



أكاديمية الشارقة للتعليم
SHARJAH EDUCATION ACADEMY



STUDENT HANDBOOK

2022-2023



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Student Handbook

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Message from the Director of Student Services & Admissions

Welcome to the Sharjah Education Academy!

We are excited to have you join our Academy during the 2022-2023 academic year - furthering your career as educators and playing a vital role in preparing future generations. It is an important time for learning and expanding your capabilities in many ways. Here at SEA, you will have many opportunities to learn both in and out of the classroom. Studies show that students who are actively involved in campus life are better prepared for the future and increased career trajectory.



All of us at SEA are here to help you succeed with your goals. In this handbook, you will find numerous resources, details on services, ways to get involved, and opportunities for career development beyond what you are acquiring in your courses. A rich experience outside of the classroom is part of a truly transformative educational experience. Our team supports a range of activities to enrich your learning experience and to make your time with us as impactful as possible. Through our student services we seek to foster a culture at SEA that provides you with a foundation that builds upon your studies and professional experiences to support your professional growth and a lifetime of success as an educator.

A former professor shared with me, “You will only get as much out of your post-graduate journey as you put into it! Make the most and fully engage in as many opportunities to learn and connect as you can.” I share this wisdom with you now as you continue your educational journey. Essentially, engage fully and get more out of your post-graduate experience, all while having more fun.

On behalf of my colleagues, I wish you the very best for success at the Sharjah Education Academy and please know that we are here to support you in your studies and your co- and extra-curricular pursuits. The decision to continue your education and to enhance your knowledge and skills sets you apart.

I applaud you for your commitment to grow as a teacher, a lifelong learner, and as a member of our community.

Sincerely,
Dr. Tadd Kruse
Director of Student Services & Admissions

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WELCOME

Welcome to Sharjah Education Academy (SEA), and to your chosen program of study and practice. You are an important member of a community that has chosen education as a career. We are confident that you will find your learning experience fun, stimulating and academically challenging, and when you graduate, you will be well equipped to expand upon your career in the education sector.

Fundamental to SEA's ethos, our programs provide you with a world class curriculum coupled with practical school centered training experience that is second-to-none, placing you well ahead of the game when seeking a career in the school education sector. We hope that during your studies you will discover new ways of doing things and gain proficiency in teaching, administration or leadership areas of school education.

Studying at SEA provides you the opportunity to collaborate with others who, like you, will become future education leaders.

We encourage you to take full advantage of the opportunities and unique experiences that SEA offers and wish you the best of luck during your studies and for your future endeavors.

Purpose of the Student Handbook

The purpose of this Student Handbook is to provide you with an informative overview about the things you need to know while studying at SEA.

The Student Handbook is supplemented by the Academy Catalog and SEA's Policies and Procedures, which provide a comprehensive suite of information to assist you with your studies.

It is important that you take the time to read through these documents thoroughly to make sure you understand all the expectations and requirements relating to your studies.

Contact Student Services

Do not hesitate to contact the Office of Student Services and Admissions if you have any queries.

Student Services

Email: studentservices@sea.ac.ae

Phone: +971 6 506 2351

Admissions

Email: admission@sea.ac.ae

Phone: +971 6 506 2350

About Sharjah Education Academy

Sharjah Education Academy (SEA) is a crowning monument to Sharjah's role in education. A reflection of constant improvement, the Academy aims to foster and build the capabilities of teachers and educational leaders. In line with the visions of His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi, may God protect him, it will provide excellence in education to ensure the development of societies.

SEA will work with local and global partners to ensure that it develops leadership in education and enables Sharjah to be a flagship in the education sector. While monitoring the quality of education to ensure the best educational outcomes, it will work to professionally develop teachers and school leaders innovating and enabling excellence in a diverse learning community.

SEA's Vision, Mission, and Goals

Vision

Lead, innovate, and enable educational excellence in a diverse learning community.

Mission

To develop expert educators through diverse and innovative professional learning and academic programs, based on research.

Goals

1. *Provide a recognized local and global professional learning community of well-trained teachers and leaders.*
2. *Enable teachers to develop adaptive skills to allow our learning community to lead changes in education.*
3. *Support resilience and continuity of educators through collaboration with government and private sectors.*
4. *Develop and foster research in education.*
5. *Provide an innovative environment both face to face and online to support teacher growth.*

The Academy Streams

The overall goal of the Academy is to enable educators to improve their skills to the highest levels in line with best practices and research, advance the educational system, and successfully manage changes to the education system. SEA will provide world-class educational programs catered for teachers and principals in Sharjah, the UAE, and the region.

Sharjah Education Academy's model consists of three main streams:

Professional Development Stream	Academic Stream	Research and Studies Stream
<ol style="list-style-type: none"> 1. Programs to empower professional learning communities and develop schools as institutions. 2. Professional development programs that target teachers and educational leaders as individuals. 	<ol style="list-style-type: none"> 1. Postgraduate Diploma 2. Master 3. Ph.D. 	<ol style="list-style-type: none"> 1. Think Tank 2. Academic research to serve the educational field. 3. Forward-looking research based on artificial intelligence and building a new education model; to support decision-makers.

Targeted Groups

1. Teachers from all educational sectors
2. Educational leaders from all educational sectors
3. Educational and technical administrators in all educational institutes
4. Local and global educational researchers
5. Students aspiring to enter the teaching profession

Licensure and Accreditation

The Sharjah Education Academy is licensed and its below degree programs are accredited by the Commission for Academic Accreditation of the Ministry of Education's Higher Education Affairs Division in the United Arab Emirates:

- Postgraduate Diploma in Education.

The following provides a brief description of the internal governance that oversees SEA's activities:

Board of Trustees

The Board of Trustees is the governing body for the Sharjah Education Academy. It ensures that the Executive director and Executive Management fulfill their responsibilities and that SEA achieves its mission, goals, and its obligations as an accredited higher education academy in the UAE.

Executive Management Team

The Academy is led by the Executive Director and the Executive Management Team who work to fulfill the educational mission of the organization.

The Executive Management Team is composed of the following:

Dr. Jeanine Romano, Executive Director

Dr. Ted Purinton, Founding Dean of Education

Dr. Hunada Kanbar, Chief Learning Officer

Ms. Khawla Al-Hosani, Chief Operations Officer

Mr. Babu Jose, Chief Technology Officer

Dr. Tadd Kruse, Director of Student Services and Admissions

Academic & Curriculum Council

It is the principal academic body responsible for establishing and maintaining the highest standards of teaching and learning, and appropriate research, and it provides independent, authoritative advice to the Board of Trustees on all academic matters.

Dean, Program Chairs & Faculty

The major roles and responsibilities of key academic staff are outlined below.

Dean of Education

At the Academy level, the smooth-running academic programs is the responsibility of the Dean of Education. As the chief academic officer, the dean provides leadership across all academic program and coursework to ensure that course content and faculty are equipped to meet professional and academic standards. The Dean leads academic initiatives toward achievement at the highest levels of quality in teaching and course content.

Program Chair

At campus level, the effective administration of each program and subsequent course is the responsibility of the program chair. The program chair serves as the primary point of contact between you and the academy for matters relating to your course of study. Program chairs provide leadership within their respective disciplines and ensure that course content and staff are up to date with professional and academic standards. Program chairs assist the dean in ensuring that the highest levels of quality in teaching and course content are maintained.

Faculty

Faculty are responsible for the preparation and delivery of online and face-to-face course content and activities. They serve as academic advisors and hold regular office hours. You are encouraged to meet with your instructors regularly.

In addition to the staff listed here, the academy also encourages the participation of guest faculty and staff from affiliated institutions and schools. You are encouraged to acquaint yourself with all members of staff so that any queries can be dealt with quickly and efficiently.

For a list of current program chairs and faculty see the Academy Catalog.

Campus Staff

The staff body consists of four main groups:

- Executive Management Team
- Administration
- Academic Staff (Dean of Education, Program Chair, Chief Learning Officer, Faculty, Senior Faculty, Teaching Assistants)
- Support Staff (Enrollment Specialists, IT Support Officer, Librarian, etc.)

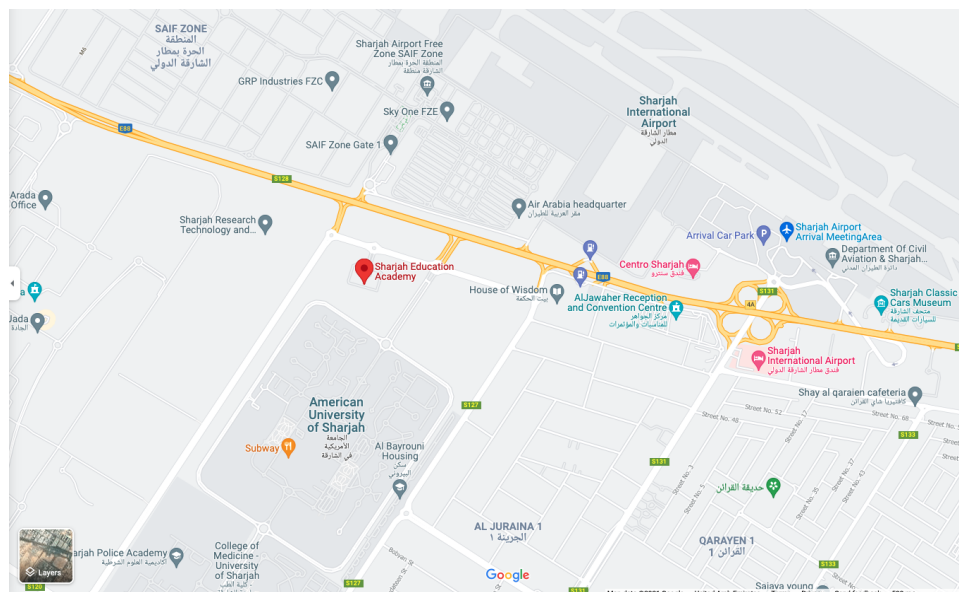
Campus Location

Sharjah Education Academy

Physical Address:

Behind Capital of Islamic Culture Memorial, off E88
University City, Sharjah
United Arab Emirates

Location Map



Sharjah Education Academy (SEA) is a teacher education and training institution located in Sharjah, United Arab Emirates. SEA has been endorsed by the Commission for Academic Accreditation (CAA) to recruit candidates and enroll them in our first Postgraduate Diploma in Education program. The initial curriculum offered by SEA is a postgraduate diploma in teaching and professional training programs for teachers and school leadership across several specializations.

SEA prides itself on the quality of the faculty, careful selection of students and programs, state-of-the-art learning technologies, small class sizes and customized study plans in learning and teaching practice, career and academic guidance.

His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi has granted SEA a large, spacious facility conveniently located in Sharjah right outside of University City. The facility has been previously utilized for offices and research. While this space has not previously been utilized for academic programs, the facility has plenty of room for expansion to accommodate classrooms, collaboration spaces, and recording studios. The current facility is designed to accommodate the needs of both male and female students

while all areas allow provision for people with disabilities through the use of ramps at entrances and lifts to access the second floor.

Tuition and Fees

NOTE: The below content on tuition and fees and financial assistance has been provided verbatim from the current year Academy Catalog for ease of access to students.

The Board of Trustees annually sets the Tuition Fees for the ensuing year. Tuition of students is determined based on the program and number of credit hours registered by the end of the Add and Drop period of a given semester/term, inclusive of the credit hours of audited courses. Student tuition and additional fees are given in the tables below.

Table 1. Student Tuition Fees

Tuition		
Program	Cost per Credit Hour	Total Cost
Postgraduate Diploma	AED 1,000	AED 24,000
Fees (in AED)		
Status	Frequency	Amount
Application Fee	Once	AED 100
Program Deposit (upon admission)	Once	AED 600*
Technology Fee	Per Semester	No Charge
Late Payment <i>(per occurrence – if tuition and fees are not settled by payment date)</i>	Per occurrence	AED 250**
Declined Check or Credit Card <i>(per transaction for deferred payments – if credit card is declined upon charging)</i>	Per Transaction	AED 250**
Graduation Fee <i>(excludes cap and gown costs)</i>	Once	AED 350
Degree Certificate (extra)	Per certificate	AED 150
Official Transcript (extra)	Per transcript	AED 30
To Whom it May concern Letter/Certificate <i>(fee applies post-graduation only)</i>	Per Letter	AED 20

*Deposit amount will be applied toward the total cost of tuition

**5% VAT charge applies

NOTE: The maximum annual tuition increase may be up to 1% per fiscal year as set by the SEA Board of Trustees.

For information on the deferment of tuition and fees to a payment plan, please see the Payment Plan section below.

Late Fees or Declined Transactions

All students must adhere to academy deadlines, rules and regulations. Late fees, with 5% VAT if applicable, may apply for late payments or declined transactions.

Payment Methods

Tuition and fees are due in full at or before the time of the start of the program. Currently, SEA accepts the methods of payment listed below.

- Debit/Credit Card
- Bank Transfer
- Cheque
- Cash

Payment Plan

Tuition and fees are due in full at or before the time of the start of the program. Students do have the option to request for a payment plan option where payment for fees shall be completed on a monthly basis. Approval for payment plans must be made in writing (student signature required) and prior to the start of classes.

Failure to make payments on time or declined transaction will result in a penalty fee as stated in the tuition and fees table.

Enrolment/Withdrawal and Financial Requirements

In the event that a student does not withdraw/defer from a course or program by the posted deadline at the start of each semester or instruction period the student will be responsible for the full amount of tuition and fees. Additionally, a student will be automatically considered as re-enrolled for the next term (continued enrollment) unless they formally complete necessary processes per the academy policies and procedures for withdrawal.

In the event a student wishes to withdraw from the institution or defer admission to the next term without being financially liable, the student has to complete withdrawal/deferral process no later than the “Add/Drop deadline” (last day of the first week of classes for the current term).

In the event the student withdraws/defers after the “Add/Drop deadline” no refund of the tuition fees will be administered. In the case of extreme circumstances special requests for refunds after the stated deadline must be submitted in writing with justification and supporting materials for consideration to be reviewed Tuition Refund Appeals group.

The Academy may offer, in any given year, scholarships or financial aid to students applying for admission based on academic merit, the academy’s goal of a diverse student body, or other considerations. Such scholarships will be credited against the fees payable by a student on a pro rata basis each term. An annual scholarship may not be taken in its entirety in a single term.

Financial Assistance

The financial packages offered by Sharjah Education Academy (SEA) are designed to attract top students and support those with financial needs, thereby enriching our campus community. SEA, along with its partners, offers a number of graduate scholarships for both UAE nationals and qualified expatriate and international students.

Sharjah Education Academy supports selected students through the provision of the financial awards (e.g. Proud to Be a Teacher, SEA Dean scholarship). Eligibility criteria for these is published on the academy website. Notification of the award occurs through an official offer letter. The letter provides information on the terms of the award and is explicit and clear with respect to expectations. Acceptance of an award offer occurs through the signing of a formal agreement (contract) developed by SEA and reviewed by the academy’s legal department. Compensation and payment are as per the terms of the signed contract.

Sharjah Education Academy Scholarships:

A scholarship awarded to students by the academy, normally covering tuition fees plus a stipend. The academy determines the recipients and the dirham amount awarded. These include scholarships for UAE national students who have recently graduated from an accredited higher education institute and are residents of Sharjah, and a limited number of scholarships for Non-UAE national students subject to approval.

- **Scholarships for UAE Nationals:**

Full scholarships covering 100 % of tuition fees are provided by Sharjah Education Academy to qualified UAE national students who are resident of the Emirate of Sharjah. A monthly stipend is also provided to eligible UAE National students based on their Cumulative Grade Point Average (CGPA). Details of the available scholarships are listed below. Further details are available in the Proud to Be a Teacher Program policy documents.

Newly Enrolled UAE National Students		
Status	Scholarship	Stipend (monthly)
UAE nationals who are a recent graduate of a bachelor's degree program and a member of the Proud to Be a Teacher Program	100% of tuition fees	AED 25,000
UAE national who are currently teaching in a Sharjah private schools	100% of tuition fees	0
Other UAE National Students		
Status	Scholarship	Stipend
Nationals maintaining CGPA 3.0 – 4.0	50% of tuition fees	0

1. Scholarships for NON-UAE Nationals

Full Scholarships: A limited number of full-scholarships are available for non-national students with outstanding academic performance and personal qualities. These scholarships are highly competitive. They cover 100% of the tuition fees. To retain their full-scholarship, non-national students must maintain a CGPA of 3.7 or higher. Students who do not maintain a CGPA of 3.7 in a semester will have their scholarship reduced and will consequently be charged a percentage of the tuition fees. Terms of agreements will include a requirement that scholarships recipients commit to teaching in Sharjah schools for a period of five years following graduation. Failure to do so will require repayment of scholarship funds received. Details of the available scholarships are listed below:

Expat Scholarship – New Students		
Status	Scholarship	Stipend (per month)
Non-UAE nationals who are a recent graduate of a bachelor's degree program and either a Sharjah resident or a member of the Proud to Be a Teacher Program	100% of tuition	0
Non-UAE nationals who are currently teaching in a Sharjah private school	50% of tuition	0

General SEA Facility Resources & Regulations

Student ID and Guest Registration

You will be issued with a student ID card upon program commencement. The ID card must be always worn when on campus. You may not access campus facilities without a valid student ID.

To access facilities or services, you must present your valid student ID card. You are also expected to present your ID card for inspection to any member of staff that may request to see your ID.

Loss of your ID cards should be reported to the Office of Student Services and Admissions as soon as possible.

Any guests who accompany you to campus are required to sign in and out and obtain a visitor's pass which must always be worn visibly whilst on campus. A registered student must accompany their guests.

You are responsible for ensuring any guests brought onto campus premises behave in an appropriate manner and comply with all campus rules set out in this handbook. In addition, all guests are required to be in possession of a guest pass, which will be issued at the reception.

Dining Services

The Academy does not provide catered dining however a space for eating and access to food delivery services is available to students.

Eating and Drinking

Eating and drinking is not permitted in any educational facilities. There are designated areas set aside for this purpose, and you are requested to clean up after yourself.

Prayer Room

A common prayer room, separate for men and women, is available at the campus.

Campus Opening Hours and Holidays

Campus opening hours, holidays and closures are published on SEA's website and in the catalog.

General Guidelines for All Resources

You should be aware of rules and regulations regarding the use of campus facilities and equipment, including the use of equipment and shared workspaces such as the learning resource center, classrooms, and recreational facilities.

Smoking

Smoking is only permitted within designated outdoor areas. Illicit substances may not be consumed anywhere on campus premises and students not adhering to this ruling will face strict consequences.

Illicit Substances

Illicit substances are not allowed on SEA's property. The presence, possession and/or consumption of any illicit substance on campus is prohibited, including in SEA parking lots. SEA complies with and upholds all Sharjah and UAE laws that regulate or prohibit the possession, use or distribution of alcohol or illicit drugs.

Cleanliness on Campus

It is the duty of each student to maintain the highest degree of cleanliness whilst on campus. No students are allowed to loiter in or around the premises. Designated waste disposal is provided for student convenience.

Animals on Campus

Pets are not allowed on campus.

Gambling

SEA strictly prohibits gambling. This includes such games that result in the exchange of money. SEA upholds all Sharjah and UAE laws.

Mobile Phones

Mobile phones must be always switched off during classes. In the event of an emergency where a mobile phone may be required, please discuss this with the instructor/faculty prior to class commencing.

Personal Equipment

Equipment not listed as part of SEA inventory is not covered by campus insurance policies and any equipment brought onto the campus/SEA premises by you or your guests is at your own risk. For this reason, equipment belonging to you, or your guests, may not be stored on the premises without prior consent from the campus management.

Computing Facilities

During your time at SEA, you will have access to the computing facilities on campus. SEA has prescribed policies, procedures and regulations for you to follow in order to keep these facilities operating at the best possible standard for your continued use. Please take note of the following rules and regulations:

- All computing facilities on campus are the property of SEA and are available for use by registered SEA students only.
- Any willful or deliberate act to jeopardize the integrity of the computing facilities, their operating systems, system programs or other stored information could result in fines or loss of use privileges.
- Copying software and running file-sharing applications are strictly prohibited. Software licensing regulations apply.
- SEA reserves the right to periodically format computers and re-install software as part of published maintenance schedules.
- SEA accepts no responsibility for the backup and long-term storage of students' digital material. Responsibility for backing up any important coursework lies exclusively with you. It is highly recommended you purchase a pen-drive to store your course work.
- Assignment extensions will not be given where data has been lost due to your failure to follow correct backup procedures. This ruling also applies in the event of data being lost from a computer that is not owned or operated by the academy.

Student E-mail Accounts

You will be eligible for an @sea.ac.ae account which will be accessible for the duration of your studies. The email address will be issued upon program commencement. If you defer your studies by taking leave of absence, your account will be suspended until after you re-enroll.

Use of Campus Resources for Commercial Purposes

Campus facilities exist for educational purposes only. Generally, you are not permitted to use campus facilities for material gain. If you are intending on releasing (for commercial gain or otherwise) material that has been produced utilizing campus resources, you are required to obtain permission to do so from campus management. Such applications must be made in writing.

Accidents and Insurance

All students officially enrolled in SEA are insured against accidents whilst on academy property. You should be aware that you are liable to pay for any damage, theft or negligence caused to SEA's property resulting from an act or omission of a reasonable act (either by you or your guest), or from failing to observe correct operating procedures. Failure to report breakages that occur during a student session may also result in that student being held liable for repair/replacement costs.

Health & Safety, Accident Reporting and Personal Injury

In order to comply with UAE Government Workplace Health, Safety and Environment requirements, the campus has first aid equipment to administer when required. Basic first aid equipment is stored on campus. In the event of sustaining an injury whilst on campus, you should bring the matter to the attention of a staff member immediately.

Emergency Procedures

- Fire Exits: There are fire exits located at designated points throughout the campus. All exits are clearly marked. For security reasons, some exits may be alarmed and should only be used in the event of an emergency.
- Fire Drills: In compliance with relevant health and safety legislation, the Academy will initiate fire drills at random intervals. These procedures help to ensure all staff and students are aware of the appropriate procedures in the event of a real emergency.
- False Fire Alarms: False reporting of fire alarm is punishable by law for imprisonment of not more than one year in jail or fine of up to AED 10,000, as amended by law from time to time.
- Action in the Event of Discovering a Fire: In the event of being the first to discover a fire:
 - Immediately alert a campus staff member
 - Trigger an alarm by activating a 'break-glass' panel if there is one at your location
 - Assist any person in immediate danger only if safe to do so
 - Close but do not lock any doors
 - Attempt to put out the fire only if safe to do so
 - Follow emergency evacuation procedures published throughout the campus premises
- Using Fire Extinguishers: When using a fire extinguisher, you should:
 - Always keep an emergency exit clear behind you
 - Stay low to avoid heat or smoke
 - Direct the extinguisher stream at base of flame
 - Direct the extinguisher in a side-to-side sweeping motion
 - If it becomes clear that you are not successfully extinguishing the fire, retreat and close the door.
- Emergency Evacuation: The following procedures apply for emergencies such as a) fire or explosion in the building or one adjacent to it, b) a gas leak, c) ventilation system contamination, d) natural disasters, or e) civil disorder. In the event of an emergency evacuation, the following procedures should be adhered to:
 - Do not panic
 - Immediately vacate the building
 - Do not collect personal possessions
 - Use all available emergency exits
 - Do not use lifts
 - Gather at the designated point(s) well away from the building

- Emergency Contacts: For Police, Fire and Ambulance, phone 999 from a mobile (even if out of range). When dialing 999 an operator will ask which service you require – ambulance, police or fire. In the event of a medical emergency, ask for AMBULANCE. In the event of a crime ask for POLICE and in the event of a fire or emergency evacuation ask for the Fire Department.

Vehicle Access and Parking

All students are asked to follow Sharjah Road and Transport Authority rules. Where available, you may use the car park at your own risk and only whilst present on campus. You are requested to park in the designated areas and secure your vehicle.

Student Services

Sharjah Education Academy (SEA) understands its duty of care and responsibilities towards you as a student, across a whole range of aspects of student life. We have developed a range of support services to provide you with assistance in areas of possible needs such as study skills, academic issues, organizational issues and personal counseling needs. If you are referred to external support services, you will not be charged for the referral; however, there may be charges associated with the external services provided to you, and you will need to cover these costs.

Should you have any concerns regarding your personal welfare, you should approach the designated Student Services Advisor. S/he will assist you by providing support, guidance and appropriate follow-up action to address your concerns.

The Office of Student Services and Admissions contributes to the achievement of the mission of SEA by promoting and contributing to an environment centered on student learning and success. The mission of Student Services is to:

- Provide extra- and co-curricular activities and services that address the holistic development of the student;
- Identify and respond to students' needs with personalized student services;
- Create and maintain a healthy and safe environment that supports and sustains recruitment, retention and student development;
- Foster an inclusive, diverse and multicultural community where civility and respect for each individual are valued and respected; and
- Ensure confidentiality of every student's personal and professional information.

SEA's Office of Student Services and Admissions strives to empower you to make better choices. It celebrates differences, encourages creativity, and supports leadership development. The overall philosophy is to promote independence while challenging and educating you to accept individual responsibility while developing as a professional your confidence, stability, self-respect, healthy interpersonal relationships and coping skills. Student support services are available through a variety of means including printed and electronic publications, web-based information services, campus programs/activities, student groups, and formal and informal groups.

SEA practices an integrative approach to engage students outside the classroom in order to bridge the gaps among the schools, work-life balance, and engage positively with the local community. It promotes student groups and organizations, cultural diversity and local traditions, active student involvement, entrepreneurship, innovation and leadership. Student engagement is at the heart of this practice. This Student Handbook describes various aspects of student services designed to support students during their personal and professional development.

Student Services Programs

The overarching aim of the Student Services Programs is to provide student-centered services and experiences to allow each student to develop their capacity to achieve academic and professional success while also providing opportunities for meaningful personal and professional growth. The program focuses on four key areas:

1. *Academic Support and Retention* The academy closely monitors student learning and provides additional support structures as required, to ensure that all students are achieving their highest learning potential. Each student is assigned an advisor to help guide them through the onboarding process and to support a journey resulting in student success. The academy provides additional academic support sessions outside of class hours to support students working on individual projects, or who are refining their skills. LRC and online content access is available to enrolled students.
2. *Student Engagement* It is important that students are engaged not just in the classroom, but also outside of the classroom and with the local K-12 schools. Student Services provides an opportunity for professional growth through participation in targeted events and activities as well as in partnership with the Professional Development stream across such areas as leadership, innovation, and entrepreneurship. Students are encouraged to become involved in volunteering in local K-12 schools, leading discussions in schools, exploring new ideas and contributing to the local community.
3. *Digital Community* A digital platform is intentionally an integrated part of the SEA virtual community offering spaces to message, engage in workshops, or other exchanges. Additionally, an interface for sharing successes and jointly finding solutions to challenges online exists specific to all courses. Both serves as a place to enhance the sense of belonging to the academy community.
4. *Student Wellbeing Initiative* This program provides a framework for monitoring student well-being and providing activities that support student well-being during their time at SEA. Student well-being is paramount for academic and professional success. The SEA Wellbeing Initiative adopts, an advocacy-wellness model, and includes six dimensions: intellectual, emotional, cultural, physical, social and personal. The framework for the initiative includes providing access to services, programs, and activities that support students in each of the six dimensions all while providing mechanisms to identify students who may need support or may be considered at-risk to effectively in advance their studies. An integrated approach across student and academic services will enable interventions during early stages to assist students. The academy acknowledges that student life can be stressful and that at times issues and problems a student might encounter cannot always be easily resolved, therefore students are provided with alternative avenues of support including referrals to academy and, as needed, external services.

Throughout their time at SEA, the first point of contact for a student on academic matters is the faculty member or the academic advisor depending on the nature of the matter. Where necessary, the academic advisor will refer unresolved matters to an appropriate member of the SEA support staff. For matters of a personal or confidential nature, the Director of Student Services & Admissions or Student Success Counselor can be consulted directly.

Orientation Program

SEA recognizes the importance of providing a comprehensive orientation program for new students to support you with the commencement of your studies. Prior to the commencement of your program, you are welcomed to the Sharjah Education facility and are introduced to the important aspects of the operations, activities, regulations and the expectations of our students. You will participate in a formalized orientation session and will be presented with comprehensive materials and reference to resources that includes all the required administrative and organizational information and documentation related to your program. These include familiarization with Student Handbook, Overview of the Program, Policies and Procedures, Student Code of Conduct, General Code of Ethics, Student Activities, Clubs and Associations, Use of IT Facilities, Learning Resource Center, Workplace Health and Safety, and 'meet your faculty, staff and leadership'.

Accommodation

On-campus accommodation is not provided to students however referrals to appropriate housing services consultants may be provided by the campus administration upon request.

Recreational Facilities

At present the academy does not have sports facilities and cultural facilities at the Academy are limited. However, the Academy is in communication with nearby institutions like (University of Sharjah & American University of Sharjah) to explore opportunities for sports, recreational and cultural activity venues and spaces available to the students.

Additional Study Support

SEA closely monitors your learning and provides additional support classes as required, to ensure you are achieving your highest learning potential. The academy provides additional tutorial sessions outside of class hours to support students working on individual projects, or who are refining their skills. LRC and online content are available to enrolled students during the LRC operation hours.

Student Counseling

The academy acknowledges that student life can be stressful and that at times issues and problems a student might encounter cannot always be easily resolved using prescribed policies and procedures. In this instance students are provided with alternative avenues of support including referrals to academy counselors or external qualified counselors. The Student Services Staff and the Student Success Counselor are available to assist with arranging for counseling needs and facilitating access to assistance in strict confidence.

Student Health Services

Sharjah Education Academy requires all its students to have sufficient medical and health insurance coverage (self-insured) in compliance with applicable UAE laws, and prior to attending classes/activities at SEA. This is in order to minimize physical, mental and financial strain that could result from an illness or related condition(s), during the student's enrolment at the academy. Health Services are available through the nearby University of Sharjah Hospital if required. For information on services contact the Office of Student Services and Admissions.

Information for Students of Determination or Special Learning Needs

SEA is committed to providing equal opportunities for Persons of Determination or special learning needs and promotes strategies to develop a flexible teaching and learning environment, which can meet the needs of a diverse range of students.

If you have a special need, you are encouraged to discuss your requirements with the Director of Student Services & Admissions or the Student Success Counselor and to provide information (including medical or other professional advice) regarding the nature of any disability or special needs during your application and enrolment process so that reasonable accommodation can be explored. An accommodation is a modification or adjustment to a course, program, service, job, activity, or facility that enables a student or employee with a qualifying disability to participate equally. Common accommodations include but are not limited to: (a) additional time to complete assignments, (b) alternate formats for printed course materials, (c) assistive technology, (d) audio descriptions/captioning services, (e) classroom relocation, (f) document conversion, (g) extended time on exams, (h) exam proctoring, (i) facility modifications, (j) note-taking services, or (k) recording device use. Access to specific accommodations is evaluated on a case-by-case basis and based on Academy capabilities.

It is important that you provide SEA with these details as early as possible so that we can assess your support needs and ensure you are able to succeed in your chosen course of study.

Information Technology (IT) Services

Throughout your program, you will have access to workstations, the student network, printing facilities and secure internet access. IT support is available.

SEA believes in a cloud-based campus and hence most of the applications and software are used through WiFi access, secure login and collaboration workspaces. Tutorials regarding the effective use of the network and software are also provided as part of your orientation.

You may access the photocopier/printer in the LRC or other various locations (some cost may apply for these facilities). For more information and support please talk with support staff.

Web-based Information Services

SEA's website provides information to current and potential students, and the general public regarding its history, news and events, programs on offer, course fees and enrolment information. It also provides links to several student services that may be required by enrolled students when off-campus, such as the Student Handbook, policies and procedures, the digital databases, and other learning resources.

Our Student Portal is available for all enrolled students and supports your learning by providing comprehensive academic and organizational information such as timetables, student notices, events, change of address, access to learning applications, management systems, enrolment details, academy contact information, study resources, results and feedback, links to the LRC, handbooks, and policies. You should ensure administration has all current email details, as upon commencement of admission you are sent an email with your username and log in for the Student Portal.

Student News Media

Includes any news, feature, or entertainment publications, productions, or social media issued under the name of and funded by the academy, and produced by students in connection with an instructional program. Academy instructional news media are governed by the legal requirements of the UAE Communications regulations. Determinations about specific content are primarily based on instructional needs as assessed by faculty. Secondary considerations for media content or programming involve input from students enrolled in classes connected with the Student Newspaper, audience acquisition and retention, Academy publicity and events, and local public affairs. Standards of academic freedom apply but do not override the principle that students must apply standards of behavior that uphold the image and reputation of the academy, or UAE law.

Academy instructional news media serve the entire academy community by presenting publications with selected coverage that includes, but is not limited to academy events and activities; by providing a forum for comment and criticism, and encouraging free expression. The editorial and advertising materials published in each academy medium, including any opinions expressed, are the responsibility of the student staff or of the general public who may comment as part of a public affairs program or letter to the editor; or of those whose opinions may be voiced in a board meeting or other academy gathering and subsequently published; not the faculty, staff, or administration of academy; nor of its Board of Trustees as a whole.

Student Clubs and Organizations

Students organize several clubs and activities at SEA. Students are welcome to organize additional clubs with assistance from the Director of Student Services & Admissions, who must approve the charter of any club affiliated with a faculty or staff advisor at the Academy. Student clubs and activities fall under the jurisdiction of the policies on academic freedom and the Code of Student Conduct, whether the activities take place on the campus or in other locations.

Student Council

Sharjah Education Academy encourages responsibility and leadership skills development through a formal Student Council body that represents the students and their interests at the institution's forums and meetings. It also serves as the 'voice of the student' in the institution's governance and management and has representatives on appropriate decision making bodies within the Academy.

The Student Council shall have as its purpose the conduct of activities on behalf of the students, the representation of students in official bodies, and to provide an organized basis for consultation between the Sharjah Education Academy's administration and students.

The Student Council at Sharjah Education Academy provides students with a platform of representation that promotes interaction among students and academy staff, faculty, and management.

The Student Council works closely with the Office of Student Services and Admissions to foster a spirit of community, understanding, and harmony. The council also aims to provide students with opportunities to develop life-long learning skills and leadership qualities by organizing activities and hosting events of interest for the students.

The Student Council consists of elected students, normally one representative from each cohort. Both pre- and in-service teachers, part-time and full-time, are encouraged to participate. Candidates are elected by their peers, and meetings between representatives and management are scheduled at regular dates. Representatives should be willing to:

- Gather information regarding student concerns, suggestions and criticisms, and table them at meetings with campus management and other key campus representatives.
- Help students to assimilate within the student body and on campus.
- Plan and implement a variety of social and educational activities internally as well as with the broader education sector.
- Plan and implement volunteer opportunities for (digital) community engagement.
- Be a good role model for the rest of the student community.
- Provide feedback to peers on the outcomes of meetings.

Academic Advising

Academic advising is an integral aspect of academic progress and a shared responsibility between the student, faculty, and student services staff. Every student from the time of their enrolment until graduation shall be assigned at least one academic advisor. The student and advisor shall meet at least once per semester to ensure satisfactory and timely progress towards graduation.

You are required to regularly meet with your academic advisor to discuss your academic program and obtain your advice for course selection (as needed) and strategies for success. This process ensures that you are on course to meet the graduation requirements of your degree program.

Responsibilities for academic advisors include, but are not limited to:

- Providing information on academic requirements toward obtaining a degree.
- Monitoring student progress towards graduation, including explaining academic policies and procedures.
- Assisting students in maintaining good academic standing: Identifying issues impacting student academic performance; and directing students to available on-campus resources, support services and activities.
- Advising students on career plans and/or further graduate studies, including advising on career paths, resources for résumé writing and interview preparation.

Responsibilities for practicum advisors (faculty) include, but are not limited to:

- Support students during their practical experience to promote effective implementation of theory during the practicum

Responsibilities for Student Services include, but are not limited to:

- Items as mapped out above for Academic Advisors.
- Provide services related to counselling, student wellness, engagement and career growth.

Responsibilities for students include, but are not limited to:

- Familiarizing themselves with the institutional academic policies, degree requirements, and student rights and responsibilities.
- Consulting his/her advisor on issues related to registration record and academic standing.
- Seeking guidance from the advisor and other individuals within and outside their academic program.
- Requesting regular appointments with the advisor to discuss academic progress towards graduation, career plans and/or graduate education; and
- Taking responsibility for decisions and actions that affect academic progress.

Faculty who serve as advisors in the program's formal academic advising program undergo training to enhance their knowledge of resources available, and to ensure the comparability of advice they provide to students concerning choosing a concentration, choosing electives, and future courses.

Students are assigned an academic advisor by the Office of Student Services & Admissions or of the relevant program.

Career Services and Opportunities

The Office of Student Services and Admissions maintains personnel charged with assisting students in career planning and finding appropriate employment. The office is responsible for providing career development services such as, but not limited to, career information, practicum placement assistance and skills workshops on topics such as interviewing and resume writing. The academy maintains active affiliations with school operators, educational services and education consulting organizations in the community with a view to providing a smooth transition into the workplace for graduates. SEA's goal is that 100% of graduates are successful in their efforts to find employment within the K-12 sector.

The academy also encourages prospective employers to forward descriptions of job opportunities, which are posted on the relevant digital notice boards. Students seeking employment are encouraged to monitor these notices on a regular basis. Students are also encouraged to communicate with staff to seek career advice throughout their course of study to find the best possible employment prospects for their skills and interests. SEA facilitates the process of bringing together students and K-12 school personnel, helping each to understand the needs and future directions of the education sector.

The career office offers various developmental and learning programs/activities to support a student's future career pathways, such as, but not limited to:

- Seminars/workshops
- Career and internship fairs
- Creating a teaching portfolio
- Licensing requirements
- Creating a video lesson demo
- Curricula in the UAE
- Resume writing; and
- Mock interviews and screenings.

Career advising continues throughout the student's academic program through on-campus visits by education sector representatives and seminars by prominent educational leaders in addition to practicum experience.

Studying and Working

SEA recognizes that many of our students are likely to be working part or full time in an educational entity and hence we endeavor to offer flexible study options where possible to assist students that choose to combine work and study. You need to make sure that you are aware of your obligations as a full-time student and there may be circumstances where you will need to prioritize your studies so that your course progression is not affected.

While we endeavor to avoid making changes to the weekly study schedule once it has been published, sometimes changes cannot be avoided. This means you should be flexible with your commitments if you intend to maintain a part-time or casual job.

Alumni

The academy will maintain an alumni database and organize alumni engagement activities to inform current students and graduates of available services related to furthering their education and establishing contacts in the education sector. The Academy will organize an alumni association encouraging the professional and career development of its graduates and offer support through its activities and the relationship with education sector partners.

Alumni will gain direct benefits through the following programs, services or privileges:

- Alumni Association membership – support students' connections to the Academy,
- Alumni email address and ID Card,
- Exclusive alumni discounts and scholarships (subject to applicability and availability) for continuing education programs,
- Career services support (i.e. resume and portfolio building, interview skills, job postings, etc.),
- Professional development – through Academy Professional Development programs and targeted student or alumni activities (i.e. workshop and seminars),
- Support and activities to promote alumni networking and local education connections.

Overall, the focus is on the exchange of knowledge amongst members, the identification and advertising of jobs and opportunities available to graduates, the establishment of connections to the education sector, and the provision of support to graduates. Alumni are encouraged to play a central role in the online digital community of SEA, including both the PD and academic streams.

Academic Resources

Learning Resource Center

General Information

The Learning Resource Center (LRC) provides a range of services to support your study and learning needs. Access a range of print and digital resources, undertake some quiet study or collaborative work, print assignments or just relax in these spaces which include multiple computer work stations. LRC tours and Information sessions during Orientation will give you an introduction to services and resources.

LRC regulations

Please note that no food and drink are allowed in the LRC. Mobile phones should be in silent mode. Students without their Academy ID card will not be allowed access to the LRC.

Opening Hours

The Learning Resource Center is open between 9am and 9pm, Sunday to Wednesday and 9am to 5pm on Thursdays.

How to Find Books, Journals and Other Resources

- Use the online catalogue to find books and other resources in the LRC collection.
- Choose a search category from the dropdown list, then type the keyword/s into the search field and hit enter.

Online Resources

You can access journal articles on a wide range of subjects related to education through LRC databases and subscriptions. Electronic books are also available to students and staff. Ask the LRC staff for login details and a quick guide to using these resources. To access online resources, follow the links to the Learning Resource Center from the Student Portal.

Book Loans

- You will need your ID card to borrow items
- There is a limit of three items to be borrowed at one time
- Items from the general collection can be borrowed for one week
- Physical journals, magazines, databases are usually for use within the LRC only
- Certain books and readings that are in heavy demand will be placed on reserve. Reserve items are for use within the LRC, or for short loans in some circumstances.
- Holds can be placed on items that are already on loan.

Overdue Books and Penalties

To avoid fines, renew your books before the due date. If you have overdue items, borrowing privileges may be suspended and access to other practical resources may be curtailed. Fines will be imposed for all overdue items. The full replacement price plus a fine will be charged for lost or damaged items. Items are considered lost once they are four weeks overdue. If loans remain outstanding following course completion, exam results, certificates and other awards will not be issued. For a list of fines relevant to you see the relevant administrative procedures.

Learning Assistance and Study Skills

For guidance on how to write an essay, or manage your time, read the study guides located in hard copy in the LRC. These guides aim to help you develop good study skills and strategies, and provide you with important guidance on academic conventions, research and referencing.

Help and Support

Contact Learning Resource staff in person, via email, phone, or chat for information about services, facilities or help finding information for assignments. Further Information and support materials are available from the Learning Resource Center web pages linked to the Student Portal.

Student's Rights & Responsibilities

In joining the academic community, students have the right and share the responsibility to exercise the freedom to learn, to express themselves and their opinions in an open academic environment.

Student's Rights

SEA students should expect quality instruction and support services delivered by a dedicated team of engaged faculty and staff. SEA students have the following general rights as outlined:

These rights include, but are not limited to:

- The right to be treated equally in academic and social settings
- The right to attend classes in a physically safe environment
- The right to be free from discrimination and harassment
- The right to express diverse opinions
- The right to learn without disruption
- The right to due process
- The right to access academic and support services that enhance student learning
- The right to explore personal growth and development
- The right to participate in the creation of knowledge
- The right to know academic requirements and to be evaluated fairly
- The right to be informed of, and share opinions on, matters affecting the Academy community
- The right to have access to leadership development opportunities
- The right to engage in educational opportunities that enhance learning outcomes, both within and outside of the campus community
- The right to form student organizations and peacefully assemble on campus property per the guidelines set forth in Academy policy.

Student's Responsibilities

All SEA students have responsibilities inherent to members of the Academy community. Admission to SEA is a privilege; and the mission, values, policies, and procedures of the Academy are accepted by each student upon his/her admission and subsequent voluntary registration. A student has the responsibility to recognize that student actions reflect upon the individuals involved and upon the entire SEA community. All SEA students are responsible for upholding Academy policies and promoting the highest standards of moral and ethical responsibility.

General responsibilities include, but are not limited to:

- Personal responsibility and accountability for one's own actions
- Responsibility to maintain the property and facilities of the Academy
- Responsibility for showing respect to faculty, staff, and fellow students
- Responsibility for cultivating personal growth and development
- Responsibility to communicate and work towards problem resolution utilizing appropriate methods
- Responsibility to pursue educational opportunities to the best of one's ability
- Responsibility for academic progression and career planning
- Responsibility to participate in campus life
- Responsibility for approaching differing and diverse viewpoints with an open mind
- Responsibility to recognize the value of diversity and an exchange of ideas within the Academy community
- Responsibility to the community
- Responsibility for being acquainted with and complying with rules and regulations (both academic & social)
- Responsibility to maintain a positive image of the Academy

Please Note: Specific standards of behavior are outlined in the Student Code of Conduct section

Like other members of the academic community, students are expected to conduct themselves in accordance with standards of the Academy that are designed to perpetuate its educational purposes and provide for a safe and supportive learning community. Students must adhere to the Code of Student Conduct and otherwise participate as responsible adults within the Academy, its programs and services.

SEA's Code of Conduct provides student rights and responsibilities, the standards for academic and nonacademic conduct, and penalties for violating the code of conduct.

[Expectations for Virtual Learning](#)

Study Hours

The hours of study in a week vary according to the mode of study.

Changes to Scheduling

While we endeavor to avoid making changes to the weekly study schedule once it has been published, sometimes changes cannot be avoided. If this occurs, you will be given sufficient advance notification and new timetables will be provided to you.

Classroom Conduct

- Conduct yourself according to the guidelines throughout this handbook; and in accordance with the academy's policies and codes of conduct.
- Eating and drinking is prohibited in all classrooms, computer labs and studios.
- You must adhere to the computing facility requirements outlined in this handbook.

Online Etiquette Guidance

SEA wants to prepare you to make the most of your digital interactions with staff and students. Whether posting in online forums, taking part in a virtual teaching session, or messaging a private or public chat group, we must work together to uphold SEA's Code of Conduct, and treat each other with the same respect and politeness as we would in a face-to-face classroom.

'Netiquette' (short for 'net etiquette') refers to rules of good online behavior.

The principles of online communication are similar to those for face-to-face conversation, but there are important differences too. Many of us are used to communicating online using e-mail and private and informal platforms. Whilst it is extremely rare for anybody to deliberately behave inappropriately online, actions can cause unintentional harm, so it is worth reflecting on expectations and norms for communicating responsibly online.

The general guidance below is a starting point for you to think about how you are expected to behave online as a student; your program or department may give you more guidance specific to your discipline.

The opportunity to present your ideas and debate with peers is an important part of your education. Good netiquette means that in these debates or discussions, your comments remain respectful and constructive – they are offered in the spirit of helping to improve or build on someone's work, not in order to target an individual or group with personal criticism.

If you post something inappropriate, an instructor might delete the post and contact you privately to explain why. If this should happen repeatedly, you could be subject to sanctions.

General good online behavior

Generally, good online behavior involves:

- Thanking, acknowledging, and supporting people - remember people cannot see you nod, smile or frown as you read their messages. So, if they get no acknowledgement, they may feel ignored and be discouraged from contributing further. It is a good habit to respond constructively to posts, acknowledging the other person's perspective and moving the conversation forward.

- Acknowledging before differing - before you disagree with someone, try to summarize the other person's point in your own words. Then they know you are trying to understand them and will be more likely to take your view seriously.
- Avoid phrases like 'It is a fact that ...' as they leave no room for anyone else's viewpoint. So, why not start with 'I think ...'? You may want to present someone else's views; if so, say whose they are, perhaps by a quote and acknowledgement.
- Avoiding 'flaming' - if you read something that offends or upsets you, it is very tempting to type a speedy reply and hit 'Send' without thinking – but don't! So, if you feel your temperature rising as you write, save your message, take a break or sleep on it – don't hit 'Send'.
- Disagreeing with the comment, not with the person - disagreement is expected but remember to focus on the matter under discussion and avoid negative comments about other people.
- Respecting difference – respect others' cultural, religious, professional, academic and economic backgrounds, skills, abilities and contributions.
- Asking permission - Do not use or reproduce others' comments or personal information without their express permission.

Good online behavior in online written discussions

(e.g. on Canvas forums, Virtual Common Rooms or MS Teams chats):

- *Pause before posting - before you write a message, take time to see what is being discussed and how. It is quite acceptable to read messages without posting any yourself – people often do this while they build up the courage to take part.*
- Keep your messages short, and keep to one topic per message.
- Don't give out any personal information that you would not usually share with people you do not know.
- Think about effect rather than intention: even if you did not mean to be rude, dismissive, confrontational it may be perceived that way. Remember that the written word can lose context and intention and is a permanent reminder to the receiver of what may have been a fleeting exchange.
- Check you're in the right place - ensure that you post in the correct area of the forum or discussion board. Most forums or discussion boards include mechanism for 'threading' conversations, or channels for discussing different topics and if your post goes to the wrong place, it is less likely to be read or responded to.
- Avoid all caps! Avoid writing in capital letters – it looks like you're SHOUTING!

Good online behavior in live interactive sessions

(e.g. live online lectures or seminars)

- Instructors love interaction with their students. In a classroom environment, you pick up non-verbal cues from the teaching staff and fellow learners if you are contributing too much or too little. Online, you will need to develop self-monitoring techniques.
- There may be many reasons why you are not actively contributing in a live discussion, including your personal preferences or your mental wellbeing or simply not understanding what is being discussed, but staying silent the whole time – especially where the group size is small – can feel quite uncomfortable for some people in the online environment. Here are some things you can do for a more positive experience:
- Use the chat function to let people know why you are quiet if you feel able, so that others can respond appropriately.
- Keeping your camera on can be a good way to signal your engagement in a session and give others some non-verbal cues. There are good reasons why you, or others, may choose to keep your camera off, but it can help to establish good rapport if you feel able to turn it on, at least some of the time.
- On the other hand, it's a good idea to keep your mic on mute when you are not speaking so that background noise doesn't impact other students. There are ways to indicate when you want to speak – for example in MS Teams you can put your hand up (but remember to put it down again!).

The more you participate constructively (while still allowing others to speak and interact) the more feedback you will receive on your ideas. The more feedback you receive, the better you should be prepared for your assessment.

Student Code of Conduct

SEA's code of conduct affirms that you adhere to the highest standards of conduct in relation to your studies and specifies minimum standards and obligations for you to uphold. All individuals are responsible for their behavior while members of the SEA community. This includes students, guests, and/or visitors. Individuals will be held responsible for their behavior that takes place both on and off campus.

Students are also accountable for the actions of others they deliberately incite or encourage to commit a violation of policy.

The following conduct constitutes good cause for discipline, including but not limited to the removal, suspension or expulsion of a student.

- Dishonesty, such as cheating, plagiarism, knowingly furnishing false information to the Academy;
- Forgery, alteration, or misuse of Academy documents, records or identification;
- Obstruction or disruption of instruction or other Academy activities or processes;
- Disrupting the peace of the campus by threatening conduct such as verbal abuse, quarreling, or challenging to fight, or by fighting;
- Defiance of the authority of the Academy personnel or abuse of said personnel;
- Assault of any kind or any other threat of force or violence upon student or Academy personnel;
- Any form of harassment of a member of the Academy community or visitor;
- Creating damage to any real or personal property owned by the Academy or members of the Academy community;
- Theft of any property belonging to the Academy or a member of the Academy community; or
- The use, sale or possession on campus, or presence on campus of or under the influence of an illicit substance classified as such by Government laws and regulations.
- Failure to comply with lawful directions of Academy officials acting in performance of their duties;
- Possession or use of explosive, dangerous chemicals, or deadly weapons on Academy property or at an Academy function without prior authorization by Academy officials; or
- Persistent, serious misconduct where other means of counseling and correction have failed to bring about proper conduct.

Conduct Regulations

Campus Welfare & Operations

1. Non-physical Misconduct: Dishonesty, verbal abuse, harassment, threats, intimidation, social media/ internet harassment and/or other non-physical conduct which endangers the physical or emotional health or safety of any person.
2. Physical Misconduct: Physical abuse, threats, inappropriate physical contact, or contact which causes bodily harm, coercion and/or other conduct, which endangers the physical or emotional health or safety of any person SEA has a zero-tolerance policy against physical altercations on campus or at an Academy sanctioned event. Such violations are subject to immediate suspension/ expulsion from Academy or classes (regardless of fault) pending investigation.
3. Endangering Behavior: Taking or threatening action that endangers the safety, physical or mental health, or life of any person, or creates a reasonable fear of such action, whether intentionally or as a result of recklessness or gross negligence.
4. Hazing: Persecuting, humiliating, or harassing another on campus. Especially when related to the initiating process of a campus group or organization.
5. Fire Regulations: Abuse, removal, tampering or wrongly activating fire and safety equipment. Falsely reporting a fire or dangerous materials on campus, or failure to comply with fire and safety regulations.
6. Controlled Substances: Use, possession or distribution of Illicit Substances or other controlled substances is a violation of Sharjah and UAE law.
7. Weapons and Dangerous Materials: Illegal or unauthorized possession of firearms, explosives, other weapons, dangerous chemicals, or other dangerous articles or substances on SEA premises, at functions sponsored, or participated in by SEA. DEA has a zero tolerance policy for illicit substance use, weapons and dangerous materials brought to campus or any sanctioned event. Such violations of the Code of Conduct are subject to immediate suspension/ expulsion from the Academy pending investigation.
8. Discrimination: Disparity of treatment in educational programs and related support services on the basis of membership in one or more groups or various forms of identity.
9. Dress Code: SEA students are expected to abide by the values and traditions of UAE culture and society; inappropriate dress for males and females is prohibited. This includes, but is not limited to, clothing bearing suggestive or offensive language or graphics and revealing clothes which show too much skin or expose the waist or back.

10. Inappropriate Conduct: Conduct which violates Islamic values, practices, beliefs; or that violates SEA's expectations on personal conduct either on SEA premises or at functions sponsored by or participated in by SEA.
11. Disorderly Conduct: Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, abetting, or procuring another person to breach the peace on SEA premises or at functions sponsored by, or participated in by SEA.
12. Offensive Material: Students are not to produce, view, store, possess, or transmit materials which are of an offensive nature (including harassing or obscene). Although personal opinions as to what is considered offensive may vary, the following items are viewed as offensive: lewd images, excessively violent or graphic content, and items considered to be discriminatory or demeaning in content.
13. Disruption: Disruption or obstruction of teaching, research, administration, disciplinary proceedings, other SEA activities, including its public-service functions on or off campus, or other authorized non-SEA activities, when the act occurs on premises.
14. Disruptive Student: student(s) who cannot conform to the standards of appropriate behavior as set forth by the SEA. It is not permissible to interfere with other students' right of access to an education.
15. Non-Compliance with Directions: Non-compliance with directions of SEA officials or law enforcement officers acting in performance of their duties and/or failure to identify oneself to these persons when requested to do so.
16. Academy Identification: Failure to adequately identify oneself and/or produce a valid SEA student identification card to an Academy official or designee upon request, including campus Security. Every effort will be made to abide by cultural standards when requesting student identification.
17. Academy Guests & Visitors: Failure to comply with Academy regulations regarding guests and visitors. Students are responsible for all actions of their guests while on campus.
18. Unauthorized Soliciting or Distribution of Materials: Unauthorized soliciting, selling or promoting private business, or distributing unauthorized materials by any individual, group, or organization on or adjacent to SEA premises or at any Academy event or function without authorization is a violation of the Student Code of Conduct.
19. Violation of published SEA policies/procedures, rules or regulations.
20. Bribery: Offering or giving money or any item of service to an SEA employee for the purpose of attempting to obtain assistance that would not have otherwise been provided

Academy Facilities and Resources

21. Unauthorized Usage of Academy Facilities: Enter or use SEA facilities or property without consent or authorization.
22. Unauthorized Usage of Academy Resources: Use of Academy resources for unauthorized activities or applications is prohibited. Usage of resources should be in alignment with a person's role and responsibilities at the Academy. Academy resources include, but are not limited to, the use of Academy systems, and the use of Academy equipment, such as computers and peripherals, and other property; and the use of petty cash; and the time and effort of other staff, students, and others at the Academy.
23. Unauthorized Usage of Academy Materials/Falsely Representing SEA: Misuse of any Academy document, record, or instrument of institutional identification. Failing to use Academy identification documents in a manner other than their intended use is strictly prohibited. Usage of any such items, including the Academy logo, seal, and mascot require prior approval.
24. Theft or Damage to Property: Attempted or actual theft of and/or damage to property of SEA or property of a member of the SEA community or other personal or public property.
25. Unauthorized Entry & Key Usage: Unauthorized possession, duplication, or use of keys to any SEA premises or unauthorized entry to or use of SEA premises.
26. Obstruction of Movement: Obstruction of the free flow of pedestrian or vehicular traffic on any SEA premises or at SEA sponsored or supervised functions.
27. Computer Usage: The use of SEA computing systems for purposes unrelated to the mission of SEA is prohibited, although SEA computing systems and services may be used for personal purposes provided that such use does not directly or indirectly interfere with the operation of computing facilities, interfere with the computer user's obligations to SEA, or violate SEA policies or the laws of the UAE.

Adjudication Procedures

Adjudication or disciplinary action may be taken as a result of student misconduct and a violation of SEA policy. The following outlines the reporting and adjudication processes.

REPORTING MISCONDUCT

1. An incident report of student misconduct may be made by any student, faculty or staff member at SEA. The incident should be submitted to the Office of Student Services and Admissions. Any incident of non-academic misconduct must be submitted within ten (10) business days of the alleged act or occurrence of misconduct.
2. The incident report should include the name and ID number of the student, statement of allegation, names of witnesses and other relevant supporting documents and/or evidence. The involved student(s) will be notified of the alleged misconduct. S/he has the right to access information regarding the allegation.
3. Prior to investigation and resolution, interim restrictions may be placed on a student to protect the health and safety of the academy community. These restrictions may include removal of privileges, removal from or relocation within the residential community, suspension from extracurricular activities, or suspension from the academy.
4. In the event of a minor offense, the sanction for the misconduct shall be issued by the Office of Student Services and Admissions. For major misconduct, the case shall be forwarded to the Student Grievances & Appeals Committee as applicable upon deliberation from the Director of Student Services and Admissions, for deliberation and recommendation of sanction.
5. Upon reception of the case by the Student Grievances & Appeals Committee or prescribed taskforce:
 1. A member of the Student Grievances & Appeals Committee or their designee will hold a meeting with the Director of Student Services and Admissions and, if necessary, the student(s) for the purpose of examining the evidence and questioning any witnesses or relevant parties. The student(s) shall have the right to be assisted by an advocate. External attorneys are not permitted to be involved in any grievance or appeal case.
 2. The committee may consult other key departmental functions, personnel, or an expert (e.g., medical, psychological, etc.) for advice regarding any evidentiary issue.
 3. Based on the evidence, if the committee decides that the student has committed a Code of Conduct violation, they will recommend an appropriate sanction.

4. The Director of Student Services and Admissions shall thereafter submit a full report, including the recommended sanction, to the Director of Student Services and Admissions for a final decision. Such a decision will be communicated to the Registrar's Office, or equivalent.
5. Where the Student Council determines to impose a sanction other than that recommended by the Office of Student Services and Admissions, written justification shall be provided and communicate the final decision to the student.

An interim suspension from the academy may be imposed and shall become effective immediately without prior notice whenever there is evidence that the continued presence of the student poses a substantial and immediate threat to him/herself, or to the Sharjah Education Academy community.

Where deemed appropriate, a student shall be barred from taking any examination(s) or submitting paper(s) due to an interim suspension, but the Academy may make special arrangements regarding the time and place for the completion of such work.

Wherever possible, the investigation, outcome and student notification of the decision should be completed within (10) business days.

SANCTIONS

Sanctions for minor offenses may include, but are not limited to, the following:

- Verbal warning.
- Written warning.
- Suspension.
- Dismissal.

Sanctions for major offenses may include required payment for damages, assigned work, suspension or dismissal. Students who have been issued violations shall receive a report explaining their offense, the severity of the offense, and the corresponding sanction. Students who have been deemed not responsible shall receive a report of exoneration. A record of the outcome shall be held in confidence in the student file.

APPEALS

A student has the right to appeal the decision. All appeals must be in writing and provide new information not considered previously. The appeal must be submitted within (10) business days of notification of the sanction to the Director of Student Services and Admissions.

Student Grievances and Appeals

Sharjah Education Academy aims to provide a fair, equitable and productive learning environment for all of its students that includes a variety of means by which student grievances are brought to consideration and subsequent resolution in a timely manner. Academy policy defines your right to file a grievance or appeal a decision or ruling, and procedures for doing so. The academy treats all grievances seriously and is committed to ensuring students have access to a transparent process for the resolution of grievances.

The dean of education is responsible for receiving academic grievances, violation of student rights is coordinated by the director of student services and admissions, and violations of employee rights is coordinated by the head of human resources. Each designated individual is in charge of coordinating the investigation. The investigation of complaints may be assigned to other staff or to outside persons or organizations.

It is the policy of the Academy that all students who believe they have been treated unfairly or inappropriately have the right to pursue a grievance against the person(s) alleged to have committed the unfair act or acts against the student.

A formal process has been established for student grievance; however, as part of the administrative procedures, a student must first attempt to resolve the conflict with the person(s) before the official grievance may be filed and the process initiated.

Where a student wishes to discuss an issue pertaining to a course, an instructor or other academic related issues, the student may direct his/her concern to the respective Office of Student Services and Admissions. If, in their judgment, the grievance is of such gravity or its resolution would have such impact on the welfare of students generally or on the conduct of professional responsibilities at the academy as to require even more formal safeguards for the aggrieved student and faculty member involved, the Director of Student Services and Admissions in accordance with the Dean of Education, will consider and seek to resolve the matter further as necessary.

Items that are grievable include:

- Issues of student access or alleged illegal discrimination;
- Any form of harassment or other areas protected under the law; and
- Unfair acts where the act has a negative impact on the student or employee.

Items that are not grievable include:

- Grades, except with evidence of:
- Mistake – unintentional error on part of the instructor.
- Fraud – intentional misrepresentation of any or all facts, which lead to a negative outcome.
- Bad Faith – includes fraud and any other intentional act of the instructor, which negatively impacts the grade of the student;
- Acts by another student that are violations of conduct policy (see Student Code of Conduct);
- Acts which, though deemed unfair, do not have a specific negative impact on the student. Included among non-grievable issues are situations that are deemed to be petty or to have no significant negative impact upon the student in question; and
- Acts that affect another student: Only the student affected by an act may file a grievance. A student may not file on behalf of another student.

Grievances Process

All communications related to a grievance are to remain confidential for the entire process and be documented. Individuals will not be reprimanded or discriminated against for voicing a concern.

1. If initial discussion does not produce a satisfactory resolution of the grievance, the student shall file a written grievance with the Office of Student Services and Admissions, setting forth the reasons for the grievance and the requested remedy. The submission of the written grievance should be within five (5) business days of the occurrence of the event giving rise to the grievance. The Office of Student Services and Admissions will forward the grievance to the relevant line manager (e.g., program chair, department head).
2. Within five (5) business days of submitting the written grievance the student shall have a meeting with the line manager to orally present his/her grievance, providing any additional documentation. The line manager shall document his/her findings and recommended resolution in writing. If the grievance is resolved no other actions will be required. If the discussion does not produce a satisfactory resolution of the grievance, the line manager will forward all documents and materials to his/her line manager within five (5) business days.
3. Within five (5) business days of the receipt of the grievance materials, the appropriate director or dean shall, after his/her evaluation of the grievance and any accompanying documentation, seek additional clarification from the involved parties, if required. If the grievance is resolved, no other action is required. If the discussion does not produce a resolution of the grievance, the respective director or dean shall document his/her findings and recommendations in writing and then, within five (5) business days, turn all grievance materials over to the Executive Director.

4. Within five (5) business days of the receipt of all grievance materials, the Executive Director will seek to hold an Academic Council meeting or ad-hoc Grievance meeting if deemed necessary. The committee shall gather all relevant facts and interview the parties involved with the grievance. The respective shall make a final recommendation to the Executive Director – of which their decision shall be final.

Appeals

A student has the right to appeal an academy imposed academic or non-academic sanction or a financial ruling subject to the following provisions:

- All appeals must be in writing and provide new information not considered previously.
- A student may appeal an officially recorded grade through submission of a “Grade Appeal” form to the Registrar’s Office via the Office of Student Services and Admissions, no later than the first day of classes of the next regular semester.
- All appeals of a sanction imposed for an academic integrity violation must be submitted to the Dean of Education within ten (10) working days from the decision date.
- All appeals of a dismissal due to poor academic performance must be submitted to the Dean of Education within five (5) working days from the decision date.
- All appeals of a sanction imposed for a code of conduct violation must be submitted to the Director of Student Services and Admissions, within ten (10) working days from the decision date.
- Financial appeals must be submitted to the Director of Finance, by the last day of the add/drop period of the current semester.
- Appeals may result in the application of a lesser, identical or more severe sanction or grade.

Upon consideration of appeals, the following shall be taken into consideration:

- The investigating committee/council/taskforce:
- Reviews submitted documentation.
- Where necessary, gathers additional information.
- Takes into consideration a student’s academic progress or special circumstances.
- Recommend to the chief academic officer a lesser, identical or more severe sanction.

Decisions by the Dean of Education and Executive Director based on the recommendation of the relevant appeal committee are final.

Results of an academic appeal will be provided to the student in writing by the Registrar’s Office and a copy of the final decision placed in the student’s file.

Academic Policies (Regulations & Student Academic Integrity)

This section provides some basic information for your quick reference on academic policies and the entirety of the Academic Integrity Policy as in the Catalog.

For comprehensive information on “Academic Policies and Regulations” see the same titled section of the Academy Catalog. Details on admissions, grades, academic standing (probation and dismissal) and more are listed in the Catalog.

Orientation Program

Prior to registration, each program holds an orientation session to familiarize students with its specific regulations and assist them with onboarding processes. These sessions are also to inform the students about existing resources, research, the opportunity to meet their program chair/faculty, and serve as an introduction to academic policies and regulations.

Add and Drop

Students are allowed to add and/or drop courses at the beginning of every semester/term. The add and drop period begins on the first day of class. The duration of the add and drop period may vary, and the actual dates are published in the academic calendar. Courses dropped during the add and drop period are not recorded in a student’s transcript. The semester/term tuition is recalculated accordingly with no fee penalty charged. Students interested in adding and/or dropping courses should first consult with their respective advisors and complete the required registration/de-registration processes.

Attendance, Lateness and Withdrawal

Attendance and participation in all class and workshop sessions (whether in-person or virtual) are essential to the SEA educational process. Students benefit from the lectures and exchanges with their instructors and fellow students. For this reason, students are expected to attend class regularly.

Absence or lateness hinders progress for the individual and the class, affecting overall academic achievement.

Students are required to be present for scheduled classes and consultations with their advisor as prescribed by the course syllabus and module guides. The academy has a 90% attendance requirement for all units of study.

SEA reserves the right to cancel a student’s enrolment or take other disciplinary action as deemed necessary where a student may be at risk of falling below the required minimum. Exceptions will only be granted in the case of demonstrable mitigating circumstances and, should nonattendance have resulted from medical reasons, students will be required to present the appropriate medical certificates. In certain circumstances, non-attendance of theory classes may result in restrictions on the use of practical resources.

It is the responsibility of students to ensure that the relevant staff member has noted their attendance on the appropriate register for all theory and practical classes. Attendance is normally monitored periodically through screening of attendance registers. If a student is unable to attend a class, it is the student's responsibility to contact the appropriate faculty to obtain copies of handouts and notes for the class missed.

Late arrival to class by more than five (5) minutes without any mitigating circumstances, shall mark a student as absent. In addition, and at the discretion of the faculty, a student may be excluded from class until a suitable break in proceedings. If a student is consistently late for class, they may have their course of study suspended.

Attendance is monitored periodically through screening of attendance registers and records. In order to support a student's academic progress and well-being, systems and processes are actioned by the Student Services department to regularly contact the student regarding student attendance records. Continued Non-attendance may result in restrictions on the use of practical resources.

Students falling below 90% attendance for a course, are required to:

- meet with the Lecturer/Course Coordinator and/or Student Services before they are permitted to attend further sessions in the course and access to practical resources is renewed
- submit supporting documentation (medical certificate, proof of travel etc.) to the Lecturer/Course Coordinator and/or Student Services before they are permitted to attend further sessions in the course and access to practical resources is renewed
- be aware that access to the Learning Resource Center and Learning Management Systems may be revoked until the student has met with the Course Coordinator and/or Student Services
- be aware that the student ID, internal networks and internet access may be revoked until the student has met with the Course Coordinator and/or Student Services
- be aware that access to grades may be revoked until the student has met with the Course Coordinator and/or Student Services.

The Academy reserves the right to cancel enrolment or take other remedial action as deemed necessary where the student may be at risk of falling below this required minimum. Students are fully responsible for dropping or withdrawing from courses that they are not attending.

Students may withdraw from courses without grade penalty by completing the required registration processes for withdrawal from a course under special circumstances. If a student with a documented medical condition (e.g., operation, hospital stay, serious illness, etc.) needs to withdraw from a course after the established add/drop deadline, the student may submit a formal written request with the appropriate original medical documents. The Office of Student Services and Admissions will verify the claims and approve the change of status to a W. A student may not withdraw from a course in which an academic integrity offense was committed until the case has been reviewed and the adjudication process is complete.

Withdrawal from the Academy - Students seeking to withdraw from the academy must complete the required registration processes for withdrawal. If complete withdrawal occurs during the add and drop period, the courses are dropped and are not recorded in the student's transcript. If withdrawal occurs after, a grade of W is assigned to the student for the specific course.

Academic Progress

Evaluation of Student's Performance

The student's performance is assessed on a continuous basis during the term. Overall, the assessment of student learning is guided by academy policy. Assessment of the students' performance in a course will normally include a combination of examinations, coursework, and curriculum projects where relevant. Depending on the course, the coursework component may include assignments, quizzes, research papers, projects, etc.

Grading will be clearly articulated on the syllabus and students should be informed as to how exactly their work will be evaluated throughout the entire course. Students have the right to understand how they are being assessed within their courses and to be alerted if they are failing or are at risk of failing. Grades must be submitted by the deadline each term.

The grading of students is based on measurement of their achievement of set learning outcomes and performance indicators. Course assessments are explained in detail during the first lecture and in the online learning environment of the course. A completed course may consist of several smaller component assignments in addition to an examination or other learning assignment. All component assignments must be completed in order to complete the course. Only the final grade from a completed course is entered into student records.

A cumulative 3.0 GPA is required for a status of Satisfactory Progress.

SEA will allow students to repeat courses once without pre-approval. A second repeat requires approval from the dean of education. Grades are calculated only one time for each course (the best grade). If a student fails a course and repeats it successfully, the failing grade is not taken into consideration in calculating the grade point average.

Student Records

Student records, degrees, transcripts, and related documents submitted by students from other institutions to the Sharjah Education Academy, when applying for a course or program, are the property of the academy – all such documents of which are controlled and managed by Office of Student Services & Admissions. The academy is not required to provide (or allow the making of) copies of these documents. Transcripts submitted to SEA for admission or transfer credits cannot be returned to the student or forwarded to other institutions.

The academic record of an individual student is maintained by the Office of Student Services & Admissions for a maximum period of five years after the student graduates or leaves SEA. Beyond this retention limit, documents in a student's record are managed in accordance with the SEA best practices on file retention, which could entail permanent destruction of some of these documents.

Student Privacy and Information Release

The academy shall assure that student records are maintained in compliance with applicable laws relating to the privacy of student records.

The Office of Student Services & Admissions shall direct the implementation of appropriate safeguards to assure student records cannot be accessed or modified by any unauthorized person.

Any currently enrolled or former student of Sharjah Education Academy shall have a right of access to view their educational student records. Students have the right to update their personal data, such as their telephone number, correspondence address, and email address, which shall be notified by the student to the Office of Student Services & Admissions.

No representative of the academy shall release the contents of a student record to any member of the public without the prior written consent of the student, other than the following:

1. To disclose students' records to the private or public authority sponsoring the
2. student, if applicable.
3. Information sought pursuant to a court order or lawfully issued request by any UAE governing body, authority or ministry, or as otherwise authorized by applicable laws.

Academic Transcripts

The Student Services & Admissions maintains and updates the academic records of all students who register at the academy. The permanent record reflecting the academic achievements of each student throughout his/her entire study period at the academy is referred to as an academic transcript or transcript.

At the end of every semester/term, academic records are updated for students who were registered in that semester/term. Students may access their unofficial transcripts through the secure online student information system. Students are encouraged to review their records online periodically.

Students may obtain copies of their academic transcripts, which will only be released with a signed request from the student concerned. A nominal fee may apply. The academy will issue only complete transcripts, not parts of the student record.

A brief explanation of the academy's grading system is provided with every official transcript. The detailed explanation is included in the Grades and Academic Standing section herein.

Student Academic Integrity

Academy policies demonstrate the Academy's commitment to the principles of truth and academic honesty. All students are expected to conduct themselves in their academic studies honestly and ethically and are expected to carefully acknowledge the work of others in all academic activities and respect intellectual property rights.

Cheating & Plagiarism

Students will be notified in each program syllabus that academic honesty is one of the fundamental bases for the academic community. To this end, the Academy assists students in defining acceptable standards of academic honesty as they pertain to written work. It is important to acknowledge sources used when writing papers. Plagiarism – to take and submit someone else's work as one's own work or using the work or ideas of another are forms of academic dishonesty.

Plagiarism may be any one of the following:

- Verbatim copying without proper acknowledgment;
- Paraphrasing without proper acknowledgment;
- Assembling a "patchwork" paper from diverse sources, without proper acknowledgment of those sources;
- Unacknowledged appropriation of information or of someone else's ideas.

Mechanisms for Accountability

The Honor Code (Pledge) is a short statement that the student will fully comply with the academy's Student Academic Integrity Policy. Every student admitted to SEA will sign the Honor Code electronically via the SIS/LMS prior to enrollment in classes.

SEA faculty will have access to utilize a plagiarism/similarity checker via the LMS platform. The utilization of "Turn-it-In" allows faculty an additional resource to authentic original student work and contributions to the learning process.

Filing a Complaint of a Student Academic Integrity Violation

If a student has committed an act of plagiarism or cheating, instructors should:

- a. Complete a "Academic Integrity Violation" form outlining the student's action.
- b. Attach all relevant documentation, e.g. paper, sources, etc.
- c. Submit the documents to the Dean of Education.

It is assumed faculty have already approached the student, cited policy and consequences from the program syllabus and informed him/her the act is a violation of student conduct and has been reported. In cases of Major Violations the instructor shall inform the Dean of Education and the violation will be reviewed by the Academic Council.

Faculty must report student code of conduct violations in writing no later than 5 working days after the incident by submitting the specified form.

For "Good Cause" or extremely serious violations an instructor may request a student be suspended from the entire Academy for up to 10 days by filing a student code of conduct complaint on the appropriate form. A student may not be permanently suspended from a class or the Academy without benefit of due process.

Students cannot be permanently removed or dropped from a class without benefit of due process. Assigning a failing grade for the class must be based upon the holistic grading procedures of the instructor; academic sanctions for plagiarism and/or cheating that may be applied by the instructor include assigning a failing grade for the assignment or zero points for the assignment.

Once the dean of education receives the above documents, the student will be issued a written warning that includes sanctions for future incidents.

Disciplinary Action

Disciplinary action may be taken as a result of violation of academic integrity policies. Appropriate Academy officials may impose the following penalties:

- Warning: Oral or written that continuation of wrongful conduct may be cause for additional disciplinary action.
- Reprimand: Written statement of violation of a regulation including the possibility of more extreme disciplinary action. Includes reduction of grade.
- Suspension: Exclusion from classes and other privileges and activities for a specified period of time that may include exclusion from the campus.
- Expulsion: Termination of student status for an indefinite period. The conditions of readmission, if permitted, shall be stated in the order of expulsion.

Student Feedback and Evaluation

Continuous Quality Improvement

SEA encourages you to give feedback with regards to any aspect of your time at SEA. Because your feedback is valuable toward our attempts at making your student experience the best it can be, evaluation questionnaires will be distributed to you throughout your course. The aim of this feedback process is to elicit views on the quality and experience of being a student in any of SEA's programs. Questionnaires will invite general comments on your overall and course experiences and ask specific questions relevant to certain areas of study. In some instances, additional feedback will be sought for reporting purposes. Your anonymity will be highly regarded unless otherwise specified.

Any issues identified within these questionnaires will allow management to standardize procedures and maximize the effectiveness of the courses. The report on student feedback will be an item for discussion during leadership meetings and will, where necessary, be reported upon during the annual monitoring process. The whole feedback process will also be reviewed on a regular basis to ensure it is effective in helping provide a good quality experience for you.