

Student Services Manual

Prepared by
Deanship of Development and Quality
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Guidance and Counseling Services

Guidance and counseling is an important process that a university student needs in all stages of his university studies. The undergraduate level is quite different from what a student is used to in general education. It is an important stage in building the student's scientific and social personality it is considered a different paradigm shift from general education. The university student manages his scientific, personal and social affairs, and make his own decisions, it may be a stage of excellence or distinction or may be otherwise. To help the student adapt to a new university life that needs some support and guidance. The Department of Guidance and Counseling at the Deanship of Student Affairs works hard to stabilize students and adapt them to the new university environment.

The administration is keen to follow up the students' scientific, psychological and material issues, especially in this age where there are many sources of knowledge so it is important to lighten the path for them, protect them and help them solve any problems and obstacles that stand in their way of success. Hence, the administration has established guidance units in all colleges, branches, male and female departments around the University.

If you need a private (academic, psychological, social etc.) consultation, you can
:book an appointment here

<https://dsa.qu.edu.sa/content/p/81/form>

a. Reception of new students

The Department of Guidance and Counseling at the Deanship of Student Affairs recognizes the importance of the quality of the definition of newly admitted students to the University). The new program for receiving new students since their admission to the university will be arranged and arranged for the new students since their admission to the University, the student will be given an invitation to attend the reception and the venue

with notice of admission to the University. In addition to some important and necessary instructions that the student needs to understand before starting their studies. The program aims to prepare the student for a new university life. Introducing the support systems for the students of the university, as well as introducing the students to the faculties they attended and what they offer them. The university's essential facilities, such as the library, restaurants, gyms, photographic centers, bookstores, laboratories, etc.

The reception was organized over two days. The reception program started on the first day of each semester and was graciously sponsored by the University Rector.

b. Religious and Social Awareness Program

The Department is careful to select the materials of the awareness programs accurately, and in the public interest, which helps guide and guide students and educate them, and immunize them culturally, religiously and socially.

c. Exhibitions

The administration aims to hold some exhibitions to make students aware of the negative effects that hinder their academic career and future and opens the way for the positive things that help him build a bright future for him.

d. Student Services

1. Such as offering reductions on the fees of transportation by plane, mass transportation, train, issuing identification cards and following up medical reports.

e. Social Study and Special Needs Services

The Department of Guidance and Counseling is keen to assist the student with its educational, educational, material and social benefits, in coordination with the Student Funding Department. As some students have social and physical conditions that may cause them to be left behind or absent from school. Therefore, the administration was keen to provide financial assistance after conducting a personal interview for the student or needy student and determine the amount of the subsidy and raise it to the student funding department for approval.

By examining the conditions of some of the stuttered students and studying their academic, social and psychological situations, which may have a significant impact on the student's academic stumbling. The Department of Guidance and Counseling has developed a program to study student cases. It prepared a form with the names of many disabilities, which is filled out by the social worker. It also set a timetable to be followed up

by the specialist in which the student will execute according to his instructions.

f. Program for finding Jobs for the Students(males/female)

This program aims to:

1. Providing students with the opportunity to demonstrate their inherent talents and to acquire practical skills through their practice and responsibility, and increase their self-confidence.
2. Providing opportunities for students to earn a financial income to overcome the financial problems that hinder the completion of university studies due to the interruption of the university reward to help him continue his education or the existence of financial obligations that require the provision of other income. The Department has prepared an information leaflet for this program.

g. Peer Education Program

The university sponsors all its students and takes care of their various segments. Among these segments are the students that are stumbling academically, the university established for them a program that is interested in this segment represented by the Department of Guidance and Counseling Deanship of Student Affairs.

Therefore, the administration was implemented in the second semester of the academic year 1427/1428 in an experimental form for the students of the faculties of Economics and Management and the College of Computer for students and the results have been fruitful as they benefited students in general.

The program aims to:

1. Assisting troubled students who need to strengthen their educational attainment.
2. Create positive relationships between students.
3. Reward outstanding student and publicize their excellence in front of others.
4. Develop the skills and abilities of outstanding students and use them to help other colleagues.

h. Honoring Outstanding Students Program

This program aims to praise and encourage outstanding students to continue and motivate other students to excel. The Department of Guidance Counseling has developed the following criteria to identify outstanding students in university colleges:

1. The accumulated marks should not be less than 4.25 out of 5.
2. The student must have passed six semesters in the colleges where the system of study is eight semesters and eight semesters in the colleges where the system of study more than eight semesters.
3. Must not have previously failed in any course.

The ceremony is held at the beginning of each new academic year.

Entertainment

This is done through the cultural, sporty and social activities, which is done through the student clubs. The University has high level facilities in which these activities may be practiced.

Student Clubs

As the student is the focus of activities, the Deanship decided to establish student clubs in colleges. So students get to supervise and practice activities themselves. The board of directors of the club consists of 11 students, one of whom selects the director of the club and is fully responsible in front the staff member supervising the club. All the supervisors of the different clubs are associated with the general supervisor of the clubs in the Deanship of Student Affairs.

Athletic and Cultural Facilities

The University cares for developing its athletic and cultural facilities, and it currently constructs “Assembly of Athletic Facilities”, which most of its units have been finished. This Assembly contains group of athletic facilities of high standard, and have integrated combos of stadia, sport fields and services for University staff, students, employers and officers. These include:

- Bowling and entertainment sports hall
- Multi-sports hall (football, basketball, volleyball, etc.)
- Hall services building
- Swimming pool building prepared for holding championships
- Social building equipped with social sitting rooms and cafeterias
- Group of outdoor stadia

The total area of this assembly is about 89800 meter square, and the total cost of it is 89 million SR. the assembly is constructed according to the most recent styles, and well equipped to serve the staff, student and all University related people.

Also, the University has many well equipped halls for conferences, meetings and celebrations. These are distributed all over the University in its main building and the branches. The courtyard of the University main building is prepared for establishing the big activities and encounters such as graduation parties, public conferences.

University Housing

Campus accommodation for students within the university campus is an essential component of the campus and is important to provide a comfortable and suitable atmosphere for students to fulfil their university studies easily and motivate them for scientific excellence and to use their leisure time and benefit from it through the services offered within the university.

The General Administration of the University has been keen to find accommodation for students by signing the first and second phases of 6 buildings in the University City accommodating about 1050 students for each stage, including public facilities for each stage.

- University housing for students in the College of Science and Arts in Al-Rass and the College of Health Sciences in Al-Rass and the College of Health Sciences in Al-Bukayriyah,
- University housing in Al Bukayriya, which can accommodate 105 students, including scholarship students, and is rented from the Association for the memorization of the Koran in Bukayriah.
- Housing on campus in the Southern Branch of the Philippines scholarship students and it includes 9 students.
- University housing in Al-Wusta district was rented for 53 students.
- University housing in Al-Khabib neighborhood was rented to students of post-graduate studies which are Yemeni scholarship students which are 3 students.

The Deanship of Students Affairs has established a unit to follow up the university housing and external student housing and coordinate with the deanships and private housing departments to develop the appropriate programs to educate students, develop their skills and exploit their free time.

The Directorate of Housing has provided transportation for all student housing and it meets their requirements and follows-up with them regularly.

Students Box (Fund) Services

The Student (Fund) Box seeks to provide scientific, psychological, social and financial stability for students attending the University through financial support for the programs of the Department of Student Activities, guidance and assistance of the Deanship of Student Affairs. It works through providing services to students, including advances, subsidies, financial loans, student employment program and the peer education program. Service centers for students, such as bookstores, photography centers and food services, are all in accordance with the tasks and programs entrusted to the Deanship of Student Affairs. The Fund does its utmost to achieve all that includes serving the student and facilitating the progress of his/her university studies and psychological stability.

Objectives of Students Box

1. Providing subsidies and loans to students attending the university.
2. Supporting the programs of the Department of Student Activities, Guidance and Counseling at the University and presenting awards to outstanding students.
3. Supporting student programs financially, such as the student employment program and the school bag insurance program for the preparatory year students at the university.
4. Establishing useful service projects for university students such as canteens, printing, copying, photocopying and providing office and scientific tools and the like.
5. Supervising the operation of photographic centers and bookstores in the university.

Organizational Structure for the Students Box

The student fund Box consists of the following main sections:

- 1- Administrative Affairs
2. Financial affairs
- 3- Student Services.

Students Box Services

The fund works to provide a suitable scientific environment for the students of the university by overcoming the material difficulties that may face students during their university career and motivating them to excel in their academic achievement at the university, support non-educational programs and activities of students, and provide the necessary supplies for the student during his university studies. The Fund provides the following services to students attending the university:

1- Student Subsidies:

Some university students need financial assistance to overcome some of the financial conditions they may face during their studies and support them to provide some necessary requirements for their educational process. The social workers of the Deanship study the students' situation and assess their need for assistance.

Student Subsidy Disbursement Regulations

- This service is offered to all university students who are regularly studying their rewards.
- A student wishing to be assisted by the Student Fund at the Deanship of Student Affairs must apply to the Student Fund Department at the Deanship of Student Affairs, stating his need for the subsidy and the circumstances he is going through.
- The student must support his application with official documents proving his condition and the need for assistance.
- The student must abide by the instructions issued by the Deanship of Student Affairs, such as holding a university card and commitment to good behavior in appearance and dealing.
- Studying the case of the student by the social researcher in the Deanship of Student Affairs to determine his need and then the approval of the committee formed by the Board of Directors to study applications for student subsidy and approved by the Board of Directors of the Student Fund.
- The student is not entitled to apply for more than one subsidy per semester.
- The subsidy shall be canceled if it is delayed for more than two weeks from the date of approval of its disbursement.

2- Medical glasses subsidy

Some university students suffer from low vision and need to use glasses (to correct their vision problems). This service is in accordance with special regulations established to

regulate its utilization. The Fund assists them by paying (50%) of the value of the glasses, after it is proved that they need it by the specialist in the health unit at the university, and this service is in accordance with special controls established to regulate their use.

Rules for Providing Financial Assistance for Medical Glasses

- This service is offered to all university students.
- The student must provide a written statement from the specialist in the University Health Unit confirming his need to use glasses.
- The student must abide by the instructions issued by the Deanship of Student Affairs, such as holding a university card and the commitment of good behavior in his appearance and behaviour.
- The student must bring the original invoice for his purchase of glasses from one of the specialized shops, clearly stating the student's name, the date of purchase and the official seal of the shop.
- The student funding department shall bear (50%) of the value of the medical glasses approved in the purchase invoice from the competent shop, but the value of the glasses does not exceed (500) five hundred riyals.
- The student is not entitled to apply for more than one subsidy during his studies at the university.

1. Student Loans

Some students require some financial support to be able to afford the requirements of their study. Therefore, the student funding department is keen to provide financial resources in order to stand with students for helping them overcome these needs. It also provides the conditions for their psychological stability. This service is provided in accordance with special regulations established to regulate its utilization.

Student loan payment rules

- Provides financial support to all university students who attend school.
- The student must be eligible for the monthly student reward.
- The student must complete the loan application form and promise to pay all the money that he took.
- The student determines the financial support he needs, provided that the required loan should not exceed the amount specified by the administration of the student funding department.

- The student must abide by the instructions issued by the Deanship of Student Affairs, such as holding a university card and commitment to good behavior in appearance and dealing.
- The payment is made in monthly installments by automatically deducting from the student's monthly reward.
- All installment payments must be paid before the end of the semester in which the loan was paid.
- The student is not entitled to apply for more than one loan in the same semester in case of repayment of the full previous payment.
- The loan is canceled if it is delayed for more than two weeks from the date of approving the payment. The applicant must submit a new application in case he needs the loan.
- If the student wishes to postpone, drop the semester or withdraw from the university, he must pay the loan that he owes before evacuating his party from the university.

Students with the following cases are not eligible for a financial loan

- A. New student who is studying at the first level.
- B. The student whose reward has been cut due to receiving a warning or exceeding the period of regular study at the University.
- C. The student who has already taken a loan and has not yet completed the payment of all the installments.
- D. The student who owes previous financial installments to the funding department.
- E. A student who has been subjected to disciplinary punishment of depriving him of some University's benefits, such as subsidy, loans from the student funding department and other benefits.

2. Program for securing the school book bag for preparatory year students

- The student funding department at the university provides a tuition service for all students who attend the university regularly.
- The student must be eligible for the monthly student reward.
- The student must complete the application form for the loan of the study bag and pledge to pay the loan.
- A student's GPA should be at least 2 out of 5.
- The student must abide by the instructions issued by the Deanship of Student Affairs, such as holding a university card and the commitment to good behavior in his/her ap-

pearance and behaviour.

- The payment is made in monthly installments by automatically deducting from the student's monthly reward.
- The discounted monthly installment should not exceed 30% of the student's monthly reward.
- The student is not entitled to apply for more than one loan per semester unless he finished the payments of the previous loan.
- In case the student wishes to postpone, drop the semester or withdraw from the university, he must pay the advance due to him before evacuating his party from the university.

3. Student Employment Program

It is one of the educational and social welfare programs offered by the Deanship of Student Affairs through the Directorate of the Students Box in cooperation with the Directorate of Guidance and Counseling in the Deanship. This program focuses on honing the talents of university students and accustoming them to practice work and take responsibility and giving by employing them in one of the departments, colleges or deanships of the university at leisure.

Program Goals:

- Exploiting students' leisure time in training them to become self-reliant and responsible individuals
- Filling the need of some university units for some temporary work that does not require permanent staff. Allowing students to fill those positions and teaching them practically to contribute in supporting the goals of the university and achieving its mission.
- Inculcate the love of work among students.
- Training students on the principle that receiving reward should be in accordance to them working and giving their best first. In addition to meeting some of the students financial needs.
- Providing opportunities and encouraging students with outstanding abilities and skills (talented students).

Nomination rules in the student employment program:

- The student should be a regular student at the university.
- The student should complete the student employment form and get it approved from

the responsible authority and validate it by the employer.

- The student should not be employed for more than two consecutive semesters unless there are convincing justifications (such as the students that have their rewards cut) in order to expand the student employment base.
- Student employment should be limited to areas that serve the objectives of the university.
- The student should not work in more than one place in the same semester.
- The student must have a current account in one of the branches of Al Rajhi Bank. He/ she should provide the administration of the student funding department at the university with a copy of the account number card. In case of the absence of a copy of the bank account number of the student will not be approved for employment eligibility.

A student who has less than 3 (3) hours of free time in his weekly schedule is not allowed to work in the student employment program. This is in order to not to be affected by his academic level and educational attainment.

- The work assigned to the applicant should be a responsibility that ends at the end of the work period.
- The employer must abide by the specified number of employment students.
- The employer shall adhere to the maximum operating hours specified in the student program list which is ten (10) hours per week and forty (40) hours per month.
- The supervisor is obliged to approve the monthly attendance statement by signing and stamping it with the official stamp of the employer and sending it officially to the student funding department administration by the end of each Hijri month. In case of failure to comply with this order, the student rewards will not be paid.

4. Cooperative Employment Program

Cooperative employment is a cooperative program between the student funding department and the private sector to provide the services needed by the student from paper photography, the provision of textbooks, stationery and the provision of light nutrition services, drinks and other services. This program aims to provide quality service to students at reasonable prices, as well as reduce the operating expenses of the Student funding department through cooperative operating contracts with the specialized private sector and experienced in various student services. Through this cooperation, the fund operates photographic centers, bookstores, snack and beverage services in cooperation with a number of private sectors specialized in these fields. The Fund currently operates a number of student services, as follows:

a. **Bookstore and stationery centers:**

These centers are concerned with the provision of textbooks, scientific and cultural books and various stationery supplies such as pens, notebooks and others. The courses textbooks are determined in coordination and cooperation with the university faculties.

There are three bookstores in:

1 – A center for selling books and stationery in the building of the General Administration of the University in the university city of Mlida.

2 - A center for selling books and stationery in the Center for University Studies for girls in the university city of Mlida.

3 - A center for selling books and stationery in the building of the College of Sharia and Fundamentals of Religion.

b. **Photocopying Center in the University:**

Due to the increase in the number of students in some colleges and the opening of new colleges, and the accession of the Teachers College in Al-Rass, it was necessary for the Fund to increase the number of imaging centers in the colleges and to provide imaging service in the new colleges through the cooperative operating program. In addition, the total number of photographic centers at the university was ten, through the cooperative operating program, which was assigned to Hoshan Company Limited (the operator of the university's photographic centers). Those centers exist in:

1. General Administration Building.
2. College of Economics and Administration Building.
3. College of Agriculture and Veterinary Medicine.
4. College of Sharia and Fundamentals of Religion.
5. University Studies Center for Girls.
6. Community College in Buraidah.
7. Community College in the province of Onaiza.
8. College of Science and Arts (students).

Also, three self-paper machines have been operated in the Deanship of Educational Services and the College of Medicine and the Center for University Studies for girls in the University City of Mulidaa. In addition to the previous work of self-filming machines in each of:

1. -Central Library in the building of the General Administration of the University.

- 2 - Central Library, College of Sharia and Fundamentals of Religion.
- 3 - Central Library Center for University Studies for Girls.

c. **Food Services:**

The Box is keen to provide light food services, which cannot be provided in the university restaurants or canteens of main meals such as hot and cold drinks and snacks through coffee shops)) coffee Shop, which is operated by the Fund department in cooperation with the private sector specialized in this field to provide a good service commensurate with the status Scientific University and its employees.

The Students Box is keen to provide its services with excellence and diversity needed by the university students in the places prepared and equipped for this in the university, in cooperation with the private sector through the cooperative operating program. The operation of the buffet located in the lobby of the University main building and other Buffets have been assigned to specialized companies in providing hot and cold drinks and snacks.

7. Provision of the Graduation Ceremony Clothes of the Students

Among the contributions of the Students Box is to participate in the graduation ceremony of students through the provision of students' abayats and mashalih (gowns) for students, which are distributed free of charge, after the approval of his Excellency; the President of the University according to recommendation of the Board of Directors of the Students Box, to encourage the students to attend the graduation ceremony.

Medical Care

Medical care is an important student service provided by QU. Therefore, the University presents free medical care to their students through its medical clinics in the main campus in Mulidaa. These comprises general, surgery and specialized clinics, besides the dental clinic. These clinics offer medical care to the staff and officers of the University in addition to the students. Also, the governmental hospitals offer comprehensive medical care to the Saudi citizen including the students, and also they offer medical care to the international students.

The University currently constructs and prepares the University Hospital in its main site, which is a comprehensive medical project. It is a part of the Medical City which will serve all the University staff, employees, students etc. and the local community as well.



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