



**Qatar University**

**Student Campus Card Policies & Procedures**

**Student Services Department**

**July 2011**

## **Introduction**

The Student Campus Card is one card program to be used mainly on campus not only as an identification card but also for other important purposes such as, accessing the University facilities which includes residency halls, labs, Internet rooms, checking out library materials, purchasing books at the University Book Store, benefiting from any services at QU, payments for services such as copying and printing, vending machine, etc. Therefore, obtaining the Student Campus Card is mandatory for all enrolled students. There are several benefits and reasons of establishing a one card program, including convenience, safety, accountability, in addition to operational, management and statistical purposes

## **Eligibility**

- Students become eligible to obtain a Student Campus Card as soon as they are officially admitted and enrolled in the University.
- The Cardholder may belong to more than one profile. For example, a staff member can also be a student. In this case, the cardholder has to obtain two different cards according to his profiles.

## **Student Campus Card Issuance and Replacement Fee**

The fee for issuing and replacing the Student Campus Card is QAR 50.

The following cases are exempted from replacement fee:

1. Name change
2. Worn card
3. University request the replacement

## **Terms and Conditions of Receiving the Student Campus Card**

By receiving the Student Campus Card the student is acknowledging that he/she has read, understood and accepted the terms and conditions below:

1. The Student Campus Card is the property of Qatar University and is non-transferable.
2. Possession of Student Campus Card by any person other than the owner is a violation of University regulations and maybe confiscated University administrators.
3. Use of the Student Campus Card by anyone other than the owner or altering the card is subject to criminal prosecution.
4. All data used to produce the Student Campus Card is subject to University regulations and can be used for University purposes.
5. The Student Campus Card is used for identification and should be presented on request to security officers and University administrators, to access campus facilities, to attend events and activities, to obtain services, or to charge purchases to the student's account.
6. If the Student Campus Card is damaged a replacement fee will be assessed.
7. The University is not responsible for any loss or expenses resulting from loss, theft or misuse of the Student Campus Card.
8. Any lost or stolen card should be reported to Student Campus Card Unit immediately to deactivate any services, privileges and the debit account, if used.
9. Holes should not be punched in the card and the use of stickers, pins, or other items affixed to the card is prohibited.

## **Obtaining the Student Campus Card**

All new QU students will be able to collect their Cards during the Orientation day (for the students who have to attend the orientation). A valid Qatari ID or Passport has to be shown as a proof on being the owner of the card. A student who does not collect his/her card in the Orientation day can still obtain the card form Student Campus Card Office.

## **Placing a Missing Student Campus Card on “Lost” Status**

When a Student card is not found, the student must place it on a “lost” status as soon as possible. Student can place a missing card on “lost” status by one of the following three options:

### **Option 1: In Person**

During working hours, the student can come to the Student Campus Card Office in person to place the card on “lost” status. A valid Qatari ID or Passport has to be presented as a proof of the student’s identity.

### **Option 2: Student QU Email Account**

If a student is unable to come to the Student Campus Card Office for any reason, he/she can send an email from his/her QU account (any other account will not be accepted) to the Student Campus Card Office email [studentcards@qu.edu.qa](mailto:studentcards@qu.edu.qa)

## **Re-activating a Found Student Campus Card**

A missing card that has been placed on “lost” status by the cardholder can be re-activated by the cardholder if a replacement card has not already been printed. To re-activate a student campus card that was found, the cardholder must come to the Student Campus Card Office during working hours or use the Student Self Service System.

## **Student Campus Card Deactivation**

Card deactivation temporary or permanently, fully or partly can be due to any of the following reasons:

- Change on student status (graduation, academic dismissal, non-academic dismissal/Suspension, withdrawal, permanent dismissal, etc) according to the QU regulations in this matter.
- Lost/stolen card reported by the cardholder.

## **Hours of Operation for Student Campus Card Office**

- The Student Campus Card offices maintain the following hours and days of operation: Sunday through Thursday from 7:30 am till 2:30 pm.