



STUDENT HANDBOOK



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1- Welcome

We are delighted to introduce you to Canadian University of Dubai

Education is a lifelong journey, and the road to university we all know can be a difficult one. Here at Canadian University of Dubai, you will experience an education of the highest international standard. A Canadian education grounded on international standards and expressed through a demonstration of well defined learning outcomes. Our Canadian education system celebrates commitment, cooperation, participation and diversity

You will be able to access all the support and resources that we have in place to ensure your success. Please make use of all our facilities, join every club you can, participate in sports and activities. Most importantly, all our faculty, our IT, our Library and Resource Centre, Administration and Student Affairs Services are here to respond to your needs. Please don't hesitate to take advantage of and benefit from them.

On behalf of our Board of Trustees, and CUD employees, we all wish you a very successful, well rounded and happy journey through to the achievement of your academic goals here at CUD

Mr. BUTI SAEED AL-GHANDI

*Chancellor, Chairman Board of Trustees
Canadian University of Dubai*

Dr. KARIM CHELLI

*President
Canadian University of Dubai*



2- Canadian University Of Dubai Overview

Vision

CUD is committed to providing students with an international academic experience, guided by the highest educational and corporate ethics, adding value to the personal and professional lives of its graduates, and the communities in which we serve.

Mission

CUD promotes Canadian perspectives in learning, research and application, grounded in appreciation and respect for diverse cultures and UAE values.

Institutional Goals & Objectives:

Goal 1:

To create and maintain an environment conducive to continuous learning and improvement while continuously evaluating all aspects of CUD operations to ensure relevance and excellence.

Objectives:

- 1.1 To provide opportunities for students to enhance their classroom experience through the use of multi-media and online resources.
- 1.2 Through the Office of Institutional Effectiveness, continuously evaluating our performance as a teaching and learning organization and the satisfaction of students and staff with the performance of the University.
- 1.3 To use systematic planning, based on evidence, to develop the University both operationally and strategically.

Goal 2:

To adopt and show the enthusiasm and contribution of all staff and students and to support the ambitions of all by providing them with both academic excellence and the practical experience required for career success

Objectives:

- 2.1 To provide for excellence in teaching as measured by student and peer evaluation.
- 2.2 To provide opportunities, where relevant, for job placements for projects and other activities.
- 2.3 To engage the business, government and not for profit organizations within Dubai with the work of the University.

Goal 3:

To generate an atmosphere of dignity and mutual respect while encouraging scholarly debate and applied research.

**Objectives:**

- 3.1. To develop a focused Research Centre which conducts applied research and engages both staff and students in the pursuit of scholarly activity?
- 3.2. To hold periodic open and public lectures to encourage debate grounded in academic rigor on issues of concern to the region,
- 3.3. To develop, with students and staff, a code of conduct this is honored and respected in the day to day work of the University.

Goal 4:

To accept accountability and value the input of all stakeholders particularly in our operation as a portal to Canadian education; and so make CUD the University of Choice in our target market and simultaneously an employer of choice for all academic, management and support staff.

Objectives

- 4.1. To have a clear strategy for collaboration and co-operation with Canadian Post Secondary educational institutions and to develop collaborative agreements which reflect this strategy.
- 4.2. To systematically collect data from stakeholders, internal and external, concerning the performance of the University, its strategic brand position and its opportunities for growth,
- 4.3. To continue to grow the base of programs and student numbers so as to fulfill the mission and deliver to the strategic plan of the University.

Goal 5:

To account for the needs of all internal and external stakeholders by securing the sufficient and relevant resources that are available for the achievement of all strategic and operational goals, thus enhancing the sovereignty of the University as an independent institution of higher education.

Objectives

- 5.1. To undertake systematic resource planning for teaching requirements, space requirements, library and student service requirements and for information technology and to use these plans as a basis for budget development and strategic planning.
- 5.2. To seek to secure our status as a self-financing organization at the earliest opportunity, using new investments for expansion and development.



3- Academic Calendar 2012/2013

Fall Semester 2012	
Date	
Sunday, September 02	First day of classes
Saturday, September 15	Last day for Add/Drop
Saturday, November 03	Last day to Withdraw without Academic Penalty
Saturday, December 15	Last day of classes
Sunday, December 16 – Saturday, January 05	Winter Break (3 weeks)
Sunday, January 06 – Saturday, January 12	Final exams
Sunday, January 20	Grades Released
Spring Semester 2013	
Sunday, January 20	First day of classes
Saturday, January 26	Last day for Add/Drop
Saturday, March 23	Last day to Withdraw without Academic Penalty
Saturday, March 30	Last day of classes before Spring break
Sunday, March 31 – Saturday, April 13	Spring Break (2 weeks)
Sunday, April 14	Resume classes
Wednesday, May 01	Graduation
Saturday, May 18	Last day of classes
Sunday, May 19 – Saturday, May 25	Final exams
Sunday, June 02	Grades Released
Summer 1 Semester 2013	
Sunday, June 02	First day of classes
Saturday, June 08	Last day for Add/Drop
Saturday, June 22	Last day to Withdraw without Academic Penalty
Monday, July 01	Last day of classes
Tuesday, July 02 – Wednesday, July 03	Final Exams
Thursday, July 11	Grade Released
Fall Semester 2013	
Sunday, September 01	First day of classes



4- List of Accredited Programs By MHESR

The Canadian University of Dubai has the following five Schools:

- School of Business Administration
- School of Engineering, Applied Science & Technology
- School of Architecture Studies & Interior Design.
- School of Environment and Health Sciences
- School of Liberal Arts and Sciences

The academic year 2012-13, the University opened admissions in the following accredited four year Bachelor programs:

- Associate Degree in Marketing
- Bachelor of Business Administration in E-Business,
- Bachelor of Business Administration in Marketing,
- Bachelor of Business Administration in Human Resource Management,
- Bachelor of Business Administration in Accounting & Finance
- Bachelor in Computer and Networking Engineering Technology,
- Bachelor of Science in Telecommunication Engineering
- Bachelor of Science in Environmental Health Management,
- Bachelor of Science in Health Information Management,
- Bachelor of Science in Health Organization Management.
- Bachelor of Science in Interior Design.
- Bachelor of Architecture
- Bachelor of Arts in English Language & translation
- Bachelor of Arts in Communication in Journalism (Arabic & English)
- Bachelor of Arts in Communication in Advertisement (Arabic & English)
- Bachelor of Arts in Communication in Public Relations (Arabic & English)

5. Why choose the Canadian University of Dubai?

These are some of the reasons why a student might choose CUD:

As a portal to Canadian Higher Education, CUD offers a unique opportunity to students who plan to continue their studies in Canada, with the added bonus of being able to transfer credits obtained whilst studying in Dubai.

CUD Programs are accredited by the Ministry of Higher Education and Scientific Research (UAE), and they are delivered by highly qualified and inspirational faculty in an excellent learning environment, with the back up of state-of the-art technology and facilities.



CUD Programs are oriented towards career success, with the added advantage of industrial placements within our associated organizations both during study.

The provision of quality accommodation together with transportation to and from our excellently located campus enhance the student experience. A wide variety of sporting programs are available at the university campus to suit the requirements of the students.

6- Admission

Prospective students are invited to contact the Admission Department to inquire about CUD programs, admissions conditions, tuition fees, and available student services.

Admission Applications of prospective students are processed only for those that satisfy the following minimum University admission requirements:

1. Holders of UAE High School Certificate or its equivalent with average score 60% or more.
2. Applications of holders of a non UAE High School Certificate, obtained in the UAE or abroad, are processed in accordance with decrees No. 200/2004 and 312 /2004 of His Excellency the Minister of Higher Education & Research, UAE as follows: In general, holders of the National High School Certificate of a foreign country are eligible for admission if:
 - i. The certificate is considered for admissions in public universities of the Country where it was delivered,
 - ii. The certificate was obtained after at least 11 years of schooling,
 - iii. The certificate includes at least 6 subjects covering the four areas: Mathematics, Sciences, Languages, and Social Sciences & Humanities or Arts.
 - iv. Holders of High School Certificates from countries having two-levels High School Certificates must submit the certificate of the higher level.

Required Documents for Undergraduate Admission

1. Submission of the application form which is available at the Admission Department.
2. **A certified** copy of the Secondary School Certificate or its equivalent. **A certified** Grade transcript of Grades 10-12 must be attached for non UAE High School Certificates.
3. A photocopy of Passport.
4. Health certificate issued by a Hospital.

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5. A certificate of good conduct issued by an official body.
6. Ten (10) passport size photographs with full name written on the back of each.
7. If available, a certificate of English proficiency such as: TOEFL with a minimum score of 500, or IELTS with a minimum score of 5. (See below for further details).

Note: Applications of holders of a High School certificate are processed after payment of the nonrefundable fee of 300 AED.

Admission Criteria for the School of Architecture studies & Interior Design:

Introducing Descriptive Geometry course instead of Calculus II to more closely align the technical components of the degree to the intended outcomes. This curricula change in the math requirements supports the decision to also remove the admission requirement for students to have completed the scientific stream in high school. The change will align the admission requirements of both programs within the School of Architecture and Interior Design; allow for continued integration and ease of transfer of students across both programs; and align the admission requirements of the program to those universities in the region, including American University of Dubai and the American University of Sharjah, who are successfully preparing students for registration to the UAE Society of Engineers through the delivery of similar design oriented architectural programs.

Both universities offer a Bachelor of Architecture, similar to the one intended by CUD. Ajman University of Science and Technology and the University of Sharjah have the Scientific Stream Admission Requirement. However, both schools offer a 5-Year Bachelor of Architectural Engineering. Particularly the degree offered at the University of Sharjah is substantially more engineering-oriented and thus a case for a scientific stream high school career could be made.

By comparison, the Bachelor of Architecture intended by CUD is design-oriented as in most schools in North America. That means that students acquire the abilities to design spaces, a holistic ability requiring a lot of prerequisites, of which a scientific stream high school education is not of foremost importance.



Qualitative Admission:

For freshmen admissions in the short term, each student will normally be subject to an interview. This will be developed in subsequent years to comprise the submission of a, art/design portfolio and/or a creative test taken at the university. To progress to the sophomore stage of the programs, good performances in the first year courses, DESI 101 Introduction to Design and DESI 102 Fundamentals of Design, will be required.

For freshmen admissions in the short term, each student will normally be subject to an interview. This will be developed in subsequent years to comprise the submission of a, art/design portfolio and/or a creative test taken at the university. To progress to the sophomore stage of the programs, good performances in the first year courses, DESI 101 Introduction to Design and DESI 102 Fundamentals of Design, will be required.

Admission Appeals

The following Appeal process is available and may be followed if an applicant is not satisfied with the reason for rejection given by the Admissions Office:

1. The applicant must inform the Admissions Office of his/her dissatisfaction and request a review within thirty (30) days of having received the written reason for the rejection;
2. The Admissions Office will acknowledge receipt of the applicant's request and forward it to the Admissions Review Panel which is composed of the program Chair (or, if not available, the school dean) and two faculty members of the school;
3. The applicant may make a presentation to the Panel, but may not be represented by a third party at the Panel;
4. The Panel will submit their decision to the relevant Dean for his/her approval; then,
5. Once the Admissions Office receives the Dean's approval of the Panel's decision, the applicant will be informed appropriately.

The decision of the Admissions Review Panel is final and binding. Should the Panel find in favor of the applicant, the applicant will be admitted to his/her chosen program or an alternative should no places be available in his/her chosen program.

Under no circumstance will a student already admitted to CUD be disadvantaged by the findings of a Review Panel.



Postgraduate Admissions Policy

I. General Admission requirements for Master's level programs:

1. Completion of a recognized baccalaureate in a discipline appropriate for the Master's degree. A higher Diploma is not equivalent to a baccalaureate degree and does not qualify an applicant for admission to master's programs.
2. A minimum cumulative grade point average of 3.00 on a 4.0 scale, or its established equivalent, in the applicant's baccalaureate degree program.
3. For programs taught in English, a minimum TOEFL score of 550 on the Paper-Based, 213 on the Computer-Based, or 79 on the Internet-Based test, or its equivalent in a standardized English language test, such as 6.0 IELTS or another standardized, internationally recognized test approved by the Commission, with the following exceptions:
 - a. A native speaker of English who has completed his/her undergraduate education in an English-medium institution and in a country where English is the official language.
 - b. an applicant with an undergraduate qualification from an English medium institution who can provide evidence of acquiring a minimum TOEFL score **500** on the paper-Based test, or its equivalent on another standardized test approved by the Commission, at the time of admission to his/her undergraduate program

II. Conditional Admission requirements for Master's level programs:

1. A student with a recognized baccalaureate degree and a TOEFL score of 530 (197 CBT, 71 IBT) or its equivalent on another standardized test approved by the Commission may be admitted conditionally to a Master's program. Such a student must meet the following requirements during the period of conditional admission or be subject to dismissal:
 - a. must achieve a TOEFL score of 550, or equivalent, by the end of the student's first semester of study;
 - b. may take a maximum of six credit hours in the first semester of study, not including intensive English courses;
 - c. must achieve an overall grade point average of 3.00 on a 4.0 scale, or its established equivalent, in the first nine credit hours of credit-bearing courses studied for the Master's program



2. A student with recognized baccalaureate degree with a cumulative grade point average below 3.00 on a 4.0 scale, or its equivalent, and who meets the English language competency requirements for general admission stated in Part I above, may be admitted conditionally to a Master's program. Such a student must meet the following requirements during the period of conditional admission or be subject to dismissal.
 - a. may take a maximum of nine credit hours in the first semester of study;
 - b. must achieve an overall grade point average of 3.00 on a 4.0 scale, or its established equivalent, in the first nine credit hours of credit-bearing courses studied for the Master's program.

Proficiency of English Language

Only admitted students who have obtained a TOEFL score of minimum 500 or its equivalent IELTS score of 5 will be allowed to register in CUD courses of their study plan without any further intensive pre-University English courses. However, if they wish to transfer to any Canadian University they will be required to have a minimum TOEFL score of 550.

Admitted students with a TOEFL score less than 500 will need to register for the University's English Program for Academic Purposes to help them to reach the TOEFL score to 500 or above. Students will be placed in one of three different levels of EAP program based on their score in CUD English Placement Test.

Registered students in Level 2 of the EAP program are allowed to register in one general education course of their study plan whereas level 3 students can register in two general education courses.

Mathematics Placement Test

All students admitted to CUD programs are required to **pass** a Mathematics Placement Test. Students who do not achieve the required pass mark in this test will be required to complete and **pass** the relevant CUD remedial course before proceeding with their chosen program.



Probationary Admission

An applicant who does not meet the minimum requirements for a specific program may be admitted to the University on probation. Students admitted in this category are considered to be on probationary admission under the following conditions:

Students admitted on a probationary basis will be required to register for no more than four courses that will be selected by the student's respective faculty members. They must pass the four courses and achieve a minimum grade-point average of 2.00 in order to remain in the program and have their probationary status removed.

Students not meeting these probationary admission conditions will be subject to dismissal.

Transferring Credits Policy for Undergraduate Programs to CUD

The Canadian University of Dubai approves the admission of applicants transferring from other institutions subject to the following conditions:

- Transfer is from a recognized institution of higher education;
- Student meets the requirements for admission to CUD;
- Student submits a certified copy of their grade transcript and a detailed outline of their courses; and,
- Student has a Cumulative Grade Point Average from the previous institution of at least 2.0 (on a 4.0 scale) or its equivalent;

Transfer credits are subject to the following conditions:

- Student passed the course with at least a C grade; and,
- Course outline is similar to a corresponding course in the relevant program at CUD.

Note: Transferred credit hours will not be considered in the computation of GPA at CUD. The maximum number of credits a student may transfer will not exceed 50% of the total number of credits required for graduation.

Transfer Policy for Postgraduate Programs

The Canadian University of Dubai approves the admission of applicants into its postgraduate programs who are transferring from other institutions subject to the following conditions:



- Transfer is from a recognized institution of higher education;
- Student meets the requirements for admission to CUD;
- Student submits a certified copy of their grade transcript and a detailed outline of their courses; and,
- Student has a Cumulative Grade Point Average from the previous institution of at least 3.0 (on a 4.0 scale) or its equivalent;
- Transfer credits are subject to the following conditions:
 - Student passed the course with at least a B grade; and,
 - Course outline is similar to a corresponding course in the relevant program at CUD.

Note: Transferred credit hours will not be considered in the computation of GPA at CUD. The maximum number of credits a student may transfer into a postgraduate program is six.

7. Orientation Program

The Canadian University of Dubai helps their new students to be well prepared for the rest of their student life by giving them a thorough orientation during the first week of the semester.

The orientation program aims to help new students to become familiar with the building's facilities (classrooms, laboratories, library, student activities, health service, etc.). Activities are organized to enable them to meet other students and academic and non-academic staff in an informal setting. A series of presentations are also given about the academic calendar, credit hour system, academic advising, grading system, and student success issues such as study skills, organization, and time management.

8. Course Registration

Prior to the start of each semester and in consultation with the deans of the academic schools, the Registrar will publish a list of all courses offered for each academic program. It is the responsibility of students to ensure that they register for the selected courses within the registration period. A late registration fee of AED **300** per semester will be charged for late registration.



The Process of Course Registration

Course registration consists of the following four steps:

- The student contacts his/her academic advisor to discuss the most appropriate courses to be selected among the list of offered courses;
- The student completes all the fields of the registration form (course ID, course name, the preferred section, etc.);
- Once the registration form has been approved and signed by the academic advisor, the student is required to pay the relevant fees.
- Once the fees have been paid, the student submits his/her registration form to the Office of the Registrar for input of the selected courses into the registration system and will receive his/her class schedules.

Study load

This is the number of credit hours in which a student is registered for during the semester. For the first and the second semesters, the study load can vary from nine to eighteen credit hours whereas for the summer term it can vary from three to six credit hours.

Students may increase their study load up to twenty-one credit hours in the first and the second semester of the academic year, and up to nine credit hours in summer semesters if:

- The grade point average (GPA) of the student is at least 3.5 in the preceding semester, or
- They expect to graduate at the end of the semester, and their GPA is at least 2.0

Student ID Card

After registration and at the start of each semester, all new students will be issued with Identity Cards costing AED100 per card. This ID card must be carried on the student at all times while on CUD premises.

Dropping and adding courses

During the first week of the academic semester students may drop or add courses with no financial penalty subject to the prior approval of the academic advisor. The students



must pay the fee of the added course(s) before submitting the Add & Drop form to the Registrar's Office.

Withdrawal from a Course

Once registered, students are academically and financially responsible for their course unless they officially withdraw by the given deadlines. To officially withdraw, students must submit a withdrawal form to the Registrar's Office. They will be given a date-stamped copy of the document in return, and should retain this as proof of withdrawal in the event of a dispute. The date on which the written notice of withdrawal is received is the student's effective date of withdrawal.

Students are NOT officially withdrawn if they cease to attend classes, or verbally notify their teacher, registrar's staff, or other University staff of their intent to withdraw. Students who cease to attend classes, and do not officially withdraw, will remain enrolled and will be assigned an "FNA" grade.

Suspension of studies

A student may apply to the Registration office for the suspension of his/her studies before the end of the Add & Drop period, as shown in the academic calendar, to avoid academic and financial penalties. However, no suspension of studies will be approved for more than two consecutive semesters. The total number of semesters in which the student can suspend his/her studies must not exceed four semesters before graduation.

The student must present to the registration's office the clearance sheet. Students that are sponsored by the University must cancel their visa before suspending their studies.

If a student is re-admitted to the University after an academic suspension, he/she will be granted Probationary Academic Standing and will need to agree to an approved probationary plan of study.

No student will be re-admitted to the university after two Academic Suspensions.

Withdrawal from A course or Program/University without academic penalty (WNP)

- To withdraw from a program without academic penalty (without being penalized by an 'F' grade), students must submit a withdrawal form to the Registrar's Office by the specified date in the semester. This deadline is noted in the sessional dates issued during registration, and is available in the Registrar's Office.



- Students may add or drop courses up to the third week after the beginning of instruction (as per academic calendar) without academic penalty. To do this, students must complete a Request for Academic Change (Add/Drop) form available from any Registrar's Office. Courses from which students have withdrawn officially in this way will be removed from their academic record.
- For all other courses that do not have midterms, Continuing Education courses, condensed courses, this deadline date is two-thirds of the way through the course or as stated in the course outline.
- The names of students who withdraw by this deadline will be removed from the course's class list, and the attempted course will not be included on the student's formal academic record. They re-enroll in the course in a future session. Students who withdraw from their program, or even 'drop' a course after this deadline, will be assigned an "F" grade (Failure) for the course involved. This "F" grade will show on the student's formal academic record and will also be used to calculate his or her Grade Point Average (GPA).
- Students registered in part-time courses must submit a withdrawal form to the Registrar's Office by the specified date noted in their brochure. They should specifically note the various deadline dates.
- Students are not considered to have dropped the course officially if they ceased to attend classes, or merely notified their professor of their intent to drop the course, or provided verbal notice to registration staff.
- During the withdrawal procedures students may be required to speak with their Dean or designate. Full-time status may be jeopardized if students drop too many courses. Indeed, withdrawing or reducing (by dropping) courses may have any of the following effects. It may:
 - Extend the duration of studies, or delay graduation.
 - Add to expenses via additional fees (for instance, as a result of extending the student's studies).
 - Affect sponsorship arrangements.
 - The academic advisor (program chair/coordinator) must sign the form to ensure the student understands any academic issues ensuing from the action.



9. GRADING SYSTEM

The academic performance of undergraduate students will be recorded using CUD's grading system which reflects the student's performance in each course. In general, the pass mark in a course is fifty percent (50%) but students are required to refer to the specific requirements for their chosen program of study to ensure that they are aware of any modification to this.

The distribution of the total mark (100) on semester such as: quizzes, tests, midterm exam, projects, laboratory work, and the final exam are shown on the outline of each course which is distributed by the faculty to the students during the first week of the semester.

The grading scheme:

Percent Grade	Alpha Grade	4 Point Scale Equivalent	CUD Equivalent Description
90-100	A+	4.0	Outstanding
80-89	A	3.8	Excellent
75-79	B+	3.5	Very good
70-74	B	3.0	Good
65-69	C+	2.5	Satisfactory (High)
60-64	C	2.0	Satisfactory
55-59	D+	1.5	Pass
50-54	D	1.0	Minimal Pass
0-49	F	0	Failure
	FNA	0	Failure for Non Attendance
	P	*	(Pass) Satisfactory achievement in a course where a percentage grade is inappropriate.
	NGR	*	No grade required
	GNR		Grade not reported
	CIP	*	Course in progress
	I	*	Incomplete grade
	AEG	*	Aegrotat standing
	TCR	*	The student has met the course requirements through equivalent courses taken at another accredit University.
	SUB	*	Substitution of one required course by another
	WP		Withdrawal With Academic Penalty
	WNP	*	Withdraw without academic penalty
	EXW	*	Exceptional Waiver

* Not computed in GPA.

✚ CUD standard pass mark in each course is 50 percent.

✚ Minimum Cumulative GPA of 2.00 is required in each academic year (fall and Spring Semesters) for progression.

✚ Cumulative GPA not less 2.00 is required for graduation.

✚ Cumulative GPA is computed only for courses taken at CUD.

✚ GPA and cumulative GPA are computed only for courses of the study plan of the program



- ✚ When a course is repeated the highest grade of the two attempts is considered in the computation of GPA and cumulative GPA, but both grades are shown.
- ✚ A student will receive an academic reminder if his/her term GPA is less than 2.00

The Semester Grade Point Average

The Semester (term) Grade Point Average (GPA) is simply the weighted average of the grades obtained in the courses registered in the semester where the weight of each course is its number of credit hours.

For example, if a student obtained the following grades in a given semester:

Course Name	Credit Hours	Letter Grade	Grade point
Course 1	3	C	2.0
Course 2	2	A	4.0
Course 3	4	D+	1.3

The Semester Grade point Average (Sem GPA) will be computed as follows:

$$\text{Sem GPA} = \frac{2*3 + 4.0*2 + 1.3*4}{3 + 2 + 4} = 2.22$$

The Cumulative Grade Point Average

The Cumulative Grade Point Average (CGPA) is computed in the same way as the Semester Grade Point Average; however it is computed from the grades of all courses taken at CUD since the first semester. Repeated courses are treated differently so if you have repeated any courses, please contact your academic advisor or the Registrar's Office for the details of the computation of the CGPA.

The GPA and CGPA are computed only for courses taken at CUD.

For the Postgraduate Students

CUD GRADING SCHEME

FOR GRADUATE PROGRAMS, please refer to the specific requirements as shown below

The grading scale for all individual courses is as follow:



Percent Grade	Alpha Grade	4 Point Scale Equivalent	CUD Equivalent Description
90-100	A+	4.0	Outstanding
80-89	A	3.8	Excellent
75-79	B+	3.5	Very good
70-74	B	3.0	Good
65-69	C+	2.5	Satisfactory (High)
60-64	C	2.0	Satisfactory
< 60	F	0	Failure
	P	*	(Pass) Satisfactory achievement in a course where a percentage grade is inappropriate.
	NGR	*	No grade required
	GNR		Grade not reported
	CIP	*	Course in progress
	I	*	Incomplete grade
	AEG	*	Aegrotat standing
	TCR	*	The student has met the course requirements through equivalent courses taken at another accredit University.
	SUB	*	Substitution of one required course by another
	WP		Withdrawal With Academic Penalty
	WNP	*	Withdraw without academic penalty
	EXW	*	Exceptional Waiver

* Not computed in GPA.

✚ Graduate studies (MBA, MSc. ...) standard pass mark in each course is 60 percent (C) (2.00)

✚ Cumulative GPA not less (B) (3.00) is required for graduation.

✚ Cumulative GPA is computed only for courses taken at CUD.

✚ GPA and cumulative GPA are computed only for courses of the study plan of the program

✚ When a course is repeated the highest grade of the two attempts is considered in the computation of GPA and cumulative GPA, but both grades are shown.

✚ Six credits (two courses) from 36 credits (12 courses) can be transferred. Limited to students in good academic standing.

✚ No transfer credit for MBA-648 (Business Strategy).

- (1) The pass mark for courses in graduate programs including the MBA program have been set at 60%.
- (2) MBA students are permitted to repeat courses to improve their grades. The highest grade of the two attempts is considered in the computation of GPA and cumulative GPA, but both grades are shown
- (3) Two hour final exams are to be used only for those courses that this assessment methodology is deemed pedagogically appropriate – for example, for introductory or foundation courses.
- (4) It is expected that the majority of classes in the MBA program will have projects, either written or presented by individual students or teams of students, as the final assessment element.



At the close of the semester students receive a final grade in each course. The grade is the professor's official estimate of the student's achievement as reflected in the assessment methodology described in the course outline (syllabus). The final grades are recorded on the student's permanent record at the Office of the Registrar.

The academic performance of students will be recorded using the Canadian University of Dubai grading system which reflects student's performance in each course. In general, the passing grade for courses at the postgraduate level is sixty percent (60%) but students are required to refer to the specific requirements for their chosen program of study to ensure that they are aware of any modification to this.

Assessment of students at the postgraduate level emphasizes written examinations less than classes at the undergraduate level. Instead, the assessment, particularly in the later courses is on the student's ability to produce analytical work in the form of papers and presentations as individual projects or as members of a team. The assessment of student work in the course is based on a percentage total using the formula presented in the course outline (syllabus) at the beginning of the semester. This percentage is converted to a letter grade at the end of the semester by the instructor using the standard conversion scheme of the academic school.

Incomplete Grade (I)

Students whose course work is at a passing level but who for verifiable reasons beyond their control are unable to finish course work and have not obtained a passing grade by the end of a term (or the specified end of a course) may be granted a grade of "Incomplete".

The "I" is not intended to be a permanent grade. It is only a temporary acknowledgment of a legitimate reason for granting a one-time, limited extension to the time normally allowed to complete all course requirements.

Students have up to 12 calendar months after the scheduled end of the course to complete required additional work as determined by the teacher who assigned the "I", and to thereby qualify for a passing grade.

After 12 calendar months, outstanding "I" grades are converted to "F". Thereafter, the student must repeat the course in order to achieve a passing grade.

The number of "Incomplete" courses allowed per semester is established by the School. Please contact the School for further information.

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NOTE: An Incomplete grade for a pre-requisite course must be completed before the student is allowed to proceed to the higher-level course unless otherwise approved by the appropriate Academic Administrator (Dean or designate).

Repeated Courses (R)

When a student repeats the identical course and achieves a higher grade, the new grade will replace the previous one in the calculation of the cumulative GPA and the original lower grade will no longer be included in the Cumulative Grade Point Average (GPA). The highest grade of two attempts for the course will be used for the GPA calculation, but both grades are recorded and will be shown on the academic transcript.

Course in Progress (CIP)

Course In Progress (CIP) - Work continuing - may be assigned when the course timeline is inconsistent with the semester's end.

Once the course is completed, the appropriate Letter Grade and Numerical Equivalent, if applicable, will replace the CIP Grade.

NOTE: A CIP Grade is not included in the GPA calculation.

Audits (AU)

Students may be admitted to a course as auditors (i.e.: not for credit). Such students do not earn credit and are not permitted to submit assignments or other work for marking. Such students may not write exams. If such students wish to subsequently earn credits for a course taken as an audited course the students must register and take the course as a registered student.

Grade Complaints

Complaints regarding final examination results will only be considered if they are lodged within fourteen (14) days from the announcement of the examination results. All complaints regarding grades must be submitted to the Registrar's Office, after payment of the relevant fee, which will forward the request to the Dean of the School. The decision of the School will be communicated to the student by the Registrar's Office.



10. ACADEMIC STANDINGS & PROGRESSION TOWARDS GRADUATION

All students are expected to achieve a Cumulative Grade Point Average of at least 2.0 in each semester. If their GPA is less than 2.00, the student will be declared in probationary academic standing, and he/she must raise his CGPA to 2.00 or above within three semesters.

Clear Academic Standing

Students with a Clear Academic Standing, GPA not less than 2.0, may register and proceed with their studies without restriction. They must meet any prerequisite and graduation requirements for their program.

Probationary Academic Standing

Before registering, students with a GPA less than 2.00, must meet with their academic advisors, and agree to a specific probationary plan of study before they may register and proceed with their studies. All students on Probationary Academic Standing will have reduced academic study load as follows:

- The first warning will be issued to the student at the end of the first semester in which he/she obtains a cumulative grade point average less than 2.00. In this case, the student will be allowed to register in at most 15 credit hours, among which 3 to 6 credits hours are repeated ones.
- The second warning will be issued when a student with first warning did not raise successfully his/her cumulative grade point average to 2.0 or above. In this case, the student will be allowed to register in at most of 12 credits among 6 to 9 credit hours are repeated ones.
- The third warning will be issued when a student with second warning did not raise successfully his/her cumulative grade point average to 2.0 or above. In this case, the student will be allowed to register only in repeated 9 credit hours.
- The fourth warning will be issued when a student with third warning did not raise successfully his/her cumulative grade point average to 2.0 or above. In this case, the student will be allowed to register only in repeated 6 credit hours.

Repeated courses are selected among the courses in which a grade less than C was obtained.



If a student holding a third warning fails to raise his/her GPA to 2.00 by the end of the semester, his/her case will be reviewed by the School Council and one of the following actions will be taken:

- A student may be transferred to another program provided that the CGPA for the courses to be transferred is at least 2.00,
- A student may be suspended for no more than two consecutive semesters during which time he/she may repeat courses at another accredited tertiary institution. The student may re-register in CUD if the transferred credits will raise his/her GPA to at least 2.00, or
- The student may be dismissed from the University.

11. Attendance & Absenteeism Policy

1) Purpose

Student Academic Success is enhanced by good classroom attendance. Students may however, from time to time, have to miss classes for reasons beyond their control. Students should not be penalized for such absences. Legitimate absences are limited to documented illnesses or a death in the immediate family.

2) Attendance Requirements

Attending classes is compulsory in all courses. CUD Students will not be allowed to take the final examination if they are absent for more than 25% of the classes in a course. (Students should refer to their respective School for additional specific program or school requirements.)

- a. When a student is absent for 10% of the course an absence reminder will be sent
- b. When a student is absent for 20% of the course a second absence reminder will be sent
- c. When a student has been absent for 25% of the course a notice of Failure for Non Attendance (grade point of 0.0) will be sent

A student with a verifiable and legitimate reason for missing a class (illness, death in the immediate family) may request of his or her professor that such an excusable absence be recorded, but not counted towards the 25% cut off figure that would otherwise lead to a grade of Failure for Non Attendance. Such excusable absences must be noted in the Course File Attendance Report.



12. DEGREE COMPLETION REQUIREMENTS

A student will be granted the degree of a program only if he/she:

- has passed the courses of the study plan of the program
- has a GPA of at least 2.00
- has earned a minimum of 50 percent of the credit hours, including the majority of the final academic year course credit for the program, at CUD
- has completed any other specific graduation requirements which are set by the School.
- the minimum time required to complete the degree is equivalent to four regular semesters, the maximum time required to complete the degree is seven academic years.

Graduation Procedures

Candidates for degrees file an Application for Graduation Form in the Office of the Registrar during the registration period of the last expected term of study. Only after an application for graduation has been filed can the Office of the Registrar begin processing the necessary information for final certification for graduation. Only students who have successfully completed degree requirements and have no holds by the end of the term for which they have applied to graduate are certified for conferral of a degree. Degrees are granted at the end of the semester in which requirements have been met. Conferral of the degree is noted on the permanent record of the graduate with the date of graduation. Students who fail to complete all degree requirements by the end of the term for which they apply to graduate need not reapply for graduation because their previous application will be automatically forwarded to the following semester.

Postgraduate Completion Requirements Policy

Degree Requirements

A student will be granted the degree of a program only if:

- he/she has passed the courses of the study plan of the program for the number of credits required;
- has completed over 50% of the program at the Canadian University of Dubai;



- the Cumulative Grade Point Average is at least 3.0, with a minimum grade of C in all core courses and a B in the capstone course (if one exists); and,
- he/she has completed any other specific graduation requirement set by the academic school.

Also note that the minimum time required to complete the degree is equivalent to four regular semesters while the maximum time permitted to complete the degree is five academic years (although the semesters in which the student has suspended studies according to the CUD suspension policy are not taken into consideration as time spent in the program).

Graduation Procedures

Candidates for degrees file an Application for Graduation Form in the Office of the Registrar during the registration period of the last expected term of study. Only after an application for graduation has been filed can the Office of the Registrar begin processing the necessary information for final certification for graduation. Only students who have successfully completed degree requirements and have no holds by the end of the term for which they have applied to graduate are certified for conferral of a degree. Degrees are granted at the end of the semester in which requirements have been met. Conferral of the degree is noted on the permanent record of the graduate with the date of graduation. Students who fail to complete all degree requirements by the end of the term for which they apply to graduate need not reapply for graduation because their previous application will be automatically forwarded to the following semester.

13. ACADEMIC ADVISING

Academic advising is the backbone of the system of any University education framework. Each student is assigned an academic advisor on the basis of their major. CUD Faculty are adequately trained to:

- familiarize students with the credit system of education followed by CUD,
- help students to understand and get familiar with the degree requirements,
- help students to set up their priorities,
- help students interpret test and placement scores,
- assist students with clarifying major and/or career options.
- guide students to select appropriate courses to optimize their academic performances



- Follow up academically warned students
- Review the academic records of graduating students

Each Student is required to have the advisor approval for the courses to be registered in before submission of the registration form to the Registration's office.

Students Records:

The purpose of the ITD Disaster Recovery and Data Backup Policy is to provide for the continuity, restoration, and recovery of critical data and systems. The IT Department need to ensure critical data is backed up periodically and copies maintained at an off site location. Campus units must develop and maintain a written business continuity plan for critical assets that provides information on recurring backup procedures, and also recovery procedures from both natural and man made disasters.

A. Scope

The data backup section of this policy applies to all campus entities and third parties who use computing devices connected to the university network or who process or store critical data owned by the Canadian University of Dubai. Campus users are responsible for arranging adequate data backup procedures for the data held on IT systems assigned to them. The disaster recovery section of this policy apply to all Users, who are responsible for systems or for a collection of data held either remotely on a server or on the hard disk of a computer. The IT Department is responsible for the backup of data held in central systems and related databases.

The responsibility for backing up data held on the workstations of individuals regardless of whether they are owned privately or by the university falls entirely to the user. Campus users should consult their departmental IT lead or system administrator about local back-up procedures.

B. Data Backup

All backups must conform to the following best practices:

- All data, operating systems and utility files are adequately and systematically backed up.
- Records of what is backed up and to where must be maintained.
- Records of software licensing should be backed up.



- The backup media must be precisely labeled and accurate records must be maintained of back-ups done and to which back-up set they belong.
- Copies of the back-up media, together with the back-up record, should be stored safely in a remote location, at a sufficient distance away to escape any damage from a disaster at the main site.
- Regular tests of restoring data/software from the backup copies should be undertaken, to ensure that they can be relied upon for use in an emergency.

Note: For most important and time critical data, a mirror system, or at least a mirror disk may needed for a quick recovering.

Process followed or Planned at Canadian University of Dubai

- All Servers are Mirrored Hard Disks and RAID 5 for the Servers Data Disks as the first step towards backup and disaster recovery.
- All critical Data is stored on the Storage Area Network
- Daily Incremental Backups are performed after the office hours for the Registry, Finance, Mail Servers and Home Folders. Daily backups are retained for a period of 90 days
- Weekly Full Backups are performed every Thursday and retained for 16 weeks
- Full Monthly Backups at the end each month and retained for a period of 12 months
- Data tapes are relocated to EIDC Office at a relative distance from the University campus, at the end of each working day to ensure safety in case of a total disaster at the campus
- Plans are in place for having an offsite disaster recovery site which mirrors the data on day to day basis in a highly encrypted way

14. Student support services

The aim of CUD Student Support Services is to support and enhance the Vision of CUD while ensuring that each student is viewed and valued as a stakeholder with needs and ambitions. Student Support Services ensure that all students are incorporated into the University community in a manner that will add value to the student as a person and to the University community. This will be achieved by providing students with the opportunity to develop aspects of themselves that academic or classroom activities are unable to do.



Recreational Student Activities

“All work and no play makes for a dull day!”

There is no question: studies show that students who have a well rounded, active lifestyle are better than those that concentrate solely on their studies. CUD hopes that students will participate actively in the life of their University, and has provided the following main facilities:

- a state of the art theatre- cinema,
- a great gymnasium Sports Hall,
- a tennis court ,
- a cafeteria

Club Activities

Student services encourage students to participate in one of the existing student clubs such as:

- Sport clubs : Basketball , Tennis, and Volleyball,
- Poetry readings
- Movies
- Music
- Art
- CUD Newsletter

CUD encourages its clubs to join in inter-University sports leagues and welcomes others to its premises.

The University also offers to students other services such as:

- access to computer labs,
- photocopying services,
- a bookstore,
- games areas,
- an outdoor courtyard



All students are required to show their student ID card to have access to the sports equipment which is available during University hours.

Health Center

CUD is proud to be a non-smoking environment.

CUD's Health Center is committed to promoting good health, safety and wellness for all students in a caring and supportive atmosphere. Professional nursing staff are available to provide first aid and medical care for minor acute illness and injuries, as well as to address other health concerns, provide health education, and focus on disease prevention. All students, staff, and faculty are welcome to use the health center.

CUD's Health Center will be open during school hours. Services are available on a walk-in-basis or by appointment to students with a valid Student ID Card

The Library

The University encourages students to use the materials that are available in the Library for their independent learning, or for their assigned projects. Access to the Library, Loan of Books, CD's, or accesses to available Database are subject to the relevant policy which is available in the Library.

The library policies and services:

- The Library houses a reference section, current magazines, journals and newspapers, and collections related to the University's courses of study, including English for Academic Purposes. Computers are also available for student use during Library hours.
- The Library is open Sunday through Thursday (please check with the Library for current schedule). The University encourages students to use the materials available in the Library for their assigned projects or independent learning. All students must maintain the Library as a place of study and learning for all.
- The Library subscribes to electronic resources (databases and e-books) and houses two types of collections: those that can only be used within the Library; and those that can be borrowed for a two-week period.

The following rules apply:

- Reference books, magazines, journals, and newspapers can only be used within the Library. They cannot be taken out of the Library.



- Reserve items (special reading assigned by a professor) can be signed out to use for two hours within the Library only. Students must leave their CUD Student ID with the Librarian to use reserve materials.
- Students may borrow library materials on the open shelves for a two week period by showing their own CUD student ID. These materials may be renewed for one week by bringing the item to one of the library staff. When an item is returned late; a fine two dirhams per day, per item is charged.
- All books must be returned to the Library before the end of term.

Bookstore

CUD's Bookstore situated on the University campus aims to provide all required textbooks to students at the best possible prices. The University's Bookstore will ensure that only the latest editions and best quality books are kept in stock.

Students are not compelled to purchase their books at the University's bookstore as they are free to purchase the required books elsewhere. The University's Bookstore will ensure that only the latest editions and best quality books are kept in stock.

Only cash or cheques will be accepted as payment for books and books will only be handed to students once full payment has been received.

Student ID Card

After registration and at the start of each semester, all new students will be issued with Identity Cards costing AED100 per card. This ID Card must be carried on the student at all times while on CUD premises.

Accommodation

Accommodation for students is available in furnished studios and one-bedroom apartment, in Dubai, to be shared with other students. Arrangements may also be made for students who request a studio or one-bedroom apartment on their own.

Quality furnished accommodation is available for students of CUD in modern, well maintained buildings. Rates of accommodation as below:

1 Student	Studio	23,000 DHS
2 Students	Studio	11,500 DHS
1 Students	One bed room	28,000 DHS
2 Students	One bed room	14,000 DHS
4 Students	One bed room	7,000 DHS

Fall (4 Months)

September 1st – December 31st



Spring (4 Months)	January 1 st – April 30 th
Summer I (Half Semester – 2 Months)	May 1 st – June 30 th
Summer II (Half Semester – 2 Months)	July 1 st – August 31 st

Transportation Facilities

AED 1,425 per semester per student from/or to Dubai.

AED 1,800 per semester per student from/or to Sharjah or Ajman.

Prayer Room

CUD offers Prayer Rooms for men and for women which are maintained on a daily basis to ensure that they provide the utmost in a prayer facility for the students. The Prayer Rooms are open.

Personal Counseling

CUD recognizes the incredible pressure on today's student. These pressures can be unbearable for some students and could lead to serious conditions that can jeopardize student's academic success.

The University's aim is to prevent students from either feeling alone, or unable to seek help for their problems.

CUD student counselor has professional experience and training in order to assist students, whether the issues are emotional, psychological, social or physical. Whenever necessary, students will be referred to outside medical professionals to ensure they get the appropriate help.

All counseling is done on an individual basis and is strictly confidential.

Students with Special Needs

As a University with an emphasis on access, CUD is committed to providing a safe learning environment for students with special needs by making every reasonable effort to accommodate students with disabilities so they can meet the learning objectives of the programs in which they are enrolled.

In collaboration with the Dean of the Schools, the Registrar will ensure the following services:

- Adaptations in the physical environment to ensure access to facilities



- Assistance in finding flexible ways to meet academic and classroom requirements
- A full range of specialized equipment and assistive devices for student use
- Special parking facilities

Career Counseling

It is not much use working towards a degree, if you do not know where you are going to use it! In the UAE, the development needs are changing all the time. This rapid pace makes many demands on the new graduate who is seeking a gratifying place in the world of work. Our staffs are current in trends in the UAE and, together with CUD links to the academic world and the workplace, we endeavour to keep our students' informed.

CUD will offer seminars and talks from our partners, corporations within our community, our stakeholders, and advisory groups. In addition, we will hold workshops on job search techniques, interview skills and resume writing. Students will be encouraged by the counselors in the Career Office to develop a Career Profile that will assist them in making informed academic choices as they go through their program.

The library will contain a section purely related to career development and job research, and every student will be encouraged to use our resources and our databases.

15. Student Right & Responsibilities

Student Rights

Students have the right to:

- be informed of course requirements;
- be evaluated fairly on the basis of their academic performance (their abilities and skills) as required by a professor as part of a course;
- experience free and open discussion, inquiry, and expression, both in the classroom and in conference;
- experience competent instruction and academic advising;
- take exception to the data or views presented and reserve judgment about matters of opinion;



- expect protection against a professor's improper disclosure of student's views, and beliefs which may surface as a result of instructing, advising, or counseling;
- Expect protection, through established procedures against prejudicial or capricious evaluation

Student Responsibilities

Students have the responsibility to:

- inquire about course requirements if they do not understand them or are in doubt about them;
- maintain the standards of academic performance established for individual courses and for programs of study;
- initiate an investigation if they believe their academic rights have been violated. (See Academic Appeals and Academic Grievance Procedures section below).
- learn the content of any course of study;
- act in accordance with commonly accepted standards of academic conduct

Dress Code

All university students are expected to dress in a manner that is respectful of the social and religious norms of the United Arab Emirates. The following demonstrate examples of what is unacceptable clothing:

- Short Skirts
- Short Shorts
- Torn Clothing
- Clothing with Obscene Images/Language
- Revealing Clothing
- Tube Tops
- Halter Tops
- Tank Tops or Transparent Clothing



- Failure to conform to CUD's dress code policy results in disciplinary action. Any defiance of the policy will be brought to the attention of the Director of Student Affairs.

16. THE UNIVERSITY CODE OF CONDUCT

General

Students working toward degrees are expected to be mature, responsible, and committed to preparing themselves for their professions. One manifestation of that maturity is a highly-developed sense of self-respect coupled with an equally high regard for the rights and privileges of others and for the rules that regulate society.

It is hoped that students realize the extent to which personal growth depends upon the development of self-discipline and the exercise of it in getting along well with others and maintaining high standards of honesty and moral conduct. Therefore, although minimal rules exist so as to create the atmosphere for a truly liberal education, all students are expected to act in a way that does not infringe upon the rights of others or upon the educational process.

Unacceptable Conduct

Students found guilty of unacceptable conduct will be subject to the complete range of sanctions and penalties provided in the Student Judicial Code. Conduct, occurring on or off campus that violates generally accepted standards of good behavior and is adverse to the University's purpose or presents a danger to the health and safety of the University community may be subject to disciplinary actions.

Unacceptable conduct includes, but is not limited to:

- disturbing teaching activities ,
- cheating in an exam, or violation examination rules,
- plagiarism in assignments , and course work,
- acts of harassment, physical violence or assault against others,
- endangering the safety of others or violating their rights,
- individual or group activities that intentionally or recklessly cause serious disturbance or distress to others,



- gambling: under no circumstances are students permitted to gamble on University property,
- possession of firearms or other dangerous weapons on University property,
- intentional possession or use on University property of a dangerous article or substance that could injure or discomfort any person,
- possession and/or use of fireworks,
- falsifying information submitted to any University office or offering a false statement in any University disciplinary proceeding,
- forgery, alteration or misuse of a University identification card,
- failure to show an ID to an identified official or employee of the University upon proper request; falsely identifying oneself to a University official,
- violation of Responsible Use of Computing Services Policy,
- theft, accessory to theft, and/or possession of stolen property,
- attempting to use University property in a manner inconsistent with its designated purpose including misuse of residence hall furniture,
- intentional or reckless damage to or destruction of University property or of property on University premises belonging to others including graffiti, destroying/removing advertisements.
- trespassing or unauthorized entry,
- occupation of all or part of any University building, obstructing or coercing any persons, or threats of violence to persons for the purpose or with the effect of:
 - a.** hampering or preventing the discharge of any University function;
 - b.** limiting the freedom of anyone to go about in a lawful manner;
 - c.** Preventing specific activities related to the University.
- Intentional or reckless interference with any class, other University unit, or an campus activity by means of noise, projectiles, or other form of disturbance or disruption.



- rioting, or aiding, abetting, encouraging, or participating in a riot, or inciting a riot, including food fights, when conduct occurs on University property or in the course of a University activity,
- academic Dishonesty,
- unauthorized removal or mutilation of library materials,
- Aiding or abetting any conduct described above.

17. Student Grievances

The University is committed to providing students with an education of the highest possible quality. However, from time to time, students may raise concerns, complaints or grievances about matters or issues relating to their experiences at the University.

The internal procedures for addressing student complaints and grievances are designed to ensure that there is a transparent process for ensuring student complaints and grievances are dealt with fairly, consistently and promptly.

Principles

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

- the procedures used to review and resolve complaints or grievances are fair and must be seen to be fair;
- confidentiality will be respected for all parties, unless the use of the information is authorized by law;
- staff involved in resolving complaints or grievances will act fairly at all times and ensure that conclusions will be based on a fair hearing of each point of view;
- there will be no reprisals or any disadvantage arising as a result of a student making a complaint or grievance in good faith;
- complaints or grievances are handled in a timely manner with achievable deadlines specified for each stage in the resolution process;
- any student who makes a complaint or grievance and any staff member or student on whom the complaint or grievance has a direct impact, is regularly informed of the progress of the matter;



- Where the complainant is not satisfied with the outcome proposed by the decision-maker, the student is entitled to seek a review, either on procedural or substantive grounds from a higher internal body.

Types of student grievances

Academic Grievances

These are usually complaints or appeals against academic decisions. They include but are not limited to:

- academic progress decisions
- assessment matters
- a decision of a member of academic staff that affects an individual or groups of students
- content or structure of academic programs, method of teaching, or assessment
- issues relating to authorship and intellectual property.

Administrative Grievances

These relate to decisions and actions associated with administrative or academic services. They include but are not limited to:

- administration of policies, procedures and rules by central administrative and student support groups, and faculties,
- A decision taken by an administrative staff member that affects an individual or groups of students,
- Access to University resources and facilities.

Procedures for the handling and resolution of complaints and grievances

This section outlines internal procedures that apply to the handling of academic and administrative complaints and grievances

Informal approach

- 1.** When a student has a complaint about any of the matters listed above, he/she should first discuss the matter with the person concerned. If the student has concerns about raising the matter with this person, then he or she should discuss it with the head of the relevant department or administrative unit or with the chair or



the Dean of the School. Concerns about a decision of a committee should ordinarily be raised with the chair of the committee.

2. The University expects that in most cases the discussion of the concern or complaint with the relevant staff member will result in a prompt resolution of the matter which both parties will find acceptable.
3. If this informal approach to dealing with the student's concerns does not lead to an acceptable resolution then the student should pursue the more formal process for resolution of the matter as set out below.

Formal approach

If the informal approach to dealing with the student's concerns does not lead to an acceptable resolution, then the student is invited to contact his academic advisor which will direct him to the official member of the University to whom the complaint will be addressed. If the complaint deals with an academic matter or student support services, the complaint should be addressed normally to the Vice- President of Academic Affairs and Student Affairs. If the issue deals with administrative or financial matter, the complaint should be addressed to the Vice-President of Administrative and Financial Affairs. If the issue deals with registration matters, the complaint should be addressed to the Registrar.

Withdrawal of Complaints or Grievances

A student may withdraw a complaint or grievance at any time during the grievance resolution process and in this case the matter will be concluded and deemed to be resolved. If the original complaint or grievance was made in writing then the withdrawal must also be in writing to the relevant staff member who is handling the matter at the time the withdrawal is being affected or, in cases before Chair, The Dean of the School.



18. FINANCIAL INFORMATION

1. Tuition

Undergraduate Programs

Tuition fees should be paid in full at the beginning of the academic year or paid each semester according to the number of courses in which the student is enrolled. A student's registration is not complete until he finalizes his payment. A student who fails to make the required payment will not be eligible for registration in future sessions.

The table below reflects tuition and compulsory incidental fees for full-time students registered for up to 30 credits hours between September and May.

School of Liberal Arts and Sciences

Bachelor of Arts in Communication

(Advertising, Public Relation, Print and electronic media)

	Cost per credit	Cost per course (3 credits)	Tuition per year (10 courses)	Incidental Fees	Tuition + Incidental (per year)
Enrolled as of September 2011	AED 1,266.67	AED 3,800.00	AED 38,000.00	AED 1,943.00	AED 39,943.00

Bachelor of Arts in English Language and Translation

	Cost per credit	Cost per course (3 credits)	Tuition per year (10 courses)	Incidental Fees	Tuition + Incidental (per year)
Enrolled as of September 2011	AED 1,850.00	AED 5,550.00	AED 55,500.00	AED 1,943.00	AED 57,443.00

School of Business Administration

[Bachelor of Business Administration in E-Business](#)

[Bachelor of Business Administration in Marketing](#)

[Bachelor of Business Administration in Human Resource Management](#)

[Bachelor of Business Administration in Finance and Accounting](#)

123 hours = 41 courses

	Cost per credit	Cost per course (3 credits)	Tuition per year (10 courses)	Incidental Fees	Tuition + Incidental (per year)
Enrolled as of September 2011	AED 1,850.00	AED 5,550.00	AED 55,500.00	AED 1,943.00	AED 57,443.00

School of Architecture and Interior Design

[Bachelor of Architecture](#)

170 credit hours

[Bachelor of Science in Interior Design](#)

134 credit hours = 45 courses



	Cost per credit	Cost per course (3 credits)	Tuition per year (10 courses)	Incidental Fees	Tuition + Incidental (per year)
Enrolled as of September 2011	AED 2,000.00	AED 6,000.00	AED 60,000.00	AED 1,943.00	AED 61,943.00

School of Engineering, Applied Science and Technology

Bachelor of Computer and Networking Engineering Technology

132 credit hours = 44 courses

Bachelor of Science in Telecommunication Engineering

138 credit hours = 46 courses

	Cost per credit	Cost per course (3 credits)	Tuition per year (10 courses)	Incidental Fees	Tuition + Incidental (per year)
Enrolled as of September 2011	AED 1,900.00	AED 5,700.00	AED 57,000.00	AED 1,943.00	AED 58,943.00

School of Environment and Health Sciences

Bachelor of Science in Health Organization Management

Bachelor of Science in Environmental Health Management

126 credit hours = 42 courses

	Cost per credit	Cost per course (3 credits)	Tuition per year (10 courses)	Incidental Fees	Tuition + Incidental (per year)
Enrolled as of September 2011	AED 1,850.00	AED 5,550.00	AED 55,500.00	AED 1,943.00	AED 57,443.00

The fees for the English for Academic Purposes Program (EAPP) are

English for Academic Purposes

	Tuition	# of hours
EAP level 001	12,000 AED	15 hours per week
EAP Level 002	10,000 AED	12 hours per week
EAP level 003	10,000 AED	12 hours per week

2. Fees for other services

Fees for Undergraduate Student Services

Admission fee	AED 300
Late Registration fee (per semester)	AED 500
Transfer credit from other Universities fee	AED 500
Change of specialization fee	AED 300
Application for reviewing final exam sheet (Grade Appeal) fee	AED 200
Application of Incomplete exam fee	AED 150
English Placement Test fee	AED 150
Mathematics Placement Test fee	AED 150



TOEFL Test fee	AED 600
Additional copy of the Transcript	AED 30
Letter of permission (LOP) fee	AED 150
A certificate to whom it may concern fee	AED 30
Graduation fee	AED 800
Graduation Ceremony fee	AED 350
Student ID Card valid for the duration of the program	AED 30
Replacing a lost ID Card	AED 30
Student ID Card Sticker	AED 40 (per semester)
Visa processing fee (non-refundable)	AED 1000
Visa Deposit(refundable)	AED 5000
Parking fee (subject to availability)	AED 300 (per semester)

Fees for Postgraduate Student : Tuition

Pre-MBA courses

Students who possess a degree in a field other than Business must complete the non-credited pre-MBA program before joining the MBA program.

Number of Courses	Cost per course	Tuition for the 6 courses
6	AED 2000	AED 12,000.00

*Master of Business Administration (Applicable Until September 6th, 2012)**

(Human Resource Management, General Management, Finance, Islamic Banking, Marketing)

Number of Courses	Total credit hours	Cost per credit hour	Cost per course	Tuition for the 12 courses	Incidental Fees	Tuition & Incidental Fees
12	36	AED 2100	AED 6300	AED 75,600.00	AED 600	AED 76,200.00

* New students who have NOT registered as of September 7th, 2012 or have joined the program after this date, are subject to a fee increase of AED 366 per course as per below.

*Master of Business Administration (Applicable After September 6th, 2012)***

(Human Resource Management, General Management, Finance, Islamic Banking, Marketing)

Number of Courses	Total credit hours	Cost per credit hour	Cost per course	Tuition for the 12 courses	Incidental Fees	Tuition & Incidental Fees
12	36	AED 2100	AED 6300	AED 75,600.00	AED 600	AED 76,200.00

** These fees apply to new students who have NOT registered as of September 7th, 2012 or have joined the program after this date.



Fees for Postgraduate Student Services

Graduate Student Fees

Admission fee	AED 1500
Late Registration fee (per semester)	AED 500
Change of specialization fee	AED 300
Transfer credit from other Universities fee	AED 750
Application for reviewing final exam sheet (Grade Appeal) fee	AED 200
Application of Incomplete exam fee	AED 150
English Placement Test fee	AED 150
TOEFL Test fee	AED 600
Additional copy of the Transcript	AED 30
Letter of permission (LOP) fee	AED 150
A certificate to whom it may concern fee	AED 30
Graduation fee	AED 800
Graduation Ceremony fee	AED 350
Replacing a lost ID Card	AED 30
Student ID Card Sticker	AED 40 (per semester)
Visa processing fee (non refundable)	AED 1000
Visa Deposit(refundable)	AED 5000
Parking fee (subject to availability)	AED 300 (per semester)

Fee Reductions

- Students having a brother or sister registered at the University will benefit from a 10% reduction on the tuition fees of the registered courses.
- Students who are employed in Government Institutions will benefit from a 10% reduction on the tuition fees of the registered courses.
- Husband or wife of a student registered at the University will benefit from a 10% reduction on the tuition fees of the registered courses.
- CUD graduates who decide to pursue higher studies in CUD will benefit 10% discount on tuition fees.

Returned Cheques

The University charges AED 100 for a returned cheque. No cheques will be accepted from any student whose cheques were returned twice. In this case, only cash or credit card payment is acceptable.

Fee Reduction

Student Handbook 02-09-2012



The University has established the following fee reduction structure to encourage academic competition between its enrolled students:

Admitted fulltime students who have obtained a High School average of 90% or more will benefit from a 20% reduction on the tuition fees of their first semester of study.

Admitted fulltime students who have obtained a High School average of between 85% and 89.99% will benefit from a 15% reduction on the tuition fees of their first semester of study.

Students having a brother or sister registered at the University will benefit from a 10% reduction on the tuition fees of the registered courses.

Students who are employed in Government Institutions will benefit from a 10% reduction on the tuition fees of the registered courses.

The husband or wife of a student registered at the University will benefit from a 10% reduction on the tuition fees of the registered courses.

Continuing Students will benefit from a 20% fee reduction during any regular semester if they have obtained a semester grade point average equal to 3.75 or more in the preceding semester in which they have passed at least 12 credit hours.

Students experiencing hardship may request a reduction of up to 20% by presenting a written request with supporting documents to a student counselor. The request will be reviewed by the Associate Vice President Administrative and Financial affairs together with the Student counselor. Information submitted will remain confidential. The reduction

In the case of a student satisfying two or more fee reduction requirement, only one fee reduction will be considered, and this will be the one most financially advantageous to the student.

A request for one of the above fee reductions will be considered only if the Cumulative GPA of the student is at least 2 out of 4.



19- Scholarships Policy (Excellence, Achievement, Financial Hardship, Special Needs, Discretionary)

1. Preamble

A primary objective of scholarships is to promote the recruitment and retention of high academic achievers. Scholarships also promote the access to higher education to students with special needs or facing financial hardship.

The long term success of the University is tied to the achievements of its graduates in their professional and social lives. Academic achievers enhance the reputation of the University as they have increased chances of success after graduation. They bring therefore added value to the degrees conferred by the University. They also act, during their studies, as role models to other students, thus increasing the overall academic performance in the institution.

The effort to recruit the best possible students on the basis of academic achievement is complemented by the social responsibility of the university to provide access to higher education to those students with aspirations and academic capabilities, but who are unable to pursue post secondary studies due to special needs, disabilities, or financial hardship.

The priority in granting scholarships will be to encourage new students to enter the University. When appropriate, scholarships may also be awarded to returning students.

2. Types of Scholarships

The University will offer scholarships equal to a portion of full academic fees¹ for a period of two regular semesters, for a total of seventeen (17) students as shown in the table below. For two (2) of the seventeen students, the criteria and percentages are left to the discretion of the CEO and Chancellor of the University. The Scholarships are renewable.

Typical Scholarships' Distribution and Amounts

Number of Scholarships	% of tuition fees	Type of Scholarships
5	50	Excellence Scholarship
4	40	Achievement Scholarship
4	40	Financial Hardship Scholarship
2	40	Special Needs Scholarship
2		Discretionary Scholarship

¹ Not including books, accommodation, transportation or any other auxiliary expense.



The scholarships will be coordinated with the University's fee reduction program and the two programs may not apply concurrently.

3. Procedures

3.1 Applications for scholarships will be reviewed by a Scholarship Committee who will recommend recipients to the CEO and Chancellor.

3.2 Members of the Committee are nominated by the President of the University.

3.3 The Committee is composed, in addition to the Registrar, of a representative from each of the following departments:

a. Academic Affairs

b. Finance

c. Student Affairs

d. Student Counseling

In addition to a:

e. A Scholarship Coordinator, whose role is to act as the Secretary of the Committee in charge, in addition to normal secretarial duties, of identifying eligible candidates, verifying eligibility for incoming and returning students, and coordinating the follow up of recipients' progress in their studies.

3.4 The Registrar chairs the Committee.

3.5 The role of the Committee is to identify, receive, review, and rank applications and to make recommendations to the CEO and Chancellor who nominates the recipients.

3.6 The CEO calls for a meeting of the Scholarship Committee at the beginning of each semester.

3.7 The Committee and the CEO review policies and procedures and decide on (i) priorities in the order of proceedings, and (ii) the distribution of scholarships between incoming and returning students..

3.8 To be eligible for a Scholarship, a new student must be accepted into one of CUD's degree programs and meet the criteria outlined in Section 4 below.

3.9 Scholarships awards will be announced two weeks following the end of the official registration period. To confirm her/his acceptance of a scholarship, each recipient is expected to complete a Recipient Profile that can be used by the University for promotional purposes.

3.10 The Scholarships Coordinator and the Committee members are responsible for the follow up of recipients' academic status and progress.



3.11 A Scholarship entitles the recipient to a waiver of tuition for up to 2 regular (Fall and Spring) semesters from the time of first registration until graduation. It does not cover courses taken in the summer terms. However, the student's cumulative grade point average used for assessing eligibility, applying selection's criteria, and renewal, includes courses taken during summer terms.

To maintain eligibility, a student must enrol for two successive semesters and carry a full load of academic credits for each semester (4 courses or more). Scholarships are renewed on a yearly basis and students are expected to maintain a Cumulative Grade Point Average of at least 4.0 (90% or higher) by the end of each academic year for Excellence Scholarships, and of 3.8 (between 85% and 89%) for Achievement Scholarships. Recipients of Special Needs and Financial Hardship Scholarships must maintain a Cumulative Grade Point Average of at least 3.3 (76% of higher).

Failure to comply with any of the above could result in the withdrawal of the scholarship.

3.12 All applications are kept for future consideration as new or returning applications.

4. Criteria

The recipients of all scholarships, except for those left to the discretion of the President, shall be selected based on:

- (i) *specific criteria* for each type of scholarship (weighted at 85%), as well as
- (ii) additional *criteria of outstanding good behaviour and extra curricular achievements* (weighted at 15%).

The type specific criteria are as follows:

- a. The Excellence and Achievement Scholarships are based on merit as demonstrated by academic records and grades.

In case of incoming students, academic records and grades are those submitted for admission to the University.

High school students must have a cumulative grade average of:

- i. 4.0 (90% or equivalent) or higher for Excellence Scholarships;
- ii. 3.8 (between 85% and 89% or equivalent) for Achievement Scholarships.



Students from post secondary institutions must have a cumulative grade average of:

- iii. 4.0 (90% or equivalent) or higher for Excellence Scholarships;
- iv. 3.8 (between 85% and 89% or equivalent) for Achievement Scholarships.

To be eligible for a scholarship or for a renewal of a scholarship, a returning CUD student must have maintained a cumulative grade average of:

- i. 4.0 (90% or equivalent) or higher for Excellence Scholarships;
- ii. 3.8 (between 85% and 89% or equivalent) for Achievement Scholarships.

Incoming candidates for Excellence and Achievement scholarships are recommended by the Committee without formal application by the student. However only those students registered for a full load (4 courses or more) by the end of the official registration period will be considered.

- b. **Special Needs Scholarships** are available to new and returning students with a cumulative grade point average of 3.3 (76%) or higher. Special needs may be justified by physical or other disabilities. CUD pledges to provide an inclusive learning environment and to support the cognitive, emotional and creative development of students with disabilities.

Applications should be made no later than one week before the beginning of registration for each semester. A professional diagnosis of disabilities must be supplied at the time of application and shall be kept confidential.

- c. **Financial Hardship Scholarships** are available to incoming and returning students with a cumulative grade point average of 3.3 (76%) or higher. For incoming students, applications should be made no later than one week before the beginning of registration for each semester. For returning students, applications for Financial Hardship Scholarships should be made as soon as the student becomes aware of the financial hardship. Details and proof of financial hardship must be supplied and shall be kept confidential. They may include death, severe disability, or sudden and unexpected loss of employment of the family member financially supporting the student.

- d. The **Discretionary Scholarships** are awarded by the CEO and Chancellor. The percentage tuition reduction may vary. The total value of scholarships in this category may not exceed the fees for 2 regular students.



The criteria of outstanding good behaviour and extra curricular achievements apply only to Excellence, Achievement, Special Needs, and Financial Hardship scholarships. They shall take into account:

- a. Special school and/or community non academic honours or awards.
- b. Leadership and initiative in service to the school or the community.
- c. Extra curricular scholarly contributions.
- d. Excellence in organized competitive sports activities.
- e. Letters of recommendations from schools, community organizations, charities, etc...
- f. Possible interview by members of the Scholarships Committee.



20-Special Discounts Policy (Sibling, Spouse, Government Employee, Group, Employee Discount)

1. Preamble

The Canadian University of Dubai values the establishment of a CUD family bound by the ideals of the pursuit of scholarship, knowledge and professional advancement, as well as the acquisition of higher professional skills and emancipation through life long learning.

Its program of Special Discounts encourages and promotes the access to its programs for family members of its students, government employees, as well as for its own employees and those of the EMIVEST Group.

2. Types of Discounts

2.1 Sibling Discount

Students having a brother(s) or sister(s) registered at the University will benefit from a 10% Discount on the tuition fees of the registered courses.

2.2 Spouse Discount

The husband or wife of a student registered at the University will benefit from a 10% discount on the tuition fees of the registered courses.

2.3 Government Employee Discount

Students who are employed in government institutions will benefit from a 10% discount on the tuition fees of the registered courses.

2.4 Group Discount

A 40% discount aims at encouraging applications from groups of 20 students or more with high academic achievement (with a cumulative average of 3.6 (79%) or higher for each member of the group).

This includes, but is not limited to, groups who are sponsored by a governmental or any other organization. The sponsoring organization must submit to the University its name and credentials, as well as the names and contact details of all students in the group, together with their academic records, and the CUD programs they are applying for.



Group applications shall be reviewed by the Scholarship Committee.

2.5 CUD & EMIVEST Group Employee Discount

Upon completion of the probationary period, full-time employees of the University and the EMIVEST Group are entitled to a 50% reduction of tuition fees for undergraduate and graduate studies and up to three sessions of English for Academic Purposes¹.

Spouses and up to two dependent children and dependent siblings of University employees who have completed their probationary period are also eligible for the same 50% reduction in fees, with the same restrictions.

Those eligible for this 50% reduction must possess the necessary academic background for the courses studied and must comply, as any other student, with the University's rules and regulations.

¹ Service fees, fees to outside institutions, materials and special fees related to courses are the sole responsibility of the employee.



21. GLOSSARY

Credit hour (Cr. Hr.)

This refers to one lecturer hour or two hours of practical study per week for sixteen weeks.

Course

This is a program of study presented in lectures or other classes with a fixed number of contact hours per week throughout the semester. Each course is given a title and ID number and is related to other courses within an integrated curriculum.

Pre-requisite course

This refers to the course that must be passed by the student before being allowed to register in another course.

Curriculum

This is a full description for the program. It consists of:

- A syllabus of integrated courses that must be passed to fulfill the requirements of the program.
- A practical training period which is integrated into the curriculum.

Semester

This is a teaching period lasting for fifteen weeks excluding the examination period.

Academic year

This is the period devoted to teaching which is determined according to the academic calendar. It consists of the first and the second semester during which an intensive course of study is arranged.