



CANADIAN  
UNIVERSITY DUBAI

Your portal to Canadian education

NEW STUDENT  
ORIENTATION  
**BOOKLET**

---

*Your portal to  
Canadian education*



  
INSPIRING MINDS  
TRANSFORMING LIVES

**CANADIAN UNIVERSITY DUBAI**

YOUR PORTAL  
**to** CANADIAN EDUCATION

# WELCOME TO CANADIAN UNIVERSITY DUBAI

This orientation guide aims to provide you with an overview of University life, from academic matters to student resources and campus activities.

You can get more detailed information in the Student Handbook and University Catalogue, which are included on the USB's in your welcome pack.

## STUDENT ID CARD

Canadian University Dubai issues our Student ID cards in cooperation with the International Student Identity Card (ISIC), which will give you access to a variety of local and international discounts with leading retailers and organizations

Your Student ID number will have been generated upon your acceptance to CUD.

In order to translate this number into a card please proceed to our photographer, Mr. Mohammad Reza, in our Studio Department C1-07. He will take a photo of you and print your Student ID Card as soon as possible.



## INFORMATION & COMMUNICATION TECHNOLOGY

After you've received your student ID number, your CUD login details will have been generated within 10-15 minutes. You will have received a conformation text message via your registered DU or Etisalat mobile number. Should you wish to change your registered mobile number, please visit the Registration Department in Block C.

# LOGGING IN

Your single username and password will give you access to the University's Student Portal and your CUD email.

- Your username is your **student ID number**.
- Your CUD email address will be: **\*youridnumber\*@students.cud.ac.ae**
- A welcome email will be sent to you via your registered personal email address instructing you on how to create an initial password through CUD password manager web portal. You will be able to use the same link for future password resets.

Your password must contain:

- A minimum of 8 characters.
- A number.
- A capital letter.
- One special character (! @ # \$ % & \*)

# WIRELESS ACCESS

Students can access our wireless network via:



Students can login to the wireless network using their CUD username and password.

# STUDENT PORTAL

You can access the student portal at <https://cudportal.cud.ac.ae/student> or via the CUD homepage, by clicking the PORTALS tab on the top right hand side and selecting STUDENT PORTAL.

To log in, use you University **email address** and **password**.

From the PORTALS tab you can also access the Learning Management System, MyCUD, and login you CUD email account.

CUD communicates with its students through their University email address, so please ensure that you check in regularly for updates and notifications.

## HELPDESK

The ICT Helpdesk provides a first line of contact support for students having issues with academic applications, or any other technical problems.

For Helpdesk Support, please contact us at:



icthelpdesk@cup.ac.ae



04 709 6222



B1-03

### Support hours:

- 8:00 am to 8:00 pm (Sunday – Thursday)
- 9:00 am to 6:00 pm (Friday/Saturday)

ICT uses a ticket system to keep track of all requests.

All requests are prioritized based on impact and urgency.

## DEPARTMENT OF FIRST YEAR STUDENTS

For our students entering their first year of study at CUD we have created a department to look after your specific needs. If you are having any trouble or confusion, please visit Dr. Nora and her team in A05-1 & A06-1. They will provide you with the following services throughout your first year:

- Student awareness of available support, transition resources and programs
- Assistance in navigating the policies, procedures, and processes of the University
- Directing students to the appropriate channel in order to resolve any issues they're facing.



## STUDENT AFFAIRS

Student Affairs is comprised of several student-centered divisions who focus on providing quality programs, resources and services for all of our students. Student Affairs is at the heart of campus life at CUD and strives to enhance students' educational experience through career development, counseling, health services, sports, student support and success, and much more.

## CAREER SERVICES

Our Career Services team is available to assist students in developing their professional goals and objectives through career coaching and skills workshops which aim to provide support in finding employment and preparing for life in the workplace. Career guidance is also available, as well as assistance in finding part-time and post - graduate employment. For more information about our Career Services, please contact Orsi Urban at [orsi.urban@cud.ac.ae](mailto:orsi.urban@cud.ac.ae).

## HEALTH SERVICES

The CUD Health Centre provides primary healthcare services in addition to supporting the safety and wellness of students, faculty and staff on campus. Professional, licensed nurses are available to offer first aid and medical care for minor acute illness and injuries, and to provide health education and promote disease prevention. Our Health Centre services are free of charge and available on a walk-in basis or by appointment for doctor's consultation.



## SPORTS

Our facilities on campus include an outdoor sports court and a fully-equipped fitness room. We have a very strong sports program that includes:

- Football
- Basketball
- Volleyball
- Tennis

We also have teams representing the university in:

- Table tennis
- Cricket
- Badminton
- Swimming
- Athletics
- Chess

## STUDENT CLUBS

We encourage students to participate in one of our many existing student clubs. Including our:

- Dance Club
- Drama Club
- Model United Nations
- Music Club
- Robotics Club

In addition we regularly host performance and Cultural events that represent our over 100 nationalities. These events celebrate the diverse heritage of our student population through food, fashion, art, music and dance performances from countries all over the world.



## STUDENT SUCCESS CENTRE

At CUD we strive to provide students with the opportunity to reach their maximum potential. The Student Success Centre addresses all student needs in terms of the academic and emotional support they require to ensure academic success. As such, the Student Success Center offers personal counseling, special educational needs support, peer-to-peer tutoring, as well as personal and academic developmental workshops, empowering our student to achieve their academic and personal goals. All CUD students are welcome to avail any of these services free of charge.

## PERSONAL COUNSELING

Balancing studies and life can be challenging at times. Canadian University Dubai recognizes the incredible pressure on today's students, and offers the services of a professional student counselor who can assist students to navigate through personal, emotional, psychological academic, social or physical challenges. Personal counseling is done on an individual basis, is free of charge and strictly confidential.

## SPECIAL EDUCATIONAL NEEDS

Canadian University Dubai believes that each student should have an equal opportunity to reach their maximum potential and as such, every effort is made to accommodate students with special educational needs so that their program learning objectives are met. Any student with documented physical, medical, psychological or learning difficulties which may impact negatively on academic achievement may avail of tutoring support, classroom and exam accommodations, and assistive technology in addition to benefitting from learning and developmental strategy workshops. Special educational needs are evaluated on a case by case basis and all information is kept strictly confidential.



## PEER-TO-PEER TUTORING

Peer-to-peer tutoring is provided to support our students through challenging courses if the need arises. Our peer tutors are experienced and work in close collaboration with the Student Success Centre in order to assist their fellow students to master a tough course effectively.

## PERSONAL DEVELOPMENT AND ACADEMIC WORKSHOPS

Workshops for improving personal skills and academic skills are offered throughout the semester. These range from improving study skills, academic writing skills, and exam taking skills to building higher levels of confidence, improving time management, goal setting and stress management workshops. Workshops are updated and advertised on a monthly basis and are open to all CUD students.



## LEARNING RESOURCE CENTRE (LIBRARY)

The Learning Resource Centre (LRC) is located on the ground floor of Block A, and all students are encouraged to use the materials that are available in the LRC for independent learning, research needs or personal development.

The LRC houses print collections of books, journals, newspapers and a wide range of electronic resources, as well as computers, wi-fi, and photocopying/printing services. The LRC is open 7 days a week, please check the Centre's website for timings at <http://www.cud.ac.ae/lrc>. Electronic resources can be accessed on and off campus 24/7.

## STUDENT COUNCIL

The CUD Student Council is a non-incorporated association, whose members work on a voluntary basis to help further the mission of the University through the student body.

As a Member of the Student Council, you can develop your knowledge of the wider community, as well as the operations of the institution. The student council is also an opportunity to enhance your skills in leadership, teambuilding, prioritizing tasks, confidence building and resource utilizations, and to be a part of an association that makes a real difference to student life. If you would like to volunteer for the student council, send an email to [studentcouncil@cud.ac.ae](mailto:studentcouncil@ cud.ac.ae).

## ACADEMIC INTEGRITY AND CODE OF CONDUCT

CUD is committed to ensuring that our faculty and students adhere to the highest professional and academic standards in terms of ethics, integrity and behavior.

Appropriate actions will be taken to anyone found in violation of the University's code of conduct and academic integrity policies and procedures.

## CONDUCT VIOLATIONS

The following is a summary of possible violation and there corresponding disciplinary actions.

- Inappropriate behavior in class
- Vandalism
- Dress Code Violation
- Theft
- Possession of Alcohol or Drugs on Campus
- Gambling

The actions covered in the above section are considered misconduct if they takes place on Canadian University Dubai property/premises or elsewhere if the student concerned was involved in a University activity, was representing the University, or was present at that place by virtue of his or her status as a student of Canadian University Dubai, including any work placement.

Any such incidences of misconduct will be dealt with on a case-by-case basis.

# ACADEMIC VIOLATIONS

The Learning Resource Centre (LRC) is located on the ground floor of Block A, and all students are encouraged to use the materials that are available in the LRC for independent learning, research needs or personal development.

The LRC houses print collections of books, journals, newspapers and a wide range of electronic resources, as well as computers, wi-fi, and photocopying/printing services. The LRC is open 7 days a week, please check the Centre's website for timings at <http://www.cud.ac.ae/lrc>. Electronic resources can be accessed on and off campus 24/7.

- **PLAGIARISM**

Plagiarism includes, but is not limited to, representation of others' work, lending unauthorized assistance, and using strategies or processes with the aim of attaining dishonest grades. Students may not submit any material created by or acquired from another person or business.

- **CHEATING**

Cheating refers to attempting to use, or using, unauthorized materials, or obtaining unauthorized assistance, in an academic activity, including all types of examinations or evaluations. This may include impersonating another student; looking at another student's materials; using unauthorized notes/books/calculators; talking to other students; using communication devices such as mobile phones or any Bluetooth devices.

- **INFORMATION AND COMMUNICATION TECHNOLOGY MISUSE**

Canadian University Dubai is committed to providing faculty and students with all the required IT resources needed in order to ensure proper delivery of academic programs and access to information. The use of these IT resources should be legal and ethical and should fully comply with Canadian University Dubai ICT-AUP and applicable laws in the United Arab Emirates. The University ICT-AUP can be accessed through the website [www.cud.ac.ae](http://www.cud.ac.ae).

- **FABRICATION**

Fabrication refers to the process of inventing or falsifying information in an academic activity. Examples of fabrication may include falsifying the results of an experiment; falsifying a document or research paper; inventing a source that doesn't exist; and/or fabricating data to support claimed results.

- **ETHICAL BEHAVIOR**

Students are expected to fully adhere to the ethical standards mandated by the University and the laws of the United Arab Emirates. Unethical behavior may include misuse of intellectual property and copyrighted materials; dissemination of false information; inappropriate behavior in class; disrespect towards faculty or other students. Unethical behavior will be treated as academic dishonesty.

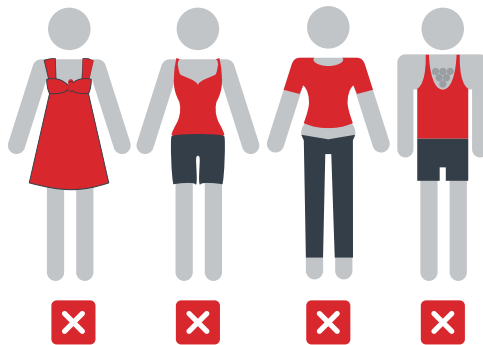
## DRESS CODE

Dubai has a dress code based on respect for the culture and religion of the UAE.

This dress code applies to both men and women and is applicable within the Canadian University Dubai campus.

### **BE RESPECTFUL OF THE UAE CULTURE AND VALUES**

**Please dress appropriately**



Repeat offences will result in student being asked to return home.

# CAMPUS AND FACILITIES



## ACADEMIC FACILITIES

The University's classrooms, laboratories and studios, are located across Blocks B, C and D, and are fully furnished and well-equipped with the latest technology. Wireless network access is available in all classrooms and common areas..



## COMPUTER LABORATORIES

CUD has several fully equipped computer laboratories strategically placed throughout the campus, including one lab dedicated to Apple products.

## PRINTING CENTRE

Located in Block A, the Printing Centre offers printing, scanning, copying, binding, laminating and shredding services. You can also re-charge your print card here, and buy stationary items, architecture materials and CUD branded gifts.



## RED THEATRE

Located in Block A, our Red Theatre is a gathering place for both official ceremonies and student led activities. From MoU signings to student talent competitions, there is always something happening in this versatile space.



## CUD PARKING FACILITIES

Free, secure parking is available on a first-come, first serve basis in the large lot on the south west side of the campus. There is also free parking available on the streets surrounding the University.

## SPORTS FACILITIES

CUD has a range of athletic facilities that allow students to balance their studies with physical activity, including a 160 seat cement surface tennis court.

## PRAYER ROOMS

CUD offers two beautiful prayer rooms, one for males and one for females, located on the third floor of Block D. These rooms allow students the opportunity to perform their prayers while on campus.

## CAFETERIAS AND CONVENIENCE STORE

Our campus is home to 4 cafeterias that serve a wide range of cuisines. The cafeteria areas are the main gathering places for students between classes and during their free time, where they can enjoy free wireless internet. In addition, we offer a convenience store located in the Block C parking, as well as vending machines located throughout the campus.

## STUDENT TRANSPORTATION

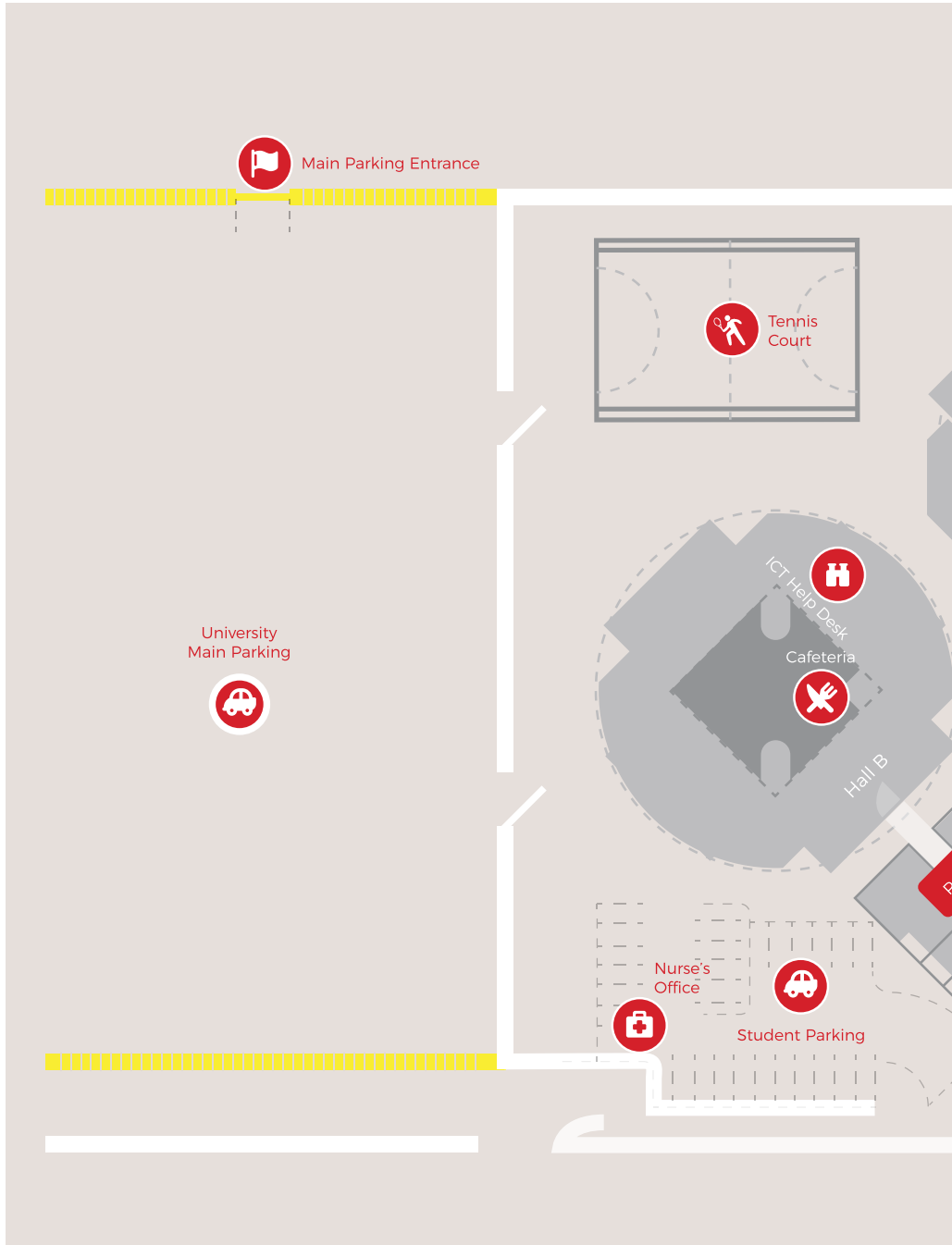
A scheduled bus service is provided between our student accommodations and our campus for students living in our dorms.

CUD also offers transportation services from Ajman and Sharjah for a fixed price each semester. Students can also take advantage of Dubai's public transportation network as the Financial Metro stop is a short walk from our campus.

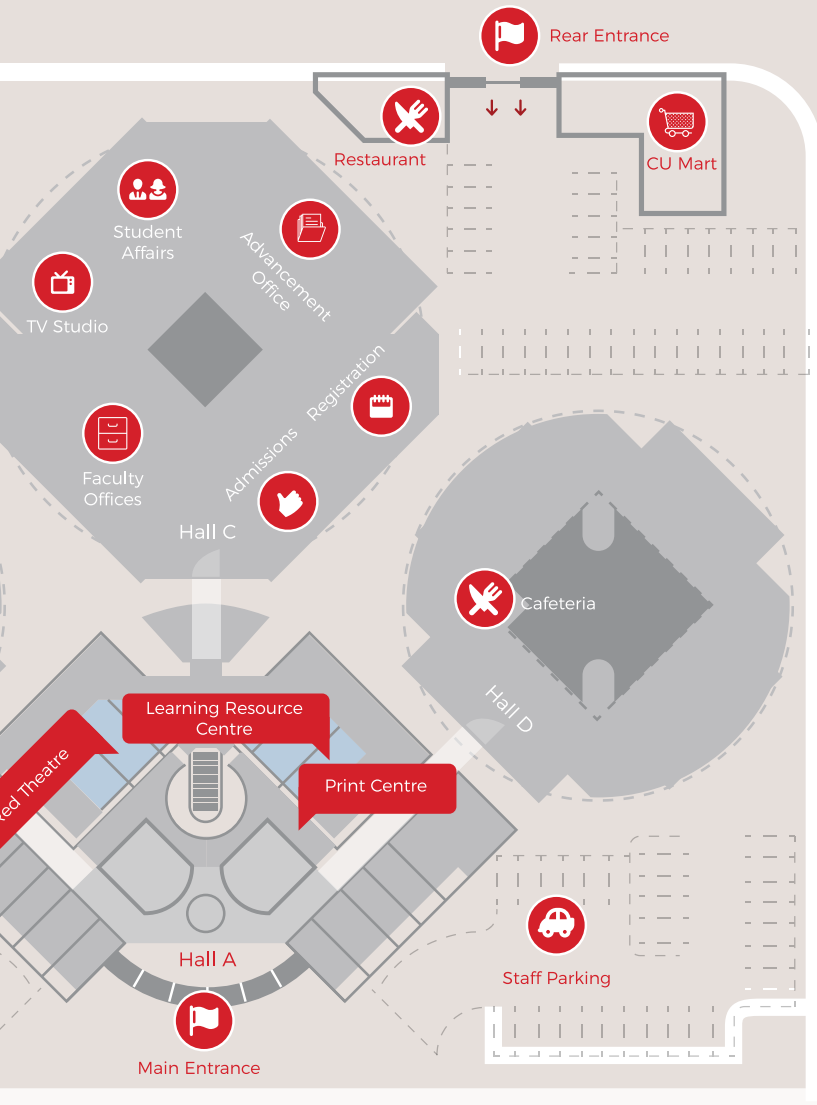
For more information about our transportation schedules, pricing or registration please e-mail [transportation@cud.ac.ae](mailto:transportation@ cud.ac.ae)



# CAMPUS MAP







# CUD DIRECTORY LIST

	Contact Person	Email
Special Needs Services	SANAA TAHAN	sana.tahan@cud.ac.ae
Tutoring	SANAA TAHAN	sana.tahan@cud.ac.ae
Academic Workshops	SANAA TAHAN	sana.tahan@cud.ac.ae
Attendance Support	AMAL DARWISH	amal@cud.ac.ae
Personal Counselling	LIESEL ELGES	amal@cud.ac.ae
Internships	ORSI URBAN	orsi.urban@cud.ac.ae
Careers Services	ORSI URBAN	orsi.urban@cud.ac.ae
Scholarships	SOUMIA BOUCHA	soumia@cud.ac.ae
Student Grievances	SOUMIA BOUCHA	soumia@cud.ac.ae
Accommodation	SOUMIA BOUCHA	soumia@cud.ac.ae
Transportation	SOUMIA BOUCHA	soumia@cud.ac.ae
Student Life Events	FOTEINI LAVDA	foteini@cud.ac.ae
Sports	JOHN SHERRATT	jsherratt@cud.ac.ae
ViSA	FAISAL PALLIKKATIL	faisal@cud.ac.ae
Transcript	ARAB FAHMI	arab@cud.ac.ae
Official Letters	ARAB FAHMI	arab@cud.ac.ae
Student Card	MOHAMAD REZA	reza@cud.ac.ae
Printing & Stationery		
I.T. Services	IT HELPDESK	helpdesk@cud.ac.ae
Student Council	ELVINA ELIZABETH	studentcouncil@cud.ac.ae
Health Centre - Day	KAREMA FABILION	healthcenter@cud.ac.ae
Health Centre - Night	CHEENEE TOLENTINO	healthcenter@cud.ac.ae
Health Centre - Physician	DR. RYAN BEATIZULA	healthcenter@cud.ac.ae
Health Insurance	HEALTH CENTRE	healthcenter@cud.ac.ae
Registrar	SUSAN BUTTERTON	

## DUBAI EMERGENCY NUMBERS

Police	999
Ambulance	999
Fire Department	997

Office	Phone	Office Hours
C1-06	04 7096 193	8 AM - 4 PM Sun-Thu
C1-06	04 7096 193	8 AM - 4 PM Sun-Thu
C1-06	04 7096 193	8 AM - 4 PM Sun-Thu
C1-06	04 7096 292	9 AM - 5 PM Sun-Thu
C1-09	04 7096 122	9 AM - 5 PM Sun-Thu
C1-06	04 7096 291	8 AM - 4 PM Sun-Thu
C1-06	04 7096 291	8 AM - 4 PM Sun-Thu
C1-06	04 7096 164	9 AM - 5 PM Sun-Thu
C1-06	04 7096 164	9 AM - 5 PM Sun-Thu
C1-06	04 7096 164	9 AM - 5 PM Sun-Thu
C1-06	04 7096 164	9 AM - 5 PM Sun-Thu
C1-06	04 7096 144	9 AM - 5 PM Sun-Thu
A3-01	04 7096 192	9 AM - 5 PM Sun-Thu
Hall C - Counter 5	04 7096 184	9 AM - 5 PM Sun-Thu
Hall C - Counter 6	04 7096 141	9 AM - 5 PM Sun-Thu
Hall C - Counter 6	04 7096 141	9 AM - 5 PM Sun-Thu
C1-07	04 7096 819	9 AM - 5 PM Sun-Thu
Hall A - Printing Centre	04 7096 258	9 AM - 5 PM Sun-Thu
B1-03	04 7096 222	9 AM - 9 PM Sun-Thu 9 AM - 5 PM Fri / Sat
C1-06	04 7096 201	
Block B - Parking	04 7096 207	9 AM - 5 PM Sun-Fri
Block B - Parking	04 7096 207	5 PM - 10 PM Sun-Thu
Block B - Parking	04 7096 207	10 AM - 12 PM Tue & Thu
Block B - Parking	04 7096 207	9 AM - 5 PM Sun-Thu
C1-03	04 7096 109	9 AM - 5 PM Sun-Thu

# ACADEMIC CALENDAR



## FALL 2017-18

Day	Date	Event
Thursday	1-JUN-17	Pre-Registration Open for Fall (Continuing Students)
Saturday	9-SEP-17	Last day to secure pre-registration -Payment of Tuition Fees
Sunday	10-SEP-17	Registration and Advising Week - Faculty Return
Sunday Thursday	10-SEP-17 14-SEP-17	New Student Orientation
Sunday	17-SEP-17	First Day of Classes / First day of Late Registration Penalty
Saturday	23-SEP-17	Last Day of 0% Penalty for Add/Drop
Sunday	24-SEP-17	First Day of 50% Penalty for Add/Drop No new courses can be added
Saturday	30-SEP-17	Last Day of 50% Penalty for Add/Drop
Sunday	1-OCT-17	First Day of 100% Penalty for Add/Drop - First day of WN grade
Thursday	1-NOV-17	Last day of WN grade
Saturday	2-DEC-17	National Day - University Closed
Friday	22-DEC-17	Fall/Study Break Commences -Faculty & Students
Friday	5-JAN-17	Exams begin
Saturday	13-JAN-17	End of Semester

## SPRING 2017-18

Day	Date	Event
Thursday	9-NOV-17	Pre-Registration Open for Spring
Saturday	13-JAN-18	Last day to secure Pre-registration -Payment of Tuition Fees
Sunday	14-JAN-18	Registration and Advising Week
Friday	19-JAN-18	New Student Orientation
Sunday	21-JAN-18	First Day of Classes / First day of Late Registration Penalty
Saturday	27-JAN-18	Last Day of 0% Penalty for Add/Drop
Sunday	28-JAN-18	First Day of 50% Penalty for Add/Drop No new courses can be added
Saturday	3-FEB-18	Last Day of 50% Penalty for Add/Drop
Sunday	4-FEB-18	First Day of 100% Penalty for Add/Drop - First day of WN grade
Thursday	15-MAR-18	Last day of WN grade
Sunday	25-MAR-18	Spring Break Commences - Students Only
Sunday	8-APR-18	Classes Resume
Wednesday	18-APR-18	Graduation
Friday	11-MAY-17	Exams begin
Saturday	19-MAY-17	End of Semester

## SPRING 2017-18

Day	Date	Event
Thursday	9-NOV-17	Pre-Registration Open of Summer
Saturday	19-MAY-18	Last day to secure Pre-registration -Payment of Tuition Fees
Sunday	20-MAY-18	Registration and Advising Week
Sunday	27-MAY-18	First Day of Classes & First day of Late Registration Penalty
Sunday	3-JAN-18	First Day of 100% penalty - First day of WN grade
Friday	22-JUN-18	Last day of WN grade
Saturday	7-JUL-18	End of Summer Session





**CONNECT WITH US:**

Call: +971 4 321 9090

Write to: [apply@cup.ac.ae](mailto:apply@cup.ac.ae)

Visit: 1st Interchange, Sheikh Zayed Road

[www.cup.ac.ae](http://www.cup.ac.ae)

**FIND US ON SOCIAL MEDIA:**



**Got Questions?**

Contact us on WhatsApp

**052 50**      
**MY CUP**