
7. COMMUNICATING WITH THE UNIVERSITY

7.1. Communicating with academic staff members

Your module tutors (Lecturers) and Programme Coordinators will communicate with you via University email and you must check your University email regularly (see 'Middlesex Email'). Changes to class schedules or specific information about your programme of study will be sent to you using your University email account and/or the Microsoft Teams platform. Hence, it is important that you read your university email and check your MS Teams notifications regularly.

You are welcome to reserve an appointment for a virtual consultation during your tutor's office hours for timings that might suit you both. Please email your appointment request along with your inquiry from your university email account. Don't forget to state your student ID number and module code and name in your email/online booking request. If you turn up at the door unannounced or phone at an unsuitable time, then you are far less likely to make contact. Community health precautions during the COVID-19 pandemic means that all faculty consultations will be conducted virtually.

Contact information for our academic and research staff members is provided at www.mdx.ac.ae/about-us/our-people/academic-and-research-staff

Bear in mind that your tutors have a number of teaching and research commitments so if you want to make an appointment suggest a list of times when you are available. The tutor can then email you back with an agreed time that suits you both.

You can also take advantage of the time in seminars, and after the end of the lectures, to ask any specific module-related questions.

7.2. Consent Form for Parents and Guardians

Middlesex University Dubai fully complies with the UK Data Protection Act 2018 and is committed to protecting the personal data of all its students. Under this act the University cannot disclose information regarding grades, academic performance, attendance, etc. even to parents/guardians, unless the student has given fully-informed consent for the information to be released.

If your parents or guardians would like to meet with your lecturers (Module Coordinators) or your Programme Coordinator to discuss any aspect of your academic studies or progress, you must first complete the online Consent Form available with the Student Office and then make a prior appointment. Please allow sufficient advance notice for such appointments, especially if your parents or guardians are travelling from overseas. Academic staff may not be able to meet them immediately or at very short notice. The student must be present at these meeting as per University policy, even if the meetings are held on an online platform.

All students who are under 18 years of age and all students who are enrolled in the International Foundation programme (IFP), are required to provide their consent in writing, by signing the

consent form **prior to enrolment**. The provision of consent is an admission condition and needs to be fulfilled prior to enrolment. For more details, please refer to Section 16.9 - Consent Policy for U-18 & IFP Students.

7.3. Change of Student Name, Address and Contact Information

You must notify the Student Office immediately of any changes in your name by filling out the 'Change of Name' form. Requests to any changes in the students' name after they have been awarded their qualifications, requires senior executive approval in Dubai and in London and students will need to proper legal evidence to confirm the name change.

A formal name change request must include:

- Current Full Name (as stated in Middlesex University records)
- Student Number (MISIS)
- New Full Name
- Evidence of legal documentation change in name(s) such as valid passport copies, legal court papers or marriage licences and so on

Current students can update their address online via UniHub. It is your responsibility to ensure that your most current contact information is available on your student record – the University cannot be responsible for any issues that you may face regarding your studies on account of staff members not being able to contact you.

Students must provide a valid local phone number in order for the University to be able to contact them as required.

7.4. Your Student Email

For further details, please see 'Student Email' in the Online Resources section of this publication.

Your Middlesex University e-mail will be the principal tool the university will use to communicate with you. Your tutors and other areas of the University will use this e-mail address to contact you, so it is critical that you check your account regularly. We'll also use this account to tell you about events and activities that will help enhance your time at university and enable you to make new friends.

7.5. Official Documents Issued by the University

You are eligible to receive the following documents during and after completing your study at Middlesex University Dubai. These official documents will be available for you to collect at the Student Office.

As per the university policy on non-disclosure of information, these or any other documents will not be handed over to a third-party without explicit authorisation from the student except where the University is legally required to do so.

In the case of collecting transcripts and degree certificates, students must ensure to return their Student ID card and fill out a 'Clearance Form' at the Student Office.

7.5.1. Credit Statements

All non-finalist students (Continuing) can apply for a credit statement for a fee after the final results have been published at the end of the academic year showing modules, grades and the progression decision made by the Programme Progression Board.

7.5.2. Transcript of Grades Achieved or Diploma Supplement

All students will be eligible to receive a Transcript of grades achieved, which is also called a Diploma Supplement, on completion of their studies which can be used to verify module results and final qualification. Your transcript (diploma supplement) will include the modules you have taken, grades achieved and state your qualification with the classification and title but additionally, it contains information on the nature, level, context, content and status of the studies undertaken and successfully completed. Such Diploma supplements are intended to help external parties such as current or future employers or other higher education providers understand more about your programme in addition to your grades. A transcript is an official document that is generally accepted as formal proof of qualifications gained at Middlesex University. The initial transcript is provided free of charge and will be available at the Student Office after five weeks of the date you have been awarded.

7.5.3. Additional Transcripts

A graduate student may apply for additional transcripts by completing the Official Transcript Request form available online. A fee of AED 52.50 is charged for each additional transcript requested and it will be issued after 3 working days.

7.5.4. Degree Certificate

Our June 2020 graduates will be the first cohort to receive a digital certificate in addition to their usual printed certificate and diploma supplement. The digital certificate will be available within 2 months of the publication of final results. Students will be able to view their certificate instantly and securely from any device at any time via a secure portal. The portal can also be used by employers, recruitment agencies and relevant third parties to verify student qualifications quickly, without having to wait for a hard copy to arrive in the post. For the hard copy, it takes up to three months for the degree certificate to be issued by the Academic Registry in London. These are sent to the Student Office in Dubai for collection by students.

7.5.5. Degree Certificate Attestation

The Royal Decree No. 8 of 2012, regarding higher education institutions affiliated to the Dubai Government, provides for your degree certificate to be attested by the Knowledge and Human Development Authority in Dubai (KHDA). This makes Middlesex University Dubai qualifications recognised by all public and private entities in the Emirate of Dubai for all purposes.

This certificate attestation is optional and requires a fee payment. The University will handle the procedure on your behalf, should you wish to attest your certificate by the KHDA. All you need to do is to complete the KHDA application form and submit it to the Student Office, along with a valid passport copy and Copy of Emirates ID. The fee for this certification is set by the KHDA at AED 220 per document and is payable at the Finance Office or online via the University website.

Middlesex University Dubai also offers attestation service from the UK for those students who require it. As the degree is issued from London, degrees can be attested by the following government agencies:

- A Notary Public in the UK
- Foreign and Commonwealth Office in the UK
- Most national embassies based in London (a list of embassies who offer this service is available at the Student Office)

Additional charges are applicable for attestation of documents and these rates are available at the Student Office. For more information on how to apply for attestation of your degree, contact the Student Office.

7.5.6. Status Letters

Students may request for a status letter which confirms their enrolment status for the purpose of visit visa applications, opening a bank account, etc. A valid passport copy must be provided with the Status Letter application form, which is available online.

In the case of letters required for UAE Visa renewal or obtaining a driver's license, students must apply with the Student Visa Office.

In the case of letters required for the Student NOL card, students must apply with the Student Visa Office or complete the form online at www.mdx.ac.ae/nol

In the case of letters required for internships through the University, students must apply with the Careers and Employability Service.

For status letters, the following fee applies: If the student has submitted an urgent request before 12 noon, AED 84 must be paid to the Finance office and the document may be collected at 4:00pm on the same day.

If the student has submitted an urgent request after 12 noon, AED 84 must be paid to the Finance Office and the document may be collected the next working day.

If the student has submitted a normal (non-urgent) request, AED 26.25 must be paid to the Finance Office and the document may be collected after three (3) working days.

7.5.7. Recommendation Letters

Students may apply for recommendation letters (academic reference) directly to academic faculty. Note that it is not an entitlement but rather up to the discretion of academic staff members to provide you with a letter of recommendation.

Students must be enrolled and must not be in debt to the University to be eligible for these documents.

7.6. Transfer to London or Other Middlesex Campuses

A number of our undergraduate students choose to transfer to other Middlesex University campuses in their second year of study (though planning usually starts while they are in year 1).

If you wish to transfer to London or other Middlesex campuses, you should contact the Student Office to complete an Overseas Campus Transfer form. You can discuss your modules of study with your Programme Coordinator. You should also clear any pending financial dues before the transfer by filling out a 'Clearance' form and have it authorised from the Library, Student Visa Office, Finance and the Student Office. Both forms are available at the Student Office.

You may need to complete additional requirements such as taking an IELTS test before receiving approval for transfer.

Once the transfer application is approved, students will be contacted by the Academic Partnerships team at the London campus with pre-arrival procedures and further information. For more details, contact the Student Office.