

Table of Contents

Table of Contents.....	1
1. Introduction	4
1.1 Scope.....	4
1.2 Mission Statement	4
1.3 Vision	4
1.4 Overview of Responsibilities	4
2. Key Services and Procedures	5
2.1 Petitions	5
2.1.1 Description	5
2.1.2 How to Submit.....	5
2.2 Disciplinary Measures and Complaints	5
2.2.1 Description	5
2.2.2 How to Submit.....	6
2.3 The Sports Department	6
2.3.1 Description	6
2.3.2 History and Achievements	6
2.3.3 How to join a Sports Team	9
2.3.4 How to Participate in Tryouts	9
2.3.5 International Trips.....	11
2.3.6 Facilities and Booking Procedures	11
2.3.7 Sports Scholarship	12
2.3.8 Medical Considerations	13
2.3.9 The USEK Mascot.....	13
2.4 Social and Cultural Activities	14
2.4.1 Description	14

2.4.2	How to Participate	14
2.4.3	Volunteering.....	14
2.5	Reward System	14
2.5.1	Description	14
2.5.2	How to Join.....	15
2.5.3	How it Works	15
2.6	Soft Skills Training	16
2.6.1	Definition	16
2.6.2	How to Join.....	16
2.7	University Residence Management	16
2.7.1	Definition	16
2.7.2	Fees*	16
2.7.3	How to Apply	17
2.8	Student Voice	18
2.8.1	Description	18
2.8.2	How to Engage.....	18
2.9	Student Clubs.....	18
2.9.1	Definition	18
2.9.2	How to Join a Club:	18
2.9.3	How to Propose a New Club	18
2.10	Talent Program	19
2.10.1	Description	19
2.10.2	How to Participate	19
2.11	Orientation Sessions for Newcomers	19
2.11.1	Description	19
2.11.2	How it Works	20
2.12	Commencement Ceremony	20



Student Affairs Office Handbook

2.12.1	Definition	20
2.12.2	How it Works	20
2.13	Resource Borrowing Services.....	21
2.13.1	Description	21
2.13.2	How it Works	21
2.14	Lost and Found	21
2.14.1	Description	21
2.14.2	How it Works	21
3.	Policies and Regulations	22
3.1.1	Privacy of Academic Records	22
3.1.2	Student Code of Conduct and Disciplinary Council Procedures.....	22
4.	Communication Standards	23
5.	Appendices	23
5.1	Acronyms	23
5.2	Contacts.....	24
6.	Frequently Asked Questions (FAQ)	24
7.	Disclaimer.....	25

1. Introduction

1.1 Scope

The scope of this handbook encompasses the comprehensive services and responsibilities managed by the Student Affairs Office (SAO) at USEK. It is dedicated to cultivating a supportive and welcoming campus atmosphere, encouraging students to thrive academically and personally while participating in meaningful activities and assuming leadership roles. This handbook guides students through various aspects of university life, including petitions, complaints, sports programs, social and cultural activities, student residence, and other support services, ensuring a holistic student experience.

1.2 Mission Statement

The SAO is committed to nurturing a dynamic and inclusive campus environment by delivering comprehensive support services, fostering both personal and academic development while promoting engagement and leadership opportunities. Through collaborative efforts with students, academic units, staff, and external partners, the office aims to enrich the holistic student experience and equip its students for success in a rapidly evolving world. The SAO team creates and executes programs and initiatives that empower all USEK students to surmount challenges, cultivate a sense of community beyond the classroom, enhance institutional learning through innovation and creativity, and influence lifelong learning, personal growth, and development.

1.3 Vision

The Student Affairs Office's goal is to create a vibrant and transformative student experience that prepares individuals to make a positive impact in their communities and excel in an ever-changing world. The office strives to cultivate leaders, foster lifelong learners, and instill a spirit of belonging during our students' educational journey at USEK that extends far beyond graduation.

1.4 Overview of Responsibilities

1. Petitions
2. Disciplinary Measures and Complaints
3. Sports Department
4. Social and Cultural Activities
5. Rewards System
6. Soft Skills Training
7. University Residence Management
8. Student Voice

- 9. Student Clubs
- 10. Talent Program
- 11. Orientation Sessions for Newcomers
- 12. Commencement Ceremony
- 13. Resource Borrowing Services
- 14. Lost and Found

2. Key Services and Procedures

2.1 Petitions

2.1.1 Description

A petition is an email submitted by a student to formally request a review or action on a specific university-related matter. This may include requests for make-up exams, complaints about a course, instructor, or advisor, concerns regarding units, extensions for missed deadlines, or appeals for reconsideration after exclusion, seeking another opportunity.

The submitted petition is reviewed by the office, ensuring that all information remains confidential. The process may take up to 5 working days or longer, depending on the specifics of the case. Once reviewed, the petition will either be forwarded to the relevant unit, if necessary, or addressed internally by the office, based on the nature of the petition and the individual student's situation.

2.1.2 How to Submit

Students must submit all petitions from their USEK email address to sao@usek.edu.lb. They must include their student ID and provide a detailed description of their request. Upon submission, students will automatically receive a confirmation message.

2.2 Disciplinary Measures and Complaints

2.2.1 Description

A complaint is an expression of dissatisfaction or concern raised by a student, instructor, parent, or staff member regarding an issue or situation that they believe requires attention, correction, or resolution. Disciplinary measures and/or complaints may relate to the quality of service, behavior, policies, or any other aspect related to the University.

2.2.2 How to Submit

- If a student has a complaint regarding any matter at the University, or if an instructor or member of staff has a complaint about a student, they must request a meeting through the SAO email (sao@usek.edu.lb), by phone (+961 9 600 280), or directly by visiting the SAO in person.
- A meeting will be held with the Director, Head, or Supervisors of the SAO.
- The petitioner will explain the case during the meeting to help find a solution.
- The person in charge will collect all necessary details related to the complaint, suggest a solution, assess if a Disciplinary Council meeting is needed, and follow up until the issue is resolved and the status is closed.

2.3 The Sports Department

2.3.1 Description

The **USEK Sports Department** is a unit of the Student Affairs Office that oversees sports programs, activities, and teams. It manages events, training, facilities, and resources to promote physical activity, teamwork, and athletic excellence. By offering a diverse range of sports activities, the Sports Department aims to foster physical wellness, sportsmanship, teamwork, and leadership skills. Its goal is to create a culture of continuous improvement, wherein graduating athlete will excel in their academic pursuits and make a positive impact on the world.

A **Coach** is a part-time USEK member of staff responsible for managing athletes' activities, including practices, trips, and competitions, in coordination with the Sports Department.

A **Student-Athlete** is a full-time undergraduate or graduate student participating in a USEK varsity sports team.

Each team must have a student-athlete representative, also known as **Team Captain**, who acts as a liaison between players, the Coach, and the Sports Department.

2.3.2 History and Achievements

In 1988, USEK began establishing a Sports Department within the University. The department was officially inaugurated in 1992, along with the University's sports court. In 2000, the credit system introduced a mandatory one-credit sports course for all students. Beyond recruiting top athletes and forming competitive teams, the Sports Department also focuses on fostering teamwork and sportsmanship across all games.

USEK has a strong history of sports achievements, with its teams excelling in leagues and championships, setting high standards in competitions.

The COVID-19 pandemic and the economic crisis have severely affected USEK’s Sports Department, forcing all sports teams and activities to be put temporarily on hold. Despite these challenges, the University’s strong reputation and achievements continue to attract students eagerly to join its sports teams.

During the Spring Semester 2022-2023, the department took its first steps toward revival by reactivating three teams: table tennis, basketball, and tennis. In Fall 2023-2024, USEK expanded its sports offerings by relaunching the volleyball, futsal, and swimming teams. During the Academic Year 2024-2025, USEK introduced new teams in handball, chess, cheerleading, track and field, and badminton.

Achievements

Sports Teams	Year	Achievements
Futsal (Men)	2014	<ul style="list-style-type: none"> ○ Uni League Champions ○ USJ International Tournament Champions
	2015	<ul style="list-style-type: none"> ○ Uni League Champions
	2017	<ul style="list-style-type: none"> ○ Uni League Champions ○ UCL Lebanese Cup Winner
	2018	<ul style="list-style-type: none"> ○ USJ International Tournament Champions
	2019	<ul style="list-style-type: none"> ○ Uni League Champions
Futsal (Women)	2017	<ul style="list-style-type: none"> ○ Uni League Champions
	2019	<ul style="list-style-type: none"> ○ Uni League Champions ○ USJ International Tournament Champions
Table Tennis (Men/Women)	2018	Top 3 in Lebanon
	2019	Final 4
	2020	Final 4
Volleyball (Men/Women)	2014-2020	<ul style="list-style-type: none"> ○ Uni League Champions
	2014-2020	<ul style="list-style-type: none"> ○ 3rd in Uni League
Tennis (Men/ Women)	2014-2020	Final 4
	2014-2020	Final 4
Table Tennis	2014-2020	Final 4
Swimming (Men/Women)	2014-2020	Podium

Academic Year 2022-2023		
Event	Team	Achievement
FSUL - University League	Men's Basketball	1 st place in the University Gold League
	Women's Basketball	2 nd place in the University Silver League
	Tennis	Final 4
	Table Tennis	2 nd place in Uni League (Men) 1 st place in Uni League (Women)

Academic Year 2023-2024			
Event	Team	Achievement	
FSUL - University League	Men's Basketball	2 nd place in the University Gold League	
	Women's Basketball	1 st place in the University Silver League	
	Men's Volleyball	Final 4	
	Women's Volleyball	1 st place in the University Silver League	
	Table Tennis	1 st place (Women), 2 nd place (Men)	
	Tennis	Final 4	
	Swimming		1 st place (Boys 50 SC Meter Backstroke)
			5 th place (Girls 100 SC Meter Freestyle)
			6 th place (Boys 100 SC Meter Freestyle)
	Men's Futsal	Final 4	
Women's Futsal	Final 4		
Belgrade Sports Tournament - SERBIA	Women's Basketball	2 nd place in the Basketball Championship	
	Table Tennis	1 st place (Men and Women)	
	Tennis	2 nd place in the Women's Championship, Final 4 (Men)	
	Women's Futsal	3 rd place in the Futsal Championship	
	Men's Futsal	4 th place in the Futsal Championship	
Universiade- CUP	Men's Basketball	1 st place	
	Women's Basketball	1 st place	
	Women's Volleyball	2 nd place	
	Chess	1 st place	
	Men's Futsal	1 st place	

Fall 2024-2025		
Event	Team	Achievement
Mini League Fall 2024	Men's Basketball	1 st place
	Men's Volleyball	2 nd place
	Women's Volleyball	2 nd place
	Men's Futsal	1 st place
	Table Tennis	1 st place (Women)
	Chess	1 st place
	Badminton	3 rd place
	Swimming	2 nd place

2.3.3 How to join a Sports Team

2.3.3.1 Definition of Varsity Sports

Varsity sports are the most competitive level of university sports, where teams represent the institution in competitive leagues or tournaments. These teams consist of skilled athletes selected through try-outs or recruitment and require a high level of commitment.

2.3.3.2 Current Varsity Sports Teams

USEK's current teams include basketball (men and women), volleyball (men and women), futsal (men and women), handball (men and women), track and field, swimming, tennis, table tennis, cheerleading, chess, and badminton.

2.3.3.3 Eligibility Criteria

To join a varsity sports team, a student must:

- have completed a minimum of 12 credits and a maximum of 18 credits for undergraduate studies.
- have completed a minimum of 6 credits and a maximum of 12 credits for graduate studies.
- demonstrate skill and proficiency in the chosen sport.
- maintain good academic standing as per University guidelines.
- show a positive attitude, teamwork, and sportsmanship.
- commit to attending all practices, games, and team events.

2.3.4 How to Participate in Tryouts

Notification: At the beginning of the Fall semester, the Sports Department announces the tryouts schedule via email and/or on [USEK social media platforms](#). Tryouts are primarily scheduled at the beginning of the

Fall semester, typically during the 3rd or 4th week of September. Additional tryouts may be scheduled during the Spring semester if requested by the coach, such as in cases of graduating students or new incoming athletes.

Participation: Students attend the scheduled tryout sessions as per the published calendar.

Selection: Coaches evaluate participants during tryouts and notify selected students of their confirmation.

2.3.4.1 Athlete Terms and Conditions

Being an athlete is a privilege that comes with specific responsibilities. A student-athlete is expected to adhere to the following guidelines:

- The use of alcohol, drugs, or offensive language is strictly prohibited at all times.
- The student is expected to represent USEK with dignity in both behavior and attire, whether on or off the competition field.
- The official USEK Sports uniform must be worn during competitions and at any university sports events.
- The student must follow the training schedule set by coaches and respond constructively to their feedback.
- The student must maintain academic excellence by achieving a GPA \geq 70/100 and attending all classes regularly.
- The reputation of the University takes precedence over any victory achieved through unfair means.
- The student must accept both victory and defeat with grace and dignity.
- The student must respect the decisions made by officials without argument.
- The student must maintain the fitness level specified by their coach.
- The student must demonstrate consistency, self-discipline, and a drive for peak performance.
- The student must attend and commit to all USEK sports activities, including practices and tournaments at local, regional, and international levels.

2.3.4.2 Joining, Staying with, and Leaving a Team

- Students are permitted to join a maximum of **two teams**.
- In case of conflicts between sports and other activities:
 - Athletes must inform their coach as early as possible. The coach will try to resolve the issue, and athletes must follow the coach's advice or suggest an alternative.
 - Missing several practice sessions may affect the athlete's position on the team, their leadership role, or their eligibility for a scholarship.
 - Academic and sports obligations take precedence over other activities.

- While USEK may provide transportation to away games, athletes are still expected to attend practices, regardless of transportation arrangements. USEK is not liable for transportation it does not provide.

2.3.5 International Trips

USEK sports teams may have the opportunity to participate in international sports trips organized throughout the year, though participation may involve associated costs. If approved, student athletes are required to adhere to the rules and regulations set forth by the Sports Department for the duration of the trip.

- Alcohol consumption is strictly prohibited, including in airports.
- Athletes must adhere to USEK's policies and local regulations at all times.
- USEK reserves the right to publish personal information and images of athletes on official websites or social media platforms.
- Athletes are required to travel to and from events with the team unless prior permission is granted by the coach to make alternative arrangements.
- Athletes will be held accountable for any damage incurred during trips.
- Athletes must remain with the team and coaching staff during matches and other scheduled activities unless explicit permission is granted to leave.
- Curfew times for international trips will be established by the coach, in accordance with the event schedule.
- Violations of the Code of Conduct or any regulations may result in dismissal at the athlete's expense, disqualification, or other necessary actions.
- Athletes are required to travel to and from approved competitions according to USEK's schedule and guidelines.
- Athletes are discouraged from joining external teams or leagues to avoid injury risks that could affect their performance for USEK.

2.3.6 Facilities and Booking Procedures

2.3.6.1 Available Sports Facilities

Due to the limited sports facilities available on the USEK campus, reservations can only be made by active USEK students, staff, and academic units.

Facilities: Outdoor tennis court, also used for basketball and mini football, and a table tennis room.

2.3.6.2 The Sports Department secures off-campus facilities on an annual basis to ensure that sports teams are adequately prepared and have access to consistent training opportunities throughout the academic year.

2.3.6.3 How to Reserve Sports Facilities

Students must send an email to sports@usek.edu.lb, including the following details:

- name
- ID number
- Desired time
- Desired day

The Sports Department will check the availability of the requested reservation and respond to the student accordingly.

If the student requires equipment and the Sports Department approves the reservation, the student must visit the Student Affairs Office (SAO) to collect the necessary equipment after signing the Equipment Borrowing Form.

If the student does not require equipment or has their own, they may proceed directly to their reserved date.

2.3.7 Sports Scholarship

2.3.7.1 Definition

A sports scholarship is a financial aid award offered every semester to student-athletes who demonstrate exceptional athletic ability and commitment to their sport.

2.3.7.2 Range

Scholarship percentages range from 10% to 50%, depending on the athlete's skill level, performance, commitment, and behavior.

2.3.7.3 Criteria for Student-Athletes

Once the student is accepted into one of USEK's varsity sports teams, they are automatically granted the scholarship without the need to apply (starting the 2nd semester after joining the team). Eligibility for the sports scholarship is contingent upon meeting specific criteria, which typically include:

- demonstrating excellence in a particular sport.
- maintaining a GPA \geq 70/100 for undergraduate students and 80/100 for graduate students and for the School of Medicine and Medical Sciences students.

- displaying good sportsmanship, leadership qualities, and dedication.

2.3.7.4 *Scholarship Terms and Conditions*

The sports scholarship is linked to the following terms and conditions:

- The sports scholarship does not cover the Summer Session.
- A student-athlete registered in their first semester is not eligible for the scholarship.
- The sports scholarship is not cumulative with other discounts, except for the Merit Scholarship and the sibling's discount. If a student is eligible for both the sports scholarship and another discount, only the highest percentage will be applied.

Maintaining the scholarship is subject to the following conditions. Failure to meet these conditions will result in the forfeiture of scholarship privileges:

- Assessment of key players by the coach and Head of the Sports Department at the end of the semester.
- Students' commitment to the Sports Department's activities (such as events, workshops, and conferences).
- Students' commitment toward USEK teams (such as training, games, tournaments, and travel).
 - If the student is injured, the scholarship may be revoked.
 - The student must not voluntarily interrupt their studies.
 - The student must respect University rules and regulations.
 - The student must maintain exemplary behavior, as determined by the Disciplinary Council.

2.3.8 *Medical Considerations*

- Athletes must inform their coach of any injuries or illnesses, both past and present, that could impact their training.
- If an athlete sustains a serious injury during a USEK sports competition or training, they must report it immediately to the coach or the Sports Department for follow-up. The Sports Department will then refer the injured athlete to the NSSF Office for guidance and information on the required procedure.
- A physiotherapist is available during games to assist the team by addressing any injuries that may occur.

2.3.9 *The USEK Mascot*

The Sports Department successfully created the USEK Mascot, "the Brave Spirit", and introduced it during the Spring Semester 2023-2024 to represent and support our sports teams. "The Brave Spirit" was also launched to foster a sense of belonging and institutional spirit among students, athletes, and the wider

community. It has since become a central figure in sports events, activities, and University traditions, inspiring both the teams and the USEK community.

2.4 Social and Cultural Activities

2.4.1 Description

The Student Affairs Office (SAO) is dedicated to organizing a wide range of social and cultural activities that foster community engagement, celebrate diversity, and enrich student life. These include events, awareness campaigns, and initiatives that promote collaboration, creativity, and personal development among students, academic units, and staff.

2.4.2 How to Participate

The SAO shares an email with all students announcing upcoming events, including all the necessary information, such as location, date, and time. If prior registration is required, a registration form will be included in the email, allowing students to sign up easily.

2.4.3 Volunteering

The SAO offers a volunteering opportunity for all active students to assist with the execution of events, where they can earn extra points in the Reward System.

The SAO will send an email to all active students informing them about the volunteering opportunity, including all the event details and a registration form for them to sign up.

2.5 Reward System

2.5.1 Description

The Reward System aims to incentivize and recognize USEK undergraduate students' active participation in co-curricular activities, which include a range of programs and experiences outside the standard academic curriculum, such as community service, University events and competitions, workshops, and student clubs all designed to enhance personal growth, social responsibility, and professional skills. These activities encourage community engagement in an "out of classroom" setting, fostering a culture of excellence and personal development while also preparing students to become well-rounded individuals who contribute meaningfully to society.

This plan is owned and managed by the SAO, ensuring that students are supported and guided throughout their co-curricular journey.

2.5.2 How to Join

Undergraduate students on the Kaslik campus, who participate in any of the activities listed (please refer to the SAO for the list or consult its handbook), will automatically be included in the Reward System. No separate registration is required. Simply take part in the activities and you will receive the allocated points accordingly.

2.5.3 How it Works

2.5.3.1 Point Collection

Undergraduate students accumulate points throughout their USEK journey.

- Activities can include clubs, sports, community service, volunteering, leadership roles, workshops, and more.
- Points must be recorded and updated regularly.
- Points will be added by the SAO after receiving the participation sheet from the unit responsible for the activity.
- Students can check their points by visiting the SAO.
- Students are responsible for staying informed about any updates or changes through email notifications, which will provide them with information about their accumulated points, by checking the handbook on the USEK website, which includes the updated lists of activities and rewards, and by visiting the Student Affairs Office to address any other questions or inquiries they may have regarding the system.

2.5.3.2 Points Allocation

2.5.3.2.1 Redeemable Points

Students can redeem accumulated points for a range of rewards specified by the SAO outlined in the reward catalog.

- The redemption process is initiated through the SAO and is subject to availability.
- Points used for redemption will be deducted from the student's total balance.
- Points will expire after one year of inactivity from the last co-curricular action/activity.

2.5.3.2.2 Accumulated points

Accumulated points are divided into the following levels: Grey, Turquoise, Red, Indigo.

- Various levels are established based on the total accumulated points.

- Levels are structured to reflect varying degrees of commitment and involvement.
- Advancement to higher levels unlocks additional benefits and privileges.
- Levels will remain intact regardless of the last active date throughout this system.

2.6 Soft Skills Training

2.6.1 Definition

The Soft Skills Training Program is a valuable initiative managed by the SAO, offered to all students at no cost. This program is designed to empower students with essential interpersonal and personal development soft skills (communication, time discipline, balancing stress, code of behavior, speech delivery, and other leadership skills) that are highly sought after in the professional world. The Soft Skills Training Program is a valuable resource for students and an investment in their future.

Students that have fulfilled the requirements will receive a certificate at the end of the training period.

2.6.2 How to Join

An email is sent at the beginning of each semester, including the schedule of the sessions, the criteria for participation, and a registration link.

2.7 University Residence Management

2.7.1 Definition

The University Residence, managed by the Student Affairs Office, is exclusively designed for female students and operates under a curfew-based concept. It is a home away from home, a place dedicated to the residents' comfort, safety, and well-being.

2.7.2 Fees*

- Single Room: 350 USD
- Double Room: 250 USD
- Triple/Single Room: 250 USD
- Triple Room: 200 USD

Fees include 24/7 electricity, heating and cooling systems, internet, and access to all facilities in the University Residence.

**Fees are subject to review every semester and changes may apply without prior notice.*

2.7.3 How to Apply

2.7.3.1 Old Residents

- Residents must notify the SAO via email at residence@usek.edu.lb if they plan to return to the University Residence by the end of December (for the following Spring Semester), the end of May (for the following Summer Session), or the end of July (for the following Fall Semester). They also have the option to request a room change during this time.
- At the beginning of the semester, the resident is eligible to check in and receive her keys from the Residence Front Desk after signing the curfew waiver (required once during her academic path) with a legal guardian and settling any outstanding balances along with the new deposit (if the room type has changed).
- If the legal guardian is out of the country or far from campus, the resident can take the waiver to be signed by their guardian and submit it back with a hard copy of the guardian's ID. However, it is preferable that the guardian visit the SAO in person.
- Residents who wish to park their cars in the University Residence parking must provide their car details to the University Residence officer.

2.7.3.2 New Residents

- The applying student must send an email at residence@usek.edu.lb to inquire about the University Residence.
- After receiving a confirmation email, interested students will reply, specifying their preferred room type and providing their contact information.
- Students are asked to visit the SAO at the beginning of the semester to sign the curfew waiver (if not signed yet) with one of their legal guardians, pay the deposit (equal to a one-month room fee if not paid yet), and receive their keys from the University Residence Front Desk. The SAO will also provide them with the contact number of a Resident Assistant (RA) chosen at the beginning of the Fall Semester, to add them to the WhatsApp group.
- If residents wish to park their car in the University Residence parking, they must provide their car details to the University Residence officer.

2.8 Student Voice

2.8.1 Description

The Holy Spirit University of Kaslik (USEK) places foremost importance on the academic participation of students in the decision-making process, as it believes that students must contribute to the enhancement of academic programs and to the improvement of campus life and learning experience. The Student Council consists of 7 members, one from each academic unit. This council helps students to raise any concerns over academic issues, such as course content, teaching methods, assessment criteria, resources, and feedback, and also provides testimonials of good practice.

2.8.2 How to Engage

By the end of each academic year, a call for candidacy will be sent by email to all students, including eligibility criteria and the selection process. The students selected will be invited to an interview, during which their skills and capabilities will be assessed for this position. The interviewing committee includes representatives of the Office of the Deputy President for Student Development and Enrollment Management (ODP-SDEM), the Student Affairs Office (SAO), and the respective academic units.

2.9 Student Clubs

2.9.1 Definition

A club is established and formed by active undergraduate students who bring in other like-minded individuals sharing similar interests and hobbies. In addition to being mindful of social groups that are inconsistent with the University's mission, a club has no political affiliations/interests/focus and is operated by students, with the approval and close oversight of the Student Affairs Office (SAO).

2.9.2 How to Join a Club:

Students interested in joining a club can contact the SAO for the club officers' contact information or reach out to the officers directly. Joining is free of charge.

2.9.3 How to Propose a New Club

Students wishing to propose a new club must complete the [Club Proposal Form](#), outlining the club vision, purpose, and proposed officers. The proposal must align with USEK's policies and principles. The creation of the club is subject to the SAO's approval.

2.10 Talent Program

2.10.1 Description

In collaboration between the SAO and the School of Music and Performing Arts (SMPA), the USEK Talent Program aims at highlighting our students' musical and artistic abilities, giving each talent the opportunity to shine. All talented profilers are welcome to participate in this initiative, which is not limited to the SMPA, with the possibility of benefiting from a scholarship. Under the supervision of a specialized committee, students will have to audition to either partake in the music band or showcase any other talent related to arts (dancing, photography, or painting). Once selected, the student must engage in all rehearsals taking place at the University and commit to every event planned all year long. Accordingly, the supervising committee will grant each selected student a certain discount on their tuition fees based on their work and commitment during rehearsals, events, and concerts, among others.

2.10.2 How to Participate

- At the beginning of each academic year, the Student Affairs Office will launch the Talent Program via email to all students and visuals shared on the SAO and USEK Official Instagram pages, including a registration form.
- Once the registration form is closed, the SAO will audit all submissions and divide applicants into sub-categories, such as music, dance, and visual art.
- After auditing all submissions, students will be notified via email about auditions taking place in front of a jury comprising of experts in the field.
- Students who miss the registration deadline will get the chance to apply in the following semester.
- The SAO will contact experts in the field, who are affiliated with USEK's academic units, to partake in the jury and assess students' talents.
- Once auditions are done, the jury will select rising talents.
- A congratulatory email will be sent to all the selected talents, announcing the start dates of rehearsals.

2.11 Orientation Sessions for Newcomers

2.11.1 Description

The orientation sessions for newcomers are designed for new students during their first semester at USEK. During the orientation session, students will have the opportunity to discover campus, connect with their new colleagues, and choose their schedule and courses for the first semester with their advisor's help.

2.11.2 How it Works

Following the results of the entrance exams, accepted students will receive an email to inform them of the orientation session dates and all the necessary details, including the steps required before the session (activation, payment, and password reset, among others).

2.12 Commencement Ceremony

2.12.1 Definition

The commencement ceremony is an event that marks the completion of an academic program and celebrates the achievements of graduating students. It typically includes the awarding of degrees or diplomas, speeches by notable individuals, and the symbolic act of graduates receiving their certificates. The term “commencement” signifies the beginning of a new chapter in the graduates’ lives, as they move forward to pursue careers, further education, or other endeavors.

2.12.2 How it Works

- Once the date is set, an announcement is published on social media accounts, followed by an email to eligible students, including the details of the commencement ceremony (date, time, and fees) and a registration link containing the gown collection dates.
- The graduating student must collect gowns, take part in the photoshoot, and settle the deposit on the scheduled dates.
- An email is sent to the participating graduates prior to the commencement ceremony date, including necessary information (such as rehearsals time, general information, and cap and gown return dates).
- One day prior to the commencement date, QR codes for the invitees are sent to the graduates.
- During the rehearsals, names spelling and academic recognitions will be checked, and general information will be shared.
- After the ceremony, the graduates must return the cap and gown on the scheduled dates in order to get the refund.
- Upon graduation, students officially become USEK alumni. Graduates are encouraged to stay connected with the Alumni Relations Office for future opportunities, events, and resources.

2.13 Resource Borrowing Services

2.13.1 Description

The Resource Borrowing Services at the University provide students and staff with access to a variety of items for temporary use. These include borrowing laptops, board games, sports equipment, and calculators to support academic and personal needs.

2.13.2 How it Works

- Students must visit the SAO to borrow resources such as a laptop, board game, calculator, or sports equipment from the University. They will need to complete a form with the required details and agree to the terms outlined in the policy.
- The student's USEK ID will be kept at the SAO while the borrowing item is in use. Upon returning the item by the specified time, the ID will be returned.
- If the student need their ID, a temporary ID will be provided as a replacement, stamped for one day only.
- Upon return, if the borrowed item is in good condition and nothing is missing, the student's ID will be returned.
- If an item is missing or not returned, the student will be placed on financial hold unless the item is reimbursed or replaced within 24 hours.
- During this time, the student's ID will be kept and a temporary USEK ID will be renewed for another 24 hours.
- Laptops can be borrowed for up to one week and the borrowing period can be renewed by returning to the SAO and updating the due date.
- Calculators are available for day-to-day use and the borrowing date can be renewed as needed.
- Board games and sports equipment are for daily use during SAO office hours.

2.14 Lost and Found

2.14.1 Description

Lost and Found services at the University refer to the process of collecting, storing, and returning personal items that have been lost or misplaced on campus.

2.14.2 How it Works

- Community members who find a stray item must hand it over to the SAO, where it is collected and stored.

- If a community member loses an item, they must ask about it at the SAO's front desk. They will need to provide details about the item, such as its description or proof of ownership, **if required**. Once ownership is verified, the item will be returned to the specified person.
- If the item is not found at the SAO, the person in question must provide their name, USEK ID, phone number, and details of the lost item to the SAO, so they will be notified when it is found.

3. Policies and Regulations

3.1.1 Privacy of Academic Records

The academic records of all students are protected and student data are highly confidential. Only authorized personnel have access to these records.

3.1.2 Student Code of Conduct and Disciplinary Council Procedures

[20240801StudentCodeOfConduct-111503.pdf](#)

USEK is dedicated to maintaining a community that encourages personal and intellectual growth. As a community with high standards and expectations, USEK has established a Code of Conduct to foster behaviors that align with a civil and educational environment.

This code applies to all students, governing behavior both on campus and in off-campus activities related to University functions. The foundational principles of integrity, respect, honesty, responsibility, and accountability guide the behavior expected within the University community.

The purpose of the Code of Conduct is to promote a safe, respectful, and inclusive environment for all members of the USEK community. Members of the University community are expected to comply with all Bylaws, University policies, and campus regulations, conducting themselves in ways that support a scholarly environment.

The USEK Student Code of Conduct and Disciplinary Measures outlines the process for determining if a student has violated the Code and for responding appropriately to violations. For any complaints regarding academic units personnel or staff, individuals must address their direct reporting managers, or otherwise seek guidance with the Human Resources Office for staff-related complaints and with the Office of the Provost for concerns related to teaching personnel.

The Code of Conduct is subject to periodic review to ensure that it remains current and reflective of evolving community standards and expectations.

4. Communication Standards

- The SAO regularly updates students on social, cultural, academic, and sports events via email or [social media](#).
- The SAO publishes deadlines and reminders on the [USEK Student Life](#) Instagram account. Additionally, students are encouraged to refer to the Academic Calendar for important deadlines and updates, which can be found [here](#).
- Official communication is conducted through email to ensure clear and documented exchanges.
- A survey is available at the SAO front desk and [here](#) for students to fill out on a daily basis. The feedback collected is then compiled into a monthly report.

5. Appendices

5.1 Acronyms

FB: Facebook (used for announcements)

FERPA: Family Educational Rights and Privacy Act

FSUL: Lebanese Federation of University Sport

GPA: Grade Point Average

ID: Identification

NSSF: National Social Security Fund

ODP-SDEM: Office of the Deputy President for Student Development and Enrollment Management

RA: Residence Assistant

SAO: Student Affairs Office

SMPA: School of Music and Performing Arts

USEK: Holy Spirit University of Kaslik

5.2 Contacts

The Student Affairs Office (SAO) is here to help all students and is reachable in person during working hours or via the following contact details:

- Working Hours: Mondays to Fridays, 8:00 a.m. to 4:00 p.m. (excluding official holidays)
- Phone: +961 9 600 280
- Email: sao@usek.edu.lb

For specific inquiries under the SAO, please feel free to contact:

USEK Residence:

- Phone: +961 9 600 194
- Email: residence@usek.edu.lb

Sports Department:

- Phone: +961 9 600 296
- Email: sports@usek.edu.lb

USEK Commencement:

- Phone: +961 9 600 199
- Email: commencement@usek.edu.lb

USEK Clubs:

- Phone: +961 9 600 198
- Email: sao.clubs@usek.edu.lb

6. Frequently Asked Questions (FAQ)

1. *If I have a complaint about another student in class bullying me, what can I do about it?*

You can come to the SAO and explain your complaints, noting that any information shared is confidential.

2. *If I have a complaint about an instructor or a course, can I send an email about it?*

Yes, you can send an email to the SAO (sao@usek.edu.lb) with all the details of the course and what happened. If you are a group of students, please send one collective email.

3. *I have a time conflict between two finals/midterms. What can I do about it?*

You must send an email stating both exam CRN and their timing and we will get back to you.

4. *How do I recharge Alfa or MTC bundles?*

Regarding the A+ subscription, send the new primary number to the Office of the Registrar and then proceed as follows:

- For Alfa lines: Send an SMS on 1028 enclosing: "AA+ followed by your University ID" after the 20th of the upcoming month.
- For Touch lines: Download the Touch application, create an account, go to "touch news", "Student Plan" and follow the directions after the 5th of the upcoming month.

5. *Can I participate in the commencement ceremony if I have a few credits left?*

Students in the final stage of their academic path can participate in the commencement ceremony if they have only a few credits remaining, especially if those credits are scheduled to be completed during the Summer Session.

6. *I have a side business and I would like to offer a student discount. How does this process work?*

You need to send the SAO an email with all the offer details. The offer will be reviewed and you will be notified of the decision.

7. *Will I get an e-certificate when I volunteer?*

Yes, once your certificate is available, the SAO will send it by email.

7. Disclaimer

This handbook is a guideline, not a binding legal document. Its content is subject to change at any time without prior notice. While efforts are made to keep the information accurate and up to date, users are encouraged to verify details as needed and stay informed of any updates or revisions to ensure accuracy and relevance. Please always refer to the latest version.

To support sustainability and reduce environmental impact, we encourage the use of this handbook in its digital format and minimizing unnecessary printing.