FACULTY GUIDE

August 2016
This guide is for you, our valued faculty member, to serve as a quick reference for information on the School of Continuing Education (SCE) policies and procedures that are relevant to your vital role within this institution.
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1. THE SCHOOL OF CONTINUING EDUCATION

1.1 MISSION

The mission of SCE is to improve the employability of and provide lifelong learning to our participants by extending the resources of the university to Egypt and beyond. In carrying out this mission, the School of Continuing Education provides a variety of non-degree educational opportunities and training programs, benchmarked to international standards, to individuals and organizations.

The school implements programs that meet learners’ personal aspirations and career needs across the lifespan, through a variety of pedagogies, instructional media, and time frames. SCE also establishes collaborative partnerships that expand program scope, and engages University’s faculty and staff members in assisting and facilitating program design and delivery.

Instruction is offered through scheduled, customized/tailor made, tutorial, off-campus programs and e-learning environments. Delivery formats range in their duration, level of in-depth study and breadth of areas. Programs include English language, translation, Arabic language, business, teacher training, computer & IT applications and youth programs. These programs are offered under a variety of certification packages including certificates of achievement, foundation certificates, career certificates, professional diplomas, as well as individual course certificates.

SCE certificates are offered at AUC’s Tahrir Square Campus and New Cairo Campus. Through SCE’s customized/tailor made programs, the School also meets the interests, needs and schedules of individuals and organizations. Client organizations include multinational corporations, businesses and governmental and non-governmental organizations in Egypt and abroad.

1.2 LOCATIONS

SCE provides training on all AUC campuses and facilities located at Tahrir Square and New Cairo. Training is also offered at customers’ workplaces. AUC campuses are located at the following addresses. At the beginning of each term, departments’ contact information is sent to all faculty members.

Tahrir Square Campus:
24 El Falaki Street, Bab El-Louk, 11511

New Cairo Campus:
AUC Avenue
P.O. Box 74, New Cairo 11835
1.3 Programs
Scheduled programs are courses and/or certificates offered on a fixed-term basis (12 weeks, 6 weeks, or 4 weeks) leading to non-credit certification in the form of stand-alone course certificate, certificate of achievement, foundation certificate, career certificate, or professional diploma depending on the number of courses.

A customized/tailor made program is a special training designed to meet customers’ requirements in terms of location, timing, duration, and content, leading to a certificate of completion.

1.4 Instructional Calendar
The instructional year extends from July 1 to June 31 in conformity with the academic and fiscal year of the university. SCE’s instructional calendar is based on a trimester schedule consisting of 12 weeks in the Fall, Spring, and Summer. Within and between trimesters, intensive terms of 6 weeks and 4 weeks are offered. Official national and religious holidays are taken into consideration when planning the calendar. Overall, SCE’s instructional calendar consists of a total of seven to eight terms per year. A copy of the instructional calendar indicating the beginning and ending of every term is updated on the URL webpage (http://schools.aucegypt.edu/sce/Pages/home.aspx) of SCE Strategic Enrollment Management (SEM) Office to all departments.

1.5 Continuing Education Unit (CEU)
The Continuing Education Unit (CEU) is defined as 10 contact hours of interaction between the learner and the class faculty. When appropriate, a decimal part of a CEU may be awarded. SCE scheduled courses usually range between 3.0 CEUs (30 contact hours) and 5.0 CEUs (50 contact hours).

1.6 Non-discrimination Policy
AUC/SCE will not discriminate in its programs and activities against any person because of race, color, religion, sex, ethnic origin, ancestry, age, or marital status. This non-discrimination policy applies to faculty recruitment and hiring as well as to learner admissions.

1.7 Harassment
AUC/SCE is committed to providing a secure educational and work environment for its learners and faculty members. Accordingly, the university does not tolerate any form of harassment, including sexual harassment. A formal investigation may be initiated upon request and appropriate action is taken. Sexual harassment is any unwelcome physical conduct of a sexual nature that creates an intimidating, hostile, or offensive environment. Sexual harassment includes, but is not limited to, the following:
* Persistent requests for a date
* Unwelcome sexual proposition
* Unwelcome physical contact
* Sexually suggestive objects or pictures at the workplace
* Preferential treatment for submitting to sexual conduct
1.8 Dress Code
All SCE faculty members are expected to dress formally and maintain a proper level of personal appearance when teaching. Jeans and T-shirts are not considered acceptable attire.

1.9 Cellular/Mobile Phone
SCE prohibits the use of cellular/mobile phones in the classroom and testing sessions. SCE Faculty and learners should refrain from using their cell phones during these times.

1.10 Non-smoking Policy
Smoking is not allowed in any SCE building, including classroom, lounges, balconies, stairwells, open-areas within buildings, and outside the entrance of buildings. As faculty, you are requested to act as a role model by conforming to the non-smoking policy and encourage others to do so as well.

1.11 Personal Tutoring
AUC/SCE policy prohibits faculty members from tutoring for personal/private compensation any of the school’s own learners in any course or subject.

1.12 Disclosure of Proprietary Interests
All AUC/SCE employees should refrain from conduct that violates or adversely affect the rights of the institution at large or the rights of other members of the AUC community. The Code of Academic Ethics posted on the AUC website governs the behavior related to academic integrity and sets the guidelines of behavior for faculty, learners, and staff. In using books, handouts, materials, software, or any commercial product, every individual should avoid real or perceived conflict of interest, and disclose them to the affected parties when they do exist. Partnerships with training institutions, such as Cisco Networking Academy or Microsoft IT Academy, are disclosed to learners and the joint programs and products (e.g., courseware) are clearly identified.

1.13 Intellectual Property Rights
SCE observes the policies of The American University in Cairo (AUC) regarding Intellectual Property Rights (IPR). IPR comprises the issues of software licensing, materials (i.e., books, CDs, DVDs, periodicals, video cassettes, audio recordings and reprints), courseware, and Internet content usage. All course curricula and certificates designed and developed by SCE departments are SCE property for the sole use in SCE classes. Partnership agreements between SCE and training providers specify the shared use of curricula and materials. All software used at SCE is original through a comprehensive licensing agreement between AUC and the vendors/manufacturers.

1.14 Copyright
Copyright policy is available on AUC Website:
http://www.aucegypt.edu/services/Printshop/Copy/Pages/CopyrightRegulations.aspx
2. THE FACULTY

2.1 RECRUITMENT

SCE is committed to hiring highly qualified faculty. All SCE faculty members must hold a bachelor’s degree and have teaching experience. Above the minimum requirements, departments determine the necessary qualifications for faculty depending on the course to be taught. For certain courses, only faculty with master’s degrees or PhDs are accepted. Likewise, other courses may require faculty with substantial work experience in their field.

The recruitment process works as follows:

1. Curriculum Vitae (CV) solicitation is initiated by placement of advertisements, personal contacts or referrals.
2. Potential candidates are requested to complete the Application for Part-Time Teaching form (Form J1-1) with the required documents and are scheduled for an interview.
3. Selected candidates give a demonstration evaluated by at least two department administrators.
4. The Department Director approves hiring of successful candidates.
5. Faculty members assigned teaching a course will sign a Teaching Assignment Form (Form J1-3) and will keep the original. A copy is kept at the department.
6. An orientation session is organized by each department for newly appointed faculty with the aim of orienting them about SCE policies and procedures and providing tips on presentation skills and classroom management.

2.2 FACULTY’S FILE

All faculty files are safely located in the Department Director’s office. They are confidential and access to them may only be obtained on a need-to-know basis as determined by the Director and/or the Associate Dean for Instructional Affairs. As faculty, you have the right to see your file in the presence of the Director. You are required to submit to the department documentation of any degrees, diplomas, certificates, etc., obtained subsequent to your initial hiring. Updating professional status is your responsibility as faculty.

2.3 IDENTIFICATION CARD

Only faculty members who are assigned classes are issued Smart ID cards. The ID is a personal property and must be carried at all times. A lost, stolen, or damaged card must be reported to the AUC Security Office within 24 hours of the incident. Fees are to be paid for replacing a lost or damaged card. Cardholders are responsible for any library transaction made on the card up to the time of notification of the loss or theft.

2.4 LIBRARY ACCESS

The ID card does not automatically provide access to the AUC Library at Tahirr and New Cairo Campuses. Library access is based upon department’s recommendation. There are two types of access: (a) internal use and no
borrowing privileges, and (b) borrowing privileges of 3 books. The department guarantees the payment of overdue/lost fines on behalf of the faculty.

SCE faculty access to AUC Library, whether in Tahrir or New Cairo, is based upon a recommendation from the instructional department upon completion of the Application for Faculty Access to the Library form (Form I4-2) by the instructional department. No forms are accepted for processing by AUC Security Office without SCE faculty ID number.

New users are expected to undergo a library orientation session.

2.5 INTERNET AND EMAIL ACCOUNT
You have the right to use AUC email and Internet facilities. SCE provides free Internet access and email accounts to all faculty members. All SCE faculty members are issued automatically an email account @sce.aucegypt.edu. Problems with AUC email account, should be communicated by SCE faculty as soon as possible to the SCE Strategic Enrollment Management (SEM) office in person or by email to sceregis@aucegypt.edu.

2.6 PROFESSIONAL DEVELOPMENT
SCE departments promote professional development activities among faculty members through seminars, training sessions, or workshops. You are strongly urged to attend these sessions as they are announced.

2.7 SCHOLARSHIPS
SCE encourages faculty members to pursue learning through continuing education in order to become more effective faculty. To that end, scholarships are awarded to SCE faculty in SCE scheduled classes, upon approval of the Associate Dean for Instructional Affairs under the following conditions:

- SCE faculty is a citizen or permanent resident of Egypt.
- SCE faculty has previously taught a minimum of two (2) courses and is teaching two (2) courses during the term that the scholarship is awarded or the SCE faculty member has previously taught a minimum of fifteen (15) courses and teaches one (1) course during the term that the scholarship is awarded.
- The course to be studied is judged relevant by the Department Director.

If these conditions are met, and with the recommendation and approval of the Department Director, SCE faculty and members of their immediate family are eligible to register in one (1) SCE course per term without payment of fees.

Immediate family members of SCE faculty who have taught a minimum of four (4) years and teach a minimum of one (1) course during the term that the scholarship is awarded are entitled to register in two (2) SCE courses per term without payment of fees.
2.8 REHIRING
Rehiring is not automatic. The rehiring of faculty is based on classroom performance and availability of classes. No faculty maybe rehired unless there are satisfactory evaluations by learners and the administration. Faculty member who have punctuality problems or do not conform to the continual assessment policy cannot be rehired in the following term.

If an SCE faculty member stops teaching at SCE for two years or more, the SCE faculty member is required to reapply and undergo the standard SCE hiring procedure for new candidates. If an SCE faculty member stops teaching at SCE less than two years, the SCE faculty member shall provide documentation of teaching the relevant content elsewhere to be automatically rehired. If the candidate fails to do so, the candidate is required to reapply and undergo the standard SCE hiring procedure for new SCE Faculty.

2.9 RETIREMENT
There is no retirement age for part-time faculty.

2.10 REMUNERATION
You are paid according to your qualifications. There is a base rate and additional compensations based on academic and professional practice and certifications. Rates are established at the beginning of the fiscal year and are available at the department offices. Your full payment will be explicitly written on your Teaching Assignment Form (Form J1-3) that you have to sign at the beginning of the term. For 12-week term payments are made on two installments: the first one is at the end of the month of the mid period and the second half at the end of the month in which the term ends. For 4-week and 6-week terms full payment is made at the end of the month in which the term ends. Remuneration is processed through deposit at beneficiary bank account. It is your responsibility to check that you have received the correct amount of money.

2.11 LETTERS OF RECOMMENDATION
Letters of recommendation may be obtained from the department. These letters are signed by the Department Director. A copy of the letter will be placed in your file.

2.12 FACULTY EVALUATION OF ADMINISTRATION (FEA)
Faculty members are requested to evaluate SCE administration once a year. The FEA questionnaire and answer sheet are handed to you during class time. You are requested to return the answer sheet on the same day. Both quantitative and qualitative data are collected. All questionnaires are anonymous. Your honest and careful participation in this evaluation is greatly appreciated.
3. Teaching

3.1 Teaching Schedule
In Scheduled Programs, your course assignments are on a term-by-term basis. Customized/tailor made training programs are not geared to the terms in a calendar and can occur at any point in time throughout the instructional year. No matter which courses you are teaching, please teach each class on the days, during the hours and in the rooms originally scheduled. Do not make any schedule changes without prior notification and authorization from a program administrator who will coordinate it with the SCE Strategic Enrollment Management (SEM) office.

3.2 Course Curriculum
The course curriculum is prescribed by the department and should be followed by the faculty. Prior to the first session of a course, the department send a copy of the Curriculum Design Form (CDF) (Form H4-1) to you and all your learners via AUC/SCE email accounts. Remind all your learners in all the courses that you teach, including late comers, that they should have received the CDF through their e-mails. You should consistently refer to the CDF during the term. You need to discuss and present the learning outcomes and assessment of learning outcomes to your learners on the first class session. You also need to present the learning outcomes of each session aligned to the tasks / activities.

3.3 Class folders & Electronic GradeBooks
A class folder and electronic GradeBooks are available for each scheduled course section taught at SCE. The class folder collection/return point varies according to the location of the assigned classroom.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Falaki Campus</td>
<td>Room 206, 2nd floor</td>
</tr>
<tr>
<td>Main Campus</td>
<td>Room 08</td>
</tr>
<tr>
<td>New Cairo Campus</td>
<td>Folders are distributed at the beginning of each term by the Instructional Affairs Representatives</td>
</tr>
</tbody>
</table>

Class folders and electronic GradeBooks are used to record learners’ data, attendance and assessment scores (continual assessment and final exam/project). They include the term of study, beginning and end dates of the course, course code and title, Course Reference Number (CRN), meeting pattern, classroom no., campus, and SCE faculty name as well as a list of enrolled learners’ names and identification numbers. Also, they include learners’ attendance/assessment records (learners’ attendance of every session, continual and final assessments’ descriptions, weights and scores, final grades and attendance percentages).

You are responsible for filling class folders by first copying learner names and SIDs from the electronic GradeBook. Attendance and scores are then systematically recorded on the class folder and the electronic GradeBook with ongoing sessions. You must collect the folder at the start of each class session and return it at the end of the session; otherwise you will be considered absent.
and will not be remunerated for that particular class session. You are NOT permitted to take class folders home. The only exception is at the end of the term for recording final grades. All faculty members, except English language faculty, should then submit the completed class folders at the conclusion of the course to their departments for revision. English language faculty should submit their folders to the Instructional Affairs representative for revision.

A class folder may be used as a means of communication between SCE administration and faculty. Messages, memoranda, announcements, supplementary materials, etc., may be circulated to you through class folders, in addition to other means such as e-mails and SMS messages.

3.4 INSTRUCTIONAL METHODS

Instructional methods support the learning of the content. The method of instruction in a course should be consistent with the learning outcomes and accommodate various learning styles. SCE courses vary widely in nature and scope and there are a variety of instructional methods that are used in specific situations. There are courses that inform, communicate information and build awareness. Other courses improve specific procedural or strategic skills for better job performance. A course Curriculum Design Form (CDF) (Form H4-1) specifies the appropriate instructional method(s) to use for achieving the stated learning outcomes.

3.5 ABSENCE

Collecting the class folder (sub-section 3.3) provides evidence of your presence in a class session. Failing to collect the folder means absence from a class. You are expected to teach the scheduled number of class hours. Necessary absences other than illness and emergency must have prior written approval of the Department Director. In case of emergency, if you cannot attend a class session, you have to notify the department before class time. The class session will be cancelled or assigned to a substitute faculty member. Arrangements for compensating the lost session should be coordinated between you and the department. It is advisable that you notify learners of your absence ahead of time (via e-mail or cell phone). If you are not able to make up the lost class session, a substitute faculty member may be assigned by the department to take over.

3.6 CLASS/LAB RESERVATION

If you wish to reserve a room or lab for compensating a missed class or for giving an extra class, you should refer the issue to the department, specifying a suggested date and time. The department requests the reservation from the SCE Strategic Enrollment Management (SEM) office two (2) working days in advance of the planned event. The system checks on room/lab availability so as to either make the reservation or request selection of alternative days or times. SEM Office must be informed in case a reservation is cancelled.

3.7 PUNCTUALLY

You are expected to start and finish your class session at the designated times. A faculty member with a punctuality problem over two consecutive terms will receive a notification letter from the Evaluation, Testing and Assessment
Department (ETAD) Director. A faculty member with continuing punctuality problems and consistent pattern of lateness over 3 consecutive terms will be suspended for one term.

3.8 LEARNER EVALUATION OF INSTRUCTION (LEI)
Faculty is evaluated by learners in all classes offered in SCE locations. LEI is carried out starting session 8. Any faculty member receiving a score less than 4.0 (out of 6.0) must be evaluated by a department’s administrator. Each learner is asked to evaluate the quality of instruction by rating a series of items on a scale of 1-6, where 6 denotes strong agreement on an item. Your department will send you your LEI result along with the LEI instrument via e-mail. Upon receiving your LEI result, you may discuss it with a program administrator. A copy is placed on your file each term.

3.9 CLASS VISITS
Faculty members are evaluated at least once a year through class visits by division administrators. New faculty members are administratively evaluated during the first term of employment. You are notified through an e-mail that a visit will take place during the term.

The Record of Class Visit (RCV) form (Form B5-2) reflects what are agreed to be major objectives in effective teaching. You are therefore urged to refer to them when you plan your lessons. This is one way to keep your teaching performance at a high standard. A copy of the RCV form (Form B5-2) can be obtained from the department.

3.10 CONTINUOUS ASSESSMENT AND FINAL EXAMS
Learners are assessed throughout the term by tests, quizzes, assignments, projects, or other means of evaluation. Continual assessment is used to monitor the progress of learning so as to ensure that the learning outcomes specified in the course curriculum are accomplished. The final course grade in each course is based on class performance as measured by continual assessment and final exam/project. For non-language courses, the breakdown is: (70%) for continual assessment and (30%) for the final exam/project. For language courses, the ratio is 50% for continual assessment and 50% for the final exam. For Conversational English, the ratio is 60% for continual assessment and 40% for the final exam. Your compliance with the continual assessment policy is a condition for eligibility for Teaching Excellence (sub-section 3.14). To ensure that the appropriate number of assessments is conducted for each type of course, the Evaluation, Testing and Assessment Department (ETAD) checks faculty’s class folders for all scheduled programs courses starting session #7 of each term.

In assessing learners, the following SCE grading system is used:

<table>
<thead>
<tr>
<th>GRADE</th>
<th>POINTS</th>
<th>PERCENTAGE%</th>
<th>EXPLANATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4.0</td>
<td>94-100</td>
<td>Excellent</td>
</tr>
<tr>
<td>A-</td>
<td>3.7</td>
<td>90-93</td>
<td></td>
</tr>
<tr>
<td>B+</td>
<td>3.3</td>
<td>87-89</td>
<td>Very Good</td>
</tr>
</tbody>
</table>
Final exams of scheduled program courses are usually administered during the last week of the term. Departments notify faculty via an e-mail of the actual dates on which final exams are to be conducted. Except for English language faculty, all other faculty members prepare their final exam questions. It is the responsibility of the departments to submit/receive learners’ test papers/answer sheets and any other test materials to/from their faculty members; except for the English language faculty members, who teach courses other than the courses of stages A1, A2, B1 and B2, it is the responsibility of the Evaluation, Testing and Assessment Department (ETAD).

In customized training, a faculty sets the assessment plan before the beginning of the program. A copy is sent to the relevant Programs and Partnership Department (PPD) Assistant Director. The plan should include key learning outcomes, type of outcome, assessment tools/techniques, and methods of reporting results. Trainees are to be assessed as per the plan before the termination of training. At the end of the program, the faculty compiles a report on trainees’ results and sends it to the PPD Assistant Director.

**3.11 CHEATING IN CLASS**

Cheating is not acceptable in an institution dedicated to learning. Cheating includes giving or receiving information during an exam, using unauthorized material during an exam, and other acts of academic dishonesty including plagiarism. You ought to take a disciplinary action for penalizing learner cheating in class. If a learner is caught cheating during a test or quiz, the test paper is collected and confiscated together with any cheating materials. The learner is asked to leave the classroom. If the learner has cheated or plagiarized on a project, you must provide documentation. You need to fill a report on the cheating incident and send it, with all relevant documentation, to the Department Director. An investigation will then determine the action to be taken according to the SCE policy.
3.12 **RECORDING END-OF-TERM RESULTS & CHANGING GRADE RESULTS**

It is your responsibility as a faculty member to enter learners’ final assessment scores directly in the electronic GradeBook through the Management Information System (MIS) / web-based Self Service (SS) application and recording them along with the grades, generated automatically in the electronic GradeBook, on the class folder within five (5) working days following the end of the term. For back-to-back terms, the 5-working day period is calculated as the last 2 days of the current term plus the first 3 days of the second one.

You can access the web-based Self Service by your ID # and Personal Identification Number (PIN). The initial set up of PIN is the date of birth, provided on the application, in the format of month, day and last two digits of the birth year without spaces (MMDDYY). Troubleshooting access to Self Service application or problems for keying results by SCE faculty should be communicated as soon as possible to the SCE Strategic Enrollment Management (SEM) office in person or by email to sceregis@aucegypt.edu.

You are expected to record the grades accurately and consistently on the folders. SCE reserves the right to correct any errors made while recording final grades.

All grade change requests (Form G6-1) from faculty must have the approval of the Associate Dean for Instructional Affairs (ADIA) before being reflected on the MIS by the SEM office. There are no exceptions.

3.13 **INCOMPLETE GRADES**

An incomplete (I) grade may be given at your discretion to learners who have attended the course, but cannot sit for the final examination or cannot complete course requirements due to circumstances beyond their control. Concerned learners should have attended at least 75% of the class sessions.

You should study the case carefully before granting approval. You need to request the Incomplete Course Grade Form (Form G8-1) from the department and fill it. The form, with the necessary documentation attached, is sent to the Assistant Department Director for approval.

The necessary course requirements for clearing the incomplete grade (I) must be completed within four (4) weeks after the end of the term. Learners who want to register in the next term must complete the necessary course requirements three (3) working days before the conclusion of the add/change course schedule period of the term in question.

Failure to change an incomplete grade during the above mentioned periods will result in the final grade being recorded as "F". Any exceptions require submitting a petition.

Learners receiving an incomplete grade must contact departments to make arrangements for completion of the necessary course requirements and clearing the incomplete grade.
3.14 Teaching Excellence

SCE recognizes outstanding faculty members and excellence in teaching in two ways:

1. Teaching Honor Roll
2. Faculty Merit Award

Scheduled program faculty, who demonstrate outstanding performance in teaching, will be placed on the Annual Instructional Affairs Teaching Honor Roll. Those faculty members will receive a certificate of appreciation in January of every calendar year. In order to be listed on the Teaching Honor Roll, you should satisfy the following nine (9) screening criteria:

1. You have taught for at least two of the three previous terms.
2. You have recorded the required number of continual assessments.
3. You have presented/discussed the Curriculum Design Form (CDF) to learners.
4. You have covered the course outline as stated on the Curriculum Design Form (CDF).
5. You have no punctuality problem as per SCE policy.
6. You have complied with all testing regulations and rules for submission of learners’ results.
7. The department did not receive any valid written complaints about you from your learners.
8. Your overall mean (weighted average of Learning Outcomes and Instructional Delivery) must be greater than the department’s mean (AND not less than 5.00).
9. Your overall mean is greater than the department’s mean (AND not less than 5.00) during the most recent two terms that you have taught at SCE.

Faculty Merit Award is a monetary compensation given to SCE’s most distinguished faculty members as a means of recognition. The total number of awards is calculated every year based on the number of enrolled learners. The awards are allocated to departments in proportion to the number of the department’s faculty members on the Honor Roll.

AUC or SCE full-time staff or faculty members who are part-time faculty members at SCE will be placed on the Faculty Merit Award list; however, they are not eligible for monetary compensation. The Merit Award is LE 5,000 for each eligible faculty.

Faculty members who are listed on the Honor Roll and have highest scores in the following weighted selection criteria receive the SCE Faculty Merit Award.

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Weight</th>
</tr>
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<tbody>
<tr>
<td>1. LEI score</td>
<td>10</td>
</tr>
<tr>
<td>2. RCV score</td>
<td>20</td>
</tr>
<tr>
<td>3. Professional Development (PD) activities</td>
<td>30</td>
</tr>
<tr>
<td>4. Instructional Affairs (IA) services</td>
<td>30</td>
</tr>
<tr>
<td>5. LEI Written Comments</td>
<td>10</td>
</tr>
</tbody>
</table>
PD activities include:
- Presenting in a department PD event.
- Provide training to colleagues on a topic/skill that s/he has learned and mastered.
- Offering to mentor/support a newly hired faculty member.
- Attending department PD events.
- Presenting in a conference in an area related to areas being taught.
- Attending a training program that is highly related to the field of teaching.
- Attending a Training of Trainer (TOT) program over and above what s/he already has.

IA services include:
- Offer to review, create and/or supplement material for courses in his/her area of teaching.
- Accept and actively contribute in task forces/group assigned by the department to upgrade certificate/ courses and/or support in achieving department goals.
- Help IA administrators in implementing AUC and SCE policies and or voluntarily serving in the department’s operations.
- Offer office hours to learners outside class time to answer their queries.

4. The Learner

4.1 Add and Change Course Schedule Period
Add and Change course schedule periods begin on the first day of SCE term and extend for seven (7) working days for all SCE scheduled offerings. In certificate programs, learners are permitted to add courses or change course sections, provided space is available.

Learners dropping courses as of the first day of classes are not entitled to any refund. Exception cases are as per the announced Refund policy. No courses are allowed to be dropped, added or changing course schedules, during the period of study, after the end of the add and change course schedule period.

Learners who stop attending a course without notifying the SCE Strategic Enrollment Management (SEM) office, receive a letter grade of “S” as a final grade for the course and tuition fees will not be refunded/retained.

Dropping courses is made at the responsibility of the learner.

4.2 Discipline in Class
Acceptable adult behavior is expected of learners in the classroom and on university campuses. Breach of such behavior should be reported by the faculty to the Department Director, and learners will be subject to disciplinary action.
4.3 **Punctuality**
Learners are expected to arrive on time for all classes and will be considered late if they enter class after the start of the lesson. Learners are allowed to be late twice without penalty. All successive instances of lateness will be counted as absence although learners are allowed to attend the session, provided that minimum disruption is made to the teaching in progress. Learners with regular conflicts with class times must obtain prior approval from the faculty within the first week of term. These special instances will be handled on a case-by-case basis. Supporting documentation, e.g., a letter from the original employer must be submitted to the faculty.

4.4 **Absence**
Learners must attend 75% or more of their class sessions in order to take the final examination. Please remind learners who have missed sessions close to their quota of classes that this policy is set by SCE and must be adhered to. If you have any questions concerning either the policy or the attendance record of individual learners, please contact a program administrator.

4.5 **Withdrawal**
Learners may withdraw from a course up until the 6th week of a 12-week term (or 3rd week in a 6-week term, or 9 days in a 3 or 4-week term) provided they notify the SCE Strategic Enrollment Management (SEM) Office. No withdrawals are allowed after that deadline. A grade of ‘W’ will be recorded on the learner’s transcript and no course may be added in its place. The learner is not refunded and is required to retake the course and pay the fees.

Failure to attend classes does not constitute a formal withdrawal from an SCE course. A grade of "S" will be recorded for learners who stop attending after the withdrawal deadline or fail to notify the SEM Office during the allowed period for withdrawal.

4.6 **Petitions and Grievances**
A learner may appeal to a higher SCE authority on any aspect pertaining to class instruction, learning environment, or administration processes. Examples of such cases include faculty’s grading procedure, a classroom disciplinary action, a change in class schedule, exemption from attendance policy, etc.
All SCE learners have the right to report faculty’s disciplinary actions related to equal opportunities and university policies concerning racial, sexual, ethnic, or religious nondiscrimination.

The petition/grievance is submitted to the relevant Program Manager using the Learner Petition / Grievance Form (Form B11-1). Departments handle learners’ petitions/grievances within five (5) working days of receipt of the form. Learners are notified, by email or in writing, by the department of the action taken.

A learner can seek resolution at higher administrative levels if the matter is not resolved or if s/he is dissatisfied. All cases are handled with discretion, protecting the learners’ best interests. Anonymous petitions/grievances are completely disregarded.
4.7 Learners’ Requests for Verification of Course Grades
All SCE learners have the right to review and/or question their final course grades in any Scheduled Programs course by filling a Verification of Course Grade Form (Form G6-2).

For learners who are registering in the following term, requests are submitted to their departments within one (1) working day after results are posted. This is to allow the verification process to be completed before the add/change course schedule period of the following term.

For learners who register for later terms, requests are submitted no later than three (3) working days after results are posted.

Departments handle learner requests within three (3) working days of receipt of the form. Learners have the right to appeal any department’s decision to the Associate Dean for Instructional Affairs (ADIA).

4.8 Issuance of Certificates
Upon completion of study, learners are entitled to one original copy of their certificate and one transcript of the academic records, free of charge. Additional copies may be issued upon request with additional service fees. Requests must be made to the SCE Strategic Enrollment Management (SEM) office, in person, or by mail, fax or email to sceregis@aucegypt.edu.

4.9 Learner Handbook & Classroom Guidelines
All information that scheduled programs’ learners need to be knowledgeable about during their course of study at AUC/SCE is communicated to them through the Learner’s Handbook and the Classroom Guidelines.

The Learner’s Handbook is a publication compiled by the SCE Strategic Enrollment Management (SEM) Office and posted on the SCE website at http://schools.aucegypt.edu/sce/Pages/home.aspx. The handbook is based on the SCE Policies and Procedures Manual (PPM) and includes detailed information about policies, procedures and services which are not featured on the official SCE web page.

The Classroom Guidelines (Form C4-1) is a flyer produced, by the Instructional Affairs (IA) team and approved by ADIA, in both English and Arabic that summarizes important policies, processes, services, and regulations related to learning at SCE. It is the responsibility of the IA departments to email this flyer with the Curriculum Design Form (Form H4-1) to learners for all course sections on the first class session on their AUC/SCE email accounts created at admission time.