AIU

STUDENT HANDBOOK

2025 - 2026

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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

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	Building B , 2nd Floor, B-203	22262500 Ext. 3270
Clinic	Clinic A	22262500 Ext. 3556
	Clinic C	22262500 Ext. 3555, 3551 WhatsApp: 60454364
English Foundation Program	Academic & Administration Building 1st floor West Wing	22262500 Ext. 3121
Information Technology Help Desk	The HUB – behind CAF, Ground Floor Building B	22262500 Ext. 3144
Library	Building B, 2nd Floor and 3rd Floor	22262500 Ext. 3233
Office of the Registrar	Student Services Hub Building B , Ground Floor, Behind CAF	WhatsApp: 65174919
Student Services Hub	Building B, Ground Floor, Behind CAF	22262500 Ext. 3412
Student Affairs	Building B, 3rd Floor B-302	22262500 Ext. 3244
Student Conduct Office	Building B, 3rd Floor B-308	22262500 Ext. 3263
Student Engagement Office	Building B, 3 rd Floor B-305	22262500 Ext. 3251
Tutoring Center	Building B, 1st Floor B-108	22262500 Ext. 3267
Writing Center	Building B, 2nd Floor B-228	22262500 Ext. 3262

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

*** Students are not allowed on Saturdays.

Campus Safety

Campus Security oversees a contracted guard force that is on duty 24 hours a day. We operate a closed access campus and all buildings and property belonging to the university are patrolled routinely. The purpose of the Campus Security 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 any of the Campus Security personnel.

Alertus – Emergency Mass Notification

Students are encouraged to download the Alertus application. Alertus is what AIU uses to immediately communicate with student's emergencies such as severe weather, power outages, fire, or campus closures. Once the application is downloaded type the University code to immediately begin receiving any emergency notifications.

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:

- 1st Offense: Verbal Warning and Vehicle Citation
- 2nd Offense: Written Warning from Student Conduct
- 3rd 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:

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.

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 Visitor Center and submit their civil ID card or passport 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 Visitor Center. 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

Forgotten Card

Students can get a temporary ID card good for one day at Gate 3 or the Pedestrian Gate. 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.

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.

Student Grade Appeals

A grade appeal shall be confined to charges of unfair action toward an individual student and may not involve a challenge of an instructor's grading standard. A student has a right to expect thoughtful and clearly defined approaches to course and project grading, but it must be recognized that varied standards and individual approaches to grading are valid. The grade appeal considers whether a grade was determined in a fair and appropriate manner; it does not attempt to grade or re-grade individual assignments or projects. It is incumbent on the student to substantiate the claim that his or her final grade represents unfair treatment, compared to the standard applied to other students. Only the final grade in a course or project may be appealed. In the absence of compelling reasons, such as clerical error, prejudice, or capriciousness, the grade assigned by the instructor of record is to be considered final.

A student who wishes to appeal a grade must discuss the matter first with their instructor and academic advisor. Should the matter remain unresolved, the student then can submit an appeal through the university webpage or the following link **https://cm.maxient.com/reportingform.php?AmericanIntlUniv&layout_id=16**. The appeal must be submitted within **one week** of receiving the grade from the instructor. If the issue remains unresolved or the decision is unsatisfactory a written appeal should be submitted to the academic advisor for the final decision.

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, The HUB.

Service Hours: Sunday – Thursday 9 am- 4:30 pm

Email: ITHelp@aiu.edu.kw

Phone : 2226 3500 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** or by phone: 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.
- You must be facing straight toward the camera.
- The top of the head and both sides must be completely visible in the photo.
- You cannot wear 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.

Default card: If the card is malfunctioning but not damaged, please return the card to the IT Department to re-activate 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
- 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 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**.

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 specialty coffees and teas handcrafted by baristas.
- Chocomelt: Offering expertly crafted desserts and irresistible treats paired with freshly brewed coffee.
- PEAK: Offering a range of healthy meals, smoothies, protein-packed snacks, and freshly brewed coffee.
- Walls: Located on the 1st 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 1st floor of Building-B and offers everything from specialty snacks to stationary.
- NBK: Located on the 1st 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**

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 rooms B-305, and B-307.

Student Lockers

Students may apply for lockers on a semester basis through the Division of Student Affairs. Lockers are assigned based on **seniority** and on a **first-come, first-served basis.** To be eligible for a locker, students must submit an application and successfully complete a short training quiz. Lockers are accessible between **7:00 am and 8:00 pm** each day, and students are required to clear out their assigned lockers by **8:00 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**. If there is a spill or mess, email **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 behaviors 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 seek assistance from an advisor for the following:

- Clarifying academic/career goals
- Understanding their academic degree plan
- Course selection
- Adding/Dropping courses
- Referral to campus resources
- Graduation processes
- Change of major.
- Degree adjustment.
- Specialization selection and change of specialization.
- Early identification and intervention system for at-risk students.

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-222 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**. WhatsApp: 00965 69061968

Career Services

Every AIU student is different, and every career path is unique. The Career Services Center is excited to develop the necessary skills and abilities to prepare them for their future careers. AIU offers various workshops, events, presentations, and mentorship opportunities to help students enhance their professional competencies and confidence. For inquiries about career fairs, employer recruitment events, career-related seminars and workshops, job employment opportunities for students, and skill-building sessions directly related to employability, please contact Career Services at **careerservices@aiu.edu.kw**.

In addition to these services, AIU has established an Alumni Network that provides graduates with a platform for continued connection and engagement with the university. This network offers opportunities for networking, mentorship, and professional development, which are essential for career advancement. To help graduates stay connected, the Alumni Network conducts surveys to gather information on their job or further studies status. Graduates can keep in touch by sending their emails to **alumninetwork@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.

- Establishes strong connections with corporations, offering exclusive networking events and recruitment opportunities.
- Facilitates an Alumni Network that allows graduates to maintain connections with the university, offering opportunities for networking and mentorship essential for career advancement.

On-Campus Student Employment (OSEP)

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 OSEP 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 towards work.
- Prepare students for careers after their university studies.

Students wishing to be part of the program should apply via the **OSEP Portal**, undergo the selection process, and complete the requirements for the student worker role. For further inquiries, please contact **careerservices@aiu.edu.kw.**

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 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 and stewardship for information services and resources through continuous collaboration to serve 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.
- Promote resource-based learning; 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.
- Create student-centered learning experiences conducive to intellectual exploration, contemplation, and the exchange of ideas.

Library Services

- Lending Services: The lending service provides an issue-return-renewal-reservation services for print books. Students may borrow 5 books for 14 days. They can renew them for another 14 days, if needed. Students are reminded to always produce their AIU ID card to access library services and to borrow books. Any books returned late or returned damaged will attract a fine.
- Access to Electronic Resources: The library gives students access to high quality online academic resources. These can be accessed on and off campus through the AIU single Sign-On. AIU database content is for non-commercial, educational and research purposes only and may not be downloaded for profit. The sharing of database access passwords with unauthorized users is strictly forbidden. The malicious sharing and publishing of licensed content even without financial gain constitutes an offence.
- Information Literacy Workshops: Information literacy is the ability to think critically and make informed judgements about any information we find and use. The Shaw library offers information literacy and research skills training workshops to equip students with this skill. These classes and workshops are arranged with teaching faculty and students are encouraged to attend.
- Printing, Copying, and Scanning: Students can copy, print, and scan from the 2nd floor of the library. They must ensure that they have sufficient printing credit on their cards to use this service. These can be topped up at the cashier located at the Student Hub on the ground floor of Building B.
- Research assistance for assignments: Library staff assist students to understand what resources their assignment requires and provide resources to complete course reports, research papers and term projects. We help you locate information, identify suitable research databases and understand the organization of the library.
- 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. Modules cover the research process, finding sources and search strategies, evaluating sources, research support and resources for citing sources & avoid plagiarism.
- Leisure Reading Materials: Short stories, novels, biographies – the library has it all. The library offers leisure books to improve reading fluency or for relaxation between classes. The Shaw library hosts interesting leisure reading events on campus throughout the academic year.

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

The library can be contacted at **Library@aiu.edu.kw** or on telephone number 2262500 Ext 3233

Office of the Registrar

Overview

The Office of the Registrar manages and safeguards student records, degree certifications, and course information. We provide high-quality service with accuracy and integrity. Our office ensures that university policies and procedures are followed while complying with guidelines from the Kuwait Ministry of Higher Education and best practices recommended by the American Association of Collegiate Registrars & Admissions Officers.

Registration & Scheduling Services:

- **Class Scheduling:** We optimize the use of teaching resources and classroom facilities to ensure that you can enroll in the required courses for your degree program.
- **Registration Time-Tickets:** Your registration time is based on your total earned credit hours. Access registration services through the AIU self-service portal.
- **Course Add/Drop/Withdrawal:** Modify your course registration as needed.

- **Final Exam Scheduling:** Coordinate your final exam times.
- **Change of Major:** Request to switch your major.
- **Credit Transfer:** Manage credits transferred from other institutions.
- **Degree Audit:** Monitor your progress toward completing your degree.
- **Graduation Procedures:** Manage all procedures related to graduating.
- **University Withdrawal:** Process your withdrawal from the university.

Student Records and Documentation

- **To Whom It May Concern Letters (TWIMC):** Obtain letters for enrollment verification or completion of studies.
- **Student ID Cards:** Issuance of new student ID cards.
- **Civil ID Requirements:** Maintain a valid civil ID. Monthly reminders are sent for expiring IDs. Submit updated IDs to Building B, Student Services Hub, or email them to **studentrecords@aiu.edu.kw.**
- **Update of personal information:** Maintain your personal information up-to-date by submitting an update request to **studentrecords@aiu.edu.kw**.

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:

- 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.

For additional information or assistance, please visit the Office of the Registrar or contact us via WhatsApp: 65174919

Student Accounts Office

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

- Tuition and Fee charges
- Library overdue notices, and other university fees or fines
- Administrating 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.

Student Success Center

The Student Success Center's (SSC) primary goal at the Writing and Tutoring Centers revolve around creating a supportive and enriching environment that allows students to excel in their academic journey. We aim to help students improve their writing skills, allowing them to become effective communicators with clarity and creativity. We aim to address individual learning needs through personalized tutoring sessions, building confidence in students' ability to express their ideas coherently and persuasively.

The Student Success Center offers a wide variety of workshops at the Writing Center. 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
- APA Citation
- Writing an Academic/Lab Report
- Resume Writing
- Exam Readiness, Managing Test Anxiety, and Effective Study Strategies
- Note-taking Skills
- Sentence Structures

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 as well as part-time student tutors for mathematics, sciences, and English . 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. . The Student Success Tutoring Center is in Building B, Floor 1 in room B-108 and can be reached at ssc@aiu.edu.kw. **Booking System**

The tutoring booking system provides students with the means to create their own bespoke tutoring sessions, as per the availability of their chosen instructor/s. Accessible via the tutoring center Canvas page, QR codes found around campus and at the tutoring center, or via regular e-mail notifications. Using the booking system is mandatory for all students wishing to book a tutoring session or the writing center, and a booking must be made either ahead of time or as a walk-in appointment at the tutoring center reception area.

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 ssc@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.

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's Athletic Center offers extensive facilities for both men and women, featuring state-of-the-art weight rooms equipped with modern exercise equipment, including free weights, treadmills, and ellipticals. Additionally, the Center includes a full-size basketball court and an aerobics studio, both ideal for fitness sessions.

Each facility area is equipped with private locker rooms that provide individual showers and lockers, ensuring comfort and convenience. The center also hosts a variety of sports activities such as soccer, basketball, volleyball, badminton, and futsal, utilizing both the indoor court and the outdoor multipurpose field.

Access to all these amenities is available to students through the Athletics Center membership. Membership arrangements can be made via the official AIU web page (**https://www.aiu.edu.kw/life/health-wellness**), Canvas or directly with the Athletics Department staff at **gym@aiu.edu.kw**.

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- 305 & B-307), or by using the email address provided below.

Email: 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**

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. For incidents involving behavioral misconduct, submit the non-academic misconduct form. Please note that anonymously submitted forms may limit or delay the investigation process.

File A Complaint

American International University is committed to the continuous improvement of practices within all departments and divisions of the University. Therefore, students should use the Student Complaint form to file a general complaint but only if it the complaint adheres to the AIU Complaints Procedure & Policy.

This complaint form is to be used for:

- Concerns about the delivery of academic programs and related services.
- Concerns with university personnel. These complaints can include engagement with academic, professional services, and support staff.
- Complaints against the standard of tutoring etc. but only before the release of results and final grades.

Students are expected to have engaged in processes to attempt to resolve the issues informally. Formal complaints should be raised as soon as reasonably practicable and no more than 1 month after the event(s) being complained about. Complaints submitted after that length of time will not normally be investigated unless the student can provide a compelling reason with appropriate documentary evidence. A decision will be made by the Student Conduct Director whether to allow the complaint into the procedure.

A student who wishes to make a formal complaint must use the Student Complaint Form available via Maxient. The student must provide evidence to substantiate the complaint. The Student Complaint Form will be submitted to the relevant Dean of School/ Divisional Head for investigation. Where a complaint has been upheld, the Student Conduct Director will advise the Vice President for Academic Affairs as appropriate and will provide the complaint outcome through email.