

Policy Group	Student Affairs	Policy Number	ACA-STU-07	 جامعة زايد ZAYED UNIVERSITY
Responsible Office	Office of the Provost	Distribution	External	
Date Approved	10 November 2019	Effective Date	17 October 2019	
Date Last Reviewed	22 September 2019	Due Date for Next Review	17 October 2022	

PROCEDURES

Undergraduate Student Financial Aid Services

1. Introduction

- 1.1 Zayed University provides its students with a number of financial support opportunities. These opportunities are exclusively focused on supporting students whose financial conditions may prevent them from continuing their university education.
- 1.2 The Student Support Unit (SSU) receives, reviews and submits student applications to the Zayed University Student Financial Aid Fund Board of Directors.
- 1.3 The Board of Directors ensures that any application received is in compliance with the university's policy and procedures on financial aid before the Board makes a decision.

2. Financial Assistance and Support

There are two kinds of support provided:

- 2.1 Monthly stipends (for transportation/meals);
- 2.2 Educational devices (laptops, tablet computers and assistive technology).

3. Eligibility Requirements (UAE Nationals and Students of Emirati Mothers)

- 3.1 The applicant must either:
 - a) have a UAE passport and family book;
 - b) be a child of an Emirati mother; or
 - c) be Marsoom funded (Residency Type).
- 3.2 The applicant is expected to meet ZU's attendance requirements and to maintain a minimum CGPA of 2.0 in order to receive a monthly stipend. New students are excluded from this because they do not have a CGPA.
- 3.3 If an applicant who applies to receive a monthly stipend has a CGPA lower than 2.0, a one-time exemption for one semester is given in order to assist the student to improve her/his CGPA. If that student improves her/his CGPA to 2.0 or above in the following semester, that student will continue to receive a monthly stipend.
- 3.4 The applicant's parents/guardians must be aware of the financial support application prior to any support being provided.
- 3.5 An application for financial support must be submitted within the appropriate time frame and include all the required documents. The SSU shall announce (through

the ZU website, Campus and/or Student Announcements, TV screens, social media and orientation events) the time frame, which will be based on the Academic Calendar.

- 3.6 The applicant should not be receiving financial support or regular assistance from any other association.
- 3.7 The average income per family member should not exceed AED 3000 per month in order to receive an educational device.
- 3.8 The average income per family member should not exceed AED 1500 per month in order to receive a monthly stipend.
- 3.9 Any student whose family's sole source of income is from the Ministry of Community Development will receive the requested aid regardless of Articles 3.7, 3.8 and 3.10.
- 3.10 The average income per family member is calculated as following:
 - a) Normal cases: (Guardians' incomes – monthly installments) / (Family members who are not married or working + parents)
 - b) For orphaned students: the court-decided share of the student from the father's pension plus aid from any organization for the student.
 - c) For students who are under his/her divorced mother's custody: the court-decided alimony for the student plus aid from any organization for the student. If the father does not pay alimony, then normal cases calculation is used (see 3.10.a).

4. Monthly Stipend

- 4.1 Applications for monthly stipends must be submitted only at the beginning of each applicable academic year.
- 4.2 A student who fails to collect his/her stipend within the official time frame (a week from receiving the notification email) will forfeit that month's stipend. In case of repeated failure to collect the stipend within the given time frame without a convincing excuse, the student's name will be removed from the financial aid support list.
- 4.3 The monthly stipend can be paid only to the student.
- 4.4 The SSU shall review and update students' files monthly to confirm the current attendance status of the students on financial aid. Students failing to meet the attendance requirements will no longer be entitled to financial support.
- 4.5 The SSU may assist with opening bank accounts for eligible students.

5. Educational Devices

- 5.1 A student is eligible to receive an educational device only once.
- 5.2 The university does not cover the cost of repairs or replacement of educational devices.
- 5.3 The educational device granted to the student shall be considered as his/her own property.

5.4 The student who fails to collect his/her educational device within the official time frame (a week from receiving the notification email) will forfeit the right to that educational device and it will be given to another student.

6. Suspension of Financial Aid

Financial aid shall be suspended in the following cases:

6.1 If a student drops out or discontinues his/her academic education for any reason.

6.2 The student’s CGPA falls below 2.0 by the end of a semester.

7. Special Cases

7.1 The Board of Directors may review and recommend financial support to special cases that are not aligned with this policy and procedures, based on the supporting documents provided.

7.2 The Board of Directors’ recommendation is subject to the approval of the university Vice-President.

8. Revision History

Date	Revision
14 June 2020	Non-substantive change: Added External Distribution.
17 December 2019	Updated the policy number (from STU-ADM-12) and the numbering format.
10 November 2019	<p>Approved by the Vice-President (VP Decision #200 of 2019) Revisions by the Financial Aid Fund Board:</p> <ul style="list-style-type: none"> • Updated the procedures name to match the policy. • Updated the language in Section A, Point 2. • Added Pint 3 in Section A. • Updated Section B as follows: <ul style="list-style-type: none"> ○ Two kinds of support provided ○ Combined point 2 and 3 to “Educational devices (laptops and tablet computers)” • Updated Section C as follows: <ul style="list-style-type: none"> ○ Points 1 revised to reflect current practice ○ Point 2 revised to reflect requirements on receiving monthly stipends ○ Point 3 added to include the one-time exemption ○ Point 5 added to include the responsibilities of the SSU and the channels where applications for Financial Aid will be announced ○ Point 7 revised laptop to educational device ○ Point 9 added to match current practice ○ Point 10 added to outline the calculations based on the average income per family. • Updated Section D as follows: <ul style="list-style-type: none"> ○ Removed Articles 3, 4, 6 and 9 of Section D. ○ Revised Point 4 from academic to attendance status to match current practices ○ Updated the language in Articles 5 • Updated Section F as follows: <ul style="list-style-type: none"> ○ Removed Point 2.

	<ul style="list-style-type: none"> ○ Revised Point 3 as all student will have CGAP. ● Removed Section E. ● New Section E renamed to Educational devices with updates as follows: <ul style="list-style-type: none"> ○ Point 2 specified that the university does not cover the cost of repairs or replacement of Educational Devices ● Added Section H – Special Cases. ● Added Review and Approval Process as Appendix A
25 May 2017	Approved by VP Decision #61 of 2017
18 August 2016	New procedures approved as per VP Decision #83 of 2016.

Attachment:

- Appendix A: Request for Financial Aid Review and Approval Process

Appendix A

Request for Financial Aid Review and Approval Process



The process for approving financial aid requests is as follows:

1. Monthly Stipends (for transportation/meals)

a) Application Submission

- i) The application submission deadline will be announced through a Campus Announcement to all students at the start of each academic year.
- ii) Students must submit their applications online by visiting <http://fa.zu.ac.ae>.

b) Application Review

- i) All applications will be reviewed by SSU within two weeks of submitting the application.
- ii) The cases of eligible applicants will be presented to the Board within two weeks of receiving the application.

c) Board Review and Decision

The Board will review and make a decision within one week of receiving applications from SSU except during officially approved semester breaks when a longer period of time might be needed.

d) Informing Applicants

The SSU is responsible to communicate the Board's decision to all applicants within one working day.

e) Processing Payment

Immediately upon approval, given the availability of the funds and the bank details have been provided by the applicant, the student's monthly stipend is transferred to his/her account for the duration identified by the donor.

2. Educational Devices (Laptops, Tablet Computers and Assistive Technology)

a) Application Submission

- i) Students may apply to receive an educational device at any time throughout the academic year.
- ii) Students must submit their applications online by visiting <http://fa.zu.ac.ae>.

b) Application Review

- i) All applications will be reviewed by SSU within two weeks of submitting the application.
- ii) The cases of eligible applicants will be presented to the Board within two weeks of receiving the application.

c) Board Review and Decision

The Board will review and make a decision within one week of receiving applications from SSU except during officially approved semester breaks when a longer period of time might be needed.

d) Informing Applicants

The SSU is responsible to communicate the Board's decision to all applicants within one working day.

e) Educational Device Distribution

- i) The distribution of devices starts immediately after the Board's approval.
- ii) An email will be sent to the eligible applicants informing them of the time and location to receive the educational device.

3. Special Cases

- a) The Board of Directors may review special cases of students whose financial conditions may prevent them from continuing their university education.
- b) The Board will review each case individually and make recommendations to the Vice-President depending on the availability of funds at the university.