جامعة الخليج الطبية

GULF MEDICAL UNIVERSITY

WHERE THE WORLD COMES TO LEARN

STUDENT HANDBOOK

[AY 2026-2027]

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INTRODUCTION

The Student Handbook is intended to inform the Gulf Medical University community about policies and procedures concerning students. It consolidates information from many sources on topics ranging from academic processes to university services. It seeks to assist in the orientation of new students and to provide all students with an up-to-date reference on significant matters relating to university life.

To preserve the rights and responsibilities of both the individual and the University, it is essential that all students are aware of the institutional policies and regulations. All the information and guidelines provided in this student handbook are prepared as per the CAA Standards 2019 Annexure 7: Student Handbook.

MESSAGE FROM THE CHANCELLOR

Dear Students

Gulf Medical University (GMU) has grown remarkably over nearly three decades**,** driven by a vision to be a leading international Academic Health System through the integration of health professions education, research, and healthcare services, while maintaining our core strength in the health sector.

The quality of our educational programs is one of our key strategic goals, with the outcome competencies of all programs aligned with national and/or international competency frameworks.

The Thumbay Research Institute for Precision Medicine, Thumbay Institute of Population Health, Thumbay Institute of Clinical Simulation, Thumbay Institute of Surgical Skills and Thumbay Institute of Lifelong Learning are the 'Centers of Excellence' that serve as a hub for graduate research, continuous professional development activities and community engagement for students and faculty to nurture lifelong learning.

Our uniqueness is that we own our clinical training facilities like a network of JCI-accredited Thumbay Hospitals, Thumbay Clinics, CAP-accredited Thumbay Labs, and Thumbay Pharmacies. The hospitals are also accredited by the National Institute for Health Specialties (NIHS) for offering Internship and Residency training programs. This has enabled us to embed our students across all programs into the workplace environment early and thus provide ample clinical exposure, and at another level, employ our graduates in our own facilities, setting us apart from our peers.

E-learning and artificial intelligence in education and healthcare are becoming part of the different strategies of learning in health professions education. You will be trained using very advanced AI-based educational resources, including virtual reality and augmented reality.

Our latest addition to our portfolio is the Thumbay College of Veterinary Medicine. GMU embraces the One Health concept, fostering interdisciplinary education and collaboration that recognize the interconnected health of humans, animals, and the environment.

To support you, we have developed the Student Happiness Centers in each college, the Students Well-being Center, Career Advising Centers, the Mentorship program, and the Peer-Assisted Learning program, which enables students to support one another.

GMU has strategically partnered with some of the leading and reputed international institutions and industry for elective placements, to offer transnational education programs, conduct collaborative research, and facilitate student and faculty exchanges. Majority of our 5000+ alumni are employed in the country with many others distributed throughout the world, thus contributing to the health and knowledge economy of the country and the world at large.

Wishing you continued success.

Prof. Manda Venkatramana
Chancellor

MESSAGE FROM THE VICE CHANCELLOR ACADEMICS

Dear Students,

Welcome to Gulf Medical University.

As you begin your studies with us, you are also beginning something far greater. You are entering one of the most trusted and respected professions in the world, and with that comes responsibility, privilege, and purpose.

This is more than a degree. It is a commitment: to integrity, to compassion, to excellence, and to the people you will one day serve. It marks the beginning of a transformation, not only of your knowledge and skills, but of your character.

GMU is one of the region's most dynamic academic health systems, a community of learners, innovators, and future leaders. We are shaped by ambition, grounded in excellence, and committed to impact.

At GMU, education goes beyond what you study. It is about how you think, how you grow, and how you prepare to serve the world. You will learn in our own hospitals, clinics, and laboratories, an opportunity few universities can offer. From your first year, you will work with expert faculty, use cutting-edge technology, and gain clinical experience that prepares you for real practice.

Beyond the classroom, you will find opportunities to conduct research, participate in global exchanges, attend conferences, and compete on international stages. We encourage you to make the most of every opportunity. Your experience here will be inclusive, inspiring, and internationally connected.

But never lose sight of what this profession demands. You will be called to act with integrity when no one is watching. To listen with empathy when answers are unclear. To lead with humility when others look to you for guidance. The world will not only ask for your expertise, it will ask for your humanity.

As you progress through your studies, challenge yourself. Support others. Uphold the standards of this noble profession. Remember that great universities do not just shape minds, they shape character. And great health professionals do not just treat illness, they uphold the dignity of every person they serve.

You are not just beginning a degree. You are beginning a life of meaning.

We are proud to walk this journey with you.

With warmest regards,

Prof. Maher Al Masri
Vice Chancellor Academics

GMU Vision

An internationally acclaimed sustainable Academic Healthcare Institution

GMU Mission

Pursue excellence in education, healthcare, and research with a focus on innovation, sustainability, social accountability, and strategic partnerships.

1. STUDENTS RIGHTS AND RESPONSIBILITIES

Gulf Medical University shall maintain an academic environment in which the freedom to teach, conduct research, learn, and administer the university is protected. Students will enjoy maximum benefit from this environment by accepting responsibilities commensurate with their role in the academic community. The principles found herein are designed to facilitate communication, foster academic integrity, and defend freedom of inquiry, discussion, and expression among members of the university community.

All students must become familiar with the academic policies, curriculum requirements, and associated deadlines as outlined in the University Catalog, Student Handbook & Course Syllabi. The academic advisors shall advise the student on all matters related to their program of study and will aid the student in the interpretation of policies whenever necessary.

However, it shall ultimately be the student's responsibility to meet all stated requirements for the degree and the policies related thereof. It is also the student's responsibility to actively utilize their campus email and the university website, observe netiquette, observe the policies on internet use as published and made available in the Student Handbook as it tends to be a major communication resource and is often the primary form of communication between students.

1.1 Right to Contribute to University Governance and Curriculum

Students will have the right:

- To participate in formulating and evaluating institutional policies through the Student Council.
- To be represented in the university council meeting through student president.
- To lead students club, GMU Newsletter & GMU Broadcast.

1.2 Right to Access Records and Facilities

Students will have the right:

- To access their own personal and educational records and to have the university maintain and protect the confidential status of such records, as required by appropriate legal authority.
- To have access to accurate information regarding tuition fees and charges, course availability, general requirements for establishing and maintaining acceptable academic standing, and graduation requirements.

1.3 Right to Freedom of Association, Expression, Advocacy & Publication

Students will have the right:

- To free inquiry and expression.
- To organize and join clubs to promote their common and lawful interests.
- To be able to protest in a manner which does not obstruct or disrupt teaching, research, administration, and / or other activities authorized by the university.

1.4 Rights in the Pursuit of Education

Students will have the right:

- To pursue an education free from illegal discrimination and to be judged on the basis of relevant abilities, qualifications, and performance.
- To fair and impartial academic evaluation and a means of recourse through orderly procedures to challenge action contrary to such standard.
- To an academic environment conducive to intellectual freedom; and to a fair and orderly disciplinary process.

1.5 Responsibilities

Students shall be expected to balance these rights with the responsibility to respect the learning environment for others and for themselves and to make their best effort to meet academic challenges undertaken. Students will be responsible for compliance with the University Code of Conduct.

The standards of professional behavior in the educational setting are related to three domains:

1. Individual Performance.
2. Relationships with students, faculty members, staff members, patients, community and others.
3. Support of the ethical principles of the medical profession.

Individual performance:

- Demonstrates independent and self-directed learning
- Recognizes personal limitations and seeks appropriate help
- Accepts constructive feedback and makes changes accordingly
- Fulfills all educational assignments and responsibilities on time
- Be punctual for all educational experiences (i.e., exams, clinics, rounds, small group sessions, appointments at the clinical skills center)
- Adheres to dress code consistent with institutional standards

Relationships with students, faculty, staff, patients and community:

- Establishes effective rapport with fellow students, faculty, staff, patients and community
- Be Respectful at all times of all parties involved.
- Demonstrates humanism in all interactions.
- Respects the diversity of race, gender, religion, sexual orientation, age, disability and socioeconomic status.
- Resolves conflict in a manner that respects the dignity of every person involved.
- Uses professional language being mindful of the environment and culture.
- Maintains awareness and adapts to differences in individual patients including those related to culture and medical literacy.

Support of ethical principles of the medical profession:

- Maintains honesty.
- Contributes to an atmosphere conducive to learning and is committed to advance scientific knowledge.
- Protects patient confidentiality.

1.6 Student Behavior

- All students are expected to carry their student ID card the whole time and are responsible to present to the security team whenever asked.
- All students are expected to maintain decorum and decency in conducting themselves on the Campus.
- Students are expected to always maintain appropriate professional conduct on campus. Extended social interactions between male and female students in common areas such as the central hall, corridors, learning centre, and coffee shop are discouraged. Faculty members shall monitor compliance with this guideline and are authorized to address any violations in accordance with university regulations.

2. GMU STUDENT COUNCIL

2.1 GMU Undergraduate Student Council

2.1.1 Composition

The Student Council generally consists of students duly elected as representatives for each Undergraduate Programs offered by the Colleges. More specifically, class representatives elected at the beginning of each academic year of different Programs constitute members of the Student Council.

The Representatives will be elected following an approved election procedure which consists of the following stages.

- Nominations of the candidates are submitted to the Student Affairs Department.
- Candidates are eligible only after registration to the program for the academic year. They should not have been involved in any disciplinary act.
- The Student Affairs Department supervises the voting and declares the results of the election.
- The names of the elected class representatives are announced to the University.
- Elected student representatives shall be invited to the Office of Student Affairs Department to formally accept their duties and responsibilities as members of the Student Council by signing an official acceptance document. Upon completion of the signing process, the respective colleges shall submit the signed documents to Student Affairs.
- The University reserves the right to remove student representatives from their office on disciplinary grounds and/or inadequate performance.
- Being part of the Student Council is voluntary in nature, and elected members shall not receive any financial compensation or remuneration for their service.

The responsibilities of members of Student Council include:

- Identify personal problems arising between students
- Bring forth grievances of students
- Recommend effective measures for the wellbeing of students
- Promote Student Publications / Media

From among the members of the Student Council, through a process of fair election, the Executive Board is constituted. Terms of reference of the members are well defined and listed below

2.1.2 The Executive Board Members and Responsibilities

Student Council President

The Student President shall serve as Chair of the Undergraduate Student Council and shall preside at all its meetings. He or she shall sit as a member of the University Council. He or she shall serve as the official representative of the Council and shall have ultimate responsibility for the proper observance of all responsibilities delegated to members of the Council or of

any committee thereof.

Student Council Vice President

The Student Council Vice President shall serve as the assistant Chair of the Undergraduate Student Council and shall preside at all its meetings. He or she shall sit as a member of the University Council and assume all the responsibilities of all the Student President in his/her absence.

Joint Secretaries for each of the Programs

He/she shall assist the Student President in the proper observance of all responsibilities delegated to the members of the Undergraduate Student Council or any committee thereof.

Treasurer

The Treasurer shall serve as Chair of the Budget and Funding Committee. He or she shall keep a full account of money expended and received and shall make a report on such account at such time as the Council may desire. He or she will coordinate the University administered receipts and all expenditures and financial responsibilities of the Council. He or she shall have charge of all accounts managed by the Council.

Event Coordinator (EC)

The Event Coordinator shall serve a 1-year term from the date of one election to the date of the next election. He or she will be responsible for hosting extra-curricular events hosted by GMU like commemorating National Day, celebrating Global Day and participating in literary events, Cultural events and Quran reciting competition, both within and outside the University. He or she will be responsible for allocating responsibilities to different members of the council for each event. The Event Coordinator must plan and execute the events in conjunction with at least one staff member for each event and may suggest plans for any other activities.

Communication Officer (CO)

The Communication officer shall serve a 1-year term from the date of one election to the date of the next election. He or she will take attendance and all meeting notes and minutes, recording information during weekly meetings. The minutes of each meeting will be compiled and submitted to all concerned departments. The Communication officer must work with all student council members as necessary to ensure communication of events, activities, and information are recorded and shared with all members.

Community Engagement Officer (CEO)

The Community Engagement Officer shall serve a one-year term from the date of one election to the date of the next election. He or she will be responsible for fostering connections between the student body and the wider community, organizing and promoting initiatives that encourage student participation in outreach programs, volunteer activities, and collaborative projects, and identifying opportunities for positive community impact.

Sports Officer (SO)
The Sports Officer shall serve a 1-year term from the date of one election to the date of the next election. He or she will be responsible for assisting with the sports festival as well as all sports related events and activities on and off campus.

2.1.3 Representation

GMU Student Council shall have representation in the following Council (s) / Committee (s)

- University Council
- College Council
- Quality Assurance & Institutional Effectiveness Committee
- Campus Health, Safety and Security Committee
- Sports, Culture and Literary Committee
- Learning Resources Committee
- Curriculum Committee
- Quality Assurance and Program Evaluation Committee
- Inter-Professional Education Committee
- Community Engagement Committee

2.2 GMU Graduate Student Council

The GMU Graduate Student Council comprises of representatives elected from the various graduate programs.

2.2.1 Composition

The Graduate Student Council shall consist of students duly elected as representatives for each graduate program.
The Representatives will be elected following an approved election procedure which consists of the following stages.

- Nominations of the candidates are submitted to the Student Affairs Department.
- Candidates are eligible only after registration to the program for the academic year. They should not have been involved in any disciplinary act.
- The Student Affairs Department supervises the voting and declares the results of the election.
- The names of the elected class representatives are announced to the University.
- Elected student representatives are invited to the Office of the Student Affairs Department where they will sign a formal document accepting their duties and responsibilities as elected members of the student council.
- The University reserves the right to remove student representatives from their office on disciplinary grounds and/or inadequate performance.

The responsibilities of members of Student Council include:

- Identify personal problems arising between students.
- Bring forth grievances of students.
- Recommend effective measures for the well-being of students.
- Promote Student Publications.

2.2.2 The Executive Board Members and Responsibilities

Graduate Student Officer (GSO)

The Graduate Student Officer shall serve a one-year term from the date of one election to the date of the next election. He or she will be responsible for representing the interests of graduate students and advocating for their needs, collaborating with relevant university departments to address issues related to graduate student life, academics, and well-being.

3. STUDENT CLUBS

3.1 Introduction

Student Clubs are a great way for students to develop social, communication, networking and leadership skills. Involvement in recognized clubs and organizations at GMU allows students the opportunity to network, represent GMU, take part in the leadership and mentorship programs and become engaged in events and service activities both on and off campus.

The Student Clubs Policies and Procedures document is a resource guide. It is designed to assist student club and organizational leaders and advisors in establishing and effectively leading a successful organization.

3.2 Benefits of Student Club and Organization Recognition

Involvement in student clubs provides opportunities for holistic development, including enhanced career prospects, communication and leadership skills, social networking, personality development, and organizational abilities. It also supports resume building and fosters meaningful professional and personal connections.

3.3 Definition of a New Club

A new club or organization at GMU is defined as a group of students who have similar interests.

3.4 Guidelines for Establishing a New Club

1. Contact Student Affairs to get an Application for Club Recognition Form.
2. Recruit a minimum of 20 currently enrolled full-time GMU students as members.

3.5 Clubs that are denied or terminated

New or Returning clubs and organizations may be **denied** or **terminated** due to the following:

- A club is not meeting the requirements outlined by the Student Clubs Policies and Procedures.
- A similar club or organization already exists.
- The club or organization fails to comply with the Student Club Policies and Procedures laid out by the Student Affairs Department.
- A club or organization's inability to complete the registration guidelines completely and submit it the information in a timely fashion.

3.6 Club Responsibilities

All clubs and organizations must adhere to the policies and procedures set forth by Gulf Medical University. All clubs or organizations are required to uphold the constitutions and by laws.

All clubs must have the following:

1. Club Name
2. Club Logo: Design a club logo
3. Club Flyer / Poster
4. Club Instagram Account

3.7 Executive Team Roles and Responsibilities

3.7.1 Responsibilities of Leader, Student Club:

- Oversee club, members, and managerial staff
- Manages sub-categories of clubs (if any)
- Organizes and attends at least 2 activities per semester
- Creates an agenda for each meeting
- Attend club meeting with Student Affairs
- Responsible for the safety of all members
- Submit a report at the end of each academic year detailing all events and activities, including location, photographs, number of participating members, and nature of events.

3.7.2 Responsibilities of Co Leader, Student Club:

- Assists the Leader**,** Student Club with duties
- Stands-in for Leader**,** Student Club at meeting when they cannot attend
- Make sure surveys are conducted for each event
- Assists with managing club activities
- Takes attendance
- Review meeting agenda
- Record Attendance and sends to Student Affairs department within 24 hours.
- Record survey results and sends to Student Affairs department within 24 hours
- Assists the club leader in the submission of the end-of-year report.

4. THUMBAY LEARNING RESOURCE CENTER (TLRC)

4.1 About the TLRC

The Thumbay Learning Resource Center (TLRC) is a modern facility that supports students, faculty, and staff in their academic and research activities. It provides access to a wide range of learning materials, including books, eBooks, journals, and online databases, particularly in the fields of biomedical sciences and healthcare.

4.2 Eligibility

All registered students, faculty, and staff of the university are eligible to access and use TLRC facilities and services.

4.3 Facilities and Resources

The TLRC offers access to:

- Printed books and eBooks
- Online journals and databases (e.g., ClinicalKey, UpToDate, and others)
- Multimedia and internet facilities
- Open access academic resources

Remote access to selected online databases is available for registered users through institutional login.

TLRC staff are available to assist users in locating and effectively using resources.

4.4 TLRC Timings

- **Monday – Friday:** 8:00 AM – 10:00 PM
- **Saturday:** 9:00 AM – 5:00 PM
- **Sunday:** Closed

Note: Timings may vary during Ramadan and academic vacations. The TLRC is closed on public holidays.

4.5 TLRC Orientation and Support

An orientation session is conducted at the beginning of the academic year to help students understand how to use TLRC resources and services. Students can also approach TLRC staff at any time for assistance.

4.6 Accessing Resources (OPAC)

Students can search for books and other materials through the Online Public Access Catalogue (OPAC) available on the TLRC website. Searches can be made by title, author, subject, or keyword.

4.7 Borrowing Policy

- Students may borrow up to **6 items** at a time
- Loan period: **2 weeks**, with **two renewals** (if no reservation exists)
- Items may be reserved if currently issued to another user, on a first-come, first-served basis

4.8 Fines and Responsibilities

- Overdue fine: **AED 1 per day per item**
- Lost or damaged materials must be replaced or paid for (latest edition cost may apply)
- Borrowing privileges may be suspended until all dues are cleared

4.9 TLRC Services

- Assistance in locating books, journals, and digital resources
- Access to online databases and e-resources
- Journal article request service
- Interlibrary loan services (subject to availability and institutional agreements)

4.10 Code of Conduct

Students are expected to follow these rules while using the TLRC:

- Maintain silence and respect the study environment
- No food or drinks are permitted inside the TLRC
- A valid university ID must be carried for borrowing services
- Personal laptops are permitted; bags may be placed in designated areas when required
- TLRC materials must not be marked, damaged, or removed without proper issue

4.11 Clearance (No-Due Certificate)

Students must return all borrowed materials and clear any outstanding fines to obtain a **No-Due Certificate**, which is required for course completion and official documents.

4.12 Support and Assistance

For any assistance, users may approach TLRC staff at the service desk during working hours or contact the TLRC through official communication channels provided by the university.

5. STUDENT SERVICES AND FACILITIES

5.1 IT Services

The delivery of IT services at Gulf Medical University is structured to support both academic programs and administrative workflows. Through advanced computing laboratories, virtualization systems, and academic portals, the university provides students with the digital environments necessary for clinical training and scientific research.

Extended Reality Simulation and Clinical Immersion Platforms

Thumbay Institute of Clinical Simulation (TICS) Operating within the Thumbay Institute of Health Workforce Development serves as the central hub for virtual clinical simulation. This facility implements virtual and augmented reality platforms to provide high-fidelity training. These clinical training programs use several virtual environments:

- **XR-Clinic:** This extended reality platform allows medical and health science students to don high-resolution VR headsets to interact with realistic clinical spaces. Within this interactive environment, students document patient medical histories, perform physical examinations, select diagnostic imaging, run laboratory tests, and prescribe therapies. The software logs student actions in real time, comparing performance against standard diagnostic protocols to deliver quantitative feedback. The clinical library contains over 200 simulation cases, supporting both individual practice and multi-user, team-based training.
- **MVR-Nursing:** This platform provides specialized virtual simulation to train nursing students. It features simulated environments that guide students through patient assessments, wound care, and drug administration across a variety of settings, including intensive care units (ICUs), pediatric wings, and emergency departments.

The system uses advanced graphics rendering, haptic feedback controllers, and spectator features to help faculty monitor student clinical actions. These clinical simulations are showcased during events such as the Global Healthcare Simulation Week. This annual event highlights many healthcare technologies demonstrating the university's commitment to immersive healthcare education.

The Thumbay AI Laboratory and Healthcare Informatics

Specialized computational environments at the university are anchored by the Thumbay AI Laboratory. This advanced facility supports programs like the Master of Science in Artificial Intelligence and Health Informatics and drives interdisciplinary research across the university.

The lab is equipped with high-performance computing clusters that allow students and researchers to train machine learning models on medical imaging, develop diagnostic algorithms, and evaluate healthcare software. Industry partnerships provide students with opportunities to work on sponsored research and commercial healthcare projects.

This research capability is supported by strategic agreements, including the Memorandum of Understanding (MoU) between the Thumbay Institute for AI in Healthcare and the Applied Artificial Intelligence Research Lab (2AI Research Lab) at the University of South Dakota, USA.

This partnership promotes collaborative research, joint academic projects, and software development in clinical AI. Students must complete a safety and security orientation covering medical data privacy regulations before accessing the lab's computational resources.

Secure Digital Examination Center and Assessment Analytics
The university operates a digital Testing Center to ensure secure and standardized academic assessments. The center serves as a regional assessment hub, hosting high-stakes international examinations such as the National Board of Medical Examiners (NBME) International Foundations of Medicine (IFOM) exams and the Membership of the Royal Colleges of Physicians (MRCP) PACES examinations.

Testing Parameter	Technical Specifications and Operational Protocols
Workstation Capacity	230 high-specification desks across three testing halls.
Environmental Controls	Continuous CCTV surveillance and proctoring.
Accessibility Standards	Special needs access featuring wide elevator systems and door frameworks.
Lockdown Engine	ExamSoft engine running on locally installed Examplify clients.
Biometric Verification	Integrated identity auditing and active log tracing.

Examinations are run through ExamSoft by Turnitin. The Examplify client locks down student workstations, preventing local file access, background software execution, internet browsing, and generative AI interference. Faculty construct assessments by mapping exam questions to taxonomic frameworks, such as Miller's Pyramid and the PICRAT model, to evaluate student clinical reasoning.

The system's post-test analytics generate immediate scoring on objective questions, alongside metric indexes such as the Kuder-Richardson Formula 20 (KR-20) for exam reliability. This data is processed in a dedicated analytical room, enabling faculty to refine the curriculum, design diagnostic reports, and develop student remediation plans. Students are required to complete an orientation during their first semester to install the Examplify software and run practice assessments.

Integrated Student Portals and Learning Management System
The university uses the Folio Student Information System (SIS), also referenced as Folio 360.[9] This platform serves as the official academic register where students enrol in classes, track degree progression, and request academic transcripts

The LMS acts as a central hub for student coursework, academic resources, and assessments.

- **Primary Academic Portal Access:** The standardized portal is accessible at https://lms.gmu.ac.ae/moodle.
- **System Integrity Integration:** Assignments submitted through Moodle are automatically scanned using the integrated Turnitin plagiarism detection engine.
- **Collaborative Learning Systems:** The platform supports H5P interactive content, YouTube/Stream video hosting.

Digital Anatomy Dissection Board

Gulf Medical University has introduced the Digital Anatomy Dissection Board as part of its advanced learning technology infrastructure. This state-of-the-art interactive system provides students with access to detailed three-dimensional anatomical models, virtual dissection tools, and comprehensive anatomical learning resources to support teaching, learning, and research activities.

The platform enables students to explore human and animal anatomy through high-resolution digital visualization, interactive simulations, and guided learning modules, enhancing understanding of complex anatomical structures and physiological relationships.

In addition to human anatomy resources, the system includes specialized animal anatomy modules that support the educational requirements of veterinary medicine programs. These modules provide detailed anatomical representations of various animal species, facilitating comparative anatomy studies and practical learning experiences for students enrolled in veterinary-related courses.

The Digital Anatomy Dissection Board is available in designated teaching laboratories and learning spaces. Students are expected to use the system in accordance with university policies and under the guidance of authorized faculty members and laboratory instructors.

Cloud Productivity, Identity Management, Integrity and Collaborative Tools

Upon enrolment, students go through a structured digital onboarding process to establish their unified academic identity. This process is managed via the onboarding portal: https://bit.ly/gmustudentonboarding .

- **Primary Student Email:** Student email addresses use a standardized format: studentID@mygmu.ac.ae.
- **Identity Provider:** This system allows the systems to verify the enrolment and provide access to Moodle.
- **Microsoft 365 & Google Education Licensing:** Registered students receive free access to the Microsoft 365 and Google productivity suite. This includes Word, Docs, Excel, Sheets, PowerPoint, Slides OneNote, Teams, Google Meet, Outlook and Gmail etc...
- **Virtual Classroom Services (Zoom):** The university provides enterprise-grade access to Zoom, fully integrated within the Moodle environment. This service supports synchronous virtual classrooms, real-time room scheduling, and space utilization tracking. Additionally, students benefit from AI-assisted summaries of recorded sessions to aid in review and revision.
- **Academic Integrity Services (Turnitin):** To uphold the highest standards of academic honesty, the university provides students with access to the Turnitin plagiarism detection engine. All assignments submitted through the Moodle platform are automatically scanned by Turnitin to ensure original work. Furthermore, the university leverages this integration within the ExamSoft engine to maintain secure and standardized assessment environments.

Enterprise Networking and Campus-Wide Wi-Fi 7 Deployment
The university has upgraded its campus-wide wireless networking infrastructure to **Wi-Fi 7 (802.11be)** in key areas. This upgrade provides high-capacity, low-latency connectivity to support modern clinical education technologies.

The Wi-Fi 7 network delivers data transfer speeds exceeding 5 Gbps. It features Multi-Link Operation (MLO), which aggregates channels across the 2.4 GHz, 5 GHz, and 6 GHz frequency bands to maintain stability in high-density areas. This architecture provides the low latency required for high-stakes digital testing and streaming virtual simulation scenarios. The network supports a Bring Your Own Device (BYOD) framework. This framework allows authenticated personal laptops, tablets, and mobile devices to access internal academic systems while isolating sensitive administrative networks.

Student Wi-Fi Network (TM_STUDENT)
The TM_STUDENT wireless network is dedicated to enrolled students and provides secure, high-speed internet access through an authenticated connection. Students can access university systems, learning management platforms, digital libraries, educational applications, and other academic resources from anywhere within the campus wireless coverage area. Access is granted using authorized university credentials and is protected through secure authentication protocols.

Guest Wi-Fi Network (TM_GUEST)
The TM_GUEST wireless network is available for parents, visitors, guests, and external participants attending university events or activities. This network provides secure internet access through a dedicated guest channel while maintaining appropriate separation from internal university systems. Access will be provided for 4 hours' time period through an authentication method as determined by the University.

The University's Wi-Fi 7 network is designed to support a high-density academic environment, offering enhanced performance, improved device capacity, lower latency, and a secure user experience across classrooms, laboratories, libraries, student spaces, and common areas.

All users are expected to comply with the University's Information Technology policies and acceptable use guidelines when accessing campus network services.

Academic Technology Support and E-Learning Operations
The E-Learning Center and the IT Support Desk serve as the primary technical support channels for students and staff. The support office is located on the Ground Floor of the Main Academic Building and operates during standard campus hours.

- **Operational Hours:** Monday through Friday, 8:00 AM to 5:00 PM.
- **Internal Telephone Support:** Campus extensions 1509, 1213, or 1338.
- **Direct Messaging Support:** WhatsApp support line at +971 6 703 0509 (Ext: 1509).
- **E-Mail Helpdesk Support:** support@mygmu.ac.ae.
- **GMU AI Student Support Agent:** https://bit.ly/GMU-AI-AGENT
- **GMU Support Portal:** https://bit.ly/e-learningcenter

The support desk resolves issues with account authentication, LMS navigation, local software installation, and network connectivity. Technical assistance for personal device hardware is limited to diagnostics and referrals to authorized external service center.

5.2 Health and Safety

The Thumbay University Hospital catering healthcare needs in different clinical specialties. The aim is to complement the academic mission of GMU and to provide educational, supportive and first-aid, health care to the GMU campus community, which includes students, staff, and faculty. Great emphasis is exercised to make the campus a healthy and safe place to study, work and live [Link]

Health Services Policy

As part of the registration procedures, every student must be covered for medical services either through Medical Insurance (for GMU sponsored students) or coverage through health insurance plans with their families. Students who do not have Medical Insurance plans are required to subscribe to the Medical Insurance issued by a reputed insurance company with which GMU has a tie up. The application form for the Medical Insurance is available with the Student Affairs Department [Link].

Medical Checkup

All enrolled students on all programs offered by Gulf Medical University undergo a general checkup and eye testing at the time of registration. At the time of commencement of student clinical rotation, testing for infectious disease is mandatory either in the Ministry of Health or GMU Laboratories.

The following tests are to be done

a. Protective Ab Panel: (TC:6911)	b. Infectious Screen Panel (TC:6250)	c. Vaccinations
● Anti HBs ● Varicella IgG & IgM ● Rubella IgG & IgM ● Mumps IgG & IgM ● Measles IgG & IgM	● HIV ● HCV ● HBsAg	● BCG, HBV and Tetanus are mandatory ● Additional vaccinations recommended by clinicians are mandatory.

- If the student has a medical issue and he/she did not inform about it during his/her application, the student will be terminated immediately from the program.
- If the student develops a disease during the training, his/her condition will be reviewed by a medical committee appointed to decide on the suitability of continuation of the program or not. This process will be followed for both communicable and non-communicable diseases.
- If at any time it is discovered that a student has a communicable disease, then the Clinical Training will be suspended immediately till his/her case has been reviewed by the committee appointed for the same.

Needle Prick

If a student gets a needle prick, the following procedures shall be taken:

- The needle shall be sent to the laboratory in a closed and sterile container to check for HIV, HCV and HBV.
- The prick site shall be cleaned and dressed.
- A blood sample at zero time shall be taken from the student to check for HIV and HBV and shall be documented in the student file in the college as well as with the Academic Office.
- A second blood sample shall be taken after 30 days of the needle prick to check for HIV and HBV and shall be documented in the student file in the college as well as with the Academic Office.
- A third sample shall be taken after 6 months of the needle prick to check for HIV and HBV and shall be documented in the student file in the college as well as with the Academic Office.
- If at any time the student shows signs of infection with HIV, HBV or HCV he/she shall undergo immediate treatment and his/her training will be suspended till proven free of disease.
- If the needle is found to have traces of HIV or HBV in it (after step 1) then the student's training will be suspended till proven free of disease.
- If the student does not show any sign of infection after the needle prick, the Clinical Training program can be resumed with a condition to keep the student under observation for signs of illness. And when the student has to change the rotation as part of the training program, the information of the needle prick shall be handed over to the respective Head of Department.

Third Party Liability (TPL) Insurance

As per the Ministry of Health (MOH) guidelines, all students undergoing clinical training at various hospitals are required to have a valid Clinical Training – Third Party Liability (TPL) Insurance. This insurance cover is restricted to training hours only and / or whilst participating in indoor and/or outdoor university activities under university's expressed authorization including transportation from and to training center by university vehicles

5.3 Student Support

Student Support Providers

Student Services	Coordinators	Intercom Nos.
Female Residential Halls	Ms. Sowbhagya Ajith	Ext. 1508
	Ms. Daisy	06-7400864
Male Residential Halls	Mr. Narayan	056 9643385
Accounts	Mr. Satya Narayana Subba	Ext. 1794
	Mr. Venkata Subbarao Bachu	Ext. 1795

	Mr. Baba Samseer	Ext. 1796
Library	Dr. Shafi Mohammed	Ext. 1221
Transport	Mr. Joshva Pramod	Ext. 05606
	Mr. Anu Thomas Joseph	Ext. 05024
Audio Visual Aids	IT Department	Ext. 1509
Visa and Emirates ID	Ms. Hala	Ext. 1787

Classroom & Laboratory Protocol

Students are strictly advised to note the following rules

- Attendance will not be granted for late comers to lectures and laboratories.
- Lab coats must be worn only during laboratory work.
- Students should use equipment and property of the institution with care and should not indulge in destruction or damage to any of the equipment & property. If a student is found to be responsible for any such damage, the repair / replacement cost for the same shall be recovered from the student.
- Visitors are not permitted to attend lectures and enter laboratories except with the prior written approval of the Dean of the College.
- Students should leave the lecture halls as soon as the lectures are over as the halls are shared with other programs.
- Students are not permitted to eat or drink within classrooms. Also celebrating parties of any kind inside classrooms is strictly prohibited.

5.4 Student Wellbeing Center

The Student Wellbeing Center (SWC) at Gulf Medical University was established in the Spring Semester of 2024 to promote and support students' psychological, emotional, social, and academic well-being throughout their educational journey. The Center recognizes that students may face personal, academic, social, and emotional challenges that can affect their mental health, adjustment, academic performance, and overall quality of life. Accordingly, the SWC is committed to fostering a supportive, inclusive, and student-centered environment that promotes resilience, personal growth, emotional well-being, and academic success.

The Student Wellbeing Center uses a holistic, evidence-based approach to student support through preventive, developmental, and supportive initiatives that enhance students' coping abilities, self-awareness, interpersonal skills, emotional regulation, and positive adjustment to university life. The Center collaborates closely with the Student Affairs Department, the College Happiness Centers, and the Student Council to ensure a coordinated, comprehensive approach to student support and well-being services.

The SWC promotes a culture of well-being within the university community through workshops, psychoeducational activities, awareness campaigns, and evidence-based intervention programs. Areas addressed by the Center include stress management, resilience-building, mindfulness,

emotion regulation, communication skills, self-esteem, assertiveness, time management, study skills, and healthy coping strategies.

In addition, the Center provides guidance and supportive interventions to help students manage academic and personal challenges, strengthen self-efficacy, enhance emotional adjustment, and improve overall academic and personal functioning.

5.5 Counseling Services

As part of the services provided by the Student Wellbeing Center, counseling services are available to students experiencing personal, emotional, academic, social, or psychological concerns that may affect their well-being or academic functioning. These services are delivered in a confidential, respectful, safe, and student-centered environment that promotes emotional well-being, psychological adjustment, and healthy coping.

Counseling services support students who may experience concerns including anxiety related to academic responsibilities, examinations, accommodations, or homesickness; emotional distress or persistent sadness; stress and burnout; low self-esteem; difficulties with concentration, organization, or academic demands; interpersonal or social difficulties; adjustment-related concerns; emotional instability; and challenges related to personal, family, or career matters.

The counseling process aims to assist students in developing effective coping strategies, enhancing emotional regulation and problem-solving skills, strengthening resilience, and improving overall psychological well-being. Where appropriate, students may also be referred to specialized medical or mental health services to ensure comprehensive care and support.

Students may schedule counseling appointments through the official Student Wellbeing Center appointment form available on the university website or through their respective College Happiness Centers.

Academic Counseling / Mentoring Policy

- Student advising/mentoring is part of the academic duties of every faculty member. The Dean or Chair of the Academic Unit assigns faculty advisors to ensure that students are distributed appropriately among faculty members and that the number of mentees per advisor remains manageable.
- Each student shall have an assigned full-time faculty advisor/ mentor. This does not preclude informal advising with a student regarding progress in the courses being taught.
- Student advising/ mentoring is not limited to registering students but encompasses all aspects of academic advising, including selecting electives, counseling/ mentoring on any academic difficulties or problems encountered, and monitoring the academic progress of advisees.
- Students shall be informed of their faculty advisor /mentor. Prior to course registration, faculty members shall be available to advisees during their scheduled office hours to discuss academic programs and issues related to vocational, career, and educational goals. A record shall be kept of the advisory meetings.

Adjunct faculty are not to be appointed for the academic advising of their students

5.6 People of Determination

Overview
GMU works in compliance with the UAE National Policy for Empowering People with Disabilities to protect and prioritize the needs and rights of the 'people of determination'.

Facilities:
GMU provides accessible facilities both at the university campus and its hostels for students of determination. This includes all below but not limited to

- Ramps
- Elevators
- Wheelchair provisions
- Special Parking arrangements
- Special provisions in washrooms
- Laundry and catering services at hostels/residential halls.
- Speech options are available in the learning resources such as clinical key
- Increase Font Size option available in all learning resources and exams.

Services:
GMU provides support services for students of determination which include all below but not limited to

- Healthy, Safe and Secure Environment
- Mentorship program
- Academic advising program
- Personnel counseling through student counselors.
- Enrollment in Moxie Club and Mental Health Club Services.
- A dedicated personal counseling is also available through the college Student Happiness Center representative.
- Psychiatric consultation services are available for students of determination with an emotional disorder when needed.

Special Discounts:
GMU shall provide students of determination 20% discounts* on:

- Thumbay Physical Therapy & Rehabilitation Hospital
- Thumbay Optical ZO & MO

Accommodations:
GMU provides accommodations which shall include all below but not limited to:

- Based on student needs, modifications in the hostel apartments are arranged by the university. These modifications may include fixing grab rails in the bathrooms and repositioning the taps to be accessible.
- Students with dietary restrictions shall have access to special food at the campus food court.
- Arranging any needed course or classroom adjustments.

- Reasonable adjustments concerning exam timings, assignment submission deadlines, etc.

5.7 Student Happiness Center:

The Student Happiness Center (SHC) is a student support service center, comprising of faculty and nominated students dedicated to enhancing students' overall well-being. Members of SHC will provide students with information, advice, guidance, or referrals regarding any concerns or complaints. They will also serve as a liaison between students and various college and university departments.

5.8 Student Voice Application

The Student Voice application is an essential platform that enables students to express their concerns and actively contribute to improving their university experience. The application can be accessed via the GMU website's Student Happiness Center (SHC) page and through prominently displayed QR codes in lecture halls and laboratories, ensuring broad availability for all students. The diligent monitoring by the SHC Coordinator reflects the university's dedication to promptly addressing student concerns. The application provides a structured channel for reporting grievances related to actions or inactions within the university community, promoting consistency and fairness in the resolution process. Through an intuitive QR code system, students can submit Suggestions, lodge Grievances (complaints), participate in Course and Faculty Evaluations, engage in Self-Assessment, report Incidents and accidents, or post complaints. Furthermore, the application serves as a portal to essential resources, including the Student Handbook and Program Catalog, functioning as a central information hub. For ease of installation, students may download the application to their iPhone/iPad or Android device using the relevant instructions for each platform. This proactive initiative empowers students to shape their academic environment and ensures that their concerns are acknowledged and addressed fairly and equitably.

5.9 Recreational Facilities

State of the art recreational facilities are provided in the Body & Soul Health Club, a gymnastic unit of GMU. Membership is provided to the students at a concessional rate, and they can enjoy all facilities including swimming.

Basketball court, Volleyball court, Tennis court, Cricket & Football grounds are located in the campus. Separate indoor Table Tennis, Badminton and Squash facilities for male and female

students have been provided. The sports committee announces inter-collegiate sports events every year wherein interested students can participate. Information on specific program/s and service/s particularly athletic, cultural and literary like GMU Global day celebrations, Intercollegiate Sports meet, debates, presentations at scientific meetings, health exhibitions are displayed prominently on Student Notice Boards, the University Website and MYGMU e-platform to encourage participation by all students in these events.
Participation in GMU sponsored Health Camps, Oral Health Camps, Health campaigns for cancer awareness, Fitness for health, Healthy Baby contest is encouraged and provides opportunities for learning in community – oriented settings.

5.10 Masjid

Separate entrance for men and women with ablution facilities are provided in the Thumbay Masjid located in the campus.

5.11 Residence Halls

The Student Affairs Department supports and complements the mission of the university and its academic programs by creating a comfortable and safe environment that contributes to the success of resident students' educational progress and personal growth.

The hostel offers a learning environment that fosters self-dependence, respect for social and communal norms, and tolerance of cultural diversity and provides opportunities for residents to improve their communication and social skills, which support their academic development.

Administrative Support:

Name	Position	Telephone	Email ID
Dr. Zeina Mazloum	Head – Student Affairs	067431333 Ext: 1618	dr.zeina@gmu.ac.ae
Mr. Vinoth Kumar	Officer	067030593 Ext: 1217	studentsaffairs@gmu.ac.ae
Ms. Sowbhagya Ajith	Secretary	067431333 Ext: 1508	sowbhi@gmu.ac.ae
Ms. Hala	Visa, Officer	067431333 Ext: 1787	hala@gmu.ac.ae
Ms. Daisy Thomas	Warden Female Residential Hall	0505103981	daisythomas@gmu.ac.ae
Ms. Zubaida R	Warden Female Residential Hall	0551673548	rakefahaneef@gmu.ac.ae
Ms. Rekha	Warden Female Residential Hall	0551984507	rekha.k@gmu.ac.ae
Mr. Narayan	Warden Male Residential Hall	0569643385	warden@gmu.ac.ae

Hostel Fees (Non-Refundable)

a) Ladies Hostel

Sl. No.	Description	Fees*	Security Deposit**	Utility Charge*
1	Single – Studio	AED 32,550	AED 1,000	AED 2,310
2	Three-person shared flat with en-suite bath (Large)	AED 30,450	AED 1,000	AED 2,310
3	Three-person shared flat with en-suite bath (Small)	AED 28,350	AED 1,000	AED 2,310
4	Three-person shared flat with external bath (Large)	AED 26,250	AED 1,000	AED 2,310
5	Two-person shared flat with external bath	AED 22,050	AED 1,000	AED 2,310
6	Single Flat with living room	AED 36,750	AED 1,000	AED 2,310

b) Boys Hostel

Sl. No.	Description	Fees*	Security Deposit**	Utility Charge*
1	Four-person sharing flat, en-suite single room	AED 30,800	AED 1,000	AED 2,310
2	Four-person sharing flat, external bathroom-single room	AED 30,450	AED 1,000	AED 2,310
3	Two-person shared room with external bathroom	AED 15,400	AED 1,000	AED 2,310

***** The above fee includes VAT @ 5%.
******Refundable at the time of vacating the hostel accommodation, provided he/she has no deductions for any damages or any non-payment of hostel fees or utility charges.
Note: Hostel fees must be paid in full before availing of hostel facility.

5.12 GMU Hostel Rules

Introduction: Student Affairs Department supports and complements the mission of the university and its academic programs by creating a comfortable and safe environment that contributes to the success of resident students' educational progress and personal growth.

The hostel offers a learning environment that fosters self-dependence, respect for social and communal norms, tolerance of cultural diversity and provides opportunities for residents to improve their leadership, communication, and social skills, which support their academic development.

Rules and regulations have been formulated to help the students study comfortably in the hostel, to ensure their safety and maintain discipline. All the residents of the hostel must strictly adhere to these rules.

1. **Right of Occupancy**

- GMU students who have paid and obtained hostel pass have the right to reside.

- All students who require hostel facility must complete the hostel fees **before July 31** and those who did not pay will be considered cancelled.
- Fees are charged for one academic year extending from the beginning of the academic year to the end **(September to July yearly-11 MONTHS ONLY)**.
    - The hostel is CLOSED for renovation and maintenance during the month of August.
    - Request for renewal to be submitted and paid a month before the next academic year**. The room is confirmed once the full payment is completed**.
    - Students leaving the hostel in the middle of an academic year are **NOT eligible for refund of the fees**.
- A student has the right to report to the Warden, Hostel In-charge, or Student Affairs Department in case of any difficulty faced during her/his stay in the hostel.
    - Once students reserve a room and pay for the year, the fees are **non-refundable**.

2. Curfew

- During **weekdays** (Monday, Tuesday, Wednesday, Thursday) all residents are expected to be in their respective rooms by **11:00 pm**.
- During **weekends** (Friday, Saturday & Sunday) all residential students must report back before
  11:30 pm.
- During **Holy month of Ramadan**, all residential students must report back to hostel before 12 midnight.
- **Students are required to enter their name and registration number accurately in the daily movement register, which is kept at the security point, each time they leave or return to the hostel**. Daily attendance of hostel students shall be conducted and submitted to the Hostel In- charge.
- The hostel warden monitors the attendance records regularly for tardiness and absences. Repeated violations of attendance regulations will be reported to the Office of Student Affairs.
- Students require prior permission from the warden before leaving the hostel for shopping. Details about their movement in such cases should be entered in a movement register maintained for this purpose.
- Hostel doors will be **locked by 11:00 pm** and open only in case of an emergency.

Violation of the curfew timings and hostel regulations may result in the cancellation of the hostel facility.

3. Weekend / Vacation out-pass policy

- Female students who wish to go out to visit their parents or relatives must obtain prior permission from their parents or nominated guardians on each occasion and

must inform the concerned warden.

- An email/ WhatsApp to the warden must be sent 24 hours in advance for prior approval: Ms. Daisy Thomas, warden(Bld-11) email: daisythomas@gmu.ac.ae or mobile:0505103981, Ms. Subaida, warden(Bld-9) email: rakefahaneef@gmu.ac.ae or mobile: 055-1673548 /0503649007, Ms. Rekha Rambukwella, Warden(Bld-10) email: rekha.k@gmu.ac.ae or mobile: 0551984507 and Mr. Narayan Rajdhami, Boys Hostel Warden email: warden@gmu.ac.ae or mobile: 056-9643385.
- Students must make an entry in the weekend book, kept at the security point, every time they go out during weekends.

4. Summer Period

- The hostel will be closed during summer vacation in the month of August.
- Students who are not renewing are required to take their belongings while leaving.
- Belongings during summer vacation are allowed in respective rooms only to those who have renewed and completed the payment.
- Renewed students are required to clear all food items left in the fridge during summer vacation.
- The university will not be responsible for students' belongings once students leave the hostel.

5. INTERNS / APPE student

- A hostel facility provided for all interns on payment, provided vacancy is available. The parent must send an email stating that, as per the hostel academic year (September to July), their daughter or son—mentioning the full name and Registration Number/GMU Admission ID—will vacate the hostel in July, even though the internship will not be completed by then.
- No transport service will be provided for internship students.

6. Smoking / Alcohol / Drugs

- Smoking, Shisha and using and / or storing drugs / alcohol are **strictly prohibited** in GMU hostels.
- If a student is found using drug / alcohol / shisha he / she will face severe disciplinary consequences.

7. Littering

- Since the hostels are the residents' second home, all students are expected to maintain cleanliness inside the halls.
- Rooms are inspected periodically for cleanliness.
- Students are also expected to regularly empty the garbage in their rooms.
- **Cleanliness**: Hostel students are responsible for always keeping their room clean and

tidy. **A penalty will be imposed for excessively dirty and unhygienic rooms (after a warning)**

- The hostel management reserves the right to make spot checks. Residents whose standard of housekeeping is not acceptable will be asked to rectify the situation.

8. **Visitors**

Visitors are not permitted in the hostel at any time. However, as an exception, only parents are allowed to assist the resident during check-in on the hostel joining date and check-out at the time of vacating the hostel, for a brief period (maximum of 2 hours). During this time, they must present their ID proof to security.

9. **Furniture**

- Students are strictly forbidden from shifting furniture's without permission.
- Students must obtain prior approval from the hostel in-charge before bringing any personal items or furniture into the hostel.

Supplementing the Rules and Regulations are student responsibilities which are briefly mentioned below.

10. **Student responsibilities**

- Kindly ensure that all electrical equipment is switched OFF after use. If any room is found with the oven, AC, or other electrical devices left ON unnecessarily, the wardens reserve the right to switch off the devices in the interest of safety and energy conservation.
- The air conditioning controller in the corridor of the concerned flats shall be used with mutual understanding among the students residing in the respective flat. Students are required to coordinate and regulate the AC usage based on mutual agreement and consideration of each other's comfort.
- In case of any disagreement, students are expected to resolve the matter amicably among themselves. Requests for shifting to another flat or moving out of the hostel on such grounds, as well as any requests for refunds, will not be entertained.
- Students must take care of their personal belongings, and the management will not be responsible for any loss or damage. Before leaving the hostel, the student must pay all hostel dues in his/her name. On leaving the hostel, the student is required to clear all her/his belongings.
- Students must maintain cleanliness and discipline in the hostel. All property and fittings should be handled with care. If a student is found to be responsible for any damage, the cost of repair/ replacement will be recovered from the student.
- Students are required to abide by the advice and decisions of the matron/warden on all matters pertaining to life in the hostels.
- Students are required to abide by any other rules or regulations, which the Dean, the

Hostel In- charge or the warden may feel necessary to introduce from time to time.

- Students are required to submit a No Objection Letter from their parents and complete the Hostel Security Refund and Clearance Form, submitting it to the concerned warden. The refund process will take approximately three to four weeks.

11. Actions Prohibited: STUDENTS MUST NOT

- Break the curfew timings.
- Write on the walls, lifts, doors of the hostel.
- Bring in any pets (cat, puppy, bird etc.) into the hostel.
- Remove furniture or install personal locks for rooms.
- Insert / fix holes or hooks in walls, floors, or ceiling.
- Refuse to follow the instructions from the Matron or security personnel who is only performing his/her duties.
- Allowed to decorate the exterior of rooms, corridors, or other common areas.
- Shout or create disturbances for any residential room.
- Drop or throw any solid object or liquid from the windows.
- Harass or verbally abuse any resident or staff member living in the hostel.

12. DICIPLINARY PROCEDURE

Following actions are taken for those who break the rules of the hostel

1. **First** a verbal warning is given to the student.
2. **Second** a warning letter is issued and copied to the parents and the Dean of respective College.
3. **Third** – student penalized/expelled from the accommodation.

Any breach of the above rules by the residents may result in the deprivation of the privilege of occupying the room, and be liable to pay for any damages, as may be claimed by the authorities. Also, there will be **NO refund of fees** in the event of denial of hostel accommodation on grounds of misconduct (academic or personal).

13. Student Transportation Service for Hostel Students

The Transport Department is strongly committed towards providing quality transportation by maintaining the highest level of safety, outstanding customer service and positive employee relations. The team comprises of experts in the areas of safety, training and development, vehicle maintenance, routing and public relations. This makes us confident of providing exceptional services to our students.
Services we offer:

Regular Service

1) Separate Vehicles operating for Girls & Boys Hostel. Morning picks up and evening drop-off service will be provided from Monday to Friday except on public holidays.

2) **Hostel Pick up Timing**

Girls Hostel: 8:10 AM (1Bus) 8:20 AM (2Bus)

- Pick From Boys Hostel: 08:10 AM, 11:00 AM, 2:00 PM
- Drop To Boys Hostel from GMU: 10:45 AM, 01:45 PM, 04:30 PM, 06:30 PM, 08:00 PM

Special Service

- Airport pick up and drop off service (Dubai Terminal 1,2,3 & Sharjah) on Semester holidays (2 times in an Academic year) will be provided up on request and the request must be raised by Hostel Secretary or Hostel Warden) Through Transport Portal on behalf of hostel students (HOD Approval Required). Airport drop-off will be provided between 5AM to 11PM only.
- Transport Services will be provided for Students to the Emirates of Sharjah, Umm al Quwain & Ajman during their Service Postings up on request and shall be raised by individual college Secretaries through Transport Portal. (HOD Approval Required). Students should use both way transport as there is no one time to pick up from posting location without using the drop service.
- One-time Monthly shuttle service to mall on Saturdays: Service shall be provided (for minimum of 10 students to Hostel students accompanied with Hostel wardens up on request and the request must be raised by hostel secretary or hostel warden through Transport Portal.
- 24/7Ambulance service is available in case of emergencies student can directly call the emergency number 067705555 / 0549955414 of Thumbay university Hospital Ajman and report to the hostel warden.
- Students are allowed to use the transport services from GMU after their classes GMU-Hostel: 6:30 PM, 8:00 PM.

Procedure:

- Company is not responsible for any loss or damage of personal belongings of Student while they are travelling in company-provided vehicles. Students are expected to be careful with regards to their personal belongings while using transport facilities.
- Students are expected to be on time for the pickup and should not delay the process.
- Students are expected to maintain cleanliness within the vehicle.
- At any point of time Students should not get into arguments / scuffle with bus drivers. Any problem with respect to bus drivers should be informed / reported to the Transport Department In charge person.
- Students are expected to arrive about 5 minutes before their bus arrival time.
- Transport Regular Services we provide from Hostel to GMU and back to Hostel as per the university timings.
- Airport pick up & drop off services shall be provided during semester breaks only, i.e., 2 times in academic year & request shall be raised through Transport Portal.
- Sight-seeing we provide for a minimum of 10 students for locations Dubai, Sharjah &

Ajman.

- Sight-seeing we provide One Location /request / month (one time Drop off & one-time pick up from location only)
- All outings, students should manage to wind up their trip early and reach hostel by 8:00 PM and must report to the hostel warden.
- Eating and drinking is strictly not allowed inside the bus
- Students should always carry their respective ID card (Emirates ID & College ID)
- Students must use the airport pick up and drop off facility during semester breaks. It is not possible to carry forward the unused service.
- Students other than the traveler is not permitted to use the transport for Airport pick up or drop.

Contact Details

Transport Supervisor
Mr. Anu Thomas – 0555611835- Ext-1739 Email – anuthomas@gmu.ac.ae

- EXT No. for Mr. Anu Thomas – 05024
- EXT No. for Mr. Pramod – 05606
- EXT No. for Mr. Subeesh – 05510

Complaints Grievance

Mr. Pramod -0508197355	-Ext-1268	-Email- pramod@gs.thumbay.com
Mr.Subeesh -0507467155	-Ext-1219	-Email-subeesh@thumbay.com

Note:

1. For Airport Pick up & drop off travel itinerary is mandatory to accept the request.
2. All requests must be submitted at least one day prior to the service through concerned -department secretaries.
3. We provide the above-mentioned services at free of cost.

Airport pick up & drop off Cancellation or no-show policy
We require a minimum of 12-hour prior notice in order to cancel a scheduled appointment last minute cancellation those made within twelve hours of your appointment time, incur an AED.150/ cancellation fee, likewise the case for No Show, Cancellation request must be forwarded by email to transport service coordinator within the time frame to avoid the surcharge.

5.13 Career Service Policy
Students are encouraged to discuss their career plans with the faculty advisor and seek help in preparing their curriculum vitae from the respective colleges
Students shall be helped by filling in application forms for taking various licensing examinations being held in the country and abroad.

5.14 Elective Training

Introduction

The Elective Training program is designed to provide international exposure to methodologies in healthcare and research, and the nuances of medical advances.

GMU students can visit universities, hospitals, pharmacies, and related Industries, as well as research laboratories in different countries, and interact with patients, physicians, pharmacists, and other health care service providers.

Policy Statement

It is the policy of Elective Training Program to stimulate the minds of students, expand their horizons of knowledge, and prepare them for future work, by letting them observe and learn various skills, in a variety of professional settings.

Aims

- To be aware of the impact of state-of-the- art facilities, equipment, and technology in the delivery of Health care and Research
- To observe professionals at work in visiting Institutions, prior to student graduation.
- To develop confidence, maturity, responsibility and interpersonal skills in novel settings
- To demonstrate greater understanding of ethical, confidential and sensitive issues, when exposed to patients with different beliefs, values and culture

6. APPROPRIATE AND PROPER USE OF ELECTRONIC RESOURCES

6.1 Appropriate and Proper Use of Electronic Resources

The university maintains an information security framework to safeguard its data, network infrastructure, and users. Students, faculty, and administrative staff must adhere to policies governing acceptable resource use, network security, and regulatory compliance.

Acceptable Use Policies and Academic Network Ethics

All campus computing resources must be used in a responsible and ethical manner. Users are bound by the Acceptable Use Policy upon enrolment or employment.

- **Authorized Use:** University networks and accounts are provided primarily for academic instruction, research, clinical training, and administrative tasks.
- **Prohibited Activities:** The network strictly prohibits unauthorized file sharing, software piracy, network scanning, packet sniffing, unauthorized server hosting, or attempts to bypass network filters.
- **Security Auditing:** Security teams monitor network traffic patterns to maintain performance and detect potential security threats. Violations of the Acceptable Use Policy can result in immediate suspension of network access and referral to disciplinary committees.

Identity Security and Account Protection

Protecting user identities is critical to preserving network integrity.

- **Credential Guidelines:** Academic accounts require passwords at least 8 characters long, containing at least one uppercase letter, one lowercase letter, one number, and one special character.
- **Password Lifespan:** Passwords expire and must be changed every 90 days.
- **Multi-Factor Authentication (MFA):** Students and staff must configure Multi-Factor Authentication (MFA/2FA) on their Microsoft 365 and Moodle accounts. This uses authenticator apps or SMS codes to verify identity during login.
- **Account Confidentiality:** Users are prohibited from sharing academic passwords or login credentials. Administrative staff will never request user passwords via email or telephone.

Security Parameter	Policy Standard and Enforcement Protocol
Minimum Length	Enforced 8-character minimum.
Complexity Requirements	At least one uppercase letter, one lowercase letter, one number, and one special character.
Lifecycle Validity	Hard reset enforced every 90 days.
Identity Verification	Enforced 2FA on Moodle
Credential Protection	Prohibition on account credential sharing.

Endpoint Security, Threat Prevention, and Regulatory Compliance

The integration of university hospital systems and clinical networks requires strict endpoint hygiene and robust network security.

- **Endpoint Integrity:** Personally owned BYOD devices must run updated operating systems and active, licensed anti-Virus/malware software before connecting to the university network.
- **Data Center Protection:** The university uses Trend Micro Deep Security to protect its physical and virtual workloads from threats and vulnerability exploits.
- **Network Intrusion Prevention:** Trend Micro Tipping Point is deployed at the network edge to shield applications, block intrusion attempts, and prevent threats originating from unmanaged student endpoints.
- **National Compliance:** The cybersecurity architecture is engineered to comply with the UAE Protection of Personal Data Law, Dubai Health Authority (DHA) regulations, and Ministry of Health and Prevention (MOHAP) directives.

Data Privacy and Intellectual Property Protection

Users must respect privacy boundaries and intellectual property laws.

- **Access Controls:** Accessing or attempting to access other users' accounts, personal files, or clinical databases without authorization is strictly prohibited.
- **Lecture Recording Policy:** Recording lectures, clinical simulations, or examinations without explicit permission is prohibited.
- **Copyright Compliance:** Course materials, research databases, and software applications are protected by copyright law. Students must credit all external sources in their coursework to avoid academic integrity infractions.

Threat Incident Management and Escalation Pathways

The university's security infrastructure depends on proactive reporting and response protocols to mitigate network threats:

- **Phishing Alerts:** Suspicious emails or potential phishing attempts should be forwarded to the security helpdesk at support@mygmu.ac.ae.
- **Security Incident Escalation:** Suspected policy violations, unauthorized network intrusions, or physical security breaches at the Testing Center must be reported immediately to IT Security.
- **After-Hours Security Issues:** For critical, off-hours technical incidents or physical security concerns, users should contact the Security Desk directly.

7. STUDENT PUBLICATION / MEDIA

7.1 Introduction

Student publications are a valuable aid in establishing and maintaining an atmosphere of free and responsible discussion and of intellectual exploration on campus

7.2 Purpose

Publications are means of bringing student concerns to the attention of all members of the University community, of formulating student opinion on various issues on the campus and in the world at large of creating a record of University life.

7.3 Policy

Official student publications provide students freedom of expression and provide an opportunity for students to ask questions and exchange ideas while abiding by legal and ethical standards of responsible journalism

The editorial board comprising of students shall be constituted under the auspices of the Student Council. The Head/Assistant Head would be adviser to the students and, the Student Affairs Department provides secretarial assistance and the IT department, technical support.

Student editors are expected to avoid libel, the use of obscene material, undocumented allegations, attacks on personal integrity, and the techniques of harassment and innuendo.

The Publication will follow the regulations and rules issued by the National Media Council, UAE, and provide information and data as requested by it. It is mandatory to keep a record or archives of all publication material which were produced, printed, distributed or broadcast.

8.PERSONAL CODE OF CONDUCT

8.1 Professional Dress

Students should always maintain a neat and clean appearance, and dress in attire that is appropriate. When students are functioning as medical / health professionals, either with clinical patients or simulated patients, dress must be appropriate and professional. A professional image increases credibility, patient's trust, respect, and confidence. In addition, because medical and health sciences students utilize facilities on campus where patients and the public are present, professional dress and appearance are also expected even when students are not engaged in patient care. In addition, most of the clinical facilities have specific dress code policies that must also be followed. Furthermore, Photo ID badges are to be always worn.

Violation of the dress code can have detrimental consequences for patient care and could damage the reputation of the institution. Flagrant and repeated violations of the dress code may be deemed to signify a lack of insight or maturity on the part of the individual student and call for counseling and discipline. The immediate supervisor may choose to discuss initial violations of the dress code directly with the student. Serious or repeated violations may be subject to disciplinary action.

- Students of GMU are expected to maintain decorum in their dress code in accordance with the dignity of the medical profession and of the institution.
- Students must wear white coats with identity cards / badges on entering the campus / clinical sites and must wear the coats if they are inside the campus / clinical sites. The white coat must be clean and well maintained and of acceptable quality. The white coat must be worn fully buttoned.
- All students posted in hospital and clinical training sites are required to wear scrubs.
- The security and duty staff have the right to reject entry of any student into the campus when the student is not dressed properly.
- White coats are to be worn only inside the campus. Students should not wear white coats in public places such as supermarkets.
- Students must take special care to avoid wearing skin-tight or revealing clothing. casual wear, ripped jeans, and crop tops are not allowed.
- Students must wear clothes that does not hinder practical or clinical work.

8.2 No Smoking / No Vaping / No e-cigarette

Smoking is absolutely forbidden on campus. Students are required to strictly comply with this rule to maintain a healthy atmosphere, congenial to learning [Link].

9. STUDENT ACADEMIC INTEGRITY

9.1 GMU Honor Code

The students at Gulf Medical University Ajman must recognize that they form an essential part of the medical profession and society. The 'Honor Code' lays emphasis on student's behavior to meet the expectation of their profession, family and the community. The Honor Code is administered at the White Coat Ceremony. Students are required to read the pledge and sign an undertaking to observe all the rules as specified in the code.

Salient Features of the Honor Code

The code strives to emphasize the importance of ethical behavior and compassion in patient care. It helps a professional to understand the importance of the power of healing when all healthcare professionals work together as a team. It guides students to interact among their fellow colleagues and mentors. The honor code formally acknowledges a sense of trust, responsibility and professional behavior among students, staff and faculty members.

Breach of Honor Code

The following acts are considered as violation of the honor code:

1. Illegal, unethical and inappropriate academic conduct or professional behavior with colleagues and mentors either in college, hospital campus or in any professional gathering.
2. Failure to maintain confidentiality of a patient's health data.
3. Failure to provide the highest level of patient care.
4. Failure to report any situation where the 'honor code' has not been followed or failure to take appropriate action when the 'honor code' has been violated.

Effects of Committing an 'Honor Offence'

When a student commits an offense against the rules of the honor code, it becomes violation of the 'code' and is termed as an Honor Offense. The matter must be reported to the Dean of the college. The report will be forwarded to the Disciplinary Committee. Once the person is proved guilty, the Committee will initiate appropriate action depending on the degree of the offense.

9.2 Plagiarism

Plagiarism is using the ideas created and words written by others as one's own, and without indicating the source.

Plagiarism encompasses ideas, opinions or theories, facts, statistics, graphs, drawings, images, photographs, videos, movies, music and other similar intellectual property, except for information that is categorized under "common knowledge".

Plagiarism Includes:

- Turning in someone else's work as your own.
- Copying ideas from someone else without giving credit.

- Failing to put a quotation within quotation marks.
- Giving incorrect information about the source of a quotation.
- Changing words by copying the sentence structure of a source without giving credit.
- Copying so many words or ideas from a source to make up most of the work.

Students are reminded that ideas written by researchers or other authorities or the content appearing in textbooks, recommended readings or journals need to be paraphrased before they are included in your project work, assignment reports, posters or manuscripts. Paraphrasing involves reading the original text, understanding the meaning and then presenting the information in your own words: maintaining the original sentence structure with a few words changed in places is not acceptable paraphrasing.

Preventing Plagiarism

Gulf Medical University subscribes to plagiarism detection software called 'Turnitin'. GMU requires the students to submit their projects, reports, assignments and manuscripts prepared as electronic files through the portal that is made available through the IT Department. While allowing the student to submit the document instantaneously, the software also checks the document for plagiarism. When detected, the percentage of similarity and the site where the original document had appeared will be indicated. As headings of sections and references in the document may be similar to those that appear in other texts, a 15-20% of similarity is taken as falling within the acceptable limit and is not considered as plagiarism.

Deciding on the percentage of plagiarism allowable is empirical, contingent solely upon evaluator's discretion. The distinction between what is fair use and what is infringement in a particular case will not always be clear or easily defined. There is no specific number of words, lines, or notes that may safely be taken without permission. Acknowledging the source of the copyrighted material does not substitute for obtaining permission.

The extent of plagiarism is only relevant in determining the form and level of sanction.

Consequences of Plagiarism

Plagiarism is considered an act of academic misconduct. Plagiarism of any sort or any degree is not condoned under any circumstances, and students convicted of plagiarism after due procedures are liable to punitive action by the university authorities.

Copyright Violation/s

Intellectual property such as graphs, essays, poems, drawings, images, photographs, videos, movie clips, music tracks, statistics and other similar creations automatically become copyright the day they are made public by the author. Unless the copyright owner has specifically mentioned that the items are copyright free, using any of these in students' own compositions is a copyright violation. The exception to this stipulation is when the user is covered under "fair use", which is the limited use of copyright material for research, scholarship and teaching. In such cases, the need for obtaining permission from the copyright owner does not arise.

10. STUDENT MISCONDUCT

10.1 Academic Misconduct

The college may discipline a student for academic misconduct, which is defined as any activity that tends to undermine the academic integrity of the institution and undermine the educational process. Academic misconduct includes, but is not limited to the following:

a. Cheating

A student must not use or attempt to use unauthorized assistance, materials, information, or study aids in any academic exercise, including, but not limited to:

- External assistance in professional or any "in class" examination. This prohibition includes use of books, notes, mobiles, cross talk between students.
- Use of another person as a substitute in the examination.
- Stealing examination or other source material.
- Use of any unauthorized assistance in a laboratory, or during a fieldwork.
- Altering the marks / scores in any way.
- Claiming as his / her work done by others or completed jointly with others.

b. Fabrication

- A student must not falsify or invent any information or data in an academic work, including records or reports, laboratory results, etc.

c. Plagiarism and Copyright Violation

- Gulf Medical University takes strong exception to plagiarism and copyright violation by students.

Academic Misconduct Procedures

(A) Initiation of Proceedings

When a student in a course commits an act of academic misconduct like plagiarism, the faculty member who has detected the misconduct has the authority to initiate academic misconduct proceedings against the student. Before this, the faculty is required to hold an informal meeting with the student concerning the matter. If the faculty member affirms that the student did commit the act of misconduct as alleged, then at the conclusion of the informal meeting, the faculty member is required to inform the Dean of the College who in turn would refer the matter to the Disciplinary Committee to conduct an enquiry. Chair of Disciplinary Committee is the Vice Chancellor Academics.

A disciplinary proceeding is initiated by sending a notice to the student who is the subject of the complaint. The notice sent informs the student that charges are pending and that a hearing has been scheduled. It shall inform the student of the reported circumstances of the allegedly wrongful conduct.

It also specifies that if the student fails to appear for the meeting, it may re-scheduled

The notice shall inform the student that the Committee may impose straightaway any of the below mentioned disciplinary penalties, if it is reasonably believed that the failure of non-appearance is without a good cause, and it may weigh this as a negative factor in future appeals.

(B) Disposition

When the student appears as required, he/she is informed, as fully as possible of the facts alleged misconduct.

If, after discussion and such further investigation as may be necessary, it is determined that the violation occurred, as alleged, the student is notified, and may be imposed any one or a combination of the below mentioned sanctions for facts of academic misconduct. If the student fails to adhere to the sanctions imposed, the student may be subjected to additional sanctions, including suspension or expulsion. The sanctions include lowered or failing grade on the particular assignment or the possibility of an additional administrative sanction as applicable, and as mentioned below

a. A failing grade in the examination, paper, research or creative project
b. A specified reduction in the course grade
c. Non-inclusion of scores earned in continuous assessment; and
d. Multiple Sanctions: More than one of the sanctions listed above may be imposed for any single violation

Reprimand and Warning - An undertaking signed by the student not to repeat the offence is obtained. The student may face suspension if he / she engages in the same misconduct again or commits any other violation.

Suspension - A student may be prohibited from participating in all aspects of college life for a specified period.

The student may appeal against the decision to the Chancellor. The appeal for the latter decision rests at the discretion of the Chancellor.

Appeal to and Action by the Chancellor

The student may appeal against the decision of the Committee to the Chancellor of the university, who may take any of the following actions:

- Affirm the original decision that the student did commit the alleged act of misconduct.
- Affirm the original decision concerning the disciplinary sanction to be imposed.
- Reverse the original decision that the student did commit the alleged act of misconduct and direct that the complaint be dismissed.

- Set aside the original decision concerning the disciplinary sanction to be imposed and impose a different sanction, amounting to commutation.

10.2 Personal Misconduct

10.2.1 Personal Misconduct on University Premises

The university may discipline a student for the following acts of personal misconduct, which occur on college property and its affiliated clinical training sites:

- False accusation of misconduct, forgery, alteration of university / college / hospital / individual document (record, identification, etc.).
- Making a false report on emergency / catastrophe.
- Lewd, indecent or obscene conduct, gesture/s and /or remark/s.
- Disorderly conduct, which interferes with teaching or any other college / hospital activity.
- Failure to comply with the directions of authorized college / hospital officials.
- Unauthorized possession of college and / or others' property.
- Physical damage to university related and / or others' property.

The facts of the case are placed before the Student Disciplinary Committee, presided over by the Vice Chancellor Academics and a decision on the nature of act, and sanction to be imposed is taken. The nature of the act and the sanction to be imposed is reviewed by the Vice Chancellor Academics, taking into consideration the following:

(i) Previous act/s of misconduct.
(ii) Record of repeated act/s of misconduct.

10.2.2 Personal Misconduct Outside University Premises

The college may discipline a student for acts of personal misconduct that are not committed on college property, if the acts arise from activities that are being conducted off the campus, or if the misconduct undermines the security of the GMU community or the integrity of the educational process/es.

Personal Misconduct Procedures

(A) Initiation of Proceedings

A report that a student has committed an act of personal misconduct may be filed by any person and submitted in writing to the Dean of the College.

After reviewing the complaint, after enquiry and verification, the Dean will forward the report to the Student Disciplinary Committee, presided over by the Vice Chancellor Academics. On

the consensus reached by the Committee, a disciplinary proceeding is initiated by sending a notice to the student who is the subject of the complaint. The notice sent is to inform the student that charges are pending and that a hearing has been scheduled. It shall inform the student of the reported circumstances of the allegedly wrongful conduct.

It also specifies that if the student fails to appear for the meeting, it may be re-scheduled

The notice shall inform the student that the Committee may impose straightaway any of the below mentioned disciplinary penalties, if it is reasonably believed that the failure of non-appearance is without a good cause, and it may weigh this as a negative factor in future appeals.

(B) Disposition

When the student appears as required, he/she is informed, as fully as possible of the facts alleged misconduct.

If, after discussion and such further investigation as may be necessary, it is determined that the violation occurred, as alleged, the student is notified, and may be imposed any one or a combination of the below mentioned sanctions for facts of personal misconduct. If the student fails to adhere to the sanctions imposed, the student may be subjected to additional sanctions, including suspension or expulsion. The student may appeal against the decision of the committee to the Chancellor of the university. The sanctions include:

Reprimand and warning - That the student may receive additional sanction/s if the student engages in the same misconduct again or commits any other violation/s.

Disciplinary probation is for a specified period under conditions specified by the Dean. As a condition of probation, the student may be required to participate in a specific program, such as a counseling program, a program designed to stimulate good citizenship within the college community, or any other activity which would foster civic participation.

Restitution - A student may be required to pay the cost for the replacement or repair of any property (ies) damaged by the student.

Expulsion from University Hostel - A student may be expelled from university hostel and the student's contract for university hostel may be rescinded.

Suspension - A student may be suspended / debarred from participating in all aspects of university life for a specified period.

Expulsion - A student may be expelled from the university permanently. Furthermore, the student may not thereafter petition for re-admission to the university.

(C) Appeal to and Action by the Chancellor

The student may appeal against the decision of the Committee to the Chancellor of the university, who may take any of the following actions:

- Affirm the original decision that the student did commit the alleged act of misconduct.
- Affirm the original decision concerning the disciplinary sanction to be imposed.
- Reverse the original decision that the student did commit the alleged act of misconduct and direct that the complaint be dismissed.
- Set aside the original decision concerning the disciplinary sanction to be imposed and impose a different sanction, amounting to commutation.

Repeated Misconduct Procedure (Personal)

In cases of repeated personal misconduct by a student, the Student Disciplinary Committee will study the advice, recommendation/s and instruction/s imparted by the committee against the student on previous occasions. Serious warnings or disciplinary proceedings against the student by the Disciplinary Committee on earlier occasions constitute enough grounds for the committee to recommend dismissal of the student with immediate effect, if the present episode of misconduct warrants such action.

Procedures for Handling Misconduct by Student Organizations

Personal misconduct proceedings and disciplinary proceedings against individual members of a student organization are governed by the procedures otherwise applicable to students alleged to have committed acts of Personal misconduct.

GMU procedures for imposing disciplinary sanctions are designed to provide students with the guarantees of due process and procedural fairness, to ensure equal protection for all students, and to provide for the imposition of similar sanctions for similar acts of misconduct.

10.3 Student Grievance Policy & Appeal Procedures

10.3.1 The University reserves the right for students to appeal. The policy and procedure to appeal concerning academic and instructional matters within the University. However, students are encouraged to file formal complaints to the Dean including but not limited to academic issues, civil rights violations, and discrimination issues.

10.3.2 The assumption underlying this policy is that when the complaint is formally submitted in writing to the Deans with a copy to Vice Chancellor Academics it is likely to be of a more serious nature, may have institution-wide implications, or has not been satisfactorily resolved at the departmental or college level.

10.3.4 All appeals and complaints shall be addressed in a timely and fair manner.

10.3.5 Students should also submit the complaint through the online grievance system (https://form.jotform.com/210153801785048) within 30 days after the incident at

issue.

10.3.6 The complaint will be received by the College Student Happiness Center and Student Affairs Department which will forward it to the concerned department based on the type of the complaint, and follow-up on it until being resolved.

10.3.7 Students shall be informed of the action(s) taken to resolve the complaint, within 10 working days by the Colleges.

103.8 The Quality Assurance and Institutional Effectiveness (QA&IE) unit shall maintain a log of formal, written student complaints filed. The log shall include date received, nature of the complaint, steps taken to resolve the complaint, final decisions or other actions taken.

10.3.9 Annual report shall be sent by the QA&IE unit to each college to reflect on the nature of complaints, their frequency and effectiveness of the process of resolving student complaints.

11. SAFETY ISSUES

At Gulf Medical University (GMU), your safety is our top priority. Knowing how to respond during a fire emergency can save lives—including your own. Please read and understand the following guidelines:

🔥 Know Your Way Out

- Always keep escape routes and emergency exits clear and accessible.
- Do not block corridors, staircases, or exit doors at any time.
- Emergency lighting will guide you during evacuation.
- Familiarize yourself with the building layout and all exit routes.
- Refer to the evacuation maps displayed throughout the GMU facility.

🚨 Fire Alarm System

GMU buildings are equipped with:

- Smoke detectors
- Heat detectors
- Manual fire alarm call points
- Fire alarm activation should be used only in emergencies.
- Treat every fire alarm as a real emergency.

In case of fire or smoke:

- Activate the nearest fire alarm.
- Contact emergency numbers immediately:
- Dial Extension : **1233** or call **0566842753** (GMU Internal Emergency Number – displayed across campus)

Firefighting Equipment

The campus is equipped with:

- **Carbon Dioxide (CO_2) extinguishers** – Suitable for electrical fires
- **Dry Powder extinguishers** – Suitable for solids, liquids, gases, and electrical fires).
- **Fire hose reels** – Installed in corridors (for trained personnel only)
- All fire safety equipment is regularly inspected and maintained.

Important Instructions:

- Use fire extinguishers only if you are trained.
- Identify the correct type of fire before using equipment.
- Maintain a safe distance of 6–8 feet from the fire.
- Ensure an exit route is always behind you before attempting to extinguish a fire.

Fire Safety Training

All students must attend fire safety training. It's quick, practical, and might save your life.

- You'll learn:
  - How to prevent fires
  - What to do if a fire breaks out
  - How to use a fire extinguisher
  - Evacuation routes and assembly points

What To Do During a Fire (Remember: R.A.C.E.)

How to Use a Fire Extinguisher (P.A.S.S.)

P– Pull the pin.
A – Aim at the base of the fire.
S – Squeeze the handle.
S – Sweep from side to side.

How to Use a Fire Blanket:

- Pull the fire blanket out of its container using the tabs.
- Approach the person **from behind or sideways.**
- Hold the blanket in front of you, covering your hands as protection.
- Carefully place or drape the blanket over the fire
- Ensure the fire is completely covered to cut off oxygen.
- Leave the blanket in place until the fire is fully extinguished and cooled.
- Call emergency services if needed.

If Clothing Catches Fire (STOP, DROP, ROLL)

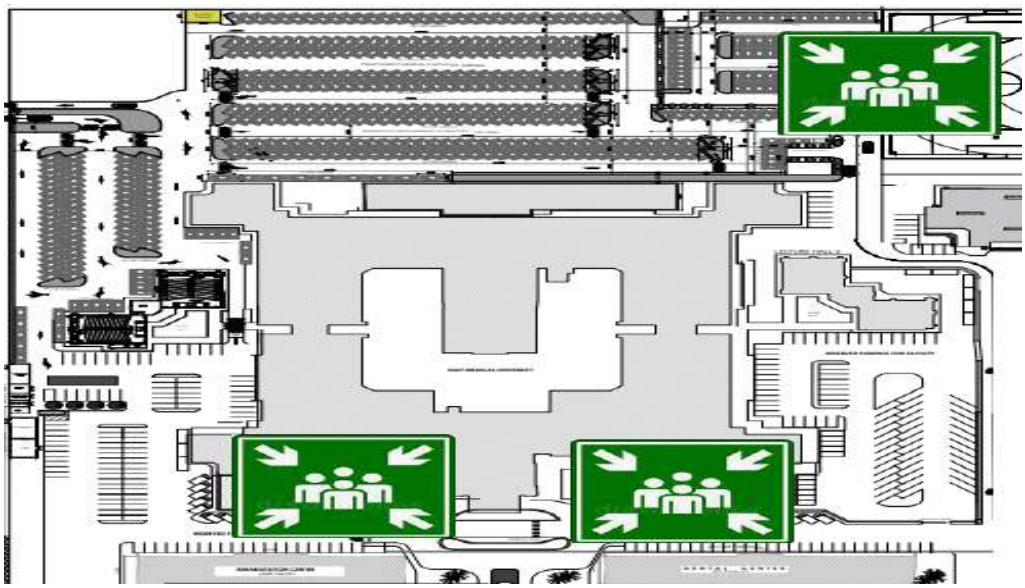
If Someone Is Trapped in a Fire/ Building:

- Raise the alarm immediately and call **1233 / 0566842753**
- Provide the exact location of the trapped person
- Do NOT enter smoke or fire-affected areas
- Cover your nose and mouth with a cloth and stay low to the ground
- Stay inside, close doors (Do not lock), and block smoke entry if possible
- If near a window, signal for help

- Others guide emergency responders to the exact location

Evacuation and Assembly Points

- When the alarm sounds and CONFIRM
  - Leave the building immediately.
  - Do not use elevators.
  - Go to your **assigned assembly point**



Staff Assembly Point 1	Located at left side of GMU main entrance
Students Assembly Point 2	Located at right side of GMU main entrance
Staff and Students Assembly 3	Located at Cricket Ground

Important Fire Safety Tips

- Don't overload electrical outlets or misuse extension cords.
- Never block fire exits or hallways.
- Always follow the instructions of security and safety staff during an emergency.
- Don't panic. Stay calm. Help others.

Be familiar with the following safety locations within the facility

- Emergency exits
- Staircases
- Fire extinguishers & Fire blanket
- Manual call points (fire alarm activation points)
- Assembly points
- Evacuation route maps displayed in the building

12. STUDENT RECORDS, PRIVACY PROTECTIONS AND RECORDS RELEASE

12.1 Permanent Record

Permanent Student record is record with high or significant archival value that cannot be destroyed and must be retained indefinitely by the university. These records have administrative, historical and legal values. The important permanent Student records are:

- High School Transcripts
- High School Mark sheet
- Scholarship details
- Degree, Diplomas
- Equivalency Certificates
- Change of Name and Date of Birth details
- Examination details
- Credit Completion details
- Academic/Disciplinary action records (maintained by the College Student Happiness Centre)
- Grade change details Transcripts (maintained by Exams dept)
- Withdrawal documents
- Other relevant documents such as Passport copies and Emirates ID.

12.2 Biometric Data Processing for Examination Verification

Gulf Medical University uses biometric verification systems at examination hall entrances to ensure secure and accurate student identity authentication. Biometric data such as encrypted facial or fingerprint templates are collected only with informed consent and processed strictly in accordance with the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL) and GMU's institutional policy GMU-POL-S03-036: Testing Center Hall Biometric Access and Attendance Policy (link). All biometric identifiers are stored within GMU's secure IT infrastructure, are accessible only to authorized personnel, and are retained solely for the duration of student enrollment before deletion in line with GMU's data-retention requirements. Students who do not consent to biometric processing are provided with an alternative manual identity-verification method for examinations.

12.3 Student Records Policy

GMU has policies regarding the collection, maintenance, storage and disposal of all official and original student records.

- The Registration Department maintains the student's permanent academic record and requests to view the individual's record must be made to the Registration Department
- The University shall maintain confidentiality of the student records.

- GMU shall ensure the safety of student records and GMU has a Policy titled 'Data Protection Policy' which describes how the student electronic data is being maintained and stored.
- The academic program in which a student is enrolled also maintains student files that are considered non-permanent. Students have the right to access their program file.
- GMU shall store all the backup / electronic copies of the student records in a safe place in two locations, one within the campus (Data centre) and the other outside in the campus in the Thumbay Hospital Ajman. The printed version of the student records shall be stored in a fireproof cabinet in the Registration Department.
- The data is updated daily and every semester. The student records are stored in safe custody and only authorized personnel shall have access to them.
- Under no circumstances shall the student records be released to any third party without the knowledge of the student.
- All official records are signed either by the Chancellor or the Vice Chancellor Academics of the University whose signatures only are recognized outside the bounds of GMU.
- The University shall ensure that all records of student course work and grade changes are maintained in the student record.
- Transcripts shall be issued only upon the signed request of the student, Parent or authorized personnel using the stipulated form through the Deans of the College.
- The disposal of non-permanent Student records shall be as per Student Record Retention and Disposition Policy.
- The Requests to change the admission data including parent contact details, email ID and postal address must be submitted to the Office of the Dean through the registered email ID of the parent. The Dean's office will verify the request and forward to the Registrar. The Registration Department will change the data as per the request.
- The Registration Department shall ensure:
  - The continuous maintenance and back up of student records with one set stored in a secure location, preferably off-site, in a vault or fireproof cabinet.
  - Special security measures to protect and back up computer-generated and stored records.
  - Confidentiality of records.
  - A definition of what constitutes the permanent record of each student; the right of access to student records, including students' access to their own records.
  - The authority to manage and update student records.
  - The appropriate retention and disposal of records.

12.4 Records Release Policy

- The University shall neither deny nor effectively prevent current or former students of the University the right to inspect and review their education records

- Students shall be granted access to their records within a reasonable period of time after filing a request.
- Students have the right to request the amendment of their education records to ensure that the records are not inaccurate, misleading or otherwise in violation of their privacy or other rights.
- In addition, the University shall not release or provide access to education records, except "directory" information, without the written consent of the student to any individual, agency or organization.
- The University shall designate the following items as "directory" information: student name, addresses, telephone numbers, major field of study, participation in officially recognized activities and sports, dates of attendance, degrees and awards received, most recent previous school attended and photograph. The University may disclose any of those items without prior written consent, unless notified in writing on the form available from the Registration Department
- Confidentiality of information shall be highly respected at GMU.
- If students wish any of their education records available to anyone, a consent form shall be available in the Registration Department. If there is no consent form, information will not be disclosed except to the appropriate person(s) in connection with an emergency, if the knowledge of such information is necessary to protect the health or safety of the student or other persons.
- The University is, however, authorized to provide access to student records to Campus officials and employees who have legitimate educational interests in such access. These persons are those who have responsibilities in connection with the academic, administrative, or service functions of the university and who have reason for using student records connected with their academic or other university responsibilities. Disclosure may also be made to other persons, Ministry of Higher Education and Scientific Research or organizations under certain conditions (e.g. as part of an accreditation or program evaluation; in response to a court order; in connection with financial aid; or to institutions to which the student is transferring).
- Students should refer to the Student Handbook published and distributed annually by the University or contact the Registrar/to obtain further information.

13. ACADEMIC POLICIES [ADMISSION POLICY, REQUIREMENTS FOR ACADEMIC PROGRESS, FINANCIAL AID, ATTENDANCE & GRADING POLICIES]

- Section 10: Admission Policy: Requirements and Procedures:
  Undergraduate (link)
  Graduate (link)

- Section 12: Student Fee Structure and Financial Regulations:
  Undergraduate (Link)
  Graduate (Link)

- Attendance Policy:
  Undergraduate (Link)
  Graduate (Under each program Section in Graduate Catalog: Link)

- Grading, Assessment, Progression and Completion Policies:
  Undergraduate (Link)
  Graduate (Under each program Section in Graduate Catalog: Link)

14. CONTACT INFORMATION – STUDENT AFFAIRS

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📠 +971 6 7431222

✉ studentaffairs@gmu.ac.ae

URL https://gmu.ac.ae/

Name	Position	Telephone	Email ID
Dr. Zeina Mazloum	Head – Student Affairs	067431333 Ext: 1618	dr.zeina@gmu.ac.ae
Ms. Sowbhagya Ajith	Secretary –Student Affairs	067431333 Ext: 1508	sowbhi@gmu.ac.ae
Mr. Vinoth Kumar	Officer	067431333 Ext: 1217	studentsaffairs@gmu.ac.ae

Student Services	Responsible Person	Intercom Nos.
Female Residential Halls	Ms. Sowbhagya Ajith	Ext. 1508
	Ms. Daisy	06-7400864
Male Residential Halls	Mr. Narayan	056 9643385
Accounts	Mr. Satya Narayana Subba	Ext. 1794
	Mr. Venkata Subbarao Bachu	Ext. 1795
	Mr. Baba Samseer	Ext. 1796
Library	Dr. Shafi Mohammed	Ext. 1221
Transport	Mr. Joshva Pramod	Ext. 1268
	Mr. Anu Thomas Joseph	Ext. 1739
Audio Visual Aids	IT Department	Ext. 1222
Visa and Emirates ID	Ms. Hala	Ext. 1787

15. CONTACT INFORMATION - STUDENT HAPPINESS CENTER

College	Head of Student Happiness Center	Telephone
College of Medicine	Dr. Dalia Ali Gaber	067431333 Ext: 1684
College of Dentistry	Dr. Heba Mohamed Abdelaal	067431333 Ext: 1467
College of Pharmacy	Dr. Muhammed Abdullatif	067431333 Ext: 1778
College of Health Sciences	Dr. Salma Elnour Rahma	067431333 Ext: 1476
College of Nursing	Dr. Samar Mahmoud Mohamed Elhadary	067431333 Ext: 1204
Thumbay College of Management and AI in Healthcare	Dr. Zeina Mazloum	067431333 Ext: 1618, 1469

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