



### CHAPTER 3 STUDENT SUPPORT AND SERVICES COMMUNITY INVOLVEMENT AND SERVICE LEARNING

Qatar University provides students with a support system and services that encourage them to make valuable choices towards their social, emotional and learning experiences, as well as their overall development. QU is devoted to the building of a conscientious community, and involves students in various community service initiatives which result in individual growth.

Qatar University's students are encouraged to participate in a wide array of Community and Learning Service Programs aimed at fostering civic engagement and responsibility, both in appreciation of the uniqueness of Qatari culture, as well as their exposure to a diversified experience.

#### STUDENT ACTIVITIES

QU recognizes that much of the learning that a student experiences on campus takes place outside the classroom. It is the belief of the University that student activities assist in the growth of students to their fullest potential. Student activities aim to support the academic goals of the student by providing activities and programs designed to promote and maximize students' curricular and co-curricular experience in education, recreation, social interaction, and personal growth. For additional information, please visit the Student Activities Department's website at [www.qu.edu.qa/students/](http://www.qu.edu.qa/students/) activities.

#### STUDENT LIFE

##### Campus Events

All students are encouraged to develop their unique personal as well as academic potential by participating in a wide variety of University sponsored student activities, programs, and events that combine culture, learning and entertainment. Such events include the National Day Festival, Cultural Village, Talent Show, Annual Play and Club Days in addition to a wide variety of other co-curricular opportunities that are publicized on campus throughout the year.

##### Sports and Recreation

QU offers students, alumni, faculty and staff a wide range of opportunities for competitive and recreational sports. Throughout the year, students are given the opportunity to compete against other QU teams, teams of other

universities, or the community.

These programs are designed to promote a team-oriented atmosphere and leadership opportunities for all participants. The University also provides instructional classes in swimming, first aid and similar classes that interest students. Additionally, certified workshops and training sessions in a variety of fields are frequently available.

Moreover, the QU community has accessibility to three well-equipped sports facilities, including an aquatic complex for men, and a stadium and Indoor Sports Complex for women. The aquatic complex includes a diving pool, an Olympic size pool, and a children's/training pool. A variety of sports can be played in the outdoor courts, including tennis, volleyball, and basketball. In addition, an all-year football field and athletic track is also available for student use. A well-equipped gymnasium receives a large number of students and QU staff or faculty.

Table tennis, billiards, and other recreational games are available in the Student Activities Buildings. Daily passes and yearly membership are available to the QU community and the public at nominal fees. For more information or any inquiries please contact [sports@qu.edu.qa](mailto:sports@qu.edu.qa).

#### Culture and Exchange Programs

Qatar University students enjoy a diversity of programs and trips through which they can explore other institutions and cultures. The Student Activities Department facilitates and supports incoming and outgoing exchange students as well as any QU student who should travel to benefit from the educational opportunities offered through Qatar University.

**Numerous and diverse off-campus opportunities are also available, including:**

- Academic/research conferences where students represent Qatar University by presenting and defending their research in various forums, both regionally and internationally.
- Cultural / Educational excursions where select Qatar University students visit reputable educational institutions. Students from these institutions reciprocate by visiting QU. An example of this type of program is the program with Peace College located in North Carolina, USA.
- Students may be selected to officially represent QU regionally or internationally in sports, recreational or educational activities. Currently, QU students regularly participate in the Cultural and Scientific Week in Saudi Arabia, as well as sport tournaments in Egypt and Oman.
- For-credit study abroad and exchange programs.

Students who are interested in any off-campus opportunity can apply online or contact [studentexchange@qu.edu.qa](mailto:studentexchange@qu.edu.qa)

### Academic Support Services

The Student Learning Support Center (SLSC) provides academic support services to all students at QU. The SLSC is a supportive environment where students can seek assistance with course assignments, the transition to college academic life, or other academic issues.

SLSC programs include: Peer Tutoring, the Writing Lab, Supplemental Instruction (SI), the Math Lab, and academic success and writing workshops. All programs are designed to help students become independent and successful learners by improving their study skills and self-confidence, increasing their knowledge of course material, encouraging a positive attitude toward education, and preparing them for lifelong learning.

The SLSC provides peer tutoring in core curriculum courses and Foundation Program courses, and special programs are offered to assist students in improving their English speaking ability. Individual academic coaching is also available to students who are struggling in their courses.

The SLSC Math Lab offers individual tutoring, math review sessions, and a variety of math resources to assist students in their courses. Additional support is available for students enrolled in historically difficult math courses at QU.

The SLSC Writing Lab supports student writers in their efforts to become better writers in English and in Arabic. At the Writing Lab, students receive assistance with every stage of the writing process, from generating ideas to completing a final draft. Students are welcome to use the Writing Lab services for any course at QU.

The SLSC is located in the Faculty Building and the Women's Activities Buildings, and all services are free of charge to QU students. For additional information on academic support services at QU, visit the Student Learning Support Center website:

<http://www.qu.edu.qa/students/services/isc/index.php>.

### Career Services

The Career Services Center provides counseling, training and professional development services and helps to prepare students to engage and compete for the best career opportunities. It specializes in providing QU students with student employment during their study at QU. Additionally, the Center assists students with sponsorship, internship and full-time job opportunities and provides numerous career-related resources, programs and activities. For additional information, visit the Career Services Center website at:

<http://www.qu.edu.qa/students/services/csc/index.php>.

### Counseling Services

The Student Counseling Center provides the QU community with a variety of counseling and psychological

services, which include individual and group counseling sessions that help students overcome any impediments affecting their success. The Center promotes personal and social growth via sessions and groups on self-development, marriage, community outreach programs, top readers, role models and First Year Success. The 1st Year Success sessions help freshman students adjust to the demands of college in their first year of studies. All students receive training in time and stress management, study skills, achieving academic success, personality assessments, goal setting, relationship issues, building self-confidence and other coping strategies. The Top Readers Program promotes a reading culture, critical thinking and acceptance among students. The Center also offers various other workshops that enhance students' self-development.

Literature on self-help topics is available at the Center, as well as contacts in the community if needed. Confidentiality is very crucial; no student's information will be exchanged with other parties unless the student signs a release of information form. Students' information taken during counseling sessions is not part of the student academic record. Students can book their appointments online, in person or via phone. For additional information regarding these services, please visit the Student Counseling Center website at: <http://www.qu.edu.qa/students/services/psc>, [twitter@QUSCC](mailto:twitter@QUSCC), [Instagram@QUSCC](https://www.instagram.com/QUSCC), [facebook@QUSCC](https://www.facebook.com/QUSCC).

### Student Helpdesk

The Student Helpdesk provides students with a single point of reference for all general inquiries. Communication between the section and students is done through the Reception desk, Student Call Center, and the official accounts of Qatar University on social media (Facebook and Twitter). Furthermore, the Student Helpdesk provides a campus tour service "Explore QU" to introduce QU's buildings and services.

### Students can contact the Student Helpdesk through:

- Email: [studenthelp@qu.edu.qa](mailto:studenthelp@qu.edu.qa)
- Telephone: 4403 44444
- Visit the Helpdesk in person

For more information, please see:

<http://www.qu.edu.qa/students/services/helpdesk/>

### Reception Desk

The Reception Desk responds directly to the walk-in students in any general questions. The desk is also helping students to ease any procedures that they may face difficulty with, in addition to trying to find the best solutions to complicated problems that need study and follow-ups.

The Reception Desk is located in the Admission and

Registration building, on the ground Floor.

### Student Call Center

The Student Call Center receives calls from prospective, current or graduate students, parents, and any external stakeholders, and provides them with answers on issues related to all services offered by the University, and direct them to the related departments as necessary.

The Student Call Center is available during university working hours: weekdays from 7:30 am to 2:30 pm. Phone: 4403-4444.

For more information, please see:

[http://www.qu.edu.qa/students/services/helpdesk/call\\_center.php](http://www.qu.edu.qa/students/services/helpdesk/call_center.php)

### Explore QU Service

The Explore QU Service is a campus tour service offered by the Student Helpdesk Section. This service allows newly admitted students, current students and students' parents to get familiar with QU campus, and better know its buildings and services through well-organized, informative and entertaining tours.

### Parents Program

The Parents Program provides communication between the University and parents of QU students, in order to support student success, generate good will for the University, and promote an appropriate role for parents within the campus community. The Unit accomplishes this by delivering high-quality, relevant and useful programming and communication to help families navigate their evolving relationship and establish a productive university-parent partnership.

Parents can contact the Unit at 4403-3768 / 4403-5967, or via email: [parents@qu.edu.qa](mailto:parents@qu.edu.qa)

The Parents Program provides communication between the University and parents of QU students in order to support student success, generate good will for the University, and promote an appropriate role for parents within the campus community. In addition to organizing orientation for new students' parents, educational workshops and training, answering parents inquiries, and developing an annual Parent Handbook, the unit give parents access to borrow books from the QU library, and sport facilities. The QU Library will provide a membership to any parent of a currently enrolled student for a 200 QR deposit fee, to be reimbursed after the graduation of their son/daughter. Parents have access to sports facilities such as the gym, swimming pool, and sports fields after paying an annual deposit of 200 QR. Parents can contact the Unit at 4403-3768 / 4403-5967, or via email: [parents@qu.edu.qa](mailto:parents@qu.edu.qa)

### International Students

The International Students Section provides support services designed to assist international students with any academic, personal, financial and immigration related questions or issues, and presents students with an opportunity to become involved in the QU community. Currently, our international students come from around 70 countries.

The International Students Section is responsible for the welfare of the students whose residency permit is sponsored by Qatar University, and assists international students to secure their entry visa, residency permit, and exit permit; issue annual airline tickets for eligible scholarship students; issues formal sponsorship letters, and coordinate accommodation with the QU Housing Department.

The International Students Section also oversees admission to the Arabic for Non-Native Speakers Program. For additional information, please visit their website at: <http://www.qu.edu.qa/students/services/iss/index.php>.

### New Student Orientation

New Student Orientation is a full-day event designed to assist new Foundation Program and Undergraduate students become familiar with the exciting and challenging opportunities that Qatar University offers.

Throughout the orientation day activities, students will be organized into smaller college groupings, allowing them to become familiar with their academic program and to better connect with their academic advisors, college peers, and ultimately, with Qatar University.

Attendance at the New Student Orientation is mandatory for all new Foundation Program and undergraduate students. Students who fail to attend their assigned orientation day may not be able to attend Qatar University and will need to re-apply for admission in a future semester. For more information, please visit the New Student Orientation website at: [http://www.qu.edu.qa/students/admission/new\\_student\\_orientation.php](http://www.qu.edu.qa/students/admission/new_student_orientation.php).

### Special Needs

Qatar University is committed to providing all academically qualified students with educational opportunity. Every effort is exerted to ensure fair and appropriate access to programs, services, facilities, and activities for students with special needs. The Special Needs Center provides services and support technologies that are tailored to the needs of individual students throughout their tenure at the University.

Currently, support services are provided to students with visual impairments (blindness or low vision), physical impairments, Dyslexia, and speech and hearing difficulties (who are not deaf but use hearing aids). The Center also caters to students who suffer from temporary disabilities,



or injuries. Some of the services and accommodations provided include academic testing accommodations, use of assistive technology, student note-takers/note taking technology, alternate text formatting for print materials, priority registration, and advocacy with faculty to assure appropriate academic accommodations.

For additional information on services offered by the Special Needs Center, please see:  
[http://www.qu.edu.qa/students/services/special\\_needs/index.php](http://www.qu.edu.qa/students/services/special_needs/index.php)