



الجامعة السعودية الإلكترونية
SAUDI ELECTRONIC UNIVERSITY
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Student's Rights and Responsibilities

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سورة الاحقاف

Contents

Preamble:.....	4
General provisions:	5
First: Students' rights committees:	6
A/ Sub-Committee	6
B/ Main Committee	6
Second: Student Responsibilities	7
A/ Students' Academic Responsibilities	7
Third: Student rights	8

Preamble

In accordance with the university's substantial role of providing a suitable environment to students, and in promoting transparency and equality among its members for the sake of enhancing quality and value in the educational process, where the student is the core of educational system, the Saudi Electronic University (SEU) raises students' awareness about their rights and responsibilities and seeks to fulfil those rights and responsibilities for employees and faculty members. Therefore, the SEU forms an independent body (Students' Rights Committees) to fulfil students' rights and handle students' complaints professionally and neutrally within a prescribed time limit to positively reflect the educational environment of the SEU.

This article highlights the following points:

First: Students' Rights Committees

A/ Sub-Committee

B/ Main Committee

Second: Student Responsibilities

A/ Student Academic Responsibilities

B/ Student Non-Academic Responsibilities

Third: Student Rights.

A/ Student Academic Rights:

B/ Student Non-Academic Rights

● General provisions

(A) Hereby, the statements determine students' awareness about academic and service rights provided by the university with reference to a systematic method on how to obtain such rights. Moreover, to increase transparency and clarity of the concepts among different components of the university, which work to achieve the academic quality associated with instructors and university bodies.

(B) SEU employees shall comply with the provisions mentioned hereby, and these provisions shall not conflict with any law previously issued and, in case of disagreement, the law always prevails.

(C) Interpretation of words and terms herein shall be based on students' rights, committee rules and statements, and the university council has the right to interpret words and terms mentioned in this provision.

(D) The period for raising a complaint is thirty days from the date of the student's entitlement to submit a complaint to the committee, except for the official leave period.

(E) The Committee, when proving malicious complaints, may refer the accuser to the students' disciplinary committee at the university.

(F) The Committee shall have the right to reject the complaint if it is not considered serious or if it has insufficient evidence to prove the incident on the defendant's side. The Committee shall issue a decision explaining the preservation and this decision shall be final and irrevocable after being approved by the Rector.

● **First: Students' rights committees:**

The university has established students' rights committees with following aims:

- To find a neutral body to handle students' complaints.
- To take care of students' complaints and work hard to uphold justice.
- To create a community in which the spirit of mutual cooperation among members prevails.
- To affirm the principle of justice as an essential pillar in building an ideal society within the university.
- To support students' rights in accordance with university policy.
- To develop a culture of justice, equity and human rights among students.
- To strengthen the knowledge of rights and obligations of students.
- To raise students' awareness of their rights in the university and how to obtain them through regular channels within the university within a framework of applicable mechanisms.

Students' committees are divided into two categories according to the type of complaint, and are described below:

A/ Sub-Committee

Consider all student complaints related to educational and administrative matters, except for complaints concerning the administrative units of the university outside the framework of the college. The Sub-Committee is the first destination for the student.

B/ Main Committee

Consider complaints against the administrative units of the university; complaints against a Sub-Committee's previous judgment of a complaint; complaints that have not been decided by the Sub-Committee within 30 days; and complaints received by the Main Committee from the Sub-Committee in the event of special cases and moral impediments that have prevented the Sub-Committee from taking the appropriate decision.

● Second: Student Responsibilities

A/ Students' Academic Responsibilities

Students must:

1. Commit to attendance and fulfil all related study requirements as well as respecting university instructions regarding registration, transference, deferment, and adding or dropping courses.
2. Respect university staff (faculty members, workers, students and employees of contracting companies), guests and visitors inside the university campus, and students shall not cause the aforementioned verbal or actual harm in anyway.
3. Comply with university attendance rules and polices and, in case of absence, a valid excuse shall be submitted to the department concerned.
4. Preserve scientific integrity and shall not attempt or involve in plagiarism in assignments, reports and graduation projects, and in overall university requirements.
5. Comply with examination rules and regulations and follow invigilator instructions, and shall not attempt, or involve in, cheating or commit impersonation or fraud, or insert prohibited items in the examination room or labs.
6. Use university systems and electronic websites properly, and shall not copy, translate or modify electronic educational resources for any purpose.
7. Participate effectively in Quality and Accreditation activities through questionnaires and other forms in order to improve educational and administrative practices.
8. Follow up with the university's official communication channels and check Emails daily for new content items on Blackboard.
9. Follow up with the posting of student and academic affairs on the university website and all official signs and materials inside the campus.
10. Adhere to instructions related to communication mechanisms (on paper or electronically) with the relevant university department.
11. If the student fails to meet each of these responsibilities herein he/ she shall be referred to the Disciplinary Committee.

● Third: Student rights

A/ Student academic rights:

Students have the right to:

1. An effective learning environment that provides educational possibilities that encourage academic achievement and absorption capacity.
2. Maintain the confidentiality of student records and only strictly authorized personnel have access to such records.
3. Obtain study materials and acquire knowledge during the student's course of study.
4. At the beginning of the semester and before registration for courses, view study plans and available majors within the college, and if it is not possible to register all students in a certain course, the registration policy requires student priorities and equality as the competent authority deems fit.
5. Add, drop or defer courses according to registration policy, and within a prescribed and announced period (Hijri Calendar).
6. Receive Academic Advisory Services.
7. Lecturers shall meet obligations of attendance and punctuality, and the fulfilment of teaching hours and office hours. Lectures shall not be cancelled or changed unless in case of emergency, and students must be informed and compensated with alternative lectures after coordination and approval from the department concerned.
8. Freely discuss and ask the instructor (in a polite and professional manner) regarding any difficulties encountered within the course framework.

9. Examination questions shall cover course content, and the distribution of the exam score shall be rational and reflect a fair assessments of a student's abilities.
10. Examinations shall be conducted unless a lawful impediment exists. Moreover, a denied entry student list shall be announced or posted prior to the date of examination.
11. Identify, at the beginning of the semester, a distribution score for the course and its impact on a student's quality of performance.
12. When delivering midterm test results to students, students should be allowed to review examination model answers.-13 Request a final examination review according to the rules and regulations of the Examination Review Request issued by the university.
14. After instructors have marked and graded papers, and official approval has been obtained, students shall receive results on assignments as well as midterm and final examinations.
15. Receive an official graduation certificate once overall graduation requirements are fulfilled.
16. Raise a complaint and file a grievance to the Student Rights Committee if students are unable to exercise any right mentioned herein.

● B/ Student Non-Academic rights

Students have the right to:

1. Benefit from services and social care provided by the university and shall participate in student activities.
2. Benefit from healthcare facilities provided by university.
3. Benefit from university services and facilities such as (E-books, library, sports facilities, cafeterias and car parking, etc.)
4. Receive incentives and tangible rewards -determined by law- and especially for excellent students.
5. Apply for courses, training programmes and national and international tours, as well as cultural and community service and volunteering activities.
6. Raise a complaint and file a grievance if any harm is caused by faculty members, department, college or other university units. The complaint or grievance raised shall follow clear procedures within the institutional framework and enable the student to follow up on open complaints.
7. Defend and protect oneself if misconduct is filed against a student, and a penalty shall not be issued before hearing from a student and before writing a summary report signed by a student unless the student does not appear (after the second time the student has been called in) and without a valid excuse.
8. File a grievance against a disciplinary decision.
9. Maintain confidentiality and integrity of student records and information, and only students or students' guardians or officially authorized persons have access to such records, except for situations that require student records to be submitted such as investigations, the judiciary or government entities.
10. Receive a proper service and assistance for students with special needs.
11. Raise a complaint and file a grievance to a Student Rights Committee if students are unable to exercise any right mentioned herein.

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