

Virtual New Student Orientation

Frequently Asked Questions (FAQs)

A. Orientation & Welcome Email:

1- I am a new student and still did not receive the Welcome Email regarding orientation, what do I do?

Welcome emails are sent when students have paid their confirmation fee and have confirmed their enrollment online based on the instructions provided in the acceptance email. For undergraduate related matters, please contact the Admissions Office at admissions@aub.edu.lb For graduate related matters, please contact the Admissions Office at grad-admissions@aub.edu.lb

2- How do I follow the orientation steps and dates?

The virtual new student orientation begins on January 10, 2022. Check the virtual new student orientation webpage for additional details about the steps to follow and to find the orientation program. Link: <https://www.aub.edu.lb/SAO/Pages/New-Student-Orientation.aspx>

3- I have to attend the orientation live sessions. Where can I find the session links to register and attend?

The virtual new student orientation program is posted on the orientation webpage. The program includes the links for all live sessions and includes all info related to the general and academic sessions. Link: <https://www.aub.edu.lb/SAO/Pages/New-Student-Orientation.aspx>

4. I am an international degree seeking, visiting or exchange student. Is there any specific information I need to be aware of?

The Office of International Programs (OIP) supports all international students before they arrive to AUB and once they are on campus. International students are encouraged to attend OIP's live virtual sessions for relevant information. Refer to OIP's Accepted Students 'website [here](#). If you have any questions, please contact OIP at oip@aub.edu.lb.

B. AUBsis and AUBnet account:

1. How do I activate my AUBnet and email account?

The first steps for activating your AUBnet and email account are presented in the below pdf link. For assistance when facing technical problems, please feel free to contact IT Service Desk at it.helpdesk@aub.edu.lb or by visiting the IT Service Desk Portal at <https://servicedesk.aub.edu.lb/TDClient/1398/Portal/Home/?ID=ac748dfb-de0c-4142-8f47-8426c985ff84>

PDF Link: <https://www.aub.edu.lb/Registrar/Documents/newstudents/newstudents-welcome-instructions2021-22.pdf>

2. How do I access my AUBsis account?

You access all AUBsis services using your AUBnet account.

Use your AUBnet username and password to access AUBsis services such as “Student Profile” and “Course Registration” under the [AUBsis portal](#).

C. Course Registration & Advising:

1. Where do I find information about registration?

You should consult the Spring Registration Guide [here](#) because it will answer most of your questions. You should also review the [instructional video](#).

2. I am facing a problem and not able to identify the course time ticket on AUBsis, what do I do?

For similar course related material you can reach out to Registrar’s Office by sending an email to registrationteam@aub.edu.lb indicating your full name, ID number, and screenshot of the problem

3. When and How I can meet my academic advisers?

Each student will be assigned an academic adviser from their departments or faculties, whose responsibility to support students in their academic related program and activities. The advisors are introduced in the **academic and faculty orientation** section, which takes place during week 2 of the orientation. Please check the orientation program for additional detail and make sure to register for your faculty/school time/date WebEx live session to attend and meet your faculty members and advisers.

Check the below link and follow the steps to identify your primary adviser

<https://www.aub.edu.lb/Registrar/Documents/newstudents/newstudents-welcome-instructions2021-22.pdf>

4. How can I get my alternate PIN?

It is essential to have the alternate PIN before the course registration date. Generally, your adviser provides the alternate PIN, once he/she meets with you to discuss your academic courses and program. Each faculty may have different procedures in this regard and therefore it is important to attend your academic and faculty orientation session for

additional information. For further information, check your academic and faculty orientation session according to the orientation program, and the Moodle section pertained to your faculty/school. Please note that the Office of the Registrar does not have your alternate PIN.

D. Test Scores and School equivalence:

- 1. I have questions regarding the Arabic Exemption form, Math placement tests, and EEE test inquiries. Who do I ask?*

For information related to Arabic Exemption, please contact Mr. Abdallah Ghannam on ag33@aub.edu.lb. The deadline to finalize this process, if applicable in your case, is end of February 2022.

For inquiries related to the EEE exam, please contact admissions@aub.edu.lb. The deadline for the English proficiency requirement is January 14, 2022.

- 2. I have to submit my school grades/equivalence transcript. When is the deadline?*

The deadline to submit your official documents is by January 14, 2022 for the spring term 2021-2022.

For undergraduate related matters, contact the Admissions Office at admissions@aub.edu.lb. For graduate related matters, contact the Admissions Office at grad-admissions@aub.edu.lb

E. Health & Benefits:

- 1. I have to schedule an appointment regarding taking the COVID vaccine. How can I do so?*

It is essential for all new students to take their COVID-19 vaccines before the spring semester begins. The AUB Immunization Center will continue its vaccination campaign for students, faculty and staff from 8:00 am until 2:00 pm, Monday to Friday. You can book your appointment and take the vaccine as soon as possible and you do not have to wait to become a registered student to do so. For more details about vaccination or COVID related information, please visit the campaign website link below. For further inquiries, please feel free to reach out at email address: vaxwg@aub.edu.lb

Link: <https://www.aub.edu.lb/emergency/AVC/Pages/default.aspx>

- 2. I have to submit the medical form to University Health Services (UHS), what is the procedure and is there a deadline to do so?*

The Medical form is a requirement for all new students to submit to UHS. The form can either be filled by your doctor or by a Family Physician at the University Health Services. The mandatory

vaccines should be taken before submitting the medical form and the deadline to submit the medical form is February 29, 2022.

3. I want to enroll in HIP (Health Insurance Plan). What do I need to be able to do so?

You are eligible to be enrolled in HIP if:

- a- You are registered for 6 credits or above.
- b- You have a registered Thesis within 2 consecutive years.
- c- You are a PhD student.

4. Is there a specific insurance card for HIP?

Your AUB ID can be used as a proof for insurance.

5. I would like to request an HIP (Health Insurance Plan) exemption. What do I need to do?

The spring HIP exemption deadlines are between January 10 and February 4, 2022. Expect to receive an email from HIP office for more details.

F. Housing and Tuition Fees:

1. How do I apply for student housing?

For information regarding student housing please check the link <https://www.aub.edu.lb/SAO/housing/Pages/default.aspx>

2. How do I pay my tuition fees?

The tuition payment will appear on the AUBsis web statement of fees once you have registered for your spring courses. Print the Web statement of fees from your AUBsis, and refer to the Payment module posted in the Moodle section for the different methods of payment. Please note that payment of fees by Credit Cards or Travellers Cheques are currently not accepted. For any additional inquiries regarding the payment of tuition fees, kindly contact jm52@aub.edu.lb or re96@aub.edu.lb

3. I would like to apply for financial aid, how can I do so?

Further details related to financial aid can be found on the [Financial Aid website](#).

