



INFORMATION TECHNOLOGY INSTITUTE

STUDENT HANDBOOK

Professional Training Program

&

Intensive Code Camp Program

2025 - 2026

Reviewed By:

Business Engineering Unit

Quality Assurance Unit



It's great to be at ITI

With sincere hopes, we welcome you to join our ITI family.

While we are on the vantage of embracing the new group of this intake of the 2025-2026 9Month Professional Scholarship Program and Intensive Training Camp, we are all looking ahead to a prosperous new year to bring out future generations determined and capable of crossing difficulties and borders to achieve their dreams.

ITI generations in the previous intakes were able to contribute actively to the development of the ICT industry and to produce a powerful impact on the quality of life of Egyptian citizens using ICT. We encourage you to use the knowledge, challenge your thinking and capabilities, and add to this continuum wealth of business professionalism, solution innovation, and entrepreneurial skills.

We vow to make your stay at ITI a successful trip in your journey towards a successful career and life all over Egypt... Welcome on board

Best Wishes,

Dr. Heba Saleh

ITI Chairman

ITI Student Handbook

ITI In Brief

The Information Technology Institute (ITI) was established back in 1993 and became one of the MCIT's affiliates in 2005. Its main mission revolves around ICT human capacity development. For over 30 years, ITI has kept updating its training portfolio through continuous monitoring of future global tech trends, as well as the country's national and mega projects. As a result, it sustained 85% employment percentage for its graduates. ITI programs served thousands of Egyptian youth from different Egyptian governorates, who graduated from different academic backgrounds, thanks to the rich programs that built on their academic experience leveraging their future employment opportunities. These programs include development, content design, game development, Geographic Information Systems, media and animation, cloud, security, and data analytics, among others. ITI has a wide network of relations with industry and academia, empowering its curriculum and helping in reaching out to talents in most Egypt's universities and governorates.

Purpose:

Your success in your program is our priority. This Student Handbook is a guide, assisting your journey of ITI all through successful graduation and reach educational goal. Its purpose is to clarify everything from requirements to resources.

This guide will address your questions, or concerns, about practices, or policies, and regulations in ITI.

This student handbook is an integral part of the contract between the students and ITI.

Scope:

This handbook is for all the students currently admitted into ITI.

ITI vision

A Reference Hub in Developing ICT Professional Talents.

ITI mission

Supporting Egyptian youth to improve their career opportunities by developing their skills and preparing them for highly in-demand jobs, and related vast technologies to fulfill today's needs, and tomorrow's forecast.

ITI Core Values:

• Professionalism

We train professionals able to cut their way through challenges.

• Elation

We enjoy what we do. We create a positive environment where "fun" and "serious work" coexist.

• Openness

We believe in an open world of diversified unique talents where ideas and knowledge have no limits.

• Passion

We're driven by passion that feeds our ever-growing curiosity to look ahead.

• Loyalty

We are loyal to our community, country and our mission in inspiring youth and creating opportunities.

• **Extra Mile**

We go the extra mile in what we are believing to make the greatest impact on the ICT community.

ITI Objective:

The basic objective of the Institute is the facilitation and perpetuation of IT sectors on the true understanding of technology through all possible means, and augmentation of students' knowledge through different learning styles, based on high standards of conduct and scholarship and to contribute to intellectual digital growth, discipline, and character of the future leaders of Egypt and the region.

Branches:

The Institute operates through 21 branches catering for the Great Cairo, the North Coast, Delta, Upper Egypt, and Suez Canal & Sinai. And it extended to more branches.

The ITI is located currently in the following locations:

1. Smart Village 2009 (Haram 1993)
2. Alexandria 1996/2023
3. Assiut 2007
4. El Mansoura 2007/2020
5. Ismailia 2013
6. El Menoufia 2020
7. El Minia 2020
8. Sohag 2020
9. Qena 2020
10. Aswan 2021
11. New Capital 2022

12. Cairo University. 2022
13. New Valley 2023
14. Beni Sweif 2023
15. Benha 2024
16. El Fayoum 2024
17. Port Said 2024
18. Al Arish 2024
19. Zagazig 2024
20. Damanhour 2024
21. Tanta 2024

The Institute's geographical expansion includes also the affiliation of training centers in 26 of Egypt's governorates, enabling the outreach of its massive capacity building and industry

Admission Policy:

9-month Program:

This program offers a comprehensive scholarship for Egyptian university graduates who have completed their studies within the past five years. It serves as a catalyst to bridge the gap between the skills of talented graduates and the demands of the local, regional, and international job markets. Through collaboration with a diverse network of industry partners, we have designed over 30 different tracks to align with specific job profiles and ICT market competencies. Candidates undergo a rigorous screening process and only 10% are accepted in the program, which spans over 9 months starting October every year. Our strong industry connections enable us to achieve an employment rate of over 95%.

ITI admits graduate degree applicants. It welcomes applications once the advertisement is published. ITI is keeping the rule of scholarship given by the Ministry of Communications and Information Technology to excellent and distinguished graduates from all Egyptian Universities that have at least a good degree.

The intensive Code Camp:

The Intensive Code Camp (ICC) program provides a wide range of different tracks that are aligned with the needs of the local, regional, and global markets in various fields of information technology, with a focus on specific job profiles with the aim of training for employment, such as: Web development with different technologies, Digital and Social Media Marketing, e-content development, E-learning, Cyber Security, Systems Administration, 2D Graphic Design, Motion Graphics, Embedded Systems, Industrial Automation, Business Intelligence, UI/UX Design, and Software Testing.

Who is Eligible?

9-Month Program:

- Graduates holding a bachelor's degree from a recognized university or its professional equivalent with a minimum accumulative grade of "Good".
- Graduate of one of the past 5 academic years.
- Male candidates should have their military service completed, exempted or postponed. The diploma requires a full-time commitment.
- N.B: 3D Art, 2D Animation, VFX, Game Programming, and Game Art are the only exceptions as they are available for all graduates with any graduation grade.

The intensive Code Camp:

- Graduates holding a bachelor's degree from a recognized university or its professional equivalent.

- Graduate of one of the past 10 academic years.
- Male candidates should have their military service completed, exempted or postponed. The diploma requires a full-time commitment.

Guidelines and Rules:

- Accepted candidates should deliver the following documents:
 - An original copy of the acquired Academic Certificate (showing the accumulative grade and graduation year)
 - Copy of the Birth Certificate
 - An original copy of the Military Certificate indicating the applicant's military status (Males Only)
 - Copy of National ID Card) Updated)
 - An original copy of the criminal document release.
- All required documents must be delivered no later than the start date of the program.

Important Tips for Accepted Candidates:

- Accepted candidates must have a laptop with the minimum specifications that will be determined by their track supervisor.
- ITI provides neither hostels nor accommodation allowances for students.
- The diploma requires a full-time commitment.

Professional Training Program:

The 9-Month Professional Training Program is an international capacity development program, that has been designed and executed by the Information Technology Institute since 1993 with outstanding success and growing impact.

The Program

Information Technology Institute adopts world trends in the ICT domain through its branded Professional Training Program. Over 20,000 interns graduated as world-class ICT professionals; they do not only support a vibrant ICT sector in Egypt, but also contribute in promoting innovation in the Middle East and the Region.

One of the major elements of the capacity building in ITI is to support new technologies through the Professional Training Program and the launching of excellence centers, which are flagship centers that build competitive advantage to enhance the economy's performance. Each Center is built upon a reputation for fast, flexible, quality education and training programs.

Partnerships for innovation is another step-in capacity building, ITI launched the Knowledge Transfer Program (KTP); Where a group of the Institute's Professional Diploma Interns from various disciplines join a corporate project within their internship module of the program, at the Institute's premises or the corporate premises.

The project should have a direct impact on the interns' skills and knowledge and should have well-identified milestones and deliverables.

In addition, through the Innovation Partnership Program (IPP): Where the COE(s), through their technology expert staff, collaborate with a corporation jointly in developing a community/business product/solution. The project could incorporate, as well, a number of Professional Diploma interns. The model includes the implementation of the project modules at the Institute's labs. The model incorporates forming a consortium of business and management consultants to ensure effective product/solution to market processes.

Code of Conduct

The mission of the Professional Training Program is applying hands-on training that could support generating ideas that provide the answers to our most challenging public problems.

Achieving this mission requires an environment of trust and mutual respect as well as commitment to truth, learning, and freedom of expression.

The program community has agreed upon the following principles to accomplish this mission:

- Respect for all members of our program community and for the space we share.
- Professional excellence, intellectual and academic rigor
- A disciplined learning environment, respecting different opinions, and cultures and contributing to the understanding of all
- Accountability for actions inconsistent with this Code of Conduct.

Members of the community have a personal responsibility to integrate this code into all aspects of their experience.

Guidelines and Rules

Students are expected to be familiar with those regulations covered in this Handbook which apply to them.

- Students should attend 6 full-time days a week (3days face to face & 3 days online).
- Fridays comprise the weekends though sometimes students are asked to work on Fridays when necessary.
- Smoking within ITI premises is strictly prohibited.

- Students are required to use their ID Cards when arriving at, or leaving from, ITI Premises. Students will receive their ID cards at the beginning of the program.
- Students are required to follow the dress code of the campus. The Dress Code is based on the theory that learning to use socially acceptable manners is an important factor in the total educational process.
- Understanding and employing these behaviors contributes to optimum morale, as well as embellishes the overall ITI image. Unacceptable Examples of dress or appearance:
 - Dress code should be worn with appropriate shoes, closed-toed shoes or boots, according to the environmental health and safety regulations.
 - Clothes should be neat and clean.
 - Torn garments, shorts, open-toed shoes, sandals or flip-flops are not allowed.
 - Hair should be neat and professional and reflect the agreed-upon Egyptian norms and cultures.
 - Male students should have trimmed beards and well groomed.
 - Skirts should not be higher than the bottom of the knee.
- To gain the training outcomes well, all students cannot wear any face mask (coloring the faces, Niqab, hiding the face impressions, etc.) on ITI premises during the following:
 - Written and Oral Exams
 - Soft skills course assessment or activities (Presentation, Interviews)

Attendance rules and grades:

Lectures/Labs Attendance Attending lectures/ Labs is an integral part of student's course; students should attend all classes in which they are enrolled. If you arrive to a lecture or lab late, be sure that your entrance doesn't interrupt the lecturer or distract the class. The lecturer has the right to refuse your entrance if you arrive late. Attendance may

be checked after breaks upon the request of the lecturer/supervisor applying the same rules and penalties of the daily attendance.

Daily Attendance Rule The total score of the students' attendance is 600 degrees. Each student is required to fulfill at least 60% of 600 degrees (360) to be able to carry the program. The attendance is calculated based upon the following guidelines:

Occurrence	Deducted Grades (per occurrence)
None for Late/Absent First Occurrence	0 (once)
Absent without permission	-25
Late / Absent with accepted permission (first three occurrences)	-5
Next three occurrences	-10
Next three occurrences	-15
Each time after that	-25

Exam Attendance A maximum delay of 20% of the exam allowed time will be tolerated yet, deducted. Any student who arrives later than that will not be allowed to take the exam and is subject to take the corrective exam; this means that he/she only has one chance of taking the exam. If the student did not show up for the exam, he/she is responsible for providing satisfactory evidence to the track supervisor within one day of his/her absence to justify the reason. In case of illness, accidents, or emergencies the student should directly contact his/her track supervisor, preferably before a class or an exam takes place. Upon acceptance, the supervisor will manage how to make up for any missed work. Once approved by the track supervisor, they must provide the student with an opportunity to

make up for the exam or any other work either missed or provide a satisfactory alternative that should be completed within 10 calendar days starting from the date of absence.

Nevertheless, The Intake supervisor is under no obligation to provide an opportunity for the student to make up for any work missed because of an unexcused absence.

Schedules are published weekly by the track supervisor on the ITI website/students' mailing group(s).

Lectures Three-hour lectures that normally include a 20 minutes break. Please make sure you return to the lecture room by the stated time. Cellular phones should be turned off during lectures otherwise, the lecturer has the right to dismiss you from class. Students who wish to take audio-recordings of lectures should have the Instructor's permission prior to doing so.

The digital education:

Once a lecture is Offline, attendance in premises is a must, the spread of the COVID-19 pandemic has created a situation that does not allow us to gather in person. Therefore, just as we have changed our teaching practices in order to carry out our Schedules, lecturing in ITI has also changed. We are happy to announce that the courses will be hybrid, Offline and online and this is valid throughout the schedule or all tracks.

ITI works towards promoting excellence in teaching by integrating instructional technologies and supporting digital education. ITI provides services and programs that support students in designing, developing and piloting courses through a variety of instructional strategies and technologies.

What is Hybrid “Blended” Learning?

Blended learning, also referred to as hybrid and mixed-mode instruction lacks a unified definition. Blended learning is a combination of face-to-face and online instruction. It entails replacing a percentage of class time (between 20 and 50 %) with online instruction. The percentage of online versus face-to-face instruction varies according to context.

Online learning is a model of instruction that has no required face-to-face components and no requirements for on-campus activities. Purely online courses eliminate location as a factor for enrollment and participation. Critical interactions between student and content, student and peers, and student and instructor are accomplished wholly online. In online learning, students do not meet face-to-face for instructional purposes, however, they might meet in person for orientation or assessment. Internet-based tasks and assignments are used as supplementary to class instruction. Blended learning, online activities and interaction become integral to the learning and teaching process.

For students with disabilities who would benefit from audio-recordings of teaching sessions, he/she should ask the track supervisor and They will make the appropriate arrangements in advance.

Computer Lab eating and drinking in labs is completely prohibited. Lab doors should be closed while lectures are taking place thus to allow the air conditioning to function properly.

All Laptops should have at least an original operating system. Laptops specifications vary for each department/track.

All Laptops should have an anti-virus software installed that scans all potentially dangerous files. However, this may not stop new viruses so use common sense when

receiving attachments or downloading files. If you don't know the source of the data, contact your lab leader/track supervisor who will contact a member of the Technical Support Unit (TSU). Regular antivirus scans should be performed for all potentially dangerous files.

Please show some considerations for others and keep noise to a minimum level. Keep the lab as tidy as possible.

Course Assessment At the beginning of each course, you will be provided with the following information by the course/program lecturer:

- An overview of the course/program content as well as the lecturer office hours
- Methodology of course assessment
- Whether the course has to be passed individually or collectively
- The available set of references and tutorials.
- The available certificates that can be achieved throughout the course duration
- Deadline for delivering the required assignments/exams

At the end of each course, students are asked to submit their course and instructor evaluation not later than two calendar days after the end of the course. Otherwise, five grades will be deducted for every day after the due date.

The lecturer of each course is responsible for adhering to the schedule and carrying out the following tasks:

- Define the assignments to be completed and clearly define how and when to deliver those assignments.
- Provide the required guidelines for completing the assignments
- State the availability of books, electronic references, or computer software necessary for the completion of the coursework

- Provide the required feedback, if necessary, to the students concerning their inquiries about their assignments' grades
- Coursework should be delivered not later than the end of the course (except for courses that are assessed collectively). Otherwise five grades will be deducted per day delayed after the due date
- Results will be announced either on the email group or on the white board not later than one week after submission of the course work (exams, assignments, projects, presentation)
- Coursework that is not submitted will be recorded as “not submitted” and will be awarded 0%. Penalties may vary or totally cancelled only if satisfactory evidence is provided that the tardiness was beyond the control of the student.
- **Students who fail to pass the first exam** (60% at least) will have to undertake Corrective exam that is conducted after the results of the first exam. The Technical Supervisor of the subject will arrange the corrective exam.
- **If the student fails again** in achieving the required passing score, the course will be graded as ‘Fail’. (he/she will not receive the ITI Certificate. (only list of courses accomplished)
- **If the student fails in two courses**, he/she will be dismissed.
- Students are always encouraged to sit for certificate exams that are relevant to their study at ITI and issued by recognized ICT companies (e.g., Oracle, Microsoft ...)
- Financial support might be offered to students who pass those exams depending on the cost and market value of the certificate.

Dismissal The intake supervisor must inform the Student Affairs Bureau about any student who:

- Fails to pass the two courses and their correctives

- Does not adhere to ITI regulations
- Deems improper or prejudicial conduct.
- Fails to achieve the minimum attendance degree.

The program will be dropped for any student that is proven to have committed one of the above acts.

Program Tracks

The program prepares the students to be highly skilled professionals in different tracks following their relevant specialized profiles,

For more details about program tracks, please visit the institute's website.

Transcripts

You will receive one official transcript, upon completion of your degree. Graduates can submit additional transcript requests through the Students' Affairs Bureau, our authorized transcript provider. (A minimal amount of money will be requested for order inquiries)

Transcripts issued directly to you will be stamped. Transcripts will not be released either to you or to third parties without your written authorization.

Neither faxed nor telephone requests will be honored; all requests must go through the Student Affairs Office. The purpose of this rule is to protect you from any unauthorized use of your student record. For more information on how to order a transcript through the web, please visit <http://www.iti.gov.eg>

Research and Development

ITI's applied research and development program aims to:

- Supporting the technology training function by providing hands-on practice for both the staff and the interns on the challenges and opportunities facing the technology application
- Supporting the ICT industry in developing innovative solutions to business problems and in continuously aligning with the latest in ICT

The Institute's main channels for applied R&D include:

- Partnership with public institutions or NGOs to develop programs and projects that solve a set of community or public service problems.
- Partnership with academic institutions and industry experts to explore potentials and advancements in areas of technology application and development.
- Partnership with local, regional and international business and academic institutions to contribute to the development of applications and advanced practices in the global knowledge and innovation repository.

The institute's current focus areas for applied R&D are:

- Practices & solutions to enhance the citizen's quality of life and governance
- Adoption & applications of green ICT tools & technologies
- Open source and cloud computing as effective contributors in cost-effective quality public services
- Mobile Applications for equitable information & application access
- Innovative Egyptian engineered products & solutions using embedded systems
- Innovation in Education, learning and lifelong capacity building
- Health Informatics.

Post Graduate Studies

Due to its high-quality standards, the 9-Month Professional Training Program is accredited by prestigious partner international universities as an integral part of the Master Degree Study. Graduates of the Institute are also required to apply the technological knowledge acquired throughout their training period and create innovative projects that can help the society address its different challenges in several areas such as Security, Health, Agriculture, Power and Environment. This represents an exclusive opportunity to ITI graduates in order to pursue their master's degree by credit transfer of courses from the 9-Month Professional Training Program Track selected according to the specialization. **For further information:** <http://www.iti.gov.eg>

Quality Assurance (QA)

No One denies that quality is the most important aspect, which affects the level of success for any institution.

The key factor to guarantee quality outputs, relies mainly on using the best implementation processes that ensure that the activities are performed according to predefined standards, thus achieving the desired quality outputs.

Quality Assurance team inside the ITI implement regular real-time quality checks in every department of the institute. The team meets with the students of all branches on monthly basis to perform those constant checks using evaluation methods; the quality assurance department helps in determining the whole performance of the training program process and suggests a corrective action for occurring problems.

The Quality Assurance Department reports directly to the chairperson of the institute. It examines, audits, evaluates the institute's activities, reviews, plans, systems, procedures and records.

The objective is to assist members of the institute in the effective discharge of their responsibilities, promote effective controls, provide appraisals, recommendations, and information concerning the activities reviewed to improve the quality of institute process and work product.

The scope of quality team encompasses the examination and evaluation of the adequacy and effectiveness of the systems of internal control, and the quality of performance for all the programs of the institute.

The main functions and responsibilities of the quality assurance team are:

- Plan, organize and carry out the internal audit functions, including the preparation of an audit plan, schedule and assign work and estimate resource needs.
- Submit reports to both the chairperson and the audit committee on policies, programs and activities of the QA department.
- Coordinate coverage with the external auditors and ensure that each party is not only aware of the other's work but also well briefed on areas of concern.
- Ensure that all risks are identified and analyzed, on an annual basis.
- Provide both chairperson and the audit committee with an opinion, recommendations on internal controls.
- Recommend improvements and identify opportunities for best utilization of resources and cost effectiveness.

Security and IDs

As part of the campus student enrollment process, you are requested to submit a recent, colored and clear photo free from any reflections to the Student Affairs Office (SA) to print your ID card for you. This ID card combines the following functions. Firstly, it is a Registration card that proves you are an enrolled student at the ITI and is daily used

when signing in to the building. Staff members may ask to see your card to identify you as a student, and you must carry your card wherever you are in the building. Secondly, The Library Borrowers card, that must be used to access the Library. In the case of Losing your card, or if you suspect it has been stolen, you should immediately report the loss to Student Affairs Office in order to obtain a replacement card (please refer to phone number in Educational Support section in this handbook).

Copyright Laws

ITI prohibits the duplication of copyrighted manuals and software. The Individuals can't violate copyright laws and restrictions because this may be subject to disciplinary action and/or prosecution under the Egyptian Law.

As a part of an academic community, it is important that you show the reader where you have used someone else's ideas or words. Failure or duplication to properly reference your assignment may make the reader thinks that you are cheating by claiming someone else's work as your own. In the academic environment, this is referred to as" plagiarism" and is considered a serious offence.

Please remember that plagiarism is not just when you directly copy words from another student's or expert's work. Plagiarism also occurs when you re-word someone else's ideas in your own work without giving out the credit to the original source.

Plagiarism can have disastrous consequences for students. If you are suspected of plagiarism you may find that your assignment receives a grade of zero. In extreme or repeated cases, you may find that your enrolment at ITI is reviewed. This is an important part of the academic process as it leads to student accountability. So, please be aware of the following:

- Submitted materials that show very close likeness to each other will be treated as copying and awarded 0% of the designated mark.
- Plagiarism will be treated as cheating and awarded 0% of the designated mark.
- Any student who will be caught cheating, (either verbally or in any other manner) will be dismissed from the exam. He/she will be eligible to sit for the corrective exam.

Students are expected and required to abide by the rules and regulations of ITI.

Misconduct or Misbehavior

A fundamental goal of ITI is to foster an environment in which its members may live and work productively together, making use of the rich resources ITI, individually and collectively pursuit of professional excellence, and personal challenge. By accepting you in ITI, you join a community characterized by free expression, free inquiry, intellectual honesty, respect for the dignity of others, and openness to constructive change.”

For this goal to be achieved, you should abide by the following:

- Respect your colleagues by maintaining the interpersonal relationship
- Respect the rules of ITI to maintain a complete integrity of its academic mission.
- Show respect to each other and your instructors
- Be supportive one, by maintaining the cleanness and well keeping of furniture inside and around the premises.
- Maintain high quality of learning
- Students’ behavior is expected to be appropriate to life within an academic institution and to consider the Egyptian society and traditions.

Misconduct may be subject to disciplinary sanctions, that include: cheating, plagiarism, forgery or other forms of academic dishonesty; furnishing false information to the

institute officials; and disruption or obstruction of teaching, research or other institute activities, including occupation of the institute building.

Students who commit any improper attitude or violate the rules and regulations of ITI may be subject to one of these penalties according to the action and situation.

- Exposures to verbal warning from his/her direct Supervisor.
- Committing another violation will cause the student to stand a hearing in front of the Disciplinary Committee consisting of the 9-Month Program Manager, Student Affairs Manager and ITI Executive Manager, which could dismiss him/her from the program besides binding him/her to pay the liabilities stated in the contract.

As an educational institution, the Information Technology Institute is committed to maintaining a smoke-free environment on campus to protect the health of students, staff and visitors, so it's forbidden to smoke inside our buildings.

Withdrawal

- Registered students, who find it necessary to cancel their registration prior to the beginning of the program, will need only to inform the Student Affairs Office
- Students who wish to cancel their registration at any time after the beginning of the program, will be required to pay the liabilities stated in the contract.
- Reasonable circumstances proved to be beyond the control of students, which caused them to be unable to attend classes, or become academically delinquent may be considered. However, documentation to substantiate students' claims is required.

Communication unit Activities:

Activities of the Communication Department at the Information Technology Institute:

- Responding to inquiries from all students and clients who contact us through our call center **17002**.
- Receiving students who visit the institute when facing a complex issue, and therefore directing them to the relevant department in case issue is not resolved.
- Handling all student inquiries through the **Zoho system**, where students can submit their details along with the type and description of their issue.

-Responses are provided promptly, and the system link of the **help center** is available on the institute's main website.
- Assisting students in retrieving their personal login credentials in case they forget them, allowing them regain access to their accounts.
- Responding to inquiries from all students' inquiries along with clients through the institute's official email: itiinfo@iti.gov.eg .

Activities of the Voice-Out Unit

After a student successfully joins the institute, communication resumes to engage with enrolled students to collect recommendations, concerns, and any relevant ideas targeted at the Institute's enhancement.

Additionally, we address any personal comfort-related matters, such as cleanliness, entertainment, and more. We also strive to resolve any technical issues they may face related to a specific course or content while directing them to the designated person.

Various Ways to Communicate with This Department

1. Communication through an official form to submit a problem or suggestion for those who prefer not to speak face-to-face.

<https://docs.google.com/forms/d/e/1FAIpQLSfSqCFqPQod4HF10xreSyBplByRevmd5pWHQPQgJkQMeukibg/viewform>

2. Face-to-face meetings with the department manager in office “3016”.
3. Contacting department members via our WhatsApp Business account, with the following numbers: +20235355690 .