
8. STUDENT SUPPORT

8.1 Student Office

This is your student helpdesk, situated on the ground floor of Block 16 in Room 001. It brings together all face-to-face support for general student enquiries in one location at the Dubai campus. Student Office staff can provide information and support on all aspects of the University including:

- your student record and programme of study
- sources of academic support
- welfare services
- Library, IT and information enquiries
- access to other University services

The Student Office at Middlesex University Dubai is an integral department of the university which liaises between Dubai students, academic faculty and Middlesex University's UK campus. This Office is also the point for submitting requests for student status letters and credit statements.

The Student Office consists of seven staff members. Their details are below:

Name	Designation	Email	Phone no
Ms Sheeba Trisal	Student Office Manager	S.Trisal@mdx.ac.ae	04-367 8132
Ms Janice Revecho	Senior Student Office Coordinator	J.Revecho@mdx.ac.ae	04-433 6276
Ms Simin Kazemi	Data Management Coordinator	S.Kazemi@mdx.ac.ae	04-568 4359
Ms Ivy Dsouza	Student Office Coordinator	I.Dsouza@mdx.ac.ae	04-367 8120
Mr Roy Anthony Rodrigues	Student Office Coordinator	R.Rodrigues@mdx.ac.ae	04-433 6196
Ms. Irene Anthonette Arcobillas	Student Office Coordinator	I.Arcobillas@mdx.ac.ae	04-367 1684
Mr Nidhin Romeo	Student Office Assistant	N.Romeo@mdx.ac.ae	04-367 8135

The Student Office is the central place for handing in all coursework that is not submitted electronically. The only exceptions are pieces of coursework with specific formats such as art work, models, and large portfolios, where alternative arrangements will be made which will be set out in your Module Handbook.

8.2 Centre for Academic Success (CAS)

The Centre for Academic Success (CAS) is a dedicated space where students can seek advice and academic support on various study skills from specialist staff and academic counsellors. The CAS staff offer non-subject specific advice that can help students realize their full potential at university. In addition to this, CAS provides confidential learning disability support, pre-sessional workshops and also manages the Student Learning Assistant (SLA) Programme in university.

Type of support	What it is
Academic Enrichment Programme (AEP)	<ul style="list-style-type: none"> A series of in-class sessions arranged by lecturers to inform you about aspects of study skills relevant to your course.
Learning Disability Support	<ul style="list-style-type: none"> Advice about sheltered exam arrangements 1:1 appointment with a disability expert Targeted individual support to boost your study skills
Drop-in sessions and individual consultations	<ul style="list-style-type: none"> Drop-in support for any aspect of study skills and non-subject specific academic advice is available on a daily basis. Students also have the option of seeking individual appointments with the CAS staff
Pre-sessional Digital Literacy Workshops	<ul style="list-style-type: none"> Newly enrolled students have the option of improving their competencies in using software such as Word, Excel and PowerPoint, amongst others. Workshops are also available for key academic skills such as Time Management, Referencing and Academic Writing, and Evaluating Sources and Reading Strategies.
Welfare for students under 18 years	<ul style="list-style-type: none"> Advising and counselling services are available for all under 18 students to help cope with the transition into university life.
Student Learning Assistants (SLA)	<ul style="list-style-type: none"> SLAs work alongside tutors to provide guidance to students within the classrooms and provide invaluable peer-to-peer support

The Centre for Academic Success is located in Room 307, Block 16. CAS is open Sunday to Thursday, 8:30am to 5:00 pm. You can also contact the CAS staff via e-mail at cas@mdx.ac.ae.

Student Learning Assistants (SLA)

SLAs are senior students (2nd and 3rd year) whose role is to assist lecturers and tutors in IFP and first-year classrooms. Often they work with small groups within the class and, alongside the lecturers, help them complete specific tasks. The SLAs have excellent academic records and are recommended by their Lecturers and Campus Programme Coordinators as having a mature attitude towards independent learning. Students who are successfully selected to be SLAs undergo initial training and are closely monitored and supported during their participation in the scheme.

Aside from in-class assistance, at times, the services of the SLAs are also available to enrolled students in the form of drop-in sessions. SLAs can provide valuable peer-to-peer assistance as, often, they have studied and excelled in the same assignments that current students are undertaking. The SLA Programme is managed by our Senior Student Support Coordinator, Ms Suzannah Fernandes who can be contacted at s.fernandes@mdx.ac.ae.

Support for Students with Disabilities and Learning Difficulties

If you have a long term medical condition or physical difficulty that you feel could impact your studies and would like information about support provision that can be made available, please contact the Centre for Academic Success (CAS). You are encouraged to make your situation known at the earliest opportunity to ensure that due provision is made.

Our CAS team offers individually tailored support to students with a range of learning disabilities including Specific Learning Difficulty (Dyslexia), Dyspraxia and Aspergers (Autistic Spectrum).

Our aim is to ensure that support is in place from the moment students arrive at University. We are happy to provide information and guidance before students complete their application via email or at a University Open Day. Advice and support is available to students from application to graduation.

Our Learning Disability Counsellor, Siobhan McNiff, is responsible for:

- Coordinating with our Admissions Office, Student Office and lecturers about special needs and disabilities support for students
- Arranging for individualised and customised support for students with special needs
- Assisting the Head of CAS with dissemination of skills-based sessions

Support may include sheltered exam arrangements, one-on-one weekly sessions designed to boost the student's study skill, and foster independent learning and liaison with academic teams about reasonable adjustments.

Should students wish to find out more, please contact Ms Siobhan McNiff at s.mcniff@mdx.ac.ae.

Confidentiality will be respected and relevant details will only be disclosed with your permission. Documentary evidence is required.

Exam Access Arrangements

If you believe that you will require support when sitting your examinations, due to a disability, medical issue or injury you should contact the Student Office. The following are examples of the facilities that can be available to students for whom they have been assessed as necessary and appropriate.

- extra time

- quiet room
- use of a PC
- use of a scribe

If you wish to be considered for any of these facilities, please contact the Student Office, to request a copy of the Access Arrangement Application Form. You will be asked to submit evidence of your condition, for example, in the case of dyslexia a copy of your psychologist's report) that outlines the exact needs. Once a decision is made, you will receive a notification from the Student Office to confirm the details.

The deadline for contacting the Student Office for this provision is two weeks prior to the examination period. It may not be possible to provide the support you require, should a request for additional facilities be submitted after the deadline.

8.3 Careers and Employability Services (CES)

The Careers and Employability Service (CES) is committed to empower and enable students to prepare for the workplace, enhance their employability skills, make the right career decisions and to supporting their career journey through out. CES staff members meet students individually to discuss their career-related enquiries, provide them with employment and internship information and organise training on CV / cover letter writing, job search, application procedures, interview preparation and career counselling. All students are encouraged to register and receive e-mail alerts regarding the employment and internship opportunities, workshops, career and networking events and on-campus job interviews at careers@mdx.ac.ae. The department is available to all undergraduate and postgraduate students as well as the Alumni of the university.

Our Team

Dr Michael Kloep (Head of the Department)
 Dilkash Sultana (Assistant Manager)
 Anna Ro (Coordinator)

Faculty Career Liaisons

Each of our academic departments have Faculty Career Liaisons who engage with external organisations including our industry connections, to help students find opportunities to improve their employability. Our current Faculty Career Liaisons are:

Programme(s)	Faculty Liaison
All Business Programmes	Sudipa Majumdar
Tourism and Hospitality	Lulu Baddar
Postgraduate HRM	Evangelos Moustakas

Accounting & Finance	Mariam Aslam
Computer Engineering & Informatics	Madhumita Das
Media	Stephen King
Law & Politics	Mahine Rizvi
Education	Dawn England
Psychology	Lynda Hyland
Graphic Design	Edward Ryan
Fashion Design	Vaishali Raj Sharma

Career Events

A variety of career events are organised each year including the ten Department-specific Annual Career Days, such as the Business School and Finance and Accounting Career Days the Law and Politics Career Fair, the Computer Engineering and Informatics Career Day, the Psychology Career Day and the Media Industry Speed Networking event and the HR, Education and Tourism Career Days. Typically, our Career Days attract employers from a range of well-established international and local companies exhibiting job opportunities in variety of sectors like Media, Marketing, Hospitality, HR, Law, IT and Financial services. Recruitment agencies also attend and provide valuable advice to students regarding their CVs and the local employment market.

The Graduate Networking Event is organised by CES to support our graduates in connecting with prominent employers in the UAE.

Career Workshops

Career related workshops are organised throughout the academic year on various topics including CV and Cover Letter Writing, Job Search Techniques, Preparation for Internships and Interview Preparation to name a few.

Internship and Part Time Work Opportunities

CES encourages all students to undertake internships from the very start of their studies in order to attain valuable employability skills, obtain local work experience and gain a clear career focus. CES has developed strong relationships with leading local and international employers in the UAE who advertise opportunities with us throughout the year. These opportunities are continuously updated and advertised exclusively to University students via email.

Our Summer Internship Programme helps undergraduate students connect with potential employers. It facilitates students to apply their theoretical knowledge in a practical environment during the summer break.

Dubai Creative Clusters Authority (DCCA) permits university students in Dubai to hold part-time jobs in any of the over 4,500 businesses located in its free zones. Companies based in Dubai

Internet City, Dubai Media City, Dubai Studio City, Dubai Production City, Dubai Outsource City, Dubai Knowledge Park, Dubai International Academic City, Dubai Science Park and Dubai Design District D3 can offer part-time employment to university students. For further information, please visit the Dubai Creature Clusters Authority website <https://dcca.gov.ae/en/earn-while-you-learn/earn/students/>

Middlesex students having a Student visa or on their Parent's visa will continue under the student / parent visa sponsorship during the course duration (and part-time employment).

Career Online Resources and Contact Details

Middlesex Dubai students also have access to the official UK careers website: www.prospects.ac.uk, which provides career matching exercises, careers information and advice on successful applications.

A wide range of Careers Information handouts are available in the CES Office – room 307e, third floor, Block 16.

Individual student appointments to see CES staff members can be booked via e-mail address: Careers@mdx.ac.ae.

CV and Cover Letter workshops are organised once in two weeks throughout the academic year and drop-in sessions are between 10.30am - 12.30pm and 2.00pm - 4.00pm. All current students and recent graduates as well as alumni are welcome to use this service.

Further details of the services available can be accessed via the Middlesex Dubai website at www.mdx.ac.ae/life-at-university/ces. We look forward to meeting and supporting your career planning.

8.4 Scholarships and Grants

At Middlesex University Dubai we see the importance of rewarding students for their current and ongoing achievements. Our Scholarships & Grants programme offers financial reward to both new and existing students.

Students can apply for one scholarship or one grant at a time, unless otherwise stated. The scholarship or grant will then be divided over the period of study at the University.

Scholarships & Grants available at the University include:

- Academic Excellence Scholarships
- Postgraduate and Professional Study Grant
- School Progression Grant
- Team Middlesex Sporting Excellence Scholarship

- APTECH Study Grant
- Postgraduate Corporate Partnership Study Grant
- Family Grant
- Alumni Study Grant
- Cambridge Learners Scholarship Scheme
- GEMS School Grants

New students may be eligible to redeem these scholarships when they apply for the University. For more information, please contact our Admissions Office.

8.5 Student Finance

Tuition fees for academic programmes at Middlesex University Dubai, along with the detailed policy, are provided at www.mdx.ac.ae/studentfinance/tuition-fees.

Students enrolling on a programme of study at the Dubai campus are required to comply with the Middlesex University Dubai's formal student and financial regulations. These vary from financial regulations in place for our London-based or other campuses. Students should understand that by enrolling at Middlesex University Dubai, they agree to be bound by these terms and conditions.

The amount that students will pay in respect of tuition fees depends on the course that they wish to study, the study level and the number of modules chosen along with the applicable payment plan.

Failure to settle fees on time will mean that the University will automatically place you on a financial hold which prevents access to University facilities and this may ultimately lead to deregistration from the University.

Tuition fees cover the normal cost of tuition at the University including application, enrolment, curriculum delivery, examinations (first-attempt) and access to common learning facilities and student online systems. Please note that core textbooks are not provided. Separate fees, charges, payment methods and refund procedures apply to additional services that a student may opt for including (but not limited to): transportation; student visa; accommodation in the University's Halls of Residence; supplementary field-trips; residential trips; attending the Graduation ceremony; conferences; and attending Summer School. Students undertaking certain programmes may be required to pay additional fees to cover part or all the cost of special equipment, consumables or facilities – this information will be provided to students in a timely manner.

Middlesex University reserves the right to reassess any student's tuition fee liability should new information come to light that may affect the original assessment. Students should also

understand that if they change programme or modules during the course of the year that their tuition fee charge may also change as a result.

Tuition Fees for 'new students' are subject to review each year.

The Finance Office at Middlesex University Dubai is responsible for processing student financial transactions. The Finance Office is located on the Ground Floor of Block 16, Dubai Knowledge Village.

These regulations state the minimum requirements for students paying the 'normal' tuition fees. Additional terms and conditions may apply where students are offered scholarships, grants, early-payment offers, school-based schemes, promotions and other incentives under the various marketing and student recruitment strategies. Details of these can be found within the Offer Letter at the time of gaining admission.

Middlesex University Dubai will make all feasible attempts to ensure compliance with appropriate local and international financial regulatory framework.

Further information regarding refund and transfer of tuition fees can be accessed at www.mdx.ac.ae/studentfinance/tuition-fees.

8.6 Student Research

Annual Student Research Symposium

One of the research objectives of Middlesex University Dubai is to establish a strategy that strongly encourages multidisciplinary research in various subject areas by promoting and maintaining a strong research culture. In order to involve and encourage students in their research activities, the university holds an annual student research symposium.

This event is organised by the Student Research Committee and is generally held the day after the graduation ceremony so graduates and their family members can also attend. The purpose of this initiative is to promote student research at Middlesex Dubai by providing an opportunity for students to present their research coursework, seek guidance in improving their projects, and possibly seek faculty assistance, affiliation, or co-authorship to publish work locally and internationally.

For more information about the Student Research Committee, contact Dr Fehmida Hussain, the Chair of the Student Research Committee F.Hussain@mdx.ac.ae.

Student Research Ethics

Purpose

Student research is a cornerstone of our academic programmes at Middlesex University Dubai. Ethical engagement in research is essential at all stages of the process, from study design and methodology, through to data collection, and the write-up of findings. This focus on ethics in research safeguards the rights and well-being of potential participants from whom data are collected. It further ensures that any potential benefits to be gained do not outweigh any risks to either the researchers themselves, or their study participants.

Process

Lecturers and supervisors provide structured support for students who conduct research as part of their undergraduate or postgraduate dissertation, and in their individual or group coursework. Students intending to collect data as part of a research study must apply in writing for ethical approval beforehand. This involves the completion of an ethics approval form, wherein they are asked to provide the details (e.g., background, purpose, and methodology) of their proposed research projects. The submitted ethics form is then assessed and students are provided with feedback on the ethics of their proposed study. When needed, lecturers and supervisors may consult with the Middlesex University Dubai Research Committee about the ethics approval process.

For more information about the Student Research Committee, please contact Dr Fehmida Hussain, the Chair of the Student Research Committee F.Hussain@mdx.ac.ae.

Student Research Assistant Scheme

Purpose

The purpose of the Student Research Assistant (SRA) scheme at Middlesex University Dubai is to give students the opportunity to enhance their research skills, under the supervision of an experienced researcher, and to acquire practical experience to further develop their own academic careers. The main role of an SRA is to assist a Middlesex University Dubai full-time faculty member on pre-assigned research topics.

Process

Senior students (2nd year, 3rd year, or postgraduate) and recent Middlesex University graduates (up to three years' post-graduation) may apply for the post of Student Research Assistant (SRA). To be considered for this post, applicants should have an excellent academic record and display a keen interest in gaining research experience.

For more information about the Student Research Committee, please contact Dr Fehmida Hussain, the Chair of the Student Research Committee F.Hussain@mdx.ac.ae.

Student Research Society

In line with the Student Research Committee's vision of promoting, nurturing, and protecting student research, a fully student-led Student Research Society has been formed, working under

the guidance of the Student Research Committee to empower students, create awareness, and make research more easily accessible for all.

The latest initiative of the society is – ‘A Cup of Research’, a biweekly research seminar series where students get to discuss their research experience and struggles, get advice and guidance from faculty members and fellow students.

For more information about the Student Research Committee, please contact Dr Fehmida Hussain, the Chair of the Student Research Committee F.Hussain@mdx.ac.ae.

University Research Conferences and Seminars

The 2019 BCS Conference: Tolerance, Sustainability & Women Empowerment and Middlesex University Dubai Student Research Conference

Middlesex University Dubai hosted the '2019 BCS Conference and Middlesex University Dubai Student Research Conference' on campus on October 24th. This was followed by an awards ceremony at the Anantara Eastern Mangroves Hotel in Abu Dhabi on October 27th during the second day of the BCS Conference. The programme on this day included addresses by HE Sheikh Nahayan Mubarak Al Nahayan, UAE Minister of Tolerance, and HE Patrick Moody, British Ambassador to the UAE

This year's theme revolved around the themes of tolerance, sustainability and women empowerment. More than 50 students (from multiple disciplines) participated in the conference from universities around the region in three parallel sessions: PG Oral Presentations, UG poster presentations, and Demos. Top projects were selected by a panel of esteemed external judges from industry/academia.

The 5th Emerging Research Paradigms in Business and Social Sciences (ERPSS-2020) Conference

Middlesex University Dubai successfully hosted the Emerging Research Paradigms in Business and Social Sciences (ERPSS) conference at Middlesex University Dubai on the Dubai EXPO 2020 themes of Sustainability, Mobility and Opportunity, from 14th to 16th January 2020. Building upon the success of its previous editions, this unique fifth edition provided a platform for academics to discuss new concepts, progressive methodologies, and innovative practices in line with the conference themes and sub-themes that included Inclusivity, Tolerance, Empowerment, Creativity, Happiness, and Innovation. This event saw over 180 delegates including Researchers, Practitioners and Professionals from various disciplines, representing over 60 universities and institutions from the UAE and around the world.

The introductory morning of ERPBSS 2020 included inspiring keynotes from Hugh Ragg, Senior Manager Learning & Development at Expo 2020 Dubai and Janya Chanchaichujit, Director Logistics and Business Analytics Center of Excellence - Walailak University Thailand. Across the three days of the conference, there were over 90 research papers and case studies presented along with several plenary and panel sessions, and student poster presentations. The delegates were seen communicating their discoveries while securing a meaningful discussion with other professionals from different fields to address the increasingly complex global and local challenges in a sustainable manner. The conference wrapped up with an excellent and stimulating industry panel session on Sustainability, and a ceremony that presented delegates with 'best research paper' and 'best student poster' awards.

Other conferences

You can get involved as a presenter, attendee or even as a volunteer for a number of specialised conferences that Middlesex University Dubai hosts on a regular basis. Getting involved with research early on in your career helps you gain confidence in your abilities as a scholar. Conferences also provide an opportunity to develop new contacts and networks of people which may help open doors to opportunities in the future.

Some of the past event and conferences hosted by Middlesex University Dubai include:

- Annual National Conference of Applied Psychological Research in the Middle East
- Middlesex Dubai Film Conference
- EU and UAE Conference on the Rule of Law and Arbitration
- National Journalism and Media Conference in the UAE and Gulf Region
- Student Research Symposium
- Teaching and Learning Conference
- International Conference on Technology, Innovation and Sustainability in Business Management (ICTIS)

For full details of the past research events and conference, please visit <https://www.mdx.ac.ae/research/conferences-and-events/past>

Wednesday Research Seminars

Launched on 26 November 2008, the Middlesex University Dubai Research Seminar Series organised by the Middlesex University Dubai Research Committee, provides a regularly scheduled platform for researchers to share their work, exchange ideas and extend academic discourse. To date, Middlesex University Dubai has hosted more than 270 weekly research seminars, held each Wednesday during the academic term. Presenters include faculty from Middlesex University Dubai and other universities in the United Arab Emirates, as well as researchers from other global institutions.

The seminars, which are held on Wednesdays at 4.00pm during the academic term, provide an important opportunity for Middlesex staff (and, indeed academics from other institutions) to showcase their work and receive academic feedback. For students, this is an opportunity to find

out about current research being undertaken by academic staff members, to gain and share ideas and to develop research skills.

The one-hour seminars are well attended, highly academic, and significantly facilitate open discussion concerning key academic issues, theories and methodologies. The seminar topics are wide-ranging and involve a relevant mix of empirically-informed areas of study concerning such subjects as business, communications, information technology, management, media, social sciences, tourism and education and many others.

For full details of all seminars thus far, please visit: please visit:

www.mdx.ac.ae/research/research-seminar-series

‘Research Matters’ Newsletter

Middlesex University Dubai launched the ‘Research Matters’ newsletter in 2014. This twice-yearly newsletter celebrates the wide range of impactful research-related activities of our faculty and students. The newsletter also contains articles written by current and former students who share their research experiences. This newsletter provides a glimpse into the research culture at MDX Dubai, and highlights the international standard of this research. It provides information about staff research publications, prestigious awards, upcoming conferences and events, and national and international research collaborations. The editors encourage submissions across a range of research relevant topics to the newsletter from staff and students alike. The ninth issue of Research Matters was published online in January 2020. All nine issues of Research Matters are available on our university webpage at: <http://www.mdx.ac.ae/our-research/research-matters>

To submit a piece to ‘Research Matters’, please contact the following:

- Dr. Sreejith Balasubramanian at S.Balasubramanian@mdx.ac.ae
- Dr. Lynda Hyland at L.Hyland@mdx.ac.ae
- Dr. Sudipa Majumdar at S.Majumdar@mdx.ac.ae

For any other queries regarding Research at Middlesex University Dubai please contact:

Dr Sreejith Balasubramanian

Chair, Research Committee Email: S.Balasubramanian@mdx.ac.ae