

STUDENT HANDBOOK



جامعة الملك عبد الله
للعلوم والتقنية
King Abdullah University of
Science and Technology



Academic Year
2025-2026





CONTENTS

Introduction	04
--------------	----

01 STUDENT SUPPORT PROGRAM

Student Affairs	10
Student Affairs Helpdesk	11
Student Life	12
English Language and Communication Program	15
Student Counseling Services (SCS)	16
The Graduate Operations Team	17
The Office Of The Register	18
The University Library	20
Research Compliance (RC)	21
Office of Alumni Affairs and Graduate Employment	22
KAUST Health	23
Insurance Programs	24
Government Affairs Center	29
KAUST Innovation Ecosystem	31

03 STUDENT HOUSING

Universal Design	35
Graduate Student Housing Policy	36

04 STUDENT PERSONAL VISITORS

Hosting Visitors	40
Eligible Visitors	42
Process for out of Kingdom Visitors	43
Process for ID issuance	44
Vehicle Access	46
Responsibility of the host	47

05 CONDUCT POLICIES

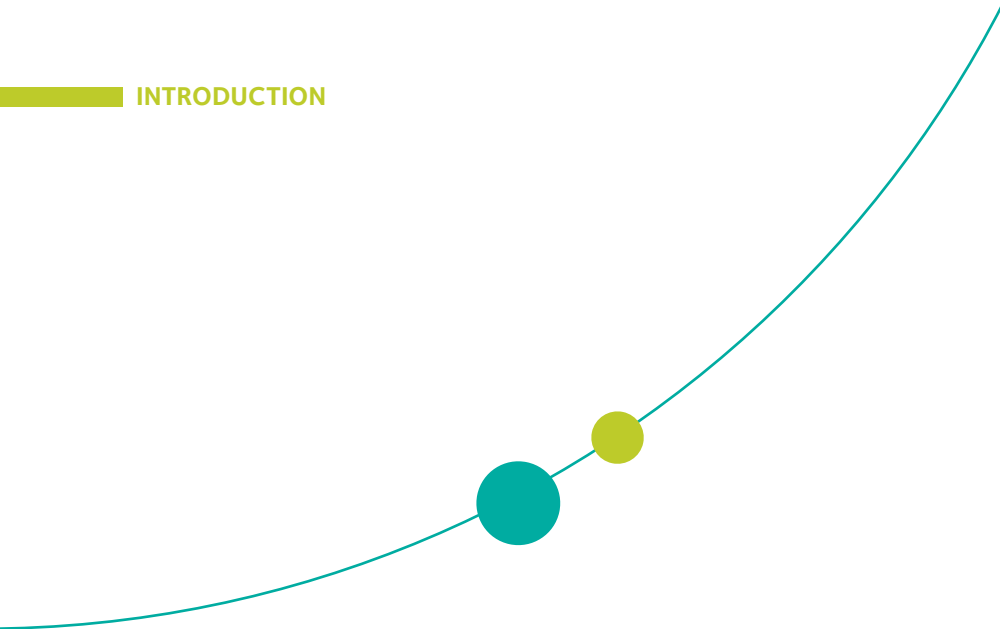
Student Code of Conduct	50
KAUST Code Of Conduct	51
Harassment Policy	52
Equal Opportunity	53
Media And Social Media Policy	53
Acceptable Use Of Electronic Resources And Social Media	53

06 ADDITIONAL POLICIES

KAUST Academic Travel	56
Data Privacy	56
Security	57
Health, Safety, and Environment	58
Intellectual Property Policy	60

07 REPORTING OPTIONS FOR GRIEVANCES AND COMPLAINTS

Reporting Options	64
Student Complaint Supports	66



I STUDENT HANDBOOK

The Student Handbook is produced by Student Affairs to serve as a resource for degree students and visiting students throughout their experience at King Abdullah University of Science and Technology (KAUST).

The Handbook contains key information on University policies, procedures, and resources applicable to both academic and community life. It is important to note that the Student Handbook does not represent an all-inclusive resource; rather it is intended to complement other University publications and resources, such as the academic Program Guide or the University policy website. In some cases, only a portion of the policy is highlighted, and students are strongly encouraged to visit the University Policy website for full details.

The contents of the Student Handbook are not static; they will be continually revised and edited to better meet the emerging needs of our students. The iterations contained in this document represent the most up-to-date versions available at the time of publication; however, please understand the University reserves the right to make changes to policies and procedures at any time. Students are expected to be aware

of and adhere to the most recent versions of University policy. The latest versions of University policies and accompanying guidelines are located online for enrolled students on the [University Policy website](#) and in the [Program Guide](#). Where available, specific policy hyperlinks have been provided below.

Information and policies in the Student Handbook do not supersede other University policies and procedures.

FAILURE TO COMPLY

Members of KAUST have a responsibility to understand and follow this handbook and are expected to comply with it. A violation of this handbook may result in appropriate disciplinary action, including the possible termination from KAUST. Please refer to the [Disciplinary Policy](#).

Information and policies in the Student Handbook do not supersede other University policies and procedures.





I A MESSAGE FROM THE VICE PRESIDENT, EDUCATION AND ACADEMIC AFFAIRS

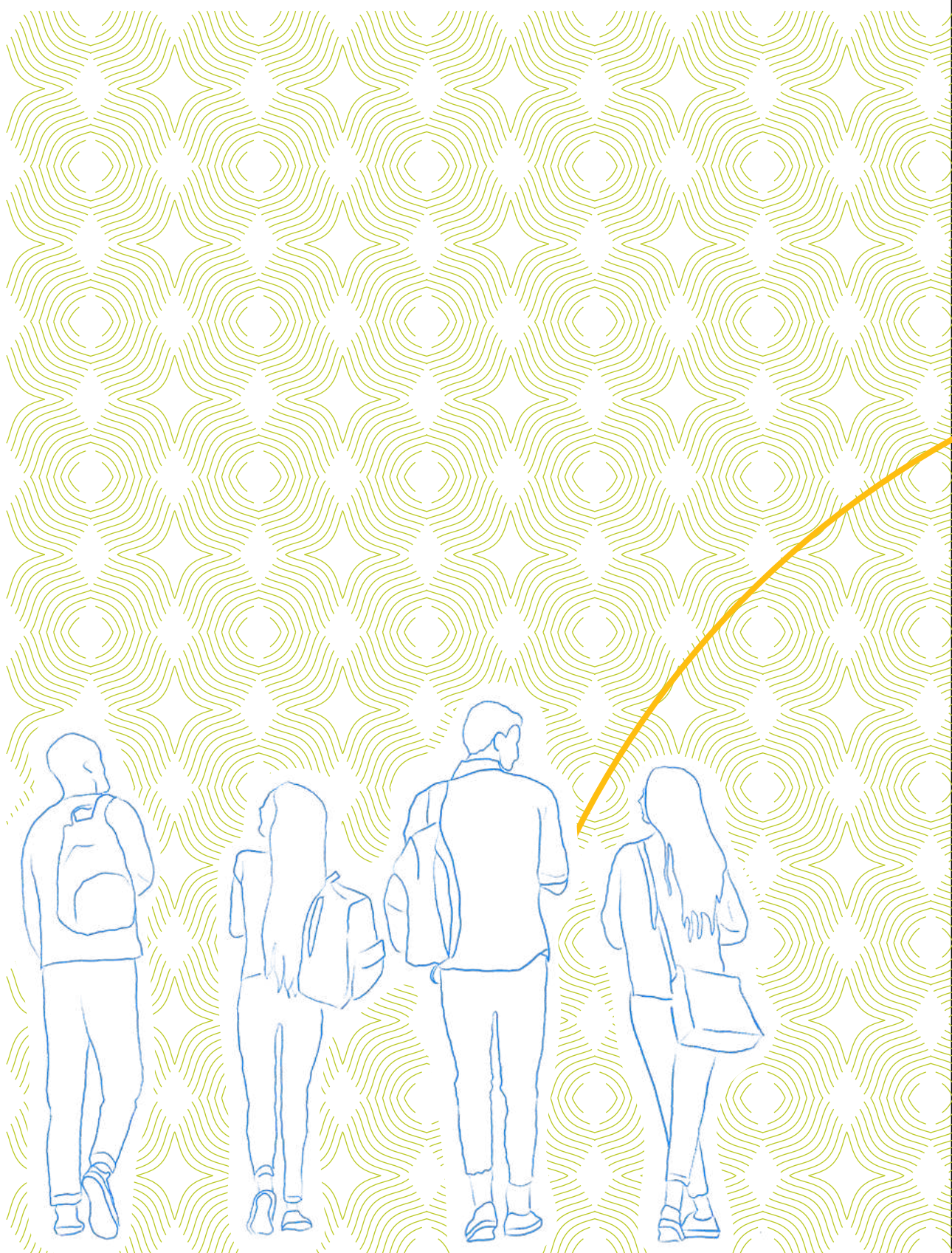
Welcome!

A warm welcome to our incoming and our continuing students. I wish you every success in your studies, whether ongoing or just beginning. May you enjoy your time at the King Abdullah University of Science and Technology and take every opportunity to avail yourself of our interdisciplinary academic culture and the rich multi-cultural environment that makes up our community. Our ambition is to develop and graduate the highest caliber of students who will make their mark in research and academia, transform industry, create new technology, and become leaders and entrepreneurs in Science and Engineering.

The Student Handbook is published by Student Affairs. It summarizes policies and procedures concerning students and also provides useful information about the campus and community. Incoming and continuing students are encouraged to familiarize themselves with the policies and procedures outlined in the Handbook. These policies and procedures may change from time to time, and students are encouraged to consult relevant university websites to confirm the most current policies.

This Handbook integrates contributions made by several academic community members, and I thank them and others for their contributions. I hope that the Handbook is a useful resource to Faculty, Students, and Staff.

OMAR KNIO VICE PRESIDENT, EDUCATION & ACADEMIC AFFAIRS





STUDENT SUPPORT PROGRAMS

I STUDENT AFFAIRS

Student Affairs facilitates student success by managing and coordinating the delivery of programs, services, and resources across various domains, including the Student Center Helpdesk; Student Life; Student English Language and Communication Program; Student Counseling Services; Student Conduct; and New Student Orientation. Student Affairs' staff also work closely with the Graduate Student Council (GSC) and collaborate with the campus community to enhance the greater experience of KAUST's graduate and visiting students.

For more information or to make an appointment with any of the above offices, contact Student Affairs at schelpdesk@kaust.edu.sa.



I STUDENT AFFAIRS HELPDESK

The Student Center has a helpdesk that provides a central, one-stop venue for various services and facilities fostering and encouraging student development, academic success, and an inclusive community.

The main services of the Student Affairs Helpdesk include:

- Answering walk-in and email inquiries for any questions regarding students' university-wide experience.
- University-wide referral services.
- Student advocacy & support for University-wide services, including but not limited to coordinating with maintenance, housekeeping, and accommodation services.
- Assisting in the process for family visit visas, ID cards, domestic helper approval, materials gate passes, and iqama renewals and transfers.
- Event, recreation, and trip information & registration.
- Offering information about the campus: campus maps, bus schedules, as well as University brochures and contact information.
- Scheduling appointments to meet with Student Affairs team members.

The Student Center Helpdesk is open from 8 am to 5 pm Sunday through Thursday. Students may visit the Student Affairs Helpdesk in person on Level 2 of the Student Center. For further information, email schelpdesk@kaust.edu.sa or contact us by phone at 012 808-3412.

I STUDENT LIFE

Student Life provides opportunities for students to develop their leadership and intercultural skills; foster their learning and engagement; and promote community in support of graduate student success. Student Life manages student organizations, which provide students with opportunities to participate in educational, social, cultural, and recreational programs, activities, and special events with peer students. In addition, Student Life sponsors several events throughout the year and holds trips to cultural and educational places of interest. Some activities and trips are limited to KAUST graduate degree students.

With over 25+ student-led groups, professional chapters, and associations on campus, you will find peers to connect with whatever your hobbies or interests. KAUST graduate degree students interested in forming a new Graduate Student Organization (GSO) or holding events should contact schelpdesk@kaust.edu.sa.

RESIDENTIAL LIFE

Residential Life, a part of Student Life, fosters vibrant, inclusive communities that cultivate personal development, emphasize cross-cultural interactions, encourage leadership, enhance the educational experience, and provide a sense of belonging to each student. The office works with students to enhance their individual and shared experiences living at KAUST. In support of this goal, Residential Life ensures a safe and healthy living environment, development opportunities, educational programs, and support through challenging interpersonal relationships.

The office focuses on bolstering community spirit within residence halls and student neighborhoods. Integral to the efforts of this office is the supervision of student leaders, or Resident Assistants, who work closely with Student Life staff and oversee the general well-being of their neighborhood peers in the buildings to which they have been assigned.

For further information, visit our [website](#) or contact Residential Life at reslife@kaust.edu.sa

DISABILITY SERVICES OFFICE

The Disability Services Office (DSO) is committed to ensuring that all students — including those with visible and invisible disabilities — have equal access to university life. We support the academic and personal success of students by working in

partnership to develop individualized accommodations and promote an inclusive campus environment.

DSO provides confidential services to students across a wide range of disability-related needs, including but not limited to:

- Learning and attentional differences
- Physical or mobility limitations
- Sensory impairments (vision, hearing)
- Mental health conditions
- Chronic medical conditions
- Temporary injuries or illnesses

DSO coordinates academic and housing accommodations, offers guidance on disability-related concerns, and provides consultation and training to faculty and staff to help ensure accessibility and inclusion across the university.

Accommodations are determined on a case-by-case basis through an interactive process. Students are encouraged to reach out early to begin this process. Relevant documentation from a licensed medical or mental health professional is typically required to support requests.

All services are strictly confidential. No information is shared without the student's consent.

To connect with us, ask questions, or begin the accommodation process, contact us at support@kaust.edu.sa or visit the Disability Services website.

For full information about the office, the accommodation request process, and the supports available, visit the [Disability Services website](#) or email aas@kaust.edu.sa

STUDENT COMMUNICATIONS

Student Life sends a Weekly Bulletin to the student body and key staff every Wednesday. The bulletin includes important announcements as well as information about upcoming events and activities. If you are not receiving the Bulletin, please email schelpdesk@kaust.edu.sa

Campus Connect is the one-stop shop for student life on campus. Register for events, join student groups, connect with friends and keep up with student news! To register, [click here](#) and use the 'school login' button to sign in using your KAUST credentials.

GRADUATE STUDENT COUNCIL

The Graduate Student Council (GSC) is a student-run governing body dedicated to improving the quality of life for the diverse population of KAUST students. Its purpose is to represent the voice and interests of KAUST's students to the University administration, faculty, staff, and the community. For student inquiries, please contact the President of the Graduate Council via their email graduatecouncil@kaust.edu.sa, or join them on [Campus Connect](#).





I ENGLISH LANGUAGE AND COMMUNICATION PROGRAM

The English Language and Communication Program (ELCP) provides courses and workshops to support students with their academic engagement and the effective communication of their research. ELCP sessions target specific skills such as scientific research reading, writing, and scientific presentation skills. Instructors in the ELCP teach credit-bearing courses, as well as deliver other, focused short courses and workshops throughout the academic year. Instructors are also available to work one-on-one with students to provide writing support, especially during the writing of MS theses and Ph.D. dissertations.

Students can make appointments for individual writing support sessions by contacting: elcp@kaust.edu.sa

Join our Campus Connect group [here](#) to register for new sessions and meet other students. Visit our [website](#) for further information and useful resources, and also to hear what students have to say about the invaluable ELCP support!

I STUDENT COUNSELING SERVICES (SCS)

The Student Counseling Services (SCS) is dedicated to supporting the holistic wellbeing of both students and their spouses. SCS offers a wide range of services, including individual, couples and group therapy, workshops; and community outreach; programs all designed to promote personal growth and academic success.

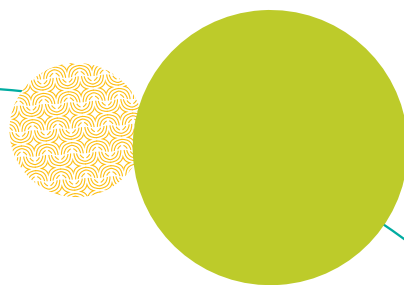
We provide free prevention, intervention, information, and referral services across various areas of student wellness and mental health including:

- Stress management.
- Adjustment to new environments.
- Anxiety and depression.
- Self-esteem, and personal development.
- Cultural and academic-related challenges.
- Experiences of abuse.
- Relationship and communication issues.

In addition, SCS offers consultation and educational support to faculty and staff helping them respond effectively to the psychological needs of the student community.

Please be assured that all counseling services are strictly confidential. No information about clients or the assistance they receive will be shared without their explicit written consent.

Confidential support is just an email away. To make an appointment or learn more, we invite you to contact us at scs@kaust.edu.sa or visit our [website](#).



I THE GRADUATE OPERATIONS TEAM

The Graduate Operations (“GradOps”) team serves the operational or needs of students. Services include pre-arrival support, onboarding, visiting student support; eligible dependents’ relocation, student and dependents data maintenance; newborns and domestic help registration; stipends and allowances; claims and reimbursements; medical insurance; and exiting.

Remember to keep the team informed of updates to your emergency contacts and personal information or changes in your housing eligibility.

GRADOPS FINANCIAL SERVICES

If you face any financial difficulty before opening your Saudi bank account or before receiving your first stipend, you may request a cash advance from the team, make sure to book an appointment to visit their office.

Please direct inquiries about stipends, deductions, and claims to their email.

DEPENDENT RELOCATION REQUESTS

KAUST graduate -degree students that need assistance with dependent relocation, please submit a dependent visa request through the [Government Affairs website](#) and a dependent relocation request.

through your portal self-services. Your assigned operations specialist will then contact you for further action.

CONTACT

Located in the Student Operations Hall on Level 4, Building 9, you can visit GradOps or book a virtual call with your respective division operations specialist.

Alternatively, student queries can be addressed to the team via GradOps@kaust.edu.sa

For visiting student inquiries contact visitingstudent.onboarding@kaust.edu.sa

I THE OFFICE OF THE REGISTRAR

The [Office of the Registrar](#) is the custodian of official student information and records. It is responsible for registration, course enrollment management, classroom assignment, final exam scheduling, grade processing, academic and administrative policy monitoring, information dissemination, maintaining student records, and providing certified documents, including transcripts and diplomas.

The Office of the Registrar publishes the course schedule available before registration for each semester/session. Information about registration procedures, time, and location of the courses, faculty, and course prerequisites and requirements are provided to students prior to the beginning of the semester/session. The Office of the Registrar is responsible for supporting strategic enrollment by analyzing student progression and retention, graduation, and academic trends for long-term admissions and operational planning for the University.

All students are asked to familiarize themselves with the Academic Policies as contained in the [Registrar's Office website](#) and the University [Policy Website](#).

These policies may change from time to time, and students are asked to check for the latest versions of these policies.

STUDENT-ADVISOR RELATIONSHIP

Students and their Academic Advisors share the responsibility of creating a professional academic student-advisor relationship. Mutual respect, honesty, and effective communication will help cultivate a successful relationship. Early in the student-advisor relationship, students and Academic Advisors should discuss expectations of the relationship. Both should consider academic, research, and professional goals and issues pertaining to academic and research circumstances, including schedules, work-life balance, and personal and family responsibilities. Both students and Academic Advisors are responsible for communicating as necessary.

If students face issues during their time at KAUST, they should raise these issues in confidence with their Academic Advisor. Advisors should support their students and provide advice and guidance as appropriate. Students can also approach their Graduate Program Coordinators (GPCs) at any time. It is recommended that students maintain regular contact with their GPCs throughout their time at KAUST. GPCs can give advice and, where necessary, refer students to other sources of help, or raise matters with their Associate Dean or Dean.

PLAGIARISM

The University takes a proactive stance on the incidence of plagiarism. To uphold and safeguard the institution's integrity, its faculty, and its students, all students taking degree programs at the Thuwal campus are required to attend an Academic Integrity workshop as part of their Orientation program. Failure to do so will result in withholding the student's monthly stipend.

COMMENCEMENT

The Commencement ceremony is held only at the end of the Fall semester. It involves activities that span two days and ends with the awarding of degrees and evening reception. The University will provide formal academic robes and apparel to be worn by those participating in the December Commencement ceremony. Robes can be purchased if the student wishes.

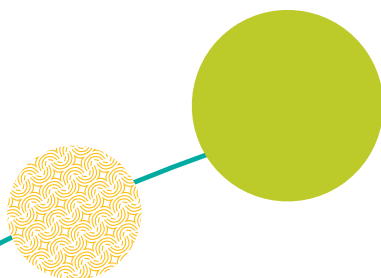
The University also hosts a Spring Graduation Luncheon which is an informal event held only in the spring.

For eligibility requirements to participate in either Commencement or Spring Graduation Luncheon, please contact the Registrar's Office at Registrar Help Desk registrarhelpdesk@kaust.edu.sa.

VACATION LEAVE

Graduate students may take vacation days during each academic year, defined by the published Academic Calendar. Unused vacation days do not carry over to the following year. All MS with Thesis and Doctoral students must discuss their vacation plans with their Academic Advisors at least four weeks prior to the proposed vacation.

Please refer to the [Graduate Student Leave Policy](#) for more information.



I THE UNIVERSITY LIBRARY

The University Library (Building 12) is the home of an extensive science and technology collection, including scientific databases, e-journals, and e-books. These resources can be accessed from the [library website](#).

To obtain scientific articles not available in the Library collection, e-mail the Library's document delivery service (ildd@kaust.edu.sa). The Library also manages the University's [Research Repository](#), where faculty and student publications and student theses and dissertations are preserved and disseminated. For specific information on thesis and dissertation archiving, [click here](#). Training workshops on the use of library resources, literature searches, and citation management, are offered each semester, and you can find the schedule and contact information [here](#).

Also, the University Library takes pride in managing the University archives, which house selective collections of enduring University records. Our archival collections encompass both digital and physical materials, meticulously preserved for long-term accessibility. These archives serve as a repository of our University's rich history and memory. To learn more about University archives, [click here](#).

For more information, please visit the [University Library website](#) or e-mail library@kaust.edu.sa



I RESEARCH COMPLIANCE (RC)

Research Compliance (RC) under the auspices of Vice President for Research works to foster a culture of the responsible conduct of research (RCR) in collaboration with our research community. RC satisfies this mandate by promoting research conducted responsibly according to local and international regulatory frameworks and standards, and ethically in line with globally accepted norms. RCR consists of two components: (i) Research Ethics, safeguarding research subjects; and (ii) Research Integrity, focusing on researcher behavior in the context of institutional policies and professional norms.

Institutional policies and guidelines set the norms and standards for ethical research at KAUST, provide best practices for our research community.

RC offers online training on research ethics as well as in-person workshops on Research Ethics and Integrity, Ethical decision-making, Publication Ethics and Authorship, and Responsible and Ethical Use of AI in Research.

Please consult our website for more info, researchcompliance.kaust.edu.sa.

I OFFICE OF ALUMNI AFFAIRS AND GRADUATE EMPLOYMENT

The Office of Alumni Affairs and Graduate Employment is committed to fostering lifelong connections between KAUST and its graduates while supporting the career development and employability of both students and alumni.

ALUMNI AFFAIRS

Engages KAUST's global alumni community, spanning more than 100 countries and including leaders in industry, academia, research, entrepreneurship, and government. The office strengthens alumni ties to the University through alumni chapters (in the Kingdom and abroad), volunteer opportunities, mentoring, and professional networking events.

GRADUATE EMPLOYMENT

Focuses on enhancing the employability of KAUST graduates by building partnerships with industry, offering career readiness programs, and connecting students and alumni with employers across Saudi Arabia and internationally.

Together, Alumni Affairs and Graduate Employment empower students and alumni to succeed professionally, stay connected to KAUST, give back by supporting future graduates, and contribute to the University's growing global impact.

For the latest and events and news, and to contact to KAUST alumni chapters or the alumni team visit our [website](#).



I KAUST HEALTH

KAUST Health offers a broad range of services that focus on prevention, treatment, and follow-up for our patients across the community. We provide highly qualified and caring medical professionals with modern technology and healthcare systems to keep you well and support you if you fall ill.

KAUST Health operates an outpatient clinic five days a week, with a diverse offering of on-site services to meet patient needs. These include, amongst others, family medicine, obstetrician-gynecologist (OB/GYN), general dentistry, physiotherapy, and pediatrics. KAUST Health also provides specialist consultancy services through a small visiting team at KAUST Health or our partner organizations in Jeddah, as well as other non-core services, including health promotion and awareness programs.

EMERGENCY SERVICES

Our emergency services are available 24 hours per day, 365 days per year. KAUST Health operates a fully equipped Emergency Room staffed by highly-trained physicians, nurses, and paramedics. Our emergency ambulance service includes fully-equipped ambulances for both on-campus emergencies and emergency transfers to Jeddah hospitals. Most emergency patients do not need to leave KAUST to receive the medical care they need.

For further details about KAUST Health, including how to book, cancel, and access our services, please visit our website. We kindly remind you to always cancel appointments if you are unable to attend, as a fee is applied for missed/late appointments.

[Learn more about KAUST Health.](#)



I INSURANCE PROGRAMS

The University protects its students and their dependents through a variety of insurances, including but not limited to:

MEDICAL INSURANCE COVERAGE

The University provides medical insurance coverage through the University's accredited provider students who are enrolled in a degree program physically at Thuwal campus as well as their eligible dependents. The University provides medical insurance coverage through University's accredited provider to students who are enrolled in a degree program physically at the Thuwal campus as well as their eligible dependents.

Virtual medical insurance cards are available for use as proof of insurance when visiting KAUST Health or any hospital or clinic within the BUPA network. The service provider can easily locate your insurance details using your National ID or Iqama number.

IMPORTANT NOTES:

Medical services covered under the policy but provided outside of the BUPA network or outside the Kingdom must be paid for upfront. You will then need to file a claim with BUPA to be reimbursed. Please note that reimbursement rates may be adjusted to reflect the treatment costs in the Kingdom.

While BUPA Arabia's insurance is comprehensive and aligns with international medical insurance standards, some exclusions apply. These include pre-existing conditions and high-risk activities/ or hazardous sports (e.g., skiing, wrestling, boxing, climbing sports, and car racing). Additionally, there are claim limits, for services like optical (frames and lenses), dental procedures, and maternity.

ACCESSING SERVICES AND BENEFITS:

You can access your services and benefits, including the virtual card, via the Bupa App. (available on iOS and Android).

Overview and Support:

An overview of the medical coverage and exclusions will be provided by the Graduate Operations Team during Orientation.

For any questions, you can reach out to our insurance office via email at gradopsinsurance@kaust.edu.sa.

HOW TO CONTACT BUPA MEDICAL INSURANCE

1. Access Services:

a. Chat with representatives, submit inquiries, and raise complaints via the Bupa Mobile App (available on iOS and Android).

b. Toll-Free Helplines:

4040 440 800 – For Medical Advice

0307 244 800 – For Customer Service

Email: customer.care@bupa.com.sa

2. If Not Resolved:

Contact the BUPA representative at the KAUST Medical Center for further assistance:

Email: KAUST.Health@bupa.com.sa

3. For Escalation:

If the issue remains unresolved, escalate it to Graduate Affairs for further support:

Email: gradopsinsurance@kaust.edu.sa

Following these steps ensures you receive prompt and efficient assistance with any insurance-related inquiries or issues.



BUSINESS TRAVEL

Whilst on authorized University business travel, the University automatically provides coverage through the Business Travel Insurance policy for students up to a maximum of 180 days per trip (within the limits and scope of the policy: terms and conditions may apply). It is required that all students traveling for University business obtain a business travel insurance certificate from insurance@kaust.edu.sa before their departure date as this document contains a summary of covers and details of how to obtain assistance whilst abroad. The document should be requested at least ten working days in advance of their trip to ensure it is received in time. Requests should include:

- A copy passport.
- A copy of the KAUST-approved travel plan from the Concur system.
- Outlining the details of business travel dates.
- The name of the country(ies) to be visited.
- And the reason for the business trip.

The certificate issued is valid for one year, from 1st July to 30th June each year. To ensure that the worldwide assistance operates for each trip, please register each trip with the Insurance Office with the above-mentioned documentation.

Please be aware that there are certain coverage exclusions related to pre-existing medical conditions and high-risk activities/hazardous sports (e.g., skiing, wrestling, boxing, fighting sports, climbing sports, offshore activities and car racing). Some covers also have financial limits.

Students should be aware that this cover only applies in relation to KAUST-approved business travel and it is recommended that the student also hold a personal travel insurance policy to cover any vacation time to be taken. Additionally, any family members travelling with you should also have a personal Travel Insurance policy. This is because any claim made for circumstances outside of the KAUST-approved business reasons may not be covered under the University's policy.

EMERGENCY MEDICAL TREATMENT

For emergency medical treatment (accidents and other injuries or conditions requiring Emergency Room hospitalization), the University Business Travel Insurance Policy will provide cover (within the limit and scope of the policy), on the condition that the incident is reported to the insurance company immediately (or as soon as the student is capable of doing so). In most cases, the cost for this will be charged directly by the hospital to the insurer, but in some cases it may be necessary for the treatment to be paid directly by the student at the time of treatment and then claim back the costs from insurers. If the costs are prohibitive, the student is encouraged to approach Graduate Operations Team to discuss an alternative arrangement.

Wherever possible, the student should contact the emergency number stated on the Business Travel Certificate prior to any medical treatment or financial outlay being authorized to ensure coverage will be provided by insurers. It is incumbent on the student to keep all records and proof of payment in respect of any potential claim.

To ensure an efficient and effective claims reimbursement process, the student must lodge their claim directly with the insurance company as soon as possible and no later than 30 days after receiving treatment.



NON-EMERGENCY COVER

For non-emergency matters, please note that the covers shown on the Certificate of Insurance are not an entitlement but are there to reimburse the student for necessary emergency purchases in the event of a flight delay or loss of baggage. All claims must be accompanied by proofs of purchase for any emergency purchases (meals, clothing etc.).

All claims must be registered with the insurance company no later than 30 days after the event date.

Please note that any portion of the settlement received by you for any claims made under this Travel Insurance policy that pertains to items, finances, or expenses belonging to KAUST will be promptly reimbursed by you to KAUST. This includes, but is not limited to, the following:

- Property such as laptops, mobile phones, and other equipment owned by KAUST;
- Per Diem: any additional per diem allowances or expenses advanced or paid by KAUST;
- Curtailment or Cancellation Costs; and
- Other Payments or Considerations. This is as per the Business and Academic Travel Procedure.

PERSONAL INSURANCE

The University will not be liable for loss of, or damage to, a student's personal effects, personal motor vehicles, scooters, etc., nor for personal travel, personal liability, UAV liability, or any other student insurance responsibility.

The University encourages you to seek any additional insurance coverage required through the available insurers in the Kingdom, or by referring to (<http://orm.kaust.edu.sa/function/insurance>), where there is a list of insurance companies with whom KAUST has arranged certain facilities and discounts. This facility is provided to assist students in obtaining high-quality insurance products to suit their requirements. These insurance policy arrangements, however, are between the student and the insurance company and will not involve the University's Insurance Office. Therefore, it is recommended that the student takes some time to read the terms and conditions of the various policies before purchasing to ensure these policies are suitable for their requirements. It is the student's responsibility to discuss personal insurances, paying premiums, lodging claims, etc., with their own insurance company or broker.

I GOVERNMENT AFFAIRS CENTER

The Government Affairs Center (Building 4, Level 2, Office 2252 on Discovery Walk) serves as the primary contact point for all questions, requests, and inquiries related to government documentation, approvals, and services. Government Affairs coordinates between KAUST and its community members and various Saudi governmental ministries and offices on travel documents and visas, dependent and family paperwork, permits, final exit forms, Iqama-related inquiries, and more. The center is open 8 am – 5 pm, Sun – Thur.

It also operates an emergency 7/24 off-campus emergency number, 054-470-1111.

Government Affairs Center Services

- Visa (Family Visit, Family Residency, Exit/Re-entry, Final Exit).
- Iqama (issuance/renewal/replacement).
- Driving license (issuance/ renewal/ replacement).
- Sponsorship transfer after graduation.
- Foreign Countries Visas.

Also, other Government Affairs team located at Building 16, Level 2 support below services.

- Trips (scientific research).
- Permits (chemical, marine, research equipment)

Once your Iqama is issued by the Ministry of Interior (MOI), it is required that you register and activate your account with MOI's portal through the Absher machine located in the GA Center. The machine is available 7/24. This will enable you to use the Absher section of the [MOI website](#).

TRAVEL GUIDELINES

In Kingdom:

Make sure to follow these essential guidelines for traveling in the Kingdom:

- Make sure to carry your valid Iqama at all times.
- Avoid visiting or photographing restricted areas and fenced military areas
- Dress code depends on individual establishments; some are casual, others more formal. Places of worship specifically do require you to dress modestly while visiting. When in doubt, it is advisable to dress modestly. This means covering the legs, arms, and body.
- The importation, use, or possession of any item that is contrary to the law is prohibited and will not be tolerated by Saudi authorities.

Out of Kingdom:

When you travel to outside the Kingdom, you must obtain an exit re-entry visa. You must submit a request from your KAUST portal. You can find the details from [HERE](#).

If you need a foreign visa, Government Affairs offers assistance . For more information, check Government Affairs website Service page.

In addition, there are some guidelines to consider before traveling:

- Make sure you Iqama & exit re-entry visa are valid for the duration of your trip to avoid any complications in returning to the Kingdom; otherwise, you may incur substantial fees/ costs and may be unable to return while completing a re-entry process through a designated Saudi Mission/ authorized agency abroad to extend the exit/re-entry visa.
- Heed the advice of your consulate or embassy in the destined country where you intend to travel.
- Sign up for embassy travel advisories (sent via email).
- Register your international travel through your embassy.
- Stay informed of current international events and political issues.
- Inform others of your itinerary and provide emergency contact numbers.
- Carry a copy of your Iqama and KAUST ID at all times.
- Call for help: make sure to save the Government Affairs “GA on Call” number in your mobile for off campus emergency (054-470-1111) and [email address](#) for non-emergency inquiries.

For further information, visit the [Government Affairs website](#)

I KAUST INNOVATION ECOSYSTEM

KAUST Innovation Ecosystem aims to accelerate the contribution of startups in the Saudi Economy. The innovation ecosystem brings together researchers, industry leaders and the next generation of founders together to create transformative impact in Saudi Arabia and the world. This mission is fulfilled by:

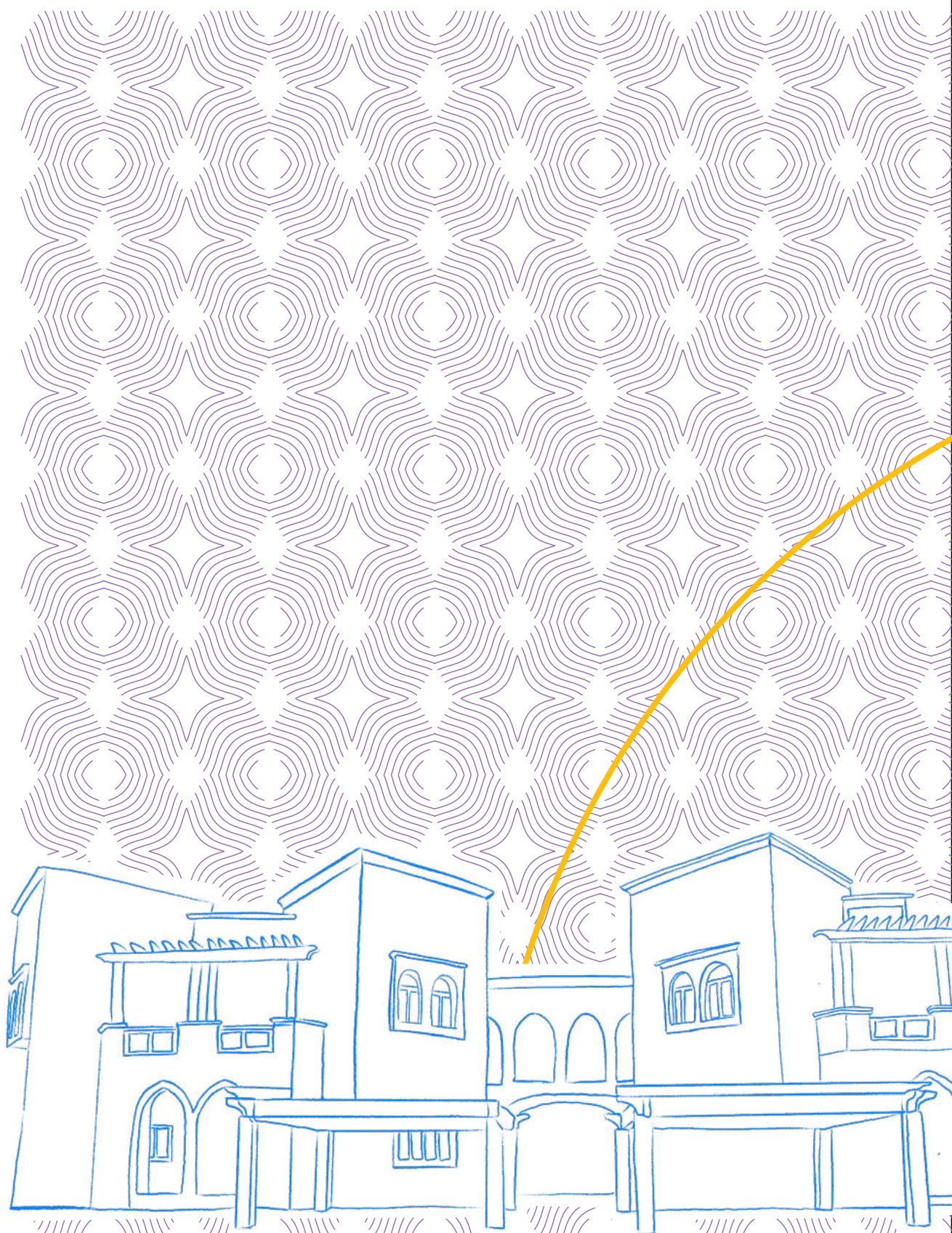
- Attracting industry to KAUST to collaborate on research, employ KAUST graduates and student interns, and act as a test-bed for industry to trial new technology in the Kingdom.
- Leverage market signals from industry use cases, unmet needs and innovation mandates to drive forward the commercialization of promising IP and technology
- Leveraging pilot facilities and sandboxes to prove out solutions leading to economical, environmental, societal impacts.
- Supporting the licensing KAUST technology to enhance existing products as well as developing new products and services, and the creation of new businesses in the Kingdom.
- Increasing the commercial readiness of the KAUST talent pool through targeted trainings and programs aimed at developing an entrepreneurial mindset and a sound commercial approach to support.
- New technology and knowledge-based businesses.
- Creating a hub of innovation, research, and technology development within KAUST's Research and Technology Park.
- Supporting technology ventures with dilutive and non-dilutive capital to support venture development and growth at different stages in the startup journey.

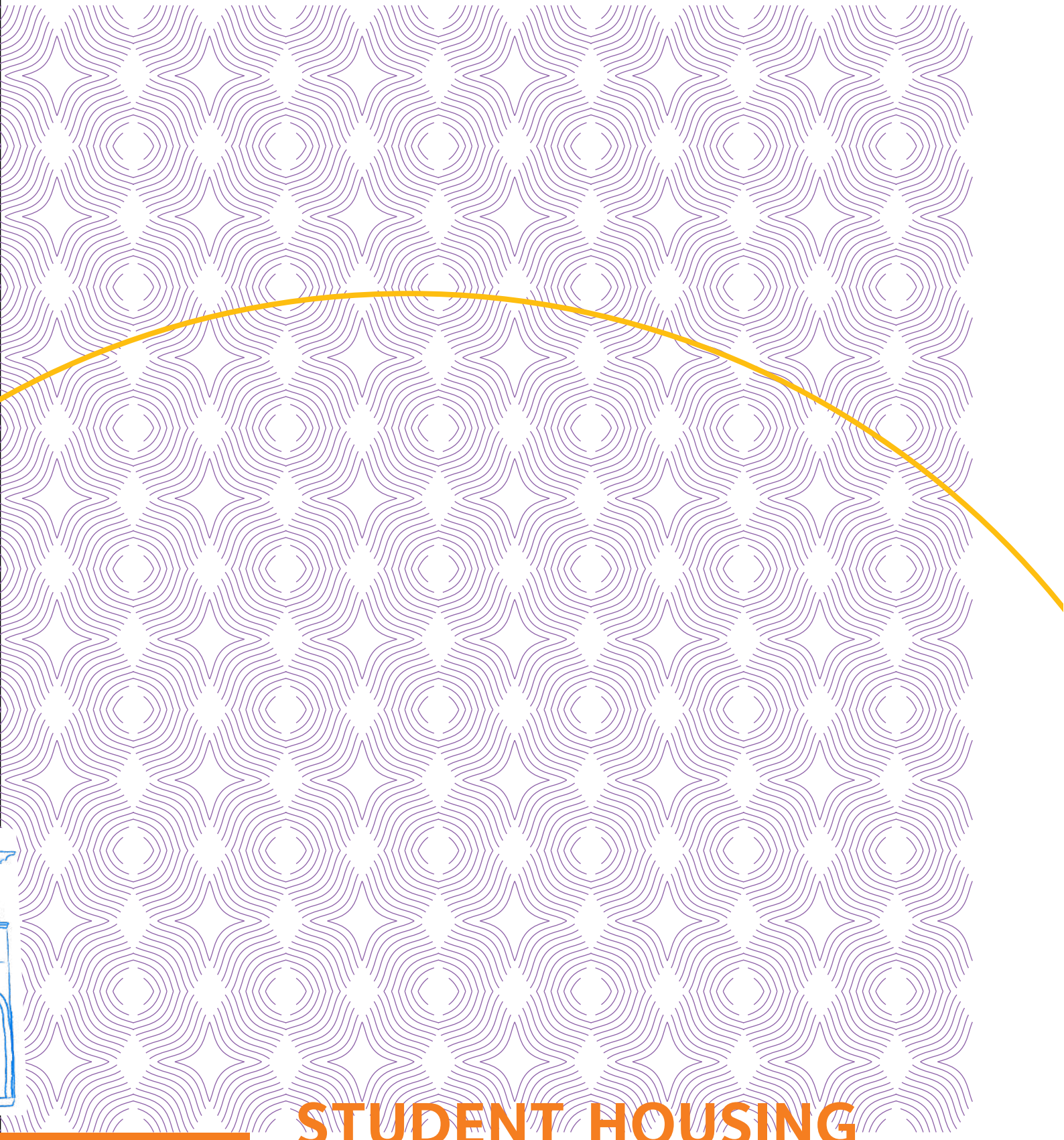
KAUST Innovation has several programs and activities that are of interest to students. We are here to help maximize the commercialization opportunities from your research work - from engaging with industry partners to creating your own startup.

SUPPORT FOR STARTUPS

KAUST helps entrepreneurs at all stages of the startup process, from ideation to launch to funding and beyond. Students can access various entrepreneurship bootcamps, venture studio programs, startup accelerator programs, and mentorship. Faculty, students, or staff who wish to start a company based on technologies developed at KAUST can apply for financial support from different KAUST Innovation programs, including the TAQADAM Startup Accelerator, Technology Transfer Office, and the KAUST Innovation Ventures fund.

Contact Us: To learn more about Innovation at KAUST, visit the [NTI Website](#)





STUDENT HOUSING

I STUDENT HOUSING

Students living on campus are housed in a unique living environment that combines quality residential apartments and a range of community amenities developed explicitly for a multi-cultural population. Student residences are divided into sections for single males, single females, married couples, and student families. Visiting students may not bring spouses or dependents to live at KAUST.



I UNIVERSAL DESIGN

The University is committed to an inclusive and supportive environment, where individuals with documented impairments may be provided reasonable and appropriate accommodations. Students with documented disabilities may request reasonable housing accommodations. These requests are reviewed by the University's Disability Services Office in coordination with Housing and Graduate Operations. Possible accommodations include ground-floor assignments, units near campus services, or specific unit layouts. All requests must be supported by appropriate documentation and are reviewed on a case-by-case basis.



I GRADUATE STUDENT HOUSING POLICY

All full-time graduate students enrolled at the KAUST Thuwal campus are required to live in on-campus housing. Housing assignments are determined based on each student's family status. Single students without dependents are assigned to shared accommodations, while married students with eligible dependents living on campus are typically assigned a two-bedroom apartment. Additional charges may apply for family and dependent housing. For more information, refer to your KAUST Fellowship terms and conditions or contact Housing Resident Relations. The Sharing Guidelines found on the Accommodation Services website are a helpful resource for all sharers.

Students may request housing for eligible dependents, including one spouse and unmarried children under the age of 20 or under the student's custody for more than 50% of the time. Dependents must reside on campus for at least 180 days per calendar year. Requests for housing changes may be submitted in the event of marriage, an increase in family size, or other changes in status.

Students who will be away from campus for an approved leave exceeding 60 days, or for an internship or traveling scholarship exceeding 90 days, are required to relinquish their current housing. This includes returning the keys as part of the departure clearance process. Students must confirm their return date at least 30 days in advance. A new unit may be assigned upon return, and students in family housing should be aware that new unit preparation requires a minimum of 30 days before move-in.

Residents are expected to adhere to the University's housing policies and the Student Code of Conduct. For students living in gender-segregated accommodations, visits from members of the opposite gender are strictly prohibited. Violations may result in disciplinary action. Additionally, students must assign a KAUST-authorized caretaker during temporary absences and are expected to maintain the condition and appearance of their housing unit, including landscaping. Pets are permitted in some family units but are not allowed in apartments or shared accommodations. All pet ownership must comply with University guidelines.

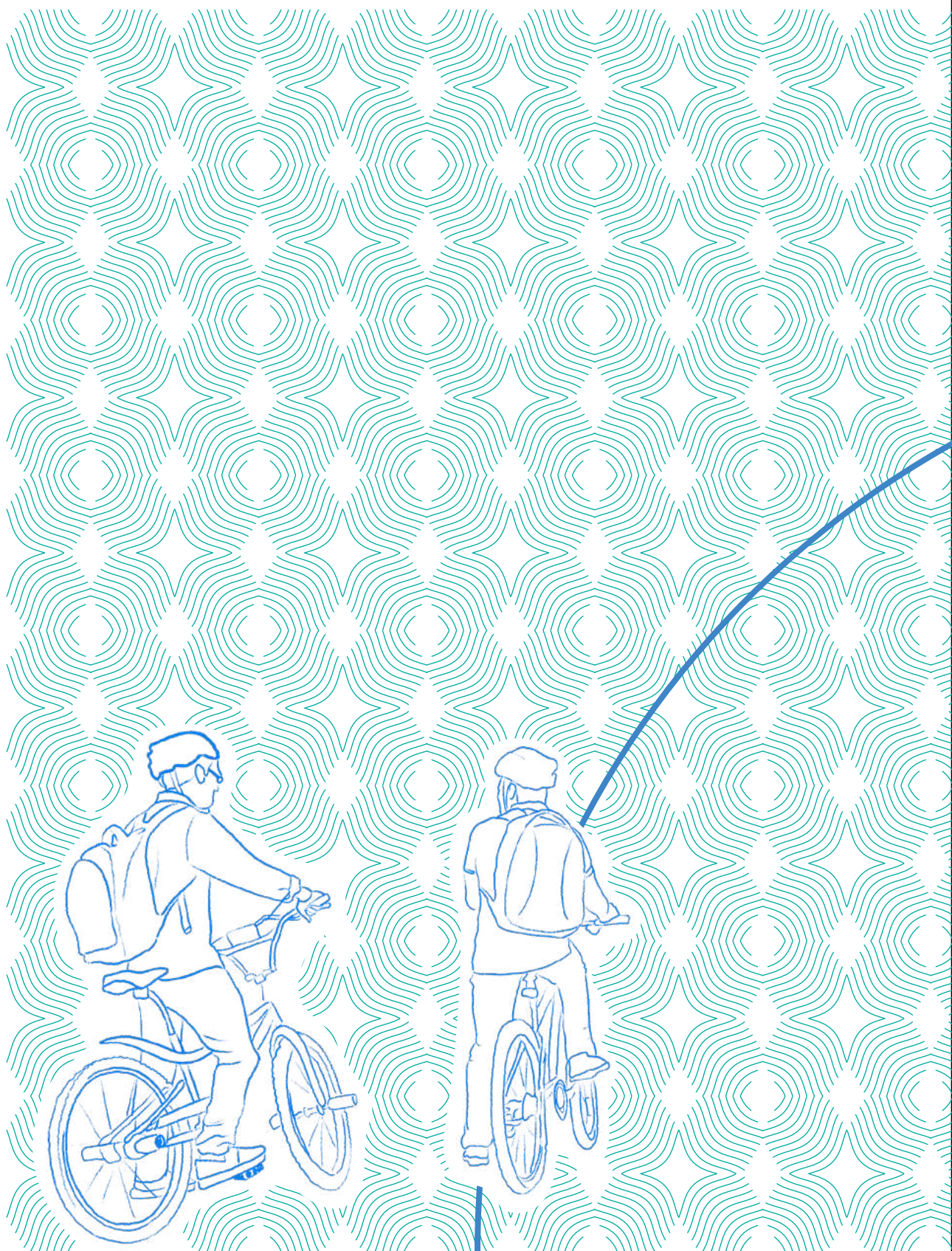
Students in University housing must pay a security deposit, which is deducted from the initial stipend. This deposit may be used to cover repair costs beyond normal wear and tear or any outstanding fees. Students are responsible for damage to their units, including accidental or negligent damage. Failure to report maintenance issues may result in additional charges. Housing units are subject to regular inspections, and KAUST reserves the right to enter units for emergency, safety, maintenance, or policy compliance reasons. In such cases, University personnel may enter the unit with or without prior notice, depending on the circumstances. When possible, students will be given advance notice for non-emergency entries, and the unit will be secured after the visit. Authorized staff may also remove hazardous or prohibited items and may conduct wellness checks or show units to prospective residents. Students are expected to cooperate with these procedures and maintain their unit in good condition. Students are strongly encouraged to obtain personal renters' insurance, as the University is not liable for personal property damage resulting from utility interruptions, equipment failure, or other causes. By signing the rental agreement, students release the University from any claims related to such losses.

For more detailed information, including definitions, eligibility, procedures, and expectations, students should consult the full Student Housing Policy. Questions may be directed to Graduate Operations or Student Affairs for additional support.

SMOKE-FREE LIVING ENVIRONMENT

Shared residential accommodation is designated as a smoke-free living environment. Sharing residents shall not smoke anywhere in the unit or in any of the common areas. Further guidance contained in Sharing Guidelines is available on the [Accommodation Services website](#).







STUDENT PERSONAL VISITORS

I HOSTING VISITORS

Enrolled students are eligible to invite personal visitors to the campus. The below outlines the rules and procedures required for bringing personal visitors to campus. The below does not apply to the hosting or access of business visitors which is covered under a separate policy.

PRINCIPLES

The following principles apply when visitors are hosted by students:

1. Out-of-Kingdom (OOK) visitors must obtain appropriate visas to visit the Kingdom of Saudi Arabia.
2. No diplomatic visitors may be invited by individual residents even if they are coming in a personal capacity. Should a resident wish to invite a diplomatic visitor to KAUST, advance permission must be sought from Government Affairs no less than 7 days prior to the intended visit.
3. Students may only host two overnight visitors (along with up to two accompanying dependent minors aged 18 or under) at one time.
4. Only one request per academic year may be made for each eligible family member and only for a maximum duration of up to 30 days from the date of arrival at KAUST.
5. Overnight visitors are not permitted to stay in shared student housing. While on campus, overnight visitors are only allowed to stay in unshared student housing or Al Khozama Hotel.
6. Student accommodation at KAUST for single students is separated into male-only and female-only buildings and apartments. It is prohibited for any members of the opposite sex to visit or stay in male or female-only buildings or apartments. Students must always adhere to these regulations when inviting friends or guests to their residences. Both the guest and the student will be held accountable for violations of this provision.



ELIGIBLE VISITORS

Full-time KAUST students may request an overnight stay or family visit visa issuance for the following individuals:

ELIGIBLE VISITORS FOR OVERNIGHT STAY	MAXIMUM DURATION OF STAY
Parents	Up to 30 days
Parents-in-law (if the spouse is a KAUST resident)	Up to 30 days
Stepparents	Up to 30 days
Siblings (+ siblings' children)	Up to 30 days
Siblings-in-law (+ sibling-in-laws children)	Up to 30 days
Grandparents	Up to 30 days
Stepchildren	Up to 30 days
Non-Resident Spouse or Child	Up to 30 days

Proof of relationship is required for all visitors. Students will be held accountable for violations of this provision.

Children of siblings and siblings-in-law who reside outside the Kingdom can only visit if they are accompanied by their parent(s) and are aged 18 and under.



PROCESS FOR OUT OF KINGDOM VISITORS

International visitors have two potential options for acquiring a visa to visit the Kingdom: a tourist visa or a family visit visa.

TOURIST VISA

International visitors from eligible countries can apply for a tourist visa. A tourist visa does not require University approval and is obtained directly by the visiting individual(s) through the eVisa process. The eVisa is typically a one-year, multiple-entry visa, allowing tourists to spend up to 90 days in the country.

Note that the duration of the visa is independent of the allowed duration that a guest can stay at KAUST which is up to 30 days, once per academic year.

FAMILY VISIT VISA

Students must seek permission from Student Affairs and Government Affairs (where applicable) to invite guests to KAUST on a family visitor visa. Students should make all requests for visit visa applications and/or guest photo IDs through the portal, which will need to be approved first by Student Affairs and then by Government Affairs. Students may request a single or multiple entry/exit family visa for eligible visitors for a duration not exceeding 30 days.

The host must ensure that the visitor's visa will remain valid for the duration of their stay in the Kingdom. If any visitor exceeds the approved period of their visa, the host will be held responsible for all applicable fees and penalties as determined by the Ministry of Interior. The host may also have their visitation privileges suspended.



I PROCESS FOR ID ISSUANCE

SHORT TERM: UP TO 3 DAYS (72 HOURS)

All visitors, regardless of expected length of stay, must first apply for a personal visitor pass as described below:

1. The student applies for a Personal Visit Pass through Security E-Services via [Security e-Services](#) and uploads all the required documents of the visitor and their vehicle onto the system. The requestor will receive a confirmation email once the request is approved.
2. Upon arrival at KAUST, the details are checked by Security at the gate. If the ID details match the request, the visitor will be permitted to enter KAUST for up to 3 days (72 hours). NOTE: The personal visitor will not be issued with a physical ID card and will not need to stop at the Visitor Center unless further processing is required.
3. The visitor can exit and enter KAUST multiple times during the 3 days (72 hours) as long as the "Multi-Access" option was selected during the application process.
4. To use the facilities in KAUST, the personal visitor must be accompanied by their host.
5. At the end of the visit, the visitor must check out through the Visitor's Lane at the Security gate and the host will be notified that they have left.
6. The maximum number of personal visitors that a student can host on any day is 8 (this does not include dependents age 12 or under). However, the number of personal visitors that a student can host for an overnight stay is 2 adults as outlined above. The host student must ensure that personal visitors adhere to the KAUST Code of Conduct and applicable policies, including traffic and health & safety regulations.

Any short-term personal visit with a duration shorter than 3 days can be extended up to the 3 days limit. Further extensions can be requested up to a maximum of additional 3 days (6 consecutive days in total) by creating a new visit request once the initial 3 days have finished, in addition to contacting the Visitor Center via email to request the extension.



LONG TERM: VISIT UP TO 30 DAYS

For a visit longer than 3 days (72 hours), the host first obtains the short-term (3 day) personal visit pass as detailed above. Once the visitor is in KAUST, the host must complete an ID Request Application through the portal and submit the required documents in order for their visitor to be issued with a Photo ID. The application is reviewed by Student Affairs. If approved, the host will receive an e-mail confirming the Photo ID is ready for collection and the host and the visitor proceed to the Government Affairs Service Center.

The Photo ID is issued for a maximum period of 30 days from the day the visitor first entered KAUST and can be used to exit and re-enter KAUST multiple times during the visit.

On the first day of their visit, all personal visitors to the KAUST Campus must visit the Government Affairs Center (Building 4, Level 2, Office #2252 on Discovery Walk) to register their passport information and check the validity period of their visa.



VEHICLE ACCESS

All vehicles on KAUST premises need a vehicle Radio Frequency Identification (RFID) tag/sticker issued or a temporary vehicle permit. Requests shall be submitted online via [Security e-Services](#). Required documents to be presented for any sticker request:



Valid driving license



Valid vehicle registration



Valid proof of insurance



Valid KAUST ID



Valid contract
(if leased or financed)



ID RENEWAL PROCESS

In special circumstances or in emergency cases, the extension of a long-term visit for family members can be requested through the Student Center helpdesk for up to a maximum of 90 days. (Government Affairs will not process any Photo ID extension without the approval of Student Affairs). A request to renew the Photo ID(s) must be completed through Security E-Services. If the request is approved, the host will receive an e-mail confirming the Photo ID is ready for collection and the host and the visitor proceed to the Government Affairs Service Center.

The host must ensure that the visitor's visa will remain valid for the duration of their stay in the Kingdom. If any visitor exceeds the approved period of their visa, the host will be held responsible for all applicable fees and penalties as determined by the Ministry of Interior.

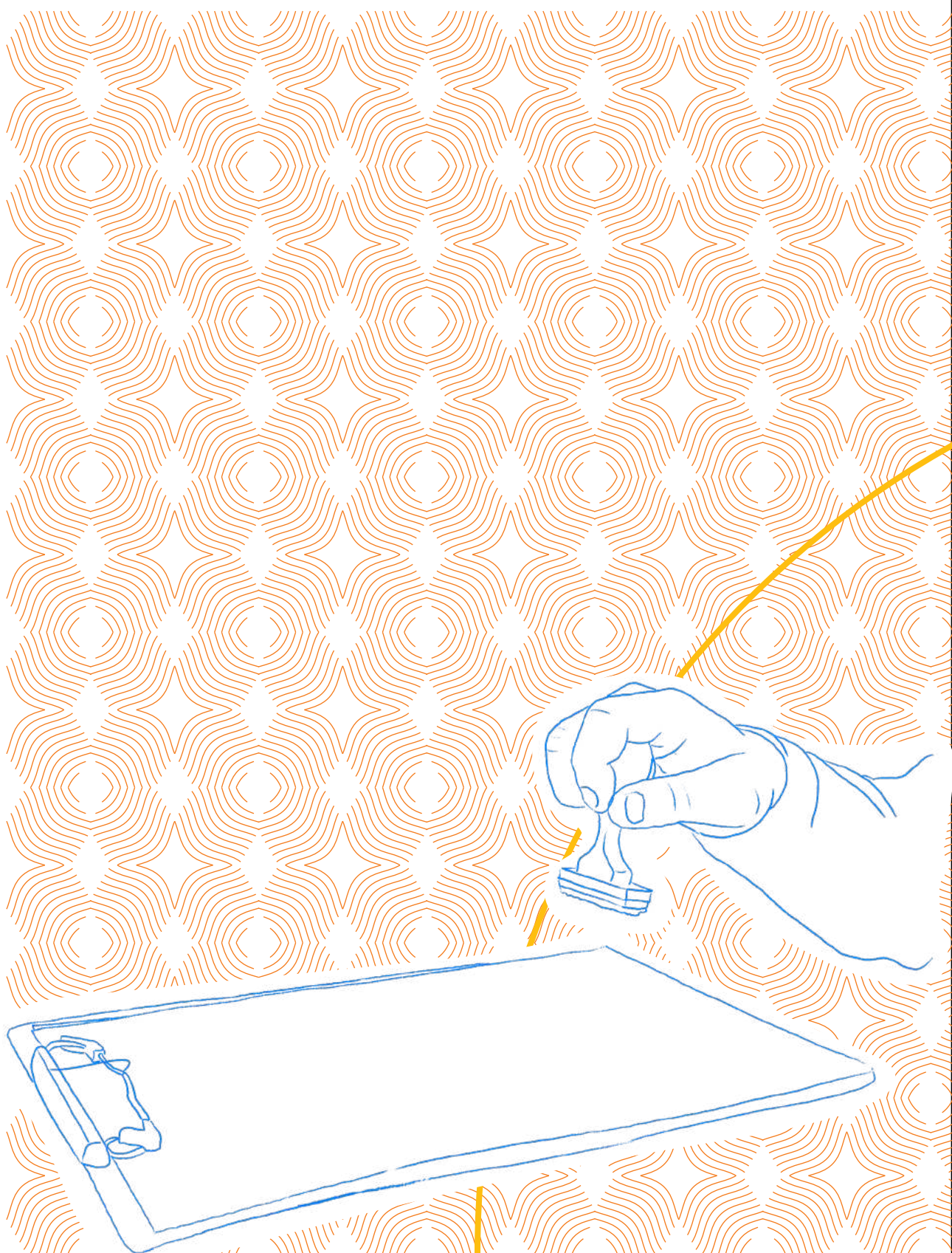
RESPONSIBILITY OF THE HOST

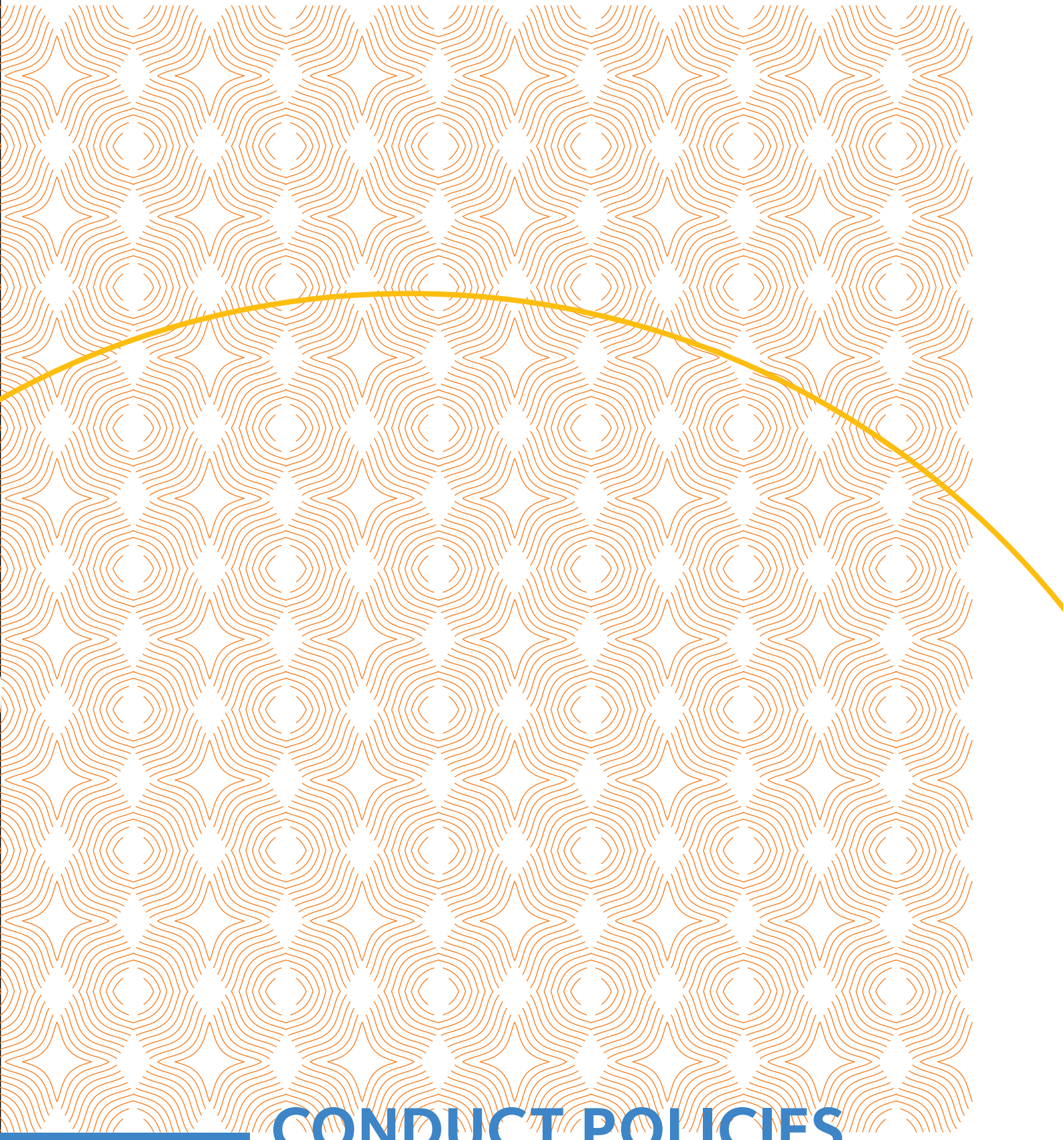
The following responsibilities apply to the host:

- The conduct of all personal visitors is the responsibility of the resident hosting the personal visitor.
- Sponsoring hosts will be responsible for any damage to property and any violations caused by any visitors they host.
- No pets may be brought onto campus by visitors.
- Visitors must adhere to the KAUST Code of Conduct, Student Code of Conduct, and all applicable policies.
- Visitors must adhere to all traffic and health and safety regulations.
- Hosts cannot host visitors on behalf of other residents – it is expected that personal visitors are directly known to the host.
- At the end of the visit, the visitor must check out at the KAUST gate (Visitor Lane) or the Visitor Center.

The host must ensure that any visitor photo IDs are returned to Security at the end of the visit.







CONDUCT POLICIES

I STUDENT CODE OF CONDUCT

KAUST is committed to fostering a campus environment that is conducive to academic inquiry, a productive campus life, and thoughtful study and discourse. As such, all KAUST students bear the responsibility for their conduct and to assume reasonable responsibility for the behavior of others. Students are expected to uphold and abide by certain standards of conduct which are embodied within a set of foundational principles: Personal Ethics, Social Responsibility, and Awareness. When students fail to exemplify these values by violating the Student Code of Conduct, campus conduct proceedings are used to assert and uphold the conduct expectations. To this aim, the Student Code of Conduct:



Sets out the standards of conduct expected of students.



Holds individuals and groups responsible for the consequences of their actions.



Provides developmental avenues for those who violate the code to move forward as productive members of the University community

The Student Code of Conduct applies to all students and visiting students, regardless of location, including those participating in internships, research, and other initiatives/ events, regardless of whether KAUST sponsors such activities. Each student shall be responsible for their conduct from the time of application for admission through the actual awarding of a degree and the completion of final clearance procedures and departure from the KAUST campus (whichever is later), even though conduct may occur before classes begin or after classes end (even if the conduct is not discovered until after a degree is awarded).

Students are responsible for reading and abiding by the provisions of the Student Code of Conduct which can be found [here](#).





I “KAUST” CODE OF CONDUCT

KAUST is a Saudi and multi-cultural non-profit institution that embodies international standards of merit-based equity, and ethical standards. Interaction among faculty, staff, students, and others through work and personal conduct within the campus and community must be done in a manner consistent with KAUST’s vision as a world-class educational and research institution and the local laws and customs. This Code of Conduct (the “Code”) is to make members of the KAUST community aware of certain behaviors and ways of working that are intended to promote legal and ethical standards of conduct and ensure a safe, productive, healthy and pleasant work and social environment.

Members of the KAUST community should conform to standards of behavior that foster and promote respect for colleagues and residents in a multicultural campus. This Code applies to faculty, staff and students, and others. Each person has an individual responsibility and commitment to read, adhere to, and uphold the Code. As such, in addition to the Student Code of Conduct, as a member of the broader KAUST community, all students must also adhere to the KAUST Code of Conduct found [here](#).

ANTI-HARASSMENT POLICY

The University is committed to creating an environment in which every individual can work and live in safety and dignity. Harassment is prohibited both in the workplace and in the University community, including social activities sponsored by the University. Harassment is any conduct, verbal or physical, that has the intent or effect of unreasonably interfering with an individual or group's educational or work performance at the University or creating an intimidating, hostile, or offensive educational, work, or living environment.

Sexual harassment is defined as behavior that may be perceived as unwelcome, uncomfortable, or invasive of privacy. This includes sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Sexual harassment may also consist of unwanted physical contact, visual displays of degrading sexual images, sexually suggestive conduct, or offensive remarks of a sexual nature. Sexual harassment may take many forms and may occur between individuals of the opposite or same-sex. The Anti-Harassment Policy can be found [here](#).



EQUAL OPPORTUNITY IN EDUCATION AND EMPLOYMENT POLICY

The University believes that a commitment to the principles of fairness and respect for all helps create a climate favorable to the free and open exchange of ideas. The University seeks to reach out as widely as possible to attract and retain the best faculty, staff, and students.

For these reasons, decisions concerning the admission and evaluation of students, the granting of scholarships and research funding, and employment of personnel in all University departments and offices are made based on an individual's qualifications and contributions to the University's educational objectives and its institutional goals. The full Equal Opportunity in Education and Employment Policy can be found [here](#).

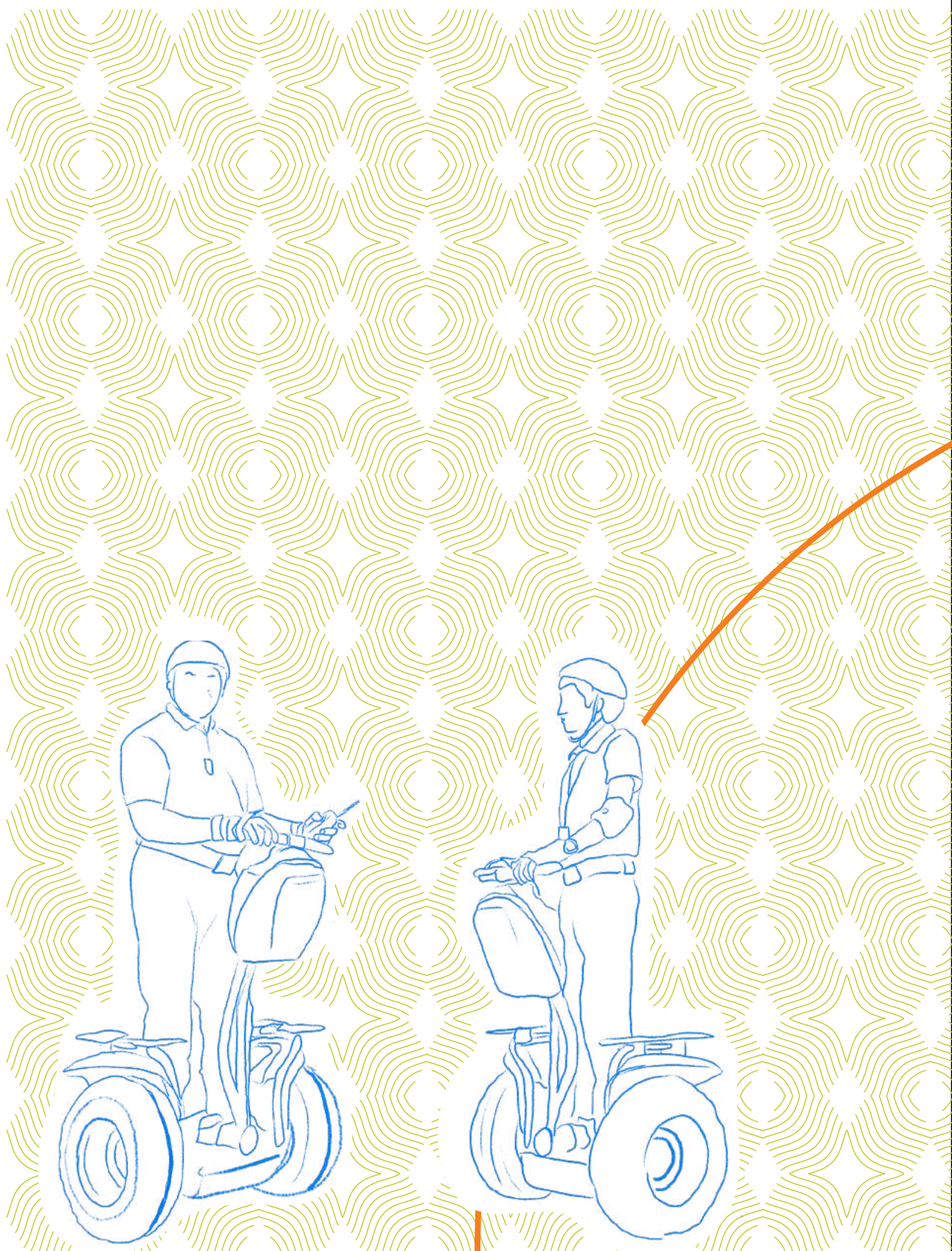
MEDIA AND SOCIAL MEDIA POLICIES

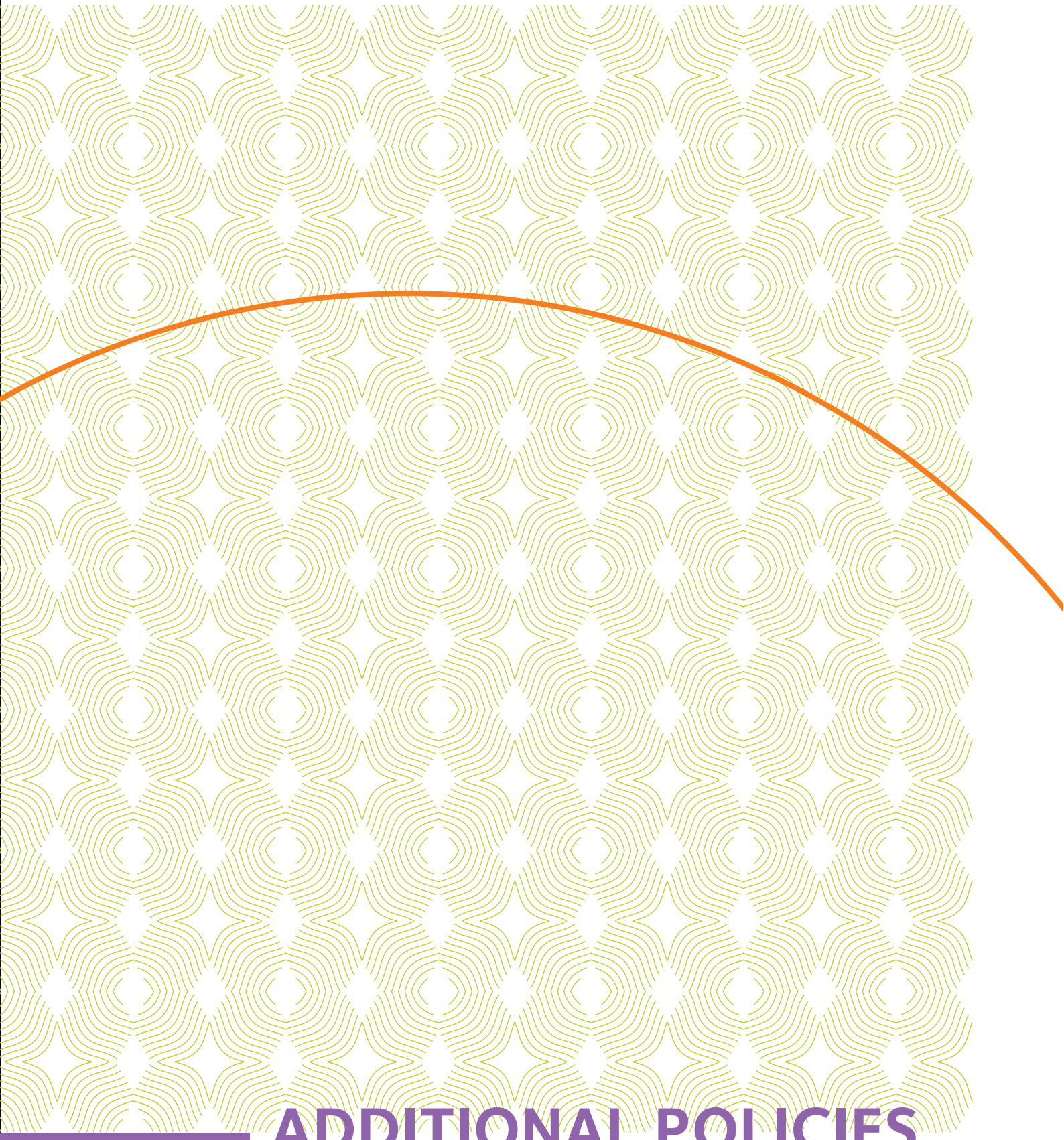
The University maintains stringent media and social media policies. As such, Only individual(s), group(s), and department(s) officially designated by University Communications has the authority to speak about University business or personnel on behalf of the University.

Students are required to inform and seek approval from the University's Global Communications and Branding department regarding any media or interview requests, any use of University material or branding, or any use of official social media channels. Inquiries and approvals should be directed to the [Media Relations Team](#).

ACCEPTABLE USE POLICY

The Policy regarding Acceptable Use sets forth guidelines for acceptable use by KAUST students, staff, faculty, dependents, contractors, and visitors of computers, printers, copiers, electronic mail, electronic information sources, facsimile machines, Internet access, etc. provided by King Abdullah University of Science and Technology (KAUST). The Policy also establishes guidelines for the use of social media. The policy can be found [here](#).





ADDITIONAL POLICIES

I KAUST ACADEMIC TRAVEL

Students may need to travel from KAUST to attend conferences, seminars, training courses, longer-term training, internships, or off-campus directed research. If the funding body does not maintain a guideline relating to a specific type of student academic travel, or there is no approved policy, payments will be based on allowances specified by the [Academic Travel Procedure](#).

I CONTENT AND RECORDS MANAGEMENT POLICY

The purpose of the Content and Records Management Policy is to establish KAUST's principles towards honoring data privacy; protect the wellbeing, dignity, and reputation of KAUST, and the individuals whose Personal Data are processed by KAUST; and comply and align with applicable data privacy legal requirements, regulatory frameworks, and international standards. The full policy can be found [here](#).



I SECURITY

The University is committed to providing residents with a safe and secure environment to work, live, and play and support safe and secure practices in the conduct of University activities. The University maintains its own Security team, a multi-service, community-oriented public security agency providing emergency and non-emergency services on campus 24-hours a day.

For emergency call 911 from KAUST land line or 0128080911 from a cell phone ccc.kaust.edu.sa is a 911, Security online reporting feature you can use to report incidents any time

Phone number for KAUST 911 Non-Emergency Security Services

For non-emergency situations, call 922 from a KAUST landline or 0128080922 from a cell phone.

- Press 1 for Visitor Services (24/7)
- Press 2 for ID Services (Working hours)
- Press 3 for Vehicle Sticker Services (Working hours) • Press 4 for Traffic Violation Office (Working hours)
- Press 5 for Security Systems Help Desk (Working hours)
- Press 6 for non-emergency inquiries (24/7)

SECURITY RULES AND REGULATIONS

The Security Rules and Regulations describe certain fundamental safety and security requirements of the University's academic campus to ensure the appropriate security for people and property and the health and safety for those persons working, studying, or visiting on campus. View the entire policy [here](#).

KAUST IDENTIFICATION CARDS

Every student must have a university photo digital identification through KAUST central APP, which is necessary to access University facilities, including libraries, health services, and recreational facilities. If your study requires access to restricted area which is locked by security system, you need to visit the ID office to obtain a physical card. Each student is expected to possess, maintain control, and present it to campus officials upon request. The identification card is intended to be used throughout the student's enrollment at the University. To be eligible for a University Student ID, you must be accepted as a student for the current semester. The ID card cannot be used by others or for purposes not intended by the University. Each student must replace their ID before the validity period expires. Misuse of an ID card could result in disciplinary action. To request an ID, report a missing ID, and other ID card services, visit the security page [here](#).

SMART FACILITY ACCESS

Authorization for access privilege to a restricted facility secured with a Security Access Control System (SACS) can be requested via [Security e-Services](#). The applicant must possess a physical smart ID card (a printed version, not the digital one) to use it for Smart Facility Access. The ID Office shall print a physical smart ID card upon request.

I HEALTH, SAFETY, AND ENVIRONMENT

KAUST is committed to protecting the health and safety of all university community members and the environment.

All university community members, including students, faculty, staff, visiting faculty and researchers, and contractors, are expected to be aware of and conform to University policies and procedures and share the responsibility for eliminating substantive risk to health, safety, and the environment. Visit the [HSE website](#) to find information and contact details to assist you with all aspects of living and working at KAUST in a safe and environmentally friendly manner.

For any questions or comments about HSE related matters, please contact HSE@kaust.edu.sa

If You See Something Say Something

You play a vital role in Keeping KAUST Safe. ReportIt is the official system for reporting hazards, near misses, and incidents across our community. For details, visit the HSE ReportIt webpage. You can also check out this infographic to understand when to use ReportIt, 959, or 911 for different situations.

REPORTIT
reportit.kaust.edu.sa

Hazards
A condition or situation that could cause harm if left unattended or not taken care of.

Incident / Accident
An unexpected event that typically results in damage and/or injury.

Near Miss
An event that did not cause injury or property damage but had the potential to do so.

IF YOU SEE SOMETHING SAY SOMETHING!

Remember, for **EMERGENCIES**, please call **911** from KAUST landline and **012 808 0911** from a mobile

A single point of contact for the Campus and Community Services
959

- Maintenance Services
- Utilities Services
- Accommodation Services
- Office Services
- Janitorial Services
- Horticulture and Pest control
- Waste Management
- Logistic Services
- Recreation Services
- Mail and Courier Services
- Transportation Services
- Food and Retail Services

Requests can be logged through one of the following methods:
Calling **959** from landlines or **012 808 0959** from mobile phones
Sending an email to "C&C Call Center" ccclcenter@kaust.edu.sa
959app Mobile application Android or iOS
Live chat through Chatbot/WhatsApp +44 7488 880959

In case of EMERGENCY CALL
911

While in KAUST, if you have an Emergency or need Security, Fire or Emergency Medical Services (EMS):

- ☎ KAUST landline, dial **911**
- 📱 Mobile, dial **012 808 0911**

For non-emergency security issues:

- ☎ KAUST landline, dial **922**
- 📱 Mobile, dial **012 808 0922**
- 🌐 <http://ccc.kaust.edu.sa/>

KAUST ROAD SAFETY CODE

Before driving any motorized vehicle on the KAUST roads, community members must read the Traffic and Vehicle Safety Policy. The Policy sets the road safety governance, and this high-level document lists roles and responsibilities, providing a clear explanation of what is expected of those to whom the policy applies. The [Road Safety Code](#), in support of the above policy, is a procedure that documents road safety requirements in KAUST.

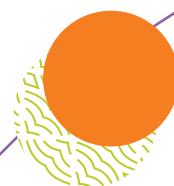
Failure to follow traffic safety rules and regulations may result in fines and penalties. Violation points may be assessed by Security and are applied only to the record of the offending individual, not to their sponsor (although payment of fines remains the sponsor's responsibility). Persistent student offenders may face additional disciplinary action if they have violated the Student Code of Conduct.

A bicycle is the preferred mode of transport for most students but remember it is mandatory to have working lights and a helmet. The on-campus bicycle store Banaweer (located on Souk Walk) has a selection of bikes and accessories for sale.

GUIDELINES ON THE USE OF CORE LAB SERVICES

The Core Labs offer users full-service facilities on an array of equipment across all of their labs. For more information on the services and equipment available to students, visit the Core Labs website.

Guidelines on Use of [Core Labs Services](#) and [Core Labs Operations](#) Manual are available on the KAUST [Policy website](#).



I INTELLECTUAL PROPERTY POLICY

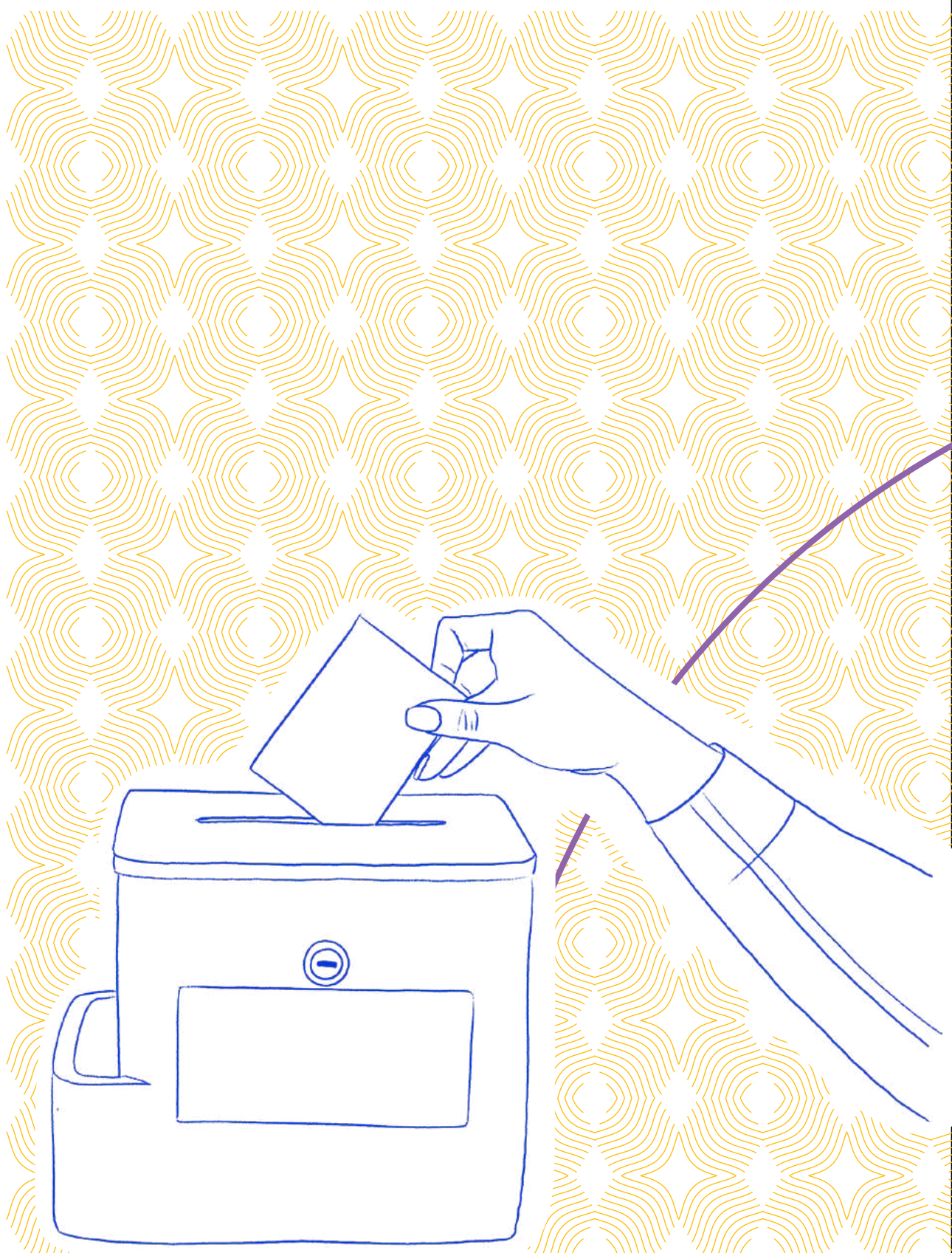
KAUST Technology Transfer Office (TTO) protects and commercializes intellectual properties (IP) involving the KAUST Community and is the custodian of KAUST's Intellectual Property Policy. The TTO manages the entire IP lifecycle management from the discovery process and IP protection such as copyright, trademark, trade secret or patent to the deployment of the technology to industry partners or inventor-led startups as well as raising the technology readiness level (TRL) and de-risking the technology via dedicated technology development funding.

Faculty, students, and research scientists are required to submit an invention disclosure form, available on the [KAUST Innovation website](#), or via email to ip@kaust.edu.sa for any discoveries, ideas, or inventions before publishing or otherwise sharing those findings with third parties. Disclosing information to a third party before submitting an invention disclosure may result in the loss of rights for both KAUST and the inventor.

All discoveries, ideas, inventions, and know-how created using KAUST resources and facilities are protected and owned by KAUST (excluding traditional academic works: coursework, published papers, theses, and dissertations). KAUST Innovation works closely with inventors to commercialize these inventions via options, including, licensing or assignments to globally based industry partners, SMEs, or inventor-lead start-ups. All members of the KAUST Community are bound by the KAUST Intellectual Property Policy and are encouraged to refer to the policy for guidance on the effective management, protection, and commercialization of intellectual property created at KAUST.

The Intellectual Property Policy describes the requirements for the effective management, protection, and commercialization of intellectual property (IP) at KAUST. The policy can be found [here](#).







REPORTING OPTIONS FOR GRIEVANCES AND COMPLAINTS

KAUST is committed to fostering a culture of respect, integrity and ethical behavior. It is our hope that these core values are always implemented. However, we recognize that, as in any community, you may face some issues when these values are not fully upheld. If you have concerns about inappropriate behavior, conflict, or ethical issues, we have a number of support options to help you.

I REPORTING OPTIONS

EMERGENCIES

For medical and other emergencies, please call KAUST emergency services by dialing 911 from a landline or 012-808-0911 from your mobile phone.

DIRECTOR OF GRADUATE DEVELOPMENT AND SERVICES

The Director of Graduate Development and Services, Todd Pietruszka, has an open-door policy to discuss any issues you may be facing, either as a formal complaint or an initial informal chat/conversation to understand reporting options and supports. The Director can provide a safe space for you to speak openly and can help you determine the best options for resolving any issue you might be facing. To contact Todd email Todd.Pietruszka@Kaust.edu.sa.

REPORTING STUDENT CONDUCT ISSUES

Any KAUST community member who witnesses an alleged violation of the Student Code of Conduct can submit a written complaint to the University. In general, all complaints against students should be submitted to Student Affairs via the online complaint form: [Student Conduct Reporting](#).

If you prefer to discuss your concerns in person, you can email StudentConduct@kaust.edu.sa, and a member of the Student Affairs team will contact you to discuss the matter.

ACADEMIC RELATED CONCERNS

Your Graduate Program Coordinator (GPC) is generally your first point of contact for advice about academic matters, including any issues with your faculty/advisor. Additional reporting options for issues related to academic matters include contacting your academic or research advisors, immediate faculty, staff supervisors, or Associate Dean.

STAFF RELATED CONCERNS

If you have a concern related to inappropriate behavior by an employee of the University (staff, faculty, post-docs) and prefer not to discuss it with the abovementioned individuals, the Student Affairs HR partner, Kristen Uekermann, can provide guidance on reporting and resolution options.

ANONYMOUS REPORTING

If you prefer to remain anonymous for any reasons, you can raise issues and/or concerns via EthicsPoint, a phone and internet-based system. This is a comprehensive, confidential and anonymous reporting tool operated by an independent third party, which prevents the University from knowing the identity of the reporter.

Anyone may use the EthicsPoint hotline. KAUST has a strong policy on whistleblowing and reporting wrongdoing that prohibits retaliation against any individual who makes a good faith disclosure through this anonymous, reporting hotline. For more information on the University's Policy on Whistleblowing & Reporting Wrongdoing see below:

POLICY ON WHISTLEBLOWING & REPORTING WRONGDOING

This policy outlines the guidelines and options for reporting suspected wrongdoing at King Abdullah University of Science and Technology ("KAUST" or "University"), including anonymous reporting, and provides protection to individuals who, in Good Faith, report such suspected wrongdoing. The full policy can be found [here](#).



SEXUAL HARASSMENT OR SEXUAL ASSAULT CONFIDENTIAL SUPPORT

If you are facing issues relating to sexual harassment or sexual assault, we provide support and a safe space to talk about what is happening. Please be assured that these services are strictly confidential, and there is no obligation to report the issue if you do not want to take it further.

Student Counseling Services: SCS@kaust.edu.sa

KAUST Health: patient-relations@kaust.edu.sa

If you do decide to take the matter further, formal complaints related to sexual harassment and assault can be reported directly to the Director of Graduate Development and Services or Student Affairs HR partner.

I STUDENT COMPLAINT SUPPORTS

STUDENT COUNSELING SERVICES:

Student Counselling Services provides support and a confidential safe space to talk about any issues you may be facing. SCS staff can provide a private space to discuss your concerns and explore your options without obligation to file a complaint or pursue further action.

To arrange to meet with an SCS staff member, contact the Student Counseling Services SCS@kaust.edu.sa

RESIDENTIAL MATTERS:

You can contact the Residential Life Office reslife@kaust.edu.sa for help with residential issues, including conflicts with other students.

ACADEMIC LIFE:

Your Graduate Program Advisor is your first point of contact for advice about academic matters and processes. Academic performance is discussed and monitored by the division. In cases of Academic Performance Appeal, the Associate Registrar RegistrarHelpDesk@kaust.edu.sa can assist.

COURSEWORK:

Your courses and records are created and maintained by the Registrar Office. They are also responsible for certified documents, transcripts, and grades. To register courses and amend your schedule, the Registrar Office would help and can be reached via RegistrarHelpDesk@kaust.edu.sa

FINANCES:

The University provides many financial benefits i.e., stipend and medical insurance. For more information and questions about your finances please contact: gradops@kaust.edu.sa or gradopsinsurance@kaust.edu.sa

PEER SUPPORT AND ADVICE:

Other students can be a great resource during your time at KAUST. For support and advice you can reach out to the Graduate Student Council graduatecouncil@kaust.edu.sa

OFFBOARDING:

After your graduation, and in order to arrange for your exit, please contact Graduate Affairs Operations GradOpsExiting@kaust.edu.sa

STUDENT CENTER HELPDESK

For general inquiries not covered by the resources above, please contact the Student Center Helpdesk schelpdesk@kaust.edu.sa or drop in to the Student Center.





جامعة الملك عبد الله
للعلوم والتقنية
King Abdullah University of
Science and Technology



STUDENT HANDBOOK

Academic Year 2025-2026