



Staff INDUCTION Handbook 2019 - 20



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Vice Chancellor's Welcome Message

Dear new staff member:

On behalf of Dhofar University (DU), I would like to extend a very warm welcome to you. You have joined an institution that is striving towards excellence. DU is not just an institution of higher learning in a remote location in the Sultanate of Oman; rather, it is a promising project of social and economic development in a region that is undergoing dynamic change after decades of lethargy and under-development. The University was named after the region to highlight its commitment to serve Dhofar, in particular, and Oman in general. This is explicitly stated in our mission and strategic goals. In approving the establishment of new private universities in the various regions and offering them generous financial support, His Majesty Sultan Qaboos bin Said affirmed his commitment to quality higher education.

In one and half decades, DU has succeeded in placing itself firmly on the map of higher education in Oman. While building its own resources, DU has nurtured strategic partnerships with other international education providers and with the local community as well. DU also has a unique distinction of being accredited nationally by Oman Academic Accreditation Authority (OAAA) and internationally by UK based Accreditation Services for International Schools Colleges and Universities (ASIC).

This handbook aims to introduce you to DU and its social and economic environment. It is designed to familiarize you with aspects of Omani culture and features and introduce you to some of the key people, places, programs and policies of DU.

This handbook is a very useful reading for all new staff as it provides some important information pertinent to working at DU and living in Salalah. More details are available in the DU Bylaws, Conditions of Employment and your Employment Contract, the University Catalog, Faculty Handbook and Student Handbook. Most of these publications are available on DU's website <http://www.du.edu.om>

I hope the information you find here will contribute to building a collaborative community of scholars and learners at DU. I wish you a productive and enjoyable stay at DU.

Prof. Hassan Kashoob

Vice Chancellor,

Dhofar University, Salalah.

Part One: The Sultanate of Oman and Dhofar Governorate

1.1. About the Sultanate of Oman

The Sultanate of Oman is an independent state covering 309,500 sq. kms. of the south east Arabian Peninsula in the Gulf of Oman and the Arabian Sea. As of January 2019, it has an estimated population of 4.975 million including nearly 45% expatriates. It was formerly known as Muscat and Oman. It is bordered in the west by Yemen and Saudi Arabia and on the north by the United Arab Emirates, which separates the major portion of the Sultanate from a small area in the Strait of Hormuz. The capital and largest city is Muscat. For administrative purposes, the country is divided into eleven governorates. Within the governorates Oman is divided into sixty-one provinces called Wilayats.

For the most part, Oman comprises a narrow coastal plain backed by hill ranges and an interior desert plateau. The highest point is Jebel Shams (9, 900 ft. / 3,018 m). In the extreme north, dates, limes, nuts and vegetables are cultivated and in the southwest there is an abundance of cattle and other livestock. Fishing is an important industry. The major product, however, is oil, which was discovered in Oman in 1964 and first exported in 1967. Natural gas production and small copper mines were developed in the early 1980s and are a part of Oman's growing industries. The inhabitants are mostly Arabs; there are also minorities of Pakistanis, Indians, Africans, Baluchis and migrant workers of various ethnicities.

For more details, see:

<https://en.wikipedia.org/wiki/Oman>

<http://www.omansultanate.com>

1.2. About the Dhofar Governorate

Dhofar is a masterpiece of nature's artistry and generosity. It occupies the southern parts of the Sultanate of Oman. Bordered by the Al Wusta Governorate in the east, the Arabian Sea to the south, the Republic of Yemen in the south west and Saudi Arabia across the "Empty Quarter" or Al Rub'a Al Khali in the North West. It covers an area of 100,000 sq. kms which is almost one third of Oman. Salalah is also the administrative capital of Oman with all modern facilities. Dhofar is climatically different from the rest of Oman due to the effects of the monsoon rains which occur between June and September. The temperature is moderate, rarely exceeding 30 degrees Celsius. Dhofar is divided naturally into three areas: the coastal plain, the mountains and the desert.

Freshwater wells and natural springs originating in the mountains supply an abundance of water to the coastal plain, enabling agriculture to thrive. Bananas, coconuts, sugar cane, papaya, cereal and animal fodder crops are cultivated. Three mountain ranges run the length of Dhofar. With the impact of the monsoon, the whole area turns into a verdant paradise. The climate in Dhofar is perfect for the growth of the olibanum/ frankincense tree. History reflects that frankincense was an extremely precious commodity in ancient times. Transported by vast caravans across the Arabian Peninsula to Iraq and Egypt, it was then taken to Europe. The Queen of Sheba travelled

to the area to harvest and collect frankincense – it is said that she also made offerings of this precious commodity to King Solomon. The Arabian Sea provides an abundance of seafood which is quite affordable. The vast coastline has many lagoons attracting wildlife, in particular migrant birds. The pristine beaches offer plenty of scope for water sports. The mountains expose dramatic scenery and the whole Governorate is rich in archaeological sites. Accommodation, restaurants and shopping facilities are very good.

For more details, see:

<https://omantourism.gov.om/wps/portal/mot/tourism/oman/home/sultanate/regions/dhofar>

1.3. Dress Code and Local Considerations

For most of the year light, loose-fitting clothes, preferably cotton, are best suited for the Omani climate. From December to March, a slightly warmer garment may be required during the evenings. Clothing must be decent and professional and any tattoos must be covered. Please adhere to the following rules and regulations regarding dress and appearance to avoid complaints and criticism from students.

1.3.1. For Men

Non-Omani men do not have to wear a suit or a jacket but must wear a dress shirt and a tie. The shirt must be tucked into the trousers or pants and a belt must be worn. Short-sleeved shirts can be worn, but all shirts must be dress shirts, not T-shirts or polo shirts. Clothing must be loose-fitting, not tight. Non-Omani men must not wear sandals. No denim is allowed, i.e. no jeans of any color, nor denim shirts or jackets. No sportswear, e.g. track-suits or training shoes, no beachwear, e.g. shorts, Bermudas, espadrilles, thongs, flip-flops or Crocs are allowed. Wedding rings and watches are fine, but other jewelry, such as ear-rings, bracelets, chains and necklaces, is not allowed. Hair must be short, with no pony-tails, etc. allowed.

1.3.2. For Women

Dress must be decent, i.e. not tight, not transparent and not revealing in any way. The female form must not be accentuated. Sleeves must not be too short, the back and the midriff must not be displayed. No denim is allowed: no jeans of any color, no denim skirts, blouses or dresses. Short skirts/dresses are not allowed: they should be at least mid-calf though ankle-length or even longer ones are preferable. Women can wear trousers or pants, but they must wear a long top, shirt, blouse or tunic. No low-necked blouses or dresses are allowed. Short-sleeved blouses or dresses are allowed, but sleeveless ones are not. No sportswear of any kind, i.e. training shoes, gym shoes, track-suits, beach-wear, e.g. shorts, Bermudas, espadrilles, flip-flops or Crocs is allowed. Leggings and pyjamas are strictly forbidden.

Part Two: Dhofar University

2.1. Overview

Dhofar University (DU) is a private institution of higher education in Salalah, Sultanate of Oman, established by Ministerial Decree No. 5/2004, issued in January 2004. DU is a not-for-profit institution and has a Board of Trustees that represents its highest policy-making body.

DU formally commenced its operations in September 2004 on the premises of the National College for Science and Technology, which was then officially incorporated into DU. DU is the first private University in the Sultanate modelled after the American system of higher education. It offers a two-year diploma, four-year bachelor degrees and two years' master degree programs that follow the credit hour system and uses English as the medium of instruction.

DU is accredited nationally (in Sultanate of Oman) by Oman Academic Accreditation Authority (OAAA) and internationally by UK based Accreditation Services for International Schools Colleges and Universities (ASIC).

2.2. Vision

"Dhofar University aspires to occupy a recognized position among the institutions of quality higher education."

2.3. Mission

"Dhofar University strives to achieve excellence in teaching, research and community service in an open learning environment conducive to creativity and innovation and to the acquisition of cutting-edge professional knowledge."

2.4. Values

The core values for DU are:

- Academic excellence
- Individual responsibility
- Continuous improvement
- Active citizenship
- Life-long learning

2.5. Colleges

There are four Colleges at DU: College of Arts and Applied Sciences (CAAS), College of Commerce and Business Administration (CCBA), College of Engineering (CE) and College of Law (CL). These colleges offer over 56 academic programs in different fields of specialization, which includes diploma programs, bachelor degree programs and master degree programs. For details refer the DU catalog available on the University website.

2.6. Foundation Program

The University also offers a pre-college program known as Foundation Program (FP). The FP is designed to bridge the gap between secondary education and undergraduate studies at colleges. The program's focus is to ensure students' readiness to embark on their university studies.

The General FP is a one-year bridge program intended to equip high school graduates to pursue university majors and is undertaken by most university students in Oman. The program focuses on three major areas: English, Mathematics and IT, plus general study skills. The curriculum is aligned with the learning outcomes stated in the Oman Academic Standards for General Foundation Programs. The emphasis of the English program is on the general communication and academic skills.

2.7. Student Characteristics

The number of students in the DU academic programs grew rapidly from 774 in fall 2004-2005 to around 5400 in the Fall semester, 2018-19. The overwhelming majority of students are 18-25 years of age and some 60% are on Ministry of Higher Education (MoHE) scholarship. Most students are Omanis, from Dhofar. However, the number of students from other Governorates of Oman is increasing each year. Female students outnumber males.

2.8. Campus

Dhofar University campus is built on a 450,000 square meter plot of land at the foot of the mountains. The campus meets international design standards, as well as those of the MoHE, while taking into consideration local needs and cultural context. The campus can accommodate up to 10000 students. At the moment, the first phase of the long-term construction has provided us with 3 separate buildings for the 4 colleges and FP, as well as a common classroom building, engineering workshop, an administration building, a library, a conference center, a student activities center and a mosque.

2.9. Workplace

A fully equipped office is assigned to each staff member. The office has a computer with Internet access and all the necessary programs installed. Each staff member gets an email account @du.edu.om. Each staff members are provided with all the basic stationery they need for their teaching and administrative duties. The department secretary will provide and guide staff members with other requirements.

Part Three: Getting Settled in Salalah

3.1. Visa

You shall receive an email from the department of Human Resources (HRD) at DU containing a copy of your work visa. It will look like this:

SULTANATE OF OMAN DIRECTORATE GENERAL OF PASSPORTS & RESIDENCE ENTRY VISA		سلطنة عُمان الإدارة العامة للجوازات والإقامة الأنشطة الدخول	
Name		الاسم	
Issue Date		تاريخ الإصدار	
Valid Until	2 YEARS	تاريخ الانتهاء	2 YEARS
Number	MULTIPLE	رقم الجواز	
Entry Type	EMPLOYMENT SINGLE	نوع الإقامة	EMPLOYMENT SINGLE
Nationality		الجنسية	
Passport Number		رقم الجواز	
Place of Issue		مكان الإصدار	
Place of Arrival	Muscat Muscat International Airport Arrivals	مكان الوصول	Muscat Muscat International Airport Arrivals
Way to be returned at		مكان العودة	
Sponsor's Name & Address جامعة ظفار في م. ع. ع. ص. ب. ٩٠٥٢ مسقط، سلطنة عمان		NOTE: Entry will not be allowed with different passport details other than those mentioned on the visa. لا يسمح بدخول السلطنة بإقامة جواز سفر يختلف عن التفاصيل المذكورة في تصريح الإقامة.	
FOR OFFICIAL USE EXPIRY DATE PEE = 0 R. O.		للاستخدام الرسمي	

Please note that, though your visa may indicate Muscat as the point of entry, you can fly directly to Salalah International Airport rather than Muscat. Once you have received your visa copy from HRD, you can go ahead and book your flight to Salalah. Please remember to forward your flight details to HRD before you leave your country so that we know when to meet you at the airport. Also, be sure to print out a copy of your visa to simplify the immigration process. On arrival at Muscat/Salalah airport, proceed to the immigration office to process your visa.

Once you receive the visa, proceed to the normal arrivals desk for your passport to be stamped and then go and collect your luggage. You will be met at the barrier by a hotel representative or a DU driver, who will take you to the Haffa House hotel (Please Refer to Section 3.2 below)

When you come to DU campus for the first time, you should report to the HRD, located in the main Administration Building on First Floor, where you will be welcomed and informed about what is required of you during the first few days. The Department of Public Relations and External Cooperation may also take you on a tour around the campus and introduce you to the staff as soon as you are ready.

3.2. Accommodation from DU (on arrival at Salalah)

- On your arrival at Salalah you will be provided
 - ❖ three days' hotel accommodation at University Cost (In addition to a room paid for by the University, you will be entitled to breakfast and an evening meal free-of-charge during your stay at the hotel).
 - ❖ to and fro transport to the university for three days.

- After three days, you will need to move into your own house or apartment and arrange for your own transport.
- You will be given assistance in finding suitable accommodation.
- You can also contact Mr. Abdulrahman Aqeel Baomar, Director, Department of Public Relations and External Cooperation at ab_baomar@du.edu.om for more information.

3.3. Banking

Opening a bank account in Oman requires:

- A copy of your passport,
- A resident card
- A letter from HR (DU)

There are several banks available to new employees. There is a Bank Dhofar branch located in the Student Affairs Building on campus. Dhofar University deals with Bank Muscat. Employees are expected to have an account with Bank Muscat. Employees' salaries are deposited directly into Bank Muscat on or around the 25th of each month. From there, they can be transferred to other banks, which may cause a 2-3 days delay. Note that you will be paid from the day of your arrival.

3.4. Bank Area Phone

- Bank Muscat (DU Direct Deposit, Al-Saada 23225853)
- HSBC (Haffa House 80074722)
- Oman Arab Bank (Al-Saada 23225974 / 23225976)
- Bank Dhofar (Al-Saada and DU 23227177 / 23225463)

3.5. Transportation

The public transportation in Salalah consists of a skeletal city bus service and taxis. This is why most newcomers either rent or buy a car. (Cars can easily be sold when you leave). Car rental agencies usually charge between OMR 10-15 per day. Long-term rentals are much cheaper. Dhofar University has negotiated a special rate of OR 150 a month to rent a car. For more details, please contact Mr. Abdulrahman Aqeel Baomar at ab_baomar@du.edu.om

3.5.1. Omani Driver's License:

To obtain an Omani driver's license, you will need the following items for the DU Government Formalities Office at DU:

- Resident card (Please see Section 3.9)
- Passport
- Valid domestic driving license
- Blood group certificate
- Two recent photos on a blue background

- Telephone number
- 200 Baisa (Have the exact amount.)

Present the above items to Government Formalities Office at DU (Mr. Thabit Awadh or Said Khalid) on the 1st floor, Room 109-A in the Administration Building. They will process your application file for the police department.

For the police department you will need:

- The completed application file from DU
- Original domestic license
- Resident card (Please see Section 3.9)
- Passport
- Visa debit/credit card (license fee OMR 20)

The police department is located off the Sa'ada traffic roundabout on Thumrait Street about 2.3 km south of DU.

At the Police Department, proceed to the traffic section. You may be directed to one of the offices for an eye test. Bring your glasses if you need them. Your form will be stamped after the eye test. Have your visa debit/credit card and your resident card ready. When your paperwork is finished and your fee (OMR 20) has been paid, you will receive your Omani license. Your Omani license is valid for 2 years.

It is to be noted that certain nationalities who already have driving license from their respective countries are not required to take driving test while certain other nationalities have to pass the driving tests to obtain driving license.

For more details, see: <https://www.rop.gov.om/english/>

3.5.2. Car Purchase:

Once you have your Resident card and Omani driving license, you can go to any car dealership. Most of the car dealers are represented in Salalah. Dealers willingly give you test drives. You may buy a car on cash or credit basis. Watch out for cash discounts / Ramadhan discounts. If you buy on credit, about 10% cash down payment will be required. The car dealers and the banks have car loan plans. It is to be noted that the dealers offer various services including arranging insurance and registration of the car.

The speed limit on all roads outside built-up areas is 120 Km/h. In built-up areas, the limit is between 40 and 100, but you will find other temporary speed limits for roadworks, etc. Many external as well as internal roads are monitored by speed cameras. Be alert about over speeding vehicles and animals on the road, specially camels.

3.6. Emergency Numbers

Always keep your Department Chair/Convener or Dean/Director informed about accidents, problems or other related emergencies because he/she may be able to help or advise you. Furthermore, DU is your legal sponsor during your stay in Oman. In case

of any accident or any kind of emergency, Oman emergency phone numbers should be ideally called at once. The first and the foremost phone number is that of the Royal Oman Police which is 9999.

If you are involved in a traffic accident, you must contact the police immediately on 9999. Leave the vehicle where it is until the police arrive to ensure that an accurate report is given, or they may fine you for moving it.

3.7. Health

DU arranges and pays for your health insurance. You will be advised to attend local private hospitals. Please ask Ms. Naifa Shanfari n2_alshanfari@du.edu.om from Administrative Services Department about this service when you arrive.

3.8. Hotels

The large hotels in Salalah are: Crowne Plaza Resort, Hilton, Al Baleed Resort, Rotana, Juweira, Hawana, Al Fanar and Millennium Resort. Some hotels have family membership and good weekend packages for DU staff.

3.9. Residence Card & Medicals

The HRD will assist you in obtaining your residence card and work visa. This process may take up to two weeks. A few days after you arrive, you will be taken to a medical center for a required blood test as required for the Residence Card.

3.10. Newspapers and Media

- There are now four daily (or near-daily) English-language newspapers in Oman: Observer, The Times of Oman, The Tribune and The Muscat Daily.
- The weekly tabloids are: The Week & H! Magazine
- Monthly magazines are: Y, Oman 2Day, Black and White and Time Out Muscat

3.11. Restaurants

Local restaurants are readily accessible. For more specialized North American/European foods, the Oasis is a good choice. There are also several Turkish, Indian, Chinese and Italian restaurants in Salalah.

3.11.1. Fast Food:

- Pizza Hut (Salalah): 23293030 (home delivery)
- Pizza Hut (Saada): 23225626 (home delivery)
- Kentucky Fried Chicken: 23294030 (home delivery)
- Chick Hut: 23288494 (home delivery)
- Abu Zakari (Dahariz): 23295330 (home delivery)
- Abu Zakari (Saada): 23225434 (home delivery)
- Al Lailak (Saada): 23225538, 23225105 (home delivery)
- Al Sanabil - beside Al Isteqrar (Saada)

3.11.2. Chinese Food

- Chopsticks: 23291400, 23297400 (home delivery)
- Chinese Cascade: 23289844 (home delivery)
- Chopsticks (Saada): 23225133 (home delivery)

3.11.3. Lebanese Food

- Ba'labak: 23298834 (Home delivery) Ahla: 23290985 (Home delivery)
- Al-Faris (2 branches in Saada)
- Al-Bait Al-Lubnani 23212100, near Sultan Qaboos Hospital

3.11.4. Turkish Food

- Darbat Restaurant. 23295890, 23rd July Street
- Al Khabeer Al Turki Near Old Lulu Center
- Marmara Turkish Restaurant 93359760, Near Al Mashoor Supermarket, Saada

3.11.5. Indian and Vegetarian Food

- Indian Cascade, 23rd July Street
- Udupi Restaurant, Near Sultan Qaboos Grand Mosque

3.11.6. Café's

- Le Café du Paris (Haffa Corniche)
- Pappa Roti, Costa Coffee, Nescafe, Passion Café (all in Salalah Gardens Mall)

3.11.7. Omani Food

- Bin Ateeq Restaurant: 23225652,

3.12. Schools

Public and local private schools use Arabic as the medium of instruction, with English as second language.

Appropriate recommended international schools for your children (if applicable) are:

- The British School (Tel/Fax 00968235242; e-mail brschlib@omantel.net.om; website: www.britishschoolsalsalah.com). The classes are limited to year eight - ages 4-14.
- The Indian school for Indians. The Indian school is a complete k-12 school. <http://www.indianschoolsalsalah.com>
- World School. Tel: +96899331327/+96894765996. Website: <http://worldschooloman.com/>

There are also two new schools for the lower grades which might be worth investigating. They are the Salalah International School (www.sis-oman.com) and the Kiwi Bears International School (www.kiwibearsinternationalschool.com/salalah)

3.13. Shopping

Shopping facilities are very good in Salalah. Prominent shopping centers for groceries and household needs are:

- Lulu Hypermarket
- Carrefour hypermarket
- Lulu Center (near the old airport)
- Al Isteqrar Hypermarket
- Al Mashoor supermarket
- KM Trading & Mars Supermarket
- Home Centre
- The Salalah Gardens Mall (houses some interesting shops and coffee shops)

3.14. Telephones and Internet

There are four mobile phone service providers in Oman; Omantel, Ooredoo, Friendi and Renne. For each, you must buy a SIM card, which costs about OMR 2 and may come with some credit. You will need to show your passport when you purchase a SIM card. Omantel's service is called Hayyak. You can buy pre-paid cards from service stations or shops around town.

3.15. Places to visit

There are various interesting places to visit such as: Mughsayl Beach, Frankincense Trail, The Mountains, Samharam, Port of Salalah, Water Springs, Al Balid, Hafa Souq.

For further details, refer to:

<https://omantourism.gov.om/wps/portal/mot/tourism/oman/home/sultanate/regions/dhofar>

Part Four: Working at Dhofar University

4.1. Academic Advising

Academic advising is an integral part of academic staff duties. As such, all staff members are required to dedicate office hours at least three times a week to meet the students. One important aspect of academic advising at DU is guiding students in registering for courses at the beginning of each semester. This arrangement aims at strengthening the relationship between the students and their advisors and insuring that students are taking correct courses, according to their programs of study. The key components in the process are the Program of Study (POS) for each degree and the individual POS for each student that shows the progress of the student on the degree's POS.

4.2. Academic Integrity

It is expected that all staff at DU shall have high moral and ethical values so as to set an example before students. Any act of academic misconduct on the part of faculty shall be investigated by the College Academic Council (CAC). The College Dean is authorized to take necessary action, based on the recommendations of the CAC and as per the DU Personnel Bylaws. The penalty may vary from a written warning to termination of contract, depending on the severity of the academic misconduct.

4.3. Academic Calendar

The University's academic calendar provides important information regarding special events, deadlines and religious and national holidays. Staff members are expected to make use of this when planning their course syllabus, giving tests and planning their leave. For DU Academic Calendar 2019-20 for Colleges refer to page 22 and for FP refer to 23.

4.3.1. Attendance

All full-time staff members are expected to be present during the regular working hours of the University, except for official holidays and while on approved leave.

4.3.2. Working hours

The teaching-schedule varies, depending on the type of program, regular and/or evening courses. Regular program courses are offered in the morning/afternoon and evening classes start in the late afternoon.

4.3.3. Vacations and Leave

Academic personnel at Dhofar University are entitled to an annual leave of 60 calendar days during July and August every year. In addition to the annual leave, there are a number of leaves that all require prior approval of the immediate superior. A more detailed description of each type of leave is available in the faculty manual and the University Bylaws.

4.4. Teaching Load

In the regular academic programs at colleges, the teaching load is 12 credit hours per semester for Full Professors and Associate Professors, 15 Credit hours for Assistant Professors and 18 credit hours per semester for Lecturers. The teaching load in the Foundation Program is 20 contact hours. Staff members who have administrative responsibilities, like chairing a department or directing a center, get load reduction. For the summer term, which is optional, the maximum teaching load for all staff members is set at 6 credit hours.

4.5. Research

Research is emphasized in the University Mission and Strategic Plan and is accounted for when considering staff promotion and annual merit increments. As such, the University supports efforts directed toward conducting research by staff and encourages commercial development and applications of research outcomes, subject always to protecting the University's rights.

For more details, please contact Ms. Sara Iqbal in the Department of Research located in the main Administration Building on Second Floor.

4.6. Community Service

The University fosters cooperation with local and national organizations in various sectors, such as industry, commerce and education. In this regard, the University encourages volunteer work by its students and staff.

4.7. Cultural Sensitivity and Conduct

In their day-to-day classroom interaction and contact with students, staff members must exercise cultural sensitivity and show respect for the Omanis' traditions and values. Staff members need to be aware of societal norms, values and linguistic factors that determine, shape and affect student involvement and attitude. Misunderstood cultural assumptions can cause frustration, disappointment, lack of motivation, anger and even disputes with students and the local community.

Thus, staff members must avoid:

- Speaking or acting in a manner that impinges upon religious beliefs, or smears the reputation of Dhofar University or that of the Sultanate of Oman.
- Expressing cultural disrespect when discussing ideas and concepts inside and outside the classroom.
- Possessing or showing pictures, movies or other communication media that violate the Islamic morals and/or those of the Omani society.
- It is also forbidden for staff members to be involved in the following:
 - ❖ Divulgence of confidential information known to the staff by virtue of his/her position;
 - ❖ Exploitation of his/her position to gain favors for self and/or others;

- ❖ Acceptance of any gift from an individual or party if that would impact his/her work;
- ❖ Spreading rumors that could damage the University interests, public interests or the interests of others;
- ❖ Interruption of work without an authorized leave of absence.

Any violation of University rules and regulations and/or the laws of the Sultanate may be subject to disciplinary measures commensurate with such violations.

4.8. Smoking Policy

Smoking inside all buildings on campus is prohibited. Any student or staff member who violates this policy shall be subjected to appropriate disciplinary action, in accordance with University rules and regulations.

Part Five: Teaching and Learning Support

5.1. Deanship of Admission, Registration and Student Affairs

There are three departments under the Deanship of Admission, Registration and Student Affairs (DARSA). These are: Department of Admission and Registration (DAR), Department of Student Affairs (DSA) and Department of Student Hostel Services (DSHS). Each of these departments is headed by a Director who has a set of authorities and responsibilities that enables him/her achieving the objectives of his/her department.

5.1.1. Department of Admission & Registration

The Department of Admission and Registration provides services in regard to admitting students to the University, registering students, keeping students' records and checking their eligibility for graduation. It provides information and assistance to prospective students and processes student applications for transfer. DAR also coordinates the admission activities with the Higher Education Admission Center (HEAC) in regard to the maximum number of students that DU can accommodate in various disciplines. It also processes various requests by students, such as withdrawal from courses, dropping and adding courses, postponing semesters, transferring from other institutions etc., according to defined regulations that appear in the University catalogue.

For more information, contact DAR at:

Office Location: 018A (Main Admin Building, Ground Floor)

Ms. Salama Al Mashani - Director DAR; Email: s2_almashani@du.edu.om ; EXT.: 7040

5.1.2. Department of Student Affairs

The Department of Student Affairs is responsible for overseeing all student affairs at the University by providing guidance, counselling and various services to students at different levels. It also organizes and supports student activities. The office works with student groups to develop and carry out a wide variety of community service projects throughout the year. The office can also assist students in planning and arranging their own functions on and off-campus.

For more information, contact DSA at:

Office Location: Student Activities Building: Room 213A

Mr. Hassan Kashoob - Director of DSA; Email: hassan@du.edu.om; EXT.: 7120, 7122

5.1.3. Department of Student Hostel Services

DU Hostel is under the supervision of the Director of Student Hostel Services. It has four on-campus buildings for female students who come from distant places to study at DU. DU provides them with free furnished accommodation and local transportation. The University also provides security service and supervision of students through female supervisors and security guards working 24 hours. Male

students who are not from Salalah are also assisted in finding appropriate accommodation.

For more information, contact DSHS at:

Office Location: Student Activities Building: Room 214A

Mrs. Fatima Ahmed Al Baraami - Director of DSHS; Email:: fatimaal@du.edu.om; EXT.: 7113

5.2. Department of Public Relations and External Cooperation

The Department of Public Relations and External Cooperation (DPREC) serves as a link between the University and the external community. It arranges the publishing of materials about various aspects of the University and organizes cultural and social events within the University.

For more information, contact Public Relations Staff at:

- 1) Dhofar University number: 23237000
- 2) Abdul Rahman Ba Omar - Director of Public Relations & External Cooperation.
Email: Ab_baomar@du.edu.om; EXT.: 7010; Mobile No: 99484842.
- 3) Mohammed Salim M. Al Rawas - Head, Media Section
Email: mohammed.alrawas@du.edu.om; EXT.: 7011; Mobile No: 99480202.
- 4) Hamid Ramdan Bait sabeeh - Public Relations Agent.
Email: h_alsobaih@du.edu.om; EXT.: 7014; Mobile No: 96241555.

5.3. Department of Human Resources

The Department Of Human Resources (HRD) implements personnel policies and procedures and coordinates with:

- Academic departments on issues of recruitment, compensation and benefits
- Administrative departments on issues of recruitment, staff development and training, performance appraisal and compensation and benefits.

For more information, contact HR at:

Office Location: Admin Building Room 101A,

Mr. Musallem Kashoob - Director of HR; Email:: m_kashoob@du.edu.om; EXT.: 7030

5.4. Center for Teaching and Learning

The Center for Teaching and Learning (CTL) was established in 2008 to provide a host of teaching resources and services for staff members throughout the University. The Center conducts workshops and discussion groups, provides electronic resources, generates teaching tips, issues newsletters, and is available for private, confidential consultations and classroom visits, if you wish. CTL seeks help from the Department of Research, Community Service & Continuous Education Center and external experts.

The annual schedule of professional development activities by the CTL is available on the DU website.

For more information, contact CTL at:

Office Location: CE, Dean's office, room 204A

Dr. Israr Ul Hassan - Director of CTL; Email: i_hassan@du.edu.om; EXT.: 7300

5.5. Computing and Networking Center

Computing and Networking Center (CNC) provides an integrated environment of information technology networks that support and enhance the academic activities of students, academic staff, non-academic staff and administration.

Academic computing capability is provided by numerous laboratories. All laboratories are networked and include access to local and remote servers, as well as the Internet. E-mail services are available to all staff and students.

For technology support and troubleshooting, contact CNC at:

Office Location: Admin Building room 014A

Mr. Mohammad Dimachkieh - Director of CNC; Email: cnsdirector@du.edu.om , EXT.: 7080

5.6. Community Service and Continuing Education Center

The Community Service and Continuing Education Center (CSCEC) at Dhofar University (DU) provides participants access to the educational resources of the University and offers quality educational programs to meet the ongoing professional and personal needs of Oman and Dhofar's community as a whole. It is dedicated to developing stimulating training modules that serve individuals in the private and public sectors in new and innovative ways. It offers solutions to training needs and provides courses in Arabic, English, French, IELTS preparation courses, administrative and financial programs, accounting, engineering, legal and IT courses in addition to other areas.

CSCEC also aspires to assist the Omani in general and Dhofar community to solve challenges and local issues, and aims to link the University with all of its resources and expertise with the needs of the community, it partners with public and private organizations to support positive initiatives in the local community.

For more information, contact CSCEC at:

Office Location: Admin Building Room 214B

Dr. Samir Hammami - Acting Director of CSCEC; Email: Samir@du.edu.om ; EXT. 7570

5.7. Library

The library is located behind and to the right of the main Administration building. It serves internal stakeholders and is open for members of the community outside the University by special arrangement. The current printed sources collection consists of over (34,000) Thirty-four thousand books and references, more than (410,000) four hundred and ten thousand of electronic books, and (125,000) one hundred and twenty-five thousands of electronic university theses.

For more information, contact the library at:

Office Location: Library Building, Room 104A

Mr. Ali Al Awaid - Director of Library; Email: a_alawaid@du.edu.om; EXT.: 7090, 7099

5.8. Center for Entrepreneurship

The Centre of Entrepreneurship at Dhofar University was established in October 2014 as the first center which belongs to a higher institutional institute in Oman. It came into existence by realizing the need and potential for the economy to be self-sustainable and less dependable on the oil, with the aim of creating business leaders for tomorrow with innovative ideas and products. The Centre for Entrepreneurship has been constituted with the goal of fostering the innovation environment between students and in the society to leverage the synergies with all related entities to meet the needs of entrepreneurs, students & alumni.

For more information, contact the Centre of Entrepreneurship at:

Office Location: CCBA, Room 216 B

Dr. Samir Hammami - Chairperson of Centre of Entrepreneurship;

Email: Samir@du.edu.om; EXT. 7570

Part Six: Performance Appraisal

6.1. Performance Appraisal of the New Staff

The new staff member, both academic and non-academic, is on probation for three months from the date of reporting to work at DU. There will be a class observation of the new academic staff, 15 days before the ending of the probation period, on the basis of which they will be evaluated. The continuation of new staff depends on their satisfactory performance during the probation period. If the performance of the staff-member is found unsatisfactory, his/her services are terminated before the end of the probation period, upon the recommendation from the direct supervisor.

6.2. Performance Appraisal of Academic Staff

As per the Faculty Appraisal Policy, the faculty-member is appraised by students, peers and his/her immediate superior. In addition, appraisal also includes self-evaluation. This makes it a complete 360-degree appraisal system. The three main criteria used for faculty evaluation are:

- Teaching and Learning
- Research and Scholarly Achievements
- University and Community Service

These criteria ensure that evaluation is based on the overall contribution of faculty towards the accomplishment of the DU Mission.

6.3. Performance Appraisal of non-academic staff

All non-academic staff who have completed at least nine months of service are subjected to a performance appraisal. The performance of staff is evaluated every year by his/her direct supervisor in the month of May. Performance appraisal criteria are made available to the staff by the direct supervisor well in advance.

Whenever a staff-member has a weak performance, the supervisor informs him/her in writing about his/her weaknesses during the year and he/she is provided with an opportunity to improve his/her performance by way of training programs.

6.4. Staff Severance

Three months prior to the expiration date of the employment contract, the University will inform the staff member concerned of its decision to renew or not renew her/his contract. The same obligation applies to the staff member who does not wish to renew the contract. The staff member should inform the chairperson of the department of her/his decision at least three months prior to the end of the contract.

An academic staff member cannot resign her/his position during the academic year unless it is due to extreme circumstances acceptable to the University.

Staff Induction Process at Dhofar University



College Academic Calendar 2019-20

Fall Semester 2019-20

Month	Week	Date	Day	Activity/Event
September		02-03	Mon. - Tue.	Early online registration
September		04-05	Wed. - Thu.	Add/Drop Y2
September	W01	08	Sun.	First day of classes
September	W02	12	Thu.	Last day for Incomplete "I"
November		10	Sun.	Birth of Prophet (tentative)
November		27-28	Wed. - Thu.	National Day (tentative)
December	W14	08	Sun.	Spring 19-20 schedule announcement
December	W14	12	Thu.	Last day for course Withdrawal with "W"
December	W16	26	Thu.	Last day of classes
December	W17-18	29-14	Sun. - Tue.	Final Exams
January				

Spring Semester 2019-20

Month	Week	Date	Day	Activity/Event
January		27-28	Mon. - Tue.	Early online registration (Y2 - Y4 -Y3 - Y1)
January		29-30	Wed. - Thu.	Add/Drop (Y2 - Y4 -Y3 - Y1)
February	W01	02	Sun.	First day of classes
February	W02	13	Thu.	Last day for Incomplete "I"
March		22	Sun.	Israa wal Meraaj (tentative)
April		26-30	Sun. - Thu.	DU Cultural Week
May	W14	11	Mon.	Fall 20-21 schedule announcement
May	W14	14	Thu.	Last day for Withdrawal "W"
May	W15	21	Thu.	Last day of classes/ Summer 2019-20 schedule announcement
May		24 - 27	Sun. - Wed.	Eid Al-Fitr (tentative)
May-June	W17-18	30-14	Sat. - Sun.	Final Exams

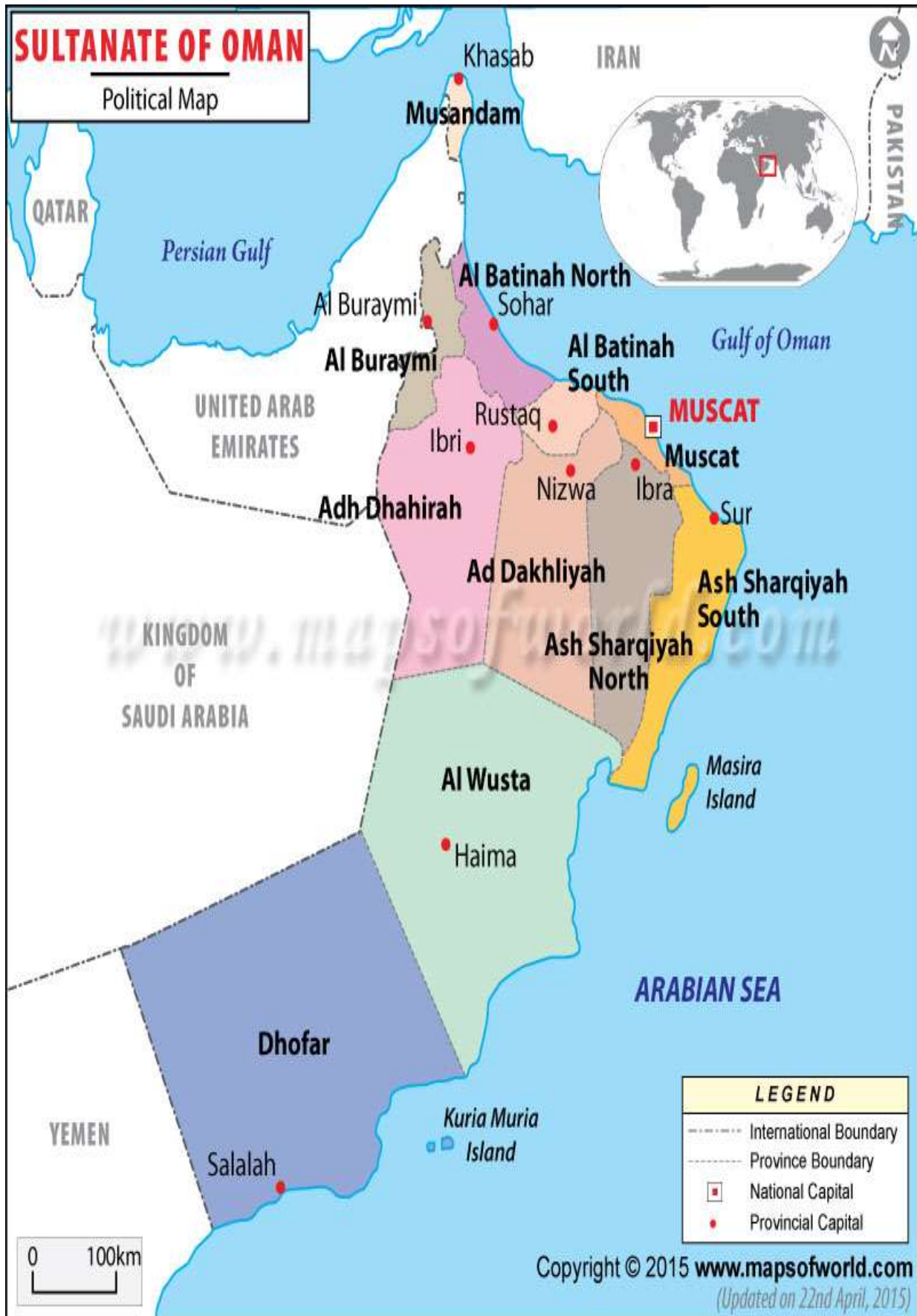
Summer Semester 2019-20

Month	Week	Date	Day	Activity/Event
June		18-20	Thu. - Sun.	Summer online registration
June		21	Sun.	Add/Drop
June	W01	22	Mon.	First day of classes
July	W05	22	Wed.	Last day for Withdrawal "W"
July		23	Thu.	National Day (tentative)
July	W06	30	Thu.	Last day of classes
August		02-03	Sun. - Mon	Eid al-Adha (tentative)
August	W08	09-10	Sun. - Mon.	Final Exams

Foundation Academic Calendar 2019-20

Fall Semester (Term 1) 2019-2020				
MONTH	WEEK	DATE	DAY	ACTIVITY/EVENT
September	1	2	Mon	Start of the Fall Semester
		3	Tue	First Placement Test
		4	Wed	Registration for continuing students (L2 & L3)
				Second Placement Test
				Resit Exam & Makeup Test
	2	5	Thu	Third Placement Test
		8	Sun	Registration for all students (L1, L2 & L3)
				First day of classes (L2 & L3)
October	7	15-17	Tue - Thu	Mid Term Test
November	1	10	Sun	Birth of Prophet (<i>tentative</i>)
	1	21	Thu	Last day of classes
	1	23-26	Sat - Tue	Final Exam/Exit Exam L3
	2	27-28	Wed - Thu	National day (<i>tentative</i>)
December	1	1-3	Sun - Tue	Marking, Finalizing grades and posting
Spring Semester (Term 2) 2019-2020				
MONTH	WEEK	DATE	DAY	ACTIVITY/EVENT
December	1	15	Sun	Start of the Spring Semester
		16	Mon	First Placement Test
				Resit Exam & Makeup Test
				Registration for continuing students (L2 & L3)
		17	Tue	Second Placement Test
		18	Wed	Registration for continuing students (L1, L2 & L3)
				Registration for all students (L1, L2 & L3)
January	7	28-30	Tue-Thu	Mid Term Test
March	1	1	Sun	Last day of classes
	2	2-5	Mon - Thu	Final Exam/Exit Exam L3
	1	8-10	Sun - Tue	Marking, Finalizing grades and posting
Summer Semester (Term 3) 2019-2020				
MONTH	WEEK	DATE	DAY	ACTIVITY/EVENT
March	1	22	Sun	Al-Isra'a Wal Miraj (<i>tentative</i>)
		23	Mon	Start of the Summer Semester
		24	Tue	First Placement Test
				Resit Exam & Makeup Test
				Registration for continuing students (L2 & L3)
		25	Wed	Second Placement Test
	2	26	Thu	Registration for continuing students (L2 & L3)
		29	Sun	Registration for all students (L1, L2 & L3)
May	7	5-7	Tue-Thu	Mid Term Test
June	1	24-27	Sun-Wed	Eid al Fitr (<i>tentative</i>)
	1	11	Thu	Last day of classes
	1	14-17	Sun - Wed	Final Exam/Exit Exam L3
	1	21-22	Sun-Mon	Marking, Finalizing grades and posting

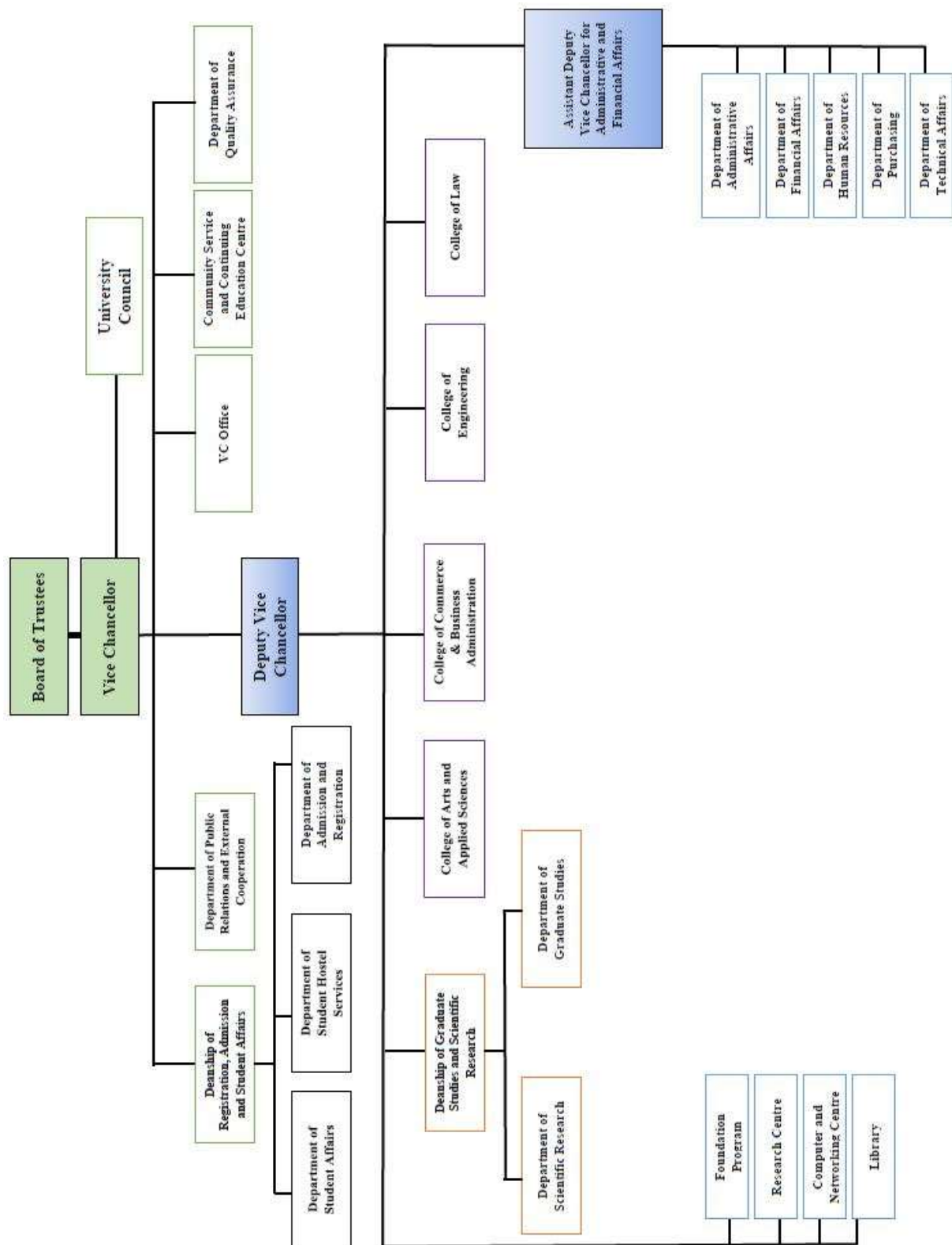
Sultanate of Oman Map



Dhofar University Campus Map



DU Organization Chart



LIST OF DU POLICIES

Academic Policies

1. DU-AC-001 Semester Teaching Schedule Preparation Policy
2. DU-AC-002 Academic Staff Teaching Load Policy
3. DU-AC-003 Academic Advising Policy
4. DU-AC-004 Assessment Policy
5. DU-AC-005 Moderation Policy
6. DU-AC-006 Examination Policy
7. DU-AC-007 Academic Integrity Policy
8. DU-AC-008 Academic Programs Development and Review Policy
9. DU-AC-009 Learning Support Center Policy
10. DU-AC-010 Student at Academic Risk

Administrative Policies

1. DU-AD-001 Policy Management System
2. DU-AD-002 Risk Management Policy
3. DU-AD-003 Entity and Activity Review Policy
4. DU-AD-004 Students' Code of Conduct
5. DU-AD-005 Student Grievance Policy
6. DU-AD-006 Students feedback Policy
7. DU-AD-007 Communication Policy
8. DU-AD-008 Student Club Policy
9. DU-AD-009 Student Employment & Training Policy
10. DU-AD-010 Health and Safety Policy
11. DU-AD-011 Data Protection Policy

Research Policies

1. DU-RE-001 Consultancy policy
2. DU-RE-002 Ethics Policy
3. DU-RE-003 Biosafety Policy
4. DU-RE-004 Intellectual Property Policy
5. DU-RE-005 Research Ethics and Code of Conduct Policy

HR Policies

1. DU-HR-001 Recruitment Policy
2. DU-HR-002 Omanisation Policy
3. DU-HR-003 Staff Induction Policy
4. DU-HR-004 Professional Development Policy
5. DU-HR-005 Incentives and Rewards Policy
6. DU-HR-006 Academic Promotion Policy
7. DU-HR-007 Severance Policy
8. DU-HR-008 Succession Planning policy
9. DU-HR-009 Faculty Appraisal Policy
10. DU-AD-010 Staff Grievance Policy

(Note: All these policies are available at office of College Dean/FP-Director)