Parent Handbook
2019 - 2020
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Qatar University’s Mission and Vision

Qatar University (QU) is the national institution of higher education in Qatar. It provides high quality undergraduate and graduate programs that prepare competent graduates, destined to shape the future of Qatar. The university community has diverse and committed faculty who teach and conduct research, which address relevant local and regional challenges, advance knowledge and contribute actively to the needs and aspirations of society.

QU shall be a model national university in the region, recognized for high-quality education and research and for being a leader of economic and social development.

Mission of the Parents Program

The mission of the Parent Program is to facilitate, develop and nurture the lifelong relationship between the university and parents and help them become partners with the university in the education, development and retention of QU students which will support the educational mission of the University. Parent Program staff are available on the ground floor of the Admission and Registration building and are also eager to receive your inquiries and stay in contact through email or phone: parents@qu.edu.qa, 4403 3752 - 4403 3859
Top 10 High Profile Leaders and Distinguished Figures Graduated from Qatar University

- **Her Highness Sheikha Moza Bint Nasser Al Misnad**
  Chairperson of Qatar Foundation for Education, Science and Community Development
- **H.E Dr. Mohammed Bin Saleh Al-Sada**
  Former Minister of Energy and Industry
- **HE Dr. Saleh bin Mohammed Al-Nabit**
  Minister of Development Planning and Statistics
- **HE Dr. Ibrahim Saleh Al-Nuaimi**
  Undersecretary of the Ministry of Education and Higher Education
- **Dr. Aisha Yousef Al-Mannai**
  Director of the Sheikh Muhammad Bin Hamad Al-Thani Center for Muslim Contribution to Civilization
- **HE Dr. Abdullah Bin Hussain Al-Kubaisi**
  Executive Director of the Office of Her Highness
- **Dr. Saif Ali Al-Hajri**
  Founder and Chairman of Friends of the Environment Center
- **HE Sheikh Mohammed bin Abdulrahman Al-Thani**
  Deputy Prime Minister and Minister of Foreign Affairs
- **HE Sheikha Alya bint Ahmed bin Saif Al Thani**
  Permanent Representative of Qatar to the United Nations
- **Dr Mazen Omar Hasna**
  Former Vice President for Academic Affairs Office in Qatar University

The Qatar University Alumni Association (QUAA)

QUAA was launched in late 2012 as a university-wide initiative. The association counts over 45,000 alumni within its ranks. The QUAA conducts a number of activities each year to engage alumni in experiences that are positive for themselves, current students of QU and Qatari society as a whole. Her Highness Sheikha Moza bint Nasser presides over the QUAA as the Honorary Chairperson. Besides the annual university-wide community discount features, QU offers continuing benefits to alumni, such as discounts in retail, hospitality, health and luxury outlets across Qatar. Alumni, students, faculty and staff can use the community discount along with a valid university identification.
Parent Transition

Transitioning to university can be a complicated adjustment for young adults, and a parent’s role is essential to this adjustment. Parents need to be able to find a healthy balance in nurturing. At one end, there are parents who are too involved, socially invasive, pushy or even smothering. On the other end of the spectrum are parents who are not at all involved, disinterested, or out of touch with what young adults face and come across as rigid, inflexible or unsupportive. A good midpoint for parents is being concerned with the adolescent’s new life, up to date with their activities, available when needed but respectful of their privacy and able to communicate their expectations in an encouraging (undemanding) fashion.

Ten Tips for Parents

QU’s Parents Program recommends the following tips for parents, to ease the transition to university:

- Be a parent (not a friend): While growing up, your child depended on you for mature advice and assistance. You should continue this aspect of parenting, but step back a little from needing to know everything in their life.
- Don’t force: Allow them to make new friends but know you’re still a major part of their life. Resist contacting them a lot, through emails, text messages, Facebook or phone calls. Let them take the lead here so long as it feels right to you.
- Don’t pressure: As parents, we are sometimes too enthusiastic to see our kids find their identity, get settled and reach their goals, which might result in them feeling pressured. However, this process takes time and it is their responsibility to manage their lives and set their own ambitions.
- Encourage new ideas: This is a time to encourage your children to explore new fields and be exposed to new possibilities. Encourage them to try new courses and interests, even if it means a change in focus or delay in completing their degree. In the long run this is time well spent, as it broadens their perspectives and exposes them to new arenas.
- Be supportive: To deal with the challenges noted above, it’s important for students to feel supported in the transition, but still in charge. Students who learn to manage themselves in the midst of stress, tension and worry related with academic and social changes, tend to be more successful and settled. A parent’s role involves listening and guiding, not pressuring.
- Encourage friendships and relationships: If your child seems lonely or confused, he or she is likely to be facing the stressors above. Students who have good relationships with friends have less emotional and physical symptoms of stress and obtain more benefits from their new experiences. Parents should encourage their children to try new interests, develop new friendships and go to new places, even if they’re a bit uncomfortable. Activity is the remedy to loneliness and isolation. Encouraging connections is especially important if your child has not moved out of the family home.

- Be a touchstone of wisdom and good guidance: Some students choose to engage in other health compromising behaviors, usually to make friends and fit in as a way to cope with stress and anxiety. Their new surroundings may offer little resistance to overindulgence and irresponsibility. Rather than telling your child what he or she can or can’t do (or bribing them not to do it!), let them know what you expect of them, that you’re proud of their efforts and you’re available to listen and advise. Feel free to remind them on occasion about the penalty of irresponsible or illegal activity (including legal, financial, academic, social and other similar consequences).
- Avoid “helicopter parenting”: Hovering or being overprotective can make the process of transition difficult for children accustomed to daily parental contact. While it is important to remain supportive, involved and interested, you must be willing to back-off and let the student grow.
- Assist with time and money management: Many students are ill-prepared at managing time or finances, resulting in increased stress. Some students build up extensive credit card debt
and yet may not understand debt management, expecting you to take over. Resist the urge to assist them financially. Instead, remind them of their options, help them plan a budget, even keep a watchful eye on their accounts if need be (with their permission) in order to help them avoid overspending and improvising their time.

- Recommend academic and student counseling resources: QU offers a wide variety of student assistance, but parents and students may not know how to ask for help. Academic Advising, Learning Support Services and the Parents Program staff are the most familiar services utilized by students with many common problems. These services have the best resources available to support your student. If your child is struggling with any issues, have him or her first speak to an academic advisor, counselor, or Parents Program staff member. An academic advisor is available within each department, whose job it is to help students find the right courses, improve study habits and take advantage of campus opportunities. Student counseling services are available to assist with all other aspects of health and wellbeing, including therapies to improve coping skills, strengthens relationships and connections, and other similar services.
Difference between High School and University

High School

• Parents and teachers control student’s time
• Students need permission to participate in extracurricular activities
• Parents and teachers are also student counselors, and students depend on them to remind them of their responsibilities and provide guidance in setting priorities
• Students spend 6 hours each day at school and 30 hours a week in class
• There is a class schedule for all students
• Success in tests allows students to graduate
• If a student misbehaves, he will be informed or corrected
• Class sizes range from 15 to 35 students depending on the school’s policy
• Students conduct research projects and accumulate volunteer hours, but parents and teachers facilitate this mission
• Teachers check the student’s completed homework, remind him or her of incomplete work and offer assistance
• Teachers are often available for conversation
• Teachers provide the student with information when student is absent
• High school is a teaching environment where students obtain facts and skills
• Testing is regular and covers small amounts of material and makeup tests are often available
• Grades are given for most assigned work
• Consistent good homework grades may raise a student’s overall grade when test grades are low
• Extra credit projects are often available to help the student raise his grade
• Initial test grades, especially when they are low, may not have an adverse effect on a student’s final grade
• Students may graduate as long as they have passed all required courses with a grade of pass or higher

University

• Students manage their own time
• Students must decide whether to participate in extracurricular activities
• The student is the decision maker and has to balance his or her responsibilities, set priorities and make important new decisions
• Class times vary throughout the day and evening and students spend only 12 to 16 hours each week in class
• The student consults his or her academic advisor to arrange their class schedule
• The student is expected to know the graduation requirements, which are complex and may differ from year to year
• The student is responsible for his or her actions and subsequent consequences
• Lectures usually contain a large number of students
• Students need to review class notes and text material regularly and study at least 2-3 hours outside of class for each hour in class
• Professors expect students to submit completed assignments, and while most professors are helpful, they also want the student to initiate contact if assistance is needed
• Professors have scheduled office hours where students can talk with them, but also expect the student to take notes from classmates for classes missed
• College is a learning environment where students take responsibility for thinking through and applying what they have learned
• Testing is usually irregular and covers large amounts of material. Makeup tests are seldom an option. If they are, students need to request them
• Grades may not be provided for all assigned work
• Grades on tests and major papers usually consist of most of the course grade
• Generally speaking, extra credit projects cannot be used to raise a grade in a college course
• Students have to be on top of the work from the very first test. These tests are usually “wake-up calls” to show what is expected, but they also may account for a substantial part of the course grade
• Students may graduate only if the average in classes meets the departmental standard, which is typically a “good standing” average or higher
Qatar University Services

Qatar University provides a wide range of services for students, both academic and non-academic:

Non-Academic Services

1. Parents Program

The Parents program organizes and participates in the following events:

- **Parents Orientation**
  The orientation takes place in fall and spring of each year and aims at presenting the services that the university provides for parents and students. Panelists that represent the major departments in QU will address concerns in order for parents to play an effective role in the university student’s life and give parents the chance to ask questions in addition to a campus tour. Parents will be introduced to the Parents Program in order to stay in contact for future inquiries.

- **Student Orientation**
  New student orientation is mandatory for students to get vital information and instructions. It is also a valuable opportunity for socializing with peers from their respective colleges and participating in activities to fraternize easily. The orientation identifies academic support and student services and informs students on where to receive academic advising, course selection recommendations and also how to register online for classes and where to collect the QU ID card.

- **Orientation day for students in the conditional and early admissions program**
  Orientation day for accepted Qatari students in the conditional and early admissions program and their parents will meet with professors and future classmates to know more about the university academic and non-academic activities. They will also receive academic guidance and form a studying plan with their academic advisor.

- **Open day for high-school students**
  Open day is often the best way for prospective students to get a complete picture about university life. During open day faculty, staff and students representing each of the academic colleges will be available to answer questions about the different programs and services provided at Qatar University. In addition, a campus tour will take place and the admissions department staff will conduct information sessions to answer questions about the admissions process, requirements and submission timelines.
• **Transcript and Class Schedule**

After filling in the communication form, accompanied with the required documents, parents will have access to follow their child’s academic performance.

2. **Qatar University Library**

**About the library**

The QU Library has more than 65,000 Arabic language titles and around 70,000 English language titles. The collection includes more than 2,000 titles about Qatar. Access is provided to 3,000 online theses and 160,000 eBooks. Users can access 150 academic databases in specialized subjects. The collections are accessible through the library website at

http://library.qu.edu.qa

For Membership and borrowing inquiries

**Contact us at**

Phone: +974 4403 4070

Email: lib.circulation@qu.edu.qa
Qatar University Library Parent’s Membership:

The library is pleased to provide membership to parents of QU students. To be a member of QU’s Library, parents are requested to follow the below steps:

• Fill in the online membership form at library.qu.edu.qa/membership
• After receiving a notification, pay the deposit fee online (QR 200) through the library’s website library.qu.edu.qa (Library E-Payment Services)
• Parents will receive a confirmation of the membership card to their registered email.
• To collect the membership card, users need to visit the circulation desk at the QU Library building B13

1st floor (women)
2nd floor (men)

Type of Memberships and Benefits:

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<th>User Category</th>
<th>Membership requirements</th>
<th>Membership Deposit Fees</th>
<th>Number of Books</th>
<th>Loan Period</th>
<th>Renewals</th>
<th>Library E-Resources</th>
<th>Overdue, damaged and lost books fine *</th>
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<td>Valid Qatari ID + Passport-sized photograph + Online application form</td>
<td>200 QR (Online deposit)*</td>
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<td>14 days</td>
<td>3 times</td>
<td>Accessible in the library</td>
<td>Yes</td>
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</table>
3. Sports Activities

The Parents Programs is pleased to announce that, following an agreement between the Parent Program and Sports Activities Department, parents now have access to the Aquatic Sports Complex. Annual membership for the complex is 400 QR, 200 QR for membership to the female gym and a monthly fee of 350 QR for the female swimming course.

4. Career Services Center (CSC)

The CSC assists students and alumni in planning their future careers and helps develop their skills through the career development section. The CSC also provides students with in-campus part-time jobs through the student employment section. In addition, the employer relations section is considered the link between QU students and the Qatari labour market. It is also the section that organizes various career events that gathers students and employers under one place.

5. Academic Advising

When students are admitted to QU, an academic advisor is assigned to meet with them to discuss academic programs and QU policies and services. The advisor helps students explore the opportunities and options available in QU. The advisor then reviews their academic record and advise them on the appropriate courses to register in, tailored to the individual student.

6. Inclusion and Special Needs Support Center

QU is committed to providing all academically qualified students with educational opportunities. Every effort is exerted to ensure fair and appropriate access to programs, services, facilities and activities for students with special needs. The Special Needs Center provides services and support technologies that are tailored to the needs of individual students throughout their tenure at the university.
Currently, support services are provided to students with visual impairments (blindness or low vision), physical impairments, dyslexia, speech and hearing difficulties (who are not deaf but use hearing aids). The center also caters to students who suffer from temporary disabilities or injuries. Some of the services and accommodations provided include academic testing accommodations, use of assistive technology, student note-takers/note taking technology, alternate text formatting for print materials, priority registration and advocacy with faculty to ensure appropriate academic accommodations.

For additional information on services offered by the Special Needs Center, please visit this website:
www.qu.edu.qa/ar/students/success-and-development/specialneeds

7. Scholarships

QU supports a wide variety of scholarships each academic year in order to attract and support academically high-qualified students. Scholarships are offered for first year bachelor students or students who transferred in from other universities. In addition, current QU students can also apply to compete for a scholarship. First year bachelor students compete for a scholarship based on their high school percentage, and current QU students compete based on the cumulative QU GPA and the cumulative credit hours.

8. Student Fund and Financial Aid Section

QU provides a variety of financial aid for students with financial conditions that could prevent them from continuing their education. The Student Fund and Financial Aid Section at the Student Services Department receives the applications and checks compliance against QU’s conditions and regulations. Financial aid decisions are taken based on resource availability. Currently, the university allocates financial resources to the aid service but efforts have been taken to attract corporations and private contributions to support students in their academic paths, through a variety of programs in coordination with external institutions, charities, centres and other entities.

9. International Students Services

The ISS supports QU’s approach of welcoming students from around the world, by adapting practices to assist international applicants in the enrolment process. ISS encompasses services that support these student’s personal growth and progress to reach academic success, mentor them to benefit from the university’s student service programs and provide consistent care till graduation.

10. Health Clinic

The clinic at QU provides free medical support and services to all QU members, students, faculty, staff and visitors in accordance with policies set by Qatar’s Ministry of Public Health.
A team of dedicated staff is constantly on hand, working to secure the safety and wellbeing of the university’s attendants, as well as contributing to health education and awareness programs.

11. Student Activities Department

The Student Activities department creates and manages an environment that fosters and encourages student success and engagement through programs and events; leadership education and development programs; sports & recreation; global education and international exchange; student clubs and organizations; volunteerism and community service and civic/community engagement. The department is committed to enhancing the student experience outside the classroom, supporting university-recognized clubs and organizations and encouraging creative learning and leadership development. The department puts great emphasis on the importance of preparing QU students to engage meaningfully in their communities, by carefully drafting and maintaining a healthy learning environment.

12. Transportation Service

The Transportation Section is responsible for various services that meet the needs of university members, including in-campus transportation, student internal shuttle, hostel transportation service, special needs student transport service as well as private car permits. It also provides off-campus transportation such as home to university service for female students only and education and culture trips for QU students. The Transportation Section manages and supervises the services provided in line with the QU vision and the highest international standards. The transportation fleet has been equipped with many possibilities to suit the needs of the users and ensure safe and easy transportation.

13. Student Campus Card

The purpose of the campus card is to provide a means to identify enrolled students at QU and to facilitate student access to the full range of facilities and services provided for them. Obtaining the card is an essential step before receiving textbooks and car permit.

14. Student Call Center

The Student Call Center aims to ensure effective and efficient communication by providing prompt and clear responses to students and their parents through different types of communication channels:
- Email: studenthelp@qu.edu.qa
- Telephone: 4403-4444
- Twitter: @Qatar University
For more information, please see:
http://www.qu.edu.qa/students/services/student-call-center
15. Student Housing

The Department of Student Housing and Residential Life provides two residence halls for male and female students. Rooms are fully furnished with double and single occupancy. There are also community spaces such as a study lounge, television room, fitness center, dining area, majlis, and a prayer room. The department goals are to support student’s learning and success, foster community and plan social and educational activities in the residence halls to meet student needs.

16. Food Services

The mission of the Food Services section at QU is to provide a wide variety of menu options with quality food and services for students, faculty staff and visitors.

17. Student General Services Section

The Student General Services section at the student services department provides a variety of general services that supports QU students such as:
- Self-service photocopying around the campus using QU ID card
- Lockers
- Lost and found
- Support service center (lamination, binding, scanning, etc.)
- Internet lounge
- Stationary store
18. Academic Advising

When students are admitted to QU, an academic advisor is assigned to meet with them to discuss academic programs and QU policies and services. The advisor helps students explore the opportunities and options available in QU. The advisor then reviews their academic record and advise them on the appropriate courses to register in, tailored to the individual student.

19. Honors Program

The Honors Program is a community of exceptional, motivated and innovative minds. It serves as a vehicle to enhance the intellectual quality and inspire the academic culture of QU. The program encompasses all undergraduate colleges and programs in the university.

The program aspires to be a model and catalyst for excellence in QU, renowned for its quality academic program and inspiring initiatives, wherein highly qualified students are prepared to be the leaders of tomorrow.

It also provides intellectually rigorous academic programs to its students. The program works for the achievement of excellence in teaching through the employment of modern, student-centered and personalized teaching and learning techniques, in addition to collaborative initiatives with local and international organizations. The program engages its students in extracurricular and experiential learning opportunities that further develop their skills relevant for the 21st century.
20. Student Learning Support Center
The Student Learning Support Center (SLSC) provides comprehensive academic support service to all students at Qatar University. The SLSC has a nurturing environment where students can seek assistance with academic coursework, writing assignments, transitioning to college life and many other academic aspects. SLSC programs and services include tutoring sessions, supplemental instruction, writing support along with academic coaching and workshops.

Academic Policies

Registration
It is the student’s responsibility to register for courses each semester following the timeline published in the academic calendar for course add/drop.

• Dropping and Adding Courses
A student may drop or add courses only during the designated period. This period is determined by the university, specified in the academic calendar and updated on the website.

• Attendance
Class participation and attendance are important elements of every student’s learning experience at QU, and the student is expected to attend all classes. A student should not miss more than 25% of the classes (10% for students enrolled in the Medical Doctor program in the College of Medicine) during a semester. Those exceeding this limit will receive a failing grade regardless of their performance.

• Grade Point Average (GPA)
Every letter grade has grade points corresponding to it. These constitute the basis for calculating the Grade Point Average (GPA). The total number of grade points earned for each course is calculated by multiplying the number of credit hours assigned to the course by the number of grade points corresponding to the letter grade received.
GPA Calculator

If you need to know what the expected AGPA you will get before finishing your final exams and getting your results is, you may put the expected grades and get a prospective idea of what your AGPA might be. By doing the following:

• Go to my banner, my academic, student registration, you find the electronic GPA calculator.

Academic Probation

Undergraduate students are placed under academic probation based on their cumulative GPA and the total number of GPA hours as detailed below:

• 0 - 24 GPAH - No academic probation is to be applied
• 25 GPAH or above - Placed under academic probation if cumulative GPA is below 2.00.

Once placed under Probation at the end of a semester, undergraduate students who fail to satisfy the 2.00 cumulative GPA requirements for “Good Standing” at the end of the following semester of enrolment, excluding the summer term, are placed under Final Probation.

Academic Dismissal

A student will be dismissed from the University for academic reasons under the following conditions:

Failing to achieve the minimum cumulative GPA of 2.00 for three (3) consecutive semesters. Failing to meet graduation requirements within 8 years of enrollment in the university excluding foundation program period or within the maximum allowed additional time as indicted in the appeal decision or the reinstatement decision for reinstated students.
خريطة جامعة قطر