Student Handbook
2019 – 2021

We Teach Generations for a Better Future

Commuinty College of Qatar

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<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>President’s Welcome</td>
<td>5</td>
</tr>
<tr>
<td>Introduction</td>
<td>6</td>
</tr>
<tr>
<td>Mission</td>
<td>6</td>
</tr>
<tr>
<td>Vision</td>
<td>6</td>
</tr>
<tr>
<td>Goal</td>
<td>6</td>
</tr>
<tr>
<td>Student Affairs Departments/Divisions</td>
<td>7</td>
</tr>
<tr>
<td>STUDENT AFFAIRS POLICIES AND PROCEDURES</td>
<td></td>
</tr>
<tr>
<td>Student Rights and Responsibilities</td>
<td>8</td>
</tr>
<tr>
<td>Student Policy Statement</td>
<td>8</td>
</tr>
<tr>
<td>Student Responsibilities and Code of Conduct Policy Statement</td>
<td>8</td>
</tr>
<tr>
<td>Campus Life Code of Conduct</td>
<td>8</td>
</tr>
<tr>
<td>Smoking</td>
<td>8</td>
</tr>
<tr>
<td>Drug and Alcohol Abuse</td>
<td>9</td>
</tr>
<tr>
<td>Dress Code</td>
<td>9</td>
</tr>
<tr>
<td>Behavior Code</td>
<td>9</td>
</tr>
<tr>
<td>Publication and Media</td>
<td>9</td>
</tr>
<tr>
<td>Disciplinary Penalties</td>
<td>9</td>
</tr>
<tr>
<td>Appeal to Decision</td>
<td>9</td>
</tr>
<tr>
<td>Academic Code of Conduct</td>
<td>9</td>
</tr>
<tr>
<td>Admissions</td>
<td>10</td>
</tr>
<tr>
<td>Admissions Policy Statement</td>
<td>10</td>
</tr>
<tr>
<td>Admissions Requirements</td>
<td>10</td>
</tr>
<tr>
<td>Admissions Approval</td>
<td>10</td>
</tr>
<tr>
<td>Termination of an Admission</td>
<td>10</td>
</tr>
<tr>
<td>Student Identification Number</td>
<td>10</td>
</tr>
<tr>
<td>Enrollment Policy Statement</td>
<td>11</td>
</tr>
<tr>
<td>Enrollment Policy - English Language Center (ELC)</td>
<td>11</td>
</tr>
<tr>
<td>Enrollment Policy - College Level</td>
<td>11</td>
</tr>
<tr>
<td>Semester Course Load</td>
<td>11</td>
</tr>
<tr>
<td>Course Cancellation</td>
<td>11</td>
</tr>
<tr>
<td>Course Repetition</td>
<td>11</td>
</tr>
<tr>
<td>Drop With a “W”</td>
<td>11</td>
</tr>
<tr>
<td>Attendance Policy</td>
<td>12</td>
</tr>
<tr>
<td>Class Attendance</td>
<td>12</td>
</tr>
<tr>
<td>Suspensions and Holds</td>
<td>12</td>
</tr>
<tr>
<td>Cross Registration and Transfer Policy Statement</td>
<td>13</td>
</tr>
<tr>
<td>Cross Registration</td>
<td>13</td>
</tr>
<tr>
<td>Credit Transfer to CCQ</td>
<td>13</td>
</tr>
<tr>
<td>Obtaining Additional Associate and Bachelor Degrees</td>
<td>13</td>
</tr>
<tr>
<td>Issuance of Grades Policy Statement</td>
<td>15</td>
</tr>
<tr>
<td>Incomplete Grade</td>
<td>16</td>
</tr>
<tr>
<td>Conditions for an Incomplete Grade</td>
<td>16</td>
</tr>
<tr>
<td>Academic Standing Categories</td>
<td>16</td>
</tr>
<tr>
<td>Good Standing</td>
<td>16</td>
</tr>
<tr>
<td>Probation</td>
<td>16</td>
</tr>
<tr>
<td>Continued Probation</td>
<td>17</td>
</tr>
<tr>
<td>Suspension</td>
<td>17</td>
</tr>
<tr>
<td>Outstanding Academic Performance</td>
<td>17</td>
</tr>
<tr>
<td>Honors Program</td>
<td>17</td>
</tr>
<tr>
<td>Placement Test Policy Statement</td>
<td>18</td>
</tr>
<tr>
<td>Payment and Testing Confirmation</td>
<td>18</td>
</tr>
<tr>
<td>Retesting</td>
<td>18</td>
</tr>
<tr>
<td>English Language Placement Test Exemption</td>
<td>18</td>
</tr>
<tr>
<td>Academic Honesty Policy Statement</td>
<td>19</td>
</tr>
<tr>
<td>Academic Honesty/Plagiarism</td>
<td>19</td>
</tr>
<tr>
<td>Violation of Academic Ethics</td>
<td>19</td>
</tr>
<tr>
<td>Disruptive Behavior</td>
<td>19</td>
</tr>
<tr>
<td>Providing False Information</td>
<td>19</td>
</tr>
<tr>
<td>Student Complaints Policy Statement</td>
<td>20</td>
</tr>
<tr>
<td>General Instruction for Complaints</td>
<td>20</td>
</tr>
<tr>
<td>General Student Affairs Complaints</td>
<td>20</td>
</tr>
<tr>
<td>Academic Appeal</td>
<td>20</td>
</tr>
<tr>
<td>Fees</td>
<td>21</td>
</tr>
<tr>
<td>Admission Fees</td>
<td>21</td>
</tr>
<tr>
<td>Re-enrollment Fees</td>
<td>21</td>
</tr>
<tr>
<td>Placement Test Fees</td>
<td>23</td>
</tr>
<tr>
<td>Textbook Fees</td>
<td>23</td>
</tr>
<tr>
<td>Release of Student Records Policy</td>
<td>23</td>
</tr>
<tr>
<td>Arabic Track Programs</td>
<td>23</td>
</tr>
<tr>
<td>English Track Programs</td>
<td>23</td>
</tr>
<tr>
<td>Flexible Schedule Options</td>
<td>23</td>
</tr>
<tr>
<td>Second Start Semester</td>
<td>23</td>
</tr>
<tr>
<td>Course Learning Outcomes and Examinations</td>
<td>23</td>
</tr>
<tr>
<td>Learning Community</td>
<td>24</td>
</tr>
<tr>
<td>International Studies</td>
<td>24</td>
</tr>
<tr>
<td>Service Learning</td>
<td>24</td>
</tr>
<tr>
<td>Graduation Requirements</td>
<td>25</td>
</tr>
<tr>
<td>Application for Graduation</td>
<td>25</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Graduation Ceremony</td>
<td>25</td>
</tr>
<tr>
<td>Counseling and Advising</td>
<td>26</td>
</tr>
<tr>
<td>Student Affairs Advising Services</td>
<td>26</td>
</tr>
<tr>
<td>Faculty Advising Services</td>
<td>26</td>
</tr>
<tr>
<td>Counseling Services</td>
<td>26</td>
</tr>
<tr>
<td>Early Alert</td>
<td>26</td>
</tr>
<tr>
<td>Special Needs Services</td>
<td>27</td>
</tr>
<tr>
<td>Student Activities</td>
<td>28</td>
</tr>
<tr>
<td>Student Clubs and Student Government Association</td>
<td>28</td>
</tr>
<tr>
<td>Alumni Services</td>
<td>28</td>
</tr>
<tr>
<td>Sponsorship</td>
<td>28</td>
</tr>
<tr>
<td>Library</td>
<td>29</td>
</tr>
<tr>
<td>Student Publications</td>
<td>29</td>
</tr>
<tr>
<td>Use of Electronic Devices</td>
<td>29</td>
</tr>
<tr>
<td>Campus Clinic</td>
<td>29</td>
</tr>
<tr>
<td>Emergency Evacuation Procedures</td>
<td>29</td>
</tr>
<tr>
<td>Security and Police Services</td>
<td>30</td>
</tr>
<tr>
<td>Student Identification Card</td>
<td>30</td>
</tr>
<tr>
<td>Parking Permits</td>
<td>30</td>
</tr>
</tbody>
</table>
Glossary of Terms

**Academic Suspension**
A student is placed on academic suspension for one semester when the student’s cumulative GPA drops below 2.0, the term GPA drops below 2.0, and he/she has been on continued probation for two consecutive semesters.

**Full Suspension**
A full suspension is a one semester suspension and the result of any violation due to excessive absences, withdrawal from classes and/or long absences without valid excuses.

**Suspension Fee**
A suspension fee is the result of any violation due to no shows, withdrawal from classes, or excessive absences without valid excuses.

**Probation**
A student will be considered to be on probation when the cumulative GPA is below 2.0 and the earned credits are 12 or above.

**Continued Probation**
A student is placed on continued academic probation when the student’s cumulative GPA is below 2.0 and the term GPA is 2.0 or above.

**Termination**
Termination is a dismissal from the college.

**Re-enrollment**
Re-enrollment reactivates the student status.

**Full exemption from ELC Foundation Program**
A student can receive full exemption from ELC Foundation program if s/he achieves the necessary score in the college-designated placement test or equivalent accepted proficiency test to enter college directly for Arabic or English track.

**Partial exemption from ELC Foundation Program**
The achievement of the necessary score in the college-designated placement test or equivalent accepted proficiency test is required to receive an exemption from one or more of the ELC Foundation program levels.

**Termination of an admission**
Incomplete documentation and/or provision of false information for admission can result in termination of an admission. Also, failure to register after an admission may result in the termination of an admission offer.

**Course Drop**
A student can drop a course before the official day of records without penalty.

**Course Withdrawal**
A student can drop a course after the official day of records with penalty (W).
Dear students,

Welcome to the Community College of Qatar; your new home, and a launchpad for propelling you toward achieving your academic and professional aspirations.

It is my pleasure to put in your hands our "Student Handbook", to be your guide throughout your journey at CCQ, from admission to graduation. This Handbook provides you with everything you need to know about the College to be fully aware of your rights and duties. The Handbook also highlights the various services offered by the College to its students to enrich your learning experience and provide a healthy environment that is conducive to learning and creativity.

CCQ is always keen to provide you with a diverse range of quality educational opportunities that enhance your skills, boost your competitiveness in the job market, and achieve your academic and professional aspirations. To that end, the College will continue to attract qualified academic and administrative staff to provide you with the support necessary, in and out of the classroom.

With my best wishes for your success,

Dr. Mohamed Ibrahim Al-Naemi
College President
Introduction

The Student Affairs Office provides the services and support for students to ensure their intellectual, social, cultural, and personal skills development.

Mission

Student Affairs is committed to providing access to education, promoting student success, and encouraging growth and development by providing quality support services and programs for CCQ students and the community.

Vision

CCQ Student Affairs will be instrumental in providing its students with an opportunity for life-long learning and growth.

Goal

The goal of the Student Affairs administration is to develop and implement comprehensive student success strategies and programs that promote the leadership and development of CCQ students to help them achieve their educational, personal, and career goals.
STUDENT RIGHTS AND RESPONSIBILITIES

STUDENT POLICY STATEMENT

Students’ rights within the Community College of Qatar are recognized as long as they do not violate and/or contradict the Student Code of Conduct.

A CCQ student has the right to:

1. Receive equal treatment
2. Be free from discrimination based on ethnicity, color, religion, gender, marital status, nationality, language, or personal disabilities
3. Be protected and secured within the CCQ campus
4. Privacy regarding personal information
5. Quality education
6. Assistance from CCQ with respect to academic advising and career counseling
7. Appeal any administrative decision of an alleged violation within 10 working days following the administrative decision.

STUDENT RESPONSIBILITIES AND CODE OF CONDUCT POLICY STATEMENT

All students are expected to observe and comply with all CCQ Student Policies and Procedures.

Campus Life Code of Conduct

A CCQ student is responsible for:
1. Respecting the rights of everyone in the CCQ community including other students, instructors, staff and administrators at all times
2. Acting in a way that is compatible with the College’s vision and mission
3. Adhering to the College’s policies
4. Demonstrating respect for constituted authorities, instructors, administration, fellow students, and staff
5. Observing and maintaining high standards of honesty in academic work and conduct within the academic and socio-academic settings
6. Exhibiting good standards of conduct at all times
7. Respecting other students’ rights to pursue his or her educational goals
8. Not using CCQ facilities for purposes other than education (misuse of CCQ facilities is a violation and will not be tolerated)
9. Not being involved in an act of harassment of another student, instructor, and/or staff member
10. Dressing appropriately according to CCQ’s policies and the community’s agreed upon Qatari norms and ethics
11. Contributing to a safe and orderly educational environment.

Smoking

• Smoking is prohibited inside CCQ buildings. Smoking is only permitted outside the college facilities and inside the approved areas established by the administration.

Drug and Alcohol Abuse

• The use, sale, or distribution of drugs and alcohol on CCQ property is prohibited.
• Documented and verifiable violations will result in immediate appropriate disciplinary action.
STUDENT RIGHTS AND RESPONSIBILITIES

Dress Code

• Students are expected to respect Qatari norms/ethics at all times. Inappropriate dress, which includes offensive pictures or slogans on clothing, is prohibited.

Behavior Code

• A student who poses a threat to himself/herself or others will be subject to disciplinary action.

Publication and Media

• Misrepresentation of information related to CCQ, written or electronic, is prohibited.

Disciplinary Penalties

• Subject to a student’s right to appeal, one of the following penalties for violation of college rules or regulations can be recommended by the Dean of Student Affairs or the CCQ Disciplinary Committee:
  o Verbal warning
  o Written warning
  o Probation/Academic Suspension/Termination
  o A disciplinary hold being placed on the student’s record, which may only be removed at the discretion of the Dean of Student Affairs.

Appeal to Decision

• Any decision of suspension and/or termination of a student from the college is reviewed and approved by the College President.
• The student has a right to appeal the decision once (only) within 10 working days from the date of the decision. The appeal must be sent to the President. The President may forward the appeal to the Vice President of Academic and Student Affairs for review and recommendations.
• The decision on the appeal will be final.

ACADEMIC CODE OF CONDUCT

A CCQ student is responsible for:
1. Attending class regularly
2. Arriving for class on time
3. Preparing for the course instruction and/or activity
4. Completing all assignments for his/her course both in and out of class
5. Participating in tutoring as needed in the learning center
6. Completing all his/her own assignments including homework, quizzes, and tests unless required to work as a team member on collaborative projects.
ADMISSIONS POLICY STATEMENT

The Admissions Department may receive any number of applications any time during the year. However, admissions are subject to the admission and semester requirements, and the availability of places. A late admission may result in a delayed beginning of an academic semester.

Admissions Requirements

• Admission fee of QR 200
• Copy of valid Qatari ID
• A son or daughter of a Qatari mother must provide:
  a. a copy of the mother’s valid Qatari ID,
  b. birth certificate certified by the Ministry of Health in Qatar,
  c. proof of completing the last three years of high school in the State of Qatar, and
  d. proof of the candidate’s family residing in the State of Qatar
• Submit an official health certificate certified by the Ministry of Health in Qatar
• Two photos and original high school transcript.

Admissions Approval

• Applicants may be exempted from the English Language Center (ELC) Foundation Program, fully or partially, if they have taken one of the approved admission exams and have met the minimum requirements. Admission to CCQ does not guarantee admission to an applicant’s preferred programs. Based upon their assessment results and program objectives, students may be admitted conditionally and may be required to take developmental and/or prerequisite courses.

<table>
<thead>
<tr>
<th>Academic level</th>
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</tr>
</thead>
<tbody>
<tr>
<td>English 1301</td>
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</tr>
<tr>
<td>Transition 162</td>
<td>5.5</td>
</tr>
<tr>
<td>ELC - level 4</td>
<td>5</td>
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<tr>
<td>ELC – level 3 or Arabic track</td>
<td>4.5</td>
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<tr>
<td>ELC - level 2</td>
<td>4.0</td>
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<tr>
<td>ELC - Level 1</td>
<td>3.0-3.5</td>
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</tbody>
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Termination of an Admission

Failure to register after an admission may result in the termination of an admission offer. Incomplete documentation and/or provision of false information for admission can result in termination of an admission.

Student Identification Number

All students are required to have a student Identification Number (IDN) that is assigned by the college. Once the college issues an IDN for the student, it becomes permanent and may not be changed under any circumstances.
ENROLLMENT POLICY STATEMENT

Students who register for courses at CCQ are required to attend their courses from the first day of the semester and are responsible for following the course plan.

ENROLLMENT POLICY - ENGLISH LANGUAGE CENTER (ELC)

- ELC students must file and follow a Foundation Program Plan provided and outlined by the Advisor during their first semester at the college.
- All drops and withdrawals will be by level only; not individual courses.
- Students must score an average of 70% or higher in the ESL level in order to move to the next level.
- ELC students who do not successfully complete a level after two successive attempts cannot register for the following quarter and must submit a re-enrollment request to the Registration Office.

ENROLLMENT POLICY - COLLEGE LEVEL

- Unless exempted, all students must complete level 2 in order to enroll in Arabic track programs.
- Unless exempted, all students must complete level 4 in order to enroll in English track programs.
- Students must file and follow an Educational Degree Plan provided and outlined by the Advisor during their first semester of enrollment.

SEMESTER COURSE LOAD

- All students must enroll in a minimum of six (6) credit hours and a maximum of fifteen (15) credit hours during the fall and spring semesters.
- Students with a college GPA of 3.50 or greater may enroll in a maximum of eighteen (18) credit hours in the fall and spring semesters.
- All students may enroll in a maximum of seven (7) credit hours during summer semesters.
- Students on probation must enroll in a minimum of (6) and a maximum of nine (9) credit hours.
- Failure to register in six (6) credit hours may result in a violation of the full-time course load requirement.
- Under extreme circumstances determined by the College, the College Dean may grant exceptions to the course load requirements (minimum and/or maximum).

COURSE CANCELLATION

CCQ can cancel any offered courses before the end of the add/drop period.

COURSE REPETITION/ REPEATING A FAILED COURSE

CCQ students with “D” grades are encouraged to repeat those college courses to improve knowledge in the subject, to improve their grade point average and to ensure transfer of the course to a university.

Students with “F” grades may be required to repeat those college courses to fulfill graduation requirements. A grade of “C” or better cannot be repeated. The new grade received after repeating the course will be used to calculate the student’s overall GPA, but the failing and/or “D” grade will not be removed from the student’s record.

DROP WITH A “W”

- It is the responsibility of the student to withdraw from a course.
- Students can drop a course without penalty during the add /drop period.
as outlined in the College Academic Calendar. Students will receive a grade of "W" before the withdrawal date deadline but must adhere to the minimum academic load policy.

- Students will receive an “F’ grade if they do not drop a course before the withdrawal date as indicated in the Academic Calendar.

ATTENDANCE POLICY

Students are expected to abide by the college’s attendance policy that is stated in the course syllabus provided to students by the instructor.

Class Attendance

- Students are expected to attend every class of the courses they take at CCQ.
- Students must be aware of all exams/class assessments scheduled by their instructors.
- Instructors are responsible for taking attendance every day and students may be dropped by the instructor following an absence of more than 12.5% (6 hours for a three-semester-hour course) of the semester. Students who fail to attend their classes during the first week of the semester will be dropped and will be required to pay a course drop fee.
- The instructor has the authority to withdraw students from class for excessive absences. Decisions regarding absences are at the discretion of the instructor.
- Students are not entitled to an excused absence. All reasons for absence are considered to be the same including sickness and personal events.
- Students are responsible for assignments covered during their absences. Instructors may be willing to consult with students for make-up assignments, but it is the student’s responsibility to contact their instructor regarding the opportunity of making up missed classwork.

SUSPENSIONS AND HOLDS

- Students who fail to attend their classes will be dropped from the course and may be required to pay a course drop fee.
- Students will be charged a fee for dropping a course after the withdrawal date.
- Fees may be charged to students that are dropped for excessive absences.
- Failure to officially withdraw from a course will result in a grade of “F” and a fee will be applied.
- Students who withdraw from all courses for the first time will be placed on probation upon re-enrollment.
- Students who withdraw from all courses for the second time will pay a fee of QR 5,000.
- Students who withdraw from all courses for the third time or more will be suspended from CCQ for one semester, excluding the summer term, and required to pay a full-suspension fee upon re-enrollment.
- Penalties for academic dishonesty may include a grade of "0" or "F" on a particular assignment, text, and/or exam, failure in the course, administrative withdrawal from the course and/or recommendation for probation or dismissal from the college.
- Students have the right to appeal decisions made by the Disciplinary Committee. (See Student’s Rights).
CCQ students may study at CCQ and another academic institution concurrently.

**CROSS REGISTRATION**

- The maximum number of credit hours for which the student can register each semester depends on their GPA or the maximum number of credit hours permitted at their home institution, which must be noted in the Cross Registration Form.
- All courses taken at the host institution and the final grades received will be noted on the student’s transcripts at both institutions.

**CREDIT TRANSFER TO CCQ**

- CCQ may award credits for an academic course that was completed with a grade of ‘C’ or better or a numerical grade of 70 or better, from accredited public and private colleges and universities.
- CCQ will not award credits that are older than five years except in the circumstances where the student has completed an associate degree or baccalaureate degree from an institution recognized by the Ministry of Education and Higher Education of Qatar.
- Coursework taken from a training institute will not be accepted for transfer to CCQ.
- A student who wishes to transfer coursework taken from an international institution that follows a different system to CCQ may obtain an international evaluation for course equivalency of his/her international coursework.
- Courses shall be considered for transfer only if the (1) Course Objectives and (2) Student Learning Outcomes are equivalent, and (3) the number of credit hours is equal to or higher than the CCQ course.
- Non-credit courses such as developmental English/Mathematics and English as a Second Language (ELC program) courses cannot be transferred.
- The number of hours that may be transferred from another institution shall be allowed as follows:

  **Associate Degree**: Students may transfer up to 42 credit hours in the associate degree program. A minimum of 18 credit hours must be taken at CCQ in order to earn an associate degree and the last 18 credit hours must be taken at CCQ.

  **Baccalaureate Degree**: Students may transfer up to 72 credit hours in the baccalaureate degree program. A minimum of 48 credit hours must be taken at CCQ in order to earn a baccalaureate degree and the last 30 credit hours of the major requirements in the degree program must be taken at CCQ.

**Obtaining Additional Associate and Bachelor Degrees**

CCQ graduates who wish to obtain another associate or bachelor degree from CCQ must complete all of the course requirements for that particular degree program. The number of credit hours that students must take to fulfill the graduation requirements depends upon the degree program.

Graduates of other colleges and universities who wish to obtain an associate degree from CCQ must complete all of the course requirements for that particular program. The number of credit hours that students must take to fulfill the graduation requirements depend upon the degree program as well as the courses taken from the institution the students is transferring from.
Students may obtain a maximum of two associate degrees and two bachelor degrees from CCQ. Students who have already earned two degrees from CCQ and wish to earn another degree must demonstrate a “compelling reason” for wanting the additional degree.

Examples of Compelling Reasons:

1. Change of jobs (from engineering technologist to manager in a government sector - public administration program)
2. Demand for a particular occupation in Qatar
3. First two degrees are no longer in demand in Qatar.

There are no requirements for the number of years between degrees. However, if there are any changes to the degree program, students will be required to follow the course requirements of the new degree including any pre-requisite and co-requisite requirements.
The college is authorized to issue grades according to the scale set out in the following table:

<table>
<thead>
<tr>
<th>Grade Symbol</th>
<th>Description</th>
<th>Percentage</th>
<th>Grade Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Excellent</td>
<td>90 to 100</td>
<td>4</td>
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<tr>
<td>B+</td>
<td>Very Good</td>
<td>85 to &lt; 90</td>
<td>3.5</td>
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<tr>
<td>B</td>
<td>Very Good</td>
<td>80 to &lt; 85</td>
<td>3</td>
</tr>
<tr>
<td>C+</td>
<td>Good</td>
<td>75 to &lt; 80</td>
<td>2.5</td>
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<tr>
<td>C</td>
<td>Satisfactory</td>
<td>70 to &lt; 75</td>
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<tr>
<td>D+</td>
<td>Pass</td>
<td>65 to &lt; 70</td>
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<tr>
<td>D</td>
<td>Passing But Not Transferable</td>
<td>60 to &lt; 65</td>
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<tr>
<td>F</td>
<td>Fail</td>
<td>Less than 60</td>
<td>0</td>
</tr>
<tr>
<td>FA</td>
<td>Fail Due to Absence</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>FB</td>
<td>Fail Due to Final Exam Absence</td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
<td></td>
<td></td>
</tr>
<tr>
<td>T</td>
<td>Transfer Credit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>W</td>
<td>Withdrawn</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WA</td>
<td>Withdrawn Due to Absence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AU</td>
<td>Audit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FW</td>
<td>Forced Withdrawal</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ISSUANCE OF GRADES
POLICY STATEMENT

GRADING SCALE

INCOMPLETE GRADE

The grade of "I" or Incomplete is a temporary grade the student receives if he or she is missing assignments or exams. However, the following conditions must be met in order to receive an 'Incomplete' grade:

• The student must contact the instructor and submit the Incomplete Grade form within 48 hours from the exam.
• Students must provide an authentic proof of absence within seven days of the beginning of the next semester. For spring courses, it will be the following fall.
• If all the requirements are not submitted or rejected, the student will be awarded a 'Fail' grade.
• The student must apply for a change of grade within 30 days of the beginning of the next semester.

Conditions for an Incomplete Grade

• The student must be currently enrolled in the course(s) in question (prior to grading). The deadline for an automatic "W" grade for the course(s) must have passed.
• The student must be passing the course(s) with a 70% grade (student must have completed work of acceptable quality). An "I" grade may not be applied when the student has done poor work or has successfully completed less than 70% of the work for the course.
• The student must have (a) legitimate extenuating circumstance(s), such as a severe illness, that prohibits completion of the course. The instructor will consult her or his Department Head and/or the Dean’s Office with any questions regarding legitimacy.

• Students are not allowed to “re-take” the course as a condition of the incomplete. If the circumstances are such that the student is meeting the requirements of the course at the time of the “I” grade, then only the remainder of the course content must be completed.
• The instructor, upon receiving and evaluating the completed work, will record the appropriate grade (“A” through “F”) prior to stated deadlines for grading at the end of each respective semester.
• “I” grades will revert to an alternate grade assigned by the instructor if the assigned work is not completed within a period designated by the instructor, not to exceed 30 days of the start of the following semester.
• The instructor granting an "I" grade must provide the Registrar’s Office with a copy of the Incomplete Grade Contract (I-Contract) that lists the following:
  o the “acceptable” reason for the "I" grade (such as illness), and
  o details of the work that has to be performed by the student to complete the course. The ‘I- Grade Contract’ must be returned no later than the deadline identified for the end of semester grading.

ACADEMIC STANDING CATEGORIES

Academic standing at CCQ is normally assessed at the end of each term excluding summer. This determines whether students can continue their studies or not. Different grade point average calculations are used in determining academic standing:

Semester Grade Point Average (GPA): Includes grades earned in all courses at CCQ during the most recent semester.
Cumulative GPA: Includes grades earned in all college-level credit courses at CCQ.

There are four types of academic standing:

Good Standing: A student will be considered to be in good academic standing when the student earns a cumulative GPA of 2.0 or above.
Probation: A student will be considered to be on probation when the cumulative GPA is below 2.0 and the earned credits are 12 or above. Continued Probation: A student is placed on continued academic probation when the student’s cumulative GPA is below 2.0 and the term GPA is 2.0 or above. Suspension: A student is placed on an academic suspension for one semester when:
- the student’s cumulative GPA drops below 2.0,
- the student’s term GPA drops below 2.0, and
- he/she has been on continued probation for two consecutive semesters.

OUTSTANDING ACADEMIC PERFORMANCE

- Students who complete 12 or more college-level semester hours during the Fall or Spring semesters with a semester GPA of 3.6 or higher are eligible to receive a Dean’s Certificate.
- Students who complete 12 or more college-level semester hours during the Fall or Spring semesters with a semester GPA of 3.35 to 3.59 are eligible to receive an Honor’s Certificate.

Honors Program

The Honors Program seeks to identify, motivate, and mentor high achieving students. Students enrolled in this program will take more challenging honors-level courses to augment their transcripts. Students that wish to gain entry into the program must:
- Have a minimum cumulative GPA of 3.50
- Maintain a clean disciplinary record
- Complete an Honors Program application, be accepted into the program, and sign an Honors contract.

Condition: Dean’s Certificate or Honor’s recipients must not have been involved in any disciplinary incidents.
PLACEMENT TEST POLICY STATEMENT

All applicants for admission to CCQ must take a placement test to secure a place unless exempted from the placement tests under the following conditions:

- The exemption of a placement test for an admission to ELC is given if the applicant fulfills the admission requirements for the ELC Foundation Program
- Likewise, the exemption from a placement test for an admission to a College level course is given if the applicant fulfills the admission requirements.

Payment and Testing Confirmation

- All students taking a placement test must pay a fee of QR 150 for the English component and QR150 for the Mathematics component
- The testing fee is non-refundable
- Payment is due at the time of registering for the test. Students may re-schedule a test appointment and must pay additional testing fees for retesting.

ReTesting

- Students may retest only once per semester, within 30 days of the previous test (subject to seat availability), with a retest fee
- If the retesting is due to an administrative or technical error, the student does not have to pay a retest fee
- Proper documentation and approval are required to retest
- Students in the ELC Foundation Program can retest in the first week of each academic quarter. CCQ will authorize retesting only with written approval from two ELC instructors.

English Language Placement Test Exemption

Applicants may be exempted from the placement test if they have:

- Successfully completed an English Foundation Program at a recognized institution. The transcript should be given to the CCQ registration department to determine equivalence
- Taken a recognized English Proficiency Exam within the past two years and have met the minimum required scores for course placement.
ACADEMIC HONESTY POLICY STATEMENT

Students are responsible for conducting themselves with honor and integrity in fulfilling course requirements. College officials may initiate penalties and/or disciplinary proceedings against a student accused of academic dishonesty.

Academic Honesty/Plagiarism

- Students are expected to submit their own work, which will be used to evaluate the student’s academic performance
- Students must provide references when citing the work of others
- Fabrication is considered a violation of CCQ’s policies on academic honesty
- Unauthorized collusion is not allowed
- Unauthorized alteration of academic records is not allowed.

Violation of Academic Ethics

- A student who is caught in possession of unauthorized written information relevant to the course, receiving such messages by mobile phone, or transmitting such written or verbal information, will be considered in violation of CCQ’s code of academic ethics.
- A student who is caught cheating or trying to cheat may be given a grade "0" or "F" on the particular course and may be subject to one or more of the disciplinary penalties.
- A student using inappropriate or offensive language in a way which violates Qatari norms/ethics will be found to have violated CCQ’s standards of academic ethics.

Disruptive Behavior

The Dean of Student Affairs may initiate disciplinary proceedings against students who:

- Conduct themselves in a manner that interferes with course instruction, research, administrative disciplinary procedures, or other college activities
- Damage, deface, or destroy college property or the property of a member of the college community or a campus visitor
- Damage, misuse, reprogram without proper authorization, or install viruses on college computers or other equipment
- Forge, alter, and/or misuse college documents, records, or ID cards
- Violate college policies or regulations concerning parking/traffic regulations, registration participation in student organizations/activities, use of college facilities and/or the time, place, and manner of public gatherings
- Fail to comply with college officials’ directives as they are performing their duties as outlined by their CCQ job responsibilities
- Fail to comply with the college’s attendance policy or other academic requirements of the college and its programs.

Providing False Information

The Dean of Student Affairs may initiate disciplinary proceedings against students who:

- Provide false information in response to requests from college officials
- Falsely report an emergency when no emergency exists
- Falsely report a crime or a violation in accordance with the CCQ Code of Conduct
- Assume or attempt to assume the identity of another person.
STUDENT COMPLAINTS POLICY STATEMENT

Students have the right to file grievances regarding instructors, staff members, or other students without jeopardizing their standing with CCQ. It is the goal of the college to provide a climate that will ensure all complaints are resolved efficiently and effectively.

General Instruction for Complaints

When a student wishes to file a complaint related to academic matters not covered under the Academic Appeal process, the student should follow the chain of command. The first step is to:

• Discuss the issue with the instructor
• If a resolution is not reached to the student’s satisfaction after discussion with the instructor, the student is allowed to present the issue to the Department Chair or Program Coordinator
• If the student is still dissatisfied with the outcome after discussion with the Department Chair or Program Coordinator, he/she may direct the complaint to the Vice President of Academic and Student Affairs
• Complaints must be made within the semester in which the issue arose.

General Student Affairs Complaints

When a student wishes to file a complaint related to a student affairs matter not covered under disciplinary processes, the student should follow the chain of command. The first step is to:

• Discuss the complaint with the Department Head
• If a resolution is not reached to the student’s satisfaction after discussion with the Department Head, the student is allowed to present the issue to the Dean of Student Affairs
• Complaints must be made within the semester in which the issue arose.

Academic Appeal

The responsibility for determining and awarding grades resides with the instructor; students can only appeal course grades. The only acceptable reasons to appeal a course grade are:

• The course grade was calculated incorrectly
• The method of calculating the final grade did not follow the instructor’s syllabus or was in violation of college policy or
• Students believe and can provide supporting evidence that they were not graded fairly in accordance with college standards for the course.

A Grade Appeal must be decided no later than the end of the next semester after the grade is awarded.
FEES

ADMISSION FEE

A one-time nominal fee shall apply for admissions

<table>
<thead>
<tr>
<th>Category</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Time Applicant</td>
<td>QR 200 (once only)</td>
</tr>
</tbody>
</table>

RE-ENROLLMENT FEES

A student is not allowed to register at CCQ until a QR 5,000 fee is paid in the following cases:

- The student fails to attend the English language program, or all registered courses during a semester (at the transitional or college level), for a period exceeding the allowed period of absence (12.5% of the total number of lectures)
- The student drops out of the English language program after the third week of study
- The student drops out, or fails to attend courses throughout the semester without a documented and acceptable excuse in accordance with the regulations and policies of the Office of Student Affairs
- The student has completely dropped out of CCQ without an acceptable excuse in accordance with the regulations and policies of Office of Student Affairs.

A student is not allowed to register at CCQ until the QR 2,000 fee is paid in the following cases:

- The student is absent during the first week of the English language program without withdrawing or dropping out from the course
- The student withdraws or drops out of the English language program after the second week of study
- The student fails to attend courses after the second week without withdrawing or dropping out.

Absenteeism and withdrawal cases due to circumstances beyond the student’s control are exempted if the student submits supporting documentation approved by the Student Affairs Committee and the College President.

A student is permitted to drop out or withdraw from any course (at the transition or college level) during the first week of study. However, a re-enrollment fee will apply if the student wishes to re-enroll in the course in a subsequent semester as follows:
### FEES

<table>
<thead>
<tr>
<th>Case</th>
<th>Fees (per registered hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-enrolling after dropping out or withdrawing from a course following the first week of study (after the add/drop period ends)</td>
<td>QR 200</td>
</tr>
<tr>
<td>Re-enrolling after dropping out or withdrawing from a course after the second and up to the fourth week of study</td>
<td>QR 400</td>
</tr>
<tr>
<td>Re-enrolling after dropping out or withdrawing from a course following the fourth week of study but before the final dropout period</td>
<td>QR 600</td>
</tr>
<tr>
<td>Re-enrolling in a dropped course after the final dropout period</td>
<td>QR 800</td>
</tr>
<tr>
<td>Re-enrolling in a course after exceeding the absence limit which leads to a dropout</td>
<td>QR 800</td>
</tr>
</tbody>
</table>
Absenteeism and withdrawal cases due to circumstances beyond the student’s control are exempted if the student submits supporting documentation approved by the Student Affairs Committee and the College President.

**PLACEMENT TEST FEES**
All students taking a placement test must pay a fee of QR 150.

**TEXTBOOK FEES**
Reduced textbook fees shall apply to encourage students to keep, preserve and reuse books.

<table>
<thead>
<tr>
<th>Book price</th>
<th>Category</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to QR 100</td>
<td>Students registered in the course</td>
<td>QR 50</td>
</tr>
<tr>
<td>Exceeds QR 100</td>
<td>Students registered in the course</td>
<td>50% of book price</td>
</tr>
</tbody>
</table>

**Release of Student Records Policy**
Students have the right to keep their academic records and personal information confidential. Unless it is an order from a court of law, and/or instances of criminal proceedings, the college will not release any information without the student’s written approval. Students must sign the Academic Release Form before their personal information can be released to a third party.

**Arabic Track Programs**
All students must complete level 2 of the English Language Center Foundation Program in order to enroll for college-level courses in any of the Arabic track degree programs. Students may be exempted from this requirement through IELTS testing or completion of an English Foundation program from a recognized institution in Qatar only. An IELTS score of 4.5 will place students in college-level courses.

**English Track Programs**
All students must complete level 4 of the English Language Center Foundation Program in order to enroll for college-level courses in any of the English track degree programs. Students may be exempted from this requirement through IELTS testing or completion of an English Foundation program from a recognized institution in Qatar only. An IELTS score of 6 will place students in college-level.

**Flexible Schedule Options**
As a community college, CCQ offers a number of alternative scheduling options in addition to the traditional semester length college credit courses. Students have the option to take 16 or 8 week courses during the day or in the evening depending upon their work schedule.

**Second Start Semester**
Some courses are offered in an accelerated time frame of eight (8) weeks. Although this second start semester is a condensed format, it still meets the standard number of contact hours.

**Course Learning Outcomes and Examinations**
Course learning outcomes are provided to students at the beginning of each course in the faculty member’s course syllabus. The final grade is based on the degree of mastery of course outcomes.

A final examination will be given for each course at the end of the semester according to the scheduled final exam period. All courses require departmental final exams.
Learning Community

A Learning Community is defined as pairing two courses taught by different faculty members; the same group of students would sign up for each course. In a Learning Community, faculty utilize multiple collaborative approaches to achieve mastery of learning content.

In the field of Learning Communities, students and faculty gain the experience of being in a combined class with a cohort of peers and can appreciate the instructional interplay. The aim of a Learning Community course is to raise levels of academic and social achievement, prepare students for the work environment during college and after graduation, reinforce information, concepts, and skill sets across disciplines, and increase class attendance.

International Studies

The International Studies program is one of the most exciting areas of CCQ’s Center for Learning and Civic Engagement (CLCE). CLCE offers programs that immerse students in the languages, cultures, history, and sciences of various parts of the world, strengthen cross-cultural awareness, provide the foundation necessary to become successful global citizens, and provide hands-on and practical learning experiences that reinforce critical thinking in a global context. International Studies programs include:

- Study Abroad
- International Service Learning
- Internationalization of courses

Through a scholastically challenging, professionally applicable, and personally rewarding international learning experience, students will be endowed with expertise and skills to effectively interact with local and global communities and grow into culturally perceptive citizens.

Service Learning

Service Learning is a type of experiential learning that combines civic and community service with academic instruction. It creates the opportunity for academically relevant critical and reflective thinking in the context of personal and civic responsibility.

Through Service Learning, students are able to participate in community service activities; implementing knowledge and skills learned from CCQ courses, and applying their experience to personal and academic development.
GRADUATION REQUIREMENTS

Students may graduate according to the catalog degree requirements in effect at the time of first enrollment or any subsequent catalog degree requirements, provided the degree, the program, and required courses are still being offered, and provided the student has:

1. Fulfilled all academic and major requirements of the degree program
2. Completed a minimum of 60 credit hours for an associate degree; 18 credit hours of residency must be taken at CCQ
3. Completed a minimum of 120+ credit hours for a bachelor degree; 48 credit hours of residency must be taken at CCQ
4. Achieved a cumulative grade point average (GPA) of 2.0 at the completion of the degree programs.

Application for Graduation

Students must submit an application for graduation by the graduation deadline. The graduation application dates are announced every year.

Graduation Ceremony

A graduation ceremony is held in May of every year. Graduating students must submit an application for graduation and indicate if they intend to attend the graduation ceremony.

Only students who will complete all of the degree requirements by the end of the fall, spring and/or summer semester will be eligible to participate in the graduation ceremony.

Only those courses taken during the preceding fall and spring semester of the academic year in which the student plans to graduate will be used to calculate the cumulative GPA for the Honors recognition.

Students with a cumulative GPA of 3.35 and above will be recognized during the graduation ceremony.
COUNSELING AND ADVISING

Student Affairs Advising Services

Student advisors assist new and returning students who have completed less than 30 college-level credit hours. They assist students with their academic planning including interpretation of policies and procedures, and with short and long-term goal setting. Students are required to meet with their Student Advisors regularly to discuss topics such as:

- Degree planning
- Goal setting
- Information about degree programs
- Assistance with course selection
- Transfer planning
- Assistance in applying for graduation
- Meet your Academic Advisor - Go to CCQ Oasis (http://oasis.ccq.edu.qa)
- Contact your Advisor via email - use your CCQ (xxx@ccq.edu.qa)
- Book an appointment with your Advisor (https://apps.ccq.edu.qa/adviseme/)

Faculty Advising Services

Faculty Advisors assist returning students who have completed more than 30 college-level credit hours. They assist students with their academic planning, including interpretation of policies and procedures and with short and long-term goal setting. Students are required to meet with their Faculty Advisors regularly to discuss topics such as:

- Degree planning
- Goal setting
- Information about degree programs
- Assistance with course selection
- Transfer planning
- Assistance in applying for graduation

Counseling Services

CCQ counselors are available to meet with students. Although you can request to see a Counselor at any time, it is advisable to make an appointment. To make an appointment, please go to the CCQ website at www.ccq.edu.qa and click on the “Advise Me” link at the bottom of the page, which will allow you to schedule an appointment with a Counselor. Students often seek counseling services for one or more of the following reasons:

- Personal counseling (below are select examples of issues presented by students):
  - Individuals having difficulty with self-esteem, communication or assertion
  - Students having difficulty juggling school work and other responsibilities
  - Students trying to adjust to their new surroundings
- Strategies for managing stress and anxiety (including test anxiety)
- Crisis intervention
- Special needs facilities
- Specialized intervention in response to Early Alerts, repeat coursework, behavioral intervention, academic probation and suspension, etc.
- Community resource information.

Early Alert

The college is committed to the success of its students by providing an environment conducive to teaching and learning. To ensure that every student has the best opportunity to succeed, the Student Affairs Office has implemented a student success program supported through an Early Alert system.
COUNSELING AND ADVISING

The goal of the Early Alert system is to work with students individually to create a success plan that removes any barriers to college success. This system allows students and faculty to be proactive and supportive in this process and to fulfill the academic components of student retention through early detection and intervention for students who are experiencing problems.

**Special Needs Services**

CCQ is committed to providing reasonable facilities in an accessible and supportive environment for students with special needs. In accordance with Law No. 2 of the year 2004, and Article 49, in the Constitution of Qatar; “Education is the right of all” and “the State shall extend efforts to achieve fair and appropriate access in education for all.”

Special Needs Services offers facilities, counseling, evaluation referral, disability-related information, and adaptive technology equipment for academic related purposes.

It is the student’s responsibility to request services from the Special Needs Department. Students must have all documentations in order to receive services.

Only reasonable accommodations that can be provided by CCQ will be given to students.
The Student Activities Department provides students with the opportunity to enhance their learning experience by encouraging them to participate in a number of social, cultural, and intellectual activities on campus.

The Student Activities Department is responsible for promoting student engagement and provides access and opportunities for students to participate in social and intellectual life, and intramural sports activities on campus and tournaments with local universities in a variety of sports including volleyball, basketball, and football. The purpose is not only to improve sports skills but to also promote a healthy life for students, faculty, and staff that will lead into an active mind.

Student Clubs and Student Government Association

The Student Activities Department oversees the development and administration of all student clubs at the college. Student clubs play an important role in the student’s educational and personal experience. It promotes teamwork, communication and leadership skills as it allows the student to participate in non-academic activities that help them integrate into the college life and interact with peers who share with them the same interests. There are a number of student clubs at the college including but not limited to the Business Club, Sports Club, Culture Club, Arts Club, Technology Club, and the Student Government Association at both the male and female campuses.

The Student Activities Department is responsible for organizing a number of key events at the college including the Cultural Awareness Day and all activities sponsored by the many student clubs available at the college.

Alumni Services

The CCQ Alumni Office helps sustain and strengthen the lifelong bond between alumni and CCQ by connecting and reconnecting alumni, students, parents, and friends to the college and to each other through experiences and ongoing communication. The objectives of the Alumni Office are to:

- Promote and support educational, literacy, social, and cultural activities
- Render support and assistance to needy deserving students
- Uphold, support, and foster former and current students’ friendship through social gatherings
- Foster and promote the CCQ spirit and traditions
- Ensure the welfare and progress of all its members
- Participate and support in socially sensitive causes.

Alumni Benefits:

- Share your success - use our page to post your own news or even feature as one of our profiled alumni
- Discounts Book – Offers alumni the benefit of discounts at retail, health, hospitality, and other outlets across the State of Qatar.

For more information, please email: AlumniOffice@ccq.edu.qa

Sponsorship

The CCQ Sponsorship and Alumni Office assists students in finding sponsorship opportunities from local organizations that are interested in an educated workforce and in meeting their capacity building goals. The office provides a number of services to the sponsoring organizations including:
• Meeting with sponsored students on campus
• Participation in the Annual CCQ Career Fair
• A copy of the student’s academic records such as transcripts, and other documents upon request.

For more information, please email: SponsorshipOffice@ccq.edu.qa

Library

The Library of the Community College of Qatar provides the students, researchers, and professors with a suitable environment for research and study to meet their needs.

In addition, it has a wide range of information sources and books covering various subjects (such as politics, religion, science, language, technology, economics, and culture, etc.) with approximately 7,229 books.

All of the college members can access a variety of databases and electronic journals through the library website that will serve them for research and education.

For development, the Library organizes a series of events and awareness seminars for all of the college members.

Student Publications

The college magazine is the main journalistic publication on CCQ’s campus published throughout the academic year. Student articles and ideas are especially welcome by the editorial board of the magazine. Student involvement, along with the efforts of faculty and staff members, helps to shape the magazine’s vision of sharing our community’s interests, goals, and activities.

Use of Electronic Devices

Any use of electronic devices for specific learning may be assigned by the instructor. Use of electronic devices for reasons other than student learning is strictly prohibited. If an instructor perceives such use as disruptive and/or inappropriate, the instructor has the right to terminate such use. If the behavior continues, the student may be subject to disciplinary action, including removal from the classroom or referral to the Dean of Student Affairs. Inappropriate use of electronic devices against other students, faculty, or staff on campus that is prohibited by the law of Qatar will be subject to disciplinary action.

Campus Clinic

Primary health care services include:

• Blood pressure check
• Weight and height measurements
• Pregnancy follow-up
• Follow-up for asthma, chronic diseases, low vision
• First Aid and emergency care until an ambulance arrives
• Health related educational programs and activities

Emergency Evacuation Procedures

In an emergency, an alarm bell will ring to signal an orderly exit from the building. College administrators will provide instructions for exiting the building during an emergency.
Security and Police Services

CCQ campuses are monitored by professional security detail 24 hours a day, seven days a week. CCTV cameras are strategically located throughout the campus as an extra security measure. The Office of Business Services supervises and monitors reports of all incidents that occur on campus. All Incident Reports must be sent to the Facilities Department, the Counseling Department and the Dean of Student Affairs.

Student Identification Card

The Qatari ID Card serves as the CCQ identification card. The card will be required for testing, admission to the library, computer lab, and all college activities as well as voting in campus elections. All CCQ students are required to obtain a CCQ photo ID for proper identification and proof of current enrolment as a CCQ student. If lost, students may have to pay a fee to renew it.

Parking Permits

All students are required to have a parking permit to park on campus.
We Teach Generations for a Better Future