

Students FAQ's - Covid-19

I am a student, I am concerned about the Covid-19 pandemic, and on the consequences for me as a student, where can I find information?

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:
<https://www.adek.gov.ae/> / @adek_insta / @adek_tweet / @adekabudhabi
- Department of Health
<https://doh.gov.ae/> / @Dohsocial
- Ministry of Foreign Affairs and International Cooperation:
<https://www.mofaic.gov.ae/en> / @mofaicuae

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 30 90

Are classes taught at the University?

As per the latest decision of the UAE government, all classes will be taught online using the e-distance learning system until the end of the academic year.

What about exams and final exams?

All exams including final exams will be done online using the e-distance learning system. More details will be shared soon.

Will the online classes be happening at the same schedule than regular classes?

This information will be shared at a later stage.

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

This information will be shared at a later stage.

Will online 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)26569123

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 miss my classes because I am quarantined, how will it affect my attendance?

You have to follow the procedures of the university in case of absence and provide a medical certificate.

If I 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)507755876

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

Can we travel during the spring break?

In conformity with the instructions of the Ministry of Health and Prevention, MoHAP and of the Ministry of Education, all citizens and residents should avoid traveling abroad. All the university members including students, will commit, in case they are returning from abroad, to make the required medical tests and to be home quarantined for 14 days until it is safe to return on campus. In case of confirmation of virus contamination, it is then required to go through health isolation in specific health facilities for safety reasons and to avoid contact with others. Students coming from abroad will not be allowed to enter the University facilities prior to this process.

For any questions related to quarantine process, duration and location, [you can contact the hotline Estijaba on 8001717](tel:8001717)

The list of travel ban and travel warning issued by the UAE Ministry of Foreign Affairs is available here:

<https://www.mofaic.gov.ae/en/Missions/Travel-Alerts-and-Warnings>

Do we have to cancel our trip if already booked?

We strongly recommend you to postpone your trip.

You should note that if you carry on with your travel, you would bear the full responsibility of its consequences.

The university does not carry any responsibility.

If I am a student living at the residency, am I allowed to stay during the 4 weeks period?

Yes, unless further instructions are communicated.

If I am a student living at the residency during the 4-weeks period, can I still use on campus facilities (sport building, library, and cafeteria)?

Access to the sports building is strictly prohibited. You can still use the cafeteria and the library.

If I am a student living at the residency and travelling inside the UAE during the spring break, can I leave my belongings at the residency?

Yes, unless further instructions are communicated.

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.