

# AIU

# STUDENT HANDBOOK



2023 - 2024

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## About American International University

Shortly after launching the American International College (AIC) in 2019, the founders established the American International University (AIU) as an independent academic institution in the State of Kuwait. AIU aims to enrich the intellectual, scientific, and cultural life of Kuwaiti society, to meet the needs of the professional labor market in the business, technological, and scientific fields, to participate in the development of society, to address relevant problems through scientific research, to develop human caliber, to provide scientific advice, and to present needed care for professional and technical manpower.

The essence of AIU is demonstrated through its Vision, Mission, Values, and Goals. AIU's Vision and Mission are best captured by the aspiration 'to be a leading institution of higher education in Kuwait that promotes career and personal success as well as cultural, social, economic, and human development'. Seven AIU Core Values underpin this aspiration: Accountability; Inclusion; Excellence; Responsibility; Communication; Collaboration; and Sustainability. AIU also recognizes that to achieve its Vision and Mission, specific Goals are required. The following eight Goals have been identified: Student Success; Talent Attraction; Academic Quality, Workforce Development; Lifelong Learning; Resourcing; Technology; and Global Engagement.

## Vision Statement

American International University (AIU), aspires to be a leading institution of higher education in Kuwait that promotes career and personal success as well as cultural, social, economic, and human development. At the core of this vision is a commitment to building AIU's academic profile as a differentiated, high-quality university known for its cutting-edge programs, research, and support services.

## Mission Statement

The mission of American International University is to improve and enrich lives by meeting the higher education, training, partnership, and economic development needs of the State of Kuwait and the Gulf region. The university provides high quality, innovative, and responsive programs centered on the intellectual, cultural, and personal growth of all learners. In pursuit of its mission, AIU puts student success first. We will become a student-centered university, academically rigorous and focused on learning outcomes, with strong, integrated support services, including English foundation programs, advising, and career services.

## AIU Values

American International University will structure its programs around core values of accountability, inclusion, excellence, responsibility, communication, collaboration, and sustainability.

- **Accountability**, both personal and professional, as we continuously evaluate and improve our systems and policies as well as establish and articulate clearly defined goals and objectives.
- **Inclusion**, as we build a campus culture that welcomes and advances talented individuals from diverse backgrounds.
- **Excellence**, as we strive to develop and pursue the highest standards in staffing, facilities, programs, research, and services. We will promote continuous improvement, encourage creativity and innovation, and utilize systems and processes that promote student success.
- **Responsibility**, as students who assume personal responsibility for their education will reach their goals and make positive contributions to their communities.
- **Communication**, as an essential competency for living and working in the information age. Strong communication, along with analytic, quantitative, and information skills, are all important for personal and career success.
- **Collaboration**, by bringing together internal and external partnerships, we will enhance teamwork across disciplines, departments, and divisions.
- **Sustainability**, through education, research, and outreach, students will gain the knowledge, skills, and awareness of environmental stewardship and sustainability. Opportunities include internships, research, volunteer positions, and participation in student organizations.

## Student Rights and Responsibilities

American International University (AIU) respects the dignity of all individuals and in return, expects each individual to have that same respect for others within the university community, so that all may achieve their full potential. Membership in the AIU community provides every student with a set of rights and responsibilities that are essential to AIU's educational mission. All students enjoy the rights to freedom of thought; freedom from discrimination on the basis of race, ethnicity, religion, national origin, gender, age, or family status; participation in the academic and non-academic opportunities offered by AIU; and a fair judicial AIU Student Code of Conduct and Academic Honesty Policy. AIU will take appropriate disciplinary action in situations involving misconduct or involving disregard for any person or property.

AIU shall endeavor to provide a campus and institutional environment in which the opportunity for free inquiry is protected and opportunities are provided for student engagement in the governance of AIU through membership in appropriately designated councils and committees, provided such councils and committees meet requirements established by AIU.

AIU shall endeavor to ensure that students are provided clear expectations regarding academic integrity, policies, procedures, and sanctions pertaining to relevant violations, information by the faculty about course requirements (including amended requirements), evaluation procedures, and the academic criteria to be used in each course and impartial evaluations based on academic performance. It is the students' responsibility to be aware of these expectations and conduct themselves accordingly as members of the AIU community. All the codes, rules, regulations, standards, and policies, etc., are in effect for all students — foundation, undergraduate, and professional, full or part-time, on and off campus. Responsible behavior is expected of AIU students wherever they may be.

Within the framework of the AIU policies and procedures, including those pertaining to standards of conduct, AIU shall endeavor to provide a campus and institutional environment in which:

- The opportunity for free inquiry is protected.
- Discrimination and harassment based on race, ethnicity, religion, national origin, gender, age, or family status are not tolerated.
- Student records are protected from improper disclosure.
- Opportunities are provided for student engagement in the governance of the university through membership in appropriately registered councils and committees, provided such councils and committees meet requirements established by the university.

### **Academic Rights: AIU shall endeavor to ensure that students are provided:**

- Clear university expectations regarding academic integrity, policies, procedures, and sanctions pertaining to relevant violations.
- Information by the faculty about course requirements (including amended requirements), evaluation procedures, and the academic criteria to be used in each course.
- Impartial evaluations based on academic performance.

The AIU community is by nature pluralistic and diverse. Those who elect to participate in AIU's community accept the responsibility of sharing in the effort to achieve AIU's mission as an institution of higher learning.

Each person is expected to respect the objectives of the AIU and the views expressed within the community. In so doing, all members of the AIU community, and their guests, are expected to always conduct themselves in an appropriate and civil manner. These behavioral expectations include behavior both on- and off-campus as defined herein.

Additional policies and practices or changes may evolve and the Student Handbook and Calendar may be amended, modified, or suspended at any time. Written notice of such changes will be distributed as soon as possible.



## Campus Information

### Academic Calendar

Please refer to the online academic calendar for upcoming activities, events, important deadlines, programs, and holiday and class schedules. The online academic calendar can be found at : [www.aiu.edu.kw/academic-calendar](http://www.aiu.edu.kw/academic-calendar).

### Campus Directory

Office/Department Name	Campus Location	Contact Information
AIU Main Reception	Academic & Administration Building	22262500 Ext.3000 or 3001
Admissions Office	Academic & Administration Building Ground Floor West Wing	22262500 Ext. 3014 or 3016
Career Services	Student Services Building 2 <sup>nd</sup> Floor B-205	22262500 Ext. 3257
Clinic	Clinic A	22262500 Ext. 3556
	Clinic C	22262500 Ext. 3555, 3551
English Foundation Program	Academic & Administration Building 1 <sup>st</sup> Floor West Wing	22262500 Ext. 3121
Information Technology Help Desk	Academic & Administration Building West Wing A-105	22262500 Ext. 3144
Library	Student Services Building 2 <sup>nd</sup> Floor and 3 <sup>rd</sup> Floor	22262500 Ext. 3232
Registrar's Office	Student Services Building Ground Floor – B-G01	22262500 Ext. 3011 or 3012
Student Services Hub	Building B, Ground Floor, Behind CAF	22262500 Ext. 3412
Student Affairs	Student Services Building 2 <sup>nd</sup> Floor B-219	22262500 Ext. 3211
Student Conduct Office	Student Services Building 3 <sup>rd</sup> Floor B-308	22262500 Ext. 3263
Student Engagement Office	Student Services Building 3rd Floor B-302	22262500 Ext. 3251
Tutoring Center	Student Services Building 1 <sup>st</sup> Floor B-108	22262500 Ext.3262
Writing Center	Student Services Building 2 <sup>nd</sup> Floor B-228	22262500 Ext.3112
Testing Center	Student Services Building 2 <sup>nd</sup> Floor B-211	22262500 Ext. 3242

## Campus Hours

### University campus hours are as follows:

**Sunday – Thursday 7:00 am – 7:30 pm**

**Saturday 9:00 am – 12:00 pm**

\*During final exams, the holy month of Ramadan, and other periods such as the summer or inter-sessions, the official university access hours may vary from the above.

\*\*The Campus gates will close for re-entry of students at 7:00 pm

## Campus Safety

Campus Contracted Guard Force are on duty 24 hours a day. Campus Contracted Guard Force routinely patrol all buildings and property belonging to the university. The purpose of the Guard Force is to ensure the safety and security of every university community member. Should a student wish to report an incident or suspicious activity, they may do so by speaking with one of the on-duty guards.

## Illegal Substances

The unlawful manufacture, distribution, possession or use of illicit drugs or alcohol by students or employees is prohibited at any time on university property or at any university event/activity. No student who is impaired by illegal drugs or alcohol will be permitted to be on campus. Persons found using illegal substances will be held to consequences described in the Student Code of Conduct and Kuwait Law, including expulsion and notification of the local police.

## Loss or Damage to University Property

In the event of a student causing loss of, damage to, or vandalism to university property, either intentionally or unintentionally, the student will be held personally and financially liable. Students may be required to make payment to the university, to another person or group of persons, or to a student organization for damage caused by any such violations.

## Expectations in the Classroom

In accordance with AIU regulations, students are only allowed to drink water in the classrooms. All trash must be disposed of in the proper waste bins before the students leave.

No food or drink of any kind is permitted in laboratories or the Auditorium.

Use of mobile phones on campus is a privilege. Students are expected to keep their audible ringers off while in academic spaces on campus (classrooms, library, labs, etc.). Students may not use their phones during class time as such distractions are unacceptable.

Failure to comply with this policy may result in disciplinary action.

## Off-Campus Behavior

Off-campus behavior that is detrimental to the university or its students, faculty, or staff in their roles as members of the campus community is governed by the student code of conduct. University reserves the right to take actions that address the violations through educational intervention or sanctions.

## Parents Policy

AIU is interested in shaping and developing students into independent citizens. We believe that an integral part of this process is encouraging students to articulate their own needs and concerns. We respect and value the importance of parents' financial and emotional support to our students and to our campus. Our philosophy is to work in partnership with parents, as appropriate, to foster student responsibility and growth.

## Parking Services:

American International University is a gated campus. Parking on campus for students is permitted only after issuance of an AIU parking permit which must be visibly displayed in the vehicle. To obtain a parking permit, students must have a valid Driver's License and agree to all requirements by the Campus Security Office. Vehicles without an AIU parking permit mounted on the window will not be permitted entry into parking gates. AIU students are required to park in the designated parking space that is assigned to their number. The parking space number corresponds with the parking permit number.

The university has the authority to regulate parking spaces and vehicles using the spaces provided. No person or organization shall be permitted to use campus parking without completion of the vehicle registration form. The university may revoke this privilege because of misuse of parking facilities. The operator of a vehicle on property owned by the university is responsible for complying with all parking and traffic laws, ordinances, and regulations, and is subject to the established penalties for violation.

The operator of a vehicle found to be improperly parked will receive the following sanctions:

- 1<sup>st</sup> Offense: Verbal Warning and Vehicle Citation
- 2<sup>nd</sup> Offense: Written Warning from Student Conduct
- 3<sup>rd</sup> Offense: Loss of on Campus Parking Privileges and Parking Pass Revoked

The university reserves the right to limit the use of parking areas to specific vehicles as required by facility design or aesthetic considerations. The university may change any parking zone designation. university assumes no liability or responsibility for damage which may result from the use of parking facilities or services, or enforcement of regulations.

## Parking Pass Eligibility:

In order to be eligible to apply for a student parking pass, a student must satisfy the following criteria:

- Be in good academic standing (2.0 GPA and above).
- Be in good student conduct standing.
  - Not actively on behavior probation.
  - Has not been issued a final behavior warning letter.
  - Not actively suspended.

## Issuance of Parking Passes:

Student parking passes are granted based on the following criteria:

- Seniority.
- Earned credit hours.
- Cumulative Grade Point Average (GPA).
- Parking space availability.



## **Skateboards, Rollerblades, Skates and Bicycles**

The use of skateboards, roller blades/skates, hoverboards, and bicycles is not permitted on campus due to the potential danger to members of the university community and our guests.

## **Smoking and Vaping on Campus**

American International University is a smoke-free campus, and this commitment ensures a healthy educational and working environment for all community members. The AIU No Smoking policy prohibits the use of tobacco products and non-tobacco products, including cigarettes, cigars, shisha, mubkhar, incense, e-cigarettes, and chewing tobacco. Smoking and vaping are strictly prohibited on AIU's campus - in all facilities (excluding the designated smoking area located in front of building C), parking lots, bathrooms, outdoor terraces, courtyards, the multi-purpose sports field, the fitness center, and all other areas on campus.

Students found smoking or vaping, will be subject to the sanctions outlined in the Student Code of Conduct. Students found smoking or burning incense in campus buildings or stairwells will be sanctioned as these activities are illegal and violate fire safety regulations. The only designated Student Smoking Area on campus is the outdoor plaza located outside Building C.

## **Student Trash Policy**

To ensure a safe, tidy, and hygienic campus, students are expected to clean up after themselves and to put all trash and waste in the provided trash cans. Our cleaning team is dedicated to keeping AIU facilities clean and does not tidy up after students. If a member of the AIU team sees any student leaving food or drink items in the dining halls, student lounges, classrooms, hallways, or elsewhere on campus, the students will be asked to immediately dispose of the items. Please be aware that students who violate these rules may face disciplinary action. Spills or messes should be immediately reported to [cleaning@aiu.edu.kw](mailto:cleaning@aiu.edu.kw). Please be aware that students who violate these rules may face disciplinary action and fines.

## **University Closures**

Due to unanticipated circumstances, or when safety concerns arise potentially affecting the security of students, faculty, or staff, the university campus may be closed. For purposes of grading and attendance policies, any day which the university is closed shall be considered a non-class day. When this occurs, each faculty member shall determine how best to make up the lost class time.

## **University Communication to Students - Digital Signage and Student Emails**

Students must read and stay current with information provided in official university emails sent by AIU Communications. In addition, various newsletters and university publications of interest to students, faculty, and staff are distributed weekly or monthly to your student email address. These communications and publications include important announcements as well as notices about forthcoming events, activities, and programs to be held on campus.

## **Visitors/Guests on Campus**

All guests visiting AIU must check in at the main Welcome Reception and submit their civil ID card to obtain a Visitor's ID card. The Visitor's ID card must always be visibly displayed on the guest or visitor. Upon completion of the visit, the Visitor's ID card must be returned to the security counter located in the Main Welcome Reception. Guests found without a Visitor's ID card will be escorted off campus by the AIU security team. Guests who fail to turn in their civil ID card to the security booth will not be allowed to leave the main Welcome Reception. Please be aware that no exceptions will be made. Students are not permitted to bring a friend or family member onto campus grounds unless prior approval has been given by the Campus Security department.

Operational hours for guests/visitors: 0800 - 1500

## Academic Affairs

### Academic Affairs Division

The Academic Affairs Office at American International University is responsible for all matters related to the instructional mission of the university, student performance and retention, and academic personnel policies and decisions, among other duties. All policies regarding academics can be found in the official university Catalog.

### Exclusion of Disruptive Students

The success of the academic environment relies upon a basic spirit of mutual respect and cooperation among the instructors and students. If a student disrupts a class in such a way that it seriously compromises the educational experience of the course for other students and/or prevents the instructor from accomplishing the goals of the course as outlined in the syllabus, the instructor may require the student to leave the class meeting. The Director of Student Conduct will be notified of this action.

If the student is suspected of violating university policies, the Director of Student Conduct may pursue formal charges in accordance with the student discipline code. See Appendix I for information on the student discipline code.

### Academic Rules and Regulations

Students should also refer to the Student Code of Conduct regarding Academic Misconduct & misuse of Artificial Intelligence (AI) & Generative Artificial Intelligence (GAI). AIU is committed to embracing emerging technologies, including AI and GAI; however, these tools must be used responsibly, and in accordance with the university AI policy, school-specific AI policy, and individual course syllabus.

## Accessing your AIU Student Accounts

### Office of Informational Technology

The Information technology department help desk is available for any technical assistance on AIU devices located in Building B, Student Service Center.

**Service Hours: Sunday – Thursday 8 am- 4:30 pm**

**Email: [ITHelp@aiu.edu.kw](mailto:ITHelp@aiu.edu.kw)**

**Phone : [2226 3500](tel:22263500) ext. 3144**

The Office of Information Technology (IT) is available to students who are using resources and services that require technical support related to the university. The IT team includes technology specialists who cover campus-wide support for desktop computing, lab and classroom technology, user assistance, and technology training. For assistance in setting up your devices with university resources, contact the Office of Information Technology.

IT provides a range of IT Resources and Services to the Campus community. AIU IT Resources and Services include the following:

### MyAIU Single Sign On (SSO)

The MyAIU Single Sign On (SSO) Portal provides access to AIU Applications of interest. With a single Username and Password, the MyAIU Single Sign On Portal provides the AIU community access to a suite of applications: Outlook, Office-365, Zoom, Canvas, Innosoft, Maxient, and Library Resources. Student can login to their SSO portal by first visiting: <https://my.aiu.edu.kw> and signing in with their Student ID and password provided by the Office of Information Technology (IT).

## Microsoft Office 365

Office 365 and Outlook Email are available at no additional cost to all AIU students. With the suite of Office 365 Applications, including Word, Excel, and PowerPoint, students can create documents, spreadsheets, and presentations. OneDrive serves as Cloud Storage and allows students to store their work online for easy access and collaboration.

## Canvas Student Access

Canvas is the Learning Management System (LMS) which allows students to access course materials online. Students can use this platform to find a course syllabus, learning materials (documents, videos, etc.), discussions, calendars, announcements, grades, quizzes, and assignments. Students can login into Canvas from the MyAIU Single Sign On Portal.

## Campus Technology Labs

Student computer labs can be found at various locations on the AIU campus. Students may access the computer labs by using their campus computer login credentials. Each lab is equipped with Microsoft Office Suite.

## Student Wi-Fi Access

The AIU Wi-Fi service is available only inside university buildings. To access the wireless network from your laptop, tablet, or mobile device, select “AIU” from the list of available Wi-Fi networks and enter your username and password to connect to the WIFI.

## Password Reset

Students experiencing issues with their Login to “MyAIU” Single Sign On (SSO) may reset their passwords directly from the SSO Portal Login Page. If you are still unable to Login to the MyAIU SSO Portal you should contact the Office of Information Technology by email at [ithelp@aiu.edu.kw](mailto:ithelp@aiu.edu.kw) or by phone: [22262500](tel:22262500), Ext. 3144.

## Abuse of Computer Resources

Computers and networks are available to provide students and faculty access to resources on and off campus. Such open access is a privilege and requires that individual users act responsibly. Users must respect the rights of other users, respect the integrity of the systems and related physical resources, and observe all relevant laws, regulations, and contractual obligations. Students’ use of the Computer Resources available on Campus is governed by the Student Code of Conduct.

Misuse of computing, networking, or information resources is considered a breach of Code of Conduct and may result in the restriction of computing privileges and official sanctions.

## Examples of Computer Resources Misuse:

- Breaching or attempting to breach the university IT network or computer security, invading, hacking, or attempting to access or release confidential data or files.
- Accessing, using, reading, deleting, or modifying a file without proper authorization.
- Copying or distributing copyrighted computer software or other materials or violating copyright law and failing to observe licensing agreements.
- Using computer facilities to harass, send, display, or store discriminatory, harassing, threatening, or abusive messages.
- Participating in the viewing or exchange of inappropriate or obscene materials.
- Using computer facilities to send unauthorized mass emails or chain emails.
- Sending or posting confidential material, trade secrets, or proprietary information outside the university.

- Infringing on the privacy of others or using or disclosing someone else's username or password without authorization or attempting to break into the computer system of AIU or another organization or person.
- Misusing computer facilities to interfere with the normal operation of any university computing system or network.
- Jeopardizing the security of AIU's computing systems and services or tampering with or falsifying electronic information.
- Failing to abide by AIU's published IT policies, procedures, and regulations.

## Navigating American International University

### AIU Student ID Card

The Student ID Card serves as proof of status with AIU and provides access to campus facilities including but not limited to classrooms, laboratories, lockers, library, and the Athletics Center. Students are required to show a valid ID when entering AIU property to the Contract Guard Force every time. Failure to show ID will result in denial of entry into AIU. A current AIU student ID card or Temporary Student ID card (available at visitor center/gate 1) is the only authorized identification for access to AIU.

Student ID cards must always be worn whenever on campus or representing AIU at a sponsored event. The ID card is the property of AIU and must be presented upon the request of an appropriate AIU official and may be revoked at any time by the university. The Information Technology (IT) staff will dispose of any invalid ID cards.

**Card Receipt:** The Office of Information Technology (IT) will provide all new students with an ID Card during the Orientation Days. For that purpose, all students are requested to provide a recent photo with the following criteria:

- The photo must be recent (not older than six months).
- The photo must be taken against a white or blue background.
- Must be facing straight towards the camera.
- The top of the head and both sides must be completely visible in the photo.
- Cannot be wearing a hat or dark sunglasses.
- After cropping, the final photo must be at least 480 pixels wide by 600 pixels high.

AIU reserves the right to reject any submitted Student Photo and request that another be submitted.

**Card Protection:** The card holder is responsible for the care and safekeeping of the ID card. The ID card should always be protected and worn by students. Holes should not be punched in the ID card and the use of stickers, pins, or other items affixed to the ID card is prohibited. The magnetically encoded information on the ID card may be protected by keeping the card away from magnetic fields.

**Card Security:** No one other than the student to whom the card is issued may use the ID card. Any transfer, alteration, or falsification of a Student ID card constitutes a violation of university policy and may result in an appropriate disciplinary action.

**Lost ID Card and Replacement:** Lost or stolen ID cards must be reported immediately to the IT Office for deactivation. For issuance of a new replacement ID card, students, faculty, and staff must pay a KWD 10 non-refundable ID card replacement fee at the Cashier Window.

**Forgotten Card:** Students arriving on campus without their card on more than one occasion will be required to pay for a replacement card before they may enter the campus of AIU.

**Defaulted card:** If the card is malfunctioning but not damaged, please return card to IT Department to re-active your card.

## Student Services Hub

The Student Services Hub provides all the services that students need in one centralized location. The Hub is a one-stop location for accessing:

- Office of the Registrar
- Advisor of the Day
- Attendance Officer
- IT Help Desk
- Parking Services
- Lost & Found
- Cashier

## Campus Store & Bookstore

The AIU Campus Store carries official and exclusive AIU apparel and gifts as well as AIU course textbooks and stationery. Students can use their official class schedules to identify the textbook requirements for their courses, and with the assistance of our Campus Store staff, students can ensure they are fully prepared to begin their semester studies.

Students are encouraged to visit the campus store located on the Ground Floor of the Building B Student Center as a one-stop destination for all their campus needs. Campus store hours of operations are from 8:00 am until 4:00 pm every Sunday – Thursday, and from 9:00 am to 12:00 pm on Saturday. Students can also contact the Campus Store via email at: [booksstore@aiu.edu.kw](mailto:booksstore@aiu.edu.kw).

American International University does not offer textbooks on loan; and please note that all textbooks and materials are not included in the tuition cost for the class. The AIU Textbook and Merchandise Return Policy stipulates that general books and merchandise are eligible for refund or exchange only up to 14 days of the initial purchase.

## Dining Services and Vending Services

As part of our core mission at AIU, we strive to provide our students with the amenities and services that allow them to prosper in their educational and personal pursuits. AIU is a destination itself, with an array of vendors designed to cater to all students and AIU staff. Conveniently located on campus, AIU community members will find several great places to grab a fresh cup of tea, coffee, sandwiches, juices, snacks, and more from our food vendor partners. Additionally, the campus features a convenience store for small purchases and a NBK ITM for student and staff banking needs.

## List of AIU Campus Vendors

We are proud to partner with the following vendors operating on campus:

- Starbucks: A world renowned brand, offering unmistakably perfect tasting coffee, juices, and snacks, ideal for breakfast and lunch.
- Recco: A perfect lunch time spot offering Italian cuisine such as fresh pasta, salads, and antipasti.
- Subway: Famous sandwiches and sub-rolls with endless combinations makes Subway a convenient grab-and-go lunch.
- CAF: The instantly recognizable café offers speciality coffees and teas handcrafted by baristas.
- Chocomelt: Offering expertly crafted desserts and irresistible treats paired with freshly brewed coffee.
- Happy Ellie: Serving high quality Burgers, Sides, and soft drinks.
- Musahab: Offering quality dining with a contemporary take on a nostalgic '80s and early '90s classic pulled meat sandwiches.

- SYRA Coffee: Healthy snacks and drinks, such as protein-based smoothies, sandwiches, salads, and juice shots, worth a visit before or after workouts at the gym.
- Walls: Located on the 1<sup>st</sup> floor of Building-B, serving Fresh snacks such as sandwiches, salads, drinks, and tasty desserts.
- Trolley: Kuwait's most famous convenience store is located on the 1<sup>st</sup> floor of Building-B and offers everything from speciality snacks to stationary.
- NBK: Located on the 1<sup>st</sup> floor of Building-B, this easily accessible NBK branch allows students to solve any account issues as well as access an ATM.

## Medical Clinics

The clinic department is dedicated to the optimal provision of medical assistance during both daily visits and medical emergencies when encountered. It also emphasizes the importance of education for every managed case, in hopes of spreading awareness and introducing students to preventative methods. Maintaining the mental and physical wellbeing of our students is the motivation behind every leap our team takes. However, the campus clinic services are not intended to replace students' regular doctor appointments or hospital visits.

There are two health clinics present at AIU. Building A's is located behind the Main Reception area, while building C's is in the Athletic Center. The clinic can be reached at [clinic@aiu.edu.kw](mailto:clinic@aiu.edu.kw)

## Prayer Rooms

Students, faculty, staff, and approved campus guests are welcome to use the prayer room throughout the day. Each prayer room is equipped with shelves for shoes to allow easy and clutter-free access. For assistance with the prayer room, visit the Office of Student Engagement in room B-307.

## Student Lockers

Students may rent lockers on a semester basis (day rental only) through the Division of Student Affairs. Students must apply, take a training quiz, and pay the locker rental fee at the Student Services Hub. Students are required to clear out their assigned lockers at the end of the day and all lockers will be automatically released every day by 9:00 pm. The University will not be liable for any items left in the lockers overnight.

Students are responsible for the proper maintenance of their locker. If there is a technical problem, email [ITHelp@aiu.edu.kw](mailto:ITHelp@aiu.edu.kw). If there is a spill or mess, email [cleaning@aiu.edu.kw](mailto:cleaning@aiu.edu.kw).

The university administration respects students' rights to privacy. However, all students should understand that university authorities have the right and responsibility to inspect lockers, if necessary, to ensure the safety and welfare of all students. Use of lockers is not permitted during the summer months.

As a precaution against loss of materials from lockers, students are always urged to keep lockers secured and not to give their student ID card to other students. The school will not assume responsibility for articles that are lost or stolen from student lockers or items left in the lockers.



## Student Support Services

### Academic Advising

Academic Advising focuses on helping students develop and follow an appropriate plan for fulfilling degree requirements. The advising process is an integral part of each student's academic success. Regular meetings with an advisor are important for monitoring progress towards a specific degree and achieving educational goals in a timely manner.

Academic Advisors purpose is to solidify students' understanding of degree requirements along with university academic support policies and procedures. An advisor's assistance helps students define a career goal that aligns with his/her skills and interests. Academic Advising promotes student self-efficacy, self- advocacy, informed and proactive decision-making, and academically focused behaviours that result in timely degree matriculation.

Students enrolled in all schools at AIU are assigned Academic Advisors in the early stages of their degree program. Academic Advisors utilize practical, targeted, and impactful methods to improve student outcomes and retention. They assist students with registration, academic concerns, and other related academic or social processes. They also engage in an "Early Alert" system that facilitates intervention and supports meaningful communication between and among the affected students and departments in the AIU school community.

Students may wish to see an advisor to assist with:

- Clarifying academic/career goals
- Understanding their academic degree plan
- Course selection
- Adding/Dropping courses
- Transfer planning
- Referral to campus resources
- Graduation processes.

Academic Advisors for the English Foundation Program can be reached at their offices at the South Wing of building A on the first floor.

Academic Advisors are in Building B, Floor 2 in rooms B-223 to B-227. Advisors are assigned to the following programs and schools:

- School of Architecture and Design
- School of Business
- School of Education
- School of Arts & Sciences
- School of Engineering and Computing.

You can reach degree level Academic Advisors at [advising@aiu.edu.kw](mailto:advising@aiu.edu.kw).

### Career Services

Every AIU student is different, and every career path is unique. The Career Services Center is excited to work with students to discover their greatest strengths, identify career goals, and chart a path to success. AIU maintains connections with employers and will help students learn about exciting careers and employment possibilities. Make an appointment with Career Services to launch your career exploration process, learn about graduate schools, create a professional development plan, improve your interviewing skills by emailing [careerservices@aiu.edu.kw](mailto:careerservices@aiu.edu.kw)

### **Our career services team:**

- Educates job seekers to effectively present themselves as candidates for employment— skills to be replicated throughout one's professional career. This is done through online resources, one-on-one sessions or workshops.
- Works with School Deans and local employers to organize special events such as career seminars and industry visits which will provide the opportunity for students to interact with employers and network with professionals.
- Provides opportunities to connect with employers, explore career paths, and discover internship and job opportunities through annual career fair event.
- Actively collaborates with companies to place students in meaningful and relevant internship opportunities.
- Establishes strong connections with corporations, offering exclusive networking events and recruitment opportunities.

### **Shaw Library & Learning Commons**

The Shaw Library & Learning Commons provides access to information resources, supports their use, and serves as a center for engaged learning. The library is a modern student-centered space expanding over two- stories with state-of-the-art technology infused throughout the library. It is an important resource for research, teaching, and learning. It provides support for students and faculty through many resources such as the circulation desk, online databases, course reserve materials, photocopying, wi – fi and computer access. The library is designed to provide students with multiple spaces to study and work in a collaborative and individual environment.

Students can access the Student Library Portal and the Encore Portal for books in print, electronic journals, and electronic books by visiting the library website <https://aiu.edu.kw/library-resources>.

Through partnerships with students, faculty, and staff of the university, the Shaw Library and Learning Commons will:

- Provide direction, vision, and stewardship for information services and resources through a continuous, collaborative, planning, and prioritization process addressing the university's teaching and research needs.
- Promote the integration of information literacy into the university's teaching and research initiatives through course-integrated instruction and information services.
- Facilitate the use of resources; foster critical thinking; and enable students, faculty, and staff to enhance their academic, administrative, and co-curricular activities.
- Develop, organize, and maintain information resources that enhance the educational process in teaching and scholarship and document the university's history.
- Create and maintain user-centered learning spaces conducive to intellectual exploration, contemplation, the exchange of ideas, and connective experiences.

### **Library Services**

- Lending Services: Our circulation service provides issue-return-renewal-reservation services for print books. AIU community members should always produce their valid AIU ID card to access Library services and to borrow library materials. Students can borrow up to 5 library items for 2 weeks.
- Access to Electronic Resources: The library gives access to high quality academic resources which can be accessed on campus and through the AIU single Sign-On when off-campus.
- Information Literacy Workshops: Students have access to Information Literacy workshops to assist in research skills training for students to produce scholarly research projects.
- Printing, Copying, and Scanning: Students can copy, print, and scan from the 2nd floor of the library. Please ask the service desk staff if you need any assistance.

- Assistance with Course Assignments: Research assignment assistance is available at the library. Our staff members are trained to assist students to understand what the assignment requires and to help provide resources to help with completion.
- Canvas Support: The library supports all AIU students through the Canvas library module. Here you can find a wealth of resources to help you through your studies.
- Leisure Reading Materials: Short stories, novels, biographies – the Shaw library has it all. We offer high quality leisure reading to improve reading fluency and for relaxation between classes. Students can read in the library or take out leisure novels.
- Help Locating Relevant Resources: We help students find the best resources to use for any given assessment in both print and electronic formats. The library can be reached at [library@aiu.edu.kw](mailto:library@aiu.edu.kw)

## **Office of the Registrar**

The Office of the Registrar is responsible for creating, maintaining, certifying, and protecting university records of students, degrees, and courses. The Office is committed to quality service, accuracy, and integrity. The Office is also responsible for consistently implementing and enforcing university policies and procedures while adhering to the rules and guidelines of the Kuwait Ministry of Higher Education and best practices as outlined by the American Association of Collegiate Registrars & Admissions Officers.

### **Services provided by the Office of the Registrar include:**

#### **Registration:**

The Office of the Registrar is responsible for scheduling classes at the university and ensures the following:

- Classes are scheduled to make the best possible use of teaching resources and classroom facilities.
- Students can take classes needed to graduate in their program in a timely manner.
- Classes are scheduled to allow students as much choice as possible and to avoid as many class conflicts as possible.
- Students are issued a registration time-ticket based on their cumulative earned hours
- Students can access registration services through AIU self-service portal.

#### **Enrollment**

The Office of the Registrar is responsible for handling the following enrollment processes and services:

- Adding and Dropping Courses
- Reporting Student Grades
- Academic Probation, Suspensions, and Expulsions
- Change of Major
- Semester Withdrawal
- University Withdrawal
- Credit Transfer

#### **Student Records**

One of the main responsibilities of the Office of the Registrar is to maintain permanent student admission and academic records. The office ensures the confidentiality of student records and restricts disclosure to or access by third parties. The following records are available only upon the request of the student as allowed by AIU policies:

- Academic transcript: The Office of the Registrar manages the processing and secure delivery of AIU transcripts. Students may request an official transcript detailing their official academic grades.

- To Whom It May Concern Letter (TWIMC): TWIMC letters will be issued for the following reasons:
  - Enrollment Verification (for continuing students)
  - Letter of Completion (for graduating students)
- Valid Civil ID: All students studying at AIU must have and provide a valid civil ID. A notification email is sent monthly to remind students whose Civil IDs are expiring. They can submit their valid Civil ID to Building B, Student Services Hub, or send it to [studentrecords@aiu.edu.kw](mailto:studentrecords@aiu.edu.kw)

### **Degree Audit**

The Office of Registrar conducts the degree audit process to generate a report that reflects a student's academic progress toward a specified degree. The degree audit is intended to assist students in determining their progression towards their degree and to help students avoid enrolling in unnecessary coursework. Degree audits allow students and advisors to review programs of study and progress toward completion of university.

Degrees are awarded to students who have completed the required degree credits and have met the minimum grade requirements. The Registrar serves as the records reviewer on behalf of the university and certifies all candidates whose academic records indicate that a student is eligible for graduation by the end of the semester for which they have applied. All applicants must satisfy all graduation requirements as specified by the university and the Private Universities Council.

### **Services Related to the Private Universities Council (PUC)**

The Office of the Registrar works with the Private Universities Council (PUC) to report the following on behalf of scholarship recipients:

- Statistical student reports per the PUC requests
- Social Allowance applications
- PUC Academic Achiever Scholarship Applications
- Update information pertaining to PUC student's scholarship status
- Update the Bank details information for the Social Allowance.

### **On-Campus Student Employment**

AIU provides students with the opportunity to work on campus where they can gain valuable experience and skills while receiving workplace mentorship preparing them for future career success. The AIU Student Employment Program is intended to:

- Provide students with financial support for performing rewarding work while enrolled as a university student.
- Meet the needs of the university to perform essential operations.
- Offer students valuable learning experiences to complement college and career goals.
- Help students develop good work habits and a positive attitude toward work.
- Prepare students for careers after their university studies.

## Student Accounts Office

The Student Accounts Office coordinates charges and billing for university students including:

- Tuition and Fee charges
- Library overdue notices, Parking Tickets, and other university fees or fines
- Adminstrating Payment Plans
- Assisting students who have third party sponsors or scholarships

The Student Accounts office maintains cashier windows for supporting cash transactions for student payments of fees to the university. The services include:

- Processing cash, cheques, and credit/debit card transactions.
- Disbursing cash/check payments like refunds from the university.

## Scholarships and Financial Aid

Currently, AIU does not offer university-funded scholarships to students wishing to attend. A student may, however, apply for scholarship funds from the Kuwait government or other sources to cover the cost of tuition and fees. Applicants may apply to university as a self-pay student and cover tuition and fees out of pocket. All tuition and fee balances are the responsibility of the student and should be paid on time to avoid delays.

AIU accepts applicants seeking admissions into our degree programs under the sponsorship of the Private Universities Council (PUC). PUC Scholarship applications are administered online through the PUC website within the dates established by PUC and will be announced by AIU on our social media pages. Applicants must complete all AIU admissions application requirements before applying for the PUC scholarship. For further details, please contact our Admissions Office or visit our campus.

Eligible applicants who choose to apply through the Private Universities Council (PUC) for the government scholarship must apply through the PUC directly.

Criteria for applicants of the PUC scholarship:

- Must be Kuwaiti nationals or have a Kuwaiti mother.
- Have graduated high school less than 26 months prior to submitting the PUC application.

How to apply to for the PUC Scholarship:

- Applicants with inquiries about the requirements set by the PUC should visit the PUC website to learn more and to apply. Please visit <http://www.puc.edu.kw> for more information.
- Government scholarship students are subject to PUC scholarship rules and regulations.

## Student Success Center

The Student Success Center (SSC) works cooperatively with AIU students and faculty to build and maintain learning support programs that can address the changing needs of our student body. In addition, the center promotes a dynamic system of academic support that enables students to become active, innovative learners and thinkers. Our mission is to empower students to take ownership of their own learning and development and to become lifelong learners.

The Student Success Center offers a wide variety of workshops. Students are invited to further enhance their university experience by attending or requesting a workshop. Workshop offerings include, but are not limited to:

- Academic reading
- Conflict Resolution
- Public Speaking and Communication Skills
- Critical Thinking
- Exam Readiness, Managing Test Anxiety, and Effective Study Strategies
- Time Management and Ability to Prioritize Tasks
- Goal Setting
- Motivation
- Stress Management

Students seeking review sessions, tutoring or other approaches for academic support are encouraged to visit the Tutoring & Writing Centers.

## Tutoring Center

The Tutoring Center employs full-time tutors for mathematics and sciences as well as other subject areas. The supplemental instruction and tutoring provided covers all course offerings. The tutoring schedules are distributed through AIU Communications, on the AIU website, and on campus digital signage. Students can utilize drop-in sessions during the academic year. The Student Success Tutoring Center is in Building B, Floor 1 in room B-108 and can be reached at [tutoring@aiu.edu.kw](mailto:tutoring@aiu.edu.kw).

## Writing Center

The Writing Center provides a dedicated space for students to learn, improve, and hone the craft of writing. Tutors provide one-on-one coaching for all processes related to writing: brainstorming, drafting, writing, editing, revising, and polishing. Advice is also provided to students to cite all primary and secondary sources appropriately using the School's required citation style (e.g., IEEE, Harvard, APA, etc.). Another goal of the Writing Center is to help students demonstrate content mastery through writing. This can be achieved when students understand and utilize a consistent process to improve their writing in various mediums. The Student Success Writing Center is in Building B, Floor 2 in room B-228 and can be reached at [writing@aiu.edu.kw](mailto:writing@aiu.edu.kw).

## Testing Center

At the University Testing Center, we are dedicated to providing comprehensive support to our valued university students. We understand that unexpected challenges can arise during your academic pursuit. If you encounter extenuating circumstances that impede your ability to attend scheduled assessments or exams, our center offers make-up assessments and exams for situations that have received approval through the extenuating circumstances committee. Your instructor will be coordinating this for you and you will be expected to complete your missing assessment or exam at the center located in building B, Second floor, B- 211.



## Campus Life at AIU

### Advertisements on Campus

The university reserves the right to regulate commercial entities that wish to place announcements in university facilities or publications. Advertising for commercial purposes by businesses, organizations, entities, or individuals not associated with the university is prohibited. Products or services may be offered to faculty, staff, and students in designated locations when sponsored by a department or organization following guidelines established by the Director of Student Engagement for student clubs and the Director of Marketing and Communications for vendors, guest, or other parties.

Regulations regarding distribution of flyers and announcements include:

- Advertising may not be posted on university bulletin boards unless approved by the Office of Student Engagement and Marketing Department, or other office responsible for that bulletin board.
- Advertising fliers and other commercial information may not be distributed in classrooms unless it is directly related to the educational nature and purpose of the class.
- Fliers may not be placed on windshields of vehicles parked on university-owned or leased property or in any university parking lot.
- Distribution of literature within the student services building is subject to guidelines issued by the Office of the Vice President for Student Affairs.
- Fliers and advertising, except for campus-related services and activities, may not be distributed through the university email system.

### Athletic Center and Intramural Sports

The university offers men's and women's fitness and weight rooms, both fully outfitted with state-of-the-art equipment, such as free weights, treadmills, and ellipticals. In addition, the Center offers a full-size basketball court and aerobics room suitable for fitness sessions. Each area also includes private locker rooms with individual showers and lockers. An array of sports, such as soccer, basketball, volleyball, badminton, and futsal, are available using the indoor court or outdoor Multipurpose Field. All students are granted access to the amenities via their Golden Eagles Center membership which can be arranged through the official AIU GEC email ([gym@aiu.edu.kw](mailto:gym@aiu.edu.kw)) or personally, with Athletics Department staff.

### Lounges

Located across campus are various student lounges where students can relax, study, and hangout. These lounges can be found in the North, South, and West wings of AIU's beautiful campus. Additionally, a Game Room is also available to students during their free time on campus. It is located on the third floor of the Student Services building and includes a PC gaming room, board games, billiards, and table tennis. Throughout the years at AIU, students have participated in large scale activities such as gaming and billiards tournaments. All lounges are open to students during campus operating hours.

### Student Clubs and Organizations

There are many ways to get engaged with the AIU community. Student Clubs and Organizations at American International University is a great place for currently enrolled students to share a common purpose and interest. Student Clubs and Organizations are entirely operated and organized by actively enrolled students in collaboration with their club/organization advisor.

Being a part of a student club and/or organization is only one example of how students can get involved at American International University. It is one of the most fulfilling aspects of the university experience as it involves making new

friends, building relationships, networking, and establishing a strong skill set that will only be beneficial in one's future workplace.

The purpose of student clubs and organizations at AIU is to provide students with opportunities to develop their intellectual abilities, leadership skills, global awareness, interpersonal relationships, and decision-making skills all while working with likeminded individuals. Interested students can join a club and/or organization by visiting the Office of Student Engagement located on the third floor of Building B (Office: B- 302 & B-306), or by using the email address provided below.

Email: [studentlife@aiu.edu.kw](mailto:studentlife@aiu.edu.kw)

### **Office of Student Engagement**

The Office of Student Engagement is designed to help students get involved on campus and to encourage students to make the most of their university experience. The Office of Student Engagement promotes a sense of community and AIU pride as well as offers a space that promotes internationalization at home while enhancing the social, intellectual, and developmental growth of students as individuals or members of student clubs and organizations in the following three ways:

- Organizing campus-wide events
- Supporting student organization events, and
- Sponsoring community and volunteering events

Additionally, the Office of Student Engagement is dedicated to bringing the world to AIU by encouraging students to engage with different perspectives and help the students develop international mindedness, critical thinking, global competence, and problem-solving skills to better prepare them for the global workplace.

### **Student Representative Committee**

American International University is committed to ensuring that students are provided with the opportunity to contribute to the shaping of their learning experience individually, collectively, and through the Student Representative Committee. The Student Representative Committee's purpose is to act as a voice for AIU students, provide feedback to the university on key issues which affect the student experience, and to work proactively to develop and enhance the wider university experience. The Student Representative Committee is selected by AIU senior administrators to enhance student engagement and partnership as both areas play an important role in improving the student experience and delivering an excellent education.

What students can expect from the Student Representative Committee:

- To act as a bridge between the student body and the AIU faculty and administration.
- To address key student issues to the administration.
- To listen and project student voices and concerns through activities such as open meetings and general assemblies.
- To serve as a role model for student clubs and organizations.
- To encourage student engagement on campus.

## Student Code of Conduct

### Code of Conduct Policy

The Student Code of Conduct Policy provides general explanations of community members' rights and responsibilities, outline acceptable and unacceptable behaviors, and describe specific disciplinary procedures and sanctions. Any query about the non-academic processes, rules, or policies covered by the Student Code of Conduct should be directed to the Office of Student Conduct.

The AIU Student Code of Conduct is derived from the institutional values, mission, and vision of a university committed to student centeredness, the education of the whole person, and the enhancement of student leadership, the promotion of the highest ethical and moral values and aspirations, and the safeguarding of academic integrity. In order to sustain an environment that supports optimal learning opportunities and promotes personal growth, AIU expects all community members (students, faculty, and staff) to adhere to the guidelines and policies established by the institution.

Students should refer to the Code of Conduct at <https://www.aiu.edu.kw/life/conduct-safety>. Building B, Floor 3, houses the Office of Student Conduct at AIU, and they can be contacted via email at [studentconduct@aiu.edu.kw](mailto:studentconduct@aiu.edu.kw)

### Reporting a Violation

AIU community members are encouraged to use the listed reporting forms on AIU website to report any behaviors of concern involving AIU students, whether these behaviors occur inside or outside the classroom setting. Please note that anonymously submitted forms may limit or delay the investigation process.

