University Student Assistant Chatbot – Knowledge Base

University Student Policies & Guidelines

1. Introduction

1.1 Purpose of the Knowledge Base

This document serves as the knowledge base for the University Student Assistant Chatbot. The chatbot is designed to assist students by providing accurate, timely, and accessible information regarding university policies, academic regulations, student services, and campus life.

1.2 Scope of the Chatbot

The chatbot covers the following areas:

- Academic Policies

- Enrollment & Registration

- Attendance & Conduct

- Grading & Examinations

- Student Services

- Financial Information

- Campus Facilities & Resources

2. Academic Policies

2.1 Degree Programs & Majors

- The university offers undergraduate and graduate programs in various disciplines.

- Students can declare or change their major by following the Academic Advising Office's procedures.

2.2 Credit Hours & Course Load

- Undergraduate students must enroll in a minimum of **12 credit hours per semester** (full-time status).

- Maximum course load per semester: 18 credit hours (can be increased with special approval).

- Summer term: Maximum 6 credit hours.

2.3 Academic Standing & GPA Requirements

- **Good Standing**: Cumulative GPA of 2.0 or above.

- **Probation**: If GPA falls below 2.0, students receive an academic warning and must improve performance in the following semester.

- **Dismissal**: Continuous low performance can lead to academic dismissal.

2.4 Project Deadlines

Course	Project Title	Deadline
Introduction to Computer Science	Final Programming Assignment	December 10, 2023
Mathematics 101	Calculus Group Project	November 25, 2023
Literature & Society	Research Paper Draft	December 1, 2023

3. Enrollment & Registration

3.1 Admission & Enrollment

- New students must complete the admission process through the Admissions Office.

- Required documents: High school transcripts, English proficiency test results (IELTS/TOEFL), national ID/passport, and application form.

3.2 Course Registration

- Students register for courses through the Student Portal during the designated registration period.

- Registration priority is based on earned credit hours.

- Add/drop period: Students can modify their schedule within the first two weeks of the semester.

3.3 Withdrawal & Leave of Absence

- **Course Withdrawal**: Allowed before the official withdrawal deadline (noted on the academic calendar).

- **University Withdrawal**: Students must formally apply through the Registrar's Office.

- **Leave of Absence**: Students can take a break for up to two consecutive semesters with prior approval.

4. Attendance & Conduct Policies

4.1 Attendance Regulations

- The university enforces a strict attendance policy.

- Students who exceed 25% absence in a course without valid justification will receive a Fail (F) grade.

- Absence due to medical reasons must be supported by an official medical report.

4.2 Student Conduct & Disciplinary Actions

- Students must adhere to the university's Code of Conduct, which prohibits plagiarism, cheating, harassment, and disruptive behavior.

- Violations may lead to disciplinary actions such as warnings, probation, suspension, or expulsion.

- Academic dishonesty cases are reviewed by the Disciplinary Committee.

5. Grading & Examination Policies

5.1 Grading System

- **Grade A**: 90-100% (GPA Equivalent: 4.0)

- **Grade B+**: 85-89% (GPA Equivalent: 3.5)

- **Grade B**: 80-84% (GPA Equivalent: 3.0)

- **Grade C+**: 75-79% (GPA Equivalent: 2.5)

- **Grade C**: 70-74% (GPA Equivalent: 2.0)

- **Grade D+**: 65-69% (GPA Equivalent: 1.5)

- **Grade D**: 60-64% (GPA Equivalent: 1.0)

- **Grade F**: Below 60% (GPA Equivalent: 0.0)

5.2 Exam Regulations

- Midterm and final exam schedules are announced by the Registrar's Office.

- Students must carry their student ID to enter exam halls.

- Any form of cheating results in an automatic F grade and disciplinary action.

Exam Schedule (Fall 2023):

Course	Exam Type	Date	Time	Location
Introduction to Computer Science	Final Exam	December 15, 2023	9:00 AM - 12:00 PM	Building A, Hall 3
Mathematics 101	Midterm Exam	October 30, 2023	2:00 PM - 4:00 PM	Building B, Hall 1
Literature & Society	Final Exam	December 18, 2023	10:00 AM - 1:00 PM	Building C, Hall 2

5.3 Grade Appeals

- Students can submit grade appeals within **one week** of grade publication.

- Appeals are reviewed by the **Academic Review Committee**.

6. Student Services

6.1 Academic Advising

- Advisors assist students in selecting courses, understanding degree requirements, and improving academic performance.

6.2 Career Services

- Provides internships, job placement support, and career counseling.

6.3 Counseling & Mental Health Support

- Confidential counseling services are available for students facing academic or personal difficulties.

6.4 IT & Technical Support

- Students can report technical issues with **email**, **Wi-Fi**, and student portals to the **IT Help Desk**.

7. Financial Information

7.1 Tuition & Fees

- Tuition fees vary by program and are paid per semester.

- Late payments incur a penalty fee.

7.2 Scholarships & Financial Aid

- Merit-based and need-based scholarships are available.

- Scholarship eligibility is based on academic performance and financial status.

7.3 Refund Policy

- Students withdrawing before the semester starts may receive a partial refund.

- No refunds are provided after the withdrawal deadline.

8. Campus Facilities & Resources

8.1 Library Services

- The university library provides access to digital and physical resources, study spaces, and research assistance.

8.2 Student Clubs & Organizations

- Students are encouraged to join extracurricular clubs related to sports, culture, and professional interests.

8.3 Transportation & Parking

- Shuttle buses are available for students.

- On-campus parking requires a valid student parking permit.

8.4 Health & Safety

- An on-campus medical clinic is available for minor health concerns.

- Emergency contacts and security personnel are available 24/7.

9. Frequently Asked Questions (FAQs)

Q1: How do I reset my Student Portal password?
A: Contact the IT Help Desk or use the "Forgot Password" option on the portal login page.

Q2: What should I do if I miss an exam due to illness?
A: Submit a medical report to the Registrar's Office within 48 hours.

Q3: Can I transfer credits from another university?
A: Yes, subject to evaluation by the Admissions Office and approval of equivalent coursework.

Q4: Where can I find the academic calendar?
A: The academic calendar is available on the university website and Student Portal.

Q5: How can I contact my academic advisor?
A: Academic advisors can be reached through the Student Portal or the Academic Advising Office.