

COVID-19 FAQ's for students – Academic year 2020/2021

If you are a student for the Academic year 2020-2021, you can find all the information you need below. We invite you to read through the end. The situation is evolving at every minute and we are in contact with the authorities to keep you up to date with the latest decisions. Therefore, we advise you to check this document on a daily basis as it might be updated at any time.

We also advise you to follow the social media accounts of the below official UAE entities and check their website regularly:

ADEK

Web: adek.gov.ae

Twitter: [@ADEK_tweet](https://twitter.com/ADEK_tweet)

Instagram: [@adek_insta](https://www.instagram.com/adek_insta)

Facebook: [@ADEKAbudhabi](https://www.facebook.com/ADEKAbudhabi)

Abu Dhabi Government Media Office:

Web: mediaoffice.abudhabi/en/topic/abu-dhabi-emergency-crisis-disasters-committee/

Twitter: [@admediaoffice](https://twitter.com/admediaoffice)

Instagram: [@admediaoffice](https://www.instagram.com/admediaoffice)

Facebook: [@ADmediaoffice](https://www.facebook.com/ADmediaoffice)

Department of Health

Web: doh.gov.ae

Twitter: [@DoHSocial](https://twitter.com/DoHSocial)

Instagram: [@dohsocial](https://www.instagram.com/dohsocial)

Facebook: [@DoHSocial](https://www.facebook.com/DoHSocial)

Ministry of Foreign Affairs and International Cooperation

Web: mofaic.gov.ae/en

Twitter: [@MoFAICUAE](https://twitter.com/MoFAICUAE)

Instagram: [@mofaicuae](https://www.instagram.com/mofaicuae)

Facebook: [@mofauae](https://www.facebook.com/mofauae)

For general information and questions, you can contact the below hotlines:

- Estijaba service: 800 17 17
- Ministry of health & prevention: 800 11 111
- Whatsapp hotline: +971 (0) 56 371 3090

Is the campus open?

No visitors are allowed. Entry is restricted to students who opted to attend as per their allocated schedule.

For students who are not coming back to campus yet, you can still book an appointment and come to campus for the below reasons:

- Meet with your Head of Department
- Come to The Career Centre
- Come to the library to collect or return books

You must book an appointment by contacting the concerned person, come at the time of your appointment and leave the campus as soon as it is finished.

What are the rules to enter the campus?

- Allow for your body temperature to be checked at the gate. Entry is allowed if it reads 37.5 or lower
- Scan your negative PCR test result from Al Hosn App at the QR reader at the entrance of the university. If it lights green, entry is allowed
- Take a mandatory PCR test every 2 weeks. The test is free of charge if you take it at Zayed Sports City Testing Centre, providing you show your student ID and give the code "U-SU"
- Wear your mask
- Respect social distance
- Not be in touch with an infected person in the 2 weeks prior entering the campus

Wearing mask and respecting social distance is mandatory at all time while on campus.

Not abiding by the rules will lead to disciplinary measures.

Will semester 2, starting January 2021, resume on campus or continue with remote learning?

For Undergraduate and Foundation Year students, semester 2 will start online but hybrid classes will start on Sunday January 24 2021. This means that some classes will also be offered on campus on a voluntary basis. You can inform the university about your decision by filling up the survey you received. Detailed information will be shared with the concerned groups by email. Postgraduate students are, for now, continuing with e-learning.

What does hybrid classes mean?

Hybrid classes mean that only students who wish to attend their classes on campus have to come back to campus. Students who prefer to continue with e-learning are allowed to do so.

Will all students be on campus at the same time?

No, a rotation plan is in place. Concerned students are divided into two groups rotating on a weekly basis.

Is the library open?

You can book an appointment to borrow or return books from the library.

You can also study at the library the week that you are attending your classes on campus. Advanced booking is required.

Students not attending their classes on campus do not have access to the library to study. They can only book an appointment to borrow or return a book. They should come at the time of their appointment and leave right away at the end of the appointment.

Wearing mask and respecting social distance is mandatory at all time while on campus.

Not abiding by the rules will lead to disciplinary measures.

Is the Sports Building open? Are there any sport classes?

The sports building is only open to students living at the residency.

For students living outside the university, they can attend extra-curricular sports classes only the week that they are attending their classes on campus. Advanced booking is required.

Wearing mask and respecting social distance is mandatory at all time while on campus.

Not abiding by the rules will lead to disciplinary measures.

Is the cafeteria open?

Students on campus can pre-order their meal 24 hours in advance through the cafeteria online portal www.ansamble-portal.com by creating an account and entering the code LASO2020AUD.

Wearing mask and respecting social distance is mandatory at all time while on campus.

Not abiding by the rules will lead to disciplinary measures.

What about extra-curricular activities (music, painting and theater)?

Music & Arts activities are happening online. Updates and details will be shared via email.

Is the Career Centre open?

You should book an appointment if you wish to visit The Career Centre.

The Career Centre is also operational on the Online Career Centre (operated by Job Teaser). By clicking [here](#) , you can book online appointments with the Career Centre staff and benefit from one on one virtual career advise sessions. You can also find opportunities and resources (videos, articles, webinars and workshops) to kick-start your professional career or start career exploration and development. You can also contact the Career Centre by email: CareerCentre@sorbonne.ae

Are the administration services (Finance, Registrar and Admissions, Student Affairs, DTI) open and can I visit them in person?

Most offices are working remotely. As stated earlier, entry to the campus must meet the necessary protocol. We invite you to continue reading this document until the end as you will find most of the answers here. If you were not able to find your answer, you can contact the services on the email addresses shared at the end of this document.

Do I have to pay the full fees since it is online learning?

Yes, full fees should be paid. Scholarships and preferential rates are available and we invite you to check your options [here](#). In case a student refuses to pay his fees, no access to exams will be granted making it impossible to pass the year enrolled in and to graduate.

Can I come to the Finance Department to pay my fees? Or to ask a question?

The Finance Department is working partially remotely. Students queries and requests will be accommodated by email. Don't worry, all payments can be done through our online credit card payment center, bank transfers or direct deposit to our account. Please consult our finance roadmap [here](#) for more details and to find the links to the payment portals.

What about post dated cheques?

For payment by post dated cheques, you can deliver the cheques to the university's main gate or use a courier service to have them delivered to the university. In both cases, the cheques should be addressed to Ms. Emilia Bingcang or Mrs. Noor Jourieh.

If you didn't find an answer to your question, you can still contact the Finance Department by email: finance-cm@sorbonne.ae or by phone +971 (0) 2 656 9404/+971 (0) 2 656 9406, from Sunday to Thursday, 9:00 am to 4:30 pm.

Where can I find information regarding the student residence?

All the information regarding the student residence is available by clicking [here](#).

I am an enrolled student currently out of UAE, what should be my steps to return to the UAE?

We invite you to follow the government channels for updated rules and information and get in touch with your airline for more information. You can consult the website of the Federal Authority for Identity and Citizenship for more information:
<https://beta.smartservices.ica.gov.ae/echannels/web/client/default.html#/login>

I am outside the UAE and my visa has expired, what shall I do?

You must contact the Visa office at visaoffice@sorbonne.ae as rules will differ for each student, the files will be treated on a case-by-case basis.

I am within the UAE but my visa has expired, what should be my steps to renew the visa?

If your visa has expired, we ask you to urgently write to Visaoffice@sorbonne.ae. You will need to follow the regular process for visa renewal i.e. completion of medical either at SEHA or Capital Health Screening, preparing of the Emirates ID form followed by the stamping of the visa. Please ensure to send us clear scanned copies of your passport, old Emirates ID and a passport sized photograph. Should we require more documents, we will contact you.

Will the class stay online for a few days so I can listen to it again in case I missed a point?

We invite you to check this information with your Head of Department.

Will remote learning attendance be registered?

Yes, online attendance will be registered.

What to do if I am unable to connect for a technical reason? Who can I contact?

In case you are unable to connect, you can contact:

- helpdesk@sorbonne.ae
- E-space
- +971 (0) 2 656 9123

We strongly recommend you make a test the week before the class by logging in on blackboard and following the steps mentioned in the online courses guide.

If I live outside the university and have symptoms like of COVID-19 (like fever or cough ...) shall I inform the university? Who should I contact?

The university does not need to be informed. You should refer to the instructions given by the Department of Health:
<https://www.doh.gov.ae/en/health-information/Coronavirus---COVID--19>

If I am diagnosed with COVID-19 while in the country or outside the country, shall I inform the university? Who should I contact?

Yes,

You should inform the university by contacting the Head of the Student Affairs Department:

Mr. Eisa Al Raesi
eisa.alraeesi@sorbonne.ae
+971 (0) 50 775 5876

- You should follow the instructions given by the Department of Health:
<https://www.doh.gov.ae/en/health-information/Coronavirus---COVID--19>

Can I talk about the university and COVID-19 on my personal social media or will it be considered as a cybercrime?

You should not spread rumors on social media. You can refer to the official accounts of the UAE authorities to find the most updated information.

If you did not find the information you are looking for, you can contact the below offices:

Registrar and Admissions office: Admissions.office@sorbonne.ae

Finance office: Finance-cm@sorbonne.ae

Student Affairs: eisa@sorbonne.ae / Wafae.bisim@sorbonne.ae

Counselling office: priyanka.ramesh@sorbonne.ae / Afrah.mir@sorbonne.ae

Residency: sylva.hardan@sorbonne.ae

DTI: helpdesk@sorbonne.ae

Library: library@sorbonne.ae

The Career Centre: CareerCentre@sorbonne.ae