

# SUSTAINABLE DEVELOPMENT GOALS



**10.6.10 Does your university as a body have reasonable accommodation policy/strategy implemented, including adequately funded mechanism for persons with disabilities?**

Yes ,

**Section 4 (Responsibilities )in the policy titles General Counseling Services ) p. 3& P. 4**

**Policy Titled (Equality , Justice and Tolerance ( Section A and Section F )**

**Counseling & Guidance**

- 1- Support students in adjusting to academic life.
- 2- Encourage growth, self-awareness, and independence.
- 3- Provide individual counseling for academic, social, and psychological concerns.
- 4- Provide one-on-one sessions for stress, family issues, test anxiety, and time management.
- 5- Offer extra support for students with low academic performance.

**Disability and Learning Support Services:**

- 1- Provide academic accommodations for students with special needs.
- 2- Ensure accessible and inclusive learning environments.
- 3- Promote equal opportunities for academic success and personal growth.
- 3- Students must book an appointment with the Educational Support Center.
- 4- Medical documentation is required.
- 5- Support and accommodations are tailored individually.

**Important Notes**

- 1- At ESC, we strictly adhere to all UBT policies and procedures.
- 2- Students are kindly asked to book their appointments in advance.
- 3- Confidentiality is a top priority – all student information and sessions are strictly confidential.
- 4- Students should provide their official documents on time to ensure smooth support.

**Education Support Center – Contact Information**

<p>Contact Education Support Center: <a href="mailto:ESC@ubt.edu.sa">ESC@ubt.edu.sa</a> EXT: 012-232-6644</p>	<p>Cornish Campus: <b>Mr. Rawaa Zuhair Khayat</b> Director of Educational Support Center. EXT: 012-232-6645 Email: <a href="mailto:RKhayat@UBT.EDU.SA">RKhayat@UBT.EDU.SA</a></p>	<p>Abhor Campus: <b>Mr. Fehir Mokhlis Shoub</b> Specialist Educational Support Center - Phone: 012-215-9251 Email: <a href="mailto:Fehir@UBT.EDU.SA">Fehir@UBT.EDU.SA</a></p>
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[www.ubt.edu.sa](http://www.ubt.edu.sa)

**UBT ESC** | Educational Support Center  
جامعة الأعمال والتكنولوجيا  
مركز دعم التعليم

**يعلن مركز دعم التعليم عن**

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**من ذوي الاحتياجات الخاصة وصعوبات التعلم**

● توفير منحة مقدارها 25% من الرسوم الدراسية \*

● توفير كافة الاحتياجات اللازمة تحت إشراف متخصصين في صعوبات التعلم والإعاقات المختلفة

\* لتطبيق الشروط والتفاصيل

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التعليم من أجل العمل وريادة الأعمال  
Education for Job Opportunities and Entrepreneurship

## General Counseling Policy

<b>Policy Code:</b>	ES.01.01
<b>Policy Version No:</b>	Ver. 1.0
<b>Approval Date:</b>	17/9/2024
<b>Implementation Date:</b>	17/9/2024
<b>Revision Date:</b>	September 2027
<b>Policy Owner:</b>	Educational Support Center

## 1. Purpose

The purpose of the Student Counseling Policy at UBT is to establish a comprehensive framework for providing effective, psychological, vocational, and social guidance services for its students. This policy aims to ensure that all students, including those with special needs, have access to counseling and support services that suit their unique requirements. The policy also emphasizes the preservation of the rights of people with disabilities and outlines the responsibilities of the Center of Student Support, academic advisors, admission registration department, and clinic in providing holistic student support.

## 2. Scope

This policy covers general counseling services, as well as specialized counseling for students with special needs. It includes psychological, vocational, and social guidance provided by the Center of Student Support/Educational Support Center (confirm from UBT). The policy extends to faculty members, academic advisors, the admission registration department, and the clinic, who play pivotal roles in referring students to appropriate support services. The policy applies to all UBT campuses and branches

## 3. Definitions & Acronyms

### 3.1 Definitions

Term	Definition
Educational Support Center (ESC)	Educational Support Center (ESC): The designated center responsible for providing academic, psychological, vocational, and social guidance services.
Academic Advisor	Assigned faculty members who offer academic guidance and support to students
Admission Registration Department	The department responsible for student admission and registration processes
Clinic	Medical facility on campus providing healthcare services to students.

Psychological guidance	Providing support for emotional well-being and mental health, encompassing counseling and interventions.
Vocational guidance	Assisting individuals in making informed career decisions by aligning skills and interests with opportunities.
Social guidance	Offering advice on effective communication, conflict resolution, and fostering positive relationships.

#### 4. Responsibilities

##### 1.1 Educational Support Center (ESC):

- Provides academic, psychological, vocational, and social guidance services to all students, including specialized counseling for students with special needs.
- Conducts awareness sessions and information sessions to educate students about available counseling services.
- Collaborates with the clinic to address medical-related conditions affecting students' well-being.
- Offer appropriate support to students with special needs based on the available resources and capabilities and coordinate with academic department for appropriate consideration as per the ESC Manual.
- Creates a supportive and confidential environment for students seeking assistance.
- Coordinate with the Training Center in suggesting/scheduling needed workshop and training related to counseling aspects needed by UBT students.

##### 1.2 Academic Advisors:

- Act as the initial point of contact for students needing academic support, guiding them to the appropriate resources including the CSS.
- Refer students facing specific challenges, whether academic or social, to the ESC for tailored guidance.

**1.3 Admission Registration Department:** Refers students with special needs to the ESC upon admission to ensure proper support throughout their academic journey.

**1.4 Clinic:** Collaborates with the ESC to address medical conditions that impact students' academic, psychological, and social well-being.

## **2. Policy Principles**

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- **Accessibility:** All students, regardless of their needs, have equal access to counseling services and support programs.
- **Confidentiality:** Counseling services are provided in a confidential and supportive environment to ensure student privacy and comfort.
- **Rights of Individuals with Disabilities:** The university is committed to upholding the rights of people with disabilities, promoting inclusivity and equal opportunities.
- **Awareness and Education:** The university conducts awareness sessions and information sessions to inform students about the available counseling services and support programs.
- **Collaboration:** Effective collaboration between the ESC, academic advisors, admission registration department, training center, and clinic ensures comprehensive student support.

## **3. Policy Statement**

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UBT recognizes the diverse needs of its student population and is committed to providing comprehensive counseling and support services that cater to their academic, psychological, vocational, and social requirements.

### **6.1 Effective Counseling Practices:**

- The ESC employs a student-centered approach to counseling, promoting active listening, empathy, and understanding.
- Counseling sessions are based on evidence-based methodologies, incorporating cognitive-behavioral techniques, solution-focused approaches, and positive psychology principles. Counseling services include (but are not limited to) individual counseling sessions, Self-Help Resources and guidance, Training and Coaching, Online and Tele-counseling and Cognitive and Behavioral therapy sessions among others.
- Specialized counseling for students with special needs follows a holistic model, encompassing academic accommodation, emotional support, and skill development.
- Collaborative goal setting and strengths-based perspectives empower

students to navigate challenges and enhance their overall well-being.

### 6.2 Collaborative Support:

- The ESC collaborates with other university units to provide holistic support, offering resources that address students' academic, personal, and emotional development needs.
- Counseling sessions emphasize student empowerment, fostering self-awareness, resilience, and a growth mindset.

### 6.3 Counseling Confidentiality:

- The counseling sessions and any other form of counseling support are conducted in full respect to personal privacy and confidentiality.
- Any collected data, records and documentation related to the counseling activities are subject to the formal consent of the concerned student. Collected documents and records are to be considered as strictly confidential and are accessible only to the counseling related personnel for a strict use related to the provided supports.

By adhering to this policy, UBT demonstrates its commitment to providing accessible, confidential, and effective counseling services that empower students to thrive academically, emotionally, and socially. For detailed information about the services provided by the CSS and the specialized support for students with special needs, please refer to the UBT ESC Manual.

## 4. Related Documents

*This includes the following: (in hierarchical order), legislation, policies, other procedures and standards, guidelines, and other useful resources.*

Document No.	Document Name	Document Type	Location
	ESC Manual		
	Capacity Building Policy		
	Students Handbook		

## 5. Version Control & Revision History

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Version control	Date released	Approved by	Summary of changes

## 6. Approvals

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**University  
Council**

**Chair Name**

**Signature**

**Date**

1/4/8

Dr. Weam Tunsi

17/9/2024

## Equality, Justice, and Tolerance Policy

<b>Policy Code:</b>	HR.01.01
<b>Policy Version No:</b>	Ver.1.0
<b>Approval Date:</b>	17/9/2024
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### Documentation Administration

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- No part of this publication should be used or reproduced in any form or by any means stored in a database or retrieval system without prior written permission of the Governance Department.

### 1. Purpose

To foster a healthy environment free from discrimination, and harassment where all can work together in harmony and equality, to learn and innovate.

### 2. Scope

Applied to all UBT members (Faculty (part time and full time), Staff, Students, visitors, adjunct professors, etc.) in terms of equality in accessibility, admission, pay-scale, gender equality and disabilities, anti-harassment, and anti-discrimination.

### 3. Definitions & Acronyms

#### 3.1 Definitions

Term	Definition
Harassment	is the act that offends, intimidates, or harms a person. It includes verbal, physical, written, or social behaviors.
Bullying	is the act of repeatedly threatening, forcing or hurtful teasing another person to cause him aggressive abuse. It can be verbal, physical and/or social behavior that intends to cause physical, social and/or psychological harm.
Discrimination	is the act of treating a person differently because of his race, color, gender, religion, sect, age, social status, national or ethnic origin or disability.
Reporting	is the act of escalating a case of discrimination to the relevant authority.
Pay scale	is the mapping of UBT job positions to grade and rank.
Disability	Each and every person who, according to a medical report issued by the Ministry of Health or hospitals in other government sectors, or according to one of the identification cards issued by the Ministry of Human Resources and Social Development, means that he/she has one or more of the following disabilities: (visual disability, mental disability, physical disability, motor disability, learning difficulties, speech difficulties, behavioral disorders, emotional disorders, autism) or any other disability that requires the provision of any form of accommodation.
Accessibility	Ability to access resources.

#### 3.2 Acronyms

Term	Definition

## 4. Policy Principles & Statement

UBT is an equal opportunity university that strongly prohibits all forms of discrimination based on gender, race, ethnicity, religion, nationality, or disability and adopts all relevant policies set by the ministry of Human resources and social development published on 20/10/2019. Under decree 20912.

### **A) Discrimination**

- UBT states that all current and prospective employees (including the outsourced ones) are equal in the right to work at UBT without discrimination on the basis of gender, disability, nationality, age or any other form of discrimination, whether during their performance of work at the time of employment or at the time of advertising,

- UBT provides non-discrimination education opportunity to its students based on ministry of education and is fully committed to it based on indifference towards social statuses, gender, religion, sects or disabilities.

- UBT is fully committed to fight any form of discrimination against its employees/Students based on their religion, gender, nationality, disability and age.
- All Employees are subject to university bylaws, rules and regulations when it comes to discrimination in the workplace.
- UBT considers women as valuable contributors to its reputation and the national economy within the vision 2030.
- UBT provides equal opportunity for admission of students (undergraduate, and postgraduate) regardless of their gender, nationality, disability, religion, etc.
- UBT Organizes and participates in different activities that empower women.

- UBT celebrates different international days set by United Nations to celebrate achievement of individuals (Women, youth, scientists, researchers, ...) who made a change in their community and the world.

## **B) Gender equality:**

- UBT is committed to eliminating any discrimination or prejudice against women based on Gender.
- UBT programs are open for both female and male students with equal opportunities.
- Male and female representation in UBT councils and committees is based on their merits, expertise and backgrounds.
- As UBT provides equal facilities and services for each gender and respects the privacy of its students, staff and faculty members with full access to all resources.
- UBT offers equal opportunities to internships, coop and international study programs to its students.
- UBT encourages women to apply and participate in all activities
- For every college and department, Dean & Vice Dean / the head of department or the co-head of department is a female faculty.
- All UBT students (male and female) have the same opportunities to establish clubs, societies and conduct extracurricular activities and field trips.

## **C) Pay-Scale:**

- UBT is keen to provide an equal pay to its faculty members and staff.
- Salaries and allowances are based on the Job description and position regardless of the gender.
- All positions at UBT can be occupied by women and men. And it is not possible, legally, to pay a person higher or lower than the pay and grade associated with that position.
- Women in UBT can occupy all positions including presidency, vice presidency, deanship and directorship.
- HR monitors and sets measures to ensure the prevention and correction of pay gaps.

## **D) Accessibility:**

- All university services, facilities, activities, and opportunities are equally accessible by all UBT current members, and prospective applicants (Students, Staff and Faculty) based only on their merit, eligibility and credentials.
  - Services include, but not limited to, admission, registration, placement, scholarship, mentorship, recruitment, subscriptions, complaints, appeals, etc.
  - Facilities include, but not limited to classrooms, labs, meeting rooms, sporting facilities, etc.
  - Activities and events include, but not limited to, learning, teaching, mentoring, extra curriculum, sports and research.
  - Eligibility is based on the regulations of UBT (safety, security, code of conduct), type of events, and how members are related to the specific resources.

### **E) Harassment**

In reference to the royal decree number M/96 published on 31th of May 2018, (article 2,3,4,5,6,7) regarding fighting the crime of harassment, prevent it and punish the perpetrators and protect victims in order to preserve the privacy, dignity and personal freedom of individuals guaranteed by sharia and law.

- No harassment/bullying during lectures, academic and non-academic activities, or to any employee, student or staff.
- UBT strongly prohibits all forms of harassment, verbal, physical or using social media and similar channels.
- UBT should review frequently and set measures necessary to prevent and fight harassment at the work environment including:
  - a) a mechanism for receiving complaints.
  - b) procedures necessary for verifying the complaints and maintaining confidentiality.
  - c) publication of such measures and raising awareness.
- UBT should take disciplinary measures against any of their personnel in case of any violation of the provisions of this policy, in accordance with its applicable procedures.
- Disciplinary measures shall not prejudice the victim's right to file a complaint with the competent authorities.

### **F) Disabilities:**

In reference to the Royal decree No M/51 published on September 27th, 2005, specifically article 28 and 29 stating:

⇒ Every employer who employs twenty-five workers or more, and the nature of his/her work enables him/her to employ the disabled who have been professionally rehabilitated, shall employ at least 4% of the total number of his/her professionally qualified disabled workers, whether by nominating employment units or others (28).

⇒ And / If any worker suffers a work injury resulting in a lack of his/her usual capabilities that does not prevent him/her from performing a job other than his/her previous work, then the employer in whose work the worker was injured shall employ him/her in the appropriate work for the wage specified for this work. This shall not prejudice the compensation he/her is entitled to for his/her injury (29).

- UBT Keeps records of all its members (students and employees) with special needs.
- UBT makes and maintains engineering modifications and harmonization of work conditions and environment in accordance with the standards stipulated in Chapter Two of the Architectural Requirements volume in the Saudi Building Code, and necessary to enable the person with disabilities to carry out his / her work tasks.
- UBT provides the necessary accommodations and services to enable him/her to perform the tasks assigned to him/her.

#### **Employees:**

- UBT assigns Jobs and tasks to its employees with special need that correspond to the type and degree of their disability.
- UBT offers to its employees with special needs the same benefits offered to others as per the labor law.

#### **Students:**

- All disabled students are provided with the educational opportunity and accessible services with no discrimination to their type of disability.
- All disabled Students are supported by the educational support Center, established at UBT
- Educational support center, monitors the activities of the students with special needs

#### **G) Protecting the reporters:**

- UBT provides the means for submitting a complaint through its website, e-mail, recorded calls, or any other appropriate means, to ensure that the complaint is received in a timely manner to the concerned authority to manage this complaint.

- The victim can submit his complaint for an incident of abuse within a maximum period of five working days from the date of the occurrence of the behavioral infringement.
- UBT sets appropriate procedures to preserve the right of its employees to leave the premises for a reasonable reason that might threaten their bodies, health or life due to behavioral infringement, without entailing undue consequences for them.
- UBT Preserves the right of the abused employee, especially after proving the evidence of the abuse behavior that was conducted against him.
- UBT preserves the right of the accused person (under investigation) from any harm in the event that the complaint is proven to be malicious.
- UBT protects the pretender, the witnesses and whoever is dealing with this case from any harm that they may suffer.
- UBT maintains the confidentiality of any submitted complaint or report, documents, process and related procedures,
- UBT raises awareness on the importance of reporting, and the right and responsibilities of its employees and the related processes and procedures
- UBT shall assign a concerned authority for the protection from any behavioral abuse in the work environment.

### **Reporting Violations**

- UBT Faculty members, and staff are required and encouraged to report violations of this policy to the HR.
- UBT students re required and encouraged to report violations of this policy to Students affairs
- The HR shall investigate cases, recommend the appropriate actions respecting articles 80 and 81 of the labor law, and/or raise the matter to the university disciplinary committee or the responsible party.
- All violations related to harassment should be reported to UBT disciplinary committee.

- UBT employees can raise a formal grievance complaint to rectify any discrepancy.

### Implementation.

- The HR and academic affairs will be responsible for the implementation of this policy.
- It is recommended that this policy is referenced by all other service policies and guidelines.
- UBT, through HR, student affairs, and the intellectual awareness department are responsible for developing programs and training, raising awareness and protecting UBT members who report violations.

### 5. Related Documents

*This includes the following: (in hierarchical order), legislation, policies, other procedures and standards, guidelines, forms and other useful resources.*

Document No.	Document Name	Document Type	Location

### 6. Version Control & Revision History

Version control	Date released	Approved by	Summary of changes

### 7. Approvals

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Chair Name

Signature

Date

1/4/8

Dr. Weam Tunsi

17/9/2024

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## EDUCATIONAL SUPPORT CENTER Faculty Handbook

# UBT

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# UBT

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## ABOUT ESC:

Educational Support Center (ESC) provides a variety of services designed to promote college adjustment and academic success. ESC's main goal is to empower students' learning in the classroom by engaging them in campus life. Our services include supporting special needs students, and low academic performance students, as well as students requiring counseling and guidance. ESC provides its services free of charge to all UBT students. It was established in June 2016 in order to enhance student wellbeing inside UBT.

## VISION:

To be a leading Educational Support Center in the private higher educational sector; and to improve students' learning environment in order to achieve Saudi Arabia's 2030 Vision for the young generation in educational quality outcome in relation to market needs.

## MISSION:

To enable young students to receive education and job opportunities that will ensure their independence and integration as effective members of society; and to improve students' performance and commitment in order to help them succeed academically and personally.

## ESC SERVICES

ESC provides a variety of free services – including:

- Supporting special needs students
- Providing student counseling and guidance
- Supporting low academic performance students
- Providing a variety of workshops for student



## SUPPORTING SPECIAL NEEDS STUDENTS

### LAWS & REGULATIONS ABOUT DISABILITY IN SAUDI ARABIA

Saudi Arabia has many rules and regulations that stipulate providing care and accessible higher education for students with special needs.

- Royal Decree No. 7 / B / 12814 of 13/8 / 1420 Hijri for enabling people with special needs to study in KSA's universities and colleges; and allocating the necessary subsidies.
- According to article two of the Saudi Arabian Disability Decree, the Government shall guarantee prevention, welfare and rehabilitation services to persons with disabilities and their families; and will encourage institutions and individuals to contribute to charitable causes pertaining to disability. The Government shall guarantee the provision of services to persons with disabilities in the following areas:
  - Education: This includes all phases of education (pre-school, general, vocational, and higher education) that suit the abilities of the disabled, and are commensurate with their various categories and needs - including the continuous upgrading of curricula and services provided in this field.
- According to Saudi Arabia's 2030 Vision: Saudi Arabia will enable Saudi people with disabilities to receive the education and job opportunities that will ensure their independence and integration as effective members of society. They will be provided will tools, facilities and accommodations to help them succeed.

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## DEALING WITH DIFFERENT TYPES OF DISABILITIES

ESC accommodates each special needs student based on medical documents proving the existence of a disability that might hinder his classroom learning. The reason for providing special accommodations is to ensure equal learning opportunities and outcomes in an accessible campus-environment. Examples of disabilities that ESC supports include:

- **Learning Disabilities**
- **Physical Disabilities**
- **Hearing and visual Disabilities**
- **Autism , Attention Deficit Disorder (ADD), and Communication Disorders**
- **Psychiatric Disabilities:**

Psychiatric Disabilities are hidden disabilities that faculty members might not identify. They affect a student's thinking, feelings, relating, and functional behaviors. Examples of such disabilities are severe depression, Bipolar disorder, schizophrenia.

Normally, students with Psychiatric Disabilities take medication that affects and limits their ability. Moreover, they might have various difficulties such as:

- Rapid mood changes
- Inability to sustain concentration
- Maintaining stamina
- Medication side effects
- Severe test anxiety
- Fear of approaching faculty

[If you notice students who have been suffering from these behaviors for more than two weeks, please refer them to ESC for screening.](#)

\*\* Student cases vary. If you wish to receive additional information about the case of a particular student, please do not hesitate to contact the Education Support Center.



## ESC POLICY

Although ESC offers support to accommodate special needs students, the role of faculty and staff is essential in helping such students, and informing them about our services. Students who request accommodations must fill out a disability intake form and provide all medical documents related to disability. Then, ESC staff will review the medical documents and interview the students to set an appropriate accommodation for each individual student.

### REFERRAL:

Based on our coordination with the Deanship of Admissions & Registration, all newly registered students who claim any special needs will be referred automatically to ESC for screening. Moreover, currently enrolled students with special needs or disabilities must be referred to ESC. Faculty or administration staff can file a referral by filling the appropriate referral form. **(Referral Form)**

### STUDENTS' CASE STUDIES:

All student cases will be studied individually by ESC specialists in order to provide accommodations based on medical documentation. Faculty members will be notified at the start of each semester via an official accommodations letter. ESC specialists will follow up with both students and faculty to ensure that course materials are accessible to students. Specialists will also provide students with advice and counseling, and encourage them to engage in campus life.



## ACADEMIC ACCOMMODATIONS

“Academic accommodations” are all procedures adopted by faculty members to ensure that special needs students are having an obstacle-free learning environment, with equal accessibility to courses. Academic accommodations are provided in different settings. Examples of accommodations are:

### **Classroom Accommodations:**

- Provide students with handouts or printed materials, whenever possible. This will help increase the attention span of students with Attention Deficit Disorder (ADD).
- Allow students to use assistive technologies such as audio-voice recorders during lectures. As some students take medication that affects the memory, this will help them remember course materials.

### **Exam Accommodations:**

- Extended testing and assignments time; and readers for exams
- Alternative test formats: multiple choice and short answer questions are highly preferable.
- Alternative test settings: Tests are to be administered in an ESC room that has a separate and quiet area in order to diminish stress and test anxiety.

### **Assignment Accommodations:**

- Avoiding presentations and discussion in big groups.
- Extended testing and assignment time, and readers for exams.
- Making sure that students consistently work with an assigned group.
- Giving students the choice to handwrite assignments or type them by using a computer.

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## Examples of common academic accommodations based on disability:

Special Need	Accommodations
Learning Disabilities	<ul style="list-style-type: none"><li>• Extending testing and assignments time; and providing readers for exams.</li><li>• Providing students with handouts or printed materials, whenever possible.</li><li>• Adopting alternative test formats: multiple choice and short answer questions.</li><li>• Allowing students to use assistive technologies and calculators during exams.</li></ul>
Mobility Disabilities	<ul style="list-style-type: none"><li>• Seating students in a comfortable spot in the classroom.</li><li>• Sitting down while speaking individually to students in wheelchairs.</li><li>• Providing all course materials and content in advance.</li><li>• Assigning other classmates to provide notetaking assistance.</li></ul>
Psychiatric Disabilities	<ul style="list-style-type: none"><li>• Extended testing and assignments time.</li><li>• Flexible attendance requirements.</li><li>• Giving students the choice of selecting the best time for doing exams.</li></ul>
Hearing Disabilities	<ul style="list-style-type: none"><li>• Providing Electronic books.</li><li>• Using face-to-face communication with students in the classroom in order to facilitate lip-reading.</li></ul>
Visual Disabilities	<ul style="list-style-type: none"><li>• Providing audio books.</li><li>• Providing course materials and exams with enlarged fonts.</li></ul>

## How to set extra reasonable accommodations for your class:

As it is normal that a student might ask you for extra accommodations, the faculty can set extra accommodations by coordinating with ESC specialists. In setting course accommodations, the faculty must make sure that:

- **Accommodations do not conflict with course learning outcomes.**
- **Accommodations do not make any essential change in course content.**
- **Accommodations do not put extra efforts on students.**

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## An example of an accommodations letter for a special needs student:

### Accommodation Letter

Dear Mr. .... ,

The Educational Support Center (ESC) provides full support for students with special needs in order to help them achieve academic success. However, our main role cannot be accomplished without your valuable support.

**Mr. .... has enrolled in one of your courses: : Section 00.** This student has provided ESC with medical documentation of his disability, which significantly affects academic performance. ESC staff has reviewed the documents of the disability, and found that they meet established guidelines for special accommodations.

Some accommodations may be directly addressed by you with the student. Other accommodations, however, may require the assistance of ESC staff. The student will work with you and ESC to implement the stated accommodations.

After consulting ESC Center Advisor Dr. Sadig Abdullah Dahlan, this student's accommodations include:

1. Extended testing and assignments time; and readers for exams.
2. Alternative test setting: All tests are to be administered in a separate and quiet area in the Educational Support Center.
3. Avoidance of presentations and discussions in big groups.
4. Handouts or printed materials are to be provided, whenever possible.
5. Alternative test formats: multiple choice and short answer questions are highly preferable.

Please note that all accommodations information is considered confidential and cannot be shared with other classmates.

In the event that this student requires additional accommodations not listed above, please contact one of the ESC team members in order to direct you concerning the student's special case: 012-215-9205 - or Mr. .... 012-215-9243, [ESC@ubt.edu.sa](mailto:ESC@ubt.edu.sa).

ESC thanks you for your assistance in creating a barrier-free learning environment for students with disabilities at the University of Business and Technology.

Educational Support Center Consultant

Educational Support Services Director

Dr. Sadiq Abdullah Dahlan



## GENERAL ADVICE TO HELP STUDENTS WITH SPECIAL NEEDS

1. Students with special needs might find it challenging to reach out to faculty members, and start conversations with other students. Faculty members must encourage them by initiating communication, as they if they were normal students, without imposing any obstacles or barriers.
2. It is very important and expected from faculty members to respect students with disabilities, as they did not choose to be disabled. Moreover, all accommodations granted to them are based on their medical records.
3. The main reason of granting accommodations is to overcome difficulties and obstacles that special needs students might have, so as to ensure learning equality. Students must be challenged to earn grades otherwise they will not learn.
4. Some students might find it easy to learn through listening, while others might find it easy to learn by doing or watching or by practicing. It is essential that faculty members discuss the best ways of learning with special needs students, so that they can ensure learning equality.
5. Provide various teaching and learning aids – e.g., eBooks, instructional (YouTube) videos.
6. It is important to notify your students about ESC services at the beginning of the semester. As directed by UBT Rector Dr. Mahmoud Baeissa, faculty members must include a notification about ESC in their course syllabus. The suggested form of ESC services notification is as follows:

# UBT

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UNIVERSITY OF BUSINESS AND TECHNOLOGY



مركز دعم التعليم  
Educational Support Center  
esc@ubt.edu.sa

## Special Learning Needs and Disabilities

UBT is committed to creating an inclusive learning environment for people with **physical or mental disability** by offering all facilities, services and educational opportunities. Educational Support Center specialists have been designated by UBT to provide any required accommodations. Specialists will serve as contact persons for any accommodations required by students. The Educational Support Center is located in the Student Affairs building.

For questions, or for scheduling an appointment, please contact:

### Dahban Campus

Fehir Mokhlis Shouib  
Educational Support Specialist  
Educational Support Center  
012-215-9205  
[fehir@UBT.EDU.SA](mailto:fehir@UBT.EDU.SA)

### Sari Campus

Aseel Al Harthi  
Educational Support Specialist  
Educational Support Center  
012-232-6646  
[as.alharthi@UBT.EDU.SA](mailto:as.alharthi@UBT.EDU.SA)

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## STUDENT COUNSELING AND GUIDANCE

Counseling is a short-term, theory-based, non-directive, non-judgmental process.

During this process, the student, who is psychologically healthy, expects to discuss concerns. The counselor works towards empowering the client to gain awareness of self, as well as awareness of the situation in order to make informed decisions. The student is able to do this through the support and assistance offered by another person (the counselor) through their relationship. If a student is experiencing any difficulties that might negatively affect his life or academic performance, make sure to utilize the counseling service on campus. A counseling specialist's duties are:

- Assist students in the process of adjustment to academic life.
- Support students' personal growth and self-discovery.
- Provide the academic, vocational, social and psychological individual counseling needed for students to support them in dealing with the challenges and difficulties they face.
- Help students with poor academic performance to improve their studying skills, and follow-up with them constantly.
- 

### What can specialists provide to students?

- Individual counseling sessions for students who experience life challenges such as (life stresses, test anxiety, time management issues).
- Variety of workshops and training related to personal growth and human development.

### When to refer your students to the ESC counseling unit?

If a student is struggling academically, or if you notice any unusual behavior in your students such as the following:

- Having a cumulative GPA less than 2.0 out of 5.0; or getting an academic warning
- Registering for less than 12 credit hours in one semester, in the case of full-time students
- Frequent absences without reasons
- Feeling tired and irritated
- Poor self-hygiene
- Submitting homework after deadlines
- Swinging mood
- Sudden dramatic change in class participation
- Low motivation
- Attention defection
- Feeling isolated



## SUPPORTING STUDENTS WITH LOW ACADEMIC PERFORMANCE

Each semester, ESC collects data of all UBT students whose GPA falls below 2.0; or students with academic warnings. Then, a specialist sends an SMS message to such students – requesting a meeting. In the meeting, the specialist discusses with students, individually, the reason for their low academic performance; and works with them on developing a plan for raising their GPA. Similarly, specialists work with the Student Affairs Manager in each UBT college to conduct workshops about academic success each semester.

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Educational Support Center  
esc@ubt.edu.sa

## CONTACTING INFORMATION

**Telephone:** 920000490

**Dahban Campus (Boys Section):** 012- 2159205 – 012- 2159243

**Sari Campus (Girls Section):** 012- 2326646

**Hours:**

8:30 a.m. – 4:30 p.m.

**Location:**

**Dahban Campus (Boys):** Student Affairs Building- Behind the University's Restaurant

**Sari Campus (Girls):** In front of the Dean's office.

**Team Members:**

Name	Telephone	Title	Email
Dr. Sadig Dahan	2159492	Advisor for Educational Support Center - Dahban	sadig@dahlan.net
Mr. Fehir Mokhlis Shouib	2159205	Educational Support Specialist- Dahban Campus (Boys)	Fehir@UBT.EDU.SA
Ms. Aseel Al Harthi	2326646	Educational Support Specialist- Sari campus (Girls)	as.alharthi@ubt.edu.sa

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## REFERENCES

- <http://www.kscdr.org.sa/ar/disability-code/>
- <http://www.washington.edu/doit/academic-accommodations-students-learning-disabilities>
- <http://www.washington.edu/doit/resources/popular-resource-collections/disability-related-resources-internet-0>
- <http://www.washington.edu/doit/academic-accommodations-students-psychiatric-disabilities>

## ADDITIONAL RESOURCES ABOUT ACADEMIC ACCOMMODATIONS:

- <http://www.washington.edu/doit/academic-accommodations-students-learning-disabilities>
- <http://www.washington.edu/doit/resources/popular-resource-collections/disability-related-resources-internet-0>
- <http://www.washington.edu/doit/academic-accommodations-students-psychiatric-disabilities>

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Confidential سري

نموذج إحالة طالب إلى مركز دعم التعليم  
Referral Form to Student Educational Center

بيانات الطالب Student Information

اسم الطالب:..... Student Name:  
الرقم الأكاديمي:..... Student Number:  
الكلية/ التخصص:..... College\Major:  
رقم هاتف الطالب:..... Student's cellphone:  
المرحلة الدراسية:..... Academic Year:

مستوي الحالة (5 عاجلة جداً): 1 2 3 4 5 Level of Urgency (5 means very urgent):

أسباب الإحالة:..... Reasons for referral:  
.....  
.....  
.....  
.....  
.....  
.....  
التاريخ:...../...../..... Date:.....\.....\.....

الإجراءات المطلوبة Required Procedures :

- التوجيه والإرشاد Guidance and Counseling  
 دراسة الحالة Case Study  
 توفير دعم لطالب من ذوي الإحتياجات الخاصة provide accommodation to student with special needs

أخرى :..... Others:

مصدر الإحالة Referral Source

الاسم:..... Name of Referee:  
المنصب:..... Job Title:  
رقم الهاتف:..... Mobile:

التاريخ:..... Signature:..... Date:.....

يرجى إرسال النموذج عن طريق البريد الإلكتروني [ESC@ubt.edu.sa](mailto:ESC@ubt.edu.sa) أو إرساله إلى مركز دعم التعليم بذهبان/ صاري شكرا لك،  
Please Email the form to [ESC@ubt.edu.sa](mailto:ESC@ubt.edu.sa) or you can submit it to the center in Dahaban/ Sari campus. Thank You,

For administrative Use:

التاريخ:..... Signature:..... Date received:.....