

# DU Undergraduate Student Handbook

2021-2022





## ACCOMPLISHMENTS

- ★ FIRST UNIVERSITY IN OMAN TO BE ACCREDITED NATIONALLY BY OAAAQA - DECEMBER 2018
- ★ FIRST UNIVERSITY IN OMAN TO BE ACCREDITED INTERNATIONALLY BY ASIC (UK) - APRIL 2019
- ★ RANKED BY QS IN WORLD UNIVERSITY RANKING (ARAB REGION) 2021 IN THE BAND 121-130
- ★ THE FIRST AND THE ONLY HEI IN OMAN HAVING FIVE-STAR RATING BY QS - FEBRUARY 2021
- ★ THE WINNER OF 'CHAIRMAN'S AWARD' FROM ASIC (UK) FOR THE DEVELOPMENT OF OUTSTANDING STUDENT-CENTERED EDUCATION - APRIL 2019
- ★ THE WINNER OF 'INCLUSIVITY AWARD' FROM ASIC (UK) FOR ITS WORK IN PROMOTING OPPORTUNITIES FOR PEOPLE WITH A DISABILITY – MARCH 2021
- ★ ISO 9001:2015 CERTIFIED WORKSHOP IN COLLEGE OF ENGINEERING - SEPTEMBER 2021

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# 1. INTRODUCTION

## 1.1. Background

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. The University formally commenced its operations in September 2004. DU has a Board of Trustees that represents its highest policy making body.

## 1.2. Location and Climate

Being in Salalah, the University community enjoys the well-known geographic beauty of Dhofar Region and the mild weather throughout the year particularly in the summer, which is locally known as Khareef. The temperature remains steady in the upper twenties, with occasional rise to mid-thirties. The long and clean sandy shores of Salalah, one of the most beautiful in the world, are ideal for fishing and swimming. The nearby mountains are ideal for hiking.

## 1.3. Campus Facilities

DU campus is designed to conform to local needs and cultural context while meeting both international design standards and those of the Ministry of Higher Education, Research and Innovation (MoHERI). The campus includes: an administration building, three buildings for colleges and the Foundation Program (FP), a common classroom building, a library building, a student activities center, a conference hall, a mosque, female student dormitories, housing for the senior administration and an engineering workshop.

## 1.4. Vision

Dhofar University aspires to occupy a distinct position among the leading institutions of higher education

## 1.5. Mission

To achieve excellence in teaching and learning, and engage in impactful research and community service, in an inspiring environment conducive to creativity and innovation.

## 1.6. Core Values

The core values of DU are:

- 1) Educational Excellence
- 2) Integrity
- 3) Commitment
- 4) Accountability
- 5) Life-long learning
- 6) Active citizenship

## 1.7. Graduate Attributes

The graduate attributes of DU are:

- 1) Master theoretical knowledge and practical skills in the students' chosen discipline commensurate with program level and objectives.
- 2) Demonstrate capacity for effective communication, critical thinking, creativity and innovation.
- 3) Exhibit honesty, discipline and accountability.
- 4) Practice tolerance, humility, respect for differences and commitment to service.
- 5) Practice life-long learning.

### **1.8. Accreditation, Ranking and Star Rating**

DU has the honour of being the first University in the Sultanate of Oman to be accredited by Oman Authority for Academic Accreditation and Quality Assurance (OAAAQA) in December 2018. During the same academic year, in April 2019, DU was Internationally accredited by UK based Accreditation Services for International Colleges and Universities (ASIC). Thus, DU has a unique distinction of being the first University in Oman to be accredited nationally by OAAAQA and internationally by ASIC from UK.

DU was awarded a special certificate of appreciation by ASIC Chairperson for “The Development of Outstanding Student Centered Education” in April 2019. DU was also presented Inclusivity award for its work in promoting opportunities for people with disabilities in March 2021.

DU has the honour of being included in QS world university Ranking (Arab Region) for the year 2021 in the band 121-130. Also, DU is the first and the only HEI in Oman to be rated as “Five Star University by QS in February 2021.

### **1.9. Academic Year and Semesters**

The academic year at DU is divided into two main semesters (known as Fall Semester and Spring Semester) of sixteen weeks of instruction each, and a Summer semester of eight weeks of instruction (Summer semester delivers the same number of contact hours as in the regular semester). However, for the FP the academic year is divided into three equal semesters of 14 weeks each.

### **1.10. DU Website**

Dhofar University has a dynamic Website which provides the necessary information to all the stakeholders. Please visit the DU Website for a tour of the University.

[www.du.edu.om](http://www.du.edu.om)

### **1.11. University Catalogue**

DU publishes a comprehensive catalogue every academic year giving details about its operations, academic programs offered, admission requirements and procedure, tuition fees, graduation requirements, and relevant rules and regulations concerning students. The catalogue is made available on DU Website.

[\(Catalogue\)](#)



## 2. ACADEMIC INFORMATION

### 2.1. The Foundation Program

DU offers a Foundation Program, which is aligned with Oman Academic Standards (OAS) for General Foundation Program (GFP). All students admitted to DU have to take a placement test conducted by the FP. The placement test assesses the English language, Math and IT proficiency of the student and; based on the result of the placement test, they are divided into two groups.

#### I) Students whose scores are substantially high

These are the students whose proficiency in English language, Math and IT is sufficiently high and are qualified enough to proceed directly to the first year of the undergraduate (Diploma or Bachelor) program.

#### II) Students who need remedial work

These are the students whose proficiency in English language, Math and IT is not up to the mark and who need to join the FP, for one or more semesters, so that they can attain the required level of proficiency.

There are three levels in the FP for English language and two each for Maths and IT. The students are placed at the appropriate level, depending on their performance in the placement test.

***Students cannot proceed to Colleges without completing all FP requirements.***

The academic year for FP consists of three semesters (terms), term 1, term 2 and term 3 of twelve weeks of instruction each. For academic calendar of FP, see page no.36.

All FP students who repeat the same level of any FP course three times will be dropped from the program. Students dropped from the FP are not allowed to register in the program again. However, a student is allowed to re-join the Program if he/she passes the failed course or its equivalent elsewhere in one of the recognised Higher Education Institutions (HEI).

#### Study Plan for FP

The following table summarizes the FP Study Plan:

Level	English Hours per week	Mathematics Hours per week	IT Hours per week	Total Hrs per Week
Level 1	25	2	0	27
Level 2	20	5	3	28
Level 3	20	5	3	28

### 2.2. Colleges and Programs Offered

The University has four Colleges: The College of Arts and Applied Sciences (CAAS), the College of Commerce and Business Administration (CCBA), the College of Engineering (CE) and College of Law (CL). Through these Colleges, DU offers two-year Diplomas, four-year Bachelor Degrees, and two-year Postgraduate (Master) Degrees.

The academic year of the colleges is divided into two regular semesters of sixteen weeks of instruction each and a summer semester of eight weeks of instruction. For academic calendar of Colleges, see page no.37.

During the Academic Year (AY) 2021-22, DU is offering 59 Academic Programs, representing 16 Diploma Programs, 29 Bachelor Programs and 13 Master Programs in Engineering, Education, IT, Business, Law, Languages and Social Sciences and 1 Teaching Diploma Program through its Four colleges.

### **2.2.1. College of Arts and Applied Sciences**

CAAS offers the following Programs:

1	Diploma in Computer Science
2	Diploma in English Language
3	Diploma in Mathematics
4	Diploma in Social Work (English)
5	Diploma in Social Work (Arabic)
6	Bachelor of Education in Teaching Mathematics
7	Bachelor of Education in Teaching Science
8	Bachelor of Education in Teaching English Language
9	Bachelor of Education in Teaching Information Technology
10	Bachelor of Science in Computer Science
11	Bachelor of Science in Mathematics
12	Bachelor of Arts in English Language
13	Bachelor of Arts in Translation
14	Bachelor of Arts in Arabic Language
15	Bachelor of Arts in Social Work (English)
16	Bachelor of Arts in Social Work (Arabic)
17	Bachelor of Education: Teacher of Field I
18	Bachelor of Education: Teacher of Field II
19	Master of Education in Educational Administration (Arabic)
20	Master of Education in Psychological Counselling (Arabic)
21	Master of Education in Curriculum and Instruction: Teaching English Language
22	Master of Education in General Curriculum & Instruction (Arabic)
23	Master of Science in Information Technology
24	Master of Arts in Language Studies (Arabic)
25	Master of Arts in Literature and Criticism (Arabic)
26	Master of Social work (Arabic)
27	Teaching Diploma (Arabic)

### **2.2.2. College of Commerce and Business Administration**

CCBA offers the following Programs:

1	Diploma in Accounting
2	Diploma in Finance
3	Diploma in Management
4	Diploma in Marketing

5	Diploma in Management Information Systems
6	Bachelor of Arts in Business Administration in Accounting
7	Bachelor of Arts in Business Administration in Finance
8	Bachelor of Arts in Business Administration in Management
9	Bachelor of Arts in Business Administration in Marketing
10	Bachelor of Arts in Business Administration in Management Information Systems
11	Bachelor of science in Logistics & Supply chain management
12	Master of Business Administration
13	Master in Management (Arabic)
14	Master of Science in Accounting (Arabic)

### **2.2.3. College of Engineering**

CE offers the following Programs:

1	Diploma in Civil and Environmental Engineering
2	Diploma in Chemical Engineering
3	Diploma in Electrical and Computer Engineering
4	Diploma in Mechanical Engineering
5	Diploma in Interior Architecture Engineering
6	Diploma in Mechatronics Engineering
7	Bachelor of Science in Chemical Engineering
8	Bachelor of Science in Civil Engineering
9	Bachelor of Science in Computer and Communications Engineering
10	Bachelor of Science in Electrical and Electronics Engineering
11	Bachelor of Science in Mechanical Engineering
12	Bachelor of Science in Internal Architecture Engineering
13	Bachelor of Science in Architectural Engineering
14	Bachelor of Science in Mechatronics Engineering
15	Bachelor of Science in Software Engineering

### **2.2.4. College of Law**

CL offers the following Programs:

1	Bachelor of Law (Arabic)
2	Master in Private Law (Arabic)
3	Master in Public Law (Arabic)

### **2.3. Medium of Instruction**

Academic Programs follow the American Model of higher education and in general use English as the medium of instruction, except for those programs where medium of instruction is clearly specified as Arabic.

### **2.4. Study Period and Degrees Offered**

The study period that a student must spend in a Diploma Program ranges from a minimum period of two academic years, up to a maximum period of four academic years. The study

period that a student must spend in a Bachelor Program ranges from a minimum period of four academic years, up to a maximum period of eight academic years. However, if the student joins in second or third year the maximum period will be proportionately reduced.

If a Bachelor bound student decided, for a legitimate reason, to forgo his/her desire to finish the Bachelor Program in the middle of a semester and decided to receive a diploma instead, then he/she may decide to drop all courses in progress pertaining to the Bachelor program. A Diploma will then be awarded contingent to completing the requirements of the Diploma Program, subject to the approval of the College Council. However, scholarship students will need to have the approval of their sponsor before changing their degree.

***A student will be awarded either a Diploma or a Bachelor degree, in accordance with the choice he/she had made when he/she joined DU.***

## **2.5. Admission and Registration**

### **2.5.1. 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 the Department of Student Housing Services. The DAR is headed by a Director and is responsible for students' admission, registration and record keeping.

### **2.5.2. Application Procedures**

Every applicant is required to submit an application online through the DU Website ([www.du.edu.om](http://www.du.edu.om)), along with uploading copies of the following colour-scanned supporting documents:

- 1) A recent photograph
- 2) A valid passport first and second pages, in addition to the Omani visa page for non-Omanis.
- 3) The national identity card for Omanis OR residence card for non-Omanis.
- 4) A certified copy of the General Education Diploma Certificate or its equivalent
- 5) A non-refundable application fee of RO 30 for Diploma/Bachelor program. Payment can be made to the bank account of Dhofar University as mentioned in the online application.

***Please note that any certificate that has originated from a foreign country must be authenticated by the Ministry of Education for the high school certificate and from the Ministry of Higher Education for the Diploma certificate and Bachelor degree.***

### **2.5.3. Admission Requirements for Undergraduate Programs**

- 1) Students are admitted to the Undergraduate Programs on the basis of their:
  - a) General Education Diploma Certificate or its equivalent; and
  - b) Results of the English, Mathematics and IT placement tests conducted by DU FP
- 2) Based on the results of placement tests, accepted students are divided into two groups as follows:
  - a) Students who need remedial work; will join the FP, for one or more semesters, until they successfully complete the Program; and
  - b) Students who proceed directly to the first year of the Diploma or Bachelors Program.
- 3) Students may be exempted from English, Mathematics or IT Foundation requirements and admitted directly to their chosen fields of specialisation if they meet the following criteria:

- a) Exemption from English requires a minimum score 50 on the Cambridge University Online Placement Test or a minimum score of 5 in IELTS or a minimum of 500 in TOFEL.
- b) Exemption from Mathematics requires a minimum score of 60 on the FP Math Placement Test.
- c) Exemption from IT requires a minimum score of 70 in the Moodle-based IT Placement test or an International (English) IC3 certificate. In case of the provision of a domestic (Arabic) IC3 certificate, students shall be required to take an IT Challenge Test and score a minimum of 60%.

***Please note that the validity of these international tests is limited to two years from the date of taking the exam. Applicants must submit the original certificate of test results and the University reserves the right to verify the authenticity of the certificate. Holders of International English Language Testing System (IELTS) and Test of English as a Foreign Language (TOEFL) certificates issued by institutions outside Oman may be asked to sit for the placement test.***

- 4) Colleges may have additional requirements to join specific programs, details of which can be found under College Requirements in the DU Catalogue.

## **2.6. Transfer from Another HEI, Residency Requirement and Course Equivalency**

### **2.6.1. Transfer from Another Recognised College/University**

Students who have started their studies in some other HEI recognized by MoHERI, in or outside Oman, and wish to move and continue their study at DU can do so by submitting an application form with the required documents in addition to their previous transcripts and course descriptions to the Admission Section in the DAR. The transfer students are advised to apply as early as possible prior to the start of the semester, as announced in the academic calendar on DU Website, in order to get the course equivalency process done by the beginning of the registration period.

Such students are admitted after the following conditions are satisfied:

- 1) they meet DU's admission requirements
- 2) they satisfy the residency requirements for visa purposes (for non-Omanis)
- 3) they were not dismissed from the previous HEI for any disciplinary reason.

***If any of the submitted documents is found to be fabricated, then the University reserves the right to dismiss the student from the University with no obligations from its end.***

### **2.6.2. Residency Requirements at DU (Minimum Credits to be studied at DU)**

Students transferring to DU from other HEI must earn at least 60 credits (30 credits) required for graduation while in residence at DU for a Bachelor Degree (Diploma). In other words, an equivalency of a transfer student cannot exceed 50% of the total number of credits for the academic program he/she is joining at DU.

### **2.6.3. Course Equivalency Criteria**

A course taken for credit by a transfer student at another HEI prior to joining DU may be transferred to DU credit subject to the following conditions:

- 1) The course is deemed equivalent to a course offered at DU, i.e. it covers 70% of the topics, involves the same components (lecture, lab, tutorial), and has the same number of credits or more

- 2) At any circumstances, the number of transferred courses must not exceed 50% of the total number of credit hours required for the academic program the student is applying to.

### **2.7. Registration**

Periods of registration are announced in the academic calendar which is published in the University Catalogue and on DU's Website. Students should refer to it.

### **2.8. Credit Load**

- 1) A full-time student should register for not less than 12 credits and no more than 15 credits (18 for engineering and Law students) in any regular (Fall and Spring) semester.
- 2) A student may register for up to 18 credits (19 for engineering and Law students) if he/she has a cumulative average of at least 80 or a semester average of 80 for two consecutive semesters. However, the approval of the college is required for cases beyond these conditions.
- 3) A student can register in a summer semester for a maximum of 6 credit hours only. There will be no academic status (probation) for the summer semester. The student's academic status will remain as it is in the previous semester.
- 4) Credit for incomplete courses will be included in the semester in which the incomplete courses were taken. The evaluation for that semester will be carried out as soon as the grades for the incomplete courses have been finalized.

### **2.9. Course Requirements for Academic Programs**

The course requirements for the academic program are stated in the student's plan of study (PoS). Even though the PoS of one program is different from another, still all these PoS for undergraduate programs share a same structure of the course distribution as given below.

#### **2.9.1. University Requirements**

This includes courses that are common for all programs across DU Colleges. These courses aim to provide essential knowledge and skills that are required to be acquired by all DU students. The courses of this category must be completed by all students of DU.

The total number of "University Requirements" for bachelor's program is up to 30 credits and for diploma program up to 21 credits. The English and Mathematics courses are designed separately for the needs of the students based on their colleges/majors. The other courses are common for all students across the university.

#### **2.9.2. College Requirements**

This includes courses that are common among the students of the same college only. The number of credit hours differ based on the level of the degree and the nature of the program. The courses of this category must be completed by all students who belong to the same college. These are mentioned under the particular program and college in this catalogue.

#### **2.9.3. Major Requirements**

Students of the same major have to study a specific group of courses that differ according to the major and level of the degree. The courses of this category must be completed by all students who belong to the same major. These are mentioned under the particular program and college in this catalogue.



#### **2.9.4. Elective Requirements**

This category is only available at the bachelor level where students have the freedom to select from a number of courses within the required number of credits allotted for this category. Under this category there are sub categories which are: general electives, social electives, college electives and major electives. These are mentioned under the particular program and college in this catalogue.

### **2.10. Tuition Fees and Refund Policy**

#### **2.10.1. Tuition Fees**

Tuition fees are as follows:

- 900 RO for each of three semesters for the Foundation Program.
- 70 RO for each credit hour taken in the Fall, Spring and Summer semesters for all Undergraduate Programs.

*The above fees do not include books, transportation or late registration.*

#### **2.10.2. Tuition Fees Refund Policy**

A student may withdraw from a semester after registration, but the refund of tuition fees depends on the timing of the withdrawal:

- 1) Full tuition fees will be refunded only to those students who withdraw from the semester before the end of the first week of classes.
- 2) 50% of tuition fees will be refunded to those students who withdraw before the end of the second week of classes.
- 3) NO REFUND will be made to students who withdraw from the semester from the beginning of the third week of classes and onward.

### **2.11. Academic Advisors**

Each student is assigned an academic advisor at DU. The academic advisor is a faculty member in the academic department in which the student is enrolled. The role of the academic advisor is to assist the advisee in preparing course schedule during registration, support and guide him/her during the university studies, monitor the academic progress, and offer counselling on any academic difficulties or problems the student may experience.

### **2.12. Study Plans**

The study plan is considered to be the road map for students to progress smoothly in their studies towards their graduation. Each student will follow the defined study plan of her/his degree and the student's academic advisor would help him/her prepare a schedule in accordance with that study plan. The approval of the advisor is required before a student could register and finalise his/her schedule. In case of the online registration, the student is required to consult his/her advisor on the courses he/she needs to register.

For a complete list of study plans of Degrees offered by the University, the student is referred to the University Catalogue where a detailed account of these study plans are given per semester.

## **2.13. Drop and Add**

### **2.13.1. Drop and Add Period**

The drop and add period is announced in the DU academic calendar. Only the courses that remain in the schedule after the drop-and-add period will appear on the student's permanent academic record and transcript.

### **2.13.2. Drop and Add Rules**

DU follows the credit hour system where students register for a certain number of credits per semester. A student is given an opportunity to choose his/her courses with the help of academic advisor during the registration period. Students should use the advanced online registration system of DU to register and make any Drop/Add operation. However, if for any reason, the online facility was not possible, the student has an opportunity to make changes during the drop-and-add period by submitting a "Drop-and-Add Form" approved by the academic advisor to the DAR. A student may change a section provided it does not create a time conflict with his/her current schedule.

## **2.14. Attendance and Withdrawal**

### **2.14.1. Class Attendance and Absence Rules**

Attendance of all classes and course-related activities is obligatory. The maximum absences allowed for a student is 25% of the total number of sessions of a particular course. Before reaching the withdrawal stage, DU system warns the students by way of three warnings sent to their DU email account by DAR.

***This email messages to students is a formal communication of the university with its students; therefore, students are strongly advised to access their DU email accounts on daily basis to track their absences, along with other important things, to respond appropriately when needed.***

The warnings of absences are as follows:

- 1) **First warning:** this is when a student's absence reaches **07%** of the total number of sessions of a particular course.
- 2) **Second warning:** this is when a student's absence reaches **14%** of the total number of sessions of a particular course.
- 3) **Third warning:** this is when a student's absences reach **21%** of the total number of sessions of a particular course.

If the absence crosses 25%, the student will be dismissed from the course and a "WA" will be shown in his/her transcript against the dismissed course and dismissal letter will be sent to his DU email account.

### **2.14.2. Withdrawal from Courses**

A student may withdraw from one or more courses after the Drop and Add period subject to the following conditions:

- 1) Student cannot withdraw or be withdrawn from a course after the announced deadline (not later than 14 weeks from the start of the semester or 7 weeks in the Summer semester). Student who withdraws from a course will receive a grade of "W."
- 2) Student cannot withdraw or be forced to withdraw from a course if this results in his/her being registered for less than 12 credits without the approval of the College Council.

***Students who withdraw from a course are given a grade of “W”, but those whose absence exceeds 25% will receive a grade of “WA”.***

### **2.14.3. Postponement of a Semester**

A student can apply to postpone a semester at any time up to the last day of the Add-and-Drop period using the Clearance and Postponement forms on the DU SIS. The maximum number of times a student can postpone from a semester is four, given that he/she does not exceed the maximum period allowed to study the program, i.e. eight years for bachelor and four years for the diploma program. When a student returns to the University after semester postponement (for one semester or more), he/she should fill in and submit a ‘Resumption of Studies Approval Form’ for this purpose through the DU SIS.

### **2.14.4. Withdrawal from a Semester**

A student can apply to withdraw from a semester at any time after the Add-and-Drop period until the last day of course withdrawal, using the Clearance and Withdrawal forms on the DU SIS. The maximum number of times a student can withdraw from and/or postpone a semester is four, given that he/she does not exceed the maximum period allowed to study the program, i.e. eight years for bachelor and four years for the diploma program. When a student returns to the university after semester withdrawal (for one semester or more), he/she should fill in and submit a ‘Resumption of Studies Approval Form’ for this purpose through the DU SIS.

### **2.14.5. Withdrawal from the University**

A student may apply to withdraw from the University by submitting a Student’s Clearance and Withdrawal forms available on the DU SIS/DU Website.

## **2.15. Failing, Repeating and Substituting of Courses**

### **2.15.1. Failing Courses**

***If a student fails a course, no re-sit examination is permitted.*** A student who fails a required course must repeat the course at the earliest opportunity. A student who fails an elective course may not have to repeat it as long as he/she can achieve the minimum cumulative average and the minimum number of credits required for graduation. A student must pass all core courses to be eligible for graduation. Please read the “Academic Dismissal” section for related important information.

### **2.15.2. Repeating Courses**

- 1) A student may repeat any course for which he/she received a grade of less than 70.
- 2) A student who fails in a course four times (Original attempt plus three repeats) will be dropped from the University/College/ program/major depending on the case of the student.
- 3) When a course is repeated, the highest grade will be considered in the calculation of the CGPA/ CMGPA. All course grades will remain a part of the student’s permanent record.
- 4) A student who, at the end of her/his fourth year, fails to attain CGPA of 65% or CMGPA of 70%, will be required to take some substitute major courses or to repeat courses in which the student has scored low grades.

### **2.15.3. Substituting Courses**

A student may be allowed to substitute a course for another in the Plan of Study provided that the substituted course is of the same level or higher than the one being substituted for and is not a major course. Approval of the College Council is required.

### **2.16. Transferring within DU Majors or Colleges**

A student may transfer from one major to another within the same college or to different college after meeting the admission requirements of the new major and college. The student of this case should duly complete a “Change of Degree/ Major” form available on the DU SIS. This should be done at least one month before the beginning of the new semester.

### **2.17. Assessment and Examinations**

A student’s academic performance is assessed throughout the semester using various instruments: home works, exams, research papers, projects, practical works, researches, etc. The student has the right to receive continuous feedback about his/her performance. The instructor must complete a through-the-term performance assessment to give students a chance to withdraw from the course before the end of the withdrawal period and to help academic advisors to better advice students for the next semester registration.

All courses normally have final examinations that students must take. The instructor will announce at the beginning of the semester the course syllabus where course components and associated assessment criteria are clearly stated. The course components and their allotted grades must comply with the University policies.

### **2.18. Incomplete Course Work**

A student who misses the final exam shall receive a grade of zero for that. However, if the student makes a petition to his department with a valid excuse for his/her absence, and the petition is approved, a grade of incomplete ‘I’ would be posted on the student’s record.

Normally, no incomplete grade of “I” is given as a final grade in any course. In exceptional cases, and provided the guidelines stated below are met, a student may be allowed to make up the incomplete work. These guidelines are:

- 1) For securing permission to complete the work for a course, a student must submit a valid excuse to the instructor of the course along with the form “I” up to two weeks from the final examination date of that course. Students should be aware that approval is not automatically granted. Form “I” is available on the student’s DU SIS account through the Students’ Request Handler.
- 2) Students permitted to complete the work for a course must do so up to two (2) weeks of the start of the immediate next semester. However, incomplete work of Spring semester can be completed within two (2) weeks of Fall semester.
- 3) After the incomplete work is done and evaluated, the course instructor should complete an electronic change of grade form that should be approved by the concerned College Council.
- 4) If no valid excuse is presented or the work, if permitted, is not completed within the time limit specified above, the “I” will be dropped and the numeric grade available will become the final grade in the course.

## 2.19. Grading System

At DU, the grading system used and its equivalence to the Letter Grade system and the Grade Points Average (GPA) system are shown below:

Numerical Grade	Grade Type	Equivalent Letter Grade	Equivalent Grade Points
95-100	Excellent	A	4
90-94		A-	3.7
87-89	Very Good	B+	3.3
83-86		B	3
80-82		B-	2.7
77-79	Good	C+	2.3
73-76		C	2
70-72		C-	1.7
65-69	Pass	D+	1.3
60-64		D	1
Below 60	Fail	F	0.0

I	Incomplete
P	Pass
PR	In progress
W	Withdraw
WA	Withdrawn for Excessive Absence
F	Fail
-	No Grade Reported
PT	Pass Transferred
EX	Exempted

## 2.20. Change of Grade

Normally, grades cannot be changed after the submission of the final grades to the DAR. Under exceptional circumstances as mentioned above, the Course Instructor submits, electronically, an approved "Change-of-Grade Form" to the DAR stating the reasons for the change and endorsed by the Department Chairperson and the Dean of the College. The DAR should receive the approved "Change of Grade form" up to two (2) weeks from the beginning of the following semester.

## 2.21. Academic Probation, Dismissal and Readmission

### 2.21.1. Students Admitted to Colleges Before Fall 2018-19

- 1) A diploma or a bachelor student is placed under "Academic Probation" if:
  - a) His/her Semester Grade Point Average (SGPA) is less than 63% at the end of the second semester.
  - b) His/her SGPA is less than 64% at the end of the third semester.

- c) His/her SGPA is less than 65% at the end of the fourth semester or any subsequent semester, excluding the summer semester.
- 2) The probationary status of a student shall be removed when he/she attains a SGPA of 64% or more in the third semester or a SGPA of 65% or more in the fourth or any subsequent semester.
- 3) For maximum number of probations permitted and the strict probation, students are advised to contact their academic advisor.

#### **2.21.2. Students Admitted to Colleges from Fall 2018-19 Onwards**

- 1) A diploma or a bachelor student is placed under "Academic Probation" if his/her SGPA is less than 65% at the end of the first or any subsequent semester.
- 2) The probationary status of a student shall be removed when he/she attains a SGPA of 65% or more in the second or any subsequent semester.
- 3) A student can be placed under probation for a maximum of two times in case of Diploma Program and three times in case of Bachelor Program. In case of diploma students, the second probation, is treated as strict probation; and in case of bachelor students, the third probation is treated as strict probation. Strict probation is the final stage of academic probation, and if the student fails to clear this probation he/she will be dismissed from the Program/College/University depending on the case of the student.

#### **2.21.3. Academic Dismissal**

A student can be dismissed from a major, college or DU for any of the following reasons:

- 1) If he/she fails to clear her/his strict academic probation, which, as was stated earlier, is the final stage in academic probation, excluding the summer term. The dismissal from a major, college or DU depends on the student's specific problem which should be determined by the College Council based on the advisor's opinion. That is, the student is dismissed because of a major required course then the dismissal should be from the major. If, otherwise, the probation was caused by a particular failure in a college required course, then the dismissal should be from the college and the student should change the college.
- 2) If he/she fails in any compulsory course for a total of four times. A student can be dismissed for this reason even if he/she is in the final year at DU. When a student is dismissed from DU because of this reason, he/she cannot resume at DU in any program or college till he/she passes the same/similar course (approved by the course department) from other recognized HEI.
- 3) A student who is dismissed from a major can change it to another major within or outside the college. A student who is dismissed from a college should change the college.

#### **2.21.4. Readmission**

A student will normally be considered for readmission to the University only after spending one semester at another recognized institution of higher education during which the student passes the course(s) he/she was dismissed from at DU. Exceptions may be made for students who leave the University for personal or health reasons. Transfer credits will be considered after evaluation of a student's course work. The student must achieve a grade equivalent to the grade of 70 at DU in each of the courses for which Transfer credits may be granted.



## **2.22. Graduation Requirements**

### **2.22.1. Diploma**

To receive a Diploma, students must satisfactorily complete 60 - 75 credit hours, depending on the program, with a cumulative grade point average (CGPA) of 65 percent. For other graduation requirements refer to DU Catalogue.

### **2.22.2. Bachelor Degree**

To receive a Bachelor Degree, a student must satisfy the following conditions:

- 1) Complete the total number of credit required for the program which ranges from 120 up to 150 credits based on the major.
- 2) Reach a CGPA of 65 percent,
- 3) Reach a major cumulative grade point average (MCGPA) of 70 percent in the compulsory major courses,

## **2.23. Dean's Honor List**

To be placed on the Dean's Honour List at the end of a given Fall or Spring semester, a student must:

- 1) Be carrying at least 12 credits
- 2) Never been on probation
- 3) Have passed all courses of the semester and attained a semester average of 90 or more
- 4) Have finished at least 24 credits
- 5) Have not been subject to any disciplinary action within the University, and be deemed worthy by the Dean to be on the Honour List

## **2.24. Disclosure Policy**

The University may disclose general information without prior written consent from the student and this information may include only: student's name, degrees granted, major and minor fields of study, awards received and participation in official activities and sports.

However, the University shall not release other information from academic records, unless it receives the written consent of the student, and this written consent must specify the information that is to be disclosed, the purpose of the disclosure, and the names and addresses of the individuals or institutions to whom disclosure is to be made.

The University may disclose information, including information on academic records, without prior consent of the student in the following cases:

- 1) Upon the request of officers of other educational institutions where the student seeks to enrol (in such cases the student will be given, upon his/her request, a copy of the information sent to the institution.);
- 2) As necessary to academic officers, academic advisors, and faculty members within DU;
- 3) In compliance with a judicial order; and
- 4) To financial aid services in connection with financial aid for which the student has applied or has received.

## **2.25. Special Students**

DU accepts students of other HEIs who would like to take a certain number of courses and transfer their credits to their Universities. DU allows them to register for courses as special

students. These students are required to present documents that show their credentials and preparedness to take courses in the University.

### **2.26. Studying Abroad**

A DU student in good academic standing who did not transfer to DU from another HEI and wishes to study abroad must seek the approval of the College Council to spend up to one year and earn up to 30 credits at another HEI; however, the student must spend his/her final year of study at DU.

### **2.27. Seeking a Second Bachelor Degree from DU**

A student who already holds a Bachelor's Degree and wishes to obtain a second Bachelor Degree in a different major of study must complete, after admission to the new College, all major credit hours as well as fulfil any other non-major graduation requirements for the new degree.

### **2.28. Classification of Students**

Based on the academic program, an undergraduate student shall be considered to have completed one or more academic years based on the number of credit hours completed successfully by him/her as shown below:

- 1) For completion of the first year: 30 to 38 credits.
- 2) For completion of the second year: 60 to 75 credits.
- 3) For completion of the third year: 90 to 104 credits.
- 4) For completion of the fourth year: 120 to 150 credits.

### **3. 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 (DSH) Services. 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 concerned department.

#### **3.1. DEPARTMENT OF ADMISSION & REGISTRATION**

Registration is the operation in which a student selects his/her courses, have them approved by his/her academic advisor, pays the required fees and then registers with by Online using the Student Portal (DU SIS) in the University website or by the help of the academic advisors at the colleges. The department announces the dates of and procedures for registration in the University Calendar and posts them on bulletin boards inside the University and on the University's website.

The period of registration ends one day before classes start. Late registration is permitted for a certain period which is usually two days from the beginning of classes with the approval of the concerned Dean of the college. One of the consequences of not registering on time is that a student may not find enough courses to register in. Students who want to make changes in their schedules should do so during the drop and add period during the fall and the spring semesters and during the first two days of the summer session either through the Internet or through the Office of Admission and Registration, when registration through the Internet fails. The University has the right to cancel all the courses in which not enough students registered. The minimum number of students required for a course not to be cancelled varies from one college to another.

#### **3.2. DEPARTMENT OF STUDENT AFFAIRS**

The Department of Student Affairs (DSA) is located in a separate building known as "Student Activity Center". It is headed by a Director and is responsible for all non-academic activities of the students.

##### **3.2.1. Identification Card**

The Department of Student Affairs (DSA) issues an Identification Card (ID) for all new DU students in accordance with the following procedure:

- 1) Students' submit the placement test permission slip issued to them by DAR to DSA.
- 2) Three weeks later the student gets her/his ID card from Student Services Section.

***All students must carry their DU ID on campus and an extra caution not to miss the DU ID during the final exams! Missing the DU ID will lead a student to miss her/his final exam.***

##### **3.2.2. Orientation**

During the period of registration and placement exams, the DSA arranges orientation sessions for new students. The sessions provide important academic and related information including location of various facilities and services. There is a "welcoming Committee" composed of students and staff to facilitate the orientation.

##### **3.2.3. Student Activities and Clubs**

Students can participate in social, cultural, and scientific events and activities organized by the DSA. The Cultural Week is an occasion that allows students to organize cultural, social,

intellectual, and entertainment activities. It stretches over a few days, usually in the last week of April, during which students display their talents and artistic productions for the pleasure of fellow students and the community at large. Student activities are usually sponsored and coordinated by members of the DSA.

#### **3.2.4. Athletics and Recreation**

DU provides some facilities outside campus, particularly the football field and the gymnasium. Counsellors of DSA organize sports events such as football, volleyball, swimming, camps, athletics, and tennis.

#### **3.2.5. Counseling Services**

The Student Counselling Office provides a comprehensive support service to assist DU students in adjusting to the demands of University environment. The services are designed to enhance students educational experience by supporting their development. Its goal is to help students' self-understanding and awareness, so that they are able to better meet the demands of College life and enjoy College experience.

#### **3.2.6. Career Guidance Services**

The Career Guidance Office provides these services to students through various activities, lectures, and reading materials. Students are assisted in writing resumes, preparing for job interviews, and searching for suitable employment.

#### **3.2.7. Student Employment/ Training Program**

DU offers its students an opportunity to gain work experience with possible income as well. Students who wish to join the Student Employment/ Training Program can apply to the Career Guidance Office (CGO) at the DSA. According to this program, a student may work for a maximum of ten hours per week. This work may be subject to payment on hourly basis with prior DSA approval. ***However, it must be noted that these Employment/Training Program cannot be a substitute for work placement requirement for graduating students in Colleges.***

#### **3.2.8. Cafeterias and Coffee Shops**

DU has two cafeterias in the main classroom building, one for male students and the other one for female students. There is also a coffee shop located in the courtyard of each College. These serve snacks, sandwiches and beverages. In addition, in the ladies' hostel, there is a large restaurant with kitchen facility to cater to their requirements of meals and snacks. The hostel also has a mini supermarket to cater to their daily needs.

#### **3.2.9. DU Clinic**

DU has an on-campus clinic that serves the health needs of students. A nurse is available on campus for 24 hours a day during which students can visit and seek consultation. The Clinic provides basic medical assistance for minor physical injury and sickness. Urgent and emergency cases are transferred to the nearby Saada Medical Complex or to city hospitals. This medical assistance is also made available to female students in the DU hostel on a 24/7 basis.

DU and non-DU emergency contact numbers are listed hereafter:

- DU Clinic: 23237135/23237131
- Emergency - Office: 23237060
- Emergency - GSM: 99496766
- Civil Defence Centre and Ambulance: 9999
- Civil Defence Centre and Emergency Management: 23234971

- Police Office (Salalah): 23290099
- Police Station (Saada): 23234170
- Sultan Qaboos Hospital (Salalah): 23216100
- Health Centre (Saada): 23225613

### **3.2.10. Student Advisory Council**

Students elect annually their representatives to the University Student Advisory Council (SAC) which represents students on University functions and transmits the student body's concerns to the Administration of the University. The SAC shall consist of the Director of Student Affairs and 17 students from different Colleges. These students shall be elected on the basis of direct vote. The elected students shall choose a Chair for the council, a Deputy Chair and a Secretary General from amongst themselves for a period of one academic year.

Those who are interested in partaking of the SAC should fulfil the following conditions:

- Have completed one full semester at least with 12 credits of the prescribed course load and with an accumulative GPA of no less than 2/4 points or equivalent for Diploma and Bachelor students, and 3/4 points or equivalent for Master students and should not have exceeded the minimum semesters in the academic course he registered in.
- Should have at least the minimum course load during his membership, except for the end-of-graduation or Summer semester.
- Should not have incurred a disciplinary sanction against him or criminal prosecuted, except if he is acquitted prior to the nomination date.
- Should be prescribed by the Student Advisory Council Statute issued by MoHERI.

### **3.3. DEPARTMENT OF STUDENT HOSTEL SERVICES**

DU Hostel is under the supervision of the Director of Student Housing Services. It has four on-campus buildings for female students who come from distant places to study at DU. It 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. Other facilities available inside the hostel include: restaurant, supermarket, study hall and gymnasium.

There is no hostel facility for male students. However, those male students who are not from Salalah are assisted by DU in finding appropriate accommodation.

## **4. ACADEMIC SUPPORT SERVICES**

### **4.1. Library**

DU library is one of the main pillars of the educational process at the university. It is called Sheikh Mustheel bin Ahmed bin Ali Al-Mashani's library. It was established in 2004 and moved to the current building in 2010. DU library provides information services to students and faculty from various sources, such as books, references, periodicals and other electronic databases and Websites. The current printed sources collection consists of over (38,000) Thirty-eight thousands books and references, more than (411,000) four hundred and eleven thousands of electronic books, and (125,000) one hundred and twenty-five thousands of electronic university theses. The library provides the services of counselling, lending, and reserving for all eligible individuals.

The library is located in a separate building which consists of three floors with a total area of 4000 square meters equipped with a lift. The library occupies a convenient place amid university colleges and administration building. The building is divided into reading rooms, computer labs and special shelves for books, references, and periodicals. It also has administrative departments that manage technical operations and provide services for library users.

The library uses electronic systems such as Virtua and RFID to computerize the holdings and management affairs. The library uses Library of Congress Classification system, MARC 21 system and Anglo American Cataloguing Rules for organizing the library sources. This enables students to search for books through the e-library site on the internet. In the library there are computers distributed among the floors along with three computer labs with 90 computers for search in the internet and a computer lab with 40 computers in the electronic library for searching electronic resources e.g. books, journals, electronic and theses.

The library seeks to ensure an appropriate environment enhanced with rich information to serve beneficiary community for all majors and research according to the university programs. The library works on qualifying and training its staff to be able to employ professional methods and modern technology in the processing and delivery of information services for the library users. The library established relationships with other university libraries, information and cultural institutions for inter-library loan purposes and sharing different information sources. The library offers its services through five departments with specific tasks as follows: Acquisition Department, Circulation Department, Reference Department, Cataloguing and Classification Department, periodicals and e-Library. The library is open on all working days from 8.00 am to 8.00 pm.

### **4.2. University Bookstore**

The Dhofar University bookstore has been established in February 2017. It is located on the ground floor of Common Classroom Building. It aims to provide convenient and easy access to the students and faculties for their textbooks to support their courses.

### **4.3. Computing and Networking Center**

CNC provides an integrated environment of information technology networks that support and enhance the academic activities. Academic computing capability is provided by numerous laboratories, as well as by campus-wide networked facilities. All laboratories are networked and have access to local and remote servers as well as the Internet. All University buildings and labs are connected with fibre optics networks. E-mail services are available to all faculty, students and staff.

### **4.4. Moodle**

The learning environment at DU is supported and enhanced by using technology. One such initiative is "Moodle", a web-learning interface and an interactive platform for faculty and



students for course management. Moodle allows faculty to create an online home page for the course. It includes: teaching schedule, study material, glossaries of terms, subject references, links to other Web resources, class discussions, forums where students can post comments and ask questions, quizzes, assignments, student grades and also class announcements.

#### **4.5. E-mail**

Student e-mail is the fastest form of communication between DU and students. They are expected to be using e-mail during their University life. All new students shall be assigned a user account and an e-mail address. The account must be activated and it has to be renewed periodically. The e-mail is convenient to access both on and off campus, it is easy-to-use, reliable and secure. DU considers e-mail as a formal channel of communication with its students where all important information, absence reports and announcing any DU activity to the concern of students are delivered through this email service.

#### **4.6. Community Service and Continuing Education Center**

##### **4.6.1. Community Service**

The CSCEC at DU aspires to assist the Dhofar community in solving local issues. CSCEC aims to link the University with all of its resources and expertise with the needs of the community. The CSCEC partners with public and private organisations to support initiatives in the local community. CSCEC encourages DU students and faculty to make meaningful connections with the local community through participating in various events and programs organised by the Centre.

##### **4.6.2. Continuing Education**

The CSCEC offers training programs to meet the ongoing professional and personal needs of Dhofar's community at large. It also provides services to applicants who aspire to enter the University but fail in the placement tests conducted by the FP. CSCEC is dedicated to serving individuals in the private and public sectors in new and innovative ways. It offers solutions to training needs and provides the local community with the combined support of a professional staff and the diversity of resources at DU.

CSCEC provides on-campus and off-campus offerings that include certificate programs, workshops, seminars, conferences, and customised training programs to meet the needs of individuals and organizations. All CSCEC's certificate programs, workshops, and other activities are taught by experts who bring their hands-on experience into the classroom. Programs and courses are offered in English or Arabic as reflected by the course outlines.

The programs of CSCEC are developed to create an opportunity for strengthening and updating skills and learning new techniques for achieving personal and organizational goals. CSCEC prepares participants for a world of change and their organizations for success by using an innovative approach and programs specifically developed by expert DU faculty members.

#### **4.7. Department of Public Relations and External Cooperation**

The Department of Public Relations and External Cooperation (DPREC) is the frontline for the University in regards to relations with the community and the public at large. As such, DPREC plays a dynamic role in fulfilling the University's mission and vision in all of its activities by creating an atmosphere of understanding, trust and appreciation within and outside the University. Its work covers a wide range of activities including reaching to the community, producing newspaper articles about various DU activities, visual media coverage, University publications, information, translation and advertising.

## **5. SPECIALISED SUPPORT CENTERS AND UNITS**

### **5.1. STUDENTS WITH DISABILITY SUPPORT SERVICES UNIT**

Students with Disabilities Support Services Unit (SWDSSU) at Dhofar University strives to provide comprehensive academic and non-academic support services to all persons with disabilities for their holistic growth and development in a way that helps them to adapt to their various environments, and empower them in the Omani society for positive changes in their life and their societies.

The unit is headed by CAAS Dean and supported by a dedicated academic team consisting of faculty members drawn from all colleges and FP. There is a full time coordinator for managing the activities of the center, for more details ([Click here](#))

### **Services Provided by SWDSSU**

#### **1) Built-in Accessibility Computer Systems for Visually Impaired Students:**

SWDU, in collaboration with the Computing and Networking Center(CNC), has acquired a licensed version of Windows 365, which has built-in disability's- friendly accessibility features such as: screen magnifier, contrast ratios, and full feature screen reader.

SWDU also has an exclusive computer lab for students with disabilities, which is equipped with NVDA (Non-visual Desktop Access) screen reader. SWDU plans to acquire licensed software Super-Nova for enhanced screen reading, which also Supports a wide range of braille displays.

In addition, DU's website has all accessibility features including text-reader to enable students with disabilities to have easy access to the available information.

#### **2) Sign Language Interpreters and Note-takers**

Provision of a sign language interpreter or note-taker is an essential support service for most of the students with hearing disability, so that their potential can be fully realised. A student who has a hearing impairment is likely to have difficulty in listening and taking notes at the same time. However, with the provision of interpreter or note-taker, the problem is eliminated to a large extent. It provides freedom to the student to follow the lesson and also receive visual cues from the teacher.

At DU, SWDSSU provides need-based services of sign interpreters and note takers to accommodate students with hearing impairment. There is a team of trained and dedicated volunteers who are available for this purpose. These volunteers work under the guidance of a team of experts available at SWDSSU.

#### **3) Academic Advising**

Academic advising is an integral part of the academic duties of the faculty member at DU. Each student at DU has an assigned "Academic Advisor". However, in case of students with disabilities, academic advising is perceived more as a social responsibility rather than a mere academic duty.

SWDSSU works closely with the designated Academic Advisors of students with disabilities. These students receive one-to-one personalized academic advising during registration, course of study, and exams period. All of the academic advising and support services are facilitated by the "Academic Support Team", which includes a faculty member from each college.

#### **4) Peer Tutoring**

In coordination with “Learning Support Center” (LSC) ([Click Here](#)), SWDSSU provides peer tutoring facility to students with disabilities. Peer tutors deliver the requested coaching on one-to-one sessions at a convenient time slot for students with disabilities.

#### **5) Scribes**

SWDSSU, through its teams of peer tutors and volunteers provides assistance to students with disabilities in note-taking and writing exams. SWDSSU ensures that the scribes are neutral assistance providers with no conflict of interest to maintain academic integrity.

#### **6) Facilities and Equipment**

SWDSSU has a fully equipped and self-sufficient students with disabilities lab that caters to the academic needs of students with disabilities, and their supporting teams. The lab is equipped with the necessary technologies and equipment.

#### **7) Extra-curricular Activities**

Students with disabilities are actively involved in organizing and conducting extra-curricular activities through our own “Nabdh-Albasira” student club and also in coordination with similar organizations in the local community.

### **5.2. LEARNING SUPPORT CENTER**

DU has a Learning Support Center (LSC), which is responsible for providing the academically weak students, especially the students at risk (under academic probation), and also the students with special learning needs with a personalised assistance in a supportive atmosphere through a peer-assisted learning scheme.

The Academic Coordinator of the College prepares a list of the students at risk and distributes it to the advisors concerned. These are the students who are under academic probation or border-line cases, and require special attention. The academic advisors encourage these students at risk to attend peer tutoring sessions provided by the LSC.

Peer-assisted learning uses the services of senior-level students to support academically weak students. Faculty-members recommend outstanding senior students to serve as peer tutors. There is a provision of monetary incentive for such work. This also provides valuable training and experience for the peer tutors and helps them in developing professional, academic and English language skills, under competent supervision.

The LSC provides its services free of charge to all DU underperforming students. It is open on all working days from 8 am to 3 pm so as to provide maximum benefit to the students. LSC services include tutoring, mentoring, supplemental instruction and computer-aided instruction, delivered through one-to-one tutoring or small study groups. However, LSC is not meant to replace classroom instruction or any other means of instruction offered by faculty-members. For more details ([Click here](#))

### **5.3. INTERNATIONAL STUDENTS CENTER**

International Students Center at the Dhofar University has a dedicated team to guide and support its existing and prospective international students. The team is ever ready to reach out to ensure that their stay is comfortable and safe.

DU offers variety of higher education programs both at the undergraduate and postgraduate levels. Besides, DU offers a variety of professional programs that strengthens one’s own career

with a capability to offer on-demand specific programs. All DU programs are reviewed periodically to ensure their compliance with the current region and international job market requirements. Studying at DU does not offer a mere high education opportunity; it offers a unique experience to be introduced to an ancient, rich and welcoming culture of Oman. For more details ([Click here](#))

### **About Oman**

Oman is a beautiful country in the Arabic Peninsula with a long coast on the Indian Ocean. Its oil resource has been used wisely to build a diverse economy since 1970. At present, with nearly 50 years of the Omani renaissance, Oman has established prestigious international and regional positions and images being an open and welcoming culture as well as a peaceful country. Although Oman has adopted the economic, technological and social renaissance, it still maintains its core cultural values known for part of the Arabic regions. It is considered as one of the most liberal and safe country in the region with very friendly citizens

### **About Salalah and Dhofar Region**

DU is located in Salalah, the main city of the Dhofar governorate and second largest in Oman. Salalah is well-known for its beautiful and moderate weather throughout the year, but particularly in summer (known as Khareef season). The temperature in Salalah remains steady in the upper twenties, but occasionally rises to mid-thirties. The long and clean sandy beaches of Salalah, among the most beautiful in the world, are perfect for fishing and swimming. The nearby mountains are ideal for camping and hiking.

### **Arriving in Oman**

Whether you are coming to Oman for the first time, the International Student Support Office can help you with what you need to do before you arrive and when you get here as a new international student.

### **Before you arrive**

If you are coming to Oman for study from a country beyond the Arabic Peninsula, please bear the following in mind:

- First, ensure that you have all original documents (or duly attested certificates and transcripts). All of requested documents mentioned in the admission application.
- It is advisable to carry at least USD 500 in cash with you which can be exchanged to Omani Rial very easily on any of the exchange houses in Salalah. You will need this cash till your bank account is opened which will take a week after your arrival.

### **Airport Collection**

If your flight is not through Muscat (direct to Salalah), DU is pleased to offer a meet 'n' greet service at the airport and bring you to the university or your reserved accommodation within Salalah. For this, you have to contact Mr. Ahmad at +968 23237012 or by email at [ahbaomar@du.edu.om](mailto:ahbaomar@du.edu.om).

### **Weather conditions and clothing**

The weather in Oman is considered hot and humid for most of the time throughout the year. However, Salalah in region of Dhofar enjoys a milder weather compared to rest regions of Oman. It is advised that you pack suitable clothes that suits such kind of weather in addition to

any medication or sun block lotion you might need for any kind of allergy that is associated to such weather, if any. Check the local weather forecast <https://www.weather-forecast.com>

### **Peer Mentor**

We understand that finding answers to all your questions be it small or big is very important, to help you settle down quickly and comfortably. The peer mentor scheme provides you with a friendly peer who act as a friend and mentor and would gladly help and support you in settling down very easily. The peer mentor will be like your local guide who will be glad to not only answer all queries but to let you have a good initial understanding of the university and the city of Salalah including the local Dhofari culture. You have to send in a request to the Mr. Ahmad Aqeel Ba Omar email: for allocation of a peer mentor.

### **Visa services**

Following are the student visa conditions.

- Complete the required procedures in the department of admission & registration
- Pay the required tuition fees to the department of financial affairs
- Submitting the required documents for the Royal Oman Police immigration department (copy of passport, personal photo and NOC letter form the pervious sponsor if existed)
- Copy of the Passports, pervious visa and NOC letter form the parent (father or mother) if they are Omani resident card holder
- Copy of the passports the parents residing in Oman.

### **Getting a student Visa**

Visa assistance shall be provided to you by the university and the International student support team shall take all responsibility. The Documentation shall be completed by the office after you submit to them all requisite documents required before your arrival in Oman, the copy of the visa shall be mailed to you to be presented by you to the immigration counter when you arrive in Muscat or Salalah. The visa will be stamped on your passport and you have the permission to stay in Oman. Usually the visa is granted for two years only which are renewable as per requirement.

### **Police registration and Resident card**

Once you will arrive in Salalah the team shall take care of getting your police registration done and obtain a "resident card" the sole identification used anywhere in the country. The resident card is valid for two years and is a must for opening of bank accounts and all other formalities.

### **Accommodation**

Free accommodation is provided to female student on DU campus. If you are a female student, you might consider getting the advantage of the free in-campus female student hostel. For this, you should contact the Students' Hostel Services Department (SHSD) at one of these phone numbers: +968 23237588, 23237589 or 23237581; or by email to: [dshs@du.edu.om](mailto:dshs@du.edu.om) or avail the assistance of the international student support team.

If you are a male student, or a female student who prefer to have private accommodation, then the international student support team can provide information to help you out on selecting your accommodation at a very affordable cost. No accommodation on campus is available for the male students. International students support team will arrange for pre visit to accommodations sites for all students willing to live outside the campus on a pre appointment.

### **Bank Account**

Once the resident card is obtained opening of bank account will hardly take not more than 30 minutes is some of the leading banks in Oman. The International students support team will be available for all assistances.

### **Transportation**

Free transportation at scheduled time is offered to female students residing in dorms on campus. The transportation assistance is given to travel to malls, markets, places of recreation and can also be pre booked for projects assignments and on job training courses. Public Bus transportation is available and “mwasalat” bus service(<https://mwasalat.om/en-us>) is available to the city every half an hour from the university bus station. Intercity bus service to capital city of Muscat too is available from various other bus transportation companies at a very low prices. Taxi and cab services are also very readily available for hire by anybody and makes transportation very easy.([www.marhabataxi.com](http://www.marhabataxi.com))

### **Health care**

DU has an on campus well equipped medical clinic as well as wellness centre catering to all medical needs of its students. The paramedic staff is available round the clock 24×7 and the one can see the doctor in case of an emergency. All international students are encouraged to avail the facilities of discounted medical cover facilitated through the university and is good enough to cover both OPD and in hospitals services. It is compulsory for all international students to have the medical cover to meet their medical needs.

### **Driving in Oman**

Driving in Oman is very easy and safe and the road network and infrastructure is world class with dual carriage way well marked and fully illuminated. One has to have an Omani driving license and renting cars is also very easy.( <https://www.rop.gov.om/english/index.html>)



## **6. STUDENT DISCIPLINARY AND GRIEVANCE SYSTEM**

Whereas DU aims to develop a student's social character, knowledge, and professional skills, it is also committed to graduating law-abiding and responsible citizens who deserve to carry the DU name. To that end, the University reserves the right to implement a range of disciplinary measures that are commensurate with violations of Omani laws or the rules and regulations of the University including academic misconduct.

Disciplinary measures range from warning to expulsion from the University based on the nature of the offence. Course instructor is authorized to apply some disciplinary measures, while suspension or expulsion shall only be administered by the Student Disciplinary Committee. The harshest action, final expulsion from the University, requires the consent of the University Council. Furthermore, each University employee who observes any offence by any student is required to report the offensive action to the Dean of the College.

### **6.1. Student Code of Conduct**

All students are expected to comply with the following:

- treat all academic and non-academic staff as well as other students with respect, dignity, impartiality, courtesy and sensitivity;
- maintain a cooperative and collaborative approach to inter-personal relationships;
- act honestly and ethically in the preparation, conduct, submission and publication of academic work, during all forms of assessment, including formal examinations and informal tests and when dealing with others; in due respect of Academic Integrity Policy.
- ensure that their contact details as well as those of their parents/guardians are maintained up-to-date with the University;
- observe and respect key dates and deadlines by reading all official correspondences from the University, including emails, posters, Website, electronic display boards, notice board etc.;
- conform to the University's requirements for working with humans, animals and biohazards;
- use University resources, including information and communication technology resources, in a lawful and ethical manner and for University purposes only, unless express permission has been granted for non-University or private usage;
- abide by the national Omani dress code for Omani students and an acceptable, decent outfit for expatriate students on campus;
- come to class on time and abide by the timing of classes, laboratory, workshop and advising sessions;
- observe and abide by all work rules and regulations during field trips to work places and practical training at training venues;
- follow the health and safety procedures on campus, particularly in workshops and laboratories;
- respect the physical and intellectual property and rights of others;
- actively participate in academic, cultural, social and sports activities organized on campus
- students living in DU hostel must abide by the hostel rules and regulations

### **6.2. Student Dress Code**

All students have to comply with appropriate apparel in accordance with the Sultanate's customs and traditions. Once on campus, students have to observe the following dress specifications:

- 1) The Omani Dishdasha and the cap or “misar” for Omani male students. The Omani Abaya with the head scarf for female students
- 2) Non-Omani students have to wear decent apparel
- 3) Students are allowed to wear special attire should that be necessitated by the task they are performing during lab sessions, or when they are in hospitals or on field trips.

The Director of Student Affairs shall monitor the compliance with the University Student Dress Code, investigate violation and refer them to the Student Disciplinary Committee, if transgression occurred outside the classroom.

### **6.3. Smoking Policy**

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

### **6.4. Academic Integrity Policy**

DU creates an environment where students and staff work together to uphold academic integrity in all coursework programs, focusing on hard work, honesty and responsible behaviour in pursuit of knowledge. It also provides a mechanism to prevent, detect and address all forms of academic misconduct by students.

A student at DU is not expected to violate academic integrity during examination or in any other form of assessment as part of course work. The course instructor, at the beginning of the semester, explains to students the meaning of the term “Academic Integrity” and the consequences of violating it. Any student accused of violating academic integrity shall be referred to the Student Disciplinary Committee for appropriate action.

**Various forms in which student can violate academic integrity are:**

#### **6.4.1. Cheating**

Cheating is defined as “employing or seeking to employ any unfair means in the examination or in any other form of work submitted for assessment as part of any university course”. It is a deliberate attempt to gain academic credit dishonestly or to help others to do this.

#### **6.4.2. Collusion**

Collusion is defined as ‘Unauthorized collaboration on assessable work with another person or persons’. It is a form of cheating which occurs when students work together in a deceitful way to produce work for an assessment which is restricted to individual effort.

#### **6.4.3. Plagiarism**

Plagiarism is defined as the unauthorized use of the work of another person as one’s own, whether or not such work has been published. It is considered as academic theft. Plagiarism occurs when someone uses words, ideas or work attributable to another identifiable person or source, without attributing the work to the source from which it was obtained, in a situation in which there is a legitimate expectation of original work, in order to obtain some benefit.

#### **6.4.4. Impersonation**

Impersonation is when a student or outsider assumes the identity of another student with the intent of providing an unlawful advantage in any course assessment for that student.

## **6.5. Examination Rules and Regulations**

Students are not allowed to appear for examination without producing DU ID. Mobile phones must be switched off during the entire duration of examination. Students shall be informed about examination rules and regulations by the proctors before the commencement of examination. These rules are also given on the first page (back side) of the answer sheet. Students must adhere to these examination rules and regulations. Any violation in this regard leads to disciplinary action as per DU Bylaws.

## **6.6. Violations by Students**

The student shall be considered as violating the rules and regulations of the University in the event of committing verbally or actually anything violating the Student Code of Conduct. Student violations are broadly classified into two categories - academic violations and non-academic violations.

### **6.6.1. Academic Violations**

- Disturb during examinations or lectures or any other activities in the University.
- Instigate other students against attending lectures or any other course-related activities.
- Damage other students' work.
- Disseminate false or wrong information.
- Cheat during exams or any attempt thereof.
- Plagiarize assignments, projects, research papers, etc.
- Engage in unlawful impersonation.
- Falsify university-related data, mislead the University by providing false official papers, illegally procure official documents belonging to the University, or falsify any other official documents from any other official sources.
- Violate academic honesty protocols and proper demeanor in any form, degree, or means and in anywhere, be it individual or collective.

### **6.6.2. Non-academic Violations**

- Smoking inside University buildings.
- Not wearing Omani national dress for Omanis and not wearing decently for non-Omanis.
- Intentionally stopping, delaying or obstructing Dhofar University activities.
- Forming, or taking part of, a club, a committee or an association or holding a conference, workshop, symposia, lecture without obtaining prior written approval from the appropriate authorities.
- Producing, distributing or issuing booklets, periodicals, wall newspapers, newspapers or magazines or their dissemination via emails or social networks to Dhofar University students or collecting donations or signatures from students without obtaining prior written approval from the appropriate authorities or misusing the said approval for any other illegal purposes.
- Physical or verbal abuse, harassment or defamation of the University, the Board of Trustees, the Board of Directors, the Vice Chancellor or any of DU employees through social media or any other means or any misconduct or behavior that harms the University.
- A final court judgment from a competent judicial authority condemning any student, or committing an act that may constitute a crime under Omani law.

- Any statement, oral or written, that detracts from the State, its security or its religious and national integrity.
- Possessing or displaying pictures, movies or any other means of communication incompatible with Islamic values or Omani communal morality.
- Use of bribery or threat to get extra unmerited marks.
- Showing aggression against or harming any of the University students, staff, visitors, contractors or any other person present in Dhofar University.
- Possession or storage of inflammable materials or explosives on campus or any other illegal possessions according to Omani Law.
- Risking one's life or other people's lives or engaging in violence against oneself or others.
- Violating the rules and regulations of the student hostel.
- Violating the traffic rules and regulations on campus.
- Modifying Dhofar University buildings, furniture or other facilities without obtaining prior written approval from the appropriate authorities.
- Misusing or vandalizing any of Dhofar University's movable or fixed assets
- Using Dhofar University buildings or the possessions therein for purposes other than the officially stated ones.
- Wearing of NIQAB on campus.
- Gathering or instigating a gathering or sit-in inside the university campus for any reason.

### **6.7. Disciplinary Measures**

Disciplinary measures range from warning to expulsion from the University based on the nature and severity of the offence. These measures are:

- 1) Reprimanding.
- 2) Written warning.
- 3) Expelling the student from the classroom
- 4) Assigning a failing mark to students in any assessment during the academic semester except for the final examination.
- 5) Assigning a zero mark in the course.
- 6) Deprivation from taking the final exam.
- 7) Impose a fine commensurate with the amount and degree of damage.
- 8) Suspension from study for one or two semesters.

### **6.8. Students' Grievance**

Grievance is a cause for complain due to unfair treatment presumed by the student. It is something that causes distress to the student and for which they seek redressal. The unfair treatment may be in violation of University Bylaws, policies or establish practices. When this feeling develops among the students, it is likely to affect their academic performance. With an objective to provide healthy environment to students, DU has a well-defined student grievance policy, which provides fair internal process to resolve student grievances.

DU strongly encourages students to settle their grievances amicably in an informal way. Accordingly, a student can always bring his/her grievance to the notice of the Department Chair (Level coordinator for FP students), who will discuss it with the concerned person and

try to settle the issue. In most cases, the discussion of the grievance with the concerned person will result in a prompt and amicable solution, acceptable to both parties.

However, if the informal approach has not led to resolving the grievance, DU provides a formal two-tier approach for dealing with student grievances, consisting of a formal complaint and formal appeal,

A formal complaint about academic grievance, must be submitted to the concerned Department Chair (Level/ Program coordinator for FP students). For non-academic grievance it should be submitted to the office of the concerned College Dean (Office of FP Director for FP students) or the DSA, depending on the nature of the grievance.

If a student is not satisfied with the outcome of a formal complaint (decision of the College Council/ Student Disciplinary Committee) and feels that his/her grievance has not been resolved fairly, he/she has the option to appeal against this decision to the University Appeal Committee (UAC).

A student may withdraw the complaint or appeal at any time in writing on the prescribed form during the grievance resolution process and the case will be dropped.

### **6.9. Appeal Procedure**

If a student is not satisfied with the outcome of a formal complaint and feels that his/her grievance has not been resolved fairly, he/she has the option to appeal against the decision of the CC/FPC/SDC to the University Appeal Committee chaired by the DVC, within a week from receiving the decision.

Appeals should be submitted in writing on the prescribed form to the office of the DVC within one (1) week of the date of notification of the outcome of the CC/FPC/SDC or imposing of disciplinary measures, citing the justification for the appeal. The DVC's Office will acknowledge the receipt of the student's appeal in writing.

The DVC will call for a meeting of the University Appeal Committee within two weeks of receiving the appeal. The committee will act fairly, keeping in mind the rules of equity and fairness. Both parties involved will be given an opportunity to present their case.

The decision of the University Appeal Committee will be final and the DVC will communicate the decision in writing in the prescribed form to the parties concerned within one week of the date of the meeting of the University Appeal Committee.

Both parties involved in the grievance will acknowledge the decision of the University Appeals Committee in writing.

## FP Academic Calendar for AY 2021-22

Fall Semester (Term 1) 2021-2022				
MONTH	WEEK	DATE	DAY	ACTIVITY/EVENT
September	1	1	Wed	Start of the Fall Semester
		2	Thu	Online registration for continuing students (L2 & L3) Re-sit & Makeup (English)
		5	Sun	Online registration for continuing students (L2 & L3) Re-sit & Makeup (Math & IT)
		6	Mon	First day of classes (L2 & L3)
		13 & 15	Mon & Wed	First & Second Placement Test
		15 & 16	Wed & Thu	Registration for incoming students
		19	Sun	First day of classes for L1
October	6	11-14	Mon - Thu	Midterm Test
	7	18	Tue	Birth of Prophet ( <i>tentative</i> )
November	11	17-18	Thu	National day ( <i>tentative</i> )
	12	21	Sun	Last day of class
		22-25	Mon-Thu	Final Exam/Exit Exam L3
13	28-30	Sun - Tue	Marking, Finalizing grades and posting	
Spring Semester (Term 2) 2021-2022				
MONTH	WEEK	DATE	DAY	ACTIVITY/EVENT
December	1	12	Sun	Start of the Spring Semester
		13	Mon	First Placement Test
				Re-sit Exam & Makeup Test
				Online registration for continuing students (L2 & L3)
		14	Tue	Second Placement Test
		15	Wed	Registration for all students (L1, L2 & L3)
Registration for all students (L1, L2 & L3)				
16	Thu	First day of classes (L2 & L3) First day of classes for L1		
January	6	17-20	Mon-Thu	Midterm Test
February	12	27	Sun	Last day of classes
	12	28	Mon	Al-Israa wal Meraaj ( <i>tentative</i> )
March	12	1-5	Mon - Sat	Final Exam/Exit Exam L3
	13	6-8	Sun - Tue	Marking, Finalizing grades and posting
Summer Semester (Term 3) 2021-2022				
MONTH	WEEK	DATE	DAY	ACTIVITY/EVENT
March	1	20	Sun	Start of the Summer Semester
		21	Mon	First Placement Test
				Re-sit Exam & Makeup Test
				Online registration for continuing students (L2 & L3)
		22	Tue	Second Placement Test
		23	Wed	Registration for all students (L1, L2 & L3)
Registration for all students (L1, L2 & L3)				
24	Thu	First day of classes (L2 & L3) First day of classes for L1		
May	6	25-28	Mon-Thu	Midterm Test
	7	2-5	Mon-Thu	Eid Al-Fitr ( <i>tentative</i> )
June	13	12	Sun	Last day of classes
		13-16	Mon-Thu	Final Exam/Exit Exam L3
		14	Sun-Tue	Marking, Finalizing grades and posting

## College Academic Calendar for AY 2021-22

### Fall Semester (2021-22)

Month	Week	Date	Day	Activity/Event
September		01-04	Wed. - Sat.	Online Registration
		05-07	Sun. - Tue.	Online Add/Drop
	<b>W01</b>	12	Sun.	First day of classes
	<b>W03</b>	26	Sun.	Last day for incomplete "I"
October	<b>W07</b>	18	Mon.	Birth of Prophet ( <i>tentative</i> )
November	<b>W10</b>	17-18	Wed. - Thu.	National Day ( <i>tentative</i> )
December	<b>W14</b>	12	Sun.	Spring 2021-22 schedule announcement
	<b>W15</b>	23	Thu.	Last day for course withdrawal "W"
	<b>W16</b>	28	Tue.	Last day of classes
December - January	<b>W16-18</b>	30-12	Thu. – Wed.	Final exams
January		26-27	Wed. – Sun.	Incomplete Exams (Pending until experimenting it at the end of Spring 20-21)

### Spring Semester (2021-22)

Month	Week	Date	Day	Activity/Event
January		29-30	Sat. - Sun.	Online Registration
January - February		31-03	Mon. - Thu.	Online Add/Drop (Y2 - Y4 -Y3 - Y1)
February	<b>W01</b>	06	Sun.	First day of classes
	<b>W03</b>	20	Sun.	Last day for incomplete "I"
February	<b>W05</b>	28	Mon.	Al-Israa wal Meraaj ( <i>tentative</i> )
March	<b>W09</b>	30-31	Wed. - Thu.	DU Cultural Week
May	<b>W13-14</b>	02-05	Mon. - Thu.	Eid Al-Fitr ( <i>tentative</i> )
	<b>W14</b>	12	Thu.	Fall 2022-23 schedule announcement
	<b>W16</b>	22	Sun.	Last day for withdrawal "W"
	<b>W16</b>	26	Thu.	Last day of classes/ Summer 2021-22 schedule announcement
May – June	<b>W17-18</b>	29-09	Sun. –Thu.	Final exams
June		12-13	Sun.- Mon	Incomplete Exams (Pending until experimenting it at the end of Spring 20-21)

### Summer Semester (2021-22)

Month	Week	Date	Day	Activity/Event
June		15-16	Wed.-Thu.	Online Registration
		19-20	Sun-Mon.	Online Add/Drop
	<b>W01</b>	21	Tue.	First day of classes
July	<b>W04</b>	09-12	Sat.-Tue.	Eid al-Adha ( <i>tentative</i> )
	<b>W06</b>	27	Wed.	Last day for withdrawal "W"
	<b>W07</b>	30	Sat	Last day of classes
August	<b>W07</b>	02-03	Tue.- Wed	Final exams
		29-30	Mon.- Tue	Incomplete Exams (Pending until experimenting it at the end of Spring 20-21)





## **ABBREVIATIONS**

CAAS	College of Arts and Applied Sciences
CCBA	College of Commerce and Business Administration
CE	College of Engineering
CGPA	Cumulative Grade Point Average
CL	College of Law
CNC	Computing and Networking Center
CSCEC	Community Service and External Cooperation
DAR	Department of Admission and Registration
DARSA	Deanship of Admission, Registration and Student Affairs
DPREC	Department of Public Relations and External Cooperation
DSA	Department of Student Affairs
DU	Dhofar University
FP	Foundation Program
GFP	General Foundation Program
GPA	Grade Point Average
HEI	Higher Education Institutions
IELTS	International English Language Testing System
MCGPA	Major Cumulative Grade Point Average
MoHERI	Ministry of Higher Education, Research and Innovation
OAS	Oman Academic Standards
SAC	Student Advisory Council
SGPA	Semester Grade Point Average
TOEFL	Test of English as a Foreign Language