11.   UNIVERSITY FACILITIES

11.1. MDX Dubai Student Accommodation

Accommodation for Students

Middlesex University Dubai has partnered with The Myriad Dubai run by the Strategic Housing Group, which run student accommodation facilities across the world; to provide our students with affordable, luxurious student accommodation.

The Myriad Dubai is a fully-integrated, urban-style student living community, located in the heart of Dubai International Academic City, just 35 minutes from the University campus. The property is designed to cater to the wants and needs of the modern student, taking into account vital factors such as safety, security, comfort and convenience. Residents of The Myriad Dubai will be able to make the most of a number of exclusive facilities and features intended to enhance their experience as a student in Dubai.

Students who stay at The Myriad can immerse themselves in a wider student community that encourages individuals from various institutions to socialise and network.

A member of Middlesex University Dubai's Accommodation Team will have a 24/7 office onsite – ensuring you are supported throughout your stay. There will be exclusive floors for Middlesex students and separate sections for males and females.

There will be a bus transportation service from The Myriad, DIAC to Dubai Knowledge Park. The timings are will be updated soon on the website. There will also be a provision for postgraduate students taking evening classes. In addition, there will be frequent trips to local supermarkets, malls and other places to enhance your experience.

The Myriad offers excellent pricing packages inclusive of: furnishings, utilities, high speed Wi-Fi and broadband, onsite laundry facilities, sporting facilities, 24/7 security and community features.

To find out more about the Student Accommodation, visit
https://www.mdx.ac.ae/mdxaccommodation

To book your place, contact the following phone numbers:
Mobile: 971 56 808 5534; 971 56 172 2726
Email: theresidences@mdx.ac.ae

11.2. Information Technology (IT) Resources

In line with the current directives concerning COVID-19, all the Computer laboratories & other IT spaces have implemented preventative measures for the safety and wellbeing of our community.

Computer Laboratories are located in Block 16 as follows:
- Rooms 103,108, 109, 110 and 111
- Room 101 and 102 are dedicated Graphics Labs
- Room 105 is our Cisco Lab
- Room 106 serves as the MDX Studios
- Room 107 is the Physical Computing & Engineering (PCE) Lab
- Room 003/004 is the new Fashion Studio
- Room 308b is Mac and Media lab
- Room 309 is a Robotics Lab
- Room 309b is a Data Science Lab

Additional workstations are available in the Computer Labs in Block 19 first floor in Room 112, 114 and 115.

Graphics Lab in Block 16: Room 101 has 20 dedicated iMACs and a multi-function device. Room 102 has 10 dedicated iMACs and a multi-function device.

Robotics Lab in Block 16, Room 309 has a wide range of robotics tools, 12 workstations, 2 Industrial Robots, equipment and software. It also features a 3D Printer.

Data Science Lab in Block 16, Room 309b has 4 dedicated Windows Workstations.

A Cisco Academy Lab in Block 16, Room 105 has Fifteen (15) computers and furnished with four (4) cabinet racks consisting of Routers, Switches and Cisco software for network simulation and training.

Physical Computing and Engineering (PCE) Lab in Block 16, Room 107 is a fully-equipped state-of-the-art electro-static discharge (ESD) compliant lab offers an environment where sensitive electronic equipment can be tested and studied safely without ESD damage to the delicate electronic components. Students will have the modular electronic lab ELVIS from National Instruments for working on electronic hardware along with other testing equipment's likes oscilloscopes, power generators and simulation software like MultiSim and LabView.

MDX Studios on Block 16, Room 106 is an exclusive post-production working space dedicated to our film students offering multi-purpose suites. The suites are categorised for editing, audio production, VFX, colour grading and a specialised 4K editing suite. The facility features key film

industry standard specification of equipment from fully kitted out Apple Mac Pro, Studio sound, 27-inch multi-display setup and many more. Another key addition to the project is the screening room with Dolby surround sound system. MDX Studios has an integrated storage area that houses some of the best Production cameras of industry's standards.

Fashion Studios on Block 16, Room 003/004 has 5 dedicated iMACs.

Mac And Media Lab on Block 16, Room 308b has 10 dedicated iMACs.

Additionally, multimedia machines are available in both Block 16, Block 19 and Block 4 for students to scan documents and print them in colour. The Library also hosts a multi-function machine for students that can scan and send to email, print and photocopy in black and colour.

There are currently 376 computers for students to use at Middlesex University Dubai. The Computer Labs on the first floor host 280 of these. All of them have internet access, printing facilities, and host a wide range of both generic and course specific software. The remaining 96 computers are located in the Computer Lab in Block 19 (First Floor, Room 112, 114 and 115).

Laptops are normally available for self-service borrowing through the Laptop Loan Lockers located in the Library Individual Study (LIS) in Block 4. However, borrowing of laptops are temporarily suspended until proper sanitization procedures can be implemented. There are additional desktops in LIS for students.

All IT spaces will be subject to COVID-19 restrictions. Use of various multimedia machines and computers will be restricted or temporarily unavailable. Students are required to follow all COVID-19 protocols of hand and machine sanitisation before and after use of the machines.

However, borrowing of laptops and various AV equipment is temporarily unavailable.

IT Contact Information

The IT Office is located in Block 16 first floor, Room 104.
For IT-related inquiries, requests for support, complaints, etc., please contact the IT Help Desk at:
• Email: helpdesk@mdx.ac.ae
• Telephone Number: 00971 4 3678126

IT Support and Troubleshooting

If you face any issues with the University computers, please do not hesitate to contact the IT Office. You are encouraged to report any computer related issues or any misuse of IT equipment on-campus. This will help us keep all the systems working properly and thus ensure a better service for all.

IT Facilities Opening Hours

The <u>Computer Labs</u> are open 7 days a week from 8:00am until 10:00pm. Students may use the lab to do university work whenever the labs are not used for scheduled teaching. **This will be subject to COVID-19 restrictions. Students are required to follow all COVID-19 protocols of hand and machine sanitisation before and after use of the machines.** We encourage students to report any unauthorised visitors to Campus Security immediately.

Accessing the University Computer Network

All students will be provided with a username and password to access the Dubai Campus computers which reside on the student network. Once logged onto the network, you may browse the internet, use the network printer, and access the network storage space provided (50 MB is allocated to each student).

Data Storage on University Computers and DeepFreeze Software

All the University computers run the Deep Freeze software. Restarting the computer makes it go back to the original state meaning that work saved anywhere except your Home Drive (G drive in My Computer) or My Documents, or your personal flash disks – will be lost. You can also e-mail your work to your private e-mails or UK e-mail accounts). Lecturers are well informed about the Deep Freeze software therefore students cannot use it as an excuse for any lost work (especially on the day of submittal).

Printing Services in the Computer Labs

We have introduced Managed Print Service (MPS) to efficiently manage printer and paper resources. Benefits of MPS include reducing print wastage, secured printing, follow me print; where the students can collect the print output from any printer in the student network (Labs, LIS, Library). This will be subject to COVID-19 restrictions. **Students are required to follow all COVID-19 protocols of hand and machine sanitisation before and after use of the machines**.

Please note that the default printout option is black and white and double sided, kindly ensure you change this if you need to print colour and/or single sided. To print you need to enter the PIN number(ID number) which will be sent via email from mdxprinter@mdx.ac.ae. Please keep your PIN number (ID number) secure and don't share it with anyone.

The networked printers in the Computer Labs can be used for printing. Students are allowed 1,000 printing credits per academic year free of charge. Coloured printing is also available in the Library and LIS (Block 4). Printing using black and white printers is one credit per page, while printing using a colour printer is twelve credits per page. Should you require more printing credit, you may purchase additional printing credits by paying at the Finance Office and then bringing the payment slip to the IT Office for the staff to increase your limit. **Students are required to**

follow all COVID-19 protocols of hand and machine sanitisation before and after use of the machines

Wireless Access

Students can use the Wi-Fi facility provided they are enrolled for the term. In order to connect with the Wi-Fi, students should connect to the Wi-Fi named "MDX STUDENTS", using the same username and password which is provided to them for logging in the University computers available in the labs and library. Hence, as soon as they will change the password for their computer login in labs, their password for Wi-Fi will also change. The Wi-Fi access is activated automatically the next time they are within the Wi-Fi premises. Each student can connect up to two devices at any given time.

Students can change their Lab/Wi-Fi password by using the Lab PC. Password reset guide is available on student resources folder.

Wi-Fi enabled areas cover all four Blocks of the University. This includes the following locations:
- Block 16 (Ground Floor, First Floor, Third Floor)
- Block 17 (Ground Floor, Second Floor, Third Floor)
- Block 19 (Ground Floor, First Floor & Second Floor)
- Block 4 (Ground Floor, First Floor)

Laptops from the LIS (Library Individual Study) Loan Lockers are already connected to the wireless network.

For More Information visit www.mdx.ac.ae/wifi.

Equipment for Borrowing

Borrowing of various AV equipment is temporarily unavailable.

Laptops for Loan

Laptops are temporarily unavailable for borrowing.

Software

Computer Labs have a basic set of software including Microsoft Office, Browsers, Media Players, Text & Image Editors, and File Transfer to disc media. However, certain Computer Labs contain course-specific software to accommodate each learner. Other software such as SPSS, Amos, Minitab, NVivo, and GPSS World is available for download in myUniHub. It is found on the Software portlet under "My Study" Tab. Software is free for Middlesex University student currently enrolled, as it would ask for their IT User ID and password.

IT Information Factsheets

A number of useful information factsheets related to configuring and using IT resources and troubleshooting are provided by the IT Office, including:
- Wireless Network Connection Guide for iOS devices.
- Wireless Network Connection Guide for Android devices.
- MyUniHub Enrolment Step-by-Step Guide (www.mdx.ac.ae/myunihub)

These can also be downloaded from the Student Portal from the Middlesex website at www.mdx.ac.ae/studentservices/facilities

Code of Conduct for IT Facilities

For details, please refer to Section 15.4, Appendix A2

11.3. Library Resources

The Library is located on the Ground Floor in Room 006, Block 16, Dubai Knowledge Park (DKP). Additionally, fourteen reservable study spaces are available in the Library Individual Study (LIS) on the Ground Floor in Block 4, DKP. In line with the current directives concerning COVID-19, the Library and LIS spaces have implemented preventative measures for the safety and wellbeing of our community. Further details of these measures are available at the Middlesex Dubai Library website: www.mdx.ac.ae/library.

The Library provides a range of lending and reference services; a free online course entitled *An Introduction to the Research Process*, photocopying, printing, and scanning facilities, reservable individual study spaces, and access to print and electronic resources.

To promote social distancing and maintain student safety, students must book online (during allotted hours) to reserve and use the study spaces in both areas of the Library (Block 16 – Ground Floor) and Library Individual Study (Block 4 – Ground Floor). Reservations may be made via the Library website, here: https://appointment-dubailibrarian.mdx.ac.uk/booking/Library_Desk.

Library and LIS Opening Hours

The Library is open during term-time:
Sunday – Thursday: 8.00 am – 8.00 pm
Saturday: 9.00 am – 6.00 pm

The LIS is open Saturday - Thursday from 8:00 am to 8:00 pm

Students in both the Library and LIS must utilize the designated entry and exit doors to ensure the required staggered entry and exit into and out of the Library and LIS. Two meters of social distance must be maintained between all patrons at all times. Any books that are utilized in the Library must be returned to the designated return drop-off container for the necessary quarantine period.

Library Contact Information

Students may contact the Library via phone or email as follows:
Circulation Desk: 04 3678124
E-mail: Library@mdx.ac.ae
Library Chat: Via the Library Website: www.mdx.ac.ae/library

You may also contact specific library staff as below.

Dr Dorian Lange	Library Manager	d.lange@mdx.ac.ae
Abigail Cruz	Assistant Library Manager – Public Services	a.cruz@mdx.ac.ae
Laura Barber	Assistant Library Manager – Information Literacy	l.barber@mdx.ac.ae
Magana Vega	Library Technician	m.juan@mdx.ac.ae
Joseph Limeta	Library Assistant	j.limeta@mdx.ac.ae

Circulation Desk

In order to minimize person-to-person contact, the Library has instituted a 'Live Chat' feature where you may chat with us online via the Library website: https://www.mdx.ac.ae/library   You may still contact us via email at: library@mdx.ac.ae, phone: 04-367-8124, and by appointment virtually via GTM. Library staff is still available at the Library and LIS to assist you from a safe distance using all required in-person safety protocols. Students may utilize the instructional tutorials on the Library website: https://www.mdx.ac.ae/library to learn how to find a book, article, etc. Never hesitate to ask for assistance from Library staff. Their primary purpose is to help students succeed at Middlesex University Dubai.

Informational and Recreational Resources

The Library provides access to a wide range of materials. The Library makes finding both books and digital materials easy and straightforward. Via Library Search, students are able to manage their accounts, check which items they have on loan and their due dates, place requests, and to make book purchase suggestions. Electronic resources are available remotely as long as students are logged into UniHub and have an Internet connection. The Library also maintains a collection of novels and DVDs.

Borrowing Procedures

Students, faculty, and staff of Middlesex University Dubai are entitled to borrow books, and DVDs from the Library. In order to borrow items, please ensure that you have a current Middlesex University Dubai ID card. To locate books and other learning resources, utilize 'Library Search' on the Library website. You may borrow up to twelve items concurrently, two of which can be DVDs.

Self-service Kiosk

Books may be borrowed or returned on the Library's self-service kiosk. **This will be subject to COVID-19 restrictions.** Students are required to follow all COVID-19 protocols of hand and machine sanitisation before and after use of the machines.

Renewing and Returning Borrowed Items

The loan period for books and DVDs is one week. The Library uses automatic renewals for all checked out materials for up to 52 weeks. Please note that automatic renewals will stop if another patron has requested the material you have on loan. If another patron requests the

material you have on loan, you will be notified via email and informed that you must return the material within seven days or be subject to a fine.

Items are returned using the Self-service kiosk or, when the Library is closed, may be dropped into the after-hours book drop box located at the entrance of the Library in Block 16.

Overdue Materials

A fine will be imposed on all those who keep books and other materials past the date due. System-generated email reminders about your borrowed Library materials will be sent to your Middlesex University email. Therefore, it is important that you check your University email account on a regular basis and manage your Library account accordingly.

It is the responsibility of users to return all Library materials and pay the overdue charges no later than the date of completion of the course or contract. Failure to do so may result in students not receiving results, confirmation of an award, certificate or transcript until the materials are returned or the University is compensated for its loss.

Library Charges

The overdue charge depends on the loan period of the item and whether or not there is an outstanding request from another student for an overdue item. The overdue fine is AED 1 per day. A 'requested' item that becomes overdue will automatically incur a charge of AED 10 per day. The outstanding debt will be placed on the student's record if the overdue fines reach AED 20. A 'financial hold' will be placed on your student record which will block your access to the Library's resources. Degree certificates and official transcripts may be withheld until the debt is cleared.

Lost Books and Replacement Charges

Library materials that are permanently lost or damaged beyond repair are assessed for replacement charges as follows: the replacement cost of the book plus an administrative fee to cover related charges including: shipping, cataloguing, and processing.

Electronic Resources

Electronic resources can be accessed from within the University and externally. Middlesex University has subscribed to a vast collection of online resources which includes e-books and e-journals, as well as searchable databases across all subject areas.

To find these resources, follow the steps below.
- Go to UniHub: http://unihub.mdx.ac.uk/
- Login to MyUniHub using your User ID and IT Password
- Click on 'My Study', then 'My Library' where you will see a list of online resources such as:

- *Library Search:* An integrated search mechanism where the university's print and most of the electronic resources can be searched.
- *eBbooks*: eBooks are digital versions of a printed books that are viewed online.
- *eJournals*: eJournals are online journals subscribed to by Middlesex University.
- *Databases:* Databases are a collection of journal articles, conference proceedings, case studies, company profiles, financial data, etc. that are organized by subject and are electronically mediated. A full list of all the databases available can be found here: http://libguides.mdx.ac.uk/az.php?t=12363.
- *Library Guides:* Middlesex Dubai Librarians have created Library Guides which provides information about print and electronic resources in an easily accessible and understandable manner.

Printing Services in the Library

Students can use the Library's networked colour printers for printing using their allocated 1,000 free printing credits. If you have exhausted your free printing quota, you may purchase additional printing pages by paying at the Finance Office and then bringing the payment slip to the IT Office for the staff to increase your limit. **This will be subject to COVID-19 restrictions. Students are required to follow all COVID-19 protocols of hand and machine sanitisation before and after use of the machines**.

Photocopying Service in the Library

A photocopier is available in the Library and LIS for making copies. It may also be used for digital scanning. Copying is linked to the student quota for printing (see previous section). Print accounts are debited accordingly. **This will be subject to COVID-19 restrictions. Students are required to follow all COVID-19 protocols of hand and machine sanitisation before and after use of the machines**.

Be advised that the Library strictly observes copyright laws. Penalties for infringement can be severe. You may copy reference materials for your own individual private study or research, however, the limit is one article from any one issue of a journal or one chapter or excerpts of up to 5% of a book (whichever is greater).

Copied materials in excess of the above-noted limits, whether or not they have been copied from Library books or copied in the Library or at an off-campus print shop, will be confiscated by Library staff. Disciplinary action will be taken in the form of a Student Incident Form being submitted to the University administration for further action.

Middlesex University Dubai follows the same practices regarding copyright as does Middlesex University in London. For more on this topic, see Copyright Information (http://unihub.mdx.ac.uk/your-study/copyright-information) on the Middlesex University (London) website. Additionally, all UAE and other relevant copyright laws are observed.

Library Individual Study (LIS) and Laptop Borrowing

The LIS has fourteen study spaces; these must be reserved online: https://appointment-dubailibrarian.mdx.ac.uk/booking/Library_Desk. Copying and printing can also be done in the LIS. Laptops are temporarily unavailable for borrowing.

Suggest a Book

Students are encouraged to make recommendations for relevant books for the Library to purchase. This can be done by submitting your recommendation online via the "Suggest a Book" option within Library Search.

Online Library Course: An Introduction to the Research Process

Middlesex University Dubai students are encouraged to take the Library's online course: An Introduction to the Research Process. The course consists of six units of primarily short videos and PowerPoints, followed by six simple activities, which introduce students to the basic steps of the research process. The course takes an estimated six to ten hours to complete during a four-week period of active registration, and is done entirely online. Registered students are assigned a Librarian who will contact them from time-to-time to answer questions and to encourage completion of the course. All students completing the course will receive a Certificate of Achievement and will have access to the course throughout their Middlesex University career.

The course is appropriate for any student, whether an undergraduate or postgraduate, wishing to learn more about the research process or to refresh their researching skills. For more information about the online course and/or to register for, select *An Introduction to the Research Process* link: www.mdx.ac.ae/life-at-university/libraries/services/an-introduction-to-the-research-process from the main page of the Middlesex Dubai website. Alternately, inquire in person at the Library.

Laptop Loan Locker - Terms of Service

Laptop checkouts are temporarily unavailable. When borrowing resumes, the following will be implemented:
- Laptops may be checked out and returned when the LIS is open, 8 am to 8 pm, Saturday – Thursday
- Laptops will be sanitized after each use.
- Laptops are available for check out for a maximum of 3 hours.
- A 5 dirhams / hour (including portions of an hour) charge will be incurred if the laptop is returned late.
- Only card-holding Middlesex-Dubai students, with "in good standing" accounts (library fines not exceeding 20 AED, no holds), may borrow laptops.
- Students may only use their own ID to borrow a laptop. They may not use another student's ID.
- Only one laptop per student may be checked out at a time.

- An issued laptop is the sole responsibility of the student until it is returned. The borrower is liable for any costs due to the theft, loss, and / or damage to the laptop.
- Upon returning, please check the laptop for any physical damage, and turn it on to make sure the laptop and screen are in proper working condition. If damaged, immediately report the issue and the laptop number to the IT Department: 04-367-8126 or the Library: 04-367-8124 / library@mdx.ac.ae.
- It is the responsibility of the borrower to ensure that the laptop is properly returned (plugged in, drawer door shut). Failure to do so will result in overdue and / or laptop replacement charges.
- The Library and / or IT Department is not responsible for any data loss which may occur if the laptop malfunctions.
- You are strongly advised to save your work externally, as any work saved onto the laptop will automatically be deleted upon computer shutdown / restart.
- The borrowed laptop **MUST** be returned to the proper locker bay. Charges may be incurred for failure to return the laptop to the proper locker bay.
- The ID that was used to check out the laptop must be used to return it. Students may not use any ID other than their own to check out a laptop.
- If the LIS office is unstaffed and you require assistance, please call the Library: 04-367-8124 / library@mdx.ac.ae. You may also call the IT department: 04-367-8126.

Code of Conduct in the Library and Library Individual Study (LIS) Areas

For details, please refer to Section 15.4, Appendix A1

11.4. Lockers for Hire by Students

A limited number of Lockers are available for hire to registered students and are issued on a first come, first served basis. **COVID-19 restrictions will apply**. Students may request for a Locker by filling the relevant form at the Reception desk. An annual fee of AED 100 applies, along with a refundable deposit of AED 50 (which will be used as compensation in case of any damage to the lockers or keys). Locker rentals are for the specified academic year and can be accessed only on University working hours during term-time.

All lockers made available for students are the property of Middlesex University Dubai. These lockers are made available for students to facilitate the daily storage of their learning materials and items related to their studies only. The lockers are not to be used to store items which can cause any interference with University procedures or which are forbidden by the UAE law or Middlesex University Dubai codes of conduct, including but not limited to alcohol, drugs, weapons, stolen property, hazardous materials, and other contraband.

Lockers are for individual use only and are not to be shared. Students are not permitted to change the locks and keys unless with written permission from the University. Locker contents are the sole responsibility of the registered occupant of the locker. The student's use of the

locker does not diminish the University's ownership or control of the locker. The University is not in any way responsible for a locker's contents or liable for the loss of or damage to locks and items stored in lockers. The University retains the right to inspect the locker and its contents to ensure that the locker is being used in accordance with its intended purpose, and to eliminate hazards, maintain sanitary conditions, attempt to locate lost or stolen materials or forbidden items including but not limited to drugs, weapons, stolen property, hazardous materials, and other contraband. Inappropriate use of the Locker facility will lead to disciplinary action against the student(s) responsible as per the University's regulations.

Students must vacate all lockers and return their keys to the Reception desk at the end of the academic year. Any materials left in lockers after the vacate date (end of term) will be disposed.

11.5. Student Visa Facility

Laws in the United Arab Emirates (UAE) require all non-national students to obtain a Student Visa for the duration of their studies. Middlesex University Dubai provides Student Visas for applicants studying on any of our academic programmes.

Student visas are issued for duration of 12 months at a time; hence an undergraduate student may require 2 or 3 renewals during their course of study at Middlesex University Dubai.

All new student visa requests will be processed upon the approval of the Finance Office (meaning all financial obligations are met and fulfilled) and Admissions Office (meaning all academic conditions are fulfilled).

For student below 18 years old, UAE's General Directorate of Residence and Foreigners Affairs requires a No-Objection Certificate from parents attested by the UAE Embassy in home country.

Student Visa application processing normally takes 15-20 days. Security checks are expected for certain nationalities by the UAE's Ministry of Interior, timelines of which are not determined by the university. Students are requested to ensure that they have adequate medical/travel insurance in Dubai, until their Middlesex University Dubai student visa has been stamped into your passport.

Student Visa Application (New Student)

Student Visa Fees: AED 6184.95 which are inclusive of:
- Student Visa processing fees
- Medical Fees
- Emirates ID Card
- Medical Insurance

Student Visa Deposit: AED 2,500, which refundable after visa cancellation (minus cancellation charges).

Visa charges are set by Dubai Knowledge Park, and may be subject to change.

How to Apply?
Once you have accepted your Offer of Admission and have cleared all academic conditions (if any), you should proceed to make a payment for your tuition fees along with the student visa annual fee and visa deposit. For information on fee payment procedures, please

Documents required for NEW Student Visa
- Completed Visa Application Form
- 3 Passport-size coloured photographs with white background
- Completed Student Undertaking Letter
- "Unconditional" Offer Letter issued by the Admission Office of Middlesex University Dubai
- Coloured and Clear copy of passport data page (passport should be valid for at least 1 year)
- Completed Medical Insurance Form (if applicable)
- Copy of Fee Receipts
- 25% of full tuition fee and AED 6184.95 Visa fee
- Student Visa Fee payment receipt
- Student Visa Deposit (AED 2,500) payment receipt

Note: To avoid delay with your student visa application, please ensure that all documents are fully completed.

In the unlikely event that your student visa application is unsuccessful, the Visa Deposit will be refunded. The UAE government may retain the visa fee.

Student Visa Renewal

(For those students whose Student Visas are already sponsored by Middlesex University Dubai)

Student Visa Renewal Charge: AED 4409.95 which are inclusive of:
- Student Visa renewal fees
- Medical Fees
- Emirates ID Card
- Medical Insurance

Students renewing their student visa under the University sponsorship are requested to personally visit the Student Visa Office two months before the visa expiration. Student Visa renewal process may take around 15 – 20 working days hence your presence will be required during the entire renewal process. Renewal forms can be collected from the Student Visa Office.

Documents required for student visa renewal include:
- Completed Visa Application Form

- 3 passport-size coloured photographs with white background
- Completed Student Undertaking Letter
- Original passport (please make sure that your passport is valid for at least 1 year)
- Original Emirates ID
- Original Medical Insurance Card (if applicable)
- Completed Medical Insurance Form (if applicable)
- Copy of Fee Receipts

Visa charges are set by Dubai Knowledge Park, and may be subject to change.

Visa Cancellation

Students who wish to defer, interrupt or withdraw their studies are required to cancel their visa immediately by personally submitting the original passport and Emirates ID card to the Student Visa Office. This procedure also applies to graduating students.

Visa cancellation options are as follows:
- A) Express Cancellation – AED 1,344.35 (5 - 7 working days processing time)
- B) Normal Cancellation – AED 726.88 (10 - 12 working days processing time)

For queries relating to visa cancellation, please contact the Visa Office at visa@mdx.ac.ae

Visa cancellation charges are set by Dubai Knowledge Park, and may be subject to change.

Visa Deposit Refund

Once your student visa is cancelled, you will be required to exit the country before a certain date specified on the cancellation paper. Student Visa Office will provide you a copy of the Refund Request Form. This should be completed and sent to visa@mdx.ac.ae.

"Unclaimed" visa deposit refund will be forfeited after a year from the time of visa cancellation. For any refund follow-up, please contact the Finance Office on telephone numbers 971-4-3754910 / 971-4-3678136.

Emirates ID

As per the UAE immigration rules, students who obtain a university sponsored visa are required to have a valid Emirates ID card. This will be applied together with your visa application. Please note that the release of your Emirates ID card might take a while. Hence we advise you to keep a copy of your Emirates ID Registration Form to easily track the status of your card. The registration form will be provided to you by Student Visa Office.

In addition, student visas cannot be renewed nor cancelled without the Emirates ID card. In the event that the Emirates ID card is lost, you are advised to visit the Visa Office immediately. For further information please visit the Emirates Identity Authority (EIDA) website on www.id.gov.ae

or contact the Visa Office on telephone numbers 04-3671682/04-3752658 or email us at visa@mdx.ac.ae.

Student Medical Insurance

Middlesex University Dubai offers medical insurance coverage on a paid-basis to new and returning students. The medical insurance we provide offers coverage across hospitals and clinics in the UAE and other countries worldwide if in an emergency as per the insurance policy. It is a requirement for students that have a Student Visa sponsored by the University to purchase the medical insurance on an annual basis.

Students applying for a University sponsored Student Visa are required to obtain and maintain health insurance as required by Dubai Creative Clusters Authority (DCCA).

If you are to be sponsored by Middlesex University, the costs of your medical insurance will be included in the Student Visa Package fees. If you are sponsored by your family or employer and wish to avail of our medical insurance services, please visit the Student Visa Office for assistance.

Student Visa Office Contact Information

Middlesex University Dubai
Office S-11, Second Floor, Block 17,
Dubai Knowledge Park
PO Box 500697, Dubai, UAE
Office Hours: 8:00am - 5:00pm Sunday - Thursday
Telephone Numbers: 00 971 4 3671682 / 00 971 4 3752658
Email: visa@mdx.ac.ae

Mr Ayad Salim
Government Relations Manager

Ms Monisha Pulikkalkunnil Baby
Senior Visa Officer

Mr Hisham Sharif
Government Relations Officer

11.6. Travelling to Campus

Middlesex University Dubai looks at the whole student experience ensuring we offer the best services to our students. Transportation is a fundamental part of the student experience and we understand getting from your home to campus is a priority for many of our students. The University has implemented a number of health and safety measures to ensure a safe and secure journey to and from campus. These include: twice-daily check of the driver's temperature, mandatory face masks – NO MASK. NO ENTRY policy. There will be regular protective sanitisation of interior areas including: windows, floors, seats, handles, seatbelts and entry handles.

Middlesex Bus Service

The University offers a paid bus service for most areas in Abu Dhabi, Dubai, Sharjah and Ajman. While the University bus will generally pick up students directly outside their homes, in some cases, students may be asked to meet the bus at the nearest main road if their residence is difficult to access. In rare cases, students may be asked to arrive at a pick-up point if the location is in a remote area.

Timings and schedules of the buses are set to ensure that students arrive on-time for classes, and are able to return home towards the end of the day.

University Metro Shuttle Bus Service

There is a Dubai Metro shuttle which runs back and forth from the Internet City Metro Station at regular intervals. This service is free of charge for all Middlesex University Dubai students. Students are required to present their valid Student ID to use this service.

Travelling from The Residences

There is a free shuttle bus service that operates to and from the Residences on a frequent daily basis. You can find the schedule online at https://www.mdx.ac.ae/mdxaccommodation.

Travelling to Campus via car

Dubai Knowledge Park provides paid parking close to the campus. Limited spaces are available, so students should allow plenty of time to find parking before their lectures to ensure that they are on-time. Students should remember to pay/renew their parking fee in advance to avoid any disruptions during lectures/examinations. For more information, see 'Car Parking' in the facilities around Knowledge Park.

Code of Conduct for University Bus Service

For details, please refer to Section 15.4, Appendix A6