

2021 -2022

STUDENT HANDBOOK

MBA

UCB

UNIVERSITY COLLEGE OF BAHRAIN

كلية البحرين الجامعية



UNIVERSITY
COLLEGE
OF BAHRAIN

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A. Academic Calendar 2021 – 2022

Academic Calendar (Graduate Program)

(Student version)

Day	Date	Description
First Semester (Fall Semester) 2021-2022		
Sunday	September 12	First day of classes
Monday	October 18	Prophet Mohammed Birthday Holiday *
Thursday -Sunday	December 16 – 19	National Day Holiday
Wednesday	December 22	Last day of classes
Thursday	December 23	Last day to drop a course with "W"
Saturday- Sunday	January 1 – January 02	New Year's Holiday (2022)
Sunday-Friday	January 09- 14	Final examinations period
Monday	January 17	Lat Day for faculty Submission of Final Grades
Second Semester (Spring Semester) 2021 - 2022		
Sunday	January 16	First day of classes
Sunday	May 01	Labor Day Holiday
Monday -Thursday	May 02-05	Eid Al-Fitter Holiday *
Wednesday	May 11	Last Day of Classes
Sunday -Friday	May 15-20	Final examinations period
Monday	May 23	Lat Day for faculty Submission of Final Grades

Third Semester (Summer Session) 2021-2022		
Sunday	May 22	First day of classes.
Wednesday	June 29	Last day of classes
Sunday-Friday	July 03 -08	Final examinations period.
Tuesday	July 12	Lat Day for faculty Submission of Final Grades
Saturday	July 09	Summer-1 Session Holiday for Students
Saturday - Wednesday	July 09-July 13	Eid Al-Adha Holiday *
Sunday	July 17	Faculty Holiday
First Semester (Fall Semester) 2022-2023		
Sunday	September 04	Return of Academic Staff
Sunday	September 11	First day of classes

* Hijri Holidays depend on sighting of the moon

*Hijri Holidays depend on sighting of the moon

B. University Terminology

Academic Year	The University Academic year is defined by the Fall and Spring semesters, and one or two optional Summer sessions.
Academic Status	The student academic performance such as good standing, probation or dismissal, is determined by the University by-laws and regulations.
Add and Drop	The period of time when students can adjust their personal semester schedules by dropping or adding courses or sections.
Admission	The process which starts by filling an application for admission to the University and ends by receiving an acceptance letter in a degree program.
Advisor	Faculty member assigned by the student's academic department to assist the student in planning his/her semester course registration in accordance with the requirement of his/her study plan.
Master's Degree	The degree that the student will receive by the end of his/her study.
Academic Calendar Year	The official dates and deadlines for the academic.
Course Load	The total credits in which a student is allowed to register in any regular semester or summer session.
Credit	Commonly defined as the equivalent to a one-hour weekly lecture in a semester.
Curriculum	A structured set of learning objectives contained in a specified set of course.
Dismissal	The compulsory registration termination of a student from the university for unsatisfactory conduct or academic achievement.
Fee	Charges for courses or services.
Full-time Student	A student that is registered in not less than 12 credit hours in a given semester.
GPA	$\frac{\text{Total credit hours for each course in a semester} \times \text{Number of points for each course}}{\text{total credit hours in a semester}}$
CGPA	Total points in a semester/ total credit hour in all semesters.
Emphasis	Student's principal field of study
Grade Points	Numerical value associated with each grade

I.D. Card	University Student identification card showing name, photo and student University number
Prerequisite	A requirement that must be met before a certain course can be taken.
Academic Probation	An academic status resulting from the student's unsatisfactory academic achievement (CGPA of less than 2.70).
Academic Warning	An academic status resulting from the student's Unsatisfactory semester academic achievement (SGPA is less than 3.00 in his/her first semester).
Registration	The process of enrolling in classes in a semester.
Regular Student	A degree seeking student who is officially admitted to the university and enrolled in a regular semester in not less than (12) credit hour.
Semester	Designated periods which classes and exams are scheduled during an academic year.
Schedule	List of courses offered during a semester, including the name of the instructors, lecture days, hours and locations of classes.
Student Schedule	A list of courses that the student takes in a semester.
Transcript	The student's academic achievement and academic status.
Graduation	Successfully completing all the study plan required courses with accumulative GPA of not less than 2.70 out of 4.00

C. General University Information and Regulations

1.Admission

1.1 Applying

Applications to MBA program is handled by the Admission Unit at the Registrar's Office.

Applications may be submitted in two methods:

- i. Filling an application form that is available at the Admission Unit in Saar Building at the University Campus and submitting it along with all the admission required documents.
- ii. Visiting the university website and directly downloading the application from there. Upon completion of the application, the applicant can mail it along with the admission required documents and fees to the University mailing address.

Admissions Unit,
University College of Bahrain,
P.O. Box 55040
Manama, Kingdom of Bahrain

1.1.1 Application Deadline

- Applications for admission to the Fall semester should be received no later than early September.
- Applications for admission to the Spring semester should be received no later than early January.
- Applications for admission to the Summer session (for transfer students only) should be received no later than early May.
- Late applications may be considered throughout the first two weeks of a regular semester and the first week of a summer session.
- Applications will not be considered after those dates.

Late Applications:

- May not be considered for scholarships
- May not be considered for a seat in a certain Emphasis due to limited number of seats.

1.1.2 Application Fee

Applications must be accompanied by an application fee of BD100/. This fee is non-refundable and can be payable by cash, credit card, cheque or bank transfer.

1.1 Admission Requirements

1.2.1 Admission Process

Students seeking admission must fill out an application form indicating their choice of Emphasis and the University will do its best to fulfill their desire.

All applicants will equally compete for the available seats. The University will notify the applicants with the admission decision in writing.

Those who are not selected will receive a letter informing them of this decision and suggesting available alternatives.

Required documents:

- Filled application form.

- A certified copy of the Applicant's Secondary School Graduation Certificate or its Equivalent.
- A certified copy of the Applicant's Bachelor's degree Certificate and its Equivalent for foreign degrees.
- A certified copy of the Student's Master Transcript along with the Course Description for transfer students.
- Evidence of a minimum of 3 years' work experience (or equivalent evidence) in a managerial, professional or technical role for non-business background students.
- Detailed resume, including formal education requirements, work experience, extra-curricular activities and community service activities.
- A written statement of purpose of why he/she wants and intend to study Master of Business Administration
- Two letters of recommendations from current or former employers.
- Copy of a Valid CPR and Passport
- (2) Personal Passport Size Photographs.
- Proof of proficiency in English.
- Medical fitness certificate.
- Any Additional Requirements needed by the University.

1.2.2 Proof of Proficiency in English

- All Applicants should provide proof of proficiency in English, Applicants may be exempted from proof of English proficiency if:
 - His/her first language is English
 - Lived in a country where English is first language
 - Applicants graduated or transferring from other recognized universities where English is the medium of instruction.
- Accepted English Proficiency Exams (IELTS- International English Language Testing System: 5.5 or more) must be taken within no more than 2 years prior to admission to UNIVERSITY COLLEGE OF BAHRAIN.

1.2.3 Visiting Students (Non-University College of Bahrain degree)

A visiting student must present proof of enrollment from his/her university. This can be in the form of a certified letter, official transcript or a valid Identification Card, UCB will provide the visiting student with an official transcript upon completion of

the registered course/s. Official course description is available at the course concerned department and can be provided upon the visiting student's request.

2. General Policies and Information

2.1 Authorization, Acknowledgment and Consent

- All students at the University are bound to undertake and observe the rules, regulations, policies and pay fees in place from time to time.
- Students should verify any information or statement provided as part of their application, realizing that admission is based on information in their application and supporting documents. Incorrect or untrue information may lead to admission cancellation.

2.2 Academic Curriculum

The academic curriculum for the MBA program consists of the following:

- a. Core courses, which include five compulsory courses that should be taken by all students across all emphasis (Management, Islamic Finance, Banking and Finance, Marketing & International Business, and Management Information Systems) .
- b. Concentration requirements courses which include five concentration courses that should be taken by the students with respects to their concentration
- c. Thesis or business project.

2.3 Attendance Policy

- Students shall attend all the lectures, and training sessions. They shall also participate in MBA research forum and sit for all examinations required in the courses in which they are enrolled.
- If the student fails to attend 2 tutorial Classes in a course without acceptable excuse the faculty member gives him/her a first warning and informs the Registrar's Office for the appropriate procedure.
- If the student fails to attend 3 tutorial Classes in a course without an acceptable excuse the faculty member gives him/her a second warning and informs the Registrar's Office for the appropriate procedure.

- If the student fails to attend 4 tutorial Classes in a course without an acceptable excuse the faculty Member is obligated to give the him/her a grade of "F" in the course and informs the program Director and the Registrar Office for the appropriate procedure. Any absence due to representing the University College of Bahrain or the Kingdom of Bahrain in any official capacity will not be considered absent provided that this absence is approved by the Registrar.
- If a student's absence is for legitimate reason, he/she should fill The Absence Excuse Form available at the Registrar's Office and submit it along with the supporting documents to the Registrar's Office. The Registrar's Office will verify the submitted excuse, keep the originals in the student's file and inform the course instructor for appropriate action.

Punctuality

- Students who enter the session/lecture/class after 15 minutes will not be entitled to receive attendance for the same.
- Students are not allowed to enter the session/lecture/class and attend after the maximum leeway unless they have a valid excuse.
- Any claims for attendance lost, due to arriving late in class will not be entertained, provided the student has taken prior permission from the concerned faculty

2.4 Language Policy

The language of instruction at UCB is English. The university reserves the right to offer courses in Arabic from time to time.

2.5 Notice Board

The Notice Boards located in different locations at the University, are vital means of communication between the Administration, Program Department, Staff and the students. Students are obliged to refer to the Notice Boards on a regular basis and are responsible for being aware of any announcements.

2.6 E-mail Communication

E-mail is a medium of communication frequently used by the staff and students at UCB campus. Due to its importance, all students are awarded an individual e-mail address on the university's server. This enables students to have reliable spam-free e-mail access.

2.7 Academic Integrity

The main purpose of a university is to encourage and facilitate the pursuit of knowledge and scholarship. The attainment of this purpose requires the individual integrity of all members of the University community, including students.

The University states unequivocally that it demands scholarly integrity from all its members. Academic dishonesty, in whatever form, is ultimately destructive to the values of the University. Furthermore, it is unfair and discouraging to those students who pursue their studies honestly.

All members of the university community (students, academic staff, staff and invigilators) have responsibility to maintain an atmosphere of academic integrity in all phases of academic life, including research, teaching, learning and administration.

2.7.1 Academic Dishonesty

Academic dishonesty consists of misrepresentation by deception or by other fraudulent means and can result in serious consequences, e.g. the grade of zero on an assignment, a notation of "F" on the official transcript and / or suspension or expulsion from the university.

Students are responsible for being aware of and demonstrating behavior that is honest and ethical in their academic work. Such behavior includes:

- i. Following the expectations articulated by instructors for referencing sources of information and for group work.
- ii. Asking for clarification of expectations as necessary.
- iii. Identifying testing situations that may allow copying.
- iv. Preventing their work from being used by others, e.g., protecting access to computer files.
- v. Adhering to the principles of academic integrity when conducting and reporting research.

It is the responsibility of the student to understand what constitutes to academic dishonesty. The following illustrates only three main forms of academic dishonesty:

- i. Plagiarism, e.g. the submission of work that is not one's own or for which other credit has been

obtained. Students who have any doubt as to what might be considered “plagiarism” in preparing an essay or term paper should consult the instructor of the course.

- ii. Improper collaboration in group work.
- iii. Copying or using unauthorized aids in tests and examinations.

2.8 Non-smoking Policy

University policy prohibits smoking indoors all through UCB’s campus.

3. Personal Information

3.1 Updating Personal Information

It is important that all students keep their official records up to date, especially their mailing, billing address and phone number as these are used by the University year-round. If the address is invalid or incomplete, the student is responsible for collecting the documents in person while updating their information at the Office of the Registrar.

3.2 Identification (ID) cards

All students at UCB are responsible for keeping their I.D. card on hand while on campus. At any point in time, students might be asked to present their I.D. card to any staff or academic member. The student is responsible for the safe keeping of his/her ID card and will be charged for the issue of a replacement if he/she loses it.

4. Registration

Students are responsible of following the registration process to ensure official registration in their desired courses.

For proper registration, the student is required to follow all the steps listed below consecutively:

- i. Filling out the proper registration form (available at the Registrar’s Office) with the help of the designated advisor.
- ii. The form should be signed by the advisor, taking into consideration that no course can be registered unless the course’s prerequisite(s) has/have been successfully completed.
- iii. Settle any corresponding fees. The registration form should be signed by the Accountant.

- iv. Submit the registration form to the Registrar's Office for the data entry.
- v. Receive an official printed schedule from the Registrar's Office as a confirmation of the semester course registration.

4.1 Registration Periods

Registration dates are set yearly and determined by the academic calendar. Please note that registration is done on a first come first served basis. Early registration is strongly recommended to guarantee a seat in the desired course and section.

4.1.1 Late Registration

The University reserves the right to charge a late fee on late registration.

4.2 Class Schedule

The Class Schedule includes the offered courses, lecturing days, times, sections numbers, locations, names of instructors. The semester class schedule is available at the Registrar's Office, notice boards, and the University web page. The semester class schedule information is subject to change and update as courses are added, cancelled, rescheduled or relocated. It is the responsibility of all students to consult the class schedule at the time of registration, and again before classes begin, to ensure that changes have not resulted in conflicts in their schedule.

4.3 Course Load

- The maximum academic load in any regular semester is 12 credit hours. This can be increased up to 18 credit hours at the discretion of the relevant program director.
- The maximum academic load for any Summer session is 6 credit hours.

4.4 Course Change Period

4.4.1 Add or Drop Period

The add and drop period in which students may add and/ or drop a course upon the consent of the designated advisor is determined by the academic calendar. The same financial rule that applies during the regular registration period applies in this situation. Such transactions will have no bearing on the student's official transcript.

4.4.2 Add and Drop Process:

- i. Filling out the proper drop/add form (available at the Registrar's Office) with the help of the designated advisor.
- ii. Settle any corresponding fees. The form should be signed by the Accountant and the Academic Advisor.
- iii. Forms are only processed if submitted to the Registrar's Office.

4.5 Regulations Concerning Withdrawal

4.5.1 Course Withdrawal

After the Add and Drop period, students are only allowed to drop a course. The drop period in which students may drop courses is determined by the academic calendar. A course withdrawal "W" grade will appear on the student's official transcript. This will bear no effect on the students SGPA or CGPA. On the other hand, such a transaction will account for a financial loss. Again, withdrawing a course does not entail a refund.

- i. Students can apply for withdrawal from a course or more with grade(W) till last day of classes.
- ii. The withdrawal process is settled at the Registrar's Office. Students are to fill out a withdrawal form available at the Registrar's Office. Both the student and the Registrar's Office keep a copy of the withdrawal form for future reference.

4.5.2 University Withdrawal & Registration Termination

The student registration at the University will be terminated in the following cases:

- i. Failure to register for two regular continuous or discontinuous semesters during the student's period of study will result in an automatic registration termination from the university.
- ii. A student submits a request for withdrawal from the University.
- iii. Exceeding 8 regular semesters of study.

4.6 Re-admission

- A student whose registration has been cancelled because of discontinuation of study or withdrawal from the University may apply to be reinstated as a new student if he/she is sufficiently qualified. The concerned Department upon suggestion from the Registrar's office, permit the student to have his/her credits obtained prior to the cancellation of his/her registration as part of his /her record as "Granted " courses if the studied courses are part of the student's new plan of study .-
- The total number of granted credits are not exceeding 40% of the total credit hours required for graduation .
- The grade in each is no less than B- or Very Good. Otherwise, courses previously studied shall not be recognized, and the student shall be treated as a new student.
- Grades of the courses studied prior to reinstate will not be included in the student's SGPA or CGPA at the University.

5. Student Records

5.1 Academic Standing

Registered student will maintain a satisfactory standing status at the University as long as his/ her cumulative GPA is 2.7 or above.

5.1.2 Academic Warning and Probation

- A student will receive a warning If he/she fails to obtain a SGPA of 3.00 or more by the end of his/her first semester with a load of not less than (12) credit hours
- A student may be expelled from the program if he/she fails to obtain a CGPA of 2.70 or more for 2 consecutive semesters.

5.2 Credit System

UCB follows the Credit hour System, where each course is assigned credit rating hours, which reflect the number of weekly contact hours. In general, a three-credit hour course indicates three hours of lecturing per week during a semester. In order to complete The MBA degree at UCB students must pass the designated number of credit hours required by his degree program. The total required number of credit hours is 36 including 6 credit hours of Business Project or Thesis.

5.3 Grading and Grade Point Average (GPA)

Grades Percentage	Grades	Points
94 to 100	A	4.00
90 to 93	A-	3.70
87 to 89	B+	3.30
84 to 86	B	3.00
80 to 83	B-	2.70
77 to 79	C+	2.30
74 to 76	C	2.00
70 to 73	C-	1.70
Less than 70	F	0.00

5.3.1 Other Grades

Grades	Terminology
I	Incomplete
CI	Change Incomplete
S	Satisfactory
GC	Grade Change
W	Withdrawal
#	Not in CGPA
-	No Grade Received
T	Transferred
R	Repeat
PC	Plan Credits Only
Dis	Disciplinary Decision
IN	Business Project/Thesis is In Progress
CIN	Business Project/Thesis Grade changed from In Progress

5.4 Incomplete Courses

In the event that a student fails to attend a final exam, due to legitimate reasons he/she should submit an Incomplete Request Form attached to a proof of his/her legitimate absence excuse in order to avoid failure. Such students will receive an 'I' grade (Incomplete) on his/her academic transcript. The student will have to sit for the missed final exam during the following regular semester. Upon completion of the make-up exam the 'I' grade

5.5 Transfer Credits

Transfer students may be granted credits for courses previously studied at another recognized University under the following conditions:

- i. All the transferred courses should be passed with not less than "B-" or "Very Good.
- ii. The total number of requested transfer courses should not exceed 40 percent of the Master's degree required credits.
- iii. The student should be transferred from accredited university.
- iv. Transfer courses are given a 'T' grade on the transcript and will not be included in the student's SGPA or CGPA but will be counted toward graduation.
- v. The Transferred student should apply to the Registrar's Office for the transfer of courses, who, in turn, will forward the application to the program Head who will determine the acceptable transfer courses, according to the student's plan.
- vi. The approved list of transfer courses, certified transcript and course description will be sent with the applicant's other documents to the Higher Education Council for Final approval.

5.6 Transcript of Academic Record

A student's transcript includes all information relating to the student's academic progress at the university.

The student's transcript lists all the courses taken including withdrawn courses with grade "W", results, semester and cumulative credits, SGPA and CGPA. Transferred courses will also appear on the transcript.

5.6.1 Official Transcripts

The student's transcript will be official only if it is printed on the University's official paper, signed by the Registrar and stamped.

5.6.2 Unofficial Transcripts

An unofficial transcript is an identical copy of the official transcript, but it is printed on non-official paper and is not signed or stamped. The unofficial transcript is for the student's personal use and granted upon request.

6. Examinations

6.1 Midterm Examinations:

Each course instructor will hold one midterm examination during the semester. The midterm examinations period is identified in the academic calendar .

6.2 Final Examinations:

The Office of the Registrar schedules the University final examinations according to final examinations period that is determined by the University academic calendar. The final examinations schedule is posted on campus notice boards, on the university's website, and can be available on demand from the Registrar's Office.

6.2.1 University Regulations concerning Final Examinations

- i. Students may only use papers or other instruments such as calculators during an examination if the instructor specifically prescribes them.
- ii. No mobile phones are allowed inside the examination room.
- iii. No written or published material is allowed inside the examination room.
- iv. Any student arriving ten minutes late will not be permitted into the examination room.
- v. If a student missed a final examination for legitimate reasons, he/she is required to submit an Incomplete Request Form that is available at the Registrar's Office along with the excuse supporting documents. If the excuse is found legitimate and approved by the Registrar, the student will be granted a grade of "I" for the relevant course. If the student fails to sit for the make-up examination, during the allowed period or the excuse has not been approved, the student will be awarded a Zero grade in the final examination.

6.2.2 Grade Appealing

If a student likes to appeal for a grade revision, he/she should abide by the following:

- i. Fill out the appropriate form available at the Registrar's Office.
- ii. Pay the grade-appealing form fee at the Students' Accounting Office. The Accountant should sign the form.
- iii. The form should then be submitted to the Registrar's Office to complete the process.
- iv. The Registrar's Office will send the request to the concerned

department and inform the student with the request result.

7. Graduation

- In order to graduate, a student must successfully complete all his/her study plan requirements within not less than 3 regular semesters and no more than 8 regular semesters with a CGPA of not less than 2.70 out of 4.00. It is the student's responsibility to ensure that all his/her program requirements are met before graduation. All students should contact their Advisors early in the graduating year to ensure that he/she will meet the necessary program requirements by graduation time.
- No student will be allowed to graduate within less than (3) regular semesters and should not exceed (8) regular semesters.

8. Student Conduct

8.1 Introduction

The MBA students should behave responsibly towards everyone else. Freedom is basic principle that is shared by all, and the limits of one's freedom are the legitimate demands that others impose on that freedom. But one cannot live responsibly without an adequate grasp of morality and ethical behavior. Acting responsibly and living morally are essential prerequisites for a genuine student life. Common experience tells us that student life is never repeated in one's life, it is unique, a fact that all students should remember. Life at the university is precious and one should take advantage of it to the maximum degree. One should aim at living a well-balanced life at the university, trying to satisfy one's interest without sacrificing one's main objectives. It is essential that one abides by the rules of the university and respect everyone else's property and rights. However, should anyone break the rules of the University and show disrespect to one's instructors and fellow students, then that person should be prepared to bear the consequences of his action. It is not possible to cite all the possible regulations that students might violate; however, below is a list of some of the University violation that call for disciplinary action. It is the student's responsibility to read and understand the rules regarding the student code of conduct.

8.2 Academic Violations

- i. Breaking the laws of the Kingdom and the explicit rules of the University.
- ii. Misbehaving in classroom, laboratories, libraries and any other place in the University.

- iii. Plagiarism: Plagiarism is an act of stealing someone else's property and claiming it as one's own. This property might be a paper, a book, an idea, a computer program, an experiment, an answer and the like. Being free, a person is entitled to act in accordance with one's beliefs, but it is wrong to plagiarize. Therefore, a person caught plagiarizing or stealing will be subjected to the University's code of conduct and will be punished accordingly. Students are alerted to this misdemeanor and encouraged to behave and avoid exposing themselves to the consequences and illegal behavior.
- iv. Inappropriate collaboration: The norm is that close collaboration with others on academic work requires acknowledgement of other collaborators. Inappropriate collaboration involves working with others in developing, organizing, or revising a project, which might be a paper, a presentation of a research or design project, or a take-home examination without acknowledging their help.
- v. Dishonesty in examination and submitted work: All academic work and materials submitted not for assessment must be the work of the student. Cheating is not limited to copying from others' work and giving unauthorized assistance, but it also includes the use of devices or procedures for the purpose of achieving false scores on examination. Students are prohibited from submitting any material prepared by, or purchased from, another person or company.
- vi. Work completed for one course and submitted for another: Students may not present the same work for more than one course. Students are reminded that when incorporating their own past research in current projects, they need to reference such previous work.
- vii. Deliberate falsification of data: Students must not deliberately falsify data or distort supporting documentation for course work or other academic activity.
- viii. Interference with other student's work: Students may not intentionally interfere with the work of others by sabotaging laboratory experiment, research or digital files, giving misleading or disrupting class work.
- ix. Copyright violation: Copyright law govern practices such as making use of printed materials, duplicating computer software, duplicating images, photo duplication copy-righted material, and reproducing audio-visual work. Such practices must be observed. The code conduct forbids theft and the unauthorized use of documents.
- x. Complicity in academic dishonesty: Complicity in academic dishonesty consists in helping, attempting or to help another person

commit acts of academic dishonesty or willfully assisting another student in the violation of the academic code of conduct. It also involves pre-meditated and intention acts such as doing the work, designing or producing a project, willfully providing answers during an exam, test or quiz for other student; calling a student on a mobile telephone taking an exam; providing a student with an advanced copy of a test; altering of a test and so on.

8.3 Students Plagiarism

All complaints and accusations against students violating the UCB Code of Conduct will be taken very seriously from cheating to attempting to cheat, helping or attempting to help someone else cheat, whether directly or indirectly, including the use of mobile phones. Our advice to student is to take the University rules very seriously and avoid at all costs breaking its rules. Violating the rules very does not pay, particularly cheating: in fact, it brings hardships and shame on the person caught cheating or even caught preparing to cheat.

8.4 Disciplinary Measures

The purpose of the Student Code of Conduct is to warn students in advance about the consequences of misbehavior or unacceptable actions in the University. It is hoped that disciplinary measures would not be resorted to and that every student would abide by the rules of the University and behave according to sound moral judgment. However, should a student violate the rules and regulations of UCB, that student shall receive the appropriate penalty, which can range from verbal warning to actual expulsion from the University. The University cannot shirk its responsibility towards the student body and society. It cannot tolerate or permit students to violate its rules with impunity. The students are expected to take themselves seriously and act responsibly. When they violate the rules of the University, they will be penalized. The penalty may include:

- i. Verbal or written warning.
- ii. A stronger penalty is given to a student after the verbal warnings. The student maybe denied certain University privileges either on a temporary or permanent basis or prevented from attending classes in a particular course.
- iii. Canceling the student's results in a course or more and be treated as failed in that or those courses.
- iv. Enforcing a withdrawal without failure (W) in a course or more.
- v. Enforcing semester administrative withdrawal for a semester or more.

- vi. A student may be deprived from benefiting from his academic record or may be denied the privilege to graduate.
- vii. Enforcing a financial penalty.
- viii. Dismissal from the University.

8.5 Violations Reports

- i. The Department Council will look into charges brought against students for violating the rules of the University and prepare a report recommending the penalty for each violation.
- ii. All reports of violations against any person shall be referred by the Department Council to the University's Academic Vice President or President, for the appropriate decision.
- iii. The Registrar's Office will inform the student of the imposed penalty and keep a copy of the penalty letter in the student's file.
- iv. A student may fill out an appeal request to the University's Academic Vice President or President through the Registrar's Office within a week from the issue date.
- v. The University's Academic Vice President or President will revise the student's case and penalty in consultation with the concerned Program and take one of the following decisions:
 - a. Reduce the penalty.
 - b. Change the penalty.
 - c. Remove the penalty.
 - d. Maximize the penalty.
 - e. Keep the penalty.
- vi. The University's Academic Vice President or President decision after the student's appeal will be final.

8.6 Student Complaints

The University College of Bahrain (UCB) aims towards meeting the needs of its students at the highest levels of excellence. UCB deals with the student concerns and complaints in a fair and consistent manner. This policy applies to all enrolled students and is designed to give them the confidence to report any concern or complaint and be assured that their complaints shall be handled in complete confidentiality.

- All complaints will be handled with confidentiality in order to protect the interests of both the student and the staff member.
- All complaints shall be documented and kept at the Student Affairs Office for five years at least.
- A student with a complaint shall first try to address it informally with the right staff member, who might be a Head of Program, a Director, or a Manager.
- If the informal method fails to provide an acceptable outcome, the student may file a formal written complaint with the Student Affairs Office within a maximum of two weeks of initial incident.
- To guarantee that the complaint is handled properly and rapidly, the student shall provide his/her full name, UCB's ID number, program of Study and concentration, and contact information, as well as any supporting evidence must be attached.
- Once the complaint is received and meets the policy's criteria, the Student Affairs Coordinator shall hand the complaint to the relevant designated official responsible for the service to examine the issue(s) mentioned in the complaint.
- The student shall receive a receipt confirmation and shall be notified of the procedures performed as well as the timeline for the investigation to be concluded.
- Within fifteen days of receiving the complaint, the designated official responsible for the service shall submit a report to the Student Affairs Coordinator with the findings, and the Student Affairs Coordinator shall notify the student in writing of the outcomes.
- If the student is still unsatisfied with the decision, he or she may express in writing his/her concerns and the reasons for dissatisfaction with the Student Affairs Coordinator within seven days from receiving the decision.
- Student dissatisfaction with the investigation's result does not require any additional investigation unless it is accompanied with a new evidence or an error with the complaint procedure. The Student Affairs Coordinator shall schedule a meeting with the student to clarify investigation outcome.

9. Information Technology Resources

9.1 Introduction

Students at UCB have the opportunity to be connected with the latest technologies and online services available today. As a UCB student, the following is a brief description of some of the services the university has

launched recently. These services, unique in their offering in the Kingdom of Bahrain, will enhance students' abilities in academics as well as their social interactions with other students, faculty and staff:

9.1.1 Microsoft Office 365

Education is a collection of services that allows you to collaborate and share your schoolwork. It's available for free to UCB Faculty and Staff as well as to UCB students. The service includes Office Online (Word, PowerPoint, Excel, and OneNote), 1TB of OneDrive storage, Yammer, and SharePoint sites. UCB also allows all users to install the full Office applications on up to 5 PCs or Macs for free.

9.1.2 Turnitin

Available to students, faculty, and staff, is an automated web-based application works one-on-one with a student to prevent plagiarism and reinforce proper revision habits. Upload drafts of your writing assignments to Turnitin to receive immediate instructional feedback on over 100 points of double-check if all sources are properly cited!

9.1.3 LMS - Microsoft Teams

Bring conversations, content, assignments, and apps together in one place with Microsoft Teams. Build Collaborative classrooms, connect in professional learning communities, and connect with students all from a single Office 365 Educational experience.

9.2 Computer Labs

UCB has four fully equipped computer labs as follows: Two computer labs at Saar Hall in which each of them is equipped with 24 top of the line Dell desktop PCs running Windows 10. Each desktop is loaded with up-to-date software packages required for all majors.

The Janabiya Hall has two computer labs each equipped with 15 top of the line iMac desktop with 2.0 GB Ram running Mac OS. Each iMac is loaded with up-to-date Graphic Design software packages.

The computer labs are heavily used as an instructional utility for most majors.

9.3 Network System

UCB adapts an integrated network system based on Windows technology that offers high-speed Internet access throughout campus. At the same time, the network maintains the functionality of our servers.

Network infrastructure: Cisco Meraki is UCB's preferred network and firewall equipment provider, where it covers the entire campus with ultra- fast internet access. The network is cloud managed and is therefore continuously up to date and secure from any digital/ online threats.

10. Library System

The library system is a fully automated cataloguing internal based system for the UCB library. The system enables students to access top of the online resources and e- Library. The system also enables students to search UCB library books and journals. During the process of searching, the students can request and reserve books and journals. Each student has a user name and password to access and request books and journals from the library system. The library can be accessed through the university's official website or directly through the following link. <http://www.ucb.edu.bh/library>

UCB Library users can access academic books, journals, periodicals, and articles, etc. of all subjects through the ProQuest Library which subscribes to the library each year.

11. Office of Student Affairs

11.1 Introduction

UCB aims at offering the best education along with grooming the students for a well-rounded personality. The Student Affairs Department works to improve the student experience through the development of a variety of programs, policies and initiatives. It provides a range of ongoing support services to ensure that the experience of students is a positive and successful one. It focuses on giving students a platform to showcase their talent in various spheres of life & also helps them build the spirit of working in teams towards successfully organizing events.

The Student Affairs Department, provides a diversity of programs and services to enhance the transition, engagement, and overall study experience of the University's students. The team is on hand to assist in all general matters related to student's life cycle at the university.

11.2 Mission

The department aims to develop leadership qualities, interpersonal, organizational, sports and arts skills, and provide guidance to the students through diverse extracurricular activities and programs. The department is set up to ensure that the students are constantly active & each day gets etched in their memories.

11.3 Objectives:

- i. Develop plans for sports, social and cultural activities.
- ii. Conduct seminars, conferences, events, etc. to create awareness in various aspects like Career and Personality Development, Environmental issues, etc.
- iii. Encourage participation of students in various activities held on campus.
- iv. Create placement and recruitment opportunities for students – Career day, Day.
- v. Liaise with various industries for internships and placements.
- vi. Actively encourages students to engage in Community Service.

11.4 UCB Student Council

UCB established its first student council in the Fall semester 2011. The council is a 7-member entity consisting of the following:

- i. President
- ii. Vice- President
- iii. Treasurer
- iv. Head of Sports Affairs
- v. Head of Student Events and activities
- vi. Head of Academic Affairs
- vii. Head of PR & Media

12 Out of Hours & Emergency Support

12.1 Out of Hours Contact Details

Office	Number
Admission/Registration	17790828 Ext. 330/355*
Student Accounts	17790828 Ext. 365*
Student Affairs	17790828 Ext. 236*
Library	17790828 Ext. 350*
IT Support	17790828 Ext. 234*
Reception	17790828 Ext. 221/321*
UCB Security	17790828 Ext. 226*

12.2 Emergency Contact Details

UCB Security	17790828 Ext. 226*
Emergency	112
National Emergency Call Centre	999
Ambulance	998
Traffic Police	199