

**AUS** | الجامعة الأميركية في الشارقة  
American University of Sharjah

## **Guide for New Faculty**

## Contents

Welcome to American University of Sharjah .....	4
Chancellor’s Welcome .....	5
Professional Matters .....	6
Teaching .....	6
iLearn .....	6
Academic Schedule.....	7
Graduation Ceremonies.....	7
Computer Support Services .....	7
Library .....	8
Students .....	11
Testimonials .....	12
Getting Started.....	15
Airline Tickets and Reservations .....	15
Education Certificates .....	15
Marriage/Birth Certificates.....	15
Medical Form .....	16
Medical Requirements upon Your Arrival.....	16
Shipping Personal Effects .....	16
Mobile Telephone Providers .....	17
Faculty ID Cards .....	17
Car Stickers.....	18
Emirates ID Card .....	18
UAE Entry Permits and Residence Visas.....	18
Schooling .....	19
AUS Day Care Center.....	23
Living on Campus .....	24
Arrival .....	24
University Housing .....	24
Transportation Services .....	25
AUS Residential Life Committee .....	25
University Health Center .....	25
Counseling Services for Employees.....	26
Mail Service – Post Office .....	26
Facilities/Commercial Services .....	26

Wellness Program.....	28
Public Relations – Office of Protocol Services .....	30
Driving License .....	30
Maid Employment Visas .....	31
Marhaba Welcoming Service .....	31
Official Letters .....	31
Money Matters.....	32
Payment of Salaries.....	32
Salary Advance .....	32
Self-Directed Employee Benefits Plan.....	32
Medical Insurance .....	33
Life Insurance .....	33
Annual Leave Tickets .....	34
Annual Indemnity Payment.....	34
Tuition Remission at AUS .....	34
AUS Discount Program .....	35
Odds and Ends .....	36
AUS Telephone Directory.....	36
Banner.....	36
AUS Bulletin Board .....	37
Alcoholic Beverages .....	38
Books and DVDs .....	38
Dental Treatment .....	38
Embassies and Consulates.....	38
Dress Standard .....	38
Driving.....	39
Electricity .....	40
Emergency Contact Numbers .....	40
Employment for Spouses.....	40
Food and Restaurants .....	41
Medical/Hospitals .....	41
Opening a Bank Account .....	41
Potable Water .....	42
Social Media .....	42
Shopping .....	42

Useful Websites .....	42
UAE Newspapers .....	43
Sharjah and Culture of the UAE .....	44
Clothing .....	44
Dress Code.....	44
Behavior toward Arab Women and Men.....	45
Manners Regarding Eating .....	45
The Pilgrimage to Makkah .....	45
The Holy Book – The Qur’an .....	46
Male/Female Relations .....	46
Basic Arabic Phrases .....	46
Ramadan .....	46
Sharjah .....	48
Forms.....	49
Contact Persons.....	50
Contact List .....	50
Frequently Asked Questions .....	51
General.....	51
Housing .....	56
Pets.....	57
Schooling .....	57
Shipping .....	58
Travel.....	59
Definitions.....	60
Disclaimer.....	63

## **Welcome to American University of Sharjah**

Coming to a new country and new position can be a stressful time for everyone concerned, especially if you also have family to consider. American University of Sharjah (AUS) faculty members come from many different countries and cultures. Some are already acquainted with the Middle East. For others, this appointment introduces a completely new dimension to their lives. You will want to know what to expect and how to make the transition from your country to the United Arab Emirates (UAE) and AUS. While you will enjoy the general atmosphere of conviviality and warm hospitality that prevails here, there will always be cultural and behavioral differences that will take time to assimilate and accept.

This guide will attempt to answer many questions and concerns you may have as an employee in the United Arab Emirates at American University of Sharjah.

## Chancellor's Welcome

Dear Colleagues,

Welcome to American University of Sharjah (AUS).

AUS is an independent, not-for-profit university that benefits from a diverse community of faculty, staff and students. Based on the American model, AUS is distinguished by a range of professional undergraduate programs and a liberal arts core that encourages intellectual discovery and critical reflection, promotes an appreciation of the various modes of human inquiry, and develops the knowledge and skills to succeed in and contribute to the Arab Gulf region and the world at large. The university offers a number of graduate programs that serve the needs of the United Arab Emirates.

The reputation of AUS results from the combined effort of committed faculty and staff members, and the accomplishments of faculty members and students. Advancing the university depends on individual initiative to advance research, scholarship and creative activity, as well as on collaborative contributions through service to the institution. We look forward to your participation in the academic life of AUS.

Sincerely,

Professor Kevin Mitchell  
Chancellor

## Professional Matters

If you have never lived or worked in the Arab world, you will find some aspects of academic life to be the same at AUS as at home, but in other ways the Arab culture, society and economy will influence your lifestyle. For example, a faculty member can expect to prepare course outlines and reading lists, conduct classes, give examinations, advise students, carry out scholarly writing and research, and participate in departmental and university-wide committees. The way these things are done may take on new meaning and present new challenges, simply because they will be done in a Middle Eastern environment.

Many of the challenges encountered at AUS are not unlike those at American or European universities, but they are accentuated by local factors affecting a Western-style university operating in a Middle Eastern environment. In addition, because AUS is a new institution it means that programs, policies and procedures are still being formulated and developed. In this complex situation lie pitfalls that require faculty to have a clear sense of their own values and an awareness of the different value systems within which they are functioning.

Propriety requires a more restrained exercise of personal and academic freedom. Good will and common sense on the part of faculty members will facilitate the mission of AUS to bring coeducational, English language based higher education to the Gulf region.

As you prepare to make the transition to AUS it is advisable to familiarize yourself with the *Faculty Handbook*, which is the primary reference for policies pertaining to the faculty members' work at AUS. The *Faculty Handbook* is periodically updated and the latest edition can be found on the AUS website at [www.aus.edu/faculty-handbook](http://www.aus.edu/faculty-handbook).

## Teaching

Teaching at AUS is perhaps more challenging, largely because the native language of most students is not English, and because their educational backgrounds differ substantially from that of Western students. Although the Achievement Academy Bridge Program and the Department of Writing Studies make concerted efforts to ensure that students are fluent enough in English to benefit from their courses, faculty must still develop sensitivity to the linguistic limitations of their students, as English is the second or third language for many of them.

AUS has shown its commitment to, and support for, an enhanced teaching and learning experience for students and faculty alike through the creation of the AUS Faculty Development Center (FDC). The FDC promotes enrichment of teaching and learning practices by fostering open and ongoing dialogue among all members of the university community in matters pertaining to teaching, learning and classroom experiences. Further information can be found by clicking [here](#) or by contacting the FDC Director at [fdc@aus.edu](mailto:fdc@aus.edu).

## iLearn

To help faculty members incorporate an e-learning component, AUS utilizes Blackboard Learning Management System. At AUS, we call it iLearn. There are a number of iLearn workshops as well as other seminars focusing on technology use in the classroom every semester. The members of the Academic Computing Group are available to help faculty members who are interested in using instructional technology in their classrooms and would like some personal assistance with this. For more information about using iLearn, please contact one of the iLearn specialists at [ilearn@aus.edu](mailto:ilearn@aus.edu).

## **Academic Schedule**

Classes are held Sundays through Thursdays; the weekend days are Friday and Saturday.

### **Official Holidays**

The official holidays observed by the university are:

- Hijra New Year (1st Muharam)\*
- New Year's Day (January 1)
- Eid Al Fitr
- Arafat Day
- Eid Al Adha
- Prophet's Birthday (12th Rabi Al Awal)\*
- Israa Wal Miraj (Ascension Day) (27th Rajab)\*
- Commemoration Day (November 30)
- UAE National Day (December 2)
- Christmas Day (December 25)

As the Islamic calendar is determined with various moon phase sightings, holiday dates marked \* change every year. These actual dates will be announced.

On a few unanticipated occasions, the university may have to close, usually for a day or more, in compliance with the conventions of the community. This specifically refers to certain mourning days declared by the government. In such cases, the Office of Protocol will advise the Chancellor, who will issue an appropriate announcement.

## **Graduation Ceremonies**

The Commencement Committee of AUS urges all new faculty members to bring their robes, hoods and sashes with them for commencements. Two ceremonies are held each year: one at the end of fall semester and one at the end of spring semester.

## **Computer Support Services**

AUS offers its faculty members access to a state-of-the-art computer services. The following is a brief introduction to the list of services available to faculty:

**Network and Internet Services:** A fiber optic infrastructure of 10 Gbps is provided across academic areas, with 1Gbps Ethernet (switched) elsewhere. Housing units have multiple data and telephone points. Wireless access is available throughout the academic campus and student residential halls. Currently, AUS provides Internet bandwidth up to 2G.

VPN service is available for all faculty members to access local AUS services from off campus.

**Computer:** Full-time faculty members receive a computer or laptop for use in their role. Computing devices in each college/school at AUS are refreshed on a three- to four-year cycle. New faculty members receive the current standard for their college/school, so specifications will vary according to what stage the college/school is at within its cycle. Software generally available includes the latest edition of MS Office, corporate antivirus and other specialized software.

**Printer:** Faculty members receive an individual black and white office printer and have access to use a variety of networked color/black and white printers.



Email Services: Each faculty member has an individual email address with unlimited quota.

Local Network Storage: A 20GB network folder is allotted for each faculty member, which is automatically backed up.

Onsite technology support is provided to faculty members for offices and classrooms.

For further details about the IT services, [click here](#).

## **Library**

The library's mission emphasizes a commitment to support, advance and enrich the educational and research strategies of the University. The [AUS Library](#) resources and services are delivered in accordance with this mission and are demonstrated by the provision of access to the world of information and scholarship, by teaching the effective use of information resources for academic success, supporting research and lifelong learning and engaging with the AUS academic community to develop responsive and innovative information services.

The library building is located next to the Main Building in the center of the campus, with a total of 8,750 square meters of usable space on three floors. The facility houses an "information commons" computer environment; areas for teaching information literacy and research skills; book, periodical and media collections; study spaces including group study and presentation rooms; media preview rooms; circulation/reserves and research help desks; self-checkout stations; university archives; library technical services; and library administration offices.

The seating capacity is approximately 900. Over 150 computer workstations provide students with "one-stop" technology convenience including full Internet access, Microsoft Office products, electronic research materials, library resources, and specialized academic software. For added convenience, 50 laptops are available for students to checkout and wireless coverage extends throughout the building. Scanners (A4 and A3), color and b/w printers and photocopying equipment are also available. Other facilities in the building include the Faculty Development Center, a videoconference classroom, a student writing center, a café, the AUS Testing and Professional Development Center, and Sheraa, the Sharjah Entrepreneurship Center.

The full range of library services is provided to support student learning, and faculty teaching and research activities. These include circulation, reference, reserves, information literacy program (delivered as part of academic writing courses), subject-specific information skills instruction, research assistance, document delivery, interlibrary loans, 24-hour remote access to online resources via the library home page, extended service hours during the academic year (99.5 hours per week), and library liaison with colleges, schools and departments.

### **Library Collection**

The library collection consists of approximately 171,000 book and media items; thousands of full-text e-journals; 280,000 eBooks; and more than 55 online databases. Library resources provide direct support for student research at the undergraduate level, faculty teaching, graduate student and faculty research in program areas, general information, readership and the lifelong learning needs of the university community. In order to ensure that students are exposed to a range of information and learning formats, the library has developed a blended collection of traditional print materials, multimedia and digital resources. The print, e-book and media collections grow by approximately 7,000 items per year, and online resources are added as required for program support.

## Requesting New Materials

Faculty members are encouraged to participate in the development of the library's collection by recommending new materials. Please contact your liaison librarian with suggestions or use the forms available by clicking [here](#).

## Incorporating Resources into Your iLearn Course

Links to journal articles can be incorporated into your course in iLearn. To link to specific articles found in the library databases, please click [here](#). The library also has instructional tutorials and research guides that can be included in iLearn courses.

## Incorporating Information Literacy into Your Course

For students to become information literate they need repeated practice in applying research and critical thinking skills throughout their academic career. For assistance with designing a research assignment, contact your liaison librarian by clicking [here](#). Also consider scheduling a library instruction session with your liaison librarian to support student research.

## Training for Research Assistants

AUS librarians can provide specialized research skills training for research assistants working on a particular project. Please contact your liaison librarian.

## Research Support and Advice on Measuring Research Impact

AUS librarians provide research consultations by appointment, either in your office or at the library. We are happy to handle requests by phone or email. For general queries, email the Research Help Desk ([researchhelp@aus.edu](mailto:researchhelp@aus.edu)). For more in-depth questions, please contact your liaison librarian.

## Course Reserves and Streaming Video Reserves

Faculty may place materials on reserve in the library for a course or have the library stream video so it can be linked to an iLearn course. You can do this by providing complete details to the library staff or by completing the online forms by clicking [here](#).

## Borrowing Materials

Faculty may borrow up to 75 items for a semester with one renewal between fall and spring semesters. Media loans are limited to five items and can be borrowed for one week. These items cannot be renewed. Reference material may be loaned for one day, after consultation with a librarian. Faculty may borrow selected journals, limited to three items for three days. Journal loans cannot be renewed.

Persons holding valid AUS ID cards may borrow materials from the AUS Library. This includes family members over the age of 14 years with a valid AUS ID card. For further details, please contact the Library Circulation Desk at ext. 2256 or check the website by clicking [here](#).

## Borrowing Materials from Other Libraries

Articles and books not found in the library collection may be obtained through interlibrary loan (ILL). This service is currently restricted to faculty, staff, graduate students and undergraduates working on a senior thesis.

Requests may be submitted via the automated ILL system, [ILLiad](https://illiad.aus.edu/illiad/), <https://illiad.aus.edu/illiad/>. Faculty and graduate students can log on to ILLiad using their AUS email ID and password.

We will continue to process requests for materials that are emailed to the ILL Department, [ill@aus.edu](mailto:ill@aus.edu). Please be sure to include full bibliographic details when submitting requests.

Due to the cost of providing this service, faculty are asked to exercise restraint when submitting requests. The library will endeavor to fulfill all reasonable requests but may on occasion need to restrict the number of orders submitted per faculty member. Graduate students may request up to 15 items per semester.

### **Remote Access to Library Resources**

Access to many of the resources on the AUS Library website is restricted to currently registered students, faculty and staff. When accessing a library resource from outside the university you may be prompted to enter your AUS email username and password to gain access via the library proxy server.

### **Copyright and Permissions Service**

This service aims to help faculty, students and staff understand and comply with US and UAE copyright laws and to learn how to avoid copyright violations and legally use copyrighted materials in the classroom. The library can help faculty obtain permission from the copyright holder for uses not covered by Fair Use. More information can be found on the library website by clicking [here](#).

## Students

AUS students are like students everywhere in many ways: some are highly motivated, knowing in advance the course of study they will pursue, while others are undecided. They have a variety of reasons for choosing AUS: a low student/faculty ratio, major program offerings and proximity to their home communities. Most students will tell you they chose AUS because they and their families are highly enthusiastic and supportive of seeking higher education at a university in the Gulf region that is coeducational and formed on the American model.

For many of the students, their secondary education emphasized memorization and teacher-directed learning. At AUS, they must adjust to a new system that emphasizes independent but disciplined thinking, class discussions and quizzes. Because cultural tradition requires young people to show respect for the authority of their elders, including professors, some students may also be more reticent about expressing opinions, asking questions or joining in class discussions.

The Arab family structure also contributes to a different classroom and social atmosphere. Many Arab teenagers grow up in a close and protective family setting, and most have never lived away from home. The normal pattern for young adults, including some of our AUS students, is to live in their parents' home until they marry.

## Testimonials



**Dr. Yass Alkafaji**  
**Associate Professor—Accounting and Finance**

In 2006, I took a visiting position at AUS when I was on a sabbatical leave from my institution in Chicago. I liked it here so much that I decided to resign and take a permanent position at AUS. That is one of the best moves in my life.

It is exciting to be part of an institution that is developing and growing. I can have an impact in influencing and molding the young institution. I like the diversity and the enthusiasm of AUS students. I found students here intriguing and engaging, a stark difference from my experience in the USA. Living on campus is great because it makes things much easier. The campus environment with its buildings and spacious gardens are very pleasant to work and live in. Everything is available here and I have met many people from all over the world. It is a true global community of learners. To me this is an adventure, not a job.



**Brian Dougan**  
**Associate Professor—Architecture**

I initially joined AUS in Fall 2004. Following an itch to do some work I was unable to do here on campus, I left after Spring 2007 and spent two years building a pottery shop and making pottery in College Station, Texas, while teaching design and drawing studios at Texas A&M University. I endured as much time away from AUS as I could before I realized that teaching anywhere else was a compromise in terms of educational quality.

While there are of course exceptions, the students that inhabit CAAD here at AUS are ambitious learners with a keen respect for the opportunity to participate in the educational process. The facilities at AUS make for an educational environment unsurpassed by any other institution. The staff on campus is genuinely friendly and makes living here a pleasure. The local community in Sharjah and from Ras Al Khaimah to Abu Dhabi is easily accessible and offers my family and me plenty of cultural exposure that truly enriches our lives. We enjoy adventurous road trips to the mountains of Oman for camping and some of the best mountain biking in the world. It feels good to be back.



**Dr. Mustafa Khamis**  
**Professor—Biology and Chemistry**

Dr. Khamis broke the record of faculty appointments at AUS with his fourth appointment in Spring 2011.

AUS provided me with the environment and tools to pursue my aspirations in teaching, research and service to AUS and the community. New AUS faculty members are provided with excellent service, ranging from a warm welcome to excellent accommodation and facilities.

Clear direction is given to faculty as to what is expected of them and how they can advance and develop. This motivated me to advance and excel both in teaching and research. The friendly and helpful faculty, administrators and staff always made me feel that I am at a second home. I will not forget the pleasant experiences with AUS students, or their respect and enthusiasm to learn and advance. The attitude of students has made teaching an unforgettable and rewarding experience. The high caliber of both staff and faculty is paramount in maintaining the university's excellent standing.

Having enjoyed my time as a visiting professor, I accepted the position of Professor in the Department of Biology, Chemistry and Environmental Sciences in Fall 2013.

**Dr. Yousef Zurigat**  
**Professor—Mechanical Engineering**

I first came to AUS in 2007 as a visiting professor in the Department of Mechanical Engineering where I stayed for two years. During my time, I noticed how fast AUS was developing, and in 2008, I witnessed the introduction of master of science programs for all departments in the College of Engineering, the preparation for local accreditation as well as ABET accreditation, the development of the AUS strategic plan along with many other developments. In short, the College of Engineering and AUS at large resembled a bee cell.



I returned in 2012 as professor in the Department of Mechanical Engineering, and I found the same enthusiasm and drive that continues to shape AUS as one of the best institutions in the region. Clear examples include establishing the academic program in industrial engineering, preparation for the accreditation of the master of science programs, and the creation of cutting-edge research laboratories, such as the new Clean Room Lab in the Department of Electrical Engineering and the Biochemical Medicinal Lab in the Department of Chemical Engineering. The growth in student enrollment is a direct result of these various advancements.

What is unique about AUS is the strength and impetus for mutual understanding and cultural exchange. The multicultural collection of the student body, faculty and staff adds to the campus community while promoting a collective sense of responsibility.



**Dr. Mohammed Usama Bilbeisi**  
**Visiting Professor—Art and Design**

I have spent two academic sabbaticals at the College of Architecture, Art and Design. I come from the US, and my scholarship focuses on culturally biased graphic acuity and history/theory of Islamic architecture. Coming to AUS provided me with a unique experience: to be able to interact with a diverse student body with individuals coming from more than 90 countries! In addition to this superlative pool of students, AUS is located within close proximity to many Arab countries, which facilitates visiting them and collecting valuable imagery and access to their rich architectural heritage.

My experience here has been immensely positive and the university's faculty and staff are keen about making my stay as fruitful and comfortable as possible. I look forward to coming here for the third time...Insha'allah!



**Dr. Aisha Sayidina**  
**Assistant Professor—Writing Studies**

I first came to AUS in the Fall 2008 to join the Department of English as Assistant Professor. I enjoyed working in a vibrant and diverse environment where faculty, staff and students come from all over the world. With the variety of courses that the Department of English offers, I was able to teach in my fields of linguistics and contrastive rhetoric. After five exciting years, I had to leave in 2013 due to family circumstances that required my return to Canada.

During the three years away from AUS, I taught at the University of Alberta in Canada for one year and then moved to Washington, DC, to teach at the George Washington University for two years. While there, I felt the pull back to AUS and missed the vibrancy of the special academic, social and cultural environments which I did not find anywhere else. So, I decided to rejoin AUS to teach in the Department of Writing Studies and enjoy being part of American University of Sharjah.

## Getting Started

Your contract has been signed and returned to Human Resources, and now the process of getting to AUS commences.

You should have received a welcome letter from Human Resources along with forms to complete and a list of required documents to be sent.

## Airline Tickets and Reservations

All faculty members should be here and ready to work at least 4 days prior to the contract start date. AUS will make every effort to ensure your housing is ready for your arrival.

Airline tickets can be purchased by the university and sent to you. Alternatively, you may purchase your airline tickets and be reimbursed at the current AUS discounted airfare when you arrive. A member of the Human Resources team will contact you with further information prior to your departure.

## Education Certificates

There are two requirements for Education Certificates: one is a requirement by AUS and the other is a requirement from the Ministry of Education.

### AUS Requirement

The official transcript of the highest degree should be sent directly from the university where you graduated to:

Human Resources Department  
American University of Sharjah  
PO Box 26666  
Sharjah  
United Arab Emirates

For the attention of Noreen Barron

### Ministry of Education Requirement

The requirements for the Ministry of Education will be sent to you in your initial Welcome Letter after receipt of your signed contract.

## Marriage/Birth Certificates

If you are married and your spouse and children will reside with you at AUS, **you must have your marriage certificate and children's birth certificates ATTESTED before your departure for the UAE.**

Please contact your nearest UAE Embassy or the Ministry of Foreign Affairs in your own country for further information on authentication of documents. You would be wise to allow two or more months for the process in the event you have unexpected problems. The marriage certificate and children's birth certificates **must be certified** before your departure from your home country and have the UAE stamp on the attested certificate. Attested document requirements cannot be waived.

You may employ the services of an expert company in attesting documents. They will handle the process from beginning to end; however, there will be a cost involved for each document.



Only on receipt of the requested documents can the process for your dependents' residence visas begin.

You can find more information on authentication of documents at Search for Documentary Services: <http://www.dubai.ae/en/Lists/HowToGuide/DispForm.aspx?ID=31>

For more information, see the FAQ section of this document.

## Medical Form

As a newly hired faculty member, you must have the pre-employment physical examination form completed, signed and stamped by your doctor and include blood group, complete blood picture, CBC routine urine analysis along with your chest X-ray results. The completed form should be sent to Human Resources as soon as possible and prior to your arrival in the UAE.

## Medical Requirements upon Your Arrival

There are two medical requirements once you arrive.

**Medical requirement for AUS.** Shortly after your arrival, you will be required to visit the University Health Center on campus where the director, having reviewed your medical record, will inform you if any further medical tests are required.

**Medical requirement for Residence Visa.** This is for employees and dependents over the age of 18 years who are staying in the UAE; you will be required to visit a government health center to take a further blood test (HIV) and an x-ray of the chest to exclude any previous TB infection. The AUS Public Relations Department will contact you and your required dependents when this is necessary.

## Shipping Personal Effects

There are two options available to you for shipment of your personal effects.

### Option 1

The university will reimburse you an amount equal to the cost of shipping up to 200 kg (440 lbs.) of unaccompanied airfreight from your point of origin, per individual faculty contract on receipt of the ORIGINAL RECEIPT. Therefore, if you have signed a contract and are bringing a spouse and one or more children, the university will pay for up to 200kgs. If both you and your spouse have signed faculty contracts, the university will pay for up to 400kgs (880lbs). However, AUS does not pay the cost of insurance for any items you may ship.

### Option 2

The university can send to you details of their recommended agent. Please contact Human Resources for further information. Should your point of origin be in the United States or Canada you may contact the following agents.

Express Air Freight/Skyline Freight  
147-20 184th Street  
Jamaica, NY 11413, USA  
Toll Free USA & Canada:  
(800) 878-0303  
Tel: (718) 995-2900  
Fax: (718) 656-0859

Ctc: Russell Howitt  
Email: [rhowitt@expressairfreight.com](mailto:rhowitt@expressairfreight.com)  
[www.expressairfreight.com](http://www.expressairfreight.com)

If you are in Canada, you may contact:

Unifreight International Ltd  
6299 Airport Road, Suite 502  
Mississauga, ON, L4V 1N3, Canada  
Tel: 905-673-5575  
Fax: 905-673-6379  
[www.unifreight.net](http://www.unifreight.net)

Contact Person: Josefa Shemirani/Rashid Syed  
Email: [jshemirani@unifreight.net](mailto:jshemirani@unifreight.net); [rsyed@unifreight.net](mailto:rsyed@unifreight.net)  
Tel: 905 673 5575 / Cell: Rashid Syed 416 262 3310  
Fax: 905 673 6379

If you decide to use another company, you will need to obtain a quotation and forward this to Human Resources for approval. If this is approved by Human Resources, you will pay upfront and submit a receipt when you arrive for the approved amount. AUS will only reimburse you for up to 200 kg.

It is not advisable to ship via FedEx or UPS as they are much more expensive than firms that specialize in shipping unaccompanied baggage, and AUS will reimburse at the rate of unaccompanied airfreight, not courier service companies such as FedEx, UPS or DHL.

You may decide to send your freight by sea. This method is cheaper than by air, so you will be able to ship more of your belongings, but it takes longer for the freight to arrive. If you decide to send your freight by sea, please contact Human Resources to obtain the rate for shipment of your allowance by unaccompanied airfreight from your point of origin to Sharjah, as this will be the maximum amount for which AUS will reimburse you.

The university provides large and small electrical appliances, a full array of kitchen utensils and cooking equipment, bedding linens and towels. The full list of inventory is listed under Inventory at the back of this guide.

The voltage in the UAE is 220-240 volts and sockets use three-pin British style plugs. Personal electrical appliances of 110 volts such as hair dryers and computers will require a voltage converter, which can be purchased here at your expense. Since the UAE is the shopping capital of this part of the world, most consumer items are available. You may want to bring along any items of a personal nature to make your home more comfortable.

Although there is wired Internet access in the housing units there is no WiFi. Should you wish to install a router prior to your arrival, you may pre-order a university-approved router. A member of the Housing Department will contact you with further information prior to your arrival.

## **Mobile Telephone Providers**

There are three mobile telephone providers in the UAE: Etisalat, Du and Virgin Mobile. Once you arrive in the airport in the UAE and after you have collected your luggage, there will be telephone booths where you will be able to obtain a SIM card. You will be required to have a mobile telephone number in order to apply for your Emirates ID card and open a bank account.

## **Faculty ID Cards**

As an employee of AUS, you are required to obtain an AUS Identity Card. These cards are issued by the Office of Protocol-Security Department in office MM-32 of the Main Building, extension 2075.

In order to obtain your AUS ID card you should ensure that you have undergone the medical test at the University Health Center (UHC) and then you should submit the following documents to the Security Department:

- one passport-size photo with white background
- AUS ID number

Your ID card will be given to you with restricted access. Should you require access to a particular area, please speak with your supervisor for further information. If you or your dependents require access to the Leisure Center or gym beyond operating hours, you need to request the lifeguard on duty to validate your ID card for this purpose.

ID cards for faculty and their dependents must be renewed yearly in September with AUS Security.

### **ID Cards for Faculty Dependents**

All faculty dependents above the age 14 years are also eligible for and require an AUS ID card. To obtain an AUS ID card, they should first give proof of blood type to the University Health Center (UHC). If you do not have this, then they will have to take a blood test.

The following documents should be submitted to AUS Security (office MM-32)

- one-passport size photo on a white background
- AUS ID number of Faculty member

### **Car Stickers**

All faculty must register their vehicles with AUS Security and must display a valid AUS parking sticker on the windshield of their vehicle. Registration entitles a person to drive on campus and to park in designated parking spaces in parking lots only. It does not guarantee the availability or location of a parking space.

Vehicles should be registered with AUS Security, office MM-33 in the Main Building, extension 2074. To register your car you have to apply online using banner (<https://banner.aus.edu/>) before proceeding to security office to obtain your car sticker

Each applicant must show a valid vehicle registration and valid AUS ID card. Faculty and staff are not charged for car stickers. Drivers on campus must obey all university regulations.

For further information, please click [here](#).

### **Emirates ID Card**

As per the law of the Population Registry and the Identity Card program, all nationals and legal residents of the UAE must obtain the Emirates Identity Card.

You will be required to obtain an Emirates ID card for yourself and each of your dependents. AUS will reimburse the cost of the Emirates ID card for yourself and each of your dependents.

It should be noted that only when you have received your residence visa and your Emirates ID card are we able to start the residence visa process for your family.

For further information, please see [www.emiratesid.ae](http://www.emiratesid.ae).

### **UAE Entry Permits and Residence Visas**

Faculty members must have a valid Entry Visa to enter the UAE. Depending on their nationality, faculty dependents may also require a valid Entry Permit to enter the UAE.

This permit will be issued and sent to you before you leave home. The validity of the visa depends on rules at the current time; they may be valid for 30 or 60 days from the date of issue. Therefore, you must enter the UAE within this period.

For the initial processing of the Entry Permit(s) and insurance procedures, you are required, to send the soft copy of the Visa Information Form for your dependents, photocopies of their passports, and 6 color passport photos of yourself and each of your dependents. Please send to Noreen Barron at the following address:

Human Resources Department  
American University of Sharjah  
PO Box 26666  
Sharjah  
United Arab Emirates  
Email: [nbarron@us.edu](mailto:nbarron@us.edu)  
Fax: 00 971 6 515 2239 Tel: 00 971 6 515 2300

It should be noted that there should be at least six months' validity and at least three empty pages in passports for entry into the UAE and application for the Residence Visa.

When all of the relevant documents have been received, Human Resources will process and email you a copy of the Entry Permit(s).

You will need to show the copy of the Entry Permit to the airline at your point of departure. Upon arrival at the airport in the UAE, you will be met by a greeting service called Marhaba (means "hello" in Arabic) and will be escorted through immigration, where you will have your entry permit stamped. Once through customs you will collect your luggage and the Marhaba agent will hand you over to an AUS driver who will be waiting outside for you. Please ensure you have your stamped entry permit and passport with you before you depart the airport. Your stamped entry permit will be required to further process your Residence Visa.

Once you have arrived in the UAE, Public Relations will handle your Residence Visa procedures. The Residence Visa will be stamped inside your passport.

To start these procedures, please report to the Public Relations, on the mezzanine floor of the AUS Main Building, as soon as possible after your arrival, with the following documents:

- original stamped Entry Permit
- your passport
- original and authenticated copy of marriage certificate (for spouse's residence)
- original and authenticated copies of dependent children's birth certificate

Only when you receive your Residence Visa and Emirates ID Card can the application be made for the Residence Visa of your dependent(s).

It is anticipated that you will require additional passport photos after your arrival. These may be required by various departments at the university and by governmental agencies for such things as medical insurance cards, driving license or clubs you may wish to join off campus.

## **Schooling**

Sharjah offers a fully-fledged private educational system catering for many nationalities and languages, for both boys and girls from primary level through to university education. The fees charged vary widely depending on the chosen facility. In some cases, there are extra fees for deposit, registration, books and uniforms. Please contact the schools you are interested in as soon as possible to get the information regarding their programs, availability and documents required for admission. Some schools have waiting lists, so waiting until you arrive is not recommended. You are responsible for providing

transportation for your child to and from the school. Some carpooling takes place, and some schools have a bus that will pick up your child for a fee. Private buses to various schools in the area are also available for nominal charges.

UAE citizens receive free education through government schools, colleges and universities.

Finding the right educational institution for your children is very important and can be very challenging. For a comprehensive list, please see the following link:

[www.dubaifaqs.com/schools-sharjah.php](http://www.dubaifaqs.com/schools-sharjah.php) and <https://whichschooladvisor.com/> .

## List of Schools used by Current Faculty Members

Name	Emirate	Curriculum	Classes	Type	Medium	Contact Person/Email	Telephone
Australian International School	Sharjah	Australian Queensland	Early Learning Center to Grade 12	Co-ed up to Grade 5; Gender Segregated Grades 6-9	English	<a href="mailto:info@ais.ae">info@ais.ae</a> <a href="http://www.ais.ae">www.ais.ae</a>	+971 6 558 9967
Delhi Private School	Sharjah	CBSE India	KG1 to Grade 12	Gender Segregated	English	<a href="http://dpssharjah.com">dpssharjah.com</a>	+971 6 5345352
Dubai American Academy	Dubai	American	Preschool to Grade 12	Co-ed	English	<a href="http://gemsa-dubai.com">gemsa-dubai.com</a>	+971 4 7049777
International School of Choueifat	Sharjah	International	KG1 to Grade 13	Co-ed	English	<a href="mailto:iscshj@sabis.net">iscshj@sabis.net</a>	+971 6 558 2211
International School of Creative Science	Sharjah	British with Arabic and Islamic Studies	KG1 to Grade 12	Co-ed up to Grade 3; Gender Segregated Grades 4-12	English	<a href="mailto:admin@scs-sharjahsch.ae">admin@scs-sharjahsch.ae</a>	+971 6 534 4444
Iqra School	Sharjah	NCF/NCERT NIOSCBSE	KG1 to Grade 12	Co-ed up to Grade 4; Gender Segregated Grades 4-12	English	<a href="http://iqrainternationalschool.com">iqrainternationalschool.com</a>	+971 6 535 1166
Lycee Georges Pompidou	Dubai & Sharjah	French	KG1 to Grade 13	Co-ed	French	<a href="mailto:administration@lgp.ae">administration@lgp.ae</a>	Dubai +971 4 326 0026 Sharjah +971 6 567 3430
Lycee Libanais Francophone Priv	Dubai	French	KG1 to Grade 12	Co-ed	French	<a href="mailto:secretariat@llfp.com">secretariat@llfp.com</a>	+971 4 264 0800
Millenium School	Dubai	CBSE	KG1 to Grade 12	Co-ed	English	<a href="http://www.gemsnms-alkhalil.com">www.gemsnms-alkhalil.com</a>	+971 4 4452900
Our Own English High School	Sharjah	CBSE	KG1 to 12	Girls Only	English	<a href="http://www.gemsoo-sharjah.com/admissions">www.gemsoo-sharjah.com/admissions</a>	+971 6 538 6486

Name	Emirate	Curriculum	Classes	Type	Medium	Contact Person/Email	Telephone
The School of Research Science	Dubai	British Curriculum with Arabic and Islamic Studies	KG1 to Grade 13	Co-ed up to Grade 3; Gender Segregated Grades 4-13	English	<a href="http://www.srsdubai.ae">www.srsdubai.ae</a> <a href="mailto:infopprimary@srs.ae">infopprimary@srs.ae</a> <a href="mailto:infosecondary@srs.ae">infosecondary@srs.ae</a>	+9715699 85019
Scholars International Academy	Sharjah	UK National Curriculum	KG1 to Grade 10	Co-ed to Grade 4	English	<a href="mailto:admissions@scholarsinternationalacademy.com">admissions@scholarsinternationalacademy.com</a>	+971 6 535 5033
Sharjah American International School	Sharjah	American	KG1 to Grade 12	Co-ed up to Grade 4; Gender Segregated Grades 5-12	English	<a href="mailto:sais@saisuae.com">sais@saisuae.com</a>	+971 6 538 0000
Sharjah British International School	Sharjah	English	KG1 to Grade 12	Co-ed up to Grade 4; Gender Segregated Grades 5 to 12	English	<a href="mailto:admin@sharjahbritishinternational.school.com">admin@sharjahbritishinternational.school.com</a>	+971 6 534 7722
Sharjah English School	Sharjah	UK National Curriculum	KG1 to Grade 13	Co-ed	English	<a href="mailto:admissions@sharjahenglishschool.org">admissions@sharjahenglishschool.org</a>	+971 6 558 9304
Universal American School	Dubai	International Baccalaureate (IB)	KG1 to Grade 12	Co-ed	English	<a href="mailto:registrar@uasdubai.ae">registrar@uasdubai.ae</a>	+971 4 232 5222
Uptown School	Dubai	International Baccalaureate (IB)	KG1 to Grade 12	Co-ed	English	<a href="mailto:admissions@uptownschool.ae">admissions@uptownschool.ae</a>	+971 4 251 5001
Victoria English School	Sharjah	UK National Curriculum	Nursery to Grade 13	Co-ed	English	<a href="mailto:ves@eim.ae">ves@eim.ae</a>	+9716577 1999
Victoria International School	Sharjah	Australian Victorian Certificate of Education	Nursery to Grade 13	Co-ed	English	<a href="mailto:registrar@viss.ae">registrar@viss.ae</a>	+971 6 599 3231
Wesgreen International School	Sharjah	British	Nursery to Grade 13	Co-ed up to Grade 4; Gender Segregated Grades 4-13	English	<a href="mailto:wesgreen@emirates.net.ae">wesgreen@emirates.net.ae</a>	+971 6 534 6333

## AUS Day Care Center

The AUS Day Care Center provides quality care for children from the age of 2 months up to 5 years and is located on the AUS campus. There are structured fees associated with these services. The center is well equipped with a variety of learning resources. In a grassy area directly outside the doors of the center is a children's playground, utilized by both the center and the AUS community. Opportunities for outdoor play are provided.

Arabic lessons are introduced at the Pre KG2 Level. The center's aim is to provide holistic care for the children.

The AUS Day Care has the following age groups/classes.

- Nursery Children 2–14 months
- Toddlers Children 14–24 months
- Pre-Kindergarten (KG) 1 Children 2–3 years
- Pre-KG2 Children 3–4 years
- KG1 Children 4–5 years

The center follows the AUS academic calendar. There are two semesters, pre-semester sessions and a summer program. Spaces are limited; if you are interested, it is advisable to secure your child's place as soon as possible. For more information, please click [here](#) or contact Thikra Karim, Acting Day Care Center Manager, [tkarim@aus.edu](mailto:tkarim@aus.edu).



# Living on Campus

## Arrival

When you arrive at Dubai Airport you will be met by a representative of the airport's "Meet and Greet Service" — Marhaba. Marhaba will complete immigration procedures on your behalf. Once your entry visa has been stamped in your passport, they will assist you in collecting your baggage and escort you to an AUS driver who will be waiting outside for you. The driver will take you to the AUS campus.

## University Housing

With one of the most beautiful university campuses in the region, AUS has a range of fully furnished housing units for AUS faculty. Units of one, two, three or four bedrooms are assigned based on the number of accompanying resident children and are subject to availability at the time of joining AUS. If your family situation changes while you are at AUS, every effort will be made to move you to a unit appropriate to your family size, on an as-available basis.

AUS provides cable television services, for a monthly fee, which carries 105 stations including CNN, BBC and many channels with movies, sports and news as well as official stations of the surrounding Emirates.

AUS will make every effort to ensure that the telephone is working in your campus housing with the international facility available. Charges for telephone usage will be deducted from your monthly salary. In order to get an outside line, you will be required dial 9 followed by the telephone number

AUS will provide a welcome pack of food and drinks in your campus housing. To see the full list of what will be supplied, please see the housing inventory list at the back of this handbook.

Please click [here](#) to view the AUS campus housing. If you have any questions regarding housing, or would like a copy of the housing inventory list, please contact:

Alec Holmes  
Manager / Operations Support Services  
American University of Sharjah  
PO Box 26666  
Sharjah, United Arab Emirates  
aholmes@aus.edu  
Tel +971 6515 2247  
Fax +971 6 515 2101

## Important Notes

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](mailto:hts@aus.edu). Housing Services is located on the second floor of the Main Building.

## Transportation Services

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.

In addition, we have a shuttle service from AUS Campus to the Rashidiya and Etisalat metro stations in Dubai for a modest fee.

For further details, contact Francis Danti on ext. 2171 or 050 631 8400. His office is located outside the Main Building, opposite the School of Business Administration building. Alternatively, he can be reached at [fdanti@aus.edu](mailto:fdanti@aus.edu)

The university provides business transportation upon official requests approved and signed by the relative department head. The form can be found under Finance & Administration Forms, by clicking [here](#).

## AUS 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. For further information, please contact [RLC-Chair@aus.edu](mailto:RLC-Chair@aus.edu).

## University Health Center

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. Great emphasis is placed on making the AUS campus a healthy and safe place to work and live. The following services are provided by the UHC:

- 24-hour emergency care for campus residents
- primary care consultation for acute and chronic illness
- laboratory investigations
- counseling services
- vision test and blood grouping for driving licenses
- Referrals to specialists through insurance network providers)
- on-campus pharmacy

New faculty or staff arriving into the UAE using controlled or semi-controlled medication (i.e., anti-depressants) are advised to bring three month's supply with a medical report stating the diagnosis.

For complete details of services, please click [here](#).

## **Counseling Services for Employees**

Counseling services are available to all employees and their dependent family members by our psychologists and counsellors, who are based in the University Health Center.

All contacts within the University Counseling Services are held with the upmost confidentiality. No information is released without the written authorization of the client.

To schedule an appointment, please contact [UCS@aus.edu](mailto:UCS@aus.edu). For further information on University Counseling Services, please click [here](#).

## **Mail Service – Post Office**

There are regular, express and registered postal services between the United Arab Emirates and the rest of the world at reasonable rates. There are also efficient commercial courier services. Currently, it costs approximately 7 Dirhams to mail up to a 20-gram letter to the US by normal post, and delivery usually takes place within eight to ten days.

All faculty members can receive their mail at the university. Your mailing address will be:

Name  
Department  
American University of Sharjah  
PO Box 26666  
Sharjah  
United Arab Emirates

## **Facilities/Commercial Services**

### **Banking Facilities/Sharjah Islamic Bank**

Tel 06 599 9503/04/05

A branch of Sharjah Islamic Bank is located on the west side of the Main Building. There are also three ATMs available on campus: one adjoined to the bank, 24-hour access via your bankcard), another on the ground floor of the Student Center and one in the Women's Welcome Center in front of the women's residential halls.

### **Men's Barbershop**

Tel 06 515 2793

The barbershop is located in the basement of the Student Center. It offers services for men and children.

### **Ladies' Beauty Salon**

Tel 06 558 9655

The ladies' 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.

## **Bookstore**

Tel 06 515 2013

All Prints Bookstore is located in the basement of the Student Center. In addition to textbooks, it sells stationary, magazines, greeting cards, gift wrapping and art supplies at affordable rates.

## **Copy Center**

Tel 06 515 2019

The copy center is located on the ground floor of the east side of the Main Building and offers quick and affordable photocopying, laminating and binding services.

## **Laundry/Dry Cleaning**

Tel 06 515 3106

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.

## **Sharjah Cooperative Society Mini Marts**

Tel 06 558 9663

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 within 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.

## **Pharmacy**

Tel 06 558 9004/

The pharmacy is conveniently located in the Student Center basement. It offers a wide variety of insured and non-insured medicines along with herbal, cosmetic and hygiene products.

## **Post Office**

Tel 06 515 2019

The Post Office is located on ground floor of the east side of the Main Building, and deals with official and personal incoming and outgoing mail, and express mail.

## **Restaurants and Cafés**

The following food outlets are available in the Student Center, except as indicated. Home delivery is also available from selected outlets.

- Blends & Brews Coffee Shoppe  
(located in the library) 06 558 9678
- Blends & Brews Coffee Shoppe  
(located in SBA 06 5558819
- Breakpoint Restaurant 06 574 5601 | Delivery 050 4440475
- Burger King 600 522 224 | 06 558 9070
- Dunkin Donuts 06 515 2765
- The Dining Table 06 931 6507

- Food Planet                      058 931 6507
- Kava & Chai                      06 552 7038
- Starbucks                      06 593 3579
- Subway                      06 558 9632
- Yogurberry                      056 284 4434

There are also numerous vending machines situated throughout the campus offering beverages, sandwiches and snacks.

### **Mobile Phone Payment**

Etisalat, Du and Virgin Mobile are the three major telecommunications services providers in the UAE. There is an Etisalat payment machine available on the ground floor of the Student Center.

### **Travel and Tourism**

Tel 06 515 2010

ITL World has a fully operational branch located in the basement of the Student Center. It offers the following services:

- Dubai Airport meet and assist services
- train tickets (only in India)
- hotel reservations
- airline ticket reservations
- travel insurance
- UAE sightseeing tours and desert safaris
- International Student Identity Card
- customized holidays

### **Wellness Program**

Realizing the importance of health in the workplace, the AUS Wellness Program 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, including, but not limited to:

**Fitness:**            Circuits, aerobics, spinning, Zumba, yoga, dance classes

**Health:**            Nutrition, lifestyle, walking and running clubs

**Sports:**            Mixed and female-only football, mixed basketball, softball, tennis and table tennis

**Events:**            Monthly fun runs, sports tournaments, leagues, community wide excursions

The Wellness facilities consist of the following:

## **Leisure Center**

The Leisure Center has a fully equipped gym, swimming pools for both children and adults, and an adults-only Jacuzzi. The gym is accessible 24-hours with an AUS ID card. The Leisure Center is located on the west side of AUS campus, near the D Block roundabout.

## **Wellness Center**

The Wellness Center consists of two rooms. One is used for spinning classes and dance classes. The larger room is used for gym and exercise classes. A schedule of classes is available on the AUS website.

The Wellness Center is located on the west side of AUS campus, near the D Block roundabout.

## **Sports Facilities**

We have two FIFA approved state-of-the-art turf fields. Interactive children's playgrounds are also located within the housing areas.

## **AUS Tennis Center**

Our tennis center houses six full-sized tennis courts, two full-sized basketball courts and a practice wall/court. Changing facilities are available.

## **Youth Center**

The Epicenter is an AUS after-school facility established to serve children ages 5-16. It includes a skate park, a climbing wall, an activities area, a gaming area, an art room and much more. There are also a number of dedicated under 5's mornings offered each week. During these mornings, the child or children must be accompanied by a parent or guardian at ALL times. The Epicenter is located on the east side of campus near the L Block roundabout.

For further details on the Wellness Program, please click [here](#) or email [wellness@aus.edu](mailto:wellness@aus.edu).

## Public Relations – Office of Protocol Services

Public Relations is located in office MM-25 of the Main Building, ext. 2079. Working with various government departments, they help employees through the process of official government documents and transactions. Its services cover the following areas:

### Driving License

#### Obtaining a UAE Driving License Using a Foreign Driving License

You may be eligible to transfer your existing driving license without having to take a driving test if you have a valid driving license and/or you are a citizen of the countries listed below with current resident status in the UAE. The countries from which citizens can transfer their valid driving licenses are given below:

Australia, Austria, Bahrain, Belgium, Canada, China, Denmark, Finland, France, Germany, Greece, Hong Kong, Ireland, Italy, Japan, , Kuwait, Latvia, Lithuania, Luxembourg, Netherlands, New Zealand, Norway, Oman, Poland, Portugal, Romania, Saudi Arabia, Serbia, Singapore, South Africa, South Korea, Spain, Sweden, Switzerland, Turkey, United Kingdom, United States.

This applies only if **your passport and driving license are from the same country**.

Please note: Driving license holders of some countries in the above list will require translations or consulate letters, and they may be restrictions on the vehicle type:

For further information, please check the below website.

<http://www.dubai.ae/en/Lists/HowToGuide/DispForm.aspx?ID=11>

#### Documents Required to Apply for a License

- eye test results from Grand Optics at Matajer Mall Al Juraina
- copy of Emirates ID card (front and back)
- copy passport and residence visa
- original and copy of your driving license
- translation of driving license for countries mentioned above
- for Canadians only: consulate letter and translation of driving license
- two passport photos (white background)
- no-objection letter in Arabic from your sponsor. This can be requested from Rahaf Rabad, Public Relations Office, M-19D Mezzanine Floor of the AUS Main Building, [rabad@aus.edu](mailto:rabad@aus.edu).

Fees are approximately AED 600 (details are correct at time of printing).

Once you have all of the above documents, please give to Ms. Medelyn Marasigan, Office of Protocol, Main Building office M/M-26.

If you have a driving license from a country from which licenses cannot be transferred, you are required to take a driving test. For further information and the application form, please visit Ms. Medelyn Marasigan, Office of Protocol, Main Building M/M-26.

## Maid Employment Visas

Help is available for employees to obtain visas for their maids. It should be noted that a visa for a maid cannot be applied for prior to the faculty member receiving his/her residence visa and Emirates ID card. AUS will charge an administration fee of AED 500 along with the current visa fees required by the Immigration Department.

## Marhaba Welcoming Service

This is a welcoming and departure service provided by Dubai International Airport. The service varies according to cost. Employees may request this service for official and unofficial business.

**Official business:** Please contact Ms. Rahaf Raved, Ext, 2117 or [raved@aus.edu](mailto:raved@aus.edu)

**Unofficial business** (visiting relatives and friends): Please contact Ms. Rahaf Raved at ext. 2117 or [raved@aus.edu](mailto:raved@aus.edu), and ensure payment is made in cash prior to the date the service is required.

## Official Letters

At times you will be requested to supply an official No Objection Letter in Arabic by various government and/or private organizations (e.g., when you buy a car). Please send your request to [gr@aus.edu](mailto:gr@aus.edu)

**Note: Any letter that requires information on salary should be requested from Human Resources. Please send your request to Mr. Muneer Abdulla at ext. 2201 or [mtabdulla@aus.edu](mailto:mtabdulla@aus.edu).**

For further information on Public Relations, please click [here](#).



# Money Matters

## Payment of Salaries

Salaries are paid in the local currency (UAE Dirham). All regular faculty members are paid on a monthly basis and will receive their salary payment as per the payday schedule which can be viewed by clicking [here](#).

Upon arrival, you will be asked to open a local bank account with either the Sharjah Islamic Bank or HSBC. AUS does not pay salaries into any other bank. Once you have opened your bank account, you should complete the Employee Bank Details Form FA HRS 122 and give it to HR for processing. The form is available by clicking [here](#). The direct payroll transfer will then be sent to the designated bank.

To maintain a dollar account there are certain additional charges, and it is advisable to check these with the bank before opting for a dollar account.

As a new faculty member at AUS, you will receive your first salary at the end of September if you join for fall semester, or February if you join for spring semester.

## Salary Advance

As a new faculty member, you may request a one-off start-up salary advance if needed. The advance amount will be a maximum of one month's base salary. The salary advance will be paid outside of the monthly payroll and should take around 5 working days to process.

The advance salary will be repaid via payroll; deductions will be in equal installments over a period of not more than three months, to commence one calendar month after the advance has been processed.

To request the advance salary, please complete form FA-HRS-13, and give it to Human Resources for processing. The form is available by clicking [here](#).

If you wish to take a salary advance, applications will only be accepted up to three months from your joining date.

Immediate recovery of the advance, or balance thereof, is due on termination of service.

The Finance Department processes all approved salary advances. Once your check is ready for collection you will be contacted by email. Checks can be collected from the Finance Department, office M-246, which is located on the second floor of the Main Building.

## Self-Directed Employee Benefits Plan

The Self-Directed Employee Benefits Plan covers all full-time faculty employed by the university. The plan empowers all full-time faculty members to design their own benefits package and to apply their allowance in whole or in part to any benefit in the plan. Any balance in the plan at the end of September will be paid in the October payroll.

The Self-Directed Employee Benefits plan is calculated as a percentage of the annual base salary, i.e., the calculation is based on your salary of September, and this amount will not change throughout the 12-month period from September to August. Any salary adjustments or merits that occur throughout the year will not be reflected in the allowance until the following September.

All full-time faculty who qualify for a Self-Directed Employee Benefits Plan may choose Option A or Option B of the Self-Directed Employee Benefits Plan. Selection of health

insurance is mandatory, unless proof of coverage from another carrier deemed acceptable by the university is provided.

## Options Available

### Option A

All full-time faculties are eligible for this option, which includes the 25 percent of basic salary Self-Directed Employee Benefit PLUS undergraduate tuition remission for two dependent children attending AUS.

### Option B

With this option, a faculty member receives a fixed allocation of \$ 14,500 PLUS school tuition fees for up to two children of AED 30,000 for primary school (KG2–grade 8), AED 40,000 for secondary school (grade 9–grade 12) and up to 50 percent of the net tuition fee after any discount for additional children in school up to a maximum of AED 20,000 per child, PLUS undergraduate tuition remission for one dependent child attending AUS.

Benefits provided by AUS in addition to the Self-Directed Employee Plan and not included in the limitations mentioned in Option A and Option B are:

- faculty housing and utilities (except personal telephone and satellite TV charges)
- indemnity payment: 10 percent of the employee’s annual base salary, in lieu of a retirement fund contribution

Tuition fees are waived for spouses of AUS faculty members who enroll in undergraduate courses at AUS. There is a 50 percent discount on tuition fees for graduate courses.

For further information, please click [here](#).

## Medical Insurance

Medical insurance is mandatory for AUS employees unless proof of coverage from another carrier deemed acceptable by the university is provided.

There are five plans to choose from depending on your requirements. The following information should be noted.

- The insurance plan runs from September 1 to August 31 on a yearly basis. The premium will be adjusted accordingly on a yearly basis.
- All family members must have the same medical plan option.
- Payment for medical insurance will be pro-rated depending on the employee’s joining date.
- The transfer of option plans is not permitted
- .

**When selecting your medical insurance plan, please ensure that you read fully the exclusions and limitations for each medical insurance plan, especially the maternity limits.**

## Life Insurance

Life insurance is available for AUS employees. The following should be noted.

- The life insurance plan runs from September 1 to August 31 on a yearly basis. Premiums will be adjusted accordingly on a yearly basis.

- Payment for life insurance will be pro-rated depending on your joining date.
- The transfer or cancellation of life insurance is not permitted during the term year.

For further information on self-directed benefits, please click [here](#).

For further information on medical and life insurance, please click [here](#).

## Annual Leave Tickets

Once agreed upon, an employee's point of origin cannot be changed.

Faculty are entitled to apply for annual leave airline tickets or ticket encashment for themselves and eligible dependents.

Payments for air ticket encashment will be included in the employee's next payroll date following receipt of Annual Leave Ticket Claim Form.

Any air tickets or air ticket encashment will be deducted from the faculty members Self Directed Benefits Plan

If you wish to apply for annual leave tickets, you should complete the **Annual Leave Ticket Claim Form FA-OPD-017** and send to HR for processing. **Payment will be deducted from your Self-Directed Employee Benefits Plan.**

## Annual Indemnity Payment

### Non-UAE Nationals

Non-UAE Nationals have two options for receiving their indemnity payment:

#### Option 1

Payment will be made via the monthly payroll in the month of the employee's anniversary date. The amount of the indemnity payment will be equal to 10 percent of the employee's annual base salary.

#### Option 2

Payment will be made at the end of the employee's tenure. The amount paid out will be equivalent to 10 percent of the employee's monthly basic salary valid for each of the years covered by employment from the last date the indemnity was paid (if applicable) until the last date of employment at AUS.

If you select option 2, you should complete form FA-HRS-117 and send it to HR. It should be noted that there can only be a one-time change of options.

### UAE Nationals

For UAE nationals, in lieu of the annual indemnity, AUS will make monthly payments into the UAE Pension Plan on your behalf. Your monthly employee contributions will be made via payroll deductions. AUS's monthly payment will be presented to the Pension Authority each month and will be inclusive of both your contributions (5 percent) and AUS's contributions (15 percent).

## Tuition Remission at AUS

### Option A

The university provides full tuition remission for up to two eligible dependent children of full time faculty for undergraduate study at AUS. The maximum duration of the benefit is

for one year in the Achievement Academy Bridge Program plus the stated number of years required to complete the degree program into which the student is admitted. This benefit covers only tuition fees. The student must pay all special fees at the time requested and for all instructional materials.

### **Option B**

The university provides full tuition remission for up to one eligible dependent child of full-time employees for undergraduate study at AUS. The maximum duration of the benefit is for one year in the Achievement Academy Bridge Program plus the stated number of years required to complete the degree program into which the student is admitted. This benefit covers only tuition fees. The student must pay all special fees at the time requested and for all instructional materials.

The student will be subject to the same rules and regulations that govern all other students of the university and must have the required academic background for the desired course.

For further information please click [here](#).

### **AUS Discount Program**

Employees can receive discounts by simply presenting a valid AUS ID Card to participating outlets. If you have any inquires or feedback regarding the AUS Discount Program, please contact the Events Manager at [events@aus.edu](mailto:events@aus.edu).

To view the list of participating outlets, please click [here](#).

## Odds and Ends

### AUS Telephone Directory

The AUS telephone directory will be extremely useful to you in your early days with AUS.

The telephone directory includes the following information:

- emergency contacts
- general email groups
- housing directory
- University Health Center details
- outlet timings
- security numbers

You can also access a photo of the contact person listed by clicking on his or her name.

The directory can be accessed at <http://teledir.aus.edu/>.

### Banner

AUS uses the Oracle-based Banner system, which is a web-enabled self-service facility for all employees.

It is important that you input your personal information, and we recommend that you sign up for the emergency SMS service (see below).

Once you have your ID number, username and password you will be able to gain access to the Banner self-service facility. You can then access the following by clicking [here](#).

### Employee Services

- salary information, earnings and deductions including salary history
- current and past jobs
- leaves menu
- approval of documents (if applicable)
- point of sale/campus cash (if applicable)
- e-payment, the facility to make payments online
- custodian asset details (details of AUS assets held in your name)
- employee Self-Directed Benefits Plan details
- annual renewal of Options A & B plan details
- annual renewal of medical and life insurance options
- telephone extension details
- student employment and time sheets (if applicable)
- housing cleaning invoices (if applicable)
- car sticker request

## Personal Information

The information that we keep about you (both paper records and on computer) is used for administration purposes. We only use personal information for legal and business reasons.

It is important that our records are correct, as inaccurate or out-of-date information may affect your salary or cause difficulties in emergencies. Therefore, you are requested to ensure that personal information including emergency contact details is kept up-to-date on the website through the Banner system. Please check that the information is correct and make any changes.

## Emergency SMS Service

The emergency SMS service is intended for limited use so that the university can contact staff, faculty and students in case of a disruption to the normal day-to-day running of the university. Examples of this are a sudden rain or dust storm, flooding or a power outage, or some national event that causes a change of holiday dates or sudden cessation of university operations.

To ensure that the university has your contact details, you need to verify your mobile telephone number on the Banner system and ensure that your details are accurately entered as per the guide that follows.

Please note that we need your mobile number, as we will communicate with you by sending you a text message. Please note that this system will not be used for normal public announcements of events or conferences, but only to alert faculty, staff and students of sudden changes in the university's operational schedule.

To update your information online:

- Go to: <https://banner.aus.edu>
- Login to the Banner system using your AUS email username and password
- Select Personal Information
- Select Update SMS Emergency Mobile
- Enter your mobile number in the format specified: [971][50][9999999]
- Select Save Changes

Your personal information will not be used for any other purpose without your permission.

## AUS Bulletin Board

From items for sale to lost and found, the AUS Bulletin Board provides a variety of information for the campus community. It includes, but is not limited to, the following:

- official announcements
- payroll dates
- items for sale
- wanted items
- Residential Life Committee
- recycling
- public forums

For further information, please click [here](#).

## **Alcoholic Beverages**

Although Sharjah is a "dry emirate," which means that it forbids the sale of alcohol and public consumption on its territory, alcohol is available in hotel restaurants and pubs in the neighboring emirates.

## **Books and DVDs**

There are several bookstores in Sharjah and Dubai. Prices, however, tend to be on the high side. Many faculty members ship over paperbacks, which are regularly shared with colleagues/neighbors.

Any DVDs that you bring into the country are subject to examination and possible confiscation by the governmental authorities. Compact disc recordings are also subject to confiscation. Note that AUS housing units do not contain DVD players.

## **Dental Treatment**

Dental treatment is readily available in Sharjah and prices can vary widely depending on the clinic you choose.

At AUS, we have an agreement with the University Dental Hospital Sharjah for employees to receive discounted service for dental treatment. The University Dental Hospital Sharjah is located outside the main gate of AUS. For further information, please see the following website: <http://www.sharjah.ac.ae/en/about/agc/Aff-Centers/Pages/UDHS.aspx>

It is also a good idea to ask your friends and colleagues to recommend a dentist to you.

The following link will provide details of the various dental clinics available in Sharjah: [https://www.uaeresults.com/Dentists\\_And\\_Dental\\_Clinics/Sharjah/](https://www.uaeresults.com/Dentists_And_Dental_Clinics/Sharjah/)

## **Embassies and Consulates**

There are many foreign embassies and consulates located in Dubai and Abu Dhabi. Embassies and consulates are generally open from 8:45 a.m.–1:30 p.m. All are closed on Fridays, and some also on Saturdays.

Some embassies have websites while others do not. For a comprehensive list of embassies and consulates in the UAE, please see [www.indexuae.com/Top/Government/Embassies\\_and\\_Consulates](http://www.indexuae.com/Top/Government/Embassies_and_Consulates).

## **Dress Standard**

AUS is a professional organization and as such, all employees are required to dress appropriately. Clothing worn at the place of work should be respectful of the local culture and customs as well as reflective of the university's overall image.

As a sign of respect for the local culture and customs, faculty should not wear revealing clothes. "Revealing clothes" refers to clothing that has very sheer fabric (that shows underwear) or clothing that is tight. Blouses, etc. should adequately cover the breasts and there should be no cleavage visible, including when bent over a desk working. The lower back, abdomen and upper arms should be covered. Skirts should be below the knee. Jeans are considered inappropriate wear for work.

Your attention to the above dress standard will help avoid embarrassing situations and reflect positively on AUS.

## Driving

Driving in the UAE can be very daunting especially if you have come from a quieter city or suburban area. If you are new to the UAE and are anxious about getting behind the wheel, it is recommended by many expatriates to practice driving on Friday mornings when the roads tend to be quieter.

We recommend you take time to familiarize yourself with the laws set out by the police of the UAE before you drive and to always ensure your mobile phone is fully charged before any journey in case of an emergency or simply getting lost. For further information, please see <https://www.rta.ae/wps/portal/rta/ae/home>

If you are buying a new car through a dealer, it is the responsibility of the dealer to handle all of the formalities. They will, of course, charge a fee for this service. The following documents will be required:

- original UAE driving license and copy
- Emirates ID card
- copy of your passport including the residence visa page
- a salary certificate from AUS (if finance is being arranged)
- a No-Objection Letter from AUS (please request from Public Relations, [gr@aus.edu](mailto:gr@aus.edu) office located on the mezzanine floor of the Main Building)

If you are buying a pre-owned car, there are several extra things to consider, as you will have to transfer ownership of the car and ensure it is properly insured and tested. Ownership is transferred through the vehicle licensing center in Sharjah. You will need the following documents:

- original UAE driving license and copy
- Emirates ID card
- copy of your passport including the residence visa page
- car registration document
- original insurance document
- the license plates
- a No-Objection Letter from AUS (please request from Public Relations Department located on the mezzanine floor of the Main Building)

On October 1, 2017, the Sharjah Police announced that issuance and renewal of vehicle registration, including applications to replace lost or damaged registration cards, will be issued online only.

The driving license centers will not accept any request that is not processed through the online application service.

Applicants are required to log on to the Ministry of Interior's website, [www.moi.gov.ae](http://www.moi.gov.ae).

The Ministry of Interior's application can also be downloaded on mobile phones. Applicants using the mobile phone service will receive an electronic registration on their mobile phone, and the courier company will deliver the relevant document within 48 hours of receipt of requisite. The new service will only work if the vehicle has an up-to-date test certificate and insurance.

If you are unable to process your request online you will be required to visit the vehicle licensing center in Sharjah, Tasjeel Auto Village on Sheikh Mohammad Bin Zayed Road (E 311) in Sharjah, which is a short drive from AUS.



## Salik

Salik is Dubai's automatic road toll collection system. The scheme, which means "clear and moving" in Arabic, consists of several toll gates set up around the city of Dubai.

Salik is a cashless transaction. All you need is a Salik tag affixed to your car. Salik can be purchased online ([www.salik.gov.ae](http://www.salik.gov.ae)) and delivered directly to you, or you can purchase it at petrol stations, Dubai Islamic Bank or Emirates NBD Bank.

If you do not have a Salik tag and drive through a Salik toll gate, you will be charged a penalty of AED 50 per day.

## Electricity

Electricity is 220 volts at 50 cycles per second. Transformers are readily available in the market for electronic equipment that runs on 110 volts. If you bring your personal computer for use in your home, you will need to purchase a transformer. Some computers switch either manually or automatically from 110 to 220 volts. Some faculty members have experienced difficulty getting their printers to work properly, even with the use of a transformer.

## Emergency Contact Numbers

- AUS Security ext. 2222 or 050 626 7818
- Medical emergency on campus ext. 4911 (during working hours)  
050 635 7651 (after hours; emergencies only)
- Fire Department Operator 06 565 2888/06 565 2222
- Fire Department Emergency 997
- Police 999
- Anjad (Rescue Police) 06-5512222
- Ambulance 999
- Electricity/water 991

It is recommended that all employees and campus residents sign up for the university's emergency SMS system (see section **Emergency SMS Service**).

## Employment for Spouses

There are good but limited opportunities for work in Sharjah with further opportunities in neighboring Dubai for spouses of those employed at AUS. Any spouse considering working when they arrive in Sharjah would be advised to start their search prior to arrival as some company benefits are higher for those employed from outside of the UAE.

Please see below samples of available recruitment agencies:

<https://www.edarabia.com/recruitment-agencies/uae/>

[https://www.uaeresults.com/Recruitment\\_Consultants/Sharjah/](https://www.uaeresults.com/Recruitment_Consultants/Sharjah/)

<http://dubaiemploymenttips.com/>

<http://www.dubaifaqs.com/recruitment-agency-dubai.php>

## Food and Restaurants

Modern supermarkets offer most of what can be found in Europe and North America. There are numerous restaurants nearby providing various ethnic cuisines such as Arabic, Indian, Chinese, Italian, Japanese, Mexican and more at reasonable prices. Many restaurants deliver to faculty residences.

## Medical/Hospitals

Sharjah has many private hospitals and clinics, which range from small general practitioners to the more famous. These hospitals offer a comprehensive range of medical, surgical and dental procedures.

There are also two government hospitals in Sharjah, Al Qassimi Hospital and Kuwait Hospital. In order to visit a government hospital you are required to have a government health card.

You should already have details of the network of medical providers for your chosen medical insurance plan.

For further details on hospitals in Sharjah, please see <http://m.edarabia.com/hospitals-clinics/sharjah/>

### Selected Sharjah Hospitals

- |                               |             |
|-------------------------------|-------------|
| • Al Qassimi (government)     | 06 538 6444 |
| • Kuwait (government)         | 06 524 2111 |
| • Al Zahra (private)          | 06 561 9999 |
| • University Hospital Sharjah | 06 505 8555 |

### AUS Medical Assistance

- |  |                          |
|--|--------------------------|
| • University Health Center<br>(during working hours) | 06 515 4911 or ext. 4911 |
| • University Health Center<br>(out of working hours) | 050 635 7651             |

## Opening a Bank Account

Here at AUS we only deal with two banks:

HSBC: Located in Sharjah, however they have a representative who will come to AUS to meet with employees. Please contact the HR Department for further information.

Sharjah Islamic Bank: Located on the west side of the AUS Main Building.

The following documents are required to open a bank account:

- original passport and entry visa
- Emirates ID
- salary certificate (provided by HR at the request of the employee)

Should you wish to open a joint account the above documents will also be required from your spouse along with the original labor card if your spouse works in the private sector.

## Potable Water

Tap water in the Emirates is safe to drink. However, most people prefer bottled water, which is delivered to individual housing units weekly, at a cost of approximately AED 8 per five-gallon bottle. The university supplies water-cooling dispensers.

## Social Media

What might be acceptable in one country is not necessarily acceptable in another. Please see the below links for guidance as to what is allowed in the UAE.

- <http://www.tamimi.com/law-update-articles/legal-risks-for-social-media-users-in-the-uae/>
- <https://www.government.ae/en/media/media>
- <https://www.expatwoman.com/dubai/money-finance/finance/sharing-fake-news-in-dubai-could-result-in-aed1-million-fine>

## Shopping

From super-sized high-tech malls to several interesting souqs, there is something to attract even the most reluctant of shoppers.

Sharjah has several souqs (markets) overflowing with individual stalls and shops. Some of the traditional souqs are preserved and renovated carefully in order to retain their traditional charm while providing the comfort of the modern life. The most famous of souqs is the architecturally picturesque and traditional Central Souk or Blue Souk, located on the edge of the Khalid Lagoon. Providing almost everything, the souqs in Sharjah offer a great opportunity to study the ethnic culture of an Arabian market.

For those who prefer the malls, Sharjah has some of the largest shopping centers in the UAE. These fully air-conditioned modern malls feature major international retail brands. There are also plenty of smaller shopping centers available to suit all tastes and budgets.

Please see <https://www.sharjah.com/v/shopping/> for further information.

There are two small shopping malls very close to the university. During the first week of orientation, AUS will arrange a bus service to take new faculty to Matajer Al Juraina and Zero 6. Please see <http://www.matajersharjah.com/matajer-al-juraina> and <http://www.zero-6.ae/> for more information.

## Useful Websites

For additional information on working and living in the United Arab Emirates, the following websites will prove useful.

[www.visitsharjah.com](http://www.visitsharjah.com)

[www.dubaitourism.ae/en/](http://www.dubaitourism.ae/en/)

<http://visitabudhabi.ae/en/default.aspx>

[www.expatwoman.com](http://www.expatwoman.com)

<http://gulfnnews.com/guides/life/family/guide-dos-and-don-ts-for-residents-and-visitors-in-the-uae-1.1248905>

<http://www.everyculture.com/To-Z/United-Arab-Emirates.html>

## **UAE Newspapers**

Newspapers are readily available in both English and Arabic, and delivery is available to campus housing. To view the comprehensive list of available newspapers please view the following link:

[www.onlinenewspapers.com/une.htm](http://www.onlinenewspapers.com/une.htm)

## Sharjah and Culture of the UAE

Coming to a new country and new position can be a stressful time for everyone concerned, especially if you have family to consider. The following information will give you an idea of what to expect when you move to Sharjah, United Arab Emirates.

The United Arab Emirates is a modern country filled with modern luxuries, consumer products and high technology. However, social practice in Emirati society as a whole is conservative due to the strong influence of tradition, family, paternal authority and social class distinctions. The Emirati culture has evolved from a deep-rooted belief in Islam; virtually every neighborhood has its own mosque, where the faithful congregate for prayer five times every day. While not all members of the AUS community participate in daily prayer, there is a mosque situated next to the Main Building on campus.

Freedom of worship is allowed to all religions, and Christian churches have existed for many years in the UAE. Please see the following link for location of churches:  
[www.indexuae.com/Top/Religion/Christianity](http://www.indexuae.com/Top/Religion/Christianity)

Gulf countries pride themselves on their tolerance of foreign influences. The neighboring emirate of Dubai is more liberal mainly due to the noticeable growth of international business and tourism in some of the Emirates. As in all countries, there are some social conventions and professional practices in Sharjah that differ from those in other parts of the world. As a visitor in the UAE, you should show respect, manners and etiquette.

Here are a few guidelines for behavior and dress code that are in keeping with the Islamic values that will become a part of your everyday life in the United Arab Emirates.

### Clothing

Both local men and local women are easily distinguished by their traditional dress, which is a common sight in the UAE.

#### UAE National Dress – Men

Men wear the well-presented long white *kandura* or *dishdash*. This is worn with a headdress that is called a *guthra*. The most popular colors are plain white or the red and white checked. The *egal* is used to attach the *guthra* to the head. The *egal* is a twisted black woolen braid that fixes the headscarf in place.

#### UAE National Dress – Women

The long flowing black gown worn by UAE national women is known as the *abaya*. It is an elegant piece of attire used to cover the clothing. *Abayas* range from plain to those with intricate jewel designs. The main reason for wearing the *abaya* is concern for modesty, with some women choosing to cover their faces as well as all viewable skin.

The headdress for the women is called a *shela*, which is a piece of material used to loosely cover the head. This is sometimes black, especially those used to cover the face, and the material is very light in order for the woman to see through the material. It is becoming more popular to have a *shela* made of designer material that is sometimes matched with a designer handbag.

Sometimes you will see women wearing gloves, which are called *gafaaz*. These are used to ensure that all of the skin is covered.

### Dress Code

The dress code is liberal in Dubai; however, the other emirates, including Sharjah, are more conservative. As a mark of respect, it is advisable to abide by the following:

- For women: knees, shoulders and midriffs should be covered. No tight or revealing clothing should be worn.
- For men: preferably long trousers with shirt or T-shirt.
- For children: adolescent girls would be advised to dress moderately in order to avoid attention.

## **Behavior toward Arab Women and Men**

- Women can shake an Arab woman's hand but men should not attempt this. If the woman offers to shake hands, do so but leave the decision up to her, as many Muslim women do not wish to be touched by other men even in the most harmless manner. Women may make a gesture like putting a hand to their chest instead of shaking a male's hand.
- Some Arab men may also refuse to shake hands with a Western woman.
- You should never take a photo of an Arab man or woman unless you have prior agreement from them.
- In many institutions such as banks, hospitals, etc. there will be ladies' sections. Men should not attempt to enter this area as they will be asked to move by security.
- When greeting Arab men, you should not ask, "How is your wife?" This may be perceived as intrusive. Rather ask, "How is your family?"
- In general, you will notice that Muslim society often segregates men and women.

## **Manners Regarding Eating**

If you are invited to the home of a Muslim family, it is expected that you take a gift like flowers or chocolates, and you should abide by the following:

- Remove your shoes at the entrance to the home.
- If you are seated on the floor, ensure that your feet are not directly pointed toward anyone. It is considered extremely rude to point the soles of your feet toward anyone in Islamic and Arab culture.
- Only take food with your right hand, and if cutlery is not provided you should eat with your hands. In Arab culture, the right hand is used for clean practices such as eating, grooming and shaking hands, and the left hand is used for cleaning purposes.

When you are offered anything to drink you should always accept, as refusal is considered rude. It is better to have a sip than to refuse.

## **The Pilgrimage to Makkah**

The annual pilgrimage (Hajj) to Makkah is an obligation once in a lifetime for Muslims who are physically and financially able to perform it. Although Makkah is filled with visitors throughout the year, the annual Hajj is performed in the twelfth month of the Islamic calendar.

## The Holy Book – The Qur’an

The daily lives of Muslims are governed by the teaching of the holy book, The Qur’an. The Qur’an is the basis of Islamic life, and contains a comprehensive code of conduct that influences and controls all aspects of Muslim life.

## Male/Female Relations

In Sharjah, it is not permitted for a male and female to share a closed space (an apartment, room, car with tinted windows, etc.) away from the sight of other people, unless they are blood relatives or legally married. It is also not permitted for individuals to kiss publicly according to the Islamic law governing the UAE.

The family is the central unit in the Arab life and most live at home in a close-knit family, sometimes even after marriage. Arranged endogamous marriage within the kinship used to be the preferred. However, this pattern has changed somewhat. Individuals now have greater choice, yet many nationals still prefer arranged marriages. Emiratis are strongly discouraged from marrying non-nationals. As prescribed by Islam, a man is allowed up to four wives, but most men have only one wife.

## Basic Arabic Phrases

Although English is widely spoken around the UAE, it is good to know some basic Arabic words. A few common words and phrases are phonetically written below:

- *Salam Alikom* – a general greeting for all times, it means peace be upon you. Your reply should be *Wa Alikom Essalam*.
- *Sabah Al Khair* – Good Morning
- *Masaa Al Khair* – Good Evening
- *Marhaba* – Hello
- *Shukran* – Thank You
- *Shu?* – What
- *Min fadlak* or *Laow samaht* (to a man) – Please
- *Min fadlik* or *Laow samahte* (to a woman)– Please
- *Maas-salaamah* – Goodbye
- *Naam* – Yes
- *La* – No
- *Shwaye* – Slow Down/Be Patient/Wait
- *Zain* – Fine

You will often hear the expression *Insha’allah*, which basically means “God willing.”

## Ramadan

Ramadan is the ninth month of the Islamic calendar. It is the Islamic month of fasting in which participating Muslims refrain from eating, drinking and sexual relations from dawn until sunset.

Fasting is intended to teach Muslims about patience, humility and spirituality. It is a time for Muslims to fast for the sake of God (Allah) and to offer more prayer than usual. During Ramadan, Muslims ask forgiveness for past sins, pray for guidance and help in refraining

from everyday evils, and try to purify themselves through self-restraint and good deeds. Because Islamic holidays are determined after sighting the moon, the dates of Ramadan vary each year. Muslims believe Ramadan to be an auspicious month for the revelations of God to humankind, being the month in which the first verses of the Holy Qur'an were revealed to the Islamic prophet, Mohammad (PBUH).

During Ramadan, it is not allowed for anyone—whether Muslim or not—to do the following in public places (i.e., any place that is open to the public gaze, including your car or your garden if it is open to the roadside):

- smoke
- drink
- chew gum
- eat
- dance
- sing
- play loud music
- wear tight or revealing clothing
- behave in a loud, rude manner

Most eating places will remain closed between dawn and dusk, although some hotels and shopping malls may serve food in closed-off areas. Here at AUS it is not permitted to eat or drink in public places other than designated areas, i.e., office kitchens.

During Ramadan the working day is reduced, usually to six hours per day. AUS will issue an announcement prior to Ramadan of the revised working hours.

The holiday of Eid ul-Fitr marks the end of the fasting period of Ramadan. Eid ul-Fitr falls 29 or 30 days from the start of Ramadan and includes three days of festivities. A public holiday will be declared at this time, and the number of days will depend on which day Eid falls upon. During this time, celebrating Muslims will put on their best clothes (usually new ones) and communal prayers are held in the early morning, followed by feasting and visiting of relatives and friends. AUS will issue an announcement of the public holidays at the time.



## Sharjah

**Sharjah** is one of the true jewels of the seven emirates that make up the United Arab Emirates. It is the third largest emirate and the only one to have land on both the Arabian Gulf Coast and the Gulf of Oman. Sharjah is an embodiment of social and cultural harmony, surrounded with a unique cultural ambience and threaded with historical landmarks that bore witness to its growth and noble lineage along the years. Sharjah contains a number of important cities such as Al-Dhaid, and the three eastern enclaves known as Khor Fakkan, Kalba and Dibba Al-Hisn. Sharjah has something for everyone; it is an attractive place to visit for education, leisure, shopping and recreation, with around 15 museums covering areas such as art, heritage, archeology, science and natural history. Read more about the museums here: [www.sharjahmuseums.ae/](http://www.sharjahmuseums.ae/).

Sharjah has developed a unique reputation as a tourist destination renowned for its commitment to art and culture, and to preserving its local heritage. Sharjah was named the Capital of Islamic Culture for 2014 by the Organization of Islamic and the 2015 Capital of Arab Tourism (The Arab Council of Tourism). It has also been designated as an Official Healthy City (World Health, 2016) and was ranked in the Top 75 Best Student Cities (QS, 2016). Most recently, Sharjah has been named the 2019 UNESCO World Book Capital City in recognition of the city's continuous efforts in promoting books and literacy.

The history of Sharjah dates back 5,000 years, when it was one of the wealthiest towns in the Gulf region. At that time, the population of the city was very low and the income sources were associated with trade, farming, hunting, fishing and pearl diving.

The developing years brought many new things to the city, which flourished with the help of coastal trading and pearling. In 1932, the city became the staging point for the Imperial Airways flights departing from England to India and vice versa. This was the first airport in the Middle East which later turned into the Al Mahatta Museum in the year 2000.

The city was the regional base for the British Royal Air Force until 1971. The British presence in the city officially ended with the formation of the United Arab Emirates on December 2, 1971. In 1972, His Highness Sheikh Dr. Sultan Bin Muhammad Al Qasimi, Founder and President of AUS, succeeded as the Ruler of Sharjah. In that same year, oil was found in the Mubarak oilfield situated 80 kms offshore and close to the Abu Mousa Island. The production of oil began two years later and gas drilling began in 1990.

Today, Sharjah has developed hugely by utilizing the availability of natural wealth and the wisdom provided by our Founder and Ruler of Sharjah His Highness Sheikh Dr. Sultan Bin Muhammad Al Qasimi. At the same time, the city has never forgotten its traditional values as an Islamic city.

We hope that living and working in Sharjah will offer a rewarding experience, both professionally and personally.

## Forms

Please click [here](#) to access all the forms mentioned in this guide. You will need to enter your AUS user ID and password to access this page.

*Good luck to you in your new job and your stay in the United Arab Emirates. Remember, there is always someone available to help. The faculty, staff, administrators and students who comprise the AUS community are eagerly looking forward to meeting and working with the new faculty. We are available to give you recommendations, offer advice and answer questions. We all want to make your stay pleasant and enjoyable.*

## Contacts

For any inquiries, please contact:

### Julien Carter

Executive Director of Human Resources

Tel: 00 971 6 515 2182

Fax: 00 971 6 515 2139

[jcarter@aus.edu](mailto:jcarter@aus.edu)

### Noreen Barron

HR Manager Employee Services

Tel: 00 9716 515 2300

Fax: 00 9716 515 2139

[nbarron@aus.edu](mailto:nbarron@aus.edu)

Name	Designation	Telephone	Email
Professor Kevin Mitchell	Chancellor	515 2803	<a href="mailto:kmitchell@aus.edu">kmitchell@aus.edu</a>
Dr. Jeannette Vinke	Chief Operating Officer	515 2192	<a href="mailto:jvinke@aus.edu">jvinke@aus.edu</a>
Dr. Wei Zhao	Chief Research Officer	515 2208	<a href="mailto:wzhao@aus.edu">wzhao@aus.edu</a>
Ali Shuhaimy	Executive Director of Enrollment Management	515 1010	<a href="mailto:ashuhaimy@aus.edu">ashuhaimy@aus.edu</a>
Dr. Mohamed El-Tarhuni	Vice Provost for Graduate Studies	515 2934	<a href="mailto:mtarhuni@aus.edu">mtarhuni@aus.edu</a>
Dr. Mahmoud Anabtawi	Dean, College of Arts and Sciences	515 2402	<a href="mailto:manabtawi@aus.edu">manabtawi@aus.edu</a>
Dr. Varkki Pallathucheril	Dean, College of Architecture, Art and Design	515 2631	<a href="mailto:varkki@aus.edu">varkki@aus.edu</a>
Dr. Narjess Boubakri	Acting Dean, School of Business Administration	515 2587	<a href="mailto:nboubakri@aus.edu">nboubakri@aus.edu</a>
Dr. Naif Darwish	Acting Dean, College of Engineering	515 2904	<a href="mailto:ndarwish@aus.edu">ndarwish@aus.edu</a>
Lynda E. Ataya	Registrar	515 2003	<a href="mailto:ataya@aus.edu">ataya@aus.edu</a>
Kara Jones	University Librarian	515 2252	<a href="mailto:kjones@aus.edu">kjones@aus.edu</a>
Basheer Daoud	Executive Director of Finance	515 2183	<a href="mailto:bdaoud@aus.edu">bdaoud@aus.edu</a>
Dr. Lubna Yousif	Director of University Health Services	515 2667	<a href="mailto:yousif@aus.edu">yousif@aus.edu</a>
Anna Bilbrough	Campus Liason Manager	515 2129	<a href="mailto:abilbrough@aus.edu">abilbrough@aus.edu</a>
Thikra Karim	Acting Day Care Center Manager	515 3175	<a href="mailto:tkarim@aus.edu">tkarim@aus.edu</a>

# Frequently Asked Questions

## General

**Which tests are actually required for the medical forms to be acceptable? I read on the AUS website that a HIV test needs to be done after my arrival in the UAE. Do I need to have this test done here also?**

There is one medical form that should be completed by the faculty member, signed and stamped by your doctor and include blood and chest X-ray results. Do not worry should you not remember what and when you have received your immunizations. The completed form should be sent to Human Resources as soon as possible and prior to your arrival in UAE.

There are two medical requirements once you arrive.

1. **Medical requirement for AUS.** Shortly after your arrival, you will be required to go to the University Health Center where the director, having reviewed your medical record, will inform you if any further medical tests are required.
2. **Medical requirement for Residence Visa.** This is for employees and dependents over the age of 18 years who are staying in the UAE; you will be required to visit a government health center to take a blood test and a chest x-ray. Public Relations will contact you and required dependents when this is required

**Do I need to send the original X-ray or will a doctor's report be sufficient?**

A doctor's report of your chest x-ray is sufficient as long as it is signed and stamped by your doctor.

**Is there a limit to how long before coming to AUS I need to undergo my medical?**

It is preferable that you undergo the medical as soon as possible after signing your contract and send to Human Resources.

**What size of passport photos do you require?**

The photos should be approximately 2 inches x 2 inches. The background of the photograph needs to be white. We suggest wearing a dark color so there is a contrast on the picture. Shoulders should be covered and it is recommended that you do not wear your eyeglasses.

**Can I send color printouts of photographs?**

No. We require 6 actual color photographs for each employee and dependent(s). The Immigration Department in the UAE will not accept anything else.

**Passport photos are quite expensive in my country. Do you have any money-saving suggestions?**

Yes. If you are handy with Photoshop or another photo-editing program, copy your pictures so you have six to a page on a 4"x6" print, upload the picture to your nearest photo processor and trim the pictures to size.

## **How do I get our marriage certificate and our children's birth certificates authenticated?**

Birth certificates and marriage certificates **must** be authenticated/attested before coming to the UAE.

They must be authenticated in the country/state where the occasion took place by the embassy/consulate of that country/state and the UAE embassy/consulate in the same country. For example if you were married in Lee County, Alabama, USA, the process of authentication is as follows:

State Department in the State of Alabama

US State Department, Washington, DC

UAE Embassy, Washington, DC

You can find more information on authentication of documents at Search for Documentary Services.

<http://www.dubai.ae/en/Lists/HowToGuide/DispForm.aspx?ID=31>

You can contact the US State Department in the US as follows:

The Authentications Officer

US Department of State

518 23rd St. N.W.

SA-1

Washington, DC 20520

Tel 202 647 5002 or 202 663 3943 and leave message

Fax 202 663 3636

[aoprgsmauth@state.gov](mailto:aoprgsmauth@state.gov)

<https://travel.state.gov/content/travel/en/legal/travel-legal-considerations/international-judicial-assistance/authentications-and-apostilles/authentication-certificate-requirements.html>

## **Will AUS reimburse the cost for authentication of documents?**

No, AUS does not reimburse for authentication of documents.

## **Can I purchase my air ticket myself and get reimbursed when I arrive?**

Yes, if you prefer, you can make your own travel arrangements and advise Human Resources of the details. Remember to retain your receipts and ticket stubs for reimbursement purposes. You will be reimbursed up to the amount AUS would have paid for your ticket from your point of origin.

## **Is it possible to request a stopover on my way to the UAE?**

A stopover is not a problem but if the stopover is not on the AUS flight itinerary then you will have to buy your own ticket and you will be reimbursed up to the amount AUS would have paid for your ticket from your point of origin.

## **Can I choose to fly Business Class as opposed to Economy Class?**

Yes, but you will have to buy your own ticket, and you will be reimbursed up to the amount AUS would have paid for your ticket from your point of origin.

**My partner wishes to join me. Will AUS pay for his/her flight?**

It is against the law in the UAE for a couple to reside together without being married. AUS will not reimburse for tickets and other benefits for anyone other than a spouse or dependent children.

AUS will not process a residence visa for a spouse without an authenticated marriage certificate.

**Will AUS reimburse me for any taxi fares that I may incur on my way to the airport?**

No, AUS will not reimburse taxi fares.

**Will AUS reimburse me for any hotel stopovers?**

No, AUS will not reimburse for hotels.

**Will I arrive at Sharjah International Airport or Dubai International Airport?**

Most international airlines fly into Dubai International Airport, however, if available you may fly into Sharjah International Airport also.

**Do I need to make my own transport arrangements from Dubai Airport to Sharjah?**

No. When you arrive at Dubai International Airport you will be met by a representative of the airport's "Meet and Greet Service" - Marhaba. Marhaba will complete immigration procedures on your behalf. Once your entry visa has been stamped, the Marhaba representative will assist you in collecting your baggage and escort you to an AUS driver waiting outside, who will take you to the AUS campus.

**When is the earliest that I can come to AUS?**

You will need to be at AUS as per your contract; before that date, we try to have the housing available from around 3 days prior to contract start date.

**My spouse will join me later in the UAE. Who will arrange his/her flight?**

Human Resources can arrange his/her flight.

**Is it possible for me to enter the country earlier and simply make my way to AUS by the required date?**

Yes, it is possible, but you must enter the UAE on your AUS entry visa, a copy of which will be sent to you before your departure. You must remain in the UAE until the residence visa has been stamped in your passport, which takes approximately four to six weeks.

**How long will it take for my residence visa to be processed?**

Once you enter the UAE you cannot leave until your residence visa is stamped in your passport. This will take approximately four to six weeks.

Only AFTER you have received your residence visa can the visa be processed for your spouse and dependents.

**My spouse has a USA passport. Does he/she need a visa to enter the UAE?**

If family members traveling with you have a USA or certain other passports they do not require a visa to enter the UAE. Please check this with a member of HR. Residence visas for spouses and children will be processed later when the faculty member has his/her residence visa stamped in their passport and they have received their emirates ID card.

**My spouse is entering the UAE on a visit visa. Will he/she need to have a round-trip ticket to the UAE?**

Some passport holders are required to enter with a round-trip ticket. If you are purchasing your own tickets, your travel agent should be able to tell you if this is required, alternatively a member of H R will advise you.

**My passport is due to expire in four months. Should I renew it before coming to AUS?**

Yes. UAE Immigration requires that a passport must remain valid for a minimum period of six months beyond the date of entry into the country.

**My passport only has two empty pages left in it—will this be a problem?**

Yes, your passport should have at least three empty pages in it when you arrive in the UAE.

**Whom do I report to the following day after my arrival?**

You will be given this information prior to your arrival along with the New Faculty Orientation Schedule.

**How soon can I get a salary advance? Will I be able to get one before arriving at AUS or will I have to wait until I arrive?**

You will have to wait until you arrive at AUS to get the advance. You should bring enough cash to last for a couple of weeks. On arrival, you may apply for salary advance, which normally takes around 5 working days to process.

**What will be my mailing address?**

For mailing purposes, you will use the AUS PO Box address. All AUS employees receive their mail via the university. That address is: Your Name, Your Department, American University of Sharjah, PO Box 26666, Sharjah, United Arab Emirates. Please note that there is no ZIP code or postal code for the UAE at present.

**Can our maid enter the UAE with us at the same time?**

Your maid will only be allowed to enter the UAE after you have received your residence visa and Emirates ID card and have processed the necessary entry visa for the maid.

**What is the pay frequency (e.g., weekly, bi-weekly, monthly)?**

Monthly, during the last week of each month.

**When can I expect my first salary?**

All new faculty members will receive their first salary during the last week of September if you join for fall semester or February if you join for spring semester.

**In regards to the 25 percent Self-Directed Employee Benefits Plan, is it available to me at the beginning of the academic year or at the end of the academic year?**

On arrival at AUS, you are required to complete a Nomination Form specifying the benefits to be deducted from your 25 percent benefits pool. Any monies remaining in your pool will be paid in the October after the end of the academic year or at the end of your contract. Further clarification can be found by clicking [here](#).

**I would like to start the process of registering my child at AUS. What should I do?**

If you, your spouse or dependents will be registering for undergraduate or graduate courses at AUS, you will need to contact the [Office of Enrollment Management](#). You will also be required to complete a [Tuition Remission Form](#). Please print the form and complete all the information required and forward it to Human Resources for processing.

**I understand that I will be sent a copy of my employment visa. Should I also be expecting an entry visa for my spouse and dependents?**

If your spouse and dependents hold passports that do not require an entry visa for the UAE, they will enter on their own passports as visitors. If they are not eligible to enter as a visitor without a visit visa, AUS will apply for the visas in advance. Once you have your residence visa, YOU will sponsor your spouse and dependents.

**If I take medical insurance through my spouse's employer, will my family and I be able to be treated at the University Health Center whenever necessary?**

Yes, you and your family can use the facilities of the University Health Center. Consultations are free, however you will be required to pay for any services.

**When is the deadline to submit all the paperwork?**

The end of May for the fall semester or end of November for spring semester is the deadline. However, consideration will be given.

**What is the best way of sending my paperwork to you?**

The best way to send all your documents is by either airmail, registered mail, DHL or FedEx. Some courier companies will not deliver to a PO Box address, so please use the full address below.

You may email as attachments certain documents; however, please check with HR which documents can be sent by email and which have to be originals sent by courier.

**Which address should I use for sending my documents, and to whom should I address them?**

Noreen Barron  
Human Resources Manager Employee Services  
American University of Sharjah  
PO Box 26666  
Sharjah  
United Arab Emirates  
Tel: 00 9716 515 2300



**Is it possible for boxes, etc. to be stored in my office or apartment at AUS before my arrival?**

No, this is not possible as you must be present at the time of clearance of your shipment.

**Would there be any problems with my wife traveling on her passport, which still shows her maiden name? Or would you suggest going ahead and having the name changed on her current passport?**

There is no need for your wife to change her maiden name on her passport. It is not an issue as long as you have an authenticated marriage certificate.

**Is it a good idea for my spouse to have passport photographs taken prior to arriving at AUS for driving licenses and other purposes?**

Yes, it would save time if your spouse has his/her passport photos taken in advance.

**Does the UAE require my qualifications to be authenticated by the federal government before I can get a visa?**

You will be sent the latest requirements by the Ministry of Education with your initial welcome letter

**My medical insurance is set to expire by the end of July. Since I will be enrolled in a plan once I get there, is there a way to make sure that I am covered by a plan starting in August?**

Our medical insurance company can only cover you from when you arrive in the UAE and not before that date; therefore, you will have to seek alternative coverage.

## **Housing**

**What kind of housing will be available for my spouse and me (no children)?**

You will receive a two-bedroom furnished apartment (if available).

**Is it possible to request an unfurnished flat since I will be bringing my own furniture?**

Yes, this is possible. Please contact Alec Holmes, [aholmes@aus.edu](mailto:aholmes@aus.edu).

**Is it possible to request a two-bedroom unit since my child is thinking about studying at AUS one or two semesters?**

Accommodation can only be assigned for eligible dependents. We will evaluate the situation if and when your child joins you at AUS.

**Is it possible to request a two-bedroom unit since my parent will be living with me?**

Accommodation can only be assigned for dependents, and your parent would not be classed as a dependent. Only your spouse and children are classed as dependents.

### **What kind of housing will be available to me at AUS?**

AUS has a very strict housing policy, and the housing is assigned based on family size and the number of dependents permanently residing (meaning for at least half of the academic year) with you at AUS.

### **Do I have to contact the housing department to request a housing unit or has Human Resources already assigned one to me?**

The Manager of Housing Administration, Alec Holmes, assigns the housing units.

### **I have read that cable service is provided in our housing. We have our own Orbit cable box. Should we bring it with us to hook up to the service at AUS?**

There is no need to bring your Orbit cable box, as cable is already installed in the campus housing units. A monthly fee is required by all residents who wish to subscribe this service.

## **Pets**

### **How can I import my cat/dog to the UAE?**

Prior to arranging the arrival of your pet, you should first seek approval from The Ministry of Climate Change and Environment, please check the below website.

[www.moccae.gov.ae/en/our-services/permits/import-permit-pets.aspx](http://www.moccae.gov.ae/en/our-services/permits/import-permit-pets.aspx)

There is further information available from the Dubai Kennels and Cattery's website, [www.dkc.ae](http://www.dkc.ae). This lists all the information you need to know about importing a cat/dog into the UAE. You should also check with the relevant airline.

### **At Dubai Kennels and Cattery, they state that instead of a copy of a residence visa, a letter of employment is enough. Would AUS be able to send me some formal letter that will explain my status?**

Yes, AUS can provide this.

### **Can you recommend any useful websites about bringing pets to the UAE?**

[www.petdubai.com/petrules.htm](http://www.petdubai.com/petrules.htm)

## **Schooling**

### **Does AUS assist employees in securing school places for their children?**

It is advisable that you contact the school directly.

### **My child has been accepted to the 8th grade. How should the payments be handled?**

The registration form and the letter for enrollment should be sent to the school by you. Human Resources will arrange payments based on the school invoice submitted.

**I would like to enroll my child at the AUS Day Care Center. Whom should I contact regarding this?**

Please refer to the website by clicking [here](#).

## **Shipping**

**What is the delivery time to ship my belongings?**

It usually takes four to six weeks for a shipment by sea.

**How is my airfreight shipment paid if I decide to use Skyline Freight Inc., the US shipping company mentioned in this guide?**

If you decide to use any of the companies named in this guide, then you do not have to pay in advance, as the company will bill AUS. They will explain the procedure to you.

**If I decide to use another shipping company, can I bill the university?**

No. If you decide to use another company, you will need to obtain a quotation and forward this to Human Resources for approval. If this is approved by Human Resources, you will pay upfront and submit an original receipt when you arrive for the amount you paid. AUS will only reimburse you up to a maximum of 200 kg.

**If I decide to ship more than 200 kg, how do I pay for the excess?**

Anything over the 200 kg. (gross or chargeable weight) allowance for unaccompanied airfreight will be settled through payroll when you arrive.

**How much advance notice do I need to give to the shipping company to collect my shipment?**

You should give at least 48 hours' notice prior to pick up to assure that the shipping agent can have a cartage company collect the cargo from your home or other facility.

**Does the company do the packaging, or do I need to have everything packaged in advance?**

The shipping company does not pack personal effects; you must have everything properly packed and marked prior to pick up. Keep in mind that the cargo will be handled a number of times between your home and the university so your packing should be strong enough to be handled safely.

If your packing material or method is not to the standard required by the shipping company, you may be asked to re-pack your items. Therefore, it is advisable to check first with the shipping company as to suitable packing materials. If you decide to send books and office materials separately and the shipment exceeds your limit of 200 kgs., you will incur any additional costs.

**Are my personal effects insured?**

AUS does not insure personal effects; therefore, it is advisable to obtain your own insurance.

### **Will I be reimbursed for not using the total amount allotted?**

If you ship less than 200 kgs., then you will not be reimbursed for the amount you did not use.

### **When shipping my belongings, what address should I ship them to?**

You should ship your goods to the following address. There is no need to address it to your specific house number but remember to include your name:

Name  
Department  
American University of Sharjah  
PO Box 26666  
Sharjah  
United Arab Emirates

### **Is it advisable to ship my car to the UAE?**

Specifications differ from country to country; therefore, your car may not be suitable to drive in the UAE. Also, the clearance of vehicles from overseas cannot occur until you have your residence visa, which usually takes four to six weeks after your date of arrival in the UAE.

## **Travel**

### **Are there buses available in Sharjah?**

Yes, buses are available for travel throughout the emirates. The buses are air-conditioned, and have a separate area for women and men.

### **I have heard there is a metro service in Dubai. Is this also available in Sharjah?**

Although the Dubai Metro does not provide service to Sharjah, it is a popular way to travel around Dubai. For further information on timetables and services, please see. <https://www.dubai-online.com/transport/metro/>

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

### **Are taxis readily available and reasonably priced?**

Travel in and around Sharjah is relatively easy and inexpensive. There are several franchise taxi companies in operation through the control of a government body. There is a taxi rank at the front of the Main Building at AUS. To call a taxi, telephone 600-525252.

## Definitions

For the purpose of administering the *Guide for New Faculty*, the following definitions will apply:

### **AUS**

American University of Sharjah

CGC

Certificate of Good Conduct

### **Contract of Employment**

An agreement between AUS and an employee whereby the latter undertakes to work under AUS's management and control in return for compensation.

### **Critical Illness**

A situation in which death is very possible or imminent.

### **Department**

All departments (Finance and Administration etc. or Academic), schools or colleges.

### **Department Head**

Chancellor, Provost, COO, Dean, Executive Director, Director, or assistants to the chancellor.

### **Dependent in Residence**

The spouse and/or children of an employee residing in Sharjah for at least six months each academic year under a resident visa.

### **Eligible (Qualified) Dependents**

A legal spouse residing permanently with the employee in the UAE.

An unmarried child, under age 19, attending school (primary or secondary) full time in the UAE, and whose total maintenance or a substantial portion thereof is provided by the employee.

An unmarried child, under age 23, attending school (secondary, university or college) full time outside the UAE, who normally resides with the employee during school breaks and holidays, who receives at least 50 percent of his/her maintenance and support from the employee.

### **Employee (Regular Employee)**

An individual who works for AUS under a definite or indefinite employment agreement/contract. AUS administers all this individual's pay, benefits and career development locally.

### **Full-Time Student**

Any dependent child, up to and including age 23, who is enrolled and attends primary or secondary school, college, university or any accredited trade school on a full-time basis. The undergraduate student must be taking a minimum of 12 hours of required college/university credits.

### **FDC**

Faculty Development Center

### **HR**

Human Resources

### **ILL**

Interlibrary Loan

### **IT**

Information Technology

### **Illegal Drug(s)**

Any drug or substance that is not legally obtained or is legally obtained but misused.

### **Leave of Absence**

Approved time off, with or without pay, granted by management.

### **Legal Drug(s)**

Includes prescribed drugs and over-the-counter drugs that are used for the purpose for which they were prescribed or manufactured.

### **Point-of-Origin**

The place of domicile in the employee's country-of-origin (place of permanent residence, supported by legal documentation). The point-of-origin is agreed upon at the time the employment agreement/contract is executed.

For the purpose of repatriation, annual leave and other university paid travel, the point-of-origin is considered to be the closest international airport to the employee's residence that has regular commercial air service.

### **RLC**

Residential Life Committee

### **Salary**

Refers to base pay plus any allowances that are included in the employee's employment agreement/contract.

### **UHC**

University Health Center

**Wellness**

To stay in good condition physically, mentally and spiritually through healthy lifestyle choices.

**UAE**

United Arab Emirates

## Disclaimer

This guide is not intended to cover every situation that may arise during your employment but it is simply a general guide to the goals, policies, practices, benefits and expectations of AUS.

This version supersedes all previous versions and in so far as matters within it are defined as contractual, and is incorporated into your terms and conditions of employment. AUS reserves the right to revise, eliminate or change any of the contents of the said guide at any time.

If you have further questions that are not answered in this guide, you are encouraged to consult your supervisor or Human Resources. You can also access the online Human Resources Policy Manual for more details by clicking [here](#).