

جامعة الشرقية
A'SHARQIYAH UNIVERSITY



Student Affairs Manual

2019/2020

AC0019

A'Sharqiyah University Policy Students Affairs Manual

Approvals

This document has been approved by

| Name | Date |
|----------------------|-----------|
| 1. Board of Trustees | 19/9/2019 |
| 2. Board of Trustees | 29/5/2022 |

Implementation and Responsibility

| Document owner | Contact person | Date of Implementation |
|--|--|------------------------|
| Director of Student Affairs Department | Mohammed Al-Brashdi | 19/9/2019 |
| Director of Student Affairs Department | Director of Student Affairs Department | 29/5/2022 |

Revision history

| Version | Author/ Reviewer | Revision(s) made | Date |
|---------|------------------|------------------|------|
| | | | |
| | | | |
| | | | |

جامعة الشرقية
A' SHARQIYAH UNIVERSITY



Student Affairs Manual

2021/2022

Table of Contents

| | Page |
|---|-------------|
| Introduction | 6 |
| Terms and Definitions | 6 |
| Section 1: Student Counseling | 8 |
| Chapter 1: Remedial Counseling | 8 |
| First: The Counseling Sessions Policy | 8 |
| Second: Counseling Sessions Procedures | 9 |
| Third: Rights and Duties of Students | 9 |
| Fourth: Referral Procedure to The Student Counseling Department | 9 |
| Chapter 2: Duties and rights of the Student Counselor | 10 |
| Chapter 3: Code of Ethics Code Work Principles of the Student Counselor | 10 |
| Section 2: Career Guidance Services | 11 |
| Chapter 1: Student Training | 11 |
| Chapter 2: Career Guidance Services for Students | 12 |
| Chapter 3: Services for Employers | 12 |
| Chapter 4: Services for The University Graduates | 12 |
| Chapter 5: ASU Alumni Association | 13 |
| Section 3: Extracurricular Student Activities at the University | 14 |
| Chapter 1: Societies of Student Activities and their Operation System | 14 |
| 1. Goals of the Student Groups | 14 |
| 2. Roles and Responsibilities of the Members of Student Societies | 15 |
| 3. Rights and Responsibilities of Student Societies | 15 |
| 4. Establishing a New Student Society | 16 |
| 5. Society Activities and Events | 16 |
| 6. Events Organized inside the University | 17 |
| 7. Events Organized outside the University | 17 |
| 8. Participation in an Event outside the University | 17 |
| 9. Establishing and Organizing Activities by Student Societies | 18 |
| 10. Elections of the Student Societies Board | 20 |
| 11. Society Meetings | 21 |
| 12. Membership | 21 |
| Chapter 2: Using the University's Facilities for the Student Activities | 21 |
| Chapter 3: Students' Participation in Student Events Outside the University | 22 |
| Chapter 4: Honors | 23 |

A'Sharqiyah University Policy Students Affairs Manual

| | |
|--|-----------|
| Chapter 5: Using Custody related to activities | 24 |
| Section 4: Student Complaints and Violations | 24 |
| Chapter 1: Student Complaints | 24 |
| First: Types of complaints | 24 |
| Second: Submission of complaints | 27 |
| Chapter 2: Student Violations | 27 |
| Violations and Penalties | 27 |
| Chapter 3: Accountability, Discipline, Penalties, and Grievance | 30 |
| First: Administrative Accountability of Violations Committed by Students | 30 |
| Administrative Accountability Committee for Student Violations | 31 |
| Second: Disciplinary Committee | 32 |
| Third: Penalties | 32 |
| Forth: Grievance Against the Penalties Recommended by the Disciplinary Committee | 25 |
| Section 5: Absence of Students from Lectures and Procedures for Approving Excuses | 33 |
| Conditions for Accepting Absence Excuses | 33 |

A' Sharqiyah University Policy Students Affairs Manual

Introduction

This bylaw, which includes the student affairs policies and procedure, has been mainly prepared to achieve the following objectives:

1. Preserving and documenting the policies and procedures related to the Student Affairs.
2. Making students aware of their general rights and duties as university students.
3. Giving these policies the status of permanence and continuity regardless of the change of staff providing services in the department.

Terms and definitions

Serving this bylaw, the included terms and definitions refer to the following:

1. University: A' Sharqiyah University
2. Vice Chancellor: The university president or who represents him as per the university rules and regulations.
3. Director: The Director of the Student Affairs Department or who represents him/her as per the university rules and regulations.
4. Department: The Student Affairs Department, which consists of four sections: Student Services, Student Counseling, Student Activities, Career Guidance. This bylaw explains in detail the services provided by the department and its various sections and staff members in charge of delivering these services.
5. Employee: The person who works at any section at the Student Affairs Department.
6. Student: The student who is registered to study at the university.
7. Student Activity: Refers to any non-academic student activity which is organized or supervised by the Department of Student Activities, Colleges, Language Center for the purpose of developing the students' talents as to assist the learning process.
8. Student Activity Society: It is the student group that is under the direct supervision of the Student Activities Department and specialized in one of the areas of culture, sports, social, art and entertainment.
9. Specialized Societies: They are the student groups deriving from the colleges and the language center and are technically supervised by the Language Center and Foundation Program, and which are administratively and financially affiliated with the Student Activities Section.
10. Team: It emerges from an official society and is concerned with one of the group's/society's areas of interest.
11. Student Activities Plan: The annual or semester plan approved by the Student Affairs Department during an academic year.
12. Student Activities Specialist: S/he is a specialized employee who technically and administratively supervises a number of student activities.

A'Sharqiyah University Policy Students Affairs Manual

13. Society Board of Directors: It consists of the group's head, his/her deputy, and his/her coordinator. In addition to the heads of the group's sub-committees where the number of subcommittees should not exceed five.
14. Complaint: A written request by a student stating that he/she has experienced an inappropriate or unfair treatment, or abusive behavior by a student, a staff member, or a faculty member. It could also be a complaint about a service provided at the university.
15. Absence Excuse: A certified official document states the reason of the student absence.
16. Penalty: An action taken against a violating student after conducting an investigation.
17. Grievance: A request of a reconsideration of an applied penalty to commute, amend, or abolish it.
18. Harassment: subjecting others in a public or private place by making sexual or pornographic things, suggestions, or innuendo, whether by reference, words, or deeds, and in a way that may cause psychological harm to the victim and by any means whatsoever, including wired and wireless or what is currently known as social media.
19. Digital extortion: The use of modern information technology means to lure people through social networking sites or electronic programs to entice them for the purpose of obtaining material or moral gains through coercion and this coercion is by threatening to expose one of the secrets of the victim.

A'Sharqiyah University Policy Students Affairs Manual

Section One: Student Counseling

Chapter One: Remedial Counseling

First: The Counseling Sessions Policy

Individual counseling

This service is provided to students during the academic year and consists of the initial introductory session and the other following sessions. Every session lasts from 40 to 50 minutes' maximum and is provided either to students who request help by themselves or those referred by other university departments.

Group Counseling

It is an arranged relationship between the counselor and a group of students in which the counseling service is provided collectively to students who face the same difficulty. It could be academic, behavioral, psychological, or social. Usually, the number of students involved is between 7 to 15 and the counseling process lasts for 4 to 6 sessions for the same group and managed by the Counselor.

Times: Time allocated for each session is 45 minutes based on the convenience of both the specialist and the students. Time could be extended but should not exceed 60 minutes.

Session Booking Procedure

This allows the student to choose the appropriate time to meet the Student Counselor through a prior arrangement with him or her.

Second: Counseling Sessions Procedures

Individual Counseling

1. The student can meet the Student Counselor at any time, especially for the introductory session. This is to get familiar with the services provided by the section, introduce his/her issue or case, and as well establishing a space of security and trust. This allows the student to set another appointment to discuss his or her issue in more depth either by booking an appointment via e-mail or electronically through the University website.
2. When the specialist feels that the student's case and the challenge, he/she is facing requires for another session, the Counselor sets another appointment that suits both parties.
3. If the Student Counselor decides that one single counseling session is enough to deal with the student's issue, there will be no need to set a second appointment. However, the counselor will follow up the case after providing the required counseling.
4. The session will be documented, and the information will be kept confidential.
5. If the case requires writing a recommendation by the Counselor in order to help the student overcome his or her problem, this should be done with maximum confidentiality. Thoughts and

A' Sharqiyah University Policy Students Affairs Manual

feelings expressed by the student should not be mentioned in order to maintain privacy. However, the diagnosis of the student's case should be mentioned in a scientific manner.

6. In the event that the student discloses information that could cause harm to him or those around him, the specialist must take the necessary measures to protect the student and other parties.
7. The Counselor may receive counseling requests through social media. In the event of an urgent case, an appointment for an immediate session should be set.
8. If the case of a student being referred by another department or by the teaching staff due to a certain behavior, a report should be written in a scientific way and with confidentiality and should not affect the student academically.

Group Counseling

1. The student is registered in the group counseling sessions as per his or her own desire or through an invitation by the counselor if he or she agrees. However, a student should not be forced to participate.
2. If the student agrees to participate, he/she should sign a letter of undertaking that he or she will attend the sessions on time and also will maintain confidentiality of what will be discussed in the session as other students will also be involved.
3. Sessions executed by the Student Counselor will be documented and archived in special files.

Third: Rights and Duties of Students

1. The student has the right to choose the Counselor he or she wants to meet or consult.
2. The student has the right to book a session according to his/her time and the counselor's time.
3. The sessions should apply ethical standards such as privacy, the right to self-determination, the right to participate, the right to express opinion, etc.
4. The student has the right to see his/her file and read what has been recorded about his/her case.
5. The student has the right to allow his family or a third-party s/he trusts to help him/her overcome the challenge he/she faces and as well has the right to refuse it.
6. The student has the right to choose the best offered solution with the support of the Counselor.
7. The student reserves the right to continue or not to continue the counseling sessions, excluding only the cases that require behavior modification programs.
8. The student has the right to write a complaint against the Counselor if he/she violates the principles and code of ethics.

Fourth: The referral procedure to the Student Counseling Section

The Student Counseling Section receives cases referred by departments or university employees such as academic advisors, members of teaching and administrative staff, the supervisors of the university dorms, the university medical staff and any university employee.

A'Sharqiyah University Policy Students Affairs Manual

Chapter Two: Rights and Duties of the Student Counselor

1. Providing remedial, preventive, and developmental psychological and social counseling services to the students at the university.
2. Helping students to adapt to the university life by organizing various counseling programs.
3. Helping students to understand and discover their abilities and take advantage of the available opportunities to develop them.
4. Helping students overcome their difficulties of adjustment or those they might face during their academic experience.
5. Organizing programs and workshops that aim to develop the students' different personal and leadership skills.
6. Studying cases of students who have applied for aid through the Student Support Fund and make recommendations according to the criteria set for support and availability of financial resources.
7. Supervising the student support team and preparing them to receive the new students, preparing the annual plan and following up its execution.

Chapter Three: Code of Ethics and Work Principles of the Student Counselor

- Confidentiality and privacy:

Confidentiality between the student and the Counselor is one of the most important principles that enables the Counselor to gain the student's trust and provides the student with a secured environment to express his/her thoughts and feelings without prejudgments and with good listening and high attention by the Counselor.

- Objectivity:

1. The Student Counselor should avoid any preconceptions and self-judgments about the student. He/she should deal objectively with the situation through which the two parties can jointly reach appropriate solutions.
2. All forms of talk and behavior that occurs between the Counselor and the student during the counseling sessions should be kept highly confidential and no one has the right, under any circumstance, to access the information provided by the student except with the consent of the student himself/herself. The recorded information of the student's case should be kept confidential in a file and should not leave the Counseling Section.
3. In case any violent or harmful behavior noticed by the Counselor being performed by the student against himself/herself or others, the Counselor should take the necessary measures to protect the student and those around him/her.
4. Preserving the student's right to make a decision.

A'Sharqiyah University Policy Students Affairs Manual

5. Encouraging the principle of initiating self-service request.
6. Taking responsibility when practicing the profession and seeking continuous development.
7. Measuring and evaluating the impact of the services provided by the department.
8. Seeking assistance from other departments, experts, or peers to raise awareness in order to provide a better-quality service.

Section Two: Career Guidance Services

Chapter One: Student Training

This service provides support to the university students and graduates to get support for training that will provide them with real practical experience at work environment. Furthermore, it provides them with opportunities to explore their interests, develop their professional skills and competencies, build excellent communication with institutions, and apply what they have learned.

Requirements of obtaining this service:

1. Completing 50 credit hours in the academic program.
2. Providing the career guidance section with an initial approval from the institution in which his/her training is supposed to take place.
3. The student and graduate should choose the institution him/herself after obtaining a list of institutions from the Career Guidance section.
4. The graduate may obtain more than one official letter for training.
5. The university is not responsible for providing transportation, accommodation, and supervision of training in the institution where the student or graduate is accepted, and the University does not bear any financial consequences of the training.
6. The student should provide the Career Guidance Section with a copy of the training certificate after completing his/her training.
7. The student/graduate can obtain the training letter through direct communication with Career Guidance Section employees either by visiting the section or via e-mail or other channels.
8. This service is provided to ASU students and graduates throughout the academic year.

A'Sharqiyah University Policy Students Affairs Manual

Chapter Two: Career Guidance Services for students

This service is delivered to the university students and graduates through professional workshops in order to raise their competencies in self and educational knowledge, career exploration, career planning, and knowing the market needs. Therefore, this chapter clarifies the related services procedures through:

1. Organizing career awareness programs for the university students.
2. Supporting the university students through providing them career advice and preparing them for the market needs.
3. Organizing Career, training Fairs, and entrepreneurship exhibitions.
4. Organizing a series of workshops and programs through Career Guidance Ambassadors in order to expose the students to the services provided by the section.
5. Build student companies through encouraging the students to build such companies and encourage them to participate in relevant exhibitions and workshops and supervising their participations.
6. Organizing programs related to entrepreneurship and self-employment.

Chapter Three: Services for Employers

The Career Guidance Section collaborates with various employers to provide them with suitable candidates for all available opportunities and training lists according to their needs. This chapter clarifies the policies related to such services:

- Receiving requests from employers concerning training and employment opportunities.
- Announcing employment and training opportunities received from institutions that are interested in employing the university students and graduates.
- Inviting private and public institutions to participate in the events organized by the Career Guidance Section.
- Inviting the employers to organize workshops for the university students and graduates.

Chapter Four: Services for the University Graduates

The university pays high attention to its graduates by offering them a wide range of services through:

1. Updating the university graduates' database to include updating the personal, training, and functional data of graduates and identifying their comments and suggestions.
2. Providing the university graduates with opportunities to participate in workshops, awareness programs and career advice.

A' Sharqiyah University Policy Students Affairs Manual

3. Organizing a periodical alumni gathering.
4. Building good relationships with employers to support the university graduates to obtain training and employment opportunities.
5. Organizing career, training, and entrepreneurship exhibitions (job fair).
6. Advertising and publishing job and training opportunities through social media and the university portal.
7. Conducting satisfaction surveys for the university graduates.

Chapter Five: ASU Alumni Association

Introduction:

Out of the University's interest in the importance of the role of graduates in building and enhancing the spirit of communication and relationship between them and their university, Career Guidance Section at the Department of Student Affairs at the University has established an alumni association, where this association is a channel of communication and relationship for graduates between themselves and the University, and gives them the opportunity to organize activities for graduates such as: meetings, workshops and programs inside and outside the university, which also contributes in studying their challenges facing them in the labor market and find solutions for those challenges. Also, to present them in their annual meetings and discuss academic and social trends, and their participation in activities within the university, in order to develop their abilities and refine their talents, scientific and practical skills, and will provide them with the necessary consultations, and provide them with the opportunity to organize various programs and activities according to a specific plan and policy determined by the Career Guidance Section in Student Affairs Department.

Objectives of the Alumni Association:

1. Benefit from the available facilities provided by the University to use its various facilities to support the members of the Association and provide them with unique experience and knowledge.
2. Keeping the graduate in constant contact and communication with the university in coordination with Career Guidance Section to exchange views and suggestions and follow up on the latest developments in the labor market.
3. Organizing workshops, forums and programs that suit their requirements and needs in cooperation with Career Guidance Section at the University.

Duties of the members of the Association:

1. Respect the laws and policies of the university and its regulations and not to be involved in any act or activity contrary to this.
2. Contribute to the development of the services of the Association in line with the policy of the University and build a platform of communication among alumni.
3. Make effort in achieving the objectives of the Association and the Career Guidance Section to reach the target goal.

A'Sharqiyah University Policy Students Affairs Manual

Membership of the Alumni Association:

All university alumni can join the Alumni Association, and all university graduates are considered members of the Alumni Association.

Organizational Structure of the Board of Directors of the Alumni Association:

The Association shall form a Board of Directors that shall coordinate and organize activities and events under the supervision of the Career Guidance Section of the Department of Student Affairs in accordance with its policies and annual plan, which are as follows:

- President of the Association.
- Vice President.
- Secretary.
- Chairman of the Public Relations and Marketing Committee.
- Chairman of the Activities and Events Committee.
- Chairman of the Alumni Issues Committee.
- A representative from the Career Guidance Section of the Department of Student Affairs.

Term of Membership:

The term of membership of the Board of Directors of ASU Alumni Association shall be two years, starting with the beginning of the academic year in September and ending with the end of the second year in July, provided that the month of August shall be a period of elections for the new administration of the Association, and for the term of membership of the members of the Association is continuous.

Section Three: Extracurricular Student Activities at the University

Chapter One: Societies of Student Activities and their Operation System

1. Goals of Student Groups

- Reinforcing the national identity with the students and developing a sense of belonging and loyalty to the country and the Sultan by organizing various related activities.
- Developing the students' social interaction and communication skills.
- Helping students to develop their personal and leadership skills by participating in various student activities which contribute to enhancing their personal growth.
- Linking theoretical with practical study through student activities which are supervised by colleges at the university.
- Enabling students to improve their personal and leadership skills such as time management and setting up plans and goals.

2. Roles and Responsibilities of the Members of Student Societies**President**

- Coordinate all society management responsibilities in order to organize and participate in all related activities.
- Facilitating the society's various activities and setting up an evaluation mechanism to achieve its goals.
- Submitting the society's plan to the Student Activities Section for approval and follow-up.
- Following the official procedures in organizing events.
- Updating the society's file in "Google Drive".
- Discussing with the Student Activities Section regarding the requirements of events and the approved budget.

Vice President

- Assisting the President and conducting his/her duties on his behalf either during his absence or when assigned to him/her by the President.

Coordinator

- Calling for and administering periodic meetings of the society.
- Preparing meeting agenda.
- Writing meeting minutes.
- Providing the Student Activities Section with the minutes of the society's meetings by uploading them on "Google Drive."
- Receiving the society correspondences and filing related documents.
- Ensuring the availability of the event requirements before it is executed.
- Performing any other tasks assigned to him/her by the society president.

3. Rights and Responsibilities of the Student Societies.

1. Using the university's available facilities and services for the official events after coordination with and approval from the Student Activities Section.
2. Media publication through official channels after obtaining an approval from the Student Activities Department.
3. Obtaining guidance and financial support from the Student Activities Department.
4. Members of student activity groups and teams are committed to:
 - a. adhere to rules, regulations and policies stipulated by the university.
 - b. prepare and execute events and activities provided that they do not negatively affect the learning process within the university.
 - c. obtain a prior approval from the Student Activities Section before publishing any advertising and marketing materials for events on campus.

A'Sharqiyah University Policy Students Affairs Manual

4. Establishing a New Student Society

The Student Activities Section encourages students to establish new student societies and teams through which they can develop their various skills. Establishing a new group, however, should be based on the following criteria:

1. The goal of the group should be in line with the university vision and mission, provided that the society is new and does not conflict or interfere with the goals of any other group at the university.
2. Presenting a detailed conception of the society vision and mission and its goals and responsibilities.
3. The minimum number of the society members is 15.
4. Applications should be submitted at the end of the academic year and the society is to be announced at the beginning of the new academic year.
5. Students wishing to establish a new student society should contact the Student Activities Section.
6. The Student Activities Section meets with the students and explains to them the procedures followed in establishing a society.
7. The Student Activities Department submits the application to the Director of the Student Affairs Department.
8. The decision for approving the establishment of a new group is taken within 20 working days from the application submission date.

5. Society Activities and Events

The student societies achieve their goals by conducting a variety of activities and events for the university students. Each society is responsible for marketing and promoting its activities to achieve its goals and as well communicating with the Student Activities Section in order to obtain the required support. This should be as follows:

1. The group activities should be directly related to the group's vision and goals.
2. Submitting an application for organizing a student event should be through filling in an application form in which the required financial and administrative needs of the events are explained in detail.

Approval of Activities and Events

Before organizing an event, a prior approval needs to be obtained from the Student Activities Section. This is as follows:

1. Events where there is no hosting of figures, either from the university or from outside, and

A'Sharqiyah University Policy Students Affairs Manual

which do not require any financial cost should be approved by the Student Activities Specialist with informing the head student activities Section.

2. Events that require hosting figures from inside and outside the university should be approved by the head of the Student Activities Section and in coordination with the Director of Student Affairs.
3. Events that take place at the level of higher education institutions and the institutions of the local community should be approved by the Director of the Student Affairs Department.

6. Events Organized inside the University

1. For organizing events which do not involve participations of external institutions, a request should be submitted 10 working days before the day of the event.
2. For the events which involve participations of external institutions, a request should be submitted 15 working days before the day of the event.
3. For organizing a student forum, a request should be submitted 2 months before the day of the forum.
4. If the event is intended to take place after 6 pm, The concerned departments (Dorms, Security, and Transportation) should be notified via e-mail by the Student Activities Section 3 working days before the event.
5. In case there are guests or participants from either the university or outside, the Student Activities Section should be notified by filling out a form of Event Organizing Request.
6. The Student Activities Section should also be notified if there is a need to provide food or drinks to guests or participants.

7. Events Organized outside the University

1. A form of the society requirements should be submitted 15 days before the event.
2. If required, Dorms and Security Section should be notified through the Student Activities Section.
3. In case the activity requires providing transport service, the Student Activities Section should coordinate with the Facilities and Services Department.
4. The number of events of each society should not exceed 3 in each semester.

8. Participating in an Event Outside the University

The Student Activities Section provides opportunities to students to participate in local activities and events and in competitions organized by external institutions based on:

- Official invitations
- Advertisements on official websites and social networking sites

A'Sharqiyah University Policy Students Affairs Manual

The Student Activities Section encourages students to participate and provides all participation requirements.

9. Establishing and Organizing Activities by the Student Societies

A. How to Apply for Organizing a Student Event

1. Filling out an application form which is available in "Google Drive" platform.
2. The application should include the event details: date, time, location, purpose of event, event brief and its requirements.
3. After receiving an approval letter via e-mail, the request is followed up and discussed with the society supervisor
4. The application is reviewed by the Student Activities Section and gets approved within 2 to 5 working days.
5. The event is approved based on its content and the extent to which it is related to the society.
6. After event is approved, a form of following up the execution of the event is sent to the society president.
7. The execution of the event is to be followed-up by the Activities Specialist, the Society Supervisor, and the Society President.
8. A form of event requirements is sent by the Student Activities Section to the concerned departments.

B. Requesting Financial Support and other Events Requirements

1. Based on the above procedure, the society should submit a needs request within the event application form.
2. The expected requirements should be written in detail.
3. The Student Activities Section should contact the society president within 5 working days in case there are any comments on the request.
4. The Head of Student Activities Section then discusses the request with the Director of the Student Affairs.
5. After approval, the application is transferred to the Finance Department for disbursement procedures.
6. In case the request is rejected, the society president should be informed so that he or she can seek an external sponsorship, postpone, or cancel the event.
7. The Finance Department should make the payment to the Head of Student Activities Section or his representative within 5 working days from the day of receiving the approval.
8. No later than 5 working days after the execution of the event, the society should provide the Student Activities Section with purchase invoices indicating all expenses and any extra expenses in a detailed report.

A' Sharqiyah University Policy Students Affairs Manual

9. The Finance Department should receive the bills within 10 working days after the event.

Advertisements

1. Advertisements are designed after obtaining an approval for organizing an event.
2. The designs are presented and approved by the Student Activities Specialist.
3. Advertisements should be published 5 days before the day of the event.
4. Forum Advertisements should be published 10 days before the due date.
5. Advertisements should be designed for all events and distributed on campus.
6. Paper Advertisements should be posted only on the Notice boards.
7. Posters should be displayed in areas that are visible to all.
8. Advertisements should be displayed on the campus screens, sent via e-mails to students, and through social networking sites.
9. It is strictly prohibited to post advertisements on walls, tables, doors, and elevators.

D. Tasks to be Performed after Executing an Event:

1. Supervising returning the furniture to its previous place or store by workers.
2. Cleaning the place and returning it as it was before.
3. Attaching a detailed report of the activity including pictures and videos and uploading them on the group's file on 'Google Drive' within 5 working days through the group's coordinator.

E. Inviting Guests

Inviting guests of honor, trainers, speakers, and lecturers is as follows:

1. The guest of honor should be associated with the event, except for official occasions specified by the office of the Vice Chancellor office or the Student Affairs Department.
2. Trainers and lecturers should be selected based on their professional competence and should have a distinguished CV.
3. Lecturers and trainers should be invited through an official invitation letter signed by the Director of Student Affairs.
4. Inviting important invitees should be coordinated with the Vice Chancellor office.

F. Absence Excuses

Activities and events are organized in accordance with the students' free time and through coordination among society members to avoid skipping lectures. In certain cases, students are given excuses after obtaining a recommendation from the Head of the Activities Department. These are as follows:

1. Participating in organizing events inside or outside the university.
-

A'Sharqiyah University Policy Students Affairs Manual

2. Participating in an external event or competition.
3. No excuse shall be given to a student participating in a training workshop inside the university or in a society meeting.
4. Any exceptions from excuses that are not mentioned above should be approved by the Director of Student Affairs.

10. Elections of the Student Societies Board

The Board members are the link between the Student Activities Department and the members of the group. These boards are re-elected as follows:

1. This board is re-established annually before the end of the second semester of each academic year.
2. The Student Activities Section supervises the process of organizing and coordinating time, date, and execution of elections.
3. The GPA of the student applying for a managerial position (president, vice president, coordinator) should not be below 2.0.
4. Candidates' names are announced during the meeting to select the Board members.
5. The candidate for any administrative position wins by obtaining the highest number of votes.
6. In the event that no candidates have been nominated, the previous board is recommended.

11. Societies Meetings

The society members hold periodic meetings to discuss the society activities and plans and prepare for upcoming events.

1. Meetings are held on a regular basis upon the request of the society president or their deputies and in coordination with the Student Activities Section.
2. The coordinator writes the minutes of the meeting.
3. Exceptional meetings related to the events and programs are held upon the request of the society president and approved by the Student Activities Section.
4. Meetings should be held at times that do not clash with lectures or exam.
5. The total number of meetings should not be less than 3 in each semester.
6. In general meetings, attendance should not be less than 10 members.
7. Exceptional meetings should be held in a prior coordination with the Group Supervisor and attendees should not be less than 5 members.
8. The meeting room should be booked within a reasonable time before the meeting date and in coordination with the Student Activities Section.

A'Sharqiyah University Policy Students Affairs Manual

9. The meeting minutes should be uploaded to 'Google Drive' platform.

12. Society Membership

1. A student has the right to join any student society activity that suits his/her preferences and desires.
2. The membership is registered with the society president or the Activities Specialist who supervises the society.
3. The member should adhere to the society rules.
4. The member should perform the tasks assigned to him/her.
5. Students from outside the university are not allowed to join any student society as members. However, they can participate as collaborators.

13. Expulsion of Society Members

1. Committing an explicit violation that harms the student activities or the university's reputation.
2. Committing any violation that leads to a warning penalty or higher according to the Student Disciplinary Bylaw.
3. Lack of interaction and participation in the society's activities.
4. Missing five consecutive society meetings.
5. Dismissal from the university.

Note: The Expulsion is executed by the Head of the Student Activities Department for a period of one semester in the above-mentioned cases (1-4) and reviewed at the end of the semester.

Chapter 2: Using the University Facilities for Student Activities

The Student Services Center building consists of several different facilities available for the student societies to use for meetings and conducting their activities. These are:

1. Multipurpose Hall 1
2. Multipurpose Hall 2
3. Student Activities Office
4. Student Activities Meetings Office

The halls should be used as per the following instructions:

1. Halls should not be used for personal purposes.
2. It is not allowed to post any posters on the walls of the halls.

A'Sharqiyah University Policy Students Affairs Manual

3. It is not allowed to use the halls before obtaining an approval from the Student Activities Section.
4. The multi-purpose halls are used for conducting events and training workshops, while the activity offices are used for holding meetings and preparing for events.

Chapter 3: Students' Participation in Student Events outside the University (local & international) and Student Dispatching System

Student Nomination Procedures

First: Students are nominated by the Student Affairs Department to participate in non-academic activities and events outside the university. This is according to the following conditions:

1. The student should be good and active in the student activities.
2. The student should be of good behavior.
3. Approval of the student's guardian for female students (As per the procedures of the Student Affairs Department).
4. The participation should not affect the student's progress in his/her studies.

Second: Students are nominated to participate in scientific activities and events of colleges and centers outside the university. This is done through the College Deans/Centers Directors according to the following conditions:

1. The student should be of conduct and behavior.
2. Obtaining the approval of the student's guardian for female students (As per the procedures of the Student Affairs Department).
3. The participation should not affect the student's progress in his or her studies

1. A Student Participation in outside activities/events.

As required by each activity or event and as recommended by the organizer, the university provides the requirements needed for the student's participation in events and competitions outside the university. The university provides the following:

2. Local Participations

1. Accommodation: The university provides accommodation with breakfast in case the mission exceeds one day excluding participations in remote areas.
2. Transportation: Transportation is provided by the university or otherwise the student is given an amount of 10 Omani riyals per day as per the instructions of the Director of Student Affairs and the approval of the Assistant of the Vice Chancellor.

A'Sharqiyah University Policy Students Affairs Manual

3. The student is paid a daily allowance of 10 Omani Riyals for each participation.

3. International Participations:

1. The university provides air tickets and accommodation with breakfast and transportation.
2. Allowance: The student receives 20 Omani Riyals per day as pocket money.

Notes:

1. Article 1 is canceled if the benefit is provided by the host or event organizer.
2. Support provided for participants should be within the limits of the approved annual budget of the student activities and programs.
3. This scheme does not apply to students who participate on their own expense.
4. The events and programs for which the student is nominated should be related to the university's goals and strategies.

Procedures Related to this participation

1. The Student Activities Section nominates a student according to the type of participation. The student fills out the participation form and then obtains other official approvals.
2. After approvals are obtained, the form is sent to the respective departments to conduct the required procedures.
3. The Student Activities Section follows up the completion of the student's participation procedures.

Chapter 4: Honor

Represented by the Student Activities Section, the university encourages and appreciates the students' achievements and participations in internal and external events by honoring them at the closing ceremony of the student events.

A. The Student Activities Department offers the following annual awards:

1. The best society / team
2. The second-best society / team
3. The third-best society / team
4. The best society president
5. The second-best society president
6. The third-best society president

B. Students who are good at student activities, and they are:

1. Owners of initiatives that serve student activities.

A' Sharqiyah University Policy Students Affairs Manual

2. Students who constantly collaborate with the Student Activities Section.
 3. Students who regularly participate in various events organized by the university.
- C. Students who won the first position in local competitions and one of the first three positions in international competitions are honored by receiving gifts from the Vice Chancellor. The gifts costs are estimated by the Director of Student Affairs.

Chapter 5: Using Custody related to activities

The Student Activities Department provides the tools and devices necessary to carry out external activities or participations, such as: clothes - musical instruments - sports equipment and computers when needed.

Procedures:

- The student signs the borrowing request form.
- The student is obligated to return the tools after completing the use of the inventory in the specified event.
- In the event of damage or loss of the trust due to negligence, the student pays the value of the trust or damage.

Section Four: Student Complaints and Violations

Chapter One: Student Complaints

- All complaints submitted by university students are treated with the utmost confidentiality.
- All University students have the right to lodge a formal complaint via the channels listed below when they have sufficient and compelling reasons to do so, and the University will take all necessary measures to ensure that they are protected from any malicious act that any of the University's employees may take after they have filed a complaint against the student. The actions taken against the student after submitting a complaint shall be considered malicious conduct and will be addressed by following the procedures stipulated in the Human Resources Regulations of the University.

First: Types of Complaints

1. Complaints Related to The Services Provided at the University

Stage 1: In this stage, the student is advised to speak directly to the department concerned with the submitted complaint.

Stage 2: The student can submit an official written complaint by filling out the complaint form

A'Sharqiyah University Policy Students Affairs Manual

which is allotted for submitting direct complaints to the Student Affairs Department. The complaint will be dealt with within 10 working days by forwarding it to the respective department after which the concerned student will receive a reply regarding his/her complaint.

Stage 3: Grievance: In case the complainant has not received satisfactory solution, he/she can raise a grievance to the Vice Chancellor office through the Student Affairs Department and attach all relevant documents. The Vice Chancellor office reviews the complaint along with all relevant documents and then informs the student of the result within one week. This is the final stage after which the case is closed.

A Student's Complaint Against Another Student

Stage 1: The student first speaks directly to the person concerned with the problem.

Stage 2: If no satisfactory result has been reached through the previous stage, the student can submit an official written complaint by filling out the complaint form allotted for submitting direct complaints to the Student Affairs Department. The complaint should be submitted to the staff member who is in charge of dealing with complaints in the Student Affairs Department. He/she will attempt to handle the case by meeting the two concerned parties within 10 working days.

Stage 3: If no satisfactory result has been reached through the previous stage or if the concerned staff member believes that the problem cannot be solved internally, he/she will forward the complaint to the Administrative Accountability Committee of Student Violations through the Director. Then, the committee investigates the complaint, meets both parties, and informs the complainant of the result within 10 working days. This is the final stage after which the case is closed.

A Student's Complaint against a Staff Member or a Faculty Member

Stage 1: The student first speaks directly to the person concerned with the problem.

Stage 2: If no satisfactory result has been reached through the previous stage, the student can submit an official written complaint by filling out the complaint form allotted for submitting direct complaints to the Student Affairs Department. First, the staff member in charge of complaints coordinates with the complained person in order to resolve the issue amicably. If the issue has not been resolved, it is referred to the Deputy Vice Chancellor President for Academic Affairs concerning

A' Sharqiyah University Policy Students Affairs Manual

complaints related to faculties and the Language Centre and to Assistant Vice Chancellor for Administrative Affairs concerning complaints related to financial and administrative departments. Complaints related to departments that report to the Vice Chancellor's office are referred directly to him through the staff director. The complaint is reviewed, an appropriate action is taken, and the students is informed of the outcome.

Stage 3: Grievance: In case no satisfactory solution has been received, the student can raise a grievance to the office of the Vice Chancellor office through the Student Affairs Department and attach all relevant documents. The office of the University President reviews the complaint with all relevant documents and then informs the student of the result within one week. This is the final stage after which the case is closed.

A Staff Member/Faculty Member Complaint against a Student

This type of complaint is divided into two distinct categories where each category is dealt with through different procedures.

Category A: Complaints Related to Academic Aspects

Stage 1: The concerned person first speaks directly to the student to resolve the issue.

Stage 2: If the issue has not been resolved, or the faculty/staff member is not willing to speak directly to the student, he/she can submit an official complaint to his/her line manager who will discuss the issue with the person in charge, i.e., Dean, Director, or the Department Head. If required, a special committee is formed to investigate the matter. The committee will report the findings of its investigation within 10 working days and inform the complainant of the decision reached.

Stage 3: If the faculty/staff member was still not satisfied with the decision, he/she submits a written complaint through his/her line manager to Deputy Vice Chancellor for Academic Affairs concerning complaints related to faculties and academic centers and to Assistant Vice Chancellor for financial and administrative affairs concerning departments that report to his office and to the Vice Chancellor concerning departments that directly report to his office. The complaint is discussed and reviewed and if required a committee is formed after which the Vice Chancellor, Deputy Vice Chancellor for Academic affairs or Assistant Vice Chancellor for financial and administrative affairs announces a decision within 10 working days. This is the final stage after which the case is closed.

Category B: Complaints Related to the Student's Misconduct

Stage 1: This is the first stage of the complaint raised by the faculty/staff member against a student regarding his/her misconduct. The complainant first speaks directly to the student to solve the problem.

A'Sharqiyah University Policy Students Affairs Manual

Stage 2: If the issue has not been resolved or the complainant is not willing to speak directly to the student, he/she submits an official complaint to his/her line manager. Concerning complaints related to faculties and academic centers, the line manager will refer them to the Deputy Vice Chancellor for Academic Affairs if they are associated with departments that directly report to Vice Chancellor and to Assistant Vice Chancellor for financial and administrative Affairs concerning complaints related to departments that report to him/her directly. Then a decision is made, and if required, the case is referred to the Administrative Accountability Committee of Student Violations which will conduct an investigation and submit a report within 10 working days. The final decision is issued, and the two parties are informed within 15 working days from the date of submitting the complaint. This is the final stage after which the case is closed.

Second: Submission of Complaints:

The types of complaints submitted by students are as follows:

1. General complaints which include complaints about a university services, complaints against a student, behavioral complaints, complaints against staff member. This type of complaint is submitted to the person responsible for receiving and following up student complaints at the Student Services Section in the Student Affairs Department.
2. Academic complaints related to faculties and the English Language Center. These are submitted directly to the College Deanship or the Center Office.

Chapter Two: Student Violations

Definition of student violation

It refers to non-compliance with the rules, laws, and regulations in force at the university which are stated in this Bylaw. It includes dishonest and unethical behavior which contradicts with the established values, traditions, regulations, and rules of the university, whether this behavior emerges from dealing with the university students, employees, workers, or the properties of the university. This chapter discusses non-academic behaviors.

Procedures of Dealing with Violations through the Student Affairs Officer in Charge of Following up Violations

1. Carrying out an initial investigation regarding a violation committed by any student where the university rules have been violated and taking the necessary measures.
2. Coordinating the investigation of cases that require investigation.
3. Calling the violators to the Administrative Accountability Committee for Student Violations.

A' Sharqiyah University Policy Students Affairs Manual

4. Preparing the meeting minutes of the Student Accountability Committee and obtaining the required approvals.
5. Referring grievances received from students against decisions to the Vice Chancellor office and informing the students of any proposed changes.
6. Referring cases that may require counseling to the Student Counseling Section based on recommendation in order to ensure the change of the student's misbehavior.
7. Submit the decision of the penalties issued to students, according to the violation attributed to them, after the adoption of the prescribed penalty.

Violations and the Penalties:

| Category of violation | Type of violation | First time | Second time | Third time |
|-----------------------|---|--------------------|-------------|--|
| Category I | <ol style="list-style-type: none"> 1. Trying to confuse/interrupt the university's activities and events. 2. Violation of the decisions issued by the university administration and non-compliance with them. 3. Facilitate the entry of individuals or groups into the university. 4. Spreading rumors that would confuse the administrative or academic system of the university. 5. Issuing or distributing bulletins, wall newspapers, newspapers and magazines or sending them via e-mail without obtaining prior approval from the university administration. 6. Violation of the university law for uniforms during official working hours 7. Violation of the general appearance 8. Smoking inside campus buildings. 9. Misconduct within the classroom. | Attention + Pledge | Warning | Final Warning + Notification to the student Guardian |

**A'Sharqiyah University Policy
 Students Affairs Manual**

| | | | | |
|--------------|---|---|--|--|
| Category II | 10. Misuse, damage or vandalism of any of the University's property, including the information network and electronic files. | Drawing attention + obliging the student to pay for the repair whatever it is as compensation | Warning + Informing the student guardian + Obliging the Student to Pay for the Repair, whatever it may be, as compensation | Final Warning + Obliging the Student to Pay for the Repair Whatever it Is as Compensation + Informing the Parent |
| Category III | 11. Misconduct, verbal and actual harassment and harassment 12. Practicing unethical behaviors on campus or income. 13. Commit any act or speech that is prejudicial to honor, dignity, morals and religious beliefs, or that would harm the reputation of the University or any of its members, whether employees or students. 14. Violation of ASU Dorms regulations represented in being late for the specified attendance time or overnight outside the dorm without a permit issued by the dorms supervisor , or causing any change in the dorm or its contents | Warning + Transfer to Student Counseling section | Final Warning + Informing the student Guardian | One semester suspension + informing the student guardian |

A'Sharqiyah University Policy Students Affairs Manual

| | | | | |
|-------------|---|---|---|--|
| Category IV | 15. Tampering, removing, disconnecting, covering, disabling or extinguishing fire alarms or smoke or heat sensors, turning on the fire alarm without the presence of a fire, setting fire inside the university, using incense or any other reasons that lead to the ringing of the bell. | Warning + fine of OMR 50 | Final Warning + Informing the student guardian + Fine of OMR 100 | One semester suspension + informing the student guardian + fine of OMR 500 |
| Category V | 16. Making incorrect statements or information in official papers, or falsifying official documents related to the university, or obtaining them illegally. 17. Display photos, films or any other means of communication that contradict Islamic values and ethics or violate the general morals of Omani society, or harm the reputation, attempt to confuse the activities and events of the University. 18. Organizing or participating in any committees, associations or conferences without prior authorization from the University. 19. Electronic extortion against university employees and students 20. Taking psychotropic substances inside campus buildings and university housing. | Final warning with notification to the guardian + transfer to the guidance department | One Semester suspension + Informing the student guardian | Final dismissal + informing the student guardian |

Note: the disciplinary committee has the right either to implement, reduce or upgrade mentioned penalty according to the student violation.

Chapter 3: Accountability, Discipline, Penalties, and Grievance**First: Administrative Accountability of Violations Committed by Students****Administrative Accountability Committee for Student Violations**

This "committee" is formed by a decision of the Vice Chancellor to investigate non-academic violations committed by the students and they are referred to the committee through the Director of Student Affairs. The committee consists of four members and headed by the Deputy Director of Student Affairs. One of the members is the employee in charge of following up student violations in the Student Affairs Department who is considered a member and the rapporteur of the committee. The committee submits its recommendations to the Disciplinary Committee within 20 days from the date of receiving the complaint.

Investigation Procedures

1. The employee in charge of receiving student violations and complaints reviews each incoming complaint.
2. The Student Affairs Officer may meet the parties connected with the complaint to obtain further clarifications or information concerning the issue provided that this procedure does not exceed one week from the date of receiving the complaint.
3. If the violation or complaint is related to harassment or misconduct in the classroom, or any other violation mentioned in this policy, a penalty may be executed. The respective employee submits the violation to the Director of Student Affairs in order to refer it to the Student Accountability Committee. The Student Accountability Committee will investigate the alleged violation or the submitted complaint and takes the required action.
4. Two penalties can be executed for a single violation.
5. The authority to execute disciplinary penalties is based on the committee's recommendation as follows:
 - a. Penalties (notice, warning, referral to the Student Counselling Section) are issued by the Director of Student Affairs (for general cases and violations on the university campus and dorms).
 - b. The Disciplinary Committee is entitled to execute all penalties stated in this policy.

Terms of Reference of the Administrative Accountability Committee of Student Violations

1. Investigating the received student violations.
2. Conducting interviews and investigations with the concerned parties and asking for more clarifications and details about the complaint or violation.
3. In case the defendant has not attended the investigation session he or she was called for without a valid reason, the committee may proceed with the case and issue the recommendation in absentia.

A' Sharqiyah University Policy Students Affairs Manual

4. At the end of the investigation process, the Administrative Accountability Committee for Student Violations shall raise its report with recommendations to the Disciplinary Committee within 20 working days. This report should include all relevant data and evidence.

Second: Disciplinary Committee

This "committee" is formed by a decision of the Vice Chancellor in order to execute disciplinary measures against students who violates the university rules stated in the university bylaw. The committee consists of three members: Deputy Vice Chancellor for Academic Affairs, Dean of the College of Law, Director of Student Affairs. This committee takes disciplinary decisions regarding violations referred to it by the Administrative Accountability Committee of Student Violations.

Third: Penalties

The Disciplinary Committee may execute one or more penalties on any student who has been proved to have committed any of violations stipulated in the aforementioned violations section:

- A. First notice with assurance.
- B. Warning.
- C. Final warning with notifying the student guardian.
- D. Deprivation of living in university dorms for one semester with notifying the guardian.
- E. Permanent deprivation of living in university dorms with notification to the guardian.
- F. Denial of practice or enrollment in student activities for a period not exceeding one semester.
- G. Suspension of study for a period not exceeding two semesters with notification to the guardian.
- H. Final suspension of study at the university with the notification of the guardian.
- I. Payment of a fine in case of damage to any of the property of the university.
- J. Payment of a fine in case of tampering with the alarms and safety system (ranging from 50 riyals to 500 riyals).
- K.

Fourth: Grievance Against the Penalties Issued by the Disciplinary Committee

Grievance: A request to reconsider reducing, amending, or cancelling the issued penalty.

1. The student may raise a grievance to the Vice Chancellor against the penalty decision executed by the Disciplinary Committee based on his/her belief that the accusation against him/her was false or the penalty is not substantially proportional to the size of the violation.
2. The applicant of the grievance should write the grievance letter clearly, explaining the reasons for submitting his/her request.
3. The grievance letter should be submitted within 10 days from the date of receiving the decision.
4. The grievance should be submitted to the Vice Chancellor through the Director of Student

A'Sharqiyah University Policy Students Affairs Manual

Affairs and should be signed by the respective student.

5. The Vice Chancellor may reject the submitted grievance. He may also accept or cancel the penalty or reduce it within 10 days. The decision of the Vice Chancellor is considered final.
6. The decision is submitted to the Student Affairs Department which will in turn submit it to the complainant who will sign a receipt.

Notifications Handed over to Students by the Security Personnel

1. The security personnel are authorized to issue a notice to the student for not adhering to the university dress code, wearing inappropriate clothes, or for not carrying the university card (twice after which the student is referred to the Student Affairs Department).
2. The student may object the notification by submitting a grievance to the Director of Student Affairs within 7 days from the date of receiving this notification.
3. The Director of the Student Affairs Department has the right to accept or reject the grievance.

Section Five: Absence of Students from Academic Lectures and Procedures for Approving Excuses

There is a specific absence rate that a student should not exceed. In case this rate has been exceeded, the student is liable to certain disciplinary measures according to the regulations of Admission and Registration. The university follows a policy for accepting absence excuses. However, a student is expected to adhere to this policy by providing valid excuses provided that these excuses are certified and in line with the criteria set of accepting absence excuses. This is done through:

1. The student uploads his/her absence excuses through the Absence Excuses System which is within the system of the Electronic Applications System and attach any relevant documents based on the specified Absence Excuses Conditions and within a period of two weeks from the absence date.
2. The excuse is approved electronically through the system by the concerned employee at the Student Affairs Department.

Conditions for Accepting Absence Excuses

Sick leave

1. It should explicitly mention "sick leave" and not attending or a visiting the hospital or health center.
2. The sick leave must be signed by the treating doctor with the hospital stamp on.
3. If the leave was issued by a private hospital more than three days, it must be certified by a government hospital or the health services department in the governorate.
4. The sick leave issued by the university clinic is also valid.
5. If the leave was issued by a hospital or a health center outside the Sultanate, it must be certified and approved in accordance with the procedures followed in the Sultanate of

A'Sharqiyah University Policy Students Affairs Manual

Oman by getting it certified by the embassy of the country in the Sultanate or the Ministry of Foreign Affairs within a period of not more than 2 weeks from the date of returning to the Sultanate.

Death- related Excuses

1. Death of first degree relative (parent - brother - sister - son - daughter - grandmother – grandfather- spouse). An excuse for a period of 3 days is approved with an attached letter from the Sheikh and certified by the Wali.
2. Death of second degree relative (aunt - uncle). An excuse for a period of only 2 days is approved with an attached letter from Sheikh and certified by the Wali.
3. Death of third degree relative (cousin). An excuse for a period of only 1 day is approved with an attached letter from Sheikh and certified by the Wali.

Participating in the University Main Events and in the Student Extracurricular Activities outside the University

1. A list of students participating in organizing main events at the university or participating in activities outside the university is prepared and initially approved in by the Student Activities Section.
2. The list of participating students should be attached to the Absence Form and submitted to the employee in charge of Absence Excuses.

Marriage Leave

A leave of 3 days is approved only one time during the study period at the university with the submission of relevant document (marriage contract).

Pilgrimage Leave (Haj)

A student is entitled to have an absence excuse for 10 days to perform Haj provided that he/she submits the relevant official documents.

Maternity Leave

A female student is entitled to obtain an absence excuse for a period of 2 weeks, provided that she submits the relevant official documents. However, if the student's health condition requires her to extend her leave, she will be advised to postpone the semester.

Absence Excuses Related to other Reasons and are Evaluated and Verified by the Employee in Charge. They are as follows:

1. Escorting a patient of a first-degree relative for treatment (father - mother - son - wife - husband - brother - sister) and with a maximum period of one week.
2. In case a student had an accident, he/she should submit the supporting documents.
3. Excuses related to completing court procedures and with the submission of supporting evidence.
4. Any other excuse that is not mentioned above is to be evaluated and approved by the Director of Student Affairs or his/her deputy. In some cases, recommendations from the Student

A'Sharqiyah University Policy Students Affairs Manual

Counselor at the Student Counseling Section are required.