STARDOM UNIVERSITY

Times Higher Education Impact Rankings 2025

UNIRANKS WORLD'S LARGEST UNIVERSITY RANKINGS

STARDOM UNIVERSITY

Institutional Policies Package

Institutional Policies | Public Information

These policies describe the University's general institutional approach. They are to be read together with the current Catalog, Enrollment Agreement, applicable program requirements, and applicable law. Where a legal requirement provides a greater or different protection, the legal requirement controls.

Cancellation, Withdrawal and Refund Policy

Policy Code: SDU-FIN-001

Purpose

Stardom University is committed to clear, fair, and timely handling of enrollment cancellation, withdrawal, and refund requests.

Scope

This policy applies to students enrolled in University programs and to the administrative and financial offices responsible for processing cancellation, withdrawal, and refunds.

Cancellation and withdrawal requests

A student who wishes to cancel enrollment or withdraw from a program must submit a written request through the official student communication channel or to Admissions and Registration. The University will record the date received, acknowledge the request, explain any required next steps, and retain supporting documentation. A request is not required to be submitted through a third party.

Refund assessment

Refund eligibility and amounts are determined under the applicable law, the student's executed Enrollment Agreement, the published fee schedule, and the University's catalog in effect for the enrollment. The University will apply the controlling legal requirements if any policy, agreement, or publication conflicts with applicable law. Refund calculations will use the required method and applicable dates, charges, deductions, and limits.

Processing and communication

The responsible offices will review the student's enrollment status, payments, attendance or participation where relevant, and the date of cancellation or withdrawal. The University will communicate the outcome in writing and process any approved refund within the period required by applicable law. No fee or deduction will be imposed unless permitted by law and properly disclosed.

Records and review

The University will maintain the request, calculation, decision, related correspondence, and evidence of any payment or refund in accordance with its records policy. A student may raise a question or challenge a calculation through the Student Complaint and Appeal Policy.

Satisfactory Academic Progress Policy

Policy Code: SDU-ACA-001

Purpose

This policy establishes a consistent process for monitoring academic progress and supporting students toward successful program completion.

Progress review

Academic progress is assessed using the academic standards published for the student's program, including completed credits, cumulative grade point average or equivalent measures, course completion, and the maximum permitted timeframe where specified. Program-specific requirements published in the catalog and curriculum take precedence over general guidance.

Academic notice and support

When a student does not meet a published progress standard, the University may issue written notice, explain the standard not met, and identify available academic advising or support. Any warning, probation, restriction, or dismissal must follow the applicable published procedure and be documented.

Student response and appeal

Students may provide relevant information and may appeal an academic progress decision through the published complaint and appeal process. Appeals will be reviewed by an authorized person who was not solely responsible for the original decision, where practicable.

Completion and records

The University will apply progress standards consistently and without unlawful discrimination. Decisions, notices, support plans, and appeals will be retained in the student's academic record.

Attendance and Academic Participation Policy

Policy Code: SDU-ACA-002

Purpose

This policy defines how student participation is monitored in the University's online learning environment.

Participation expectations

Students are expected to access course materials, complete required learning activities and assessments, communicate with instructors as required, and meet published course deadlines. Course-specific participation expectations will be communicated in the course syllabus or learning platform.

Monitoring and outreach

The University may use learning-platform activity, submitted work, attendance at required live sessions, and instructor records to assess participation. When participation appears insufficient, the University may contact the student, explain the concern, and provide instructions for seeking academic or technical support.

Non-participation and status changes

Lack of online activity alone does not automatically establish a withdrawal unless a lawful and clearly published rule applies. Any administrative status change must follow the applicable catalog, Enrollment Agreement, and law, with notice and an opportunity to respond where required.

Accessibility and records

Participation requirements will be applied consistently, with reasonable accommodations where required by law. Participation records and related communications will be maintained under the student records policy.

Student Complaints, Grievances and Appeals Policy

Policy Code: SDU-STU-001

Purpose and principles

The University provides a fair, accessible process for students to raise concerns about academic, administrative, financial, or service matters without retaliation.

Submission

A student may submit a complaint in writing through the University's published student contact channel, identifying the issue, relevant dates, the outcome sought, and any supporting information. The University may assist a student who needs help understanding the process.

Review and response

The complaint will be directed to the appropriate office for impartial review. The reviewer may seek information from the student and relevant staff, protect confidential information, and provide a written outcome with the reasons for the decision. The University will acknowledge and address complaints within a reasonable period and communicate if additional time is needed.

Appeal

A student who disagrees with the outcome may submit a written appeal within the period stated in the applicable catalog or notice. The appeal should explain the alleged error, relevant new information, or procedural concern. An authorized reviewer not responsible for the original decision will review the appeal where practicable and issue a written decision.

External rights and records

Using the University's process does not prevent a student from contacting a regulator or other competent authority where permitted by law. The University prohibits retaliation and maintains complaint records with appropriate confidentiality.

Assessment, Grading and Grade Appeals Policy

Policy Code: SDU-ACA-003

Purpose

This policy supports fair, transparent, and academically sound assessment and grading.

Assessment and criteria

Course syllabi will identify the principal assessment methods, grading criteria, required work, deadlines, and any applicable examination rules. Assessment methods may include assignments, projects, examinations, presentations, participation, and other academically appropriate activities.

Grading

Instructors evaluate student work against the published course criteria and program standards. Grades and feedback will be recorded in the University's designated academic system. The grading scale and minimum achievement requirements are those published in the catalog and applicable program documents.

Academic integrity and adjustments

Assessment must comply with the Academic Integrity Policy. Reasonable accommodations will be provided where required by law and approved through the applicable process. Changes to assessment arrangements must preserve academic standards and be documented.

Grade inquiry and appeal

A student who believes a grade reflects a calculation error, inconsistent application of published criteria, or a procedural irregularity should first request clarification from the instructor or designated academic office. A formal appeal may then be submitted under the published appeal procedure. Disagreement with academic judgment alone is not necessarily grounds for changing a grade.

Records

Assessment materials, grades, grade changes, and appeal outcomes will be maintained in accordance with the student records policy.

+20 11 003 171 23
info@stardomuniversity.edu.eu
www.stardomuniversity.edu.eu
17 Al Taqa Street, 7th Floor, Apartment 71, 8th District, Nasr City, Cairo, Egypt.

Purpose

This policy sets a transparent process for considering prior study and learning for possible credit toward a University program.

Eligibility and documentation

Students seeking transfer credit must submit an official transcript and supporting course information, such as syllabi, learning outcomes, credit values, and evidence of the awarding institution's status where requested. Documents may need to be provided directly by the issuing institution or evaluated where required.

Evaluation

Credit is considered individually by authorized academic personnel based on comparability of learning outcomes, level, content, credit value, recency where relevant, academic quality, and program requirements. Credit is not guaranteed and may be limited by residency, accreditation, professional, or other applicable requirements.

Decision and effect

The University will communicate the decision and the credits accepted, if any, in writing. Accepted transfer credit will be recorded according to the University's academic records procedures. Transfer credit may affect the remaining program requirements but does not necessarily affect the student's grade point average.

Disclosure

Transferability of University credits to another institution is determined by the receiving institution. The University does not guarantee that another institution will accept its credits or award credit for prior learning.

+20 11 003 171 23
info@stardomuniversity.edu.eu
www.stardomuniversity.edu.eu
17 Al Taqa Street, 7th Floor, Apartment 71, 8th District, Nasr City, Cairo, Egypt.

Purpose

The University seeks to handle personal information lawfully, fairly, securely, and only for legitimate educational, administrative, legal, and operational purposes.

Information collected and use

Information may include application and enrollment details, identity and contact information, academic activity, assessment results, payment information, support requests, and communications. The University uses information to assess admission, deliver education, administer student services, maintain records, meet legal obligations, protect systems, and support institutional operations.

Access and disclosure

Access is limited to personnel and service providers who need information for authorized purposes and are subject to appropriate confidentiality and security obligations. Information may be disclosed with consent, to provide requested services, to comply with law, to protect rights or safety, or for other lawful purposes.

Security and retention

The University uses reasonable administrative, technical, and organizational safeguards to protect information from unauthorized access, loss, alteration, or disclosure. Information is retained and disposed of according to the records retention policy and applicable law.

Student requests and incidents

Students may submit privacy-related questions or requests through the University's published contact channel. The University will handle verified requests in accordance with applicable law. Suspected data incidents should be reported promptly and will be assessed and addressed through the University's incident-response procedures.

Updates

This policy may be updated to reflect changes in law, technology, or University operations. The current published version governs.

+20 11 003 171 23
info@stardomuniversity.edu.eu
www.stardomuniversity.edu.eu
17 Al Taqa Street, 7th Floor, Apartment 71, 8th District, Nasr City, Cairo, Egypt.

Purpose

The University maintains student records that are accurate, secure, retrievable, and available to authorized students and regulators as required by law.

Records covered

Records may include applications, admission documents, Enrollment Agreements, academic history, attendance and participation, assessments, grades, progress decisions, financial transactions, refunds, complaints, appeals, credentials, transcripts, and relevant communications.

Accuracy and custody

The Registrar or designated records custodian oversees student record administration. Students should promptly report apparent errors through the official student contact channel. Corrections must be authorized, documented, and traceable; original academic outcomes may not be altered without a legitimate and documented basis.

Retention and storage

Records are retained for the periods required by applicable law and the University's approved records schedule. Academic transcripts and permanent academic history are preserved permanently. Other records are retained for the applicable regulatory period or longer when required by law, audit, litigation hold, or legitimate institutional need.

Access and disclosure

Access is limited to authorized personnel. Students may request access to their own records and copies through the published procedure, subject to identity verification and lawful limitations. Regulatory authorities may inspect records as authorized by law.

Security, backup and closure

Records are protected against loss, damage, unauthorized access, and alteration. The University maintains appropriate backup and recovery arrangements. In the event of program discontinuation or institutional closure, records will be safeguarded and made available through lawful arrangements.

Review

The University reviews its records practices periodically and when legal or operational requirements change.

Certificates, Diplomas and Official Transcripts Policy

Policy Code: SDU-REG-004

Purpose

This policy governs the accurate preparation, authorization, issuance, and verification of official academic documents.

Eligibility

Academic awards are issued only after the University confirms that the student has met all published program, academic, administrative, and financial requirements applicable to the award, subject to applicable law.

Official requests

Students and former students may request official transcripts or other eligible documents through the University's published process. The University may verify identity, student status, delivery details, and any applicable fee disclosed in the current fee schedule.

Accuracy and security

Documents must reflect the official student record and be approved by authorized University personnel. The University may use secure electronic delivery, printed documents, verification codes, or other reasonable safeguards. No person may alter, reproduce deceptively, or misrepresent an official University document.

Processing and correction

Requests will be processed within a reasonable period and in accordance with applicable legal requirements and published service information. Students should promptly report errors; corrections will be reviewed against the official record and documented.

Verification and records

The University may respond to legitimate verification requests from employers, institutions, regulators, or other authorized parties, subject to identity verification, consent where required, and applicable privacy law. Issuance and verification actions will be recorded.

Leave of Absence and Return to Study Policy

Policy Code: SDU-STU-002

Purpose

This policy provides a consistent process for students who need a temporary interruption of study.

Request and approval

A student seeking a leave of absence should submit a written request to Admissions and Registration, explaining the requested period and relevant circumstances. Approval is subject to the University's academic calendar, program structure, applicable law, and the student's academic and administrative status.

Duration and conditions

The approved leave period, any limits on duration, and any effect on tuition, financial obligations, course sequencing, and completion timeframe will be communicated in writing. A leave does not automatically cancel financial obligations or guarantee that every course will be available upon return.

Return to study

A student intending to return must notify Admissions and Registration within the stated period and complete any required reactivation steps. The University will advise the student of applicable curriculum, registration, and outstanding requirements.

Failure to return

If a student does not return as scheduled, the University will determine the appropriate status under the applicable catalog, Enrollment Agreement, and law, and will provide notice where required.

Records and support

Requests, approvals, return plans, and related decisions will be maintained in the student record. Students may seek academic or technical guidance before returning.

Distance Education and Online Learning Policy

Policy Code: SDU-EDU-001

Purpose

The University delivers online learning through approved digital platforms and academic processes designed to support student engagement and achievement.

Learning environment

Students receive access to course materials, learning activities, assessment instructions, instructor communications, and relevant academic information through designated platforms. Specific course requirements and delivery methods are described in the syllabus or course site.

Identity and participation

The University may use reasonable methods to verify student identity and protect assessment integrity, consistent with privacy requirements. Students must use their own credentials, protect account access, and participate in required academic activities.

Academic quality

Online courses should align with approved learning outcomes, assessment standards, accessibility requirements, and program expectations. Instructors and academic administrators monitor course delivery and student progress and address identified concerns.

Technology and conduct

Students are responsible for maintaining suitable access to a supported device and internet connection, except where the University has expressly undertaken to provide equipment or access. Online conduct must comply with academic integrity, respectful conduct, privacy, and acceptable-use requirements.

Support and continuity

The University provides information about available technical and academic support through its published channels. Alternative arrangements may be communicated when a platform or service is disrupted.

Technical Support Policy

Policy Code: SDU-IT-001

Purpose

The University aims to provide clear routes for reporting technical problems that affect access to online learning and student systems.

How to request support

Students should use the official support channel published by the University and include a description of the problem, the affected service, the time it occurred, and relevant screenshots or error messages where appropriate. Passwords and other authentication secrets must not be included.

Triage and response

Requests are assessed according to their impact on access, teaching, assessment, security, and the number of users affected. The University will acknowledge and address requests within a reasonable period based on severity and available resources. Any service hours or response targets published separately will apply where relevant.

Security and privacy

Support personnel may request reasonable information to diagnose a problem but must not request passwords or unnecessary sensitive information. Access to student accounts and records must be limited to authorized troubleshooting needs.

Escalation and outages

Significant outages or security concerns may be escalated to the responsible technical administrator. Where a disruption affects a deadline or assessment, students should notify the instructor or academic office promptly; any adjustment will be considered under the applicable academic rules.

Records and improvement

Support requests and resolution notes may be retained to improve services and investigate recurring issues.

Digital Library and Learning Resources Policy

Policy Code: SDU-LIB-001

Purpose

The University supports learning and research through access to appropriate digital learning resources and guidance on their responsible use.

Access and availability

Students are provided information about available electronic resources, course readings, research databases, and other learning materials through University platforms or course sites. Access may depend on licensing, subscription terms, copyright restrictions, and technical availability.

Responsible use

Users must comply with copyright law, license terms, academic integrity standards, and platform acceptable-use requirements. Sharing restricted credentials, redistributing licensed materials without permission, or using resources unlawfully is prohibited.

Research support

Where available, students may receive guidance on finding sources, evaluating information, citation, and research skills through academic staff or designated support channels.

Accessibility and issues

The University seeks to make learning resources accessible and to provide alternatives or reasonable accommodations where required. Access problems should be reported through the published support channel.

Continuous review

Resource availability and relevance may be reviewed periodically in light of program needs, student feedback, licensing conditions, and institutional resources.

Academic Integrity and Responsible Use of AI Policy

Policy Code: SDU-ACA-005

Principles

Students and staff are expected to act honestly, acknowledge sources, represent their own work accurately, and protect the integrity of academic assessment.

Prohibited conduct

Academic misconduct includes plagiarism, unauthorized collaboration, fabrication or falsification of data, impersonation, contract cheating, unauthorized assistance during assessments, and submitting another person's work as one's own.

Use of AI tools

Generative AI and other automated tools may be used only as permitted by the course instructor, assignment instructions, and University rules. Students remain responsible for the accuracy, originality, citation, confidentiality, and academic suitability of submitted work. AI-generated content must not be presented as wholly independent work when disclosure is required.

Review and response

Suspected misconduct will be reviewed fairly. The student will be informed of the concern and given a reasonable opportunity to respond, subject to assessment security and applicable rules. Decisions and any academic consequences will be proportionate, documented, and consistent with published procedures.

Appeal and education

Students may appeal a decision through the published process. The University may provide guidance on citation, research practice, collaboration, and responsible technology use to prevent recurrence.

Confidentiality

Academic integrity cases will be handled discreetly, with information shared only as necessary for review, decision-making, and lawful recordkeeping.

Continuity of Study and Teach-Out Policy

Policy Code: SDU-GOV-001

Purpose

The University seeks to protect students' interests if a course, program, platform, or institutional operation is materially disrupted or discontinued.

Risk assessment and communication

When a significant disruption is identified, the University will assess its impact on students, teaching, assessment, access to records, and program completion. Students will receive clear information about the known circumstances, expected effects, and available next steps.

Academic continuity

Where practicable and lawful, the University may arrange alternative delivery methods, rescheduling, substitute learning resources, reassessment, or other reasonable measures to support completion of enrolled coursework.

Program discontinuation or closure

If a program or the institution is discontinued, the University will act in accordance with applicable law and regulatory directions. Where required or available, it will communicate teach-out, transfer, refund, records-access, or other arrangements. No transfer or completion arrangement is guaranteed unless confirmed in writing.

Records and financial matters

Student records will be protected and made accessible under the records policy. Financial matters, including any refund rights, will be handled under the Enrollment Agreement, refund policy, and applicable law.

Governance and review

The University will assign responsible personnel to coordinate continuity measures, document key decisions, and review the response after the event.