scholarships:** VC also motivates the students to strive for academic excellence by informing them about the different awards and scholarships given by the institution.
- e. **Feedback:** Students are informed to provide timely feedback on various academic and academic support services provided by the institution which would help the Institution in enhancing the quality of services being provided.

- f. **Student Grievance redressal:** The VC informs the students about the procedure for redressal in case they would like to report any grievance.

ii. **Orientation by Head of Student Affairs includes the following:**

a. **Administrative Services**

1. **Change of Major:** Students are informed that they can opt to change their major at any point of time within the first three years of their four-year course.
2. **Addition/Dropping of course:** Students are informed about adding a course from another major to the existing regular courses and the option to drop a course in a particular semester.

b. **SSD SERVICES**

1. **Advisor/mentor:** Students are informed about the academic advisors or mentors assigned to each one of them who will help them resolve all their academic issues. SSD ensures that all advising and mentoring activities are conducted as per schedule. The department follows up with advisors /mentors and get their feedback about the academic standing of the students.
2. **Various online requests & time for response:** Students are also informed how they can make various online requests and also the time that will required for responding to these requests.
3. **Complaint and suggestion**  
Students are also informed how they can make various complaint forms and suggestion forms and also the time that will required for responding to these requests.
4. **Cancellation:** The procedure to cancel the registration is explained to the students
5. **Temporary Cancellation:** In case of a prolonged absence of about three weeks, students are placed on temporary cancellation.
6. **Re-activation:** Student placed in temporary cancellation have to pay the registration fee for reactivation of their admission.
7. **Postponement:** Student may postpone one semester in an academic year subject to approval only under mitigating circumstances.
8. **New student's scholarships:** orient students with scholarship to adhere to all the deadline to submit all necessary documents or the scholarship will be cancelled
9. **Scholarship:** DSA also informs them about the various scholarship options like need based scholarships, merit based scholarships, etc. which are provided by the University. They are also informed about the document required to apply for these scholarships.
10. **Visa/Embassy Letter:** Students are informed that they can apply for VISA/embassy letter before 24 hours in the portal.
11. **Manage class representatives:** supervise the election for CR's Academic



and Non Academic, prepare a schedule for meetings and send MOM for different authorities and departments to get their feedback.

**12. Hostel and international student:** conduct different orientations as per the schedule, form international student council, have regular meetings with international students, coordinate with sports department to manage events and disciplines for hostel students. Properly counsel the international students about their academic standing.

**c. Examination Orientation**

The DSA provides the students with the details of various examination and the related rules and regulation which include Mitigation/Re-sit, stopping from exams due to various reasons including financial non clearance, Mitigation policy, Academic integrity, role of Disciplinary Action Committee, Result declaration, appeal, award board, etc.

**Flow**

**Step 1** Calendar for the orientations is prepared by Admin.

**Step 2** Orientation presentations are prepared by Head of Student Affairs and Head of Administration and verified and approved by Head of Quality Assurance and VC.

**Step 3** All materials will be uploaded in Students portal

**Step 4** The admission kit will be explained in details to new students

**iii. Orientation by the Dean - SOB and Dean - IT – (School of Business / School of IT)**

**Please refer policy manual for Dean - SOB and Dean - IT of School of Business / School of IT for details.**

## ORIENTATION TO CONTINUING STUDENTS

### **The continuing students are oriented on progression and career development**

Orientation is also provided specifically to the Junior . and Senior Students of the Undergraduate Program from School of Business & School of IT. This orientation is comprised of the following:

**i. Orientation by DSA**

**a. Academic Services**

The DSA provides orientation to the continuing students on the . program and, graduation formalities, change of Major, Visa/Embassy Letter, deposit for visa after graduation, outstanding fee fine after the graduation, registration fees for repeating courses, Maximum duration for completing program, Registration of SAP students, Transfer admission students and completion requirements, locker facility details etc.

Besides these, the orientation to continuing students includes the below information which is also provided to new students

1. Various online requests & time for response
2. Addition/Dropping of course
3. Cancellation
4. Temporary Cancellation
5. Re-activation
6. Postponement
7. Scholarship [applying for the scholarship & required documents]

**b. Flow**

**Step 1** Calendar for the orientations is prepared by Admin

**Step 2** Level wise Orientations are prepared by Head of Student Affairs and Head of Administration

**Step 3** All orientations will be uploaded in Students portal

**c. General flow of Orientation session for New and Continuing students**

1. Orientations are conducted twice a year for new students, one in Fall and another in Spring.
2. For continuing student's orientations are conducted once a year, in Fall
3. For continuing students, the DSA provides orientation while for the new students the orientations are conducted jointly by the VC, DSA and Dean - SOB and Dean - IT.
4. For new students the orientations are given on the first day of the academic year.

## DISCIPLINARY POLICY

Any violation of the code of conduct as specified in the student handbook is liable for punishment. Some of the specific violations could be:

- i. Any misbehavior or misconduct, which may distort the image of the SUC.
- ii. Misconduct in classroom, computer lab, or library.
- iii. Any insult to faculty or staff members.
- iv. Any damage to SUC property.
- v. Any misconduct during exams.
- vi. Moving around as couples.
- vii. Dress code
- viii. Fighting.
- ix. Theft.

In order to make fair decisions on any misconduct/ misbehavior or violation of a student, a disciplinary committee called Disciplinary Action Committee (DAC) is in place. The objective of this committee is to hear from the student and the complainant involved in such an act in order to decide the course of action to rectify such misbehavior / misconduct in the future. The administration department will present the case to the committee at the time of meeting /hearing. The DAC consists of:

- a. Chairman of DAC Committee
- b. One faculty member teaching the student who has been called for hearing
- c. VC
- d. Registrar & DASS
- e. Head of Student Affairs
- f. The Advisor of the student
- g. Class Representative
- h. Head – Admin Department

The decisions made by this committee is communicated to the student concerned, copy of the written decision is filed in the student's file and the punishment decided by the committee should be served by the student.

### **Levels of Disciplinary Action, Responsible Authority**

1. Verbal warning - Admin
2. Written warning – Admin (Maximum 2 written warnings)
3. Depriving the student of some privileges – Admin (1 to 2 weeks)
4. Preventing the student from attending SUC – Temporary Admin (Suspension not exceeding 7 working days)
5. Suspending the student for more than 7 working days – DAC\*
6. Permanent expulsion from SUC - DAC\*
7. Canceling registration the academic degree given to the student
8. SUC Management can cancel the degree in case of any falsification or deceit information or records is discovered after the completion of degree

The level of disciplinary action will depend on the number of, and/or the extent of violation. Registrar & DASS carries the right to apply any level of punishment depending on the seriousness of indiscipline act committed by the student.

*\*Disciplinary Action Committee*

## **STUDENT ACTIVITIES POLICY**

### **i. Introduction**

Student Activities are an important element of learning process, in order to develop the students in a holistic manner, committees and clubs are formed to Plan, Organize and Conduct various activities throughout the academic year and helps students hone their managerial and leadership skills.

### **ii. Formation of Committees and Clubs**

Formation of student activity committees and clubs is initiated by the Corporate Affairs Office (CAO) by giving a presentation about the various committees and clubs, their formation, roles, responsibilities and functions. The CAO invites interested students to register online through their portal for membership of various committees and clubs based on their areas of interest, after receiving the nominations CAO conducts an election to constitute a formal body of elected members to execute the functions of the committee. The committees and clubs have

An executive body comprising of head, core members and chaired by faculty or staff members only to provide guidance and assistance when required. The chairs of the committees and clubs are nominated by the VC. The duration of the committee is one academic year.

### **iii. Functions of Committees and Clubs**

- a. To plan a yearly calendar of activities and inform the student community.
- b. To prepare the budgets and get approvals
- c. To coordinate for necessary infrastructural support to conduct activities
- d. To conduct the planned activities
- e. To review and provide feedback
- f. To recommend appreciation for outstanding performance of the team members

- g. To conduct pre and post activity meetings

**iv. Process Flow**

- a. Students are informed about the importance of committees, clubs, membership, roles and responsibilities
- b. Members are enrolled in various committees
- c. Heads are elected
- d. Activities and budgets are planned
- e. Activities are reviewed and feedbacks provided
- f. Activities are conducted
- g. Reports are recorded and Disseminated to VC

**Tenure and Authority**

Responsibility to form a committee or club	Responsibility to inform and conduct election	Responsibility to conduct student activities and prepare budgets	Responsibility to form, amend committees and approval of budget	Tenure of the committees and clubs
Head of Corporate Affairs Office & Events Executive	Head of Corporate Affairs Office & Events Executive	Head of Corporate Affairs Office & Events Executive & Chair of Committee and club	EC	One academic year except CR which is semester wise

**STUDENT PUBLICATION POLICY**

**i. Introduction**

Students Publication Policy is aimed at developing the written communication skills among the students and inculcates the habit of writing articles, composing poetry, news items and exhibit artistic and photographic talents. The policy focuses on mobilizing and motivating students to Plan, Collect, Edit and Publish articles in internal and external publications.

**ii. Formation of the committee**

The formation of publication committee is by the approval of VC. The chair of the committee is nominated by VC and has tenure of two years. The chair of the committee initiates co-opting members of the publication committee. The internal publication committee is formed by registering students and electing the Editorial Board for the academic year. The committee comprises of faculty member as the chair of committee, English faculty member to provide guidance, Editor in Chief, Editors, Reporters, Proof Readers and Designers.

**iii. Functions of the committee**

- a. To encourage and mobilize students to write original articles, composing poetry and news items for internal and external publications
- b. To Plan and design the structure of the internal publications
- c. To collect, edit and publish internal publications
- d. To maintain originality and ethical practices in publications
- e. To generate funds for the internal publications
- f. To review and provide feedback about the quality of the publications

**iv. Process flow of the committee**

- a. Chair of Publication Committee invites the candidatures of students interested to be members of the publication committee
- b. The Editorial Board is elected
- c. The roles and responsibilities of Student Editors, Reporters, Proof Readers, Designer and other members are assigned by the Editor in Chief
- d. The planning, designing and structure of internal publication is prepared
- e. Preparation of budgets
- f. Information is disseminated to student body, faculty members and other stakeholders to contribute the written/artistic piece of work to the editorial board
- g. Review the works for originality and quality of the works within the publication ethics
- h. Selecting, composing, designing and editing the works for the internal publication.
- i. Finalizing, Coordinating and executing the publications
- j. Distributing the publication to the stakeholders
- k. Submitting the feedback and financial report on the publication activity.

**Tenure and authority**

<b>TABLE 3.9.1</b>				
<b>Responsibility to form the publication committee</b>	<b>Responsibility to inform and conduct election</b>	<b>Responsibility to publish and prepare budget</b>	<b>Responsibility to form, amend committees and approval of budget</b>	<b>Tenure of the student members</b>
VC	Chair of publication committee	Publication Committee	EC	One academic year

## STUDENT COUNSELING POLICY

### i. Introduction

Student Counseling Policy is aimed at comforting the students in the first month of joining the SUC by orientating them on various Academic and Academic Support Service aspects of SUC. The counseling continues throughout the tenure of the students in SUC on various dimensions of academic related issues, performance issues, career issues and graduation requirement. Student Counseling also helps students to take maximum benefit of facilities and services rendered by SUC as a student and as an Alumnus. The Academic Counseling at the Undergraduate level is carried out by the Academic Advisor, similarly Academic Counseling at the Graduate level is carried out by Academic Mentor.

### ii. Formation of Academic Advising /Mentoring Committee

The structure of student counseling is divided into Academic and Academic Support Services Counseling. The Academic Counseling is carried out by academic advisors/mentors (faculty members) appointed by the VC based on the closest expertise relevant to the student's major/emphasis field of study. The coordination of Academic Advising/Mentoring activity is the responsibility of Academic Advising Committee headed by a chair who is also appointed by the VC. The Academic Support Services counseling is provided by the SSD.

### iii. Counseling for Academic issues

The Academic Counseling Services carried out by Advisors/Mentors is aimed at assisting students to resolve their issues related to Academic Progression, Performance, Satisfactory Academic Progression (SAP), Graduation Requirements, Change of Majors/Emphasis and any issues related to Academics. Also in case of any students with special needs, additional counseling is provided by the faculty and staff in addition to SSD. Academic Counseling is extended to assist students in reducing test/exam anxiety, improve study habits and help involve in active learning to attain academic goals. The Academic Counseling also involves allocation of additional time, personal and peer coaching within the working time frames of SUC. Academic advising calendar is followed to carry out counseling and orientation on a semester basis

### iv. Counseling for Academic Support Service issues

Academic Support Service Counseling by SSD is aimed at informing the students about the sources and procedures of resolving student's issues relating to the academic support services. In case of Academic and academic support service issues are overlapping with each other the Advisors/Mentor will be consulted for resolving the issues.

### v. Orientation

A detailed orientation is carried out in the first week as per the SUC policy. It also makes students aware of the availability of various learning resources, IT, sports facilities and other student development activities. The counseling also aims at the student's awareness about various policies, procedures and the hierarchy of the authorities they can approach to smoothly resolve their issues.

The counseling continues at the sophomore, junior and senior levels. Counseling at sophomore level is aimed at orienting students about acceleration program, changes in fee payment structure, GPA requirements and the process of enrolling for the . program. The counseling at senior level is aimed at meeting graduation requirements, career counseling including placement and pursuing higher studies, alumni relations, internship, dissertation, capstone course and the academic awards.

**vi. Confidentiality**

All matters related to students’ Counseling information are sensitive therefore all efforts will be taken to maintain confidentiality of the matters and the privacy of the student is maintained and protected. Information would be revealed only to concerned authorities involved in decision making in relation to that matter. In case of any external agency like Police, Court, Ministry Officials require this information may be provided on request and due consideration.

**vii. Tenure and authority**

Responsibility to form the Academic advising committee	Allocation of students to the advisors/Mentor	Counseling academic support services issues	Responsibility of carrying out academic advising /mentoring (providing feedback and report)	Responsibility to compile the overall academic advising/mentoring report with recommendation to EC
VC	DSA	SSD	Advisor/Mentor	Academic advising committee chair (DSA)

**viii. COUNSELING PROCESS Flow**

**Step 1** Checklist of different counseling’s will be prepared by Admin

**Step 2** Calendar is prepared by Admin taking care of the progress of the semester

**Step 3** Data is accessible online or can be obtained from Administration when required

**Step 4** All forms and letters should be signed by students and uploaded in their portal

The counseling process at Skyline University College includes addressing the student needs for academic and career development. SUC ensures to maintain confidentiality of the interactions with students and helps them resolve or cope with problems and developmental concerns.

**ix. Counseling to New Students**

**a. Provisional Admission Counseling**

If students fail to provide all the admission related documents within the first two weeks of admission at Skyline then he/she is granted Provisional admission until they submit the complete documents as per the admission policy. Such students are counseled by Administration in order to encourage them to submit all the necessary documents and secure a confirmed seat for the course.

Counsel the new students about the importance of submitting all necessary documents for their scholarship as per what they have signed in the underwriting letter, inform them that if the documents or admission requirements are not met; their scholarship will be cancelled.

*(Refer Provisional Admission letter)*

**b. TOC Counseling**

SSD counsels students who joined SUC as Transfer of Credit from other university. These students are counseled on one to one base regarding the academic requirement, the SAP policy, graduation requirement and the learning resource facility. A complete graduation plan is also given to them based on the subjects approved by the VC after considering the TOC courses awarded from the previous university. The department counsels the student on the progress of courses at each level along with the prerequisite information. Later on, every year the academic progress of the student is monitored by Administration .

*(Refer TOC application form)*

**x. Counseling to Continuing Students**

**a. Provisional Admission Counseling**

If students fail to provide all the admission related documents within the first two weeks of admission at Skyline then he/she is granted Provisional admission until they submit the complete documents as per the admission policy. Such students are counseled by SSD in order to encourage them to submit all the necessary documents and secure a confirmed seat for the course.

*(Refer Provisional Admission letter)*

**b. TOC Counseling**

SSD counsels students who joined SUC as Transfer of Credit from other university. These students are counseled on one to one base regarding the academic requirement, the SAP policy, graduation requirement and the learning resource facility. A complete graduation plan is also given to them based on the subjects approved by the VC after considering the TOC courses awarded from the previous university. The department counsels the student on the progress of courses at each level along with the prerequisite information. Later on, every year the academic progress of the student is monitored by Administration .

*(TOC application form)*

**c. SAP Counseling**

SAP counseling is carried out to those students who have low satisfactory academic progress levels as per the qualitative and quantitative standards required under the SAP policy.

Satisfactory Academic Progress (SAP) is measured by way of qualitative progress (grade-point average) and quantitative progress (hours earned) as per the SAP policy. SAP is monitored during the Spring semester for all students with low CGPA.

SSD receives the list of students not meeting the SAP requirements from administration department at the end of each semester. Each student is called individually by the Student Counseling Coordinator and the impending situation



is explained. Necessary improvement measures are pointed out to the student in order to increase his/her GPA.

**d. Graduation counseling**

Students are provided with graduation counseling around two semesters prior the graduation date.

Students are counseled for graduation on the following points-

1. Number of credits completed
2. Number of remaining subject in order to graduate.
3. Review of CGPA, GPA of Capstone course, GPA of Major course and any repeating courses or failure course.
4. PSDP is compulsory for students in their fourth year.

Note: If the student does not meet the above criteria then Administration counsels student further.

*Refer Exit interview form*

**e. Withdrawal & repeating course counseling**

During the first week of the semester only a student can withdraw the course without payment. It will not reflect in the transcript but if the students wishes to withdraw the course after one week of the commencement, then he/she will be charged for the course as per the policy and it will be reflected in the transcript as 'W' (Withdrawn) and the students will have to repeat the course next semester if it is offered.

Administration will review the graduation plan of the withdrawn/failed student on receiving the list from administration. This process is carried out each semester to help students reduce the financial and academic burden. SSD counsels the students who have failed or a student wanting to increase his/her CGPA to repeat the course. Students are allowed to repeat the course only twice during the program.

**f. Low attendance counseling**

Student with less than 50% attendance by the end 3rd week of are called to the SSD to discuss the reasons for their low attendance and the consequences for not maintaining the required attendance. They are made aware of the importance of regularity in attending classes and coordinate with advisor/mentors and class teachers to further counsel the student so as to cope up with the academic requirements. They will also be informed of not being allowed to attend the final examination and the cost and time implication in completing the course.

**g. Low CGPA student counseling**

The SSD receives the list of students having a low GPA from the Administration. The Students Services Department will call these students and counsel them to improve their GPA and if required a meeting is arranged with advisor/mentor and concerned faculty for additional counseling.

Students are also made aware of the fact that if they do not reach the benchmarks set for the course for that particular year then student will go through probation, final warning and suspension or is advised to repeat the entire course.

**h. Exam Absentees Counseling**

List of students who miss the mid-term or final exams is forwarded by the Administration department to SSD at the end of the examination session on day to day basis. SSD calls these students and tries to understand and evaluate the reasons which caused them to remain absent during the exam.

In case a serious issue is prevalent, students are encouraged to fill the mitigation form and the process is explained.

**i. Mitigation Counseling**

SSD contacts the students who miss an examination and is called for mitigation counseling. The student is asked to submit necessary documents proving his/her reason to have missed the exam. The documents are forwarded to the adhoc Mitigation committee who decides the possibility of retaking the exam. The student is also made aware of the possibility of rejecting the mitigation appeal by the committee if the circumstances and the evidences of the proof not convincing.

Mitigation is applicable in case of

1. Accident
2. Death of immediate family
3. Hospitalization
4. Religious reason (Haj)

***(Mitigating Circumstances Form)***

**j. RESIT COUNSELING**

If the student fails in the Final examination, the student Counseling Coordinator calls and motivates the student to appear for a resit exam and explains the consequences in failing to do so.

***(Resit application form from Admin Manual)***

**k. Financial Outstanding Counseling**

Finance department forwards to SSD a list of students with a financial outstanding before the start of the mid-term exam. SSD then counsels the students to pay their outstanding fees before the mid term examination.

Students with outstanding fees of two months and above are encouraged to pay monthly fees in installments and the same applies for the final exam as well.

Students are encouraged and advised to discuss any financial issues with SSD so that necessary steps and measures can be taken. SSD makes such students aware of the various scholarship opportunities available at SUC to help them through their academic year. In order to support them further, their resumes are forwarded to the Corporate Affairs Office to help them secure part time or full time jobs.

**l. Postponement & Reactivation Counseling**

SUC policy allows a Student to postpone his/her studies by one semester once in an academic year.

Postponements are allowed in the following cases-

1. Death in the family
2. Financial problems
3. Work pressure
4. Travelling out of country
5. Hospitalized

Students intending to postpone a semester have to approach the SSD who will handover them the postponement application form, ask them to meet their advisor/mentors and assist them in completing the application form.

The SSD will also followup with the students who have postponed a semester at the end of the semester and encourage to reactivate his program. They are given the reactivation form which is forwarded to Finance for the new fee structure applicable and then to the Administration department for the new graduation plan.

***Refer Postponement Form & Reactivation Form***

**m. Cancellation & Exit Interview Counseling**

When a student approaches the SSD for admission cancellation he/she is thoroughly counseled and the reasons behind cancellation is understood. Once he signs the cancellation form, SSD forwards the same to various other departments like Finance, Administration, Library and HR. Upon successful clearance from all the departments the students' admission is considered to be cancelled.

Exit interview is carried out where the student is asked to answer a questionnaire. The student is given full confidence of confidentiality of the information he/she supplies. The purpose of the exit interview is for departmental improvement.

*Refer STUDENT CANCELLATION FORM & Exit interview form*

**n. Visa Student Counseling**

Students who have opted for university VISA are counseled by the SSD to complete the course within the stipulated time. Students on university VISA are continuously counseled throughout their academic period for low GPA, low attendance and date of graduation and VISA renewal.

The Human Resource Department sends the list of Visa students whose visa renewal is due to the Administration . The Administration issues a letter detailing out information on the Visa charges, documents and provide the application form to be filled up for completing the renewal process. All the required documents along with the duly filled application form is forwarded by Administration to the finance department and later on to the HR department. A list of graduating Visa students is sent by the Administration department to the SSD, who will send them a letter informing about the cancellation of their visa post completion of their graduation.

**o. Hostel Student Counseling**

The Student Counseling Coordinator visits the Hostel students atleast thrice a year wherein they are encouraged to speak freely about the various issues they face. Purpose of the meeting is to relax the students and give them a homely feel. The suggestion and/or issues discussed by the students are noted down by the SSD, who then follows up on the requests made and issues described. The SSD is supported by Sports department for the counseling of hostel students.

## SSD COORDINATION WITH INTERNATIONAL OFFICES

SSD coordinates with the international offices to maintain communications with guardians of international students for updating on academic progression, attendance, fee outstanding, disciplinary issues, hostel related issues, undertaking forms from guardians in case of disciplinary issues or financial outstanding as may be deemed necessary.

### PROCESS FLOW

- a. Marketing representatives will send a mail immediately to Dr Osama and Ms. Tsetsei whenever a student is enrolled; the mail should include the **contact details of the parents.**
- b. Marketing Admin, PRO, Hostel and finance should coordinate with SSD when a student is coming to UAE.

- c. When the student reach UAE; he should be introduced to the counselor /SSD /Dr Osama.
- d. The counselor / Dr Osama will contact the parents to inform them that their son/daughter is settled and in safe hands.
- e. During the first three weeks; the students should be in touch with SSD.
- f. SSD will contact the parents one week before MT to inform them about the performance of their son/daughter.
- g. MT results and academic progression will be shared with parents after the MT results declaration.
- h. One week before finals; parents will be contacted.

## CAREER COUNSELING

### INTRODUCTION

The purpose of Career Counseling is to counsel the students who are seeking internship and placements. The orientations are carried out to facilitate students and give them tips on the internship and placements. As per policy, students are facilitated with internship opportunities only once. Similarly, placement facilities are provided to students wherever opportunities are available.

### PURPOSE OF CAREER COUNSELING

- a. To provide career counseling and outreach to students, alumni and faculty.
- b. To provide career development and job search counseling to University students and alumni in both individual and group settings, decided and undecided students
- c. To develop a general knowledge and understanding of the related professions represented by Skyline programs in the Colleges and School and maintain familiarity with the education, training and career opportunities and expectations
- d. To conduct regular outreach efforts including workshops and presentations to classes, student clubs and organizations
- e. To develop strong relationships with chairs, department heads and faculty in the Colleges and School; target key faculty for employer recruitment opportunities
- f. To develop and maintain an advertising strategy specifically designed to attract more students to the on-campus recruiting schedule and on-line career services
- g. To disseminate employment and internship opportunities to appropriate faculty, organizations, and students
- h. To participate in employer development activities including employer visitations, advisory boards and on-campus recruiting, and the development of job and internship leads

- i. To identify online resources for a variety of career issues, academic majors and career fields
- j. To facilitate planning and coordination of career outreach and programs such as job fairs, career programs, and employer panels
- k. To enhance awareness and visibility of the Career Development.
- l. To encourage faculty to maintain equitable opportunities for students by posting jobs and internships sent directly to department from the Career Gear database
- m. To provide consultation and organization assistance to departments in their development of major specific career related events
- n. To maintain ongoing professional development via involvement with relevant professional associations
- o. To collaborate on the development and enhancement of Career Development of SSD portal and coordinate with Computing for Career Gear software; integrate technology into daily operations, programs and presentations.
- p. To provide career assessment and interpretation to undecided students through services offered by the Peer Career Program (training is provided)
- q. To organize and plan seminars and workshops on career planning or career development.
- r. To evaluate students' background, education, and training, to help them develop realistic goals
- s. To guide students through making decisions about their careers, such as choosing a new profession and the type of degree to pursue
- t. To help students in job search skills, interviewing and networking
- u. To assist students in locating and applying for jobs, by teaching them strategies to find openings and how to write a résumé
- v. To advise students on how to resolve problems in the workplace, such as conflicts with bosses or coworkers

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### COORDINATION WITH OTHER UNITS

The Career counselor shall carry out the activities in coordination with other departments as follows:

- a. **Corporate Affairs department**  
CAD and the career counselor will work together on setting up workshops and fairs to enhance employability and increase industry involvement of SUC students.
- b. **Events Coordinator**  
Events and the career counselor will work on the makeup of events centering around student's involvement in the fairs and the organization of out of campus career promoting activities.

**c. Teaching effectiveness committee (TEC)**

The career counselor will coordinate with the members of the teaching effectiveness committee in order to suggest the needed Professional Skills Developments PSDP's to students, the career counselor will also support the TEC in designing the schedule and conduct such skills developments to students

**d. Internship, workshop & training**

The CDP of SUC's internship will be explained to the Career counselor by Admin. He/she will handle the process of resume building and verification, collaborate with Corporate affairs on readiness of students for interviews and post-employment.

Workshops and training are to be carried out on a semester-by-semester basis. Career counselor will be in charge of the materials and presentation of career related topics/issues to educate, improve and sharpen the skills of students as regards their employability.

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## SSD COORDINATION WITH INTERNATIONAL OFFICES

SSD coordinates with the international offices to maintain communications with guardians of international students for updating on academic progression, attendance, fee outstanding, disciplinary issues, hostel related issues, undertaking forms from guardians in case of disciplinary issues or financial outstanding as may be deemed necessary.

## CARE PACKAGE

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### INTRODUCTION

SUC Care Package is a creation of the SSD to cater for New International students (Bridging programme) and academically weak SUC students (Student Tutorials). It is a package to support and give assistance to students in the different capacities. The team in charge of each package serve to guide students in each category to an efficient orientation/induction into the culture at play in the University and the host community as well as improving their Academic standing/quality of students respectively.

These packages will run concurrently and will be closely monitored for outcomes that have been predicted; which is to build well-adjusted and academically sound students.

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### OBJECTIVES

**a. BRIDGING PROGRAMME**

1. Integration of new students to SUC culture & UAE culture.
2. Ensuring proper and wholesome orientation of International students.

3. Introducing students to various contact persons and departments handling their academic and social development.
4. Creating a platform for feedback and correspondence between student and the University.

**b. STUDENT TUTORIALS**

1. Improve the academic standing of SUC students
2. Give opportunity for more flexible and relatable learning environment.
3. Provide students with extra academic support
4. Give students the opportunity to experience, explore their leadership potentials and get financial compensation.

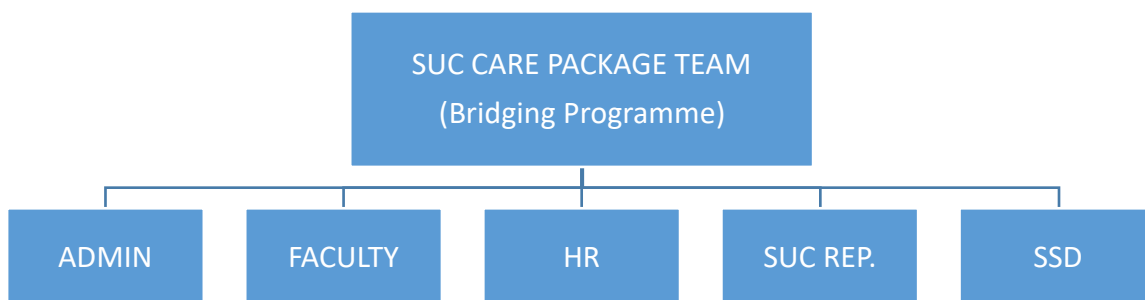
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**DETAILS OF SUC BRIDGING PROGRAMME**

It is a programme developed for new International joinees for integration, induction and orientation. Programme will be initiated at the first week of enrolment (after all enrolment is cleared) and will run with foundation courses or freshmen courses according to the enrolment status of the student.

**a. TEAM/COMMITTEE**

- **SSD** -orientation, activity coordination with EVENTS
- **ADMIN** -calendar of programme, faculty allocation
- **HR** - coordination of excursions
- **FACULTY**- handling courses
- **SUC representatives**- Older international students



**PROGRAM CONTENTS**

**i. WELCOME PACKAGE**

Students will be welcomed by welcome team (HASS, DSA, ADMIN, SSD & MARKETING) and ushered in for registration and given a welcome kit collection alongside other new joinees. After the general welcoming and orientation, International students will be given a special itinerary for the Bridging Programme.

**ii. INTRODUCTION TO UAE CULTURE**



This course will be handled by designated faculty and they will be in charge of giving an introduction to the culture, customs, traditions and history of UAE. The course will entail vivid explanations of the laws of the community and the significance of abiding by laid down laws. Trips to one or two historical landmarks will be organized and students will be encouraged to give a feedback of their observations. (refer to CPD attached for content of course)

**iii. INTRODUCTION TO SUC CULTURE**

This will be a blend of orientation to the academic and social aspects of schooling in SUC. Older students will have a mix with new students in a social settings sharing experiences and information about the happening/events & activities that can be enjoyed in the University. Events department will plan the introduction party for freshmen and induct new students to the campus life officially.

**iv. AN EVENING WITH THE CAO/CAREER COUNSELOR**

Students will be introduced to the Corporate Affairs personnel as well as the Career Counselor who will inform students of their (CAO/career counselor) role in preparing them (students) for future career choices, job hunts, cv preparations and professional skills to develop for the corporate world.

**v. HIGH TEA WITH CORE HEAD OF DEPARTMENTS**

Students will be introduced to the VC, DSA, DASS, HOA, Heads of Admin, Marketing, Sports, Corporate Affairs and Finance in a light and relaxed environment where their various portfolios will be explained to students. This will be an opportunity for students to seek advice and ask questions to the various heads about the journey ahead of them.

**vi. EXCURSION & SOCIAL OUTINGS**

Students will be taken for excursions to historical sites that showcase UAE culture accompanied by representatives of Faculty and Staff (SSD/Event). Leisure outings will also be organized to make students familiar with their environment (tour bus trip) and to create an opportunity for bonding amongst themselves.

**vii. TIME OUT WITH THE ACADEMIC TEAM**

This will be a casual meeting with special focus on the Heads of Administration and Student Services. They will be highlighting the various steps to be taken by students from enrolment to graduation. Highlighting the various departments involved in the academic journey of students- Library department, IT department, Sports department & Student Services Department. This will be a light meeting to explore and interact on the journey ahead.

**viii. SSD & EVENT INDUCTION/INTERACTION**

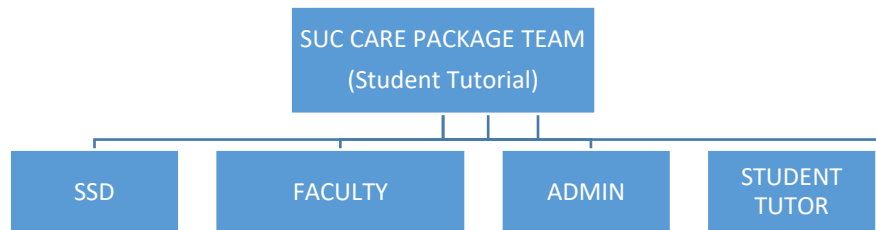
Various social activities (sports, get-together & fresher's bash) will be organized by the Events personnel as well as SUC students mix. These activities will induct International students into the student life and socials of the University. It will also be an avenue for various University clubs to pitch their activities and register new students. SSD will also help facilitate some of the activities and induction process.

**DETAILS OF SUC STUDENT TUTORIALS**

This programme is tailored to assist SUC students at all levels and Degrees on SAP status and Repeating Courses Status. The programme will be run by a committee of Faculty, Admin & SSD. The modality of the package entails fellow students tutoring other students in core courses that are challenging. The main duty of the Student Tutor is to disseminate course content in a more flexible and understandable form to student; considering learning from a student’s view point.

**a. TEAM/COMMITTEE**

1. **SSD** – feedback, monitoring/supervising attendance of both tutors & tutored
2. **ADMIN** –calendar of programme, faculty allocation, tutors rostering & course structure
3. **FACULTY**- handling courses/mentoring student tutor
4. **STUDENT TUTOR**- academically sound students from all levels & degrees



**b. APPOINTMENT OF TUTORS & CONTRACT**

1. Student tutors are to be chosen from academically sound students with acceptable CGPA.
2. Registration of such students will be done after their names have been forwarded by their Class Representatives.
3. Such registration will undergo further investigation and verification by the SUC Care Committee. Student tutors will be appointed after all assessment and interview has been done by committee members. HR will draw up contracts that entail what is expected of tutors as regards- attendance, input, tutorial hours and the compensation package. The contract signifies the student tutors’ commitment to the package and the responsibility to given sound/quality support to students allocated to him.

**c. ORIENTATION OF TUTORS BY MENTORS & SSD**

Student tutors will undergo an orientation to understand their responsibility and task at tutoring other students to a better understanding and increased academic performance. Academic advisors will serve as mentors to tutors guiding/supervising their delivery and coaching tutors on how best to cover the course content.

**d. SCHEDULING OF CLASSES & ALLOCATION OF TUTORS**

The scheduling of classes and allocation of courses to tutors will be done by Faculty & Admin. This will be done for a balance in work load; and allocation according to academic strength and understanding of student tutors. Courses to be taking will also accommodate popular demanded courses. The rostering of tutors will be done by the Admin as well as attendance collation of both tutor and tutored.

**e. CONTROL & TRACKING PERFORMANCE OF BOTH TUTOR & TUTORED**

The control and tracking of both student tutors and the tutored will be done by both SSD and Admin. SSD will ensure all tutors are efficiently performing up to standard and will receive regular feedbacks from both tutors and tutored on the impact of the package and the progress made.

**f. FEEDBACK**

1. Various feedback will be employed in the package-
2. Student tutor- on the response of student, class participation and contribution.
3. Student tutored- on teaching effectiveness of tutors, effectiveness of the package.
4. Academic advisor- assessment of tutor's performance and the level of understanding of the tutored.
5. SSD- on the overall performance of the package.

**g. FOLLOW UP SESSIONS**

This will entail the various meetings to be held to keep track of and monitor the whole SUC Care Packages (Bridging programme & Student tutorial). The various committees are to meet at stipulated times; bi-weekly or monthly as the case may be. All committee members will give feedback and take decisions together on the progress of the package.

## POLICY & PROCEDURES FOR STUDENT TUTORIALS

**i. FACULTY IN-CHARGE OF COURSES**

There will be assigned faculty to each course to be handled by student tutors. These tutors will also be linked with the faculty heading the course for which they have been chosen to take. This is for guidance and quality control of the delivery of each course.

**ii. TEAM OF STUDENT TUTORS**

Tutors will be registered through their class representatives and will undergo screening before allocated to courses. These tutors will undergo training and orientation with the faculty in charge. Student tutors will also be registered on the University's portal. Tutors are to focus on the following in the tutorials: -

- Revision
- Solving problems
- Solving assignments

**iii. STUDENTS FOR THE TUTORIALS**

This will include all SAP & Repeating students of all levels and degrees. They will be registered in the system with their academic status and courses to be repeated. They will be offered the various technical courses and attendance for the same will be required.

**iv. PAYMENT PACKAGE OF TUTORS**

Student tutors will be offered a minimum amount dictated by the HR and Finance. A contract will be signed for the same and failure to comply will lead to the termination of such offer. However, one of the main criteria is for tutors to have minimum number of students attending.

**v. SCHEDULING OF TUTORIALS**

This will be prepared by the Administration and HR; which will include: - timing, duration and rostering of tutors. Scheduling will be done at the beginning of each semester to cater to the availability of tutors and courses for the semester. However, the proposed timing includes; Morning students- 1:15pm- 2:30pm and evening students- 5:30pm-7:00pm. The proposed start date is 2 weeks before the main exams (Mid Terms and Finals)- 3 days in a week.

**vi. PUBLICITY & ONLINE PRESENCE OF TUTORS**

Student tutors will make themselves known to students by conducting class-to-class as well as online campaigns; highlighting the courses they will be handling. Tutors will also engage in running a blog that will showcase their works.

**vii. CERTIFICATIONS TO BE GIVEN**

All student tutors will be awarded certificates for their stewardship.

**POLICY & PROCEDURES FOR BRIDGING PROGRAMME**

**i. FACULTY IN-CHARGE OF COURSES**

The faculty in charge of the courses are to be full time and persons with the ability to create a relaxed and warm delivery of the courses. They are to majorly guide International students in the right perception of the culture of both the UAE and Skyline University.

**ii. SCOPE OF THE COURSES AND ACTIVITIES**

The courses to be offered in this programme are: - UAE Culture & SUC Culture. These courses are to be strictly handled by the faculty assigned to this programme. Along with the courses will be other extra-curricular activities such as excursions to places of historical and cultural interests, social mix with other students & friendly matches.

**iii. REGISTRATION/ORIENTATION OF ELIGIBLE STUDENTS**

This programme is designed strictly for International students and they will be automatically registered into the programme after their enrolment for the semester.

All orientations for International students irrespective of the departments involved, are to be casual and in a relaxed atmosphere.

**iv. WELCOME PACK**

All registered International students will receive a welcome pack arranged by the Marketing team and this will include: - a SUC branded notebook, pen, bag & mug.

**v. FACULTY AND DEPARTMENTS INVOLVED**

The following departments will be involved in the induction and correspondence on International students' matters: - Administration, SSD, Events, Marketing, Library, Sports & Academics. They will be present at various points in the students' journey and will need to adequately communicate to students, their role and how they can assist them.

**vi. SCHEDULING OF THE PROGRAMME/ COURSE DELIVERY**

The scheduling of this programme will be fixed by the Admin and courses will run in the morning and evening. Classes will start after late joiners' orientation and will run for one full month. A schedule will be handed to all students registered for the programme.

**vii. CERTIFICATIONS TO BE GIVEN**

All students who register and finish attending the courses in this programme will qualify to receive a certificate at the end of the programme. Certificates will be coordinated by the Admin department.

## ADVISORY / MENTORING SESSION

### INTRODUCTION

SUC has an effective academic advising scheme that has helped the academic performance of students in the past. The objective of academic advising is to help students achieve a higher degree of academic performance through the processes of planning and development of their study, growth, and a career that would lead to a prosperous future, while they are studying in SUC. A faculty member of SUC, who has the closest expertise relevant to the student's major field of study, is assigned to the group of students as 'Advisor'. Every student is assigned to an Advisor at the time of admission. The advisor provides the student with information about courses, accessing University facilities and academic support units, and guidance on how to perform better in their courses and programs of study.

The following are the goals of the Academic Advising:

- i.** Monitoring the progress of the students continuously.
- ii.** Implementing and communicating information about academic policies, procedures and graduation requirements.
- iii.** Assisting students in clarifying their academic goals and objectives.
- iv.** Providing individual and/or group advising opportunities to assist students in achieving academic success.

- v. Making referrals and directing students to appropriate academic support units and resources.
- vi. Demonstrating a high level of professionalism and consistently maintaining confidentiality in advising/ counseling matters.
- vii. 5% of attendance is reserved to the academic meeting with the advisor

**a. Student's Rights**

Students will have the right of timely access to an assigned advisor, the right to receive pertinent and accurate information as needed for academic and career planning and the right to make their own decisions.

**b. Student's Responsibilities**

The following are the responsibilities of the students to make the scheme work effectively for their optimum benefit:

1. Make an effort to get to know their advisor.
2. Maintain an academic advising and career-planning file.
3. Know the degree requirements and other relevant academic policies and procedures.
4. Complete academic requirements in a timely manner.
5. Initiate timely career and academic inquiries and discussions with advisor.
6. Make regular progress in appointments and also meet advisor for assistance when questions or problems arise.
7. Prepare a list of questions or concerns prior to meeting with the advisor.
8. Be considerate to the advisor's schedule of advising appointments and arrive promptly.
9. Take responsibility of their decisions.
10. Provide regular feedback of Academic Advising scheme and the advisor.

**c. Student Feedback**

60% attendance is required for the feedback.

**Flow**

**Step 1** Allocating Advisors by the Advisory committee

**Step 2** Admin will allocate the advisees to different advisors and mentors.

**Step 3** IT and Admin will make sure that the name of the advisor is reflected in the students' portal

**Step 4** IT will ensure that the Advisory list for each advisor is uploaded in the advisor's advisory system

**Step 5** The chair will send the details of different advisory meet

**Step 6** SSD will ensure that All Advisors are keeping their advisory hours on their notice boards of their offices

**Step 7** The chair will send the advisors all points he wants them to raise during the first/second Advisory meet and ask them to send their feedback

**Step 8** Advisors will present the progress of their advisory to the Chair during MT exam week

**Step 9** Final report and presentation will be submitted by advisors to the chair

**Step 10** Taking the feedback from the IRO office

**Step 11** The feedbacks are discussed with Advisors / mentors during their annual evaluation meeting

**i. New Students**

- a. Each undergraduate student is assigned a faculty who will act as their advisor and guide them regularly for their academic and career progression. Similarly, each graduate student is assigned a faculty member who acts as their mentor and guides them for their academic and career progression. These advisors or mentors provide proper orientation to all their advisees and the primary purpose of this orientation is to familiarize with them and inform them who their advisors / mentors are. During this session, they are also notified about their duties and responsibilities as advisee, importance of academic progression and academic quality assurance. All advisees have to update their personal details with the advisors / mentors to enable the ease of communication between the two and timely provision of advising services to them.
- b. The advisors or mentors inform their respective advisees on the various academic services like provision of CDP including assessment tools, study material, grade improvement policies. Students are also informed on the usage of portal services for checking attendance, assessment marks, grades and for various other requests, making online requests and interacting with faculty to understand their progress in the course. Students are told that any issues faced by them on the above academic matters should be immediately addressed to the concerned advisors who will help in resolving them at the earliest.
- c. At the same time they are made aware of the requirements of various academic support services units which include document submission to different department for completing the admission formalities, collection of rental books and timely return, payment of fees on schedule & late payment fees , Checking of statement of account, de-activation process adopted by various department, locker usage and timely return of key, use of sports facilities and participation in Co-curricular & Extra-curricular activities.
- d. Students are informed about the procedure for appealing in case of any grievance with regards to grades, late submission, attendance, re-quizzes and portal activation.

**ii. Continuing Students**

The advisors / mentors provided an orientation to the TOC students who start their Programs at the intermediate stage similar to the new Students. (Refer section II-A above). They are also oriented on the study material, Course delivery package, assessment and usage of portal services to access their attendance information, assessment marks, and grades and also to make various online requests. TOC students are encouraged to interact with the faculty for course progress by using their official id.

The information on the alumni club and its activities is provided to the **junior** . and **senior students**.

The advisors focus on re-enforcing academic services / issues faced by the continuing students related to CDP & Assessments, Grade Improvement, Online request, etc. They provide information on the requirements for Internship/Internship Project/Dissertation.

The advisors / mentors also focus on re-enforcing academic support services / issues faced by continuing students with regards to submission of relevant documents required by various departments. The advisors / mentors orient them on the requirements of . program, graduation, Internship/Internship Project, Dissertation, Scholarship, Rewardship.

The advisors / mentors remind them about the collection of rental books and returning on time, timely payment of fees & late payment fees, checking of statement of account, de-activation process by various department, usage of locker and returning key on time, use of sports services and participation in Co-curricular & Extra-curricular activities. Students are informed about the grievance and appeal procedures related to grades, late submission, attendance and re-quizzes and portal activation.

## STUDENT DRESS CODE

Students are required to be dressed formally and follow dress codes in conformity with norms of civil society in the United Arab Emirates and particularly that of the Emirate of Sharjah. Personal hygiene is essential and requires continuous attention. Hair must always be well groomed. Short pants and short sleeves are not allowed as per the Sharjah law and if found, the student will be asked to leave the SUC.

## ALUMNI REGISTRATIONS

Student Services Department registers the Alumni students at the time of filling the graduation form and also provides this facility through online registration. Further it coordinates with the Corporate Affairs Office and Events Committee to keep them updated about the events organized for the benefit of Alumni. **(Refer Alumni policy manual for more details)**

## SCHOLARSHIP

SSD conducts meeting to recommend the eligible candidates for scholarship under various criteria. The various scholarship options provided by the University are need based scholarships, merit based scholarships, etc. SSD orients the students on the document required to apply for these scholarships.

SSD encourages the students to be active in the campus by mean of giving them rewardship points. The students interested in receiving this rewardship and those who enjoy extra-curricular activities receive booklets to note down the hours they spent towards extra-curricular activities. At the end of the academic year the booklets are returned and the top 10 students with the highest score receive rewardship scholarship.

### Process Flow

**Step1** The dates to receive and finalize the scholarship should be announced to all students through their portal and calendars

**Step2 Advisors** have to notify the students about the dates and T&C for these scholarships



**Step3** coordinate with Sports department in evaluating the sports scholarship applications as per the sports policy.

**Step4 Scholarship** committee meets as per the calendar and finalizes candidates for scholarship. Upon receiving approved list; Admin. Will prepare letters to be issued to students.

## CLASS REPRESENTATIVES

SSD conducts the election of Class representatives from each class. SSD meets the Class Representatives twice in every semester and receive their feedback related to issues faced by students with different academic and academic support service units.

SSD disseminates the feedback to different units and assists in resolving any issues. Head of Student Affairs will prepare the minutes of the meeting with response to their suggestions or requirements from different departments and send it back to CRs.

### Process Flow

**Step 1** planning of schedule for different activities

**Step 2** election of CR's (one academic and one nonacademic)

**Step 3** conduct meetings as per scheduled.

**Step 4** prepare MOM and send them to different departments to get the feedback.

**Step 5** get back to CR's and provide them with answers to all their comments and queries.

## HOSTEL (INTERNAL AND EXTERNAL HOSTELS) & INTERNATIONAL

Head of Sports meets the Hostel students regularly and reports any major disciplinary issues related to hostel and international students to Head of Student Affairs. DSA meets the Hostel student in case of any major issues reported by Head of Sports. In addition, DSA meets the Hostel and International Students along with the Head of Sports twice in every semester on the scheduled dates and interact with them to find out any issues faced by them. Head of Student Affairs in coordination with Administration regularly counsel the international students on their visa status, passport submission status, outstanding fee and academic progression.

## COORDINATION WITH INTERNATIONAL OFFICES

SSD coordinates with the international offices to maintain communications with guardians of international students for updating on academic progression, attendance, fee outstanding, disciplinary issues, hostel related issues, undertaking forms from guardians in case of disciplinary issues or financial outstanding as may be deemed necessary.

## ADDRESSING STUDENT GRIEVANCE

The SUC realizes the importance of having a system in order to address and deal with student dissatisfaction. Constant efforts are taken to minimize errors and avoid repetitions of problems related to academic and non-academic services.

For any suggestion or complaint, a student is required to fill in a complaint/suggestion form and submit to the Student Services Department. The form is then duly forwarded to or discussed with the concerned Department head. Any remedial action required, is taken immediately and conveyed through a written reply to the student. Student grievance/complaints & suggestions are also addressed at the Class Representatives' meetings held twice a semester.

The student grievance resolution procedures of the SUC are based on the following principles:

1. Procedures used to review and resolve complaints or grievances should be fair and conclusion drawn after hearing each point of view.
2. Confidentiality will be respected, unless the use of the information is authorized by law.
3. Complaints or grievances will be handled in a timely manner with achievable deadlines specified for each stage in the evaluation process.
4. The decision will be communicated to Students coordinator who in-turn communicates to the student.

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**ALL CONCERNED PARTIES TO THE COMPLAINT OR GRIEVANCE IS REGULARLY INFORMED ON THE PROGRESS OF THE MATTER.**

**Procedure**

- Step 1:** To fill the compliant suggestion form in the administration department regarding the issues giving the facts of the issue and the nature of the grievance
- Step 2:** Attempts made by the student to resolve the issue to the concerned faculty/staff and the response.
- Step 3:** The administration gathers information about the issue from the concerned parties.
- Step 4:** The administration arranges a meeting between the aggrieved parties; if it is resolved the matter is recorded and closed.
- Step 5:** If it is not resolved in the first meeting then administration request the DSA to call DAC meeting and presents the case, afterwards the DAC conducts the enquiry and suggest the solution, if it is resolved the matter is recorded and closed.
- Step 6:** if it is not resolved the matter will be referred to EC committee by the DSA, the decision of the EC committee will be final and binding for resolving the issue.
- Step 7:** Still the matter is not resolved the student may be allowed to take necessary steps to resolve within the SUC framework or UAE legal framework.

## SERVICES PROVIDED TO STUDENTS

### i. Identity Cards

Students are issued with a SUC Identity card according to their admission status (Provisional / Confirmed). Students need to carry their Identity cards all the time while being in the SUC Campus. Identity cards will be checked randomly.

### ii. Admission Kit

Once the student's admission is confirmed, he/she is provided an Admission Kit including a 'Letter of Admission' & 'Invoice'. Students need to pay their SUC fees according to the Invoice issued.

### iii. Letters [Arabic / English]

Recommendation letter, Bonafide certificates Letters, Transcript, Provisional letter, Degree, Duplicate Certificate/transcript, Internship letter, Dissertation letter, Repeating course letter, conditional admission letter, No Objection letter, Accounts Statement for sponsors, Scholarship letter, DAC letter, Rewardship letter, Topper letter, appreciation letter, Deans List letter

### iv. Portal ID

Every student is issued a portal ID and password through which they can access their class attendance, assessments and the results online. The academic profile, Academic Advisor and the events of the SUC can also be accessed through the portal.

### v. Lockers

Lockers are where the students can keep their respective belongings and the keys will be issued to the students through the Student Services department. Students leaving the SUC due to cancellation, transfer to other institution or graduation are requested to return the key to the Student Services Department.

### vi. Lost and Found

Lost and found items will be kept in Student Services Department; Students are encouraged to report of any missing items as soon as possible. Any lost and found items are notified by the Students Services Department by displaying on the notice board in the lost and found section.

### vii. RFID

Students having their own transport are issued with an RFID card to avail the facility of parking the car inside the SUC campus at designated areas for students. Students should park their car on their designated area without blocking other cars. Students are urged to drive slowly and cautiously when entering and leaving the premises.

### viii. SMS Services

The Student Services department provides SMS services to inform the students of all updates on a regular basis and also for any emergency needs that might arise.

### ix. Online Services

Students can avail the online services for their various requests.

**x. Common Room**

Common room is meant for students for extra-curricular activities such as indoor games, conducting rehearsals for any upcoming events and birthday celebrations.

**xi. Help Desk**

Help desk is maintained at the first day of the semester to assist new intake students with regards to the campus whereabouts.

**DISPLAY INFORMATION ON PLASMA/NOTICE BOARD**

The Student Services displays information related to CR meetings, advisory list and important circulars on the Notice board as per calendar for updating the students on important events and activities.

## SPORTS SECTION

### SPORTS CLUBS

A sports club is established based upon the approval of the VC of SUC, the sports club is governed by rules and as per the framework of SUC sports department. The sports club is formed for each major sport. (Each team must have a senior student who heads the club and takes the lead in organizing, executing and conducting sports events with the help of his team members. All the sports club teams will have to make their reports and submit to the sports committee for evaluation after respective events.

**Selection of Members:** The SSD sends circulars to all the classes regarding formation of a new SUC students' Sports Committee in the month of September. Those who are interested, their names are forwarded to VC and with his consent Sports Department selects members from each majors and forms the club for that academic year. The club members are also selected from the selected SUC teams.

### FACILITIES

- i. **Multi-gym**  
SUC has a well-equipped gym which can be used by its students, staff and faculty under the supervision of the gym instructor. Students have to register their names with the sports department before using the gym facilities. All users of gym facilities must follow the displayed instructions of how to use equipment and the need for warm up activities. Students can use this facility between **9 AM to 7 PM** from Sunday to Thursday wherein the days allocated to male students and male faculty/staff are Sunday, Tuesday, and Thursday and for female students and female faculty/staff it is on Monday and Wednesday. Male students and female students are not allowed to use the gym simultaneously.
- ii. **Multi-purpose Hall**  
The Sports Department provides facilities for various games such as Table Tennis, Badminton, Chess, Carom, etc. in the multipurpose hall which can be utilized by the students between 9 AM to 7 PM during break time and afternoons.
- iii. **Recreation Hall**  
Billiards and Foosball facilities are available in the recreation hall for SUC students and staff members.
- iv. **Playgrounds**  
The Football and Cricket grounds are available for the use of students and to the community for healthy living.
- v. **Hostel Recreation Facility**  
Billiards and Foosball facilities are available in the students' hostel recreation hall
- vi. **Basketball/Volleyball Courts**  
The Basketball and Volleyball Courts are available for the use of students and staff