

New Faculty Welcome Kit

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Welcome to AUS!

Welcome to your new home. You have just joined a vibrant, multicultural community. As faculty and staff residents comprise an integral part of our lively campus community, the university places great emphasis on providing a wide range of facilities, services and opportunities that cater to the needs of our community members. This guide contains useful information about these services to help with your transition to AUS and the UAE.

Living on Campus

Campus Map

Campus maps are available on the university website. You can also find a map of the campus bus route. [Link to maps](#)

Internet and Telephone

All campus housing has Internet access provided free of charge. AUS provides one Ethernet cable to get you started. If you would like to have wireless access in your housing unit you will need to buy a router. Here is the link for the routers that IT recommends: <http://www.linksys.com/en-mea/products/routers>

The academic buildings on campus have wireless access. See <http://itfaq.aus.edu/index.php?action=show&cat=91> for details on how to use this.

All campus housing is equipped with a landline phone. You can call on-campus numbers by simply dialing the four-digit extension. To call an off-campus number, dial 9 first. Incoming internal calls are signified by one long ring; external calls are two short rings.

The AUS Telephone Directory can be found at <http://teledir.aus.edu>, which is only accessible on campus. That directory provides both office and home telephone numbers and locations for all campus residents. The directory also lists all the outlets on campus. Emergency numbers are listed on the large yellow magnet on your refrigerator as well as at <http://teledir.aus.edu>.

Calls within Sharjah and on campus are free of charge. You can make international calls from your home phone. Charges will be deducted from your paycheck.

Please follow the link below for more information on setting up your voicemail: <http://itfaq.aus.edu/index.php?action=artikel&cat=49&id=85&artlang=en>.

More information on IT and phone use is available at <http://itfaq.aus.edu/>.

Services on Campus

The phone numbers and hours of operation for the various campus outlets can be found at <http://teledir.aus.edu/outlets.asp>.

Banking

A branch of Sharjah Islamic Bank is located on the west side of the Main Building. There are three ATMs available: one adjoined to the bank, one on ground floor of the Student Center and one at the Women's Welcome Center near the women's residential halls.

Barbershop and Beauty Salon

A barbershop is located in the Student Center near Starbucks. The beauty salon is located in the Women's Welcome Center in front of the women's residential halls. It offers a variety of hair and beauty services for women.

Campus Cash

At some campus outlets, you can use your ID card to make purchases. You can also keep track of your balance online through your Banner account. For more information, please visit the [Campus Cash webpage](#).

Laundry/Dry Cleaning

Sahara Laundry provides laundry and dry cleaning services. Two collection and delivery points are available in the faculty residential areas of campus: one on the east side in the L block and the other on the west side in D block.

Mini Marts

Sharjah Co-operative Society operates two campus branches that sell a range of products, including fresh fruit and vegetables, canned and frozen foods, dairy products and fresh bread. One is located in the Student Center and the other in the Women's Welcome Center next to the women's residential halls on the east side of campus.

Mobile Phone

Etisalat and Du are the UAE's two major telecommunications services providers. Prepaid phone cards can be purchased from our campus minimarts. Those with Etisalat post-paid accounts can pay their bills at the Etisalat machine in the Student Center.

Pharmacy

Al Manara University Pharmacy offers a wide variety of insured and non-insured medicines along with herbal, cosmetics and hygiene products. It includes some basic skin treatments. It is located in the basement of the Student Center (near Starbucks).

Restaurants and Food Outlets

A number of [food outlets](#) are located in the Student Center on campus.

- Albert Abela: Hot meals, light sandwiches, pastries and grills
- Blends & Brews Café (located in the Library building)
- Burger King
- Dunkin' Donuts
- Grab 'N Go: Hot meals, sandwiches, breakfast
- Momento: Italian dishes and grills / Includes: Illy - Café del Momento, Bowling City
- Pic 'N Mix: Sandwich bar
- Starbucks
- Subway
- Yogurberry: frozen yogurt and snacks

Albert Abela, Burger King, Momento and Subway provide home delivery services.

Transportation

Transportation Services offer several on- and off-campus shuttle services for the convenience of the campus community.

This shuttle service provides transportation to and from key locations throughout the campus, and is free to students, faculty and staff members with university ID. The regular AUS bus schedule is available at

<http://www.aus.edu/downloads/download/47/transportation>

There is also a shuttle service from the AUS campus to the Rashidiya and Etisalat metro stations in Dubai for a modest fee.

For further details, contact Mr. Henri Pinto on ext. 2171 or 050 631 8400. His office is located on the mezzanine floor of the Main Building, office MM16. Alternatively, he can be reached at hpinto@aus.edu.

Taxi service is widely available in Sharjah. The toll free number is 600 545455.

University Health Center

Tel: 06 515 2699

8:30 a.m.–4:30 p.m., Sunday through Thursday.

clinic@aus.edu

Location: lower floor of the LAN Building

After-hours emergencies: 050 635 7651 or ext. 4911

The University Health Center (UHC) provides primary health care for all faculty, staff and students at AUS and also for dependents of faculty and staff. It also provides 24-hour emergency care, and an ambulance is stationed on campus for medical emergencies. A wide range of health care services is available at the UHC. Medical consultations are available from the medical center for all staff, employees and eligible dependents without charge. Those tests not covered by the insurance will be charged to the employee.

The following services are provided by the UHC:

- 24-hour emergency care for campus residents
- investigations: blood sugar, urine sugar/protein, ECG, pulmonary function tests
- vision test and blood grouping for driving licenses
- follow-up treatment, referrals to specialists (or insurance network providers)
- counseling services

After Normal Working Hours and During Holidays

After working hours and during weekends and holidays, non-emergency medical services will be available with charges. Employees are encouraged to visit the clinics or medical facilities within their Insurance Network Providers listed for routine and non-emergency cases.

In case of life-threatening emergencies only*, the campus emergency medical team can be contacted at 050 635 7651 or ext. 4911.

*A life-threatening emergency is defined as "An illness or accident that is severe and sudden that it requires immediate medical or surgical attention". Some examples of life-threatening emergencies are:

- chest pain
- difficulty in breathing, shortness of breath
- continuous bleeding
- coughing up or vomiting blood
- fainting
- prolonged and severe pain anywhere in the body, especially in the chest or abdomen.
- accident/trauma – causing bleeding or possibility of fracture or concussion
- convulsions/epilepsy

For non-emergency calls after working hours, a consultation fee will be charged to the employee for non-emergency medical services according to the chart below:

Clinic visit (5:00 p.m. to 12:00 a.m.)	AED 150
Home visit (5:00 p.m. to 12:00 a.m.)	AED 200
Visits between midnight to 8:00 a.m.	AED 300
Visits on weekends and holidays	AED 300

These charges will not be reimbursed by the medical insurance company.

The following are examples of non-emergency symptoms:

- runny nose
- fever
- skin rash/insect bites
- loose bowel movement

Non-AUS-Insured Patrons

Visitors can use the UHC facilities, but will be charged for their visit and services received per the UHC price list posted at the reception area.

Counseling Services

Counseling services are offered by our psychologist, who is based in the University Health Center.

All services within the UHC are held with the upmost confidentiality. No information is released without the written authorization of the client.

To schedule an appointment, please call 06 515 2685.

Employees are encouraged to visit the clinic during working hours to avail medical services in order to avoid the non-reimbursable expense.

Wellness Program

Realizing the importance of health in the workplace, the AUS Wellness Division provides a number of activities and programs to enhance the quality of life on the AUS campus.

The Wellness Program offers a variety of activities for employees and their families:

- Fitness: Circuits, aerobics, spinning
- Health: Nutrition, lifestyle, walking and running club, yoga
- Sports: Football, basketball, softball, volleyball, table tennis
- Events: Fun runs, sports tournaments, leagues, excursions, paintballing

Wellness Center

The Wellness Center consists of two rooms. One is used for spinning classes and another larger room is used for all gym classes. A schedule of classes is available at www.aus.edu/wellness. The Wellness Center is located on the west side of AUS campus, near the D Block roundabout.

Youth Center

The Epicenter, part of the Wellness program, is an AUS after-school facility established to serve children ages 5-18. It includes a skate park, a climbing wall, an activities area, a gaming area, an art room and much more.

Leisure Center

The Leisure Center has a gym, a TV room, swimming pools for children and adults, and a Jacuzzi. The gym is accessible 24-hours with an AUS ID card. To activate ID card you need to take it to the lifeguard on duty, who will add you to the system. The Leisure Center is located on the west side of AUS campus, near the D Block roundabout.

The center operates throughout the year as per the following schedule:

Sunday to Thursday 8:00 a.m. – 12:00 p.m. and 2:00 p.m. – 9:00 p.m.

Friday and Saturday 8:30 a.m. – 9:00 p.m.

Women's only hours: Monday and Tuesday 8:00 a.m. – 12:00 p.m.*

** The gym will be open to all (male and female) during this time through the side access control door.*

General Regulations

- All users of the Leisure Center must register upon entering.
- Children are allowed in the Leisure Center until 8 p.m.
- No glass objects are permitted in the facility.
- Amplified music is not allowed. Music with earplugs is acceptable.
- For the sake of the nearby tenants, general noise should be kept to minimum.
- Pets are not allowed.
- The area must be kept clean. Please use the trash and recycling bins as appropriate.
- Families and individuals using the Leisure Center do so at their own risk.

Sports Facilities

We have two FIFA-approved state-of-the-art turf fields, and children's playgrounds are located all over campus within the housing areas.

Contacts

For any further information, please visit www.aus.edu/wellness or email wellness@aus.edu.

Library

With over 192,000 print and electronic items in its collection, the AUS University Library is one of the biggest of its kind in the United Arab Emirates. Focusing on scholarly topics taught at AUS, the University Library offers a comprehensive collection to satisfy the needs of AUS students and faculty.

The collection includes:

- 122,000 items including books, CDs and DVDs
- 250 current print journal subscriptions
- 70,000 electronic books
- 50 online databases with links to thousands of electronic journals, magazines and newspapers

The library's Media Collection includes popular movies, foreign-language films, documentaries, music CDs, as well as a Leisure Reading section with paperback books and English and Arabic-language newspapers.

The library building is located behind the Main Building, facing AUS's back gate. Hours of operation vary throughout the school year and are kept up to date on the library's website: <http://library.aus.edu>.

The library's website is your gateway to the library catalog for finding out about items in the collection, electronic books and journals, and library policies including loan rules.

Faculty and Family Privileges

While the AUS Library is not a public library, members of the AUS community, including family members, are welcome to visit the library and use the collections. **Children under the age of 16 may not use library facilities or computers and must be accompanied by an adult when they visit the library.**

Cultural Events

AUS has a vibrant cultural events program through the academic year. Events ranging from classical music concerts and folkloric dances to lectures and plays are hosted on campus each semester.

To see a list of upcoming events, visit the Events section on the homepage of www.aus.edu. Announcements are also sent to the Community Email list. To sign up for this list, please visit <http://mailman.aus.edu/cgi-bin/mailman/listinfo/community-all> .

Discount Program

AUS ID cardholders can receive discounts by simply presenting their valid AUS ID Card to participating outlets. If you have any inquires or feedback regarding the AUS Discount Privilege Program, please contact the Events Management Department at events@aus.edu.

To view the list of participating outlets, please visit https://www2.aus.edu/publicaffairs/events/documents/AUSDP_Participating_Outlets.pdf.

Residential Life Committee

The Residential Life Committee (RLC) is a committee of members including a selection of volunteers who make recommendations to the AUS administration concerning the physical environment and social well-being of the AUS residents. Their aim is to maintain a safe, healthy and pleasant living environment on campus and to promote a spirit of cooperation and community among AUS residents.

Among the RLC's main responsibilities are the following:

- formulate policies for the residential community, keeping in mind the different backgrounds of the members of our community, as well as the norms, customs and laws of the Emirate of Sharjah and the UAE
- organize social events for the benefit and enjoyment of the residents
- dealing with concerns and neighborly disputes
- keeping the community informed

In addition to the committee, there are neighborhood representatives who can assist you with your questions and concerns.

If you have any issues/concerns please contact the RLC chair at rlc-chair@aus.edu.

Community Email List

To receive important announcements on residential activities, cultural events, maintenance announcements and more, please sign up for the Community Email List. To do, so, please follow this link: <http://mailman.aus.edu/cgi-bin/mailman/listinfo/community-all> .

Your Housing

The AUS housing units are furnished with the basics for a comfortable life here on campus. The section covers important information on maintenance and other related concerns.

Repairs

For emergency maintenance on campus housing, call ext. 2100. Residential emergencies are classified as loss of electricity, air conditioning, cooker or refrigerator; a fire; or a water leak from a pipe (not a dripping faucet). For all non-emergencies, contact hts@aus.edu. Housing Services is located on the mezzanine floor of the Main Building.

Water Delivery

Your housing unit is equipped with a water cooler. Replacement bottles can be purchased for AED 8. The date of delivery depends on your housing location. These details will be confirmed at New Faculty Orientation.

Garbage and Recycling

Garbage dumpsters are located in all of the residential neighborhoods. As part of the university's sustainability efforts, large blue recycling bins are placed alongside the garbage bins in each neighborhood. Items do not have to be sorted. The following items can be recycled:

- **Plastics:** Bottles, milk/juice jugs, bags, cups, food containers, empty plastic toiletry bottles
- **Aluminum:** Cans and foil/wrap, food containers
- **Tin, steel:** Soup and beverage cans, empty aerosols, small food containers, clothes hangers
- **Paper:** Newspaper, letters, books, magazines, envelopes, sticky notes, copy/typing and computer paper, colored paper, brochures, paperboard, phonebooks, paper bags, wrapping paper, paper towels
- **Cardboard:** Gift boxes, toilet paper and kitchen paper cores, egg cartons, cereal boxes, corrugated packing boxes

Glass cannot currently be recycled on campus.

Satellite Services

AUS provides cable television services, for a monthly fee, which carries CNN, BBC, multiple sports channels and many OSN channels as well as official stations of the surrounding Emirates.

The subscription form is available at <https://www2.aus.edu/admin/forms/forms-docs/facility/FCD%20-Satellite%20Channel%20Subscription%20-%20FA-FCD-087.pdf>.