

## **18.0 Student Information and Services**

### **18.1 Academic Advising**

Each student is assigned an academic advisor who offers help and advising to the student throughout their study in FCHS. Also, the student may obtain advice from their course instructors and their technical division faculty. In addition, tutors and learning advisers are available and can advise students on issues related to academic writing, exam preparation, time management, and other academic skills. Learning advisers can help students improve the structure of written assignments, organize ideas, develop arguments, and understand the expectations of FCHS. Their focus is on helping students develop strategies to independently revise their own work and manage their study.

### **18.2 Career Counselling**

FCHS Career Guidance will help all academic levels to achieve the objectives of their career plans, such as choosing the right career, helping pursue the right courses, and deciding on the right specialization at FCHS and Training Institutes. These actions guide students in choosing a suitable career which enhances their aspirations, personalities, ambitious and future goals, while simultaneously preventing wrong decision which can leave students wishing they had taken a different path.

Whether one is looking for career problem solving or changing a major, career guidance can help in smoothing out this important path of transition.

*FCHS Career Guidance services:*

1. Vocational orientation and career information
2. Job interview (brochure)
3. Curriculum Vitae (CV) (examples)
4. Clinical courses (undergraduate students)
5. Warehouse careers (graduates students)
6. Workshops

### **18.3 Personal Counseling**

A student's academic career will be filled with challenges inside and outside the class room. If those challenges become difficult, the Student Counsellor is available to talk, help find solutions for problems, and assist with resources. These resources will most often help you with decision making, skill building, or management of difficult problems, all of which will help you stay successful and on track with your degree requirements. Some examples or problems the counsellor can help with are:

1. Not attaining passing grades on assignments or exams
2. Signs of stress such as frequent colds and flu, difficulty sleeping, sleeping too much,
3. Feeling tired all the time, frequently not wanting to go to class, family problems, pressure to succeed, frequent stomach upset, feeling mad most of the time, feeling afraid of

failing, etc.

The student counselling office is open 8 am to 4 pm.

### **18.4 Dining**

At the moment, due to low number of students, there is only one vendor for dining. However, once the numbers of student enrolments are increased, FCHS will offer a variety of menus and venue options to best fit each individual lifestyle, schedule, budget, and dietary need.

### **18.5 Dress Code**

All FCHS students will wear the FCHS lab coat (over the national dress or non-national dress clothing) when attending classes at the college.

GCC Nationals may wear the national dress of their country with the exception of 'Niquab' or any form of facial cover which may not be worn for security reasons. Students who chose to wear UAE National dress should ensure that it is worn in the appropriate manner.

If the GCC National Dress is not worn, students are to observe the following guidelines:\

1. Dress moderately at all times:
  - a. Blouse or top which covers the upper arms and with high neck-line. Students, with laboratory classes, must wear sleeves that can be folded back so that hands can be washed thoroughly and safety ensured in the laboratories.
  - b. Dress or skirt with hem line well below the knee, and top with high neckline and shoulders and upper arms covered. Students, with laboratory classes, must wear sleeves that can be folded back so that hands can be washed thoroughly and safety ensured in the laboratories.
  - c. Full Shoe or Sandals, no High Heels- to ensure safety, students must wear closed shoes for all Laboratory classes.
2. Clothing must be clean, neat and tidy.
3. The following are considered as inappropriate clothing/appearance (not exclusive):
  - a. The National dress of any other country than GCC
  - b. Poor grooming
  - c. Poor body hygiene
  - d. Excessive use of strong perfume or make-up
  - e. Visible religious symbols
  - f. Dirty or un-ironed clothing
  - g. Jeans or cropped/Capri pants
  - h. Any clothing that reveals the form i.e. tight fitting or transparent
  - i. Low cut or cropped tops
  - j. Excessive Jewellery

- k. Uncovered tattoos
  - l. Obvious absence of undergarments
  - m. Niquab or any facial cover
  - n. High-Heels
4. Required dress for laboratories:
- a. The students should wear laboratory coats with sleeves rolled down. Laboratory coats must be removed before leaving the laboratory.
  - b. Protective footwear, covering the toes, the upper surface of the foot and heel must be worn (thongs, sandals or high-heeled shoes are not permitted)
  - c. Safety glasses and gloves must be used when you are instructed to do so.
  - d. Long hair must be contained or tied back.

Any student deemed to be inappropriately presented either in dress or hygiene will be sent to the Student Affairs' Officer to remedy the issue. Repeated offenders will be dealt with under disciplinary procedures.

Students who are required to wear specialist clothing whilst performing their duties, whether this is within a workshop, medical or sports environment, should ensure that in addition to the clothing meeting the decency and professionalism requirements, the garments should be fit for purposes in terms of health and safety. In these instances, the hair and jewellery should conform to the health and safety requirement of the environment.

## **18.6 Extracurricular Activities and Recreational Facilities**

FCCHS, in both campuses, has state of the art gymnasiums and workout facilities. FCCHS premises also contain a playground equipped with a large screen, tennis, volleyball, and basket ball nets, and other sports. In addition, FCCHS has a building, that is designated as the student union, which contains a coffee shop, table tennis facilities, billiards tables and a mosque.

The Student Council is an officially recognized student body by FCCHS. It is responsible for organizing students to work with staff to enrich FCCHS through extracurricular activities. A variety of physical, social, and cultural activities are planned during the academic year. Students may organize events through the Student Council. Activities are also planned to complement classroom activities and develop leadership skills and teamwork.

## **18.7 Computer labs**

FCCHS has 4 computer laboratories that are used for the students where they take classes in these labs. In addition, the library has 25 computers with internet access that are reserved for student use. Computer labs are to be used strictly for academic purposes. Any student that misuses the computer will expose herself for a penalty that could lead to dismissal from the college.

## **18.8 Health Services**

FCCHS provides medical care for students during the day. Minor complaints are attended to by the FCCHS nurse. Injuries and major complaints are sent to a nearby hospital.

## **18.9 Mobile Phones and Electronic Devices**

FCHS expects students to behave in such a way as to optimize learning. Mobile phones and other electronic equipment (iPods, MP3 players, mini disc players, radios, etc.) that are likely to be disruptive are not to be brought into class and not to be used in the library.

Students are to turn their mobile phones off and store them out of sight. Answering, texting, or using either a telephone or electronic device in class will be viewed as misconduct and disciplinary action will be taken.

## **18.10 Office Hours**

Students may access faculty and staff during usual business hours by making an appointment or dropping in during posted Office Hours.

## **18.11 Privacy and Confidentiality**

Student information and academic performance is confidential material and will only be disclosed to staff who need to know. In addition, a student's academic performance will only be discussed with the student concerned and their parents, guardians or sponsor.

Parents and family play an important role in supporting students enrolled in tertiary studies. Parents are able to meet with staff and discuss their child's academic life. Parents, guardians and sponsors should contact FCHS receptionist for advice about who it is best to speak with and to make an appointment. In the case of an emergency, parents, guardians and sponsors should contact FCHS receptionist who will assist with finding the students. Parents, guardians and sponsors should not enter a classroom or any other teaching area without first making contact with the receptionist and obtaining approval.

### **18.11.1 Student Access of Information through the FCHS Website**

Students may access their class schedule, transcript, final grades, attendance and absenteeism percentages through the FCHS website.

#### **18.11.1.1 FCHS Website Student Access PIN Number**

Because of the confidentiality of the student information available through the website, each student has a confidential Pin Number that will allow them to enter the system. This Pin Number should be kept in a secure but accessible place for future reference, i.e. mobile phone. It is the student's responsibility to protect and use this Pin Number correctly. The directions for receiving the Pin Number are as follows:

1. Request from the Registrar's office the FCHS Website Student Access PIN Number.
2. The Registrar (or designated Student Affairs' Officer) will issue the PIN Number
3. The student will sign the Pin Number document indicating her receipt of the Pin number. This number should be placed in a secure but accessible place for future use, i.e. mobile phone.
4. Due to the sensitivity and confidentiality of the information secured by the FCHS Website Student Access Pin Number, the number will only be given to the student in person.

### **18.11.1.2 Accessing FCHS Website for Student Information**

Students accessing their class schedule, transcript, final grades, attendance or absenteeism percentages through the FCHS Website will follow the directions below:

1. Go to [www.fchs.ac.ae](http://www.fchs.ac.ae)
2. Click on [Fatima College of Health Sciences - Home](#)
3. Click on “e-services”
4. Click on Faculty and Student Self Service
5. Click on Fatima College of Health Science English
6. Click on “Enter secure area”
7. Enter your user ID (FCHS ID # -- Capitalize all letters, i.e. FC)
8. Enter your pin number
5. Get Pin number from the Student Services Department
6. Put Pin number in Mobile Phone for future reference
7. If you enter the pin number wrong two times, the system will lock you out and you cannot enter
8. If you put the pin number in once and it is wrong, enter your FCHS ID # then click on forgot password (pin). This will take you to your security question and you can enter this way.
9. Click on Log In (you may be prompted to choose a new pin number)
10. Click on Student and Financial Aid
11. Click on Registration to view or print your Schedule
12. Click on Student Records to view Transcript or Final Grades
13. Click on Student Attendance Action to view Absenteeism Percentage
14. Click on Student Attendance Tracking Details to view the Attendance and Absence Daily Recording for each class

### **18.12 Smoking Policy**

FCHS is a smoke free zone; therefore, smoking is prohibited in all its premises.

### **18.13 Student Council**

The Student Council is an officially recognized organization. It advises FCHS administration on the enhancement of student facilities and activities to enrich the student experience in terms of both teaching & learning, and cultural enrichment.

The Student Council is a self-governed advisory committee to FCHS and all recommendations are submitted to the FCHS Board or other relevant committees. All students are encouraged to participate in the election of their representatives to the Student Council. Elections are normally monitored by FCHS Student Affairs.

The Student Council organizes students to work with staff to enrich FCHS athletic, cultural, and organizational activities. The Student Council also addresses and manages student issues pertaining to resources and the learning environment.

Students are encouraged to form and join clubs recognized by the Student Council such as professional and scientific societies, debate clubs, intramural sports, etc., depending on the student's interest.