

## KEY FOR ACRONYMS

Arabic and Translation Studies	(ATS)
Business Studies	(BS)
Continuing Education Units	(CEU)
Computer and IT Studies	(CIT)
Educational Testing and Assessment Division	(ETAD)
Educational Management Information System	(EMIS)
English Studies	(ES)
School of Continuing Education	(SCE)
Youth and Special Studies	(YSS)

## WELCOME TO THE SCHOOL OF CONTINUING EDUCATION

THE SCHOOL OF CONTINUING EDUCATION (SCE) AT THE AMERICAN UNIVERSITY IN CAIRO (AUC) extends a warm welcome to those of you entering its halls for the first time. At SCE, we are aware that navigating through administrative procedures in a new institution can be a little bewildering. Realizing that such procedures should serve as a door to our professional educational programs rather than an obstacle, the SCE Enrollment Services office publishes this booklet to guide you through all admission and registration procedures as well as keep you informed of educational support services available to you as a learner at SCE.

SCE is committed to the principle that learning is a lifelong process, and aims to make a direct contribution to the education and betterment of the community. Therefore, SCE offers skill-development and educational opportunities for people of all ages to participate in non-credit, non-degree, professional training programs and personal enhancement courses. These are offered in a variety of formats specifically designed to meet the needs of our learners. SCE also engages in projects and consultancies that are compatible with its role as a school of continuing education.

While its primary commitment is to Egypt, SCE undertakes projects and programs wherever it believes it would make a useful contribution to the region. To fulfill its mission, SCE has adopted a set of principles designed to ensure that its programs:

- meet the highest professional standards
- relate to the needs of its learners
- are consistent with AUC's mission

SCE's non-degree, non-credit instructional programs are grouped into five divisions: Arabic and Translation Studies (ATS), Business Studies (BS), Computer and IT Studies (CIT), English Studies (ES) and Youth and Special Studies (YSS). The bulk of SCE course offerings fall under the subdivision of scheduled programs.

Scheduled programs consist of courses offered on a regular basis according to SCE's instructional calendar.

Customized programs consist of training offerings designed to satisfy the needs of institutional clients and individuals. Customized programs comprise flexible course offerings custom-made to learner outcomes, schedule preferences, location and duration.

Courses are based on Continuing Education Units (CEUs). Certificates are awarded after successful completion of program requirements.

SCE Enrollment Services Office is responsible for the provision of educational support service activities relevant to learner enrollment services. The scope of its functions includes information dissemination, admission, registration, transcripts, certification and updating learner permanent records.

## **MISCELLANEOUS INFORMATION**

### **AGE LIMIT**

The SCE minimum age limit for learners is 15 years old, with the exception of those courses specifically designed for young learners.

### **ATTENDANCE**

All SCE learners must attend at least 75% of the class sessions in order to sit for the final exam. Failure to do so will result in failure of the course, though the learner is allowed to attend classes. Learners must also attend at least one of the first four class sessions. Learner absentee should not exceed 25% of the total number of class sessions. In the case of circumstances beyond the learner's control, exceptions may apply; however, a petition should be submitted to the respective division. If the learner is unable to attend the final exam, s/he should notify the course instructor prior to the exam date.

### **BOOKSTORES**

SCE maintains branches of the AUC Bookstore that provide textbooks and supplies for all classes on SCE campuses. Regular SCE Bookstore hours are from 8:30 am - 3:30 pm Sunday through Thursday. The AUC Bookstore at the Tahrir Square Campus and the Heliopolis Facility provide additional service hours at the beginning of SCE terms.

The duration of the extended bookstore service hours varies according to the length of term, and the campus location. For twelve-week terms at the Tahrir Square Campus, the extended service hours are from 3:30 to 7:00 pm during the first two weeks of classes. For six and four-week terms, the extended service hours are from 3:30 - 7:00 pm during the first week of classes.

For the Heliopolis Facility, bookselling services are provided from 3:00 - 7:00 p.m. in the first two weeks of classes for 12-week terms, and for only one week for six and four-week terms.

### **CASHIER**

SCE cashier services are available at both the Tahrir Square Campus and Heliopolis Facility. The function of the cashier is to collect tuition fees. The cashier is forbidden by university regulations to provide any banking services, such as cashing checks for learners. The cashier's hours are from 9:00 am to 5:00 pm, Sunday through Thursday.

### **CHANGE OF ADDRESS**

SCE learners are responsible for informing the SCE Enrollment Services Office of any changes to personal contact information such as emails and mobile numbers.

### **CHEATING IN CLASS**

Cheating is not acceptable in an institution dedicated to learning. Cheating includes giving or receiving information, and using unauthorized material during an exam; plagiarism is also treated as a case of academic dishonesty. Learners will face disciplinary action. An investigation of the incident will determine the action to be taken in accordance with the SCE policy.

### **COMPLETION OF PLANNED LEARNING PROGRAMS AND CERTIFICATES & TRANSCRIPTS**

Certificates are issued only upon satisfactory completion of program requirements; otherwise, only transcripts are issued for study in progress or unsatisfactory completion of program requests.

Learners enrolled in a single course and have successfully completed it, will receive a Stand-alone course certificate, of satisfactory completion in the last class session from their respective class instructor. At the end of each term; all uncollected certificates, from Zamalek hostel, AUC Main campus and Falaki building are returned by the division instructors to the SCE Enrollment Services Office, the ground floor of the Falaki building, where they remain for one additional term only after which they are shredded. All uncollected certificates, at the Heliopolis facility, are forwarded to the SCE Enrollment Services Office, on the ground floor of the Heliopolis facility. Uncollected certificates will be available for learners, fifteen working days after the end of the term and can be picked from 9:00 a.m. to 5:00 p.m. on weekdays except Fridays and Saturdays.

Learners enrolled in certificate programs, such as Certificate of Achievement, Foundation, Career Certificates and Professional Diplomas and have successfully completed their program requirements will receive their certificates, diplomas and transcripts respectively from SCE Enrollment Services Office at the end of the term after grades are out. Learners who did not complete their course study and require documentation of attended course(s) along with its/their respective grade(s), can request the service from SCE Enrollment Services Office after settling the required student service fee. Learners may request an updated copy of the permanent record in person or through any of the following venues:

Enrollment Services Manager, SCE Enrollment Services  
Email: [sceregis@aucegypt.edu](mailto:sceregis@aucegypt.edu)  
Fax: 2792.2643  
24 El Falaki St., Bab El Louk, Cairo 11511, Egypt

### **CONTINUING EDUCATION UNIT (CEU)**

The CEU is the standard unit of measurement of the learner's participation in all non-credit continuing education programs offered by SCE. Each course is assigned a number of CEUs before being added to the course inventory of the EMIS.

One CEU is defined as ten (10) contact hours of participation in “an approved and organized continuing education experience under responsible sponsorship, capable of direction and qualified instruction.” When appropriate, a decimal part of a CEU may be awarded. One contact hour is equivalent to 60 minutes of interaction between the learner and the instructor whether in a classroom, laboratory and/or a learning environment designated outside the traditional boundaries of an SCE learning facility.

CEUs are rounded to the nearest tenth; i.e., 1.78 CEU = 1.8 CEU.

### **COURSE EXEMPTION BY EXAMINATION**

Course exemptions are allowed in cases where learners already possess demonstrable knowledge of material and skills taught in a particular SCE course.

Grades count toward a learner’s general graduation requirements. To qualify for a course exemption by examination, learners must sit for a final exam in the subject area(s) covered in the course the learner wishes to be exempted from. Requests should be submitted to the appropriate Assistant Division Director for regular programs. Learners are required to produce official written documentation, transcripts and/or a copy of the course syllabus to justify their requests. No request will be considered for approval by the divisions without supporting documentation. Once final approval is obtained, the exam must be conducted within ONE month of the date of the Division Director’s signature.

The maximum number of courses allowed for exemption is three (3) per certificate. Course exemption by examination may be exercised only one time per course. Should a learner attempting an exemption by examination fail, s/he will not be permitted a subsequent attempt for that same course.

Learners have the right to appeal any decision made by the division. Appeals must be directed to the SCE Associate Dean for Instructional Affairs. Approval of learner requests for exemption by examination is subject to one or more of the following conditions:

1. The course is not being offered during the term in question, and circumstances prevent learners from continuing their studies.
2. The learner has taken a similar course taught in English at another reputable educational institution.
3. Circumstances prevent the learner from taking a course, e.g., parents transferred overseas, or learner transferred outside Cairo by employer.
4. The learner has practical experience in the content of the course, particularly for courses teaching specific skills.
5. Other exceptions as approved by the Division Director.

There will be no learner orientation sessions with the instructor prior to the exam. All course exams are conducted through ETAD, and the exam fee should be paid in advance.

### **COURSE EXEMPTION WITHOUT EXAMINATION**

For course exemption without examination, learners may request exemption based on the content and grade(s) received in previous coursework.

Grades count toward a learner's general graduation requirements. To qualify for a course exemption without examination, learners must produce written documentation of official transcripts and a copy of the course syllabus to justify their requests. No request will be considered for approval by the instructional divisions without supporting documentation.

All requests must be submitted to the respective Assistant Division Director for **regular programs**. Learners have the right to appeal any decision made by a division, and appeals must be directed to the SCE Associate Dean for Instructional Affairs.

Learners may be exempted from taking courses without examination if they have taken an equivalent course in English at another reputable educational institution. The maximum number of courses allowed for exemption is three (3) courses per certificate program. Approval of learner requests for exemption without examination is conditional on the following:

1. The learner received a minimum grade of "C", "Good", 74% or above in the course being considered.
2. No more than five (5) years elapsed since the learner completed her/his studies at the previous institution.

### **DISCIPLINE IN CLASS**

Acceptable adult behavior is expected of learners in the classroom and on university campuses. The instructor will report any breach of behavior to the respective Division Director, and learners will be subject to disciplinary action.

### **END-OF-TERM RESULTS**

At the end of each term of study, learners may receive the assessment results from their instructors, SCE Enrollment Services Office, or Online Self-Service. End-of-term results are also posted at the respective divisions, approximately one week after the end of the term and can be accessed through SCE Enrollment Services Office web page at <http://scestudent.aucegypt.edu> from "Self Service".

### **FREQUENCY AND MECHANISM FOR UPDATING LEARNER**

#### **PERMANENT RECORDS**

The learner's permanent record is an official cumulative record of institutional and learner information. The learner's permanent record is computer-generated from the EMIS. SCE Enrollment Services Office maintains permanent records of all learners, who participated in an approved learning program, for a minimum period of seven years.

At the end of every term and within three weeks after the submission of learners' final assessments, the SCE Enrollment Services Office ensures that learner permanent records are updated by the divisions and revised by ETAD.

Upon successful completion of all program requirements, learners are entitled to receive one free copy of the program transcript. Fees are charged for the request of additional copies. Learners may request an updated copy of the permanent record in person or through any of the following venues:

Enrollment Services Manager, SCE Enrollment Services  
 Email: [sceregis@aucegypt.edu](mailto:sceregis@aucegypt.edu)  
 Fax: 2792.2643  
 24 El Falaki St., Bab El Louk, Cairo 11511, Egypt

Copies of the official permanent records are issued and reproduced only at the request of the learner.

### **GRADING SYSTEM**

Learners are assessed throughout the term by tests, quizzes, assignments, projects or other means of evaluation. End-of-term achievement tests measure learners' overall performance in the course. The final course grade is based on continual assessment measures of learner performance and final test score. Attendance is NOT included as a criterion in the final grade calculation, since the policy stipulates 75% attendance of class sessions for a learner to be allowed to sit for the final exam.

The grading system for all SCE courses regular programs and affiliate centers is as follows:

Grade	Points	Percentage
A	4.0	94 - 100
A-	3.7	90 - 93
B+	3.3	87 - 89
B	3.0	84 - 86
B-	2.7	80 - 83
C+	2.3	77 - 79
C	2.0	74 - 76
C-	1.7	70 - 73
D+	1.3	66 - 69
D	1.0	60 - 65
F	0 - 59	Fail
I	Incomplete	
P	Pass	
S	Absent	
W	Withdrew	
NG	Not Graded	

### **GRIEVANCES AND END-OF-TERM RESULTS**

All SCE learners have the right to review and verify their final course grades in any regular programs course. In compliance with the Equal Opportunity and university policies, a learner needs to fill out a Grievance Form if a review and verification of the final grade is requested. Other instances of grievances may relate to reporting an instructor's disciplinary measures, racial, sexual, ethnic, or religious discrimination. Divisions handle learners' grievances within 3 working days of receipt of the form. In the case of a grade change, learners are notified in writing by the division of the action taken with respect to their

requests. If a grade change is warranted, the ETAD Director is notified to make the necessary adjustment.

### **INCOMPLETE GRADES**

An incomplete grade (I) for any scheduled course may be given at the course instructor's discretion only to learners who have attended the course but could not sit for the final exam or complete the course requirements, due to circumstances beyond their control. In order to record the final course grade, all requirements should be completed before the end of the second week of the following term. Failure to change an incomplete grade will result in the recording of "F" as a final grade. Learners receiving an incomplete grade must contact ETAD and make arrangements for completion of the necessary requirements.

### **ISSUING VISA LETTERS**

SCE Enrollment Services Office is responsible for issuing enrollment letters for its international learners for visa purposes provided they meet the following conditions:

- The international learner must be enrolled in a Professional or Advanced Professional certificate program and registered in twelve or more Continuing Education Units per term.
- The international learner has registered and paid the entire fees for the following term.

Five working days should be allowed for preparing enrollment letters (cf H1.3). Service fees are doubled for 24 hour delivery. The international learner should note that no enrollment letters, transcripts, or certificates will be issued during the peak registration periods at the beginning of each term.

The AUC Registrar's Office through its Military & Visa Service Office as well as AUC's Business Support Office complete the process of issuing visa permits. Administrative fees will be collected by the university's Military & Visa Service Office.

### **LEARNER ASSESSMENT**

Learners are assessed throughout the term by tests, quizzes, assignments, projects or other means of evaluation. End-of-term achievement tests measure learners' overall performance in the course. The final course grade is based on continual assessment measures of learner performance and final test score. Attendance is NOT included as a criterion in the final grade calculation, since the policy stipulates at least 75% attendance of class sessions for a learner to be allowed to sit for the final exam.

### **LEARNER HANDBOOK**

Handbook includes all the policies and procedures that regular learners need to be knowledgeable about during their course of study at SCE. Learners are advised to refer to the SCE Enrollment Services, at <http://scestudent.aucegypt.edu> under the section labelled "Admission", for the latest updates to the Learner Handbook. The handbook is

stored in PDF format, for easy download.

### **LEARNER ID CARD**

Learner ID is a stamped document that includes the learner's number that is the primary learner identification on EMIS. The information on the card includes the learner's name, schedule, term of study, campus, and photo. SCE learners are required to carry their IDs with them at all times on the AUC campus and will be asked to present them at the entrances of various buildings.

IDs are issued by the SCE Enrollment Services Office from the EMIS and are required for all admission and registration procedures. Learners who lost or destroyed their IDs can have them replaced by paying a replacement fee, which is determined annually, at the SCE Cashier. For a full description of the abbreviations that may appear on the learner ID please check "ID & Schedule Card Abbreviations" at the SCE Enrollment Services web page at <http://scestudent.aucegypt.edu>

### **MEDICAL FACILITIES**

Trained medical personnel staff the AUC Clinic, located at 5, Youssef El Guindi Street, first floor. The Clinic operates from 8:30 am - 5:00 pm, except on Fridays and Saturdays. Enrolled SCE learners may utilize the clinic for emergencies only. Emergency cases occurring off clinic hours are reported to the university operator for forwarding to the doctor on duty.

### **MOBILE PHONE POLICY**

SCE prohibits the use of mobile phones in the classrooms and during the administration of entrance and end-of-term testing sessions. Learners should turn off their phones during class sessions and exams.

### **NON-SMOKING POLICY**

Smoking is not allowed in any SCE building.

### **PETITIONS AND COMPLAINTS**

A learner may appeal to a higher SCE authority on any aspect pertaining to class instruction, learning environment, or administrative processes. Examples of such cases include an instructor's grading procedure, a classroom disciplinary action, a change in class schedule, exemption from attendance policy, etc. The petition should first be handled on a divisional level. If the matter is not resolved, a learner may seek resolution at higher administration levels. The Associate Dean for Instructional Affairs' decision is final.

Anonymous complaints or petitions will be completely disregarded. All petitions are handled with discretion, to protect the learner's best interests.

### **SECURITY AND RELEASE OF LEARNER PERMANENT RECORDS**

The School of Continuing Education respects the privacy and security of all its constituents. Strict measures are in place to protect the privacy of the learners' educational records. Certain information regarding the learner is considered directory information and will be released to university staff that follows the proper procedures for requesting information, SCE prohibits the release of any non-directory information regarding a learner permanent

or graduation to any person outside the university community or to any university personnel without a legitimate educational interest, a learner who does not wish the School of Continuing Education to disclose directory information about his/her record within the school without prior written consent must notify the SCE Enrollment Services (SES) in written during the process of admission.

The university/school does not prohibit disclosure of directory information without prior learner consent in the following instances:

- Disclosure to school officials with a legitimate educational interest
- Disclosure in connection with the receipt of an educational scholarship to validate eligibility
- Disclosure in compliance with a judicial order or lawfully issued subpoena
- Disclosure to parents of dependent learners less than 18 years of age

However Directory Information that cannot be released without the written consent of learner, Social Security Number and Egyptian national ID, Nationality and Gender.

Sharing degree awarded information, such as whether the learner graduated or not from the school, with parents and employers does not constitute violation of learner privacy or security. Degree awarded information is part of the directory information.

The SCE Enrollment Services (SES) Office is not permitted to release any of the learner's educational record to a person other than the learner unless the learner has provided written permission to release specific information from the record.

A form for the Authorization for Release of Learner Permanent Educational Record (FormC4.5Jan09) has to be filled every time the learner needs to release educational information to a third party. The form is therefore used as a one time release request form.

All data in any format that contains confidential information such as grade roster, test scores/grades and contact information in admission applications are destroyed in a manner that ensures that the data cannot be retrieved and misused.

**Directory Information** includes the following elements:

Learner name and address  
Date and place of birth  
Telephone number and email  
Dates of attendance  
Major or field of study  
Enrollment Status (full-time or part-time)  
Degrees awarded and honors received

**Educational Information** includes the following elements:

List of courses the learner is enrolled in  
Schedules and grades  
Transcripts  
Final assessment of courses  
Admission requirements of the program

Payment in advance is required from the learner if the release request involves extra copies of documentation from SCE.

Payment settlements can be accepted through the SCE offices at the Tahrir Campus or through AUC office in New York, USA.

### **PUNCTUALITY**

Learners are expected to arrive to classes on time and are considered late if they enter class after the lesson starts. Learners are allowed to be late twice without penalty. All successive instances of tardiness will be counted as absence; provided that minimum disruption occurs during the teaching in progress, latecomers are allowed to attend the sessions. Learners with regular class time conflicts must obtain prior approval from the instructor within the first week of the term. These special instances will be handled on a case-by-case basis. Supporting documentation, e.g., a letter from the original employer must be submitted to the instructor.

### **SCHOLARSHIPS**

#### **INTERNAL SCHOLARSHIPS**

It is the responsibility of AUC's Human Resources Department to provide clear information on the Internal Scholarships policy for non-academic programs to all personnel and their dependants. Final approval for awarding Internal Scholarships is the sole responsibility of AUC's Human Resources Department.

The Internal Scholarship Form for non-academic programs is available for download at the Human Resources web site. The URL is: <http://hr.aucegypt.edu/offices/HR/Forms>. All relevant departmental approval must be obtained before the learner proceeds to the SCE Student Accounting Office. Correct employee number and department SAP cost center are crucial fields that need to be filled out accurately.

A written estimate of the tuition fees, for the desired number of courses the learner wishes to enroll in must be obtained from the SCE Student Accounting Office. The Human Resources Department must approve the estimated tuition fees for the specified term of study. The approval must conform to the university policies on Internal Scholarships. To register for regular programs, the original approved Internal Scholarship Form must be presented to the Student Service Specialist in the SCE Enrollment Services Office to proceed with the admission and registration procedures, receive the term schedule, and the learner ID card. Returning learners must ensure that their previously assigned ID number is included in the form.

#### **EXTERNAL SCHOLARSHIPS**

University departments may award external scholarships to individuals outside the university workforce as a demonstration of good will, or as financial support to needy individuals. External scholarships may take the form of either full or partial tuition exemption. Funding for external scholarships is provided by the sponsoring department and must be included in the approved annual budget. The department head must approve external scholarship applications and determine the level of tuition subsidy.

It is the responsibility of the scholarship recipient to approach the sponsoring department with the request, fill out the External Scholarship Form, obtain the approval of the department's head and the SAP Fund Reservation Form, register for the course(s), and pay any tuition differential.

SCE Enrollment Services Office is responsible for processing the admission, registration, and ID issuing processes for recipients of external scholarships who choose to study at SCE. Responsibilities of SCE Student Accounting Office include billing the external scholarship recipient, identifying any tuition differential that the scholarship recipient must pay, ensuring that there are sufficient funds in the department's cost center to support the external scholarships (SAP Fund Reservation Form), transferring external scholarship tuition from the department's cost centers to SCE, maintaining SCE external scholarship financial records, and regularly reporting to the Controller's Office about scholarships.

### **SKIPPING LEVELS FOR ENGLISH COURSES**

A new, misplaced learner, in a regular English language course, may be promoted to a higher level in the first two weeks of 12-week terms, or the first week of 6 and 4-week terms. If the instructor fails to spot the misplacement within the mentioned timeframes and the learner completes the course, s/he is entitled to sit for an oral test at ETAD to skip one level. However, to qualify for a promotion to a higher level, the learner must:

- achieve an end-of-term grade "A" in the course where s/he was misplaced
- be able to handle the syllabus of the course two levels ahead
- be recommended by her/his instructor

All requirements should be completed before the end of the second week of the following 12-week term, or the first week of the following six or four-week term.

### **SMART ID CARDS AND LIBRARY ACCESS**

The SCE Enrollment Services (SES) Office is delegated by the University Library to issue Library IDs for the SCE Tahrir Square Campus constituents. Learners enrolled in programs totaling a minimum of 120 hours, and whose coursework requires library research may be given access to the AUC Library. Recommendation from their division is a must. Learners with AUC Library IDs must attend the library orientation sessions. All SCE learners will be issued paper IDs Schedules printed through the EMIS in addition to the SMART ID cards. The smart ID card must be carried at all times. The card is NOT TRANSFERABLE. A cardholder should not lend her/his ID to another individual for any purpose.

A lost, stolen or damaged card must be reported to the Director of Enrollment Services within 24 hours of the detection of the card's loss or theft. Cardholders are responsible for any Library transaction made on the card up to the time of notification of the loss or theft. The cost of the first replacement card is LE100; that of the second or more replacements is LE250.

## LEARNER WEB BASED SELF SERVICE

Online Self Service is provided to SCE learners through the web-based Educational Management Information System (EMIS)-linked module used by the School of Continuing Education and the American University in Cairo Registrar.

At the Self Service, learners will be allowed to view their schedules, check on courses that have been placed on hold, view end of term grades as soon as they are being posted on the EMIS, term offerings, payment status, PIN update, course description, registration status, and their personal schedule.

Some additional main features provided to learners via the link of the SCE Self Service which can be accessed at <http://scestudent.aucegypt.edu>, include:

- Worldwide access to their data through the Internet and a browser.
- Self service model which will help to minimize calls to administrative offices.
- All data will be accessed by learners and updated in real time.

The information is made available to learners through the use of a Student Identification Number (SID) and a Personal Identification Number (PIN). PIN numbers must be collected in person and not to be supplied over the telephone for security purposes.