جامعة المستقبل

Mustaqbal University

أول جامعة أهلية بمنطقة القصيم

Student Rights, Duties, Appeals, and Grievances Guide

Prepared by

The Quality and Accreditation Department

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Chapter 1

Rights and Duties

1.1 University Student Rights

A. The Academic Affairs

1. Access to the student handbook, which provides information about the university, its systems, and facilities.
2. An orientation ceremony for new students.
3. The education students receive will be evaluated, and their feedback will be used to improve the quality of education at the university. Students will evaluate the course they studied and the faculty member who taught them using a designated questionnaire. Students are expected to complete this evaluation honestly and without personal, partisan, or tribal bias.
4. A suitable learning environment will be provided to facilitate comprehension and study with ease, through the provision of all available educational resources to serve this purpose.
5. Access to academic materials and knowledge related to the university courses they are studying, in accordance with the university's regulations and bylaws governing academic work.
6. Students have the right to access the college or department's study plans and available specializations, as well as review class schedules before the start of the academic year. They can then register for courses as permitted by the system and registration rules, taking into account the priority of student registration based on fair criteria when it is not possible to accommodate all students' desires to register for a particular course.
7. Students have the right to add or drop any course, or drop the entire semester, according to the university's study and registration system, within the specified and announced timeframe.
8. University faculty members are obligated to adhere to the scheduled lecture times and fulfill the required academic and practical hours. Lectures may not be canceled or rescheduled except in cases of necessity, and any such cancellations or rescheduling must be announced. Alternative lectures will be provided to compensate for any canceled or missed lectures, after coordination with the students and the relevant department.
9. Students have the right to ask questions and engage in appropriate academic discussions with faculty members without censorship or penalty, whether during lectures or during designated office hours.
10. Exam questions must be within the scope of the course syllabus, its content, and the issues raised or referred to during lectures. A balanced and logical distribution of marks must be maintained to ensure a fair assessment of the student's abilities.
11. All exams for the course must be conducted unless there is a regulatory impediment preventing their administration, in accordance with the relevant regulations and instructions. Students must be notified of any disqualification from taking an exam well in advance.

12. Students must be provided with the model answers for midterm exam questions and the distribution of marks across the different parts of the answer, which will form the basis for evaluating their performance before the final exam.
13. Students have the right to review their exam papers in accordance with the regulations and decisions issued by the university governing the review process and its procedures.
14. Students must have their full rights within the university facilitated by administrative and academic bodies, in accordance with university regulations and bylaws.
15. Students must be informed of their results in monthly, midterm, and final exams after they have been graded and approved.
16. Faculty members, staff, and employees of the university are committed to respecting students and granting them all their academic and professional rights.
17. An electronic system will be used for recording grades and tracking absences, with regular updates and no delays exceeding one week.
18. Students will be notified of their total coursework and practical grades before the final exam.

B- In the Non-Academic Sphere

1. To benefit from the social assistance and care provided by the university and to participate in activities held on campus, in accordance with the relevant university regulations and instructions.
2. To receive adequate healthcare through treatment at state-provided hospitals and health centers.
3. To utilize the university's services and facilities (central library, women's section library, electronic libraries, gymnasium, cafeterias, etc.) in accordance with the university's applicable regulations and systems.
4. To receive the officially stipulated incentives and financial rewards, particularly for outstanding students.
5. To be nominated for training courses, programs, and internal and external trips, and to ensure participation in cultural activities, as well as community service activities and volunteer work.
6. To file a complaint or grievance regarding any matter that harms them in their relationship with faculty members, the department, the college, or any other university unit. Complaints or grievances must be submitted in accordance with the regulations governing the grievance committees, and students must be informed of the outcome of their complaints by the responsible party.
7. Enabling him to defend himself before any university authority in any disciplinary case brought against him, and ensuring that no penalty is issued against him except after hearing his statement, unless it is proven that his absence was due to an unacceptable excuse after he has been summoned a second time.
8. The right to appeal the disciplinary decision issued against him, in accordance with the rules established in this regard under the Student Disciplinary Regulations.
9. Maintaining the confidentiality of his file within the university and ensuring its integrity, and not releasing any of it except to the student himself, his guardian, or someone authorized by investigative bodies, judicial authorities, or another governmental entity. Disclosing or publishing

the contents of his file is prohibited unless such publication is a result of a disciplinary penalty imposed on the student.

10. The right of students with special needs to receive appropriate and suitable services in accordance with applicable regulations and rules.

1.2 University Student Obligations

A- In the Academic Field:

1- The student's obligation to attend classes regularly and fulfill all academic requirements.

2. The student must respect faculty members, staff, and workers of the university.

3. The student must respect the rules and regulations governing lectures.

4. The student must maintain academic integrity and refrain from any form of cheating when preparing research papers and other course requirements.

5. The student must adhere to the rules and regulations governing examinations and must not cheat.

6. The student must follow the instructions and guidance provided by the supervisor in the examination hall.

B. Non-Academic Activities:

1. The student must abide by the university's regulations, bylaws, instructions, and issued decisions.

2. The student must carry their university ID card while on campus.

3. The student must not damage, tamper with, or disable university property.

4. The student must comply with the instructions regarding the arrangement, organization, and use of university facilities and equipment.

5. The student must adhere to appropriate university dress and conduct in accordance with university and Islamic customs. 6. Students must maintain quiet and order within university facilities and refrain from smoking.

1.3 Professional Ethics and Student Responsibilities

As students are the most important pillars of the university, their responsibility to uphold professional and student ethics is fundamental to success. They are responsible for the following:

• Reviewing and thoroughly understanding the university's student and professional ethics guidelines.

• Reporting any violations or instances of misinformation, whether confirmed or suspected.

• Seeking assistance and guidance from the Student and Alumni Affairs Office or the academic affairs units in their colleges when needed.

• Utilizing all available information resources.

• Requesting clarifications and explanations regarding the university's student and professional ethics guidelines from the Student and Alumni Affairs Office and the academic affairs units in their colleges.

1.4 Review of an Example of Student Rights

Requesting a re-marking of exam papers is one of the most frequently needed examples for students at the end of each semester. Therefore, this right can be explained in detail, and the remaining rights can be understood from the student handbook.

Requesting Re-marking of Exam Papers

Procedures for Requesting a Re-marking of Exam Papers:

Article Thirty-Six of the Study and Examination Regulations at Mustaqbal University stipulates:

Students may appeal their final grade for a course within fifteen days of the result being approved. The implementing rules of these regulations and the procedures for students appealing their final grade are specified.

Implementing Rule for Article Thirty-Six:

1. Students must submit their appeal against their final grade to the head of their department within fifteen days of the final result being approved, using the final grade appeal form.
2. The department head will obtain a statement from the course instructor regarding the student's grievance. If the instructor confirms the final grade is correct, but the student disagrees, the department head will form a committee of two specialists (excluding the course instructor) to review the final grade. This committee will submit its report to the department head, who will then recommend either adjusting the student's grade or upholding its validity. The student will be notified of the decision. These procedures must be completed within ten working days. If the student disagrees, they may appeal to the college council within ten working days of being notified. The student must formally submit the appeal to the college dean, including the reasons and justifications for the appeal. The appeal will be presented to the college council at its first meeting following the submission of the appeal.
3. If the College Council does not accept the grounds for appeal, it may issue a reasoned decision to dismiss the appeal. If the Council approves a review of the student's final grade, it shall form a committee of at least three specialists, one of whom must be from outside the department and not be a member of the course instructor or the previous committee. This committee shall submit its report to the Council within ten working days of the date of its formation. The report shall be presented to the Council for a decision at its next meeting, and the Council's decision shall be final upon approval of the meeting minutes.
4. Any amendment to the final grade must be approved by the Dean of the College, according to the designated form.
5. The appeal file for the final grade shall be kept by the academic department upon the student's acceptance of the appeal and the completion of the appeal process before it reaches the College Council. If it reaches the College Council, the file shall be retained by the College Council Secretariat upon completion.

1.5 Academic and Behavioral Violations

Committing any act that violates the provisions of Islamic Sharia, public decency, applicable regulations, and the rules and instructions in force within the university is punishable. This includes the following:

First - Academic Violations:

- Any disruption to the conduct of examinations, their regulations, instructions, or procedures.
- Cheating in any examination by any means, or participating in, assisting in, or attempting to cheat on any examination, or bringing any material related to the course into the examination room, even if it is not used, or obtaining examination questions before the examination. This also includes cheating on reports, course projects, and practical exercises.
- Allowing a substitute student to take an examination or taking a substitute exam for another student.
- Plagiarism.
- Any violation of university regulations, rules, discipline, or the proper conduct of studies, including collective abstention from attending lectures, exercises, and practical sessions, or collusion or incitement to such abstention.
- Bringing smart devices and similar items (smartwatches, smart headphones, recording devices, etc.) into the examination hall without prior authorization.
- Marking up absent students or marking others for them.

Second - Behavioral Violations:

- Expressing or promoting ideas contrary to Islam, or disparaging it.
- Any action or statement that violates good conduct or behavior, or infringes upon honor, dignity, or integrity within the university or under the auspices of its activities and participation outside the university.
- Organizing activities and associations that violate the regulations, bylaws, and instructions in force at the university.
- Any behavior that leads to damage, attempted damage, or misuse of university facilities, equipment, materials, books, or any of the university's possessions and property.
- Issuing or distributing leaflets, collecting funds, or gathering signatures within the university without obtaining official approval from the relevant university authority.
- Theft of all kinds and similar offenses. • Forgery or falsification in all its forms, including the use of forged or falsified documents, papers, or medical reports, whether issued by the university or elsewhere.
- Smoking inside university buildings and facilities.
- Failure to maintain the cleanliness of university halls and facilities.
- Mistreatment of any university staff member, student, employee, or visitor, whether verbally or physically.

- Any behavior that incites sectarian, tribal, or regional tensions among students, or that undermines national unity through words or actions, or the formation of student groups to instigate fights within the university or under the guise of its external activities and participation.
- Violation of university entry or exit regulations, including those pertaining to colleges or classrooms.
- Use of electronic devices within university halls or facilities in a manner contrary to the regulations governing their use.
- Photography within the university without official permission, including the photography of university staff and students without their knowledge or consent. • Using electronic devices, including mobile phones, during lectures, practical sessions, and field training for non-educational purposes without prior permission.
- Possessing, displaying, or distributing materials that violate public morals and Islamic ethics within the university and its facilities, whether written, audio, or visual.
- Using university computers, the university network, university email, or other means of communication for unlawful purposes.
- Unauthorized access to, copying, disclosing, distributing, or publishing confidential documents, records, or information belonging to the university or any of its staff, or assisting others in obtaining them.
- Obtaining, copying, or using keys to any university facilities or property without authorization.
- Copying or using computer programs or software provided by the university without authorization.
- Giving university documents or identification to others for unlawful use.
- Using social media to harm, defame, or insult the university, its students, or staff.
- Appearing in the media or making statements on behalf of the university without its permission.
- Copying, translating, or altering any educational materials provided by the university for commercial purposes or sharing them with unauthorized individuals. • Using, displaying, distributing, threatening to use, or encouraging the use of dangerous or prohibited materials, weapons, or drugs of any kind within the university.
- Violating traffic laws and regulations within the university.
- Refusal to comply with a disciplinary penalty imposed upon the student.
- Failure to provide the student's identification documents to the relevant authorities when requested.
- Filing malicious or false reports or complaints.
- Failure to adhere to the university's dress code and appearance guidelines, particularly the following:

A. For male students:

- Wearing clothing that displays slogans, supports, or promotes a group, sect, or organization, or that features images that conflict with Islamic values, morals, and societal norms.
- Failing to comply with the Saudi national dress code, except for clothing worn for entering laboratories, practical training, or clinical sessions.
- Wearing inappropriate clothing, such as transparent, short, tight, or brightly colored outfits, as well as casual loungewear.
- Failing to follow dress codes for entering laboratories, workshops, and clinics.
- Wearing earrings, necklaces,, and bracelets.
- Having an unusual hairstyle or dyeing hair in unconventional colors.
- Imitating women in any way.
- Drawing or tattooing on the body.

B- For female students:

- Failure to adhere to the Islamic dress code and modest hijab.
- Wearing transparent, tight, short, or excessively decorated or brightly colored clothing or hijab.
- Wearing clothing that includes slogans or indicates discrimination or the promotion of a group, sect, or organization, or that bears images that violate Islamic values, morals, and societal norms.
- Wearing an abaya inside the classroom or examination hall. • Failure to adhere to the dress code for entering laboratories, workshops, and clinics.
- Imitating men in any way.
- Having an unusual haircut or dyeing hair in strange colors.
- Wearing earrings unusually or unconventionally.

1.6 Plagiarism

Plagiarism is one of the most common violations, indicating a lack of awareness or misunderstanding among students and professors. Among the reasons that lead to this error are:

- The mistaken belief among some professors and students that since information is readily available, as is the case on the internet, there is no harm in using it in their writing.
- Insufficient knowledge of the best methods for citing sources and referencing in their work.
- The mistaken assumption that using the work of others is not offensive.
- Time constraints and poor planning for completing research, projects, or preparing for exams.
- The belief that there is no harm in committing plagiarism since many professors and students do it.

- The belief that it may be difficult for the examiner or professor to detect it. 2.7.6 Reducing Plagiarism
- To minimize instances of plagiarism, students must adhere to the following three principles:
- It is your responsibility to inform the reader/professor that your work is not 100% your own.
- Concealing the use of any source is considered lying, and lying is unacceptable by any standard and in all societies, regardless of the reason behind it.
- Presenting others' work as your own is plagiarism, or more precisely, intellectual theft.

Chapter 2

Complaints and Grievances

2.1 Penalties

A student who commits the violations stated in the previous chapter, will be referred to the Conduct and Discipline Committee for the application of appropriate penalties, as determined by the nature of the violation. Penalties are divided into:

A (First Category Penalties):

1. A written warning with a written undertaking from the student not to repeat the violation.
2. Alternative penalties, such as assigning the offending student volunteer work and attendance at educational or awareness courses appropriate to their situation for a specific period that does not conflict with their academic schedule and has an effect on correcting their behavior.
3. Suspension from borrowing books from the university library for no more than one semester.
4. Suspension from participating in student visits, trips, activities, and representing the university for no more than one semester.
5. Suspension from accessing the university internet for no more than one semester.

B (Second Category Penalties):

1. Suspension from registering for a course for one semester.
2. Suspension from taking the final exam. A course from among the courses registered for the semester.
3. Cancellation of the student's registration in a course registered for the semester, and recording of their absence or withdrawal.
4. Deduction of the student's grade, or part thereof, in the coursework for the course.
5. Awarding the student a grade of zero on the exam in question.
6. Cancellation of the student's result and failing grade in the course, recording a grade of (E).

C) Third Category Penalties:

1. Prohibiting the student from registering for two or more courses for one semester.
2. Prohibiting the student from taking the final exam in two or more of the courses registered for the semester.
3. Cancellation of the student's registration in two or more of the courses registered for the semester, and recording of their absence or withdrawal.
4. Deduction of the student's grade, or part thereof, in the coursework. For two or more courses.
5. Cancellation of the student's results and failing grade in two or more courses, with a grade of (E).

6. Suspension from the university for one or more semesters, with the student not receiving credit for courses taken at any other university during the suspension period.
7. Permanent expulsion from the university, with the student's documents stamped with the seal "Disciplined Expelled."

2.2 Grievance Committees

- The Standing Grievance Committee is formed by a decision of the University President for a renewable one-year term. This committee considers the objection submitted by the student to the disciplinary decision issued against him by the Student Conduct and Discipline Committee. The committee chair may, when necessary, invite the dean (or their representative) of the student's college to attend the committee meeting to review the disciplinary decision against the student after their appeal.
- A Student Conduct and Discipline Committee is formed in each college by a decision of the college dean for a renewable one-year term. The committee chair may invite the head of the student's department or a person involved in the investigation when necessary.

2.3 Disciplinary Procedures

The college dean refers violations to the college's Student Conduct and Discipline Committee. Disciplinary procedures are as follows:

Regarding academic and behavioral violations:

- The college's Student Conduct and Discipline Committee handles academic violations.
- The Student Conduct and Discipline Committee submits its recommendation for review and implementation with the relevant authorities.
- The student must be notified of the alleged violation and the scheduled date for their appearance before the committee five working days in advance, through [the appropriate channels/methods]. The student will be notified of the decision via email, and no penalty will be imposed until after an investigation, hearing their statement and defense regarding the charges against them, and documenting this in the official report. If the student fails to appear before the relevant committee after being notified of the scheduled date, the committee may issue its decision or recommendation in their absence.

The student will be notified of the decision issued against them by sending a copy of the decision to their email address within 5 working days of its approval.

2.4 Appeals Procedures

The student may appeal the decision issued against them as follows:

- The student submits a written request to the head of the Appeals Committee, outlining their appeal against the disciplinary decision issued by the Student Conduct and Discipline Committee of the college, within a period not exceeding five working days from the date they are notified of the decision via their university email.

- The Appeals Committee reviews the request. The student must submit their appeal within five working days of receiving the request.
- The Grievance Committee will issue its decision regarding the overturning, reduction, confirmation, or increase of the penalty. Its decision is final unless the student appeals in writing to the Permanent Grievance Committee within five working days of being notified of the decision via their university email.
- The Permanent Grievance Committee will decide on the student's appeal within a maximum of fifteen days from the date the student submits their request.
- The student will be notified of the decision by sending a copy to their email address within five working days of its approval.
- If the student accepts the committee's decision or does not file an appeal within five working days of being notified of the decision, the appeal will be filed with the Permanent Grievance Committee.
- The student must submit a written request to the university president, outlining their grievance against the decision issued by the university's Permanent Grievance Committee, within five working days of being notified of the decision via their university email.
- The university president may refer the student's objection to the Grievance Committee's decision to the university council at its next meeting. The council's decision is final.