

ACADEMIC SUPPORT CENTER

FREQUENTLY ASK QUESTIONS

What's the difference between my Faculty/Major Advisor and my ASC Advisor?

All AUS undergraduate students are assigned a Faculty/Major Advisor within their department who helps them in selecting their courses of study and in planning their schedules. The Faculty/Major Advisor assists the student in obtaining a well-balanced education and in interpreting university policies and procedures. ASC advisors facilitate academic exploration, learning, and skills development through a series of targeted interactions. ASC Advisors work with students experiencing academic difficulty on ways to improve their study skills, develop learning plans to support their academic success, and refer students to appropriate campus and external resources. AUS undergraduate students on academic probation are provided additional advising through the Academic Support Center (ASC).

Do I need to visit my ASC Advisor even if I have met with my Faculty/Major Advisor?

The Academic Support Center is available to help all AUS students. It is recommended to visit the ASC and/or attend a workshop if you would like to improve your study skills or have an area that you feel you need to work on. Meeting with an ASC Advisor is mandatory if you are on academic probation. Students are strongly encouraged to meet with an ASC Advisor if they are experiencing any academic difficulty.

I have been on probation before and have met with my ASC Advisor and signed the contract. I am back on probation; do I need to repeat the whole procedure again?

Yes, every time you are on probation, you need to renew the contract and fulfill the obligations of the Academic Thrive Program (ATP). Students must be aware that probation requirements can change and they are responsible to check out those new requirements with their designated ASC Advisor.

What is the ideal time to start meeting my ASC Advisor?

It is recommended that you meet with your designated ASC Advisor two weeks before the semester begins. The earlier you establish contact with your ASC Advisor, the better. This will allow you and your ASC Advisor to develop an advising success plan tailored to your needs.

What should I bring to my first advising session with my ASC Advisor?

Students should come prepared to each advising session with questions and materials such as laptop, writing materials, exam papers or notes for discussion. Most importantly, please make sure to bring an aptitude for success.

What if I can't contact my ASC Advisor?

You can contact the ASC front desk at +971 6 515 2096 to help you book an appointment.

I called ASC but no one picked up the phone.

Please leave a voice mail clearly indicating your name, ID, contact details, along with the reason for your call and someone will call you back. You can also contact the ASC via asc@aus.edu to book an

appointment or answer your questions.

My parents do not live in the UAE. How do I get their signature for the probation contract?

Parents/legal guardian can sign the probation contract virtually during your first advising session with your designated ASC Advisor.

Can I drop off the contract at the Front Desk?

Students will be able to submit their probation contracts through the following links:

Probation 1 contract link: <https://pulse.aus.edu/probation-one-contract/add>

Probation 2 contract link: <https://pulse.aus.edu/probation-two-contract/add>

If you're having difficulty accessing or submitting the probation contract, please contact the ASC front desk for further assistance.

How many times can I repeat a failed course?

Students can repeat a course twice for a total of three attempts to pass a course (attempts do not include withdrawals). If you still do not pass the course in three attempts, you may submit a petition to your College Associate Dean to be allowed to take the course for the fourth time. Only in exceptional circumstances will such a petition be approved. If your petition is approved, it is strongly advisable to book a Course Repetition Session with an ASC Advisor.

What is my maximum course load as a student on probation?

As per the AUS Undergraduate Catalog "an undergraduate student on Academic Probation 1 is allowed to carry a maximum load of 16 credits. An undergraduate student who is on Academic Probation 2 may only register for a maximum of 13 credits."

What is the recommended course load while on Probation?

Students on Probation 1 are sometimes advised to consider enrolling in a reduced study load of 12-13 credit hours if they have struggled with 15+ credit hours. Students on Probation 2 can enroll up to 13 credits and course recommendations will be provided by the Associated Dean of their College/School.

Can I drop below 12 credit hours while I am on probation?

Yes, you can. However, reducing your credit hours will impact the minimum required semester gpa to clear probation. Please make sure to discuss this decision with your ASC Advisor prior to withdrawing. In addition, this may have implications for other AUS departments (e.g. sponsorship/scholarship requirements, etc.).

Will my financial aid be affected by my probation status?

Please inquire with the Office of Financial Grants and Scholarships

Website link: <https://www.aus.edu/admissions/financial-grants-and-scholarships>

The early registration date is approaching and I need to remove my registration hold today. What do I do?

Upon completion of the ATP requirements for P1 students, the ATP hold will be removed by the ASC Advisor. All students on P2 are unable to register until the final grades are out through Office of Registrar processes and student has achieved good standing.

I have been academically dismissed. What is the deadline to apply for reinstatement?

Reinstatement deadline information is emailed to all Probation 2 students toward the end of the semester. Dismissed students can only apply for reinstatement at the end of the semester in which they were dismissed. Reinstatement meetings are held at specific times only. If reinstated, students must enroll in the following semester (excluding summer term). Please consult your ASC Advisor regarding the option for reinstatement.

My parents live outside the UAE. Do they have to be present at the reinstatement hearing?

At least one parent has to be present for the reinstatement hearing. Parent/legal guardian can attend the reinstatement hearing in-person or virtually.

If I'm academically dismissed, can I change my college/major and continue at AUS?

No. Academic dismissal ruling is from the American University of Sharjah not from your college/major.

If I get dismissed, can I join another institution, improve my GPA and return to AUS?

Dismissed students cannot return to AUS even if they improve their GPA at another university.

Contact Information:

Academic Support Center
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www.aus.edu/asc