

Provided Care Procedures

Preparing New Students for the University Environment

One of the qualitative initiatives of the International Student Administration in the field of student care is receiving new students upon their arrival to the Kingdom at Prince Mohammed bin Abdulaziz International Airport. This is done through the following steps:

- Sending a notification paper via email with the acceptance notice sent to the student containing the steps that students must follow to ensure their smooth and easy arrival to the Kingdom.
- Ensuring that the housing is ready for the new student and reserving his private room.
- Contacting the student via a phone designated for reception to determine his arrival date and find out any comments he has before his arrival.
- Receiving students at Prince Mohammed bin Abdulaziz International Airport and providing hospitality to him at the airport.
- Taking him to the student housing in the university city.
- Assigning a (student guide) from the same nationality as the student to introduce him to the necessary procedures, and accompanying him to the administrative and academic departments that the student needs upon his arrival (International Student Administration, Passports, Medical Examination, Nutrition, Colleges, Language Institute, Library, etc.).
- Taking a student tour of the main landmarks of the university.

Providing housing

University housing is available to all international students, and the administration has allocated some initiatives that will raise the level of care services in various fields, the most important of it , is the housing for new students.

Through this initiative, the student can find the prepared housing upon arrival (dedicated to the International Students Administration) and stay for a temporary period until the student's procedures related to directing him to his designated room in the housing are completed.

Scientific, cultural, social and training care

The International Students Administration seeks to motivate and guide students to academic excellence and creativity in the specialization and urges them to continue their education and continue seeking knowledge, through a number of programs that the administration establishes and supervises, and a number of initiatives that the administration studies and plans to implement when approved, including:

- Attending students' scientific discussions and honouring and encouraging them.
- An event is held for some distinguished students in their scientific messages and scientific output, and the student is honoured with a letter or certificate of congratulations on behalf of the administration.
- Organizing various social events such as visiting a number of Saudi governorates, going on outdoor trips, and holding programs and meetings that enhance communication between students.
- In coordination with the Deanship of Skills Development and the Skills Development Center in the Deanship of Student Affairs and others, many training courses have been held and are being held to develop the capabilities of international students.
- Holding the Peoples' Heritage Festival as one of the prominent cultural programs at the university level, as well as celebrating International Students' Day.
- This is activated by carrying out activities and trips that bring together international students with their fellow Saudi students, and belonging is also enhanced through students' participation in Saudi National Day.

Procedure(s) that apply:

Part A: Academic Grievance\Appeal

No	Procedure	Responsibility of
1.	Discuss the complaint/appeal with the concerned instructor and/or academic advisor.	Student
2.	If the case is resolved: closes the case with instructor. If the case is not solved: completes the "Student Complaint Form" and directs the appeal to the next appropriate level (Head of Department)	Student
3.	Investigates and tries to solve the case with the student and the concerned instructor	Head of Department
4.	If the case is resolved: informs the instructor and student of final decision and completes "Student Complaint Form" with action taken and keeps record of the complaint in the Head of Department's Office. If the case is not solved: directs the "Student Complaint Form" directs the appeal to the next appropriate level (Dean of the concerned college or Dean of Educational Services)	Head of Department
5.	Investigates to solve the complaint with the student and the concerned Head of Department	Dean of College or Educational Services
6.	If the case is resolved: informs the instructor and student of final decision and completes "Student Complaint Form" with action taken and keeps record of the complaint in the Head of Department's Office. If the case is not solved: directs the "Student Complaint Form" directs the appeal to VRAA's Office	Dean of College or Educational Services
7.	Investigates to solve the complaint with the student and the concerned Head of Department and Dean.	VRAA
8.	If the case is resolved: informs the instructor and student of final decision and completes "Student Complaint Form" with action taken and keeps record of the complaint in the Head of Department's Office.	VRAA

No	Procedure	Responsibility of
	If the case is not solved: calls for AGC meeting	
9.	Investigates and makes a decision	AGC
10.	Completes "Student Complaint Form" with action taken and informs the student of the final decision	Chair of AGC
11.	Keeps record of the complaint and sends a copy of the form that includes the final decision to the respective head of department for archiving.	VRAA's Office Manager

Part B: Non-Academic Academic Grievance/Appeal

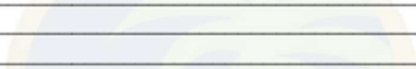
No	Procedure	Responsibility of
1.	Discuss the complaint/appeal with the concerned UPM members and/or academic advisor.	Student
2.	Investigates and tries to solve the case with the student and the concerned instructor/admin/ student	Student affairs
	If the case is resolved: closes the case with instructor/admin/ student If the case is not solved: completes the "Student Complaint Form" and directs the appeal to the Disciplinary committee	Student affairs
	Investigates and tries to solve the case with the student and the concerned instructor/admin/ student	Disciplinary committee
3.	If the case is resolved: closes the case with instructor/admin/ student If the case is not solved: completes the "Student Complaint Form" and directs the appeal to the Student Affairs Grievance Committee (SAGC)	Student affairs
4.	Investigates to solve the complaint with the student and the concerned instructor/admin/ student	Student Affairs Grievance Committee (SAGC)
5	If the case is resolved: informs the student of final decision and completes "Student Complaint Form" with action taken and keeps record of the complaint in the Head of Department's Office.	Student affairs
	If the student is not satisfied with the SAGC decision, he or she has the right to direct the case to the University Council.	Student

Student Complaint Form

Before making a formal complaint, students should first read the Student Grievance\Appeal Policy

Student Name: _____		ID #: _____	
Program: _____		Year: _____	
Semester: _____ AY _____		Mobile: _____	
Type of Complaint	Academic		Non-Academic

1. Describe your complaint, remember to include date, time, location, description of the occurrence, names of people present. (attached additional pages if necessary)



2. What steps have you already taken to resolve your complaint?

University of Prince Mugrin

3.Action being requested:

Student Signature: _____ Date: _____

For official use:

1. Complaint received by:

Name: _____ Department: _____ Signature: _____ Date: _____

2. Action taken by (within one week of the complaint)

Name: _____ Department: _____ Signature: _____ Date: _____

Action:

2. Action taken by (within two weeks of the complaint)

Name: _____ Department: _____ Signature: _____ Date: _____

Action:

3. The Vice Rector for Academic Affairs (VRAA) / Dean of Student Affairs sends written notice of findings to complainant within 4 weeks of complaint being filed.

Action:

Name: _____

Department: _____

Signature: _____

Date: _____