



**AOU**

الجامعة العربية المفتوحة  
Arab Open University



وزارة التعليم

Ministry of Education

# Academic Advising Guide



Prepared by: Academic Advising Unit

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Version (2)

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## Preface

Students are the cornerstone of any educational institution. It is essential they get support to have a great learning experience to help them finish their studies. This is the main goal of academic advising, which depends on connecting faculty and students. However, academic advising can be defined as a continuous and regular process that accompanies a student's journey from admission to college until graduation.

Accordingly, academic advising depends on planning, preparation, goal setting, direction, communication and follow-up. The responsibility of academic advising is an integrated responsibility, as the student is considered a partner in this responsibility. Therefore, one of the objectives of counseling is to help them take responsibility for their own learning, and to develop clear educational plans that are compatible with their academic abilities, professional goals, and life goals.

Since academic advising is one of the indicators and good practices that fall within the standards of quality and academic accreditation, the Academic Advising Unit was established at the university under the umbrella of the Vice Deanship for Academic Affairs to achieve accreditation standards for academic advising at the university to ensure quality education and academic accreditation.

Academic advisors represent a link that connects the student with his/her academic major, as well as with the rest of the university's resources, which makes the role of the advisor important not only in the student's academic achievement but also in the development of his personality, by enabling the student to make decisions regarding his/her academic goals. This partnership between the academic advisor and the student is established to determine the opportunities and options available to the student, and at the same time the advisor provides the student with accurate and important information about the university's policies, resources, and professional opportunities in the field of specialization.

According to the university policy, once the student is accepted, he/she receives academic advising services through his/her assigned academic advisor. Moreover, academic advisors help the students solve any academic problems they may encounter, which will help the students achieve success and excel in their study. As a result, AOU graduates attain an active role in national development of Saudi community and contribute to building successful future generations.

This guide aims to help AOU students to understand the concept of effective academic advising, which would help them to strengthen and enrich their educational experience. Keeping in mind that the academic advising process is not limited to the selection of courses and their approval by the academic advisor. This booklet also highlights the academic advising mission, values, objectives, responsibilities and behavior of academic advisors and students.

Hence, we invite all new and continuing students to read this guide to take an active role in the academic advising process.

## Common Vocabularies

The following terms shall have the meanings indicated next to each of them, unless the context indicates otherwise:

<b>Student ID</b>	A number indicating the academic year and branch to which the student belongs, in addition to the student's serial number in that year and semester.
<b>Academic Year</b>	The academic year consists of two semesters, and the beginning and end of the semester are determined according to the Ministry of Education and the University academic calendar, approved by the University Council.
<b>Academic Semester</b>	A period of sixteen weeks including study hours and examination period.
<b>Summer Semester</b>	Study in the summer semester is optional, and its duration is eight weeks, including the period of final exams.
<b>Academic Program</b>	All courses that a student studies to enable him/her to obtain a degree in a particular specialization.
<b>Course</b>	A group of topics that are selected among the included scientific sources according to specific criteria, the most important of which are the objectives of the program.
<b>Credit Hour</b>	It is a unit of study to determine the weight of each course relative to the other courses. It is equivalent to a two-hour lecture per week or every two weeks throughout the semester. Each college, according to its internal regulations, determines the total number of credit hours required in all major courses for graduation.
<b>Academic Study Plan</b>	Distribution of courses pursuant to the components of the accredited academic program.
<b>Academic Load</b>	The total number of academic units in which a student is allowed to register in a semester and the upper and lower limits of the study load is determined according to the executive rules of the university.
<b>Academic Transcript</b>	A statement showing the courses studied by the student in the sequence of semesters and the grades he achieved in these courses. It also shows the semester and cumulative GPAs in each semester.
<b>University Requirements</b>	A group of courses that align with the university's objectives and to be taught to all its students.
<b>College Requirements</b>	A group of courses that are consistent with the objectives of the college and are taught to all college students.
<b>Specialty Requirements</b>	A group of courses that align with the objectives of the major and which it is decided to be taught to all students of that major.
<b>Continuous Assessment (CA)</b>	The degree granted to the work that shows the student's achievement during a semester in terms of Participation, Activities, Quizzes, and other homework related to the course.
<b>Final Exam</b>	A test in the course that is held once at the end of the semester.
<b>Final Exam Grade</b>	The grade that the student receives in the final exam of the course.
<b>Total Grade</b>	The total grades of continuous assessment and final exam of the course, calculated out of one hundred (100).

<b>Grade Letter</b>	A description of the percentage with an alphabetical code of the final grade obtained by the student in any course.
<b>Incomplete</b>	An estimate given temporarily to each course the student could not complete on time and is symbolized in the academic transcript with the code (I).
<b>Courses Equivalency</b>	The measures that the University undertakes to review a course studied by a student in a recognized higher education institution to confirm that the course is equivalent to a course offered at AOU
<b>Semester GPA</b>	It is calculated by multiplying the number of credit hours assigned to a course by the value of the grade earned in that semester
<b>Cumulative GPA</b>	It refers to the overall GPA, which includes dividing the number of quality points earned in all courses attempted by the total degree-credit hours in all attempted courses.
<b>Academic Warning</b>	A warning shall be issued to a student whose cumulative average is less than 2 points and also passed 12 studying hours at least at the end of any semester, excluding summer semesters.
<b>Academic Advisor</b>	A faculty member who directs the student and follows up his academic career from the time he enters the university until his graduation.
<b>Conflict</b>	It occurs when two classes overlap (scheduled on the same day and time) making it impossible to register for both.
<b>Pre-requisite</b>	It is a course that a student must have taken prior to enrolling in a specific course
<b>Co-requisite</b>	It is a course that a student must take at the same time as another course
<b>Denial</b>	A student whose absence exceeds 25% of the prescribed classes is denied from attending the final exam and fails the course.

## The Academic Advisor's Role

- Providing academic advice and arranging the advising study plan that the student should follow in order to obtain the most appropriate courses and alternatives offered.
- Introducing the new student to the university regulations and bylaws.
- Introducing the students to the assessment systems and methods of calculating grades.
- Providing support to students through academic guidance and resources to help the student to cope with the university life and achieve the academic goals successfully.
- Guiding the students and answer their inquiries and guide them to the optimal way in overcoming the challenges facing the student during the educational stage at the university and follow-up student achievement academically and guide the student to register materials during the semester.
- Supporting university policies that enrich the student's experience and enhance his affiliation.
- Supporting the mission and vision of the University in eliminating regional and temporal obstacles by providing advising services using information technology.
- Improving the competency of the Arab Open University in academic advising at the local and regional levels.
- Providing a brief and full explanation of the offered courses for the student and the skills that will be acquired after completing these courses.
- Explaining the graduation requirements for the student and draw a clear time plan for him/her to graduate.
- Answering all queries that may be probed by the students before and after registering the courses.
- Listening to the students problems and following-up with the university authorities to find the best solution.

## Student's Rights and Responsibilities

### Students Rights:

As a university student, access to knowledge and information is their first and most important right. In addition to other set of privileges that distinguishes them as a university students, including:

- Obtaining the university card, as it is the official document that proves the student's identity on the university campus.
- Participating in student clubs and contributing to their formation, participating in university activities in accordance with the university regulations.
- Using all available library references according to the university policies.
- Using the university's laboratories to expand student's creativity and knowledge.
- Social care on campus to help students solve their problems that hinder them from educational attainment.
- Obtaining the documents granted by the university, including the academic degree after completing the graduation requirements.
- The right to ask their professors on campus and further scientific discussion and clarification of what they may find unclear.
- The right to appeal for their results, postpone their study or withdraw from university, according to the university regulations and academic calendar.
- Obtaining an official receipt for everything they pay to the university treasury in accordance with the university regulations.

- Preserving the student's personal photos in his/her file and not showing them or using them except for what they were designated for.

### **Student's Responsibilities:**

All students must adhere to the university's regulations, and bylaws, as well as to all university-issued rules, instructions, announcements, and scientific and academic standards, as well as to all applicable rules, and public morals, as well as to the social norms and values derived from the spirit of true Islam. They must, in particular, adhere to the following responsibilities:

- Attending all their lectures, perseverance in pursuit of academic goals, and performing all their exams in order to achieve success and excellence.
- Make all the required monetary payments on time.
- Not to act contrary to Islamic religion, honor, dignity, proper behavior, or to harm the university's reputation.
- Abiding by the examination rules and regulations and not to commit or attempt the act of cheating.
- Maintaining the university facilities, equipment, materials, and books, and returning borrowed items on time and without damage.
- Respect for all university employees (faculty, staff, and students) and refraining from offending or insulting them verbally or physically.
- To refrain from attempting to alter official documents issued by the university or by a third party, as well as from illegally possessing them.
- Adherence to the sanction imposed by the competent authorities.
- Avoid carrying any type of weapon, including knives, while on campus or on a university-related mission.
- Dressing appropriately for the university campus in a manner that demonstrates proper respect for the university.
- Representing the university effectively in the assigned tasks, in conformance with the university's scientific and academic reputation and public image.
- Reviewing all university regulations/bylaws and instructions, including those posted on university websites and bulletin boards, as it is not accepted to claim ignorance of what is posted there.

## **Language Placement Test**

- All freshmen shall sit for the Language Placement Test in Arabic and English pursuant to the standards approved by the University Council.
- Non-Arabic speaking freshmen shall be exempt from the Arabic Placement Test and shall be treated pursuant to standards approved by the University Council.
- When a student joins Arab Open University for the first time, and fulfils the admission requirements, the student takes the language replacement test (Oxford Placement Test) to determine his level in order to register him/her into the intensive English course if needed. However, studying the three courses is not necessary if he\she reach the right score. The student mark is what determines if he\she is exempt from taking one, two or the whole levels. Plus, repeating language replacement tests are not allowed if the student desires to score higher mark. AOU is highly fixable for the student to choose the date of this test, therefore, students must prepare for the language replacement test.
- Student language placement test marks is accredited as a scale for his\her level in English distributed them to the proper level according to the schedule below:

## Classification of Student English Levels According to Placement Test Scores

Level	Placement Test Score	English Levels	Courses to Register For	Notes
0	0 - 12	EL097	EL097 ONLY	---
1	13 - 34	EL098	EL098 + GR101	---
2	35 - 55	EL099	EL099 + Advised Courses	Please <b>Contact your Assigned <u>Academic Advisor</u></b> to get the right set of <b>Advised Courses</b> to register for, according to your Program/Track
3	56 - 77	EL111	EL111 + Advised Courses	
4	78 - 99	EL112	EL112 + Advised Courses	
5	100 - 120	Exempted from all above English Courses	Advised Courses	

**\*\* You may find your Academic Advisor Name and Email Address on the Acceptance Letter AND by logging to your SIS \*\***



For more information about the Language Placement Test, you may refer to “The Bachelor Award Examinations and Assessment Bylaws” posted on the University Website.

## English Language Intensive Courses

- The English Language Intensive Courses Program aims at providing the university’s students with sufficient English language skills (reading, writing, listening, speaking), enabling students to start their field of specialization without hindrance.
- The English Language Intensive Courses Program includes three levels of English Preparatory: (EL097, EL098, EL099), and each level has a set of objectives contribute with the objectives of the other levels to improve the level of English for the student at the end of the program to deal with materials and science taught in English within the programs and academic departments.
- All levels of the English Language Intensive Courses Program are offered in the traditional way (face-toface tutorials). The attendance is compulsory and the student must attend at least 75% of the total tutorial hours.



## Courses Registration

- Before adding courses, the student must pay the semester registration fees in order to access the registration screen.
- The student is not permitted to register for any course until he/she has studied and passed its previous requirement (pre-requisite).
- The student who is expected to graduate may register for both the course and its prerequisite.
- To avoid the schedule being deleted, the student must complete payment of added courses fees within 12 hours of registration.

## Semester and Cumulative GPAs

The number of points for each course shall be computed by multiplying the credit hours of the course a student studied during a semester by the total number of points of ratings he/she earned during the same semester.

### Semester GPA:

- The semester average shall be computed for the registered courses regardless passing or failing the courses, according to the study plan.
- The semester average shall be computed pursuant to dividing student's total number of points earned during the semester by the total number of credit hours of courses studied during the same semester.

### Cumulative GPA:

- The cumulative average is computed by dividing the overall number of points a student had earned in all the courses that he/she had studied according to his study plan since he/she joined the university by the overall number of these courses' credit hours

## Warnings and Dismissal

- A warning shall be issued to a student whose cumulative average is less than 2 points and also passed 12 studying hours at least at the end of any semester, excluding summer semesters.
- The student shall be dismissed from the University if he/she receives five warnings within five consecutive semesters excluding the summer semester.
- A student whose academic warnings exceeded the allowed number shall be referred to the special studies programme, while remaining under the warning system on the condition that he/she had successfully completed a minimum of 80 credit hours, provided that he/she had not exceeded the number of credit hours needed to graduate.
- The student who has been dismissed from a certain specialized track may not re-apply for a request to join the same specialized track.
- The student, who has been dismissed from the University, may re-apply for enrolment in any university programme excluding the one from which he/she was dismissed. He may apply to the university to credit the courses that he had studied and passed earlier. In this case, all the courses shared by the two study plans should be credited to him/her provided that his/her cumulative average is not under 2 points after these courses are computed.



For more information about registration instructions, Add/Drop, Study load, Course Assessment, Pass/Fail regulations, Repeating Courses, Deferral or Discontinuation of study, Enrollment Cancellation and more, you may refer to “The Bachelor Degree Award Requirements Bylaws” posted on the University Website.

## Course Equivalency

- The student may apply for “Course Equivalency” for courses taken/studied at another recognized educational institution in accordance with the procedures and foundations outlined in the “Course Equivalency Bylaws” at Arab Open University and in accordance with University Council-approved procedures.



For more information, you may refer to “The Course Equivalency Bylaws” posted on the University Website.

## Students Transfer

- According to the University Council-approved foundations and procedures, the student may
  - Transfer from one Branch to another
  - Transfer from one Programme to another
  - Transfer from one Track to another within the same major
- The procedures and foundations outlined in the “Student Transfer Bylaws” apply.



For more information, you may refer to “Students’ Transfer Bylaws” posted on the University Website.

## Grading System

- A student’s final mark in any course shall comprise the total marks earned in the Continuous Assessment and the Final Examination.
- All final marks are process, in accordance with the following grading system:

Below 50	50-57	58-65	66-73	74-81	82-89	90 and above	Grades Range
F	D	C	C+	B	B+	A	Letter Grade

## Results Appeals

- A student may request that his/her final grade in any course be reviewed within the dates and procedures set by the University in its Examination and Assessment Bylaws.
- Only complaints that have been appealed to the Complaints Committee may be re-appealed.
- The student's result should be confirmed as final and irrevocable one semester after its adoption. In this case it shall not be altered at all.



For more information, you may refer to “The Bachelor Award Examinations and Assessment Bylaws” posted on the University Website.

## Plagiarism

Scientific theft or plagiarism is any form of illegal transfer that involves taking another person's work and claiming it as your own. This is wrong, whether intentional or unintentional, and each student is expected to keep track of information and be aware when utilizing another person's work. There are numerous examples and types of scientific thefts, including the following:

- Obtaining information without identifying the source
- Plagiarizing another student's work
- Paying someone else to do your homework/research
- Copying from the internet

## How to Avoid Plagiarism?

Avoiding scientific plagiarism is not difficult. In most cases, documenting what others have written is easier than copying it. If you are organized and have good work habits, plagiarism is unnecessary. The following are some suggestions:

- Paraphrasing the original text and citing the source
- Quoting the original text and citing the source
- Summarizing the original text and citing the source

## University Faculties and Majors

AOU's undergraduate programmes for the bachelor's degree are accredited by the Ministry of Education and classified by Ministry of Civil Service, for the following faculties:

Faculty of Business Studies (FBS)	
1	Systems Track
2	Marketing Track
3	Accounting Track
4	Arabic Accounting Program

Faculty of Computer Studies (FCS)	
1	Information Technology and Computing Track
2	Computer Science Track
3	Computing with Business Track
4	Network and Security Track
5	Web Development Track

Faculty of Language Studies (FLS)	
1	English Language and Literature

## Faculty of Business Studies (FBS)

This programme provides general understanding of business organisations, their key elements and wider considerations. Students will be able to analyse how businesses develop strategies, handle risk and take decisions, and they will have an insight into essential business functions such as marketing, accounting and finance. They will have relevant and practical skills, numerical studies, thinking and accountancy skills.

The degree in each track is an innovative and accessible introduction to the world of business that equips students to follow a number of career paths:

1. Systems
2. Marketing
3. Accounting
4. Accounting (in Arabic)

### 1. Systems Track

The systems track aims at teaching students the skills needed to improve the process of administrative decision making. It also aims to improve the students' abilities to apply systems' thinking and practices for managing and solving complexities in accordance with the administrative requirements. Business Administration graduates in the systems field have a wide range of job opportunities in service, commercial and industrial firms as project managers, Business systems analysts, business advisors and administrators.



For more information about this track and its advised study plan, please refer to its page on the University Website.

## 2. Marketing Track

The marketing track aims at giving students the required skills necessary for discovering the needs and desires of customers in order to develop a group of products or services capable of satisfying those needs and of insuring a good profit for the organization within an acceptable time frame through the focus on marketing tools such as the product, distribution, promotion and price. Business Administration graduates in the field of Marketing have a broad range of challenging and rewarding job opportunities in private and public organizations as marketing executive, marketing researcher, media planner, etc.



For more information about this track and its advised study plan, please refer to its page on the University Website.

## 3. Accounting Track

The accounting track aims at giving students the skills needed for measuring and analyzing financial information used basically by managers, investors, tax authorities and decision makers for the purpose of resource allocation and distribution within enterprises, organizations, and governments. Business Administration graduates in the field of accounting have a broad range of challenging and rewarding job opportunities in the accounting of businesses and organizations in the public and/or private sectors.



For more information about this track and its advised study plan, please refer to its page on the University Website.

## 4. Accounting (in Arabic)

Providing the student with the knowledge, skills and values that enable him to be distinguished in practicing accounting (a distinguished accounting practitioner), and creative in devising non-traditional solutions for the business environment challenges.



For more information about this track and its advised study plan, please refer to its page on the University Website.

# Faculty of Computer Studies (FCS)

The Faculty of Computer Studies offers five bachelor's degree tracks:

- 1- Information Technology and Computing
- 2- Computer Science
- 3- Computing with Business
- 4- Network and Security
- 5- Web Development

## 1. Information Technology and Computing Track

The Information Technology and Computing (ITC) track aims to provide students with up-to-date principles and concepts of system based technologies, including hardware and (or) software based systems. Further, the track aims to prepare students for future employments into multidisciplinary fields of the ITC, which include developing, integrating, and (or) maintaining software and/or hardware based systems.



For more information about this track and its advised study plan, please refer to its page on the University Website.

## 2. Computer Science Track

The Computer Science (CS) track aims to equip students with the knowledge and skills they need to take part in the software related industry. Further, the track aims to provide students with robust skills in software engineering, strategy and project management, including various multimedia technologies. Students will be able to understand and work in software systems that are currently being constructed and applied, including the fields of distributed Internet systems, intelligent systems and databases.



For more information about this track and its advised study plan, please refer to its page on the University Website.

## 3. Computing with Business Track

Computing and Business are disciplines that have become closely intertwined across the business world. The Computing and Business track aims to equip students with the knowledge and skills they need to take part in the management and execution of computer-related projects within a business

setting. Additionally, the track aims to provide students with ‘a grasp’ of the key concepts of computing and modern computer systems, particularly, within the business context.



For more information about this track and its advised study plan, please refer to its page on the University Website.

## 4. Network and Security Track

Networking and Security are disciplines that are closely intertwined and that undergo rapid technological advances. The N&S track aims to prepare students for a professional career within these areas. Moreover, the track aims to enable students to develop their knowledge and understanding of the fundamental concepts and technologies, which are related to Networking and Security disciplines. In fact, this preparation will allow students to creatively and responsibly apply their knowledge and understanding of different networking systems and security techniques in activities such as the critical analysis of these systems; effective planning, administration and management of such systems, the proposal and planning of enhancements to these systems and the objective evaluation of applying these systems.



For more information about this track and its advised study plan, please refer to its page on the University Website.

## 5. Web Development Track

The Web Development (WD) track aims to prepare students for a professional career in these areas. Furthermore, it aims to provide students with a wide umbrella of an up-to-date knowledge and understanding of various web-based solutions, Internet of things (IoT) and cloud computing, prepare students to integrate the prospective principles, concepts and techniques, which are associated with different web application/solutions, including the analysis, design and development processes that are likely to be involved.



For more information about this track and its advised study plan, please refer to its page on the University Website.

## Faculty of Language Studies (FLS)

The English Language and Literature Program offers a set of integrated courses that qualify graduates to engage in various fields, qualifying them for a balanced assimilation of English language and literature to achieve their educational objectives.



For more information about this track and its advised study plan, please refer to its page on the University Website.



You may also access the Academic Advising Unit page to access all prepared Advising Guides and Manuals posted on the University Website.



## Important Emails for Student Services Departments



# Student Services Address Book

**All Branches:**  
[admreg@arabou.edu.sa](mailto:admreg@arabou.edu.sa)  
[ar@arabou.edu.sa](mailto:ar@arabou.edu.sa)

**SIS Support:**  
[sis.support@arabou.edu.sa](mailto:sis.support@arabou.edu.sa)  
**LMS Support**  
[lms@arabou.edu.sa](mailto:lms@arabou.edu.sa)

**Your Academic Advisor's  
Email (as shown on your SIS)**

### Registrar's Office

- Courses Equivalency,
- Courses Add/ Drop or Withdrawal,
- Late Registration,
- Semester Postponement,
- Change of Colleges/Program/Track,
- Transfer to International branch,
- Transfer to another KSA branch,
- Withdraw from University,
- Requesting Official Transcript,
- Graduation Documents & Process

### IT Help-Desk

Technical Difficulties with:

- Student's AOU Emails,
- SIS services,
- LMS services,
- Online Exams,
- Attending Online Classes

### Academic Advisor

- Which Courses to Register for?
- Proposing graduation plan,
- Seeking a general academic advice.

### Student Affairs

- Issuing Student Card,
- Scholarship Application,
- Requesting a student Statement,
- Exam Postponement,
- Students Clubs
- Students Activities,
- Health & Psychological services,
- Student Cafeteria,
- Disciplinary Council inquiries.

### Finance Department

Issues with Online Payment/Fees of:

- Registration/Dropped Schedules,
- Appeals,
- Exam Postponement,
- Students Statements,
- Installments Application,
- Graduation Certificate & Gown,
- Taking Exam in another branch,
- Transferring to another branch,
- Re-sitting for a Final Exam Fees.

### Library & Learning Resources

Courses Books and E-Library Issues

**All Branches**  
[sfd@arabou.edu.sa](mailto:sfd@arabou.edu.sa)

**All Branches:**  
[finance@arabou.edu.sa](mailto:finance@arabou.edu.sa)

**All Branches:**  
[llrd@arabou.edu.sa](mailto:llrd@arabou.edu.sa)  
[l.resources@arabou.edu.sa](mailto:l.resources@arabou.edu.sa)

**Academic Advising Unit (AAU)**



## More QR's of Students Advising Guides and Manuals



Step-by-Step from Admission to Classroom  
(PDF)



How to Activate Student Email?  
(PDF)



How to Activate Student Email?  
(Video)



How to Register for Courses?  
(Video)



Student Information System (SIS)  
Manual  
(PDF)



Learning Management System (LMS)  
Manual  
(PDF)



How to attend Virtual Classes?  
(PDF)



How to Upload TMAs into LMS?  
(Video)



How to view your Academic Plan on SIS?  
(Video)


## To Contact Academic Advising Unit's Representatives

### Contact Us

 Academic Advising Unit

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