


Category	Student Support	Policy Number	ACA-STS-301	 جامعة زايد ZAYED UNIVERSITY
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Responsible Office	Provost	Policy Owner	SSU	
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POLICY

Undergraduate Student Financial Aid Services

1. Purpose

This policy outlines the principles that govern the university's financial aid program, which supports eligible undergraduate students whose financial conditions might otherwise prevent them from continuing their academic studies at Zayed University.

2. Scope of Application

This policy is applicable to all eligible Zayed University undergraduate students.

3. Policy

3.1 Zayed University strives to support eligible undergraduate students with low-income capabilities by providing opportunities for financial assistance (monthly stipend and/or educational device) through a financial aid program.

3.2 Monthly stipends (to cover costs such as food and transportation) will be paid to eligible students. The stipends will be paid only to the eligible students by bank transfer.

3.3 Educational devices will be granted to eligible students. Each eligible student will receive an educational device only once. The device granted to the student is considered their own property. The university does not cover the cost of repairs or replacement of educational devices.

3.4 All funds for the financial aid program are audited in compliance with UAE laws and regulations.

4. Eligibility

4.1 Applicants for a monthly stipend must either:

- a) have a UAE passport and family book; or
- b) be a child of an Emirati mother.

4.2 Applicants for an educational device must either:

- a) have a UAE passport and family book;
- b) be a child of an Emirati mother; or
- c) be a non-national student with a valid UAE residence visa.

- 4.3 The applicant's parents/guardians must be aware of the financial support application prior to any support being provided.
- 4.4 The average income per family member should not exceed AED 1500 per month in order to receive a monthly stipend.
- 4.5 The average income per family member should not exceed AED 3000 per month in order to receive an educational device.
- 4.6 Any student whose family's sole source of income is from the Ministry of Community Development will receive the requested aid regardless of Articles 4.4 and 4.5.
- 4.7 Students in the On-campus Employment Program (ONCE) are eligible to receive monthly stipends.
- 4.8 Students of Determination are eligible to receive ZU financial aid even if they or their families are registered in the Ministry of Community Development.
- 4.9 The applicant must not be receiving financial support or regular assistance from any other association.
- 4.10 For a student to be eligible to continue receiving a monthly stipend, they must meet the university's attendance requirements and maintain a minimum CGPA of 2.0.
- 4.11 The approval of the monthly stipend is valid from the date of approval until the end of the academic year in which the approval is given.
- 4.12 An application for financial aid does not automatically guarantee the applicant the right to receive aid. That decision rests with the ZU Students Financial Aid Fund Board.

5. Roles and Responsibilities

- 5.1 All applications for financial support must be submitted within the appropriate timeframe announced by the Student Support Unit in accordance with the university's Academic Calendar.
 - 5.1.1 Newly enrolled students must submit their applications for a monthly stipend at the beginning of their admission semester.
 - 5.1.2 Continuing students must submit their applications for a monthly stipend at the beginning of the Fall semester.
 - 5.1.3 Applications for educational devices may be submitted at any time during the academic year.
- 5.2 The Student Support Unit processes applications in a timely manner and ensures that any support given is in compliance with the statutes of the ZU Student Financial Aid Fund.
- 5.3 The ZU Students Financial Aid Fund Board ensures that any application received is in compliance with the university's policies and procedures and takes the availability of resources into consideration before making its decision on whether or not to grant financial aid.
- 5.4 The decision of the ZU Students Financial Aid Fund Board is final and is not subject to appeal.

- 5.5 Students who are eligible to receive a monthly stipend must provide the Student Support Unit with their banking details within two (2) weeks of receiving the official notification email.
- 5.6 Students who are eligible to receive an educational device must collect their device within one (1) week of receiving their official notification email.
- 5.7 Students must inform the Student Support Unit if their family social status changes.
- 5.8 Students must inform the Student Support Unit if they are receiving financial support or regular assistance from any other association.

6. ZU Students Financial Aid Fund Board

- 6.1 The Fund Board of Directors is formed under a decision issued by the university Vice-President at the beginning of each academic year.
- 6.2 The Board manages the administrative and financial affairs of the ZU Student Financial Aid Fund.
- 6.3 The chairperson of the Board is authorized to represent the Fund before all authorities, and to sign all contracts and agreements concluded by the Fund.
- 6.4 The Board membership will include a representative from the university's Financial Resources Department who shall act as the Fund Trustee. The Fund Trustee is responsible for the financial affairs of the Fund.

7. Suspension of Financial Aid

7.1 Monthly Stipend

The monthly stipend will be suspended if:

- a) the student drops out or discontinues their academic studies at Zayed University for any reason.
- b) the student's family social status changes in a way that affects their eligibility to receive the stipend.
- c) the student receives financial support or regular assistance from another association.
- d) the student fails to meet the university's attendance requirements and/or the student's CGPA falls below 2.0 by the end of the academic year.
- e) the student does not provide their banking details to the Student Support Unit within two (2) weeks of receiving their official notification email.

7.2 Educational Device

If a student fails to collect his/her educational device within one (1) week of receiving their notification email, they will forfeit the right to that educational device.

8. Extenuating Circumstances

- 8.1 Special cases (students who do not meet the eligibility criteria mentioned above but whose financial condition/situation is critical) may be considered on a case-by-case basis.

- 8.2 The Fund Board of Directors may review and recommend financial support to those special cases based on the supporting documents provided and the availability of resources.
- 8.3 The Fund Board of Directors' recommendation is subject to the approval of the university Vice-President or designee.
- 8.4 In the event of an emergency situation, such as a pandemic or other force majeure, a Risk and Crisis Management Plan will be developed and implemented in coordination with the Financial Aid Fund Board.

9. Confidentiality

- 9.1 The Student Support Unit is committed to maintaining the confidentiality of students' personal information.
- 9.2 If a student is aged 18 and above, their information will be shared only with them. If a student is under 18, their information will be shared with their legal guardian as well.
- 9.3 Students must sign a consent form to allow their personal information to be shared with any relevant parties (such as the Financial Aid Fund Board, the Financial Resources Department, the Office of the Vice-President, etc.) before the information is shared.
- 9.4 The students' academic records will be monitored regularly by the Student Support Unit to check that the students are remaining in good academic standing.

10. Related Policies and Laws

- President's Decision No.36 of 2000 Establishment of Zayed University Student Financial Aid Fund
- President's Decision No.37 of 2019 Amendment Relevant to ZU Student Financial Aid Fund
- ACA-REG-103 Undergraduate Student Attendance
- ACA-REG-201 Undergraduate Student Academic Records
- ACA-STU-102 Code of Student Conduct
- ACA-STU-201 Student Code of Academic Integrity

11. Administration

This policy is administered by the Student Support Unit, Student Affairs Deanship.

12. Revision History

Date	Revision
24 November 2022	Administrative change: <ul style="list-style-type: none"> • Updated the information header and the policy numbers to be in line with the new format. • Updated the policy number from ACA-STU-07 to ACA-STU-301.
10 June 2022	President's Decision issued (PD#61 of 2022) (Version 4.0).
26 April 2022	Approved by the University Council (Meeting #2 of 2022).
28 February 2022	Endorsed by the Academic Council.
14 February 2022	Endorsed by the Provost's Council.

10 January 2022	<ul style="list-style-type: none"> • Updated Article 4.1 to concern monthly stipend. • Added Article 4.2 concerning educational devices. • Updated Article 5.1 to reflect the current situation. • Moved relevant information from the Procedures (3.2; 3.3; 4.7; 5.5; 5.6; 5.7; 5.8; 7; 8.2; 8.3; 9.2; 9.3; 9.4).
17 June 2021	President's Decision issued (PD#31 of 2021) (Version 3.0).
17 October 2019	President's Decision issued (PD#52 of 2019) (Version 2.0).
16 June 2015	New policy required by CAA, approved by UC (Version 1.0).