

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

**If you are a student or will be a new student for the Academic year starting this September 2020, 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 at 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](http://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)

### **Department of Health**

Web: [doh.gov.ae](http://doh.gov.ae)

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

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

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

### **Ministry of Foreign Affairs and International Cooperation**

Web: [mofaic.gov.ae/en](http://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

### **Will the new academic year 2020-2021, starting September 2020, be remote or on campus?**

The new academic year will start online. This means that all classes during the month of September 2020 will be taught remotely. As the situation is constantly evolving, further information will be shared during the month of September regarding the rest of the first semester.

### **Is the campus open? Will it be open during the month of September?**

Entry to the campus is strictly limited to students living at the residence until further notice.

### **Are the administration services (Finance, Registrar and Admissions, Student Affairs, DTI) open and will they be open during the month of September, 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 remotely and will continue working remotely during the month of September. 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](mailto:finance-cm@sorbonne.ae) or by phone +971 (0) 2 656 9404 / +971 (0) 2 656 9406 from Sunday to Thursday from 9:00am to 4:30pm.

### **Will the campus facilities be open during the month of September for students who live at the residence (sport building, library, and cafeteria)? For students who live outside the university?**

For both students who live at the residence and outside the university, all the campus facilities are closed until further notice.

### **What about Orientation week for Bachelor students?**

Orientation Week will be held online. An email will be send soon with further details.

### **What about Orientation week for Master students?**

The Master's Orientation will be held virtually. All Master's students will be invited to the Orientation via a shared link.

### **What about exams and final exams?**

Exams during the month of September, if any, will be done online. Regarding exams starting in October and for the rest of the academic year (including final exams), further information will be shared during the month of September.

### **What about sports classes?**

All sports classes and activities for the month of September are cancelled. More information regarding the rest of the academic year will be shared during the month of September.

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

Music & Arts activities will start Online by mid-September. Updates and details will be shared via email at the beginning of the Academic year.

### **Is the Career Centre still open?**

The Career Centre is working remotely and is fully 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](mailto:careercentre@sorbonne.ae)

### **What about the programmes offered by the Continuing and Executive Education Department (CEED)?**

No CEED programmes are scheduled for the month of September. If you are interested, we invite you to contact the university starting mid-September.

**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](mailto: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](mailto: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.

**I am a newly enrolled student and would like to be sponsored by Sorbonne University Abu Dhabi, what should be my steps to apply for a new visa?**

We are still waiting for information regarding the issuance of new visas. You may continue to follow our website or write to [visaoffice@sorbonne.ae](mailto:visaoffice@sorbonne.ae) for more details.

**If I am a new student, how can I have access to the online classes?**

During your orientation, you will be provided your Banner Id starting with A000XXXXX, based on your id you will be provided access to Blackboard for your online learning.

**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](mailto: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.

**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](mailto:eisa.alraeesi@sorbonne.ae)  
+971 (0) 50 775 5876

You should follow the instructions given by the Department of Health.

**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](mailto:admissions.office@sorbonne.ae)  
**Finance office:** [finance-cm@sorbonne.ae](mailto:finance-cm@sorbonne.ae)  
**Student Affairs:** [eisa@sorbonne.ae](mailto:eisa@sorbonne.ae) / [seloua.joubert@sorbonne.ae](mailto:seloua.joubert@sorbonne.ae) / [wafae.bisim@sorbonne.ae](mailto:wafae.bisim@sorbonne.ae)  
**Counselling office:** [priyanka.ramesh@sorbonne.ae](mailto:priyanka.ramesh@sorbonne.ae) / [afrah.mir@sorbonne.ae](mailto:afrah.mir@sorbonne.ae)  
**Residency:** [sylva.hardan@sorbonne.ae](mailto:sylva.hardan@sorbonne.ae)  
**DTI:** [helpdesk@sorbonne.ae](mailto:helpdesk@sorbonne.ae)  
**Library:** [library@sorbonne.ae](mailto:library@sorbonne.ae)  
**Career Centre:** [careercentre@sorbonne.ae](mailto:careercentre@sorbonne.ae)