

## [ University Facilities ]

### **Accessing the University Computer Network**

All students will be provided with a username and password to access the University computers and the student network. Once logged onto the network, you may browse the internet, use the network printer, and access the network storage space provided (50 Megabytes is allocated to each student). For more details see 'Information Technology Resources' under the section: University Facilities.

### **Accommodation for Students**

State of the art purpose-built halls of residence are available for students. The Halls of Residence Administrator assisted by Halls Supervisors will be available on premises, with a view to make students' stay as comfortable as possible creating an enjoyable living experience. Students should not hesitate to approach The Halls management when experiencing any difficulties or queries.

The Halls is conveniently located in the rapidly growing community of Dubai Investment Park, 20 minutes away from Dubai Knowledge Village. Free air-conditioned shuttle buses transport students at regular intervals to and from University Campus as well as Malls and nearby shopping facilities.

A variety of facilities are also available on premises, this includes fully furnished rooms that are available on either single or sharing basis, snack bar, Gym, tennis tables, lounge suites with TV and cable, kitchen, laundry room, internet connection, security, and cleaning services.

All of the above are provided at a competitive and affordable cost. Students have the option to choose between paying accommodation fees per academic year or per term with no extra charges. Due to high demand on rooms, students are advised to book their places in The Halls at the earliest. For further inquiries and booking please contact:

Mr. Ahmed Abou Hagger  
The Halls Administrator

Tel. +971 4 8856240  
Fax +971 4 8856250  
Mobile +971 50 44 00120

Email: [A.Abu-hagger@mdx.ac](mailto:A.Abu-hagger@mdx.ac)

Website: [www.thehalls.ae](http://www.thehalls.ae)

### **Bookshop**

The University has contracted an external bookshop to provide a convenient service for students to purchase core textbooks. The bookshop is located in Block 16 on the first floor in Room 107 A (see opening timings posted outside the bookshop door). The bookshop stocks the prescribed textbooks for modules offered each term along with a range of stationery items. Students are encouraged to purchase the recommended textbooks listed in their Module Handbooks as early as possible at the start of the term. The University cannot guarantee that the textbooks will be available in stock or re-ordered after the first 6 weeks of term.

### **Bus Service**

The University operates a daily University bus service providing safe and reliable student transport for residents in various areas of Dubai and Sharjah in addition to a dedicated transport service to the University Halls of Residence (exclusive to residents of The Halls). Information about bus routes, timings and charges are available from the Admissions Office.

The bus service runs throughout the academic year excluding public holidays and University holidays. Middlesex University Dubai bus services are exclusive to current students. Charges for pick-up and drop-off within Dubai and Sharjah are as follows:

	<b>Sharjah Service</b>	<b>Dubai Service</b>
Bus Service Charge per Term	AED 2,200	AED 1,800
Bus Service Charge per Academic Year (2 Terms)	AED 4,400	AED 3,600

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Bus fees must be paid in full for the academic term. The bus runs twice coming and twice returning. Students that pay for the bus service are eligible to use the bus as frequently as they wish.

Middlesex University Dubai also offers a **free** shuttle service which runs to and from the Mall of the Emirates Metro Station on a regular basis. Only Middlesex University students are allowed to use the bus service – you will need to show your Middlesex University Dubai ID Card to access the service.

For the safety of all users, there are strict rules that students must comply with on the bus – failure to observe these rules can lead to disciplinary actions including in extreme cases expulsion from the University. See, 'Code of Conduct for University Bus Service' under the section: **General Information for Students**.

Please contact the Admissions Office for more details on timings. Middlesex University Dubai currently does not provide bus services to/from other Emirates, although there are transportation companies which provide services to Knowledge Village - contact Knowledge Village for more information ([www.kv.ae](http://www.kv.ae)).

See, also: 'Public Transport Information' in the section: Facilities around Knowledge Village.

### **Campus Security**

To ensure the students and staff safety, Middlesex has 24/7 security services on campus. The Security Officers provide assistance such as alarm response, student protection, patrol and ID check to preserve the students' well-being on campus and in its immediate vicinity.

#### **ALARM RESPONSE**

University Security Officers are trained to quickly respond to urgent calls such as fire alarms and other emergencies. All students must fully comply with instructions given by such these members.

#### **CONTROL**

In response to an argument, injury or any other related occurrence, the University security officers are able to effectively control the situation either by themselves or with the assistance of other officers.

#### **STUDENT PROTECTION**

The university security officer's main job is to protect students. They do so by enforcing rules, eliminating hazards and assisting the students as necessary.

#### **IDENTIFICATION CHECKING**

Students are required to abide by the security random ID check control. In case you are approached by our Security Officer, you are required to show your Student ID Card in order to identify yourself. It is the students' responsibility to ensure they are carrying their Identification Card at all times. Failure to disclose name and other relevant identification details to a Security Officer or other staff member may result in disciplinary action taken against students under the University rules and regulations.

#### **CAMPUS PATROL**

To maintain the students and environment safety, the Security Officers patrol the campus premises regularly.

#### **Careers and Employability Service (CES)**

The Careers & Employability Service is available to all undergraduate, postgraduate and alumni of the university. The manager of the service, Becky Kilsby and her colleague, Yogini Udeshi, are available to meet students individually to discuss their career aspirations, provide employment and internship information and to assist with CV-writing, job search and applications. All students are encouraged **to register** to receive e-mail alerts on employment and internship vacancies, career events and careers articles by completing the available registration form. The CES also broadcasts career success stories and new employment opportunities via its twitter account **@MiddlesexDubai**.

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A variety of career events are organized each year including the annual career day, employer visits and career seminars. Typically, our **career day** attracts employers from a range of well-established international and local companies including: Deloitte, Ernst & Young, Standard Chartered Bank, Jotun Paints, IQPC, Jumeirah International, Horwath Mak, Grant Thornton and many more. Recruitment agencies also attend to advise students on their CV and the local employment market.

**Career seminars** are organized throughout the year on topics including CV-writing, job search, successful applications, interview technique & selection processes. A special week of career development activities for graduating students is also organized after final exams are complete.

The CES has also developed the **Middlesex Mentoring Scheme (MMS)** for final year and postgraduate students to develop skills, confidence and strategies for successful career planning. Students accepted onto the MMS will have the opportunity to work with a senior professional on their career readiness and personal development.

**Internships** are constantly under development with a range of local employers. Some of these are attached to specific programmes such as Psychology or one of the media programmes, while others are available all year round to all students. The CES encourages all students to participate in an internship to develop valuable work skills, local experience and to gain a clearer career focus. They really will help distinguish you from other fresh graduates.

A wide range of **careers information** handouts are available from the racks outside Room 307b and in soft copy on request. CES notice boards are located outside R 307b, on level 1 and on the ground floor near the library. Middlesex Dubai students also have access to the official UK careers website: [www.prospects.ac.uk](http://www.prospects.ac.uk), which provides career matching exercises, careers information and advice on successful applications.

**Individual student appointments** can be made to see Becky via the Reception (04 3678100) and for Yogini directly to her e-mail: [Y.Udeshi@mdx.ac](mailto:Y.Udeshi@mdx.ac). Off-campus careers information and guidance is available by using the e-mail address: [Careers@mdx.ac](mailto:Careers@mdx.ac).

Full details of the services available can be accessed on the CES page of the website by following the link 'Careers & Employability' from the home page. Office hours: Sunday – Wednesday, 9 – 5; Thursday 9 – 12 noon in Room 307b. Yogini is available during morning hours only: 8.30 – 12.30.

We look forward to meeting and supporting your career planning.

### ***Data Storage on University Computers and DeepFreeze Software***

Once you have logged onto the Student Network, you may browse the internet, use the network printer, and access the network storage space provided (50 Megabytes is allocated to each student). To access your storage space, go to the G Drive Home Folder – located in My Computer or you may just use the My Documents folder on the desktop, which then redirects to the Home Folder on the file server.

You should avoid storing your work on the desktop or anywhere else besides the home drive as the computers host refreshing software (“**Deep Freeze**”). This software will delete any file it finds outside your Home Folder once the computer restarts, as it deems the file a threat to computer security. The IT Office encourages students to carry their own flash disks and store information on these devices. The University is not liable for any lost data due to “Deep Freeze”.

For more details, see 'Information Technology Resources' under the section: University Facilities.

### ***Halls of Residence***

See 'Accommodation for Students' under the section: University Facilities.

### ***Information Technology (IT) Resources***

Computer Laboratories are located in Block 16 on the first floor in Rooms 108, 109, 110 and 111. Additional workstations are available in the Library on the ground floor in Room 006. The IT Office is located on the first floor in Room 111A.

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**IT STAFF AND CONTACT INFORMATION****Mahir Vrazalic**

IT Manager

[M.Vrazalic@mdx.ac](mailto:M.Vrazalic@mdx.ac)

04 367 8123

**Melany Sindayen**

IT Office Coordinator

[M.Sindayen@mdx.ac](mailto:M.Sindayen@mdx.ac)

04 367 8126

**Dusan Petrovic**

IT Support Engineer

[D.Petrovic@mdx.ac](mailto:D.Petrovic@mdx.ac)

04 367 8126

**Naveed Akhtar**

Network and Server Engineer

[N.Akhtar@mdx.ac](mailto:N.Akhtar@mdx.ac)

04 367 8126

**IT SUPPORT AND TROUBLESHOOTING**

If you have any computer problems, please do not hesitate to contact the IT Office staff. You are encouraged to report any computer related issues or any misuse of IT equipment on-campus. This will help us keep all the systems working properly and thus ensure a better service for all.

**IT FACILITIES OPENING HOURS**

The Computer Labs are open 7 days a week from 8:00am until 10:00pm. Students may use the lab to do university work whenever the labs are not used for scheduled teaching. We encourage students to report any unauthorised visitors to Campus Security immediately.

There are currently 143 computers for students to use at Middlesex University Dubai. The Computer Labs on the first floor host 110 of these. All of them have internet access, printing facilities, and host a wide range of both generic and course specific software. The remaining 33 computers are located in the Library (Ground Floor, Room 006). Additionally, a multimedia machine is available in the Library for students to scan documents and print them in colour. The Library also hosts a photocopy machine for students.

**IT RULES AND REGULATIONS**

All the computers in the Computer Labs and the Library have been installed for your academic benefit. Instant messaging such as MSN Messenger and Yahoo! Messenger and gaming are restricted on the lab computers. The computer labs are not designed as an entertainment area so students may not download music or video files, nor may they install computer games or other personal software or change any of the computer settings. Food and drink is not permitted in the computer labs at any time. Comprehensive policies govern usage of IT facilities (including computing facilities, email and the Internet) at Middlesex University. For more information see: [www.mdx.ac.uk/24-7/admin/policy.htm](http://www.mdx.ac.uk/24-7/admin/policy.htm).

In addition to the university-wide policy, the Dubai campus has additional regulations appropriate for the local environment. These can be accessed electronically at [www.mdx.ac/CampusInformation.asp](http://www.mdx.ac/CampusInformation.asp). You should not use any other person's computer account (even with the owner's permission). Do not disclose your own or attempt to discover any other computer user's password. Copying or transferring any computer software and hardware provided by Middlesex is not permitted under any circumstances. Computer facilities should not be used to violate the terms of any software license agreement, or copyright provisions. Do not copy, rename, change, examine or delete files or information belonging to some other user or to the University. Do not attempt to modify system facilities, illegally obtain extra resources, degrade the performance of any system, or attempt to subvert the restrictions associated with any computer system, computer account, network service or micro-computer software protection.

It is **strictly forbidden** to disconnect any computer cables (network, mouse, keyboard, monitor, power) from the Library and Computer Lab computers and from the power supply (both monitor and computer power supply cables). **Do NOT unplug the network cable from the university computers.**

The University Student Network is being monitored by a proxy machine which prevents the download of music and videos due to international copyright laws. KaZaA, Limewire, Gnutella and other P2P network applications are blocked (banned). Voice over IP telephony applications are blocked in accordance with the UAE Telecommunication Regulatory Authority (TRA) laws.

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Web sites which are banned or otherwise deemed offensive to the local culture and traditions by the TRA are also banned. All computer users should primarily use the computers provided by the University to access academic material.

All the University computers run the **Deep Freeze** software. Restarting the computer makes it go back to the original state meaning that work saved anywhere except your Home Drive (G drive in My Computer) or My Documents, personal flash disks or personal CDs or DVDs (You can also e-mail your work to your private e-mails or UK e-mail accounts) **will be lost**. Lecturers are well informed about the **Deep Freeze** software therefore students cannot use it as an excuse for any lost work (especially on the day of submittal).

The download and installation of malicious software is forbidden.

There are security cameras in the Library and Computer Labs. However, please make sure that all your belongings are **not left unattended**. The University is not responsible for any loss or damage of personal belongings.

No food or beverages are allowed in the Library or the Computer Labs. **Smoking in the labs is strictly prohibited**. Skating, running and similar activities are prohibited for safety reasons. Noise in general should be kept to a minimum. Please respect those studying within the same area.

The University equipment should not be used to harass or intimidate other users. Tampering with network security is strictly forbidden and might lead to expulsion.

The University equipment should not be used for any illegal activities. Copying/ downloading/ sharing/ playing pirated media is strictly forbidden.

Use of Mobile Phones is not allowed in the Library or the Computer Labs. Remember to turn your phone off or change to Silent mode.

Please make sure you carry your **Student ID Cards** at all times and show it to University staff when requested.

All those in breach of the above regulations will be asked to leave the computer lab and/or the library and/or the University premises. Additionally their ID cards will be confiscated and they will be referred to the disciplinary committee. See: [www.mdx.ac.uk/regulations/scd.htm](http://www.mdx.ac.uk/regulations/scd.htm).

### **INTERNET ACCESS AND DATA STORAGE**

All students will be provided with a username and password to access the network. Once logged onto the network, you may browse the internet, use the network printer, and access the network storage space provided (50 Megabytes is allocated to each student). To access your storage space, go to the G Drive Home Folder – located in My Computer or you may just use the My Documents folder on the desktop, which then redirects to the Home Folder on the file server.

Please avoid storing your work on the desktop or anywhere else besides the home drive as the computers host refreshing software (“Deep Freeze”). **This software will delete any file it finds outside your Home Folder once the computer restarts**, as it deems it a threat to computer security. The IT Office encourages students to carry their own flash disk and store information on these devices. **The University is not liable for any lost data due to “Deep Freeze”.**

### **PRINTING SERVICES IN THE COMPUTER LABS**

The networked printers in the Computer Labs can be used for printing free of charge. You must provide your own paper or you may purchase A4-size printing paper from the Reception desk.

### **USE OF LAPTOP AND WI-FI INTERNET**

The Student Lounge (First Floor, Room 101), the Computer Labs (Rooms 108, 109, 110, 111) as well as most of the areas on the first floor and the Library (Ground Floor, Room 006) are Wi-Fi enabled. If you would like to make use of this service, please register at the IT Office (First Floor, Room 111A). If you have a laptop which does not have a wireless card, then you may borrow

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a wireless card from the IT Office. You will need to deposit your ID card as security for the duration of use. Please note that it is **strictly forbidden** to unplug the network and power cables from the university computers.

### **IT INFORMATION FACTSHEETS**

A number of useful information factsheets related to configuring and using IT resources and troubleshooting are provided at the end of this Campus Guide document as Appendices.

- Appendix A: Configuring Internet Explorer and Firefox to use OASISPlus on your personal computer
- Appendix B: Reset Your MISIS, OASISPLUS, E-MAIL and ATHENS Password Using Your Mobile Phone!
- Appendix C: MISIS Enrolment Step-by-Step Guide

These can also be downloaded from the Student Portal from the Middlesex website at [www.mdx.ac/StudentPortal.asp](http://www.mdx.ac/StudentPortal.asp)

### **Internet Access on Campus**

See 'Accessing the University Computer Network' under the section: University Facilities.

### **Internships**

See 'Careers and Employability Service' under the section: University Facilities.

### **Library Resources**

The Library is located on the Ground Floor in Room 006. It provides a range of lending and reference services; enquiry desks and online enquiry services; photocopying and printing facilities; individual and group study areas; IT and audio visual facilities, as well as access to print and electronic information resources. Further details of these services are available at [www.lr.mdx.ac.uk/lib/index.htm](http://www.lr.mdx.ac.uk/lib/index.htm)

### **LIBRARY OPENING HOURS**

The library is open for student use from 8am till 10pm, seven days a week.

The Library's enquiry desk is open during term-time on:

Sunday – Tuesday: 9.00am – 8.00pm

Wednesday – Thursday: 9.00am – 5.00pm

#### LIBRARY STAFF AND CONTACT INFORMATION

The Librarians can be contacted via phone or email as follows:

Telephone: 04 3678124 E-mail: [Library@mdx.ac](mailto:Library@mdx.ac)

#### **Ms. Liza Franco**

[L.Franco@mdx.ac](mailto:L.Franco@mdx.ac)

04 367 8124

#### **Mr. Niall Flanigan**

[N.Flanigan@mdx.ac](mailto:N.Flanigan@mdx.ac)

04 367 8124

### **ENQUIRY DESK**

A Library staff member is available at the Enquiry Desk to assist students in finding books and other materials for their research and study. Never hesitate to ask help from the Librarians.

### **WEB HELPDESK**

For further assistance, you can use the web helpdesk, located in UK, available at <http://webhelpdesk.mdx.ac.uk>.

### **INFORMATION RESOURCES**

Learning Resources provides access to a wide range of materials including over **6,500** books, a comprehensive selection of journals (the majority of which are available online) and a range of loanable equipment. A wide range of bibliographic and full text databases are available to provide information to support your studies, and the library catalogue is designed to make locating resources straightforward. It can be used to check which items you have out on loan, make renewals and place reservations. The majority of electronic resources are available remotely unless restricted by the supplier, and also include subject gateways, multimedia resources, national and international catalogues and eBooks.

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Full details of online materials may be found at: <http://www.lr.mdx.ac.uk/lib/eresources/index.htm>.

### **PROGRAMME SPECIFIC RESOURCES**

Details of specialist resources available for your programme may be found at: <http://www.lr.mdx.ac.uk/lib/subjects/index.htm>.

### **BORROWING PROCEDURE**

Students, faculty and staff of Middlesex University Dubai are entitled to borrow books and other learning resources from the Library. In order to borrow items from the various collections, please ensure that you have a current University Student ID card. To locate books and other learning resources (DVDs, videos, tapes, etc), visit <http://library.mdx.ac.uk/> where you can search for items available in a variety of ways. Make sure you filter the results by Campus and select “Dubai” to view the resources available here.

You can borrow up to six items at one time, using your student ID card.

If you require a book to be issued to you outside of Enquiry Desk opening hours, you can email [Library@mdx.ac](mailto:Library@mdx.ac) or call 04 367 8124 and provide full details of the book and along with your name, student number and contact details, at the latest by 4.30 pm from Sunday to Thursday. The book will be issued in your name and can be collected from the security officers upon producing valid identification.

Similarly if you wish to collect a book over the weekend, you can email [Library@mdx.ac](mailto:Library@mdx.ac) or call 04 367 8124 and provide full details of the book and along with your name, student number and contact details at the latest by 4.30 pm on Thursday. The book will be issued in your name and can be collected from the security officers upon producing valid identification.

### **RENEWING AND RETURNING BORROWED ITEMS**

Library loans can be renewed online, up to two times, using “My Account” service on the Library catalogue at <http://library.mdx.ac.uk/>. Items can be returned to the Enquiry Desk during the opening hours or can be dropped into the after- hours book drop box kept near the security guards post outside the Library.

### **HELP SHEETS**

Help sheets on how to locate, renew or reserve a book are kept on the wall unit near the library counter.

### **OVERDUE BOOKS**

A fine will be imposed on all those who keep books and other reading materials past the date due. An email message reminder (system-generated) is sent to your University email account two days before the due date. If you do not renew or return the items, you will get another message to state that the items are now overdue. It is therefore important that you check your University email account on a regular basis and manage your library account accordingly.

Suspension of library privileges can be imposed on students who repeatedly keep books and other materials past the date due.

### **LOST BOOKS**

Library books permanently lost are assessed for replacement charges as follows: a fine, price of a new book, and binding charges, if applicable.

### **PRINTING SERVICES IN THE LIBRARY**

Students can use the Library’s network printer for printing black and white copies free of charge. Colour printing is charged at AED 1 per copy.

### **PHOTOCOPYING SERVICE IN THE LIBRARY**

Photocopying facilities are available within the Library and are charged at 25 fils (AED 0.25) per copy (black and white only).

Remember that the Library observes the UAE and international copyright laws and penalties for infringement can be severe. You can copy small amounts of reference material yourself for your own individual private study or research for example, one

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article from any one issue of a journal or one chapter or excerpts up to 5% (whichever is greater) of a textbook. For additional information see <http://www.lr.mdx.ac.uk/copyright/>.

### **STUDY ROOMS**

Students can reserve either of the two study rooms for a maximum of two hours by producing their ID card at the library counter

### **SUGGEST A BOOK**

Students can make use of the suggestion box placed in the library to make recommendations for relevant books for the Library to purchase.

### **OVERVIEW OF LIBRARY RULES**

These rules are designed to ensure that all Library users may obtain the maximum benefit from the facilities.

- To enter the Library you must be in possession of a valid University **ID card** and produce it if asked by any member of university staff (including Security Officers).
- You are responsible for your own property at all times. The Library takes no responsibility for lost or stolen property.
- You must respect other users and work quietly in the Library. Students creating noise by any means (talking, mobile phones, music players, etc) will be asked to leave the Library and may face serious disciplinary action. It is inappropriate to sit on tables, run around the Library or in any way that disturbs other users.
- Staff and students have the right to carry out their work and study in the Library without intimidation or aggression from others.
- You may not eat, drink or smoke in the Library.
- Mobile phones must be kept on silent/vibrate mode and may not be used for conversations under any circumstances. They can be used for silent communication procedures such as texting throughout the Library provided you do not make any noise.
- You may not remove any materials from the Library without authorisation. Failure to observe this may lead to the suspension of borrowing facilities.
- Items borrowed on one person's card must not be transferred to another person. You are responsible for all items on your card at all times.
- All resources must be treated with care. Anything which is lost, destroyed or damaged beyond repair must be paid for by the user responsible.
- Readers found damaging or stealing library property will be subject to full University disciplinary procedures.
- You must comply with the UAE and international data protection and copyright laws, and related University regulations.
- Library staff members have the right to remove any items from circulation at any time.
- Any outstanding fines and other charges may result in LRC facilities being withdrawn until payment is made.

The University reserves the right to withdraw Library facilities from any user in breach of these rules and to invoke the University Disciplinary Procedures, where appropriate, including cases of damage to or theft of University property.

### **Lockers for Hire by Students**

A limited number of Lockers are available for hire to registered students and are issued on a first come, first served basis. Students may request for a locker by filling the relevant form at the Student Office. An annual fee of AED 100 applies, along with a refundable deposit of AED 50 (this will be used as compensation in case of any loss or damage to the lockers).

All lockers made available for student use on the university premises are the property of Middlesex University Dubai. These lockers are made available for student to facilitate the daily storage of their learning materials and items related to their studies only. The lockers are not to be used to store items which cause, or can reasonably be foreseen to cause, an interference with University purposes or which are forbidden by the UAE law or Middlesex University Dubai rules.

Lockers are for individual use only and are not to be shared. Locker contents are the sole responsibility of the registered occupant of the locker. The student's use of the locker does not diminish the University's ownership or control of the locker. The University is not in any way responsible for a locker's contents or liable for the loss of or damage to locks and items stored in lockers. The

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University retains the right to inspect the locker and its contents to ensure that the locker is being used in accordance with its intended purpose, and to eliminate hazards, maintain sanitary conditions, attempt to locate lost or stolen materials such as weapons, illegal drugs or alcohol, or any other material forbidden by University rules or the UAE law. Inappropriate use of the Locker facility will lead to disciplinary action against the student(s) responsible as per the University's regulations.

### **Reception**

For general enquiries please ask at Campus Reception on the Ground Floor, Block 16. You can also:

- leave messages for staff
- find change for the Library photocopier
- buy paper for the printing
- check your mail, if you are temporarily using the University's PO Box address for personal correspondence (see 'Student Mail' under the section: General Information for Students)
- report or claim lost property (see 'Lost Property' under the section: General Information for Students)

If the reception desk is unmanned please address your enquiries to the Student Office.

### **Student Lounge and Lulu Cafe**

The Student Lounge, located in Block 16 on the first floor in Room 101, is the best place to rest and catch up with your colleagues between the classes. Located in the largest room on the 1st floor, the Student Lounge is equipped with comfortable seating arrangements, large TV screen, cable network, Internet access and games.

LULU cafe, a kiosk with a range of coffee, hot chocolate, mocha drinks and snacks is conveniently located just outside the Student Lounge. Current students can avail discounted prices upon showing their Student ID Cards. LULU Cafe is a South African coffee franchise – that has opened its first outlet in the UAE at Middlesex University!

All Middlesex students can use the Student Lounge at any time during the campus opening hours. The Student Lounge has general rules of conduct to ensure that all users have an enjoyable and comfortable experience. These rules are available in the 'General Information for Students' section in this Guide under 'Code of Conduct in the Student Lounge'.

### **Student Office**

The Student Office at Middlesex University Dubai is an integral department of the University which liaises between students and academic staff members at the Dubai and UK campuses. Most aspects of the administration of a student's records, assessment related processes and student communication are managed within the Student Office. The Student Office is here to help current students deal with academic as well as admin-related matters.

The Student Office is located in Room 001 on the Ground Floor of Block 16 (Middlesex University Dubai) in Knowledge Village, Dubai.

Office hours are from 8:30am – 5:00pm, from Sunday to Thursday. The University is closed on Friday and Saturday.

The Student Office consists of the following staff members:

<b>Name</b>	<b>Designation</b>	<b>Email Address</b>	<b>Phone Number</b>
Sheeba Trisal	Student Office Supervisor	<i>S.Trisal@mdx.ac</i>	04-3678132
Neha Nayeem	Student Office Assistant	<i>N.Nayeem@mdx.ac</i>	04-3671684
Romilla Peters	Student Office Assistant	<i>R.Peters@mdx.ac</i>	04-3678135
Maria Theresa Dorilag	Student Office Assistant	<i>M.Theresa@mdx.ac</i>	04-3678120

### **Student Visa Facility**

Laws in the United Arab Emirates (UAE) require all non-national students to obtain a Student Visa for the duration of their studies. Middlesex University Dubai provides Students Visas for applicants studying on **full-time basis** on our academic programmes. Student Visas are arranged through the Dubai Knowledge Village and are available to all international students as well as

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domestic students over the age of 18 years (subject to approval from the relevant government authorities).

Student visas are issued for a duration of 12 months at a time; hence an undergraduate student may require 2 or 3 renewals during their course of study at Middlesex University Dubai.

The procedure for applying for a Student Visa cannot commence until you have accepted your Offer of Admission, cleared all academic conditions (if any) and paid your tuition fees along with the Student Visa Charges outlined below. The process normally takes 15-20 days and typically applications undergo a security check by UAE government authorities (which may occasionally result in delays beyond the control of Middlesex University Dubai). You are advised to apply as early as possible if you require a Student Visa.

Note: Student visas are subject to the laws of Dubai Knowledge Village and local immigration authorities which enlist certain criteria for eligibility. These include enrolment in academic programmes of study on full-time basis and in many cases, maximum age limit of 25 years. Further guidance can be obtained by contacting the Admissions Office.

### **STUDENT VISA CHARGES**

The fees for Student Visa services are as follows:

Visa Caution Deposit (Payable only once)	AED 7,000
Annual Visa Fee (*Note: This fee is set by Dubai Knowledge Village and is subject to change)	AED 3,260*

Your Visa Caution Deposit will be refunded to you on successful completion of your studies.

### **APPLYING FOR A STUDENT VISA**

Once you have accepted your Offer of Admission and have cleared all academic conditions (if any), you should proceed to make your payment for tuition fees along with the student visa annual fee and the visa caution deposit. Upon receiving the full amount the University will apply for your Student Visa. For information on the Student Visa application procedures and a list documentation required, see [www.mdx.ac/VisaServices.asp](http://www.mdx.ac/VisaServices.asp).

### **University Transportation Service**

See 'Bus Service' under the 'University Facilities' section.

### **Wireless (Wi-fi) Internet Access**

See 'Information Technology Resources' under the section: University Facilities.