

## COMPLAINS AND GRIEVANCES.

The College recognizes an individual's right to raise an issue or concern regarding the conduct of the College's and University's operations, services, staff and facilities, and the applications of its policies and procedures. The College encourages an organizational culture that responds to issues and concerns in a receptive and constructive manner and in accordance with the principles of procedural fairness and natural justice. The College welcomes your feedback and provides a comprehensive Complaint and Grievance framework to ensure best practices and support as you engage in a resolution process. Before you submit a formal complaint or grievance, we encourage you to try and resolve the issue informally with the person or area responsible, provided you feel comfortable to do so. The formal complaint and grievance will require you to outline the history and provide evidence of the issue or concern. Then, you need to prepare an official letter to be send to your head-department with a copy to the Dean of College email.

## CONTACT US

Please don't hesitate to contact us and help you at any issues inside or outside college. It is our pleasure to share and help you to reach your success and achievements. Below link would provide you with Dean, Vice-deans, Head of departments.

Web: [https://www.kfu.edu.sa/ar/Colleges/Science/Pages/Section\\_4.aspx](https://www.kfu.edu.sa/ar/Colleges/Science/Pages/Section_4.aspx)

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# Faculty Manual



College of Science  
King Faisal University

Version 2

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## SOME IMPORANT REGULATION

Page number 41 from

[https://www.kfu.edu.sa/en/Deans/Faculty\\_Affairs/Documents/guide.pdf](https://www.kfu.edu.sa/en/Deans/Faculty_Affairs/Documents/guide.pdf)

**Regulation for Saudi Faculty Members:** Suitable information from page number 42-46, [https://www.kfu.edu.sa/en/Deans/Faculty\\_Affairs/Documents/guide.pdf](https://www.kfu.edu.sa/en/Deans/Faculty_Affairs/Documents/guide.pdf)

**Regulation for non-Saudi Faculty Members:** Suitable information from page number 46-57,

[https://www.kfu.edu.sa/en/Deans/Faculty\\_Affairs/Documents/guide.pdf](https://www.kfu.edu.sa/en/Deans/Faculty_Affairs/Documents/guide.pdf)

## EXPECTED DUTIES OF FACULTY MEMBERS

Suitable information from page number 39,

[https://www.kfu.edu.sa/en/Deans/Faculty\\_Affairs/Documents/guide.pdf](https://www.kfu.edu.sa/en/Deans/Faculty_Affairs/Documents/guide.pdf)

## ORIENTATION SEMINAR

The new college members are advised to attend the orientation seminars conducted by the University. An email will be received in this regard, mentioning the date and time for the seminar. It is also advised to go through the following documents:

1. KFU Faculty Handbook:  
available at the following page:  
[https://www.kfu.edu.sa/ar/Deans/Faculty\\_Affairs/Documents/guide.pdf](https://www.kfu.edu.sa/ar/Deans/Faculty_Affairs/Documents/guide.pdf)
2. Faculty development forms and other requests like New faculty arrival form are available at the following page:  
[https://www.kfu.edu.sa/ar/Deans/Faculty\\_Affairs/Pages/eform002.aspx](https://www.kfu.edu.sa/ar/Deans/Faculty_Affairs/Pages/eform002.aspx)
3. Research Funding:

<https://www.kfu.edu.sa/ar/Deans/Research/Lists/KfuNews/DispForm.aspx?ID=33>

## PROFESSIONAL DEVELOPMENT ACTIVITIES

The Deanship of Development and Quality Assurance (DDQA) is in charge of all development actives for all members. For more information go to this website:

<https://www.kfu.edu.sa/ar/Deans/QA/Pages/Home-new.aspx>

## 15- SCHOOL FEE FOR EMPLOYEE KIDS



The University covers the educational expenses of the non-Arabic spoken college members' children, as well as for Arabic College members studying in International schools based on the following conditions:

1. They are not accepted in government schools;
2. Their age must be over six years and under eight years;
3. Their schools must be inside the Kingdom of Saudi Arabia;
4. The University will cover the educational expenses of a maximum of four children per employee with a maximum of SAR 25000 per annum.

The details are available at:

[https://www.kfu.edu.sa/ar/Deans/Faculty\\_Affairs/Documents/DALEEL-e.pdf](https://www.kfu.edu.sa/ar/Deans/Faculty_Affairs/Documents/DALEEL-e.pdf)

## 16- EMPLOYEE ID CARD



The new college member can apply for employee ID card by submitting the application to the Security Office duly attached supporting documents:

- Copy of the contract letter;
- Passport size photographs;
- Endorsed by the Dean Faculty affairs.

The employee ID is helpful in identity, and to avail discounts at various offices like; private hospitals, courier services, etc. The college member can also apply for the employee ID card online by uploading all the required documents via the following link:

<https://services.kfu.edu.sa/SecurityApp>

## 17- CANTEEN FACILITY FOR STAFF

Meals for both Arabica and Western menus are available at low price to the members of the University Community in the restaurants of the Food Services Department near to the administration building. In addition, coffee shops are located in the college and in several academic/administration buildings.

## DEAN MESSAGE

Welcome to the College of Science at King Faisal University. We are delighted to have another excellent faculty joining our growing college. In our College, we have up to ≈200 faculty members who facilitate the growth and development of around 500 students annually. This manual is intended to provide faculties with a general understanding of some of the college's policies, facilities and faculty responsibilities. It is not an employment contract or a legal document. The information in this manual should be helpful in familiarizing faculty with the college and it is updated annually

## PURPOSE OF MANUAL

This manual is a comprehensive guideline meant for the new faculty member's assimilation into the King Faisal University (KFU). The faculty members may be able to understand the prevailing procedures, documentation requirements, process of service, and the facilities being offered by various departments at KFU. In addition, this document includes information regarding requirements to setup various accounts, and the procedures set to obtain necessary documents/facilities. Through the new faculty orientation seminar, you will have opportunities to connect with Dean, vice-deans, and administrative staff members whose varied expertise can help you to have a successful experience with your students and thrive in your research.



## ABOUT COLLEGE OF SCIENCE

The College of Science was established by Supreme Decree No. 7/10522 / B on 12th of June 2002 to include four academic Departments: Biology, Chemistry, Physics and Mathematics and statistics. These Departments were included earlier in the College of Education, providing four educational Bachelor's degree in the above four majors as well as two Master's degree, Mathematics and Physics. During the academic year 2013-2014, a new master's program was introduced in Chemistry, followed by three master's programs in the academic year 2016/2017 from the Department of Biological Sciences in the fields of Zoology, Botany and Microbiology. Accordingly, the College awards four Bachelor's degrees, Chemistry, Physics, Biology and Mathematics and statistics beside six master's degrees in Physics, Mathematics, Chemistry, Zoology, Botany and Microbiology. The College is currently working on offering new PhD programs for all scientific specialties in addition to some higher diploma programs according to the needs of the labor market. Furthermore, the College provides an extensive out-of-College support to other colleges of the University, including the colleges of Medicine, Veterinary Medicine, Agricultural and Nutritional Sciences, Computer Sciences, Pharmaceutical Sciences, Engineering and Education. In addition to the College Deanship, the College administration consists of several Vice-Deans and administrators to organize the academic work efficiently. Three Vice-Deans are found in the male Section, the Academic Affairs, Graduate Studies and Research and Development and Community Service. One Vice-Dean exists in the female section for the Academic and Administrative Affairs and includes two administration units, for administrative and technical affairs.

The College has more than 400 of faculty members, lecturers and demonstrators as well as more than 80 technicians and administrative staff contributing in the service of the educational process. The College also has more than 4,000 male and female students in all scientific disciplines for Bachelor's and master's degrees.

The College contains developed academic halls such as smart classrooms, TV broadcasting classrooms beside teaching and research laboratories. These teaching rooms and laboratories became more appropriate after moving to the new building, where they contain sophisticated scientific devices to help the student in learning process and professors in scientific research. As a part of its plan of development, the new students of the College of Science joined the preparatory year starting from the first semester of the academic year 2018/2019.

## 10- DRIVING LICENSE

Contact any driving school to learn driving and apply for the test. The driving school leads you for the learning procedure. If you hold an international license, this step could be skipped. The following documents are required at the driving test center:

1. Arabic translation of the international license;
2. Passport size photograph;
3. Copy of *Iqama*;
4. Original *Iqama* to show.

The officials at traffic office will provide a form affixed stamp and applicant's photograph to undergo for general medical and eyes test at one of the authorized medical centers, list of which is available at the notice board.

On completion of the medical test the result will be ready by the department that will also be displayed at the given phone number. In case of clearance of the test, the department will issue the required license.

## 11- VEHICLE STICKER

On the basis of the employee ID, the *Iqama*, and the required vehicle registration card the transport department may issue vehicle sticker for the university areas.

## 12- CAR PARKING STICKER

On the basis of the employee ID, the *Iqama*, and the required vehicle registration card the Manager of College of Science may issue vehicle sticker for car parking in.

## 13- DIGITAL LIBRARY ACCESS

The university library online catalogue can be accessed at:

<https://www.kfu.edu.sa/en/Deans/Library/Pages/Home-new.aspx>

The Saudi Digital Library can be accessed by entering KFU email id and password at:

<https://www.kfu.edu.sa/en/layouts/Authenticate.aspx?Source=/en/Deans/Library/Pages/sdl.aspx>

## 14- HOUSING

During the initial arrival at first entry into campus, the university provides with a hotel accommodation for five nights on arrival and in these five days one can explore suitable private accommodation. Finding a home nearby the university campus is quite easy since there are a large number of housing compounds and apartments near to the university campus and in the down town as well. Mostly, the rent for the apartment varies from 12,000SR to 18,000SR depending upon the type of apartment. The fellows and colleagues are mostly helping in finding a suitable private accommodation.

## 7- IT FACILITIES

### E-mail ID and Internal phone

In order to create official email account to access internet and IP Phone the college of Science member has to submit application to the dean ship of Information Technology. The application forms are available at <https://www.kfu.edu.sa/en/deans/it/pages/formit.aspx>. This process can be initiated only after getting his *Iqama* and employee ID.

### Banner and Blackboard

Once the teaching courses assigned the new college member can access the banner system and blackboard using his KFU E-mail ID and the password.

- To access banner system: <https://www.kfu.edu.sa/en/pages/banner.aspx>
- To access to blackboard: <https://reglms.kfu.edu.sa/>

## 8- BANK ACCOUNT

Visit the contracting office of the university and get a 'Salary Certificate' 9print embedded file and take it). Visit nearest bank with your *Iqama* and a copy of your signed contract and ask the bank staff to open an account. Provide the salary certificate and ask them to file an application for your master/visa credit card as well. On submission of the required documents, immediately get an ATM card but credit card might be obtained within a month time. Ask the bank representative to provide a letter with details of your account information. It is required to submit this letter to the 'Faculty Affair' office of KFU; so that the pay and allowance be transferred to the relevant account in time.

Make a routine to double check the details of whatever documents you receive. For example, the spelling of your name, account number, *Iqama* number, boarder ID, etc. For any queries, please contact: 0135895315, 5315(IP).

## 9- MEDICAL CENTER FACILITY

There is a facility of polyclinic for employee available inside the university campus. It needs to get enrolled with the clinic during the first visit. Therefore, take copy of necessary documents with you, i.e., copy of passport, *Iqama* and copy of employee ID. Ask the reception desk to enroll you and your dependents in the system.

## GETTING STARTED

### 1- PROCESS AT AIRPORT

Having complete all the required formalities like; attestation/ certification of documents, etc., obtain KSA visa and air ticket in coordination with the KFU administration. Confirm the date of arrival and the flight # so that the administration may make certain logistic arrangements.

On reaching at the first entry airport and to attend the immigration desk, the new comer members (family accompanied or not) are supposed to follow a que, designated for those who hold fresh visa or entering into Kingdom of Saudi Arabia (KSA) without *Iqama*. Photograph and fingerprints will be recorded/ matched there at the desk and saved in a central database that can later be used by various ministries and offices, helpful in issuance of *Iqama*/ residence permit, driving license, bank accounts, and so many other documents.

KFU administration has setup a reception area at the terminal exit, where KFU Receptionist and the vehicle driver receive the newcomer college members to pick them up to drop at their temporary residence at the campus nearby hotel. The staff display name of the newcomer college member(s) by holding a display card.

The driver has been assigned duty to provide logistic facility for 3 to 4 days to facilitate the new college member to commute to campus to report or to locate a suitable private accommodation. Please contact the chair Office for assistance.

### 2- MOBILE SIM CARD

The mobile phone SIM card can be obtained by submitting the copy of passport to any mobile carrier's office. It is better to get it from phone office at the airport just on arrival. New member contact number is required for setting up all required accounts and documents.



### 3- OFFICE ACCOMMODATION, COMPUTER AND PRINTER

The new college member has to contact the manager to get his office accommodation allocated. The manager will arrange an office for the new college member with a desktop computer and printer facility. Similarly, the IT Department may extend help to create a temporary account to access to desktop. For further queries, if any, please contact department coordinators in-charge.

### 4- IQAMA/ RESIDENCE PERMIT

To obtain the Iqama/ residence permit, medical examination in KSA is obligatory. After having medical examination report, the new college member would be eligible to apply for Iqama. Follow the procedure, discussed below, for medical examination and submit a formal application for Iqama, after having the medical report.

#### Medical Examination

Contact the manager of College of Science, who will arrange logistic facilities to visit the medical examination center. The official driver assigned will pick and drop facilities to nearby government medical center for medical tests. The following documents will be required to apply for medical examination:

1. Photocopy of passport(s); and
2. Two passport size photographs of each member.

Medical examination for the dependents is usually free and processed instantly, whereas for the jobholder the process takes about two hours time. Make pictures of the receipt that you receive. The official driver will help to collect results, which comes in around a week and half. Meanwhile the administration office of the university will prepare the contract documents that will duly be signed by the new college member.



### Application for Iqama

On having the medical results, take following documents to passport office in King Faisal University Admin Block:

1. Medical results copy;
2. A copy of the passport;
3. A copy of the visa page;
4. Few photographs;
5. A copy of the signed contract.

The passport office will verify/ check the original documents and return; it retains the copies and the photographs. If the office asks for any fee, contact a friend having ATM card and payment as fee, which is about SAR 500. While paying the fee at ATM, two code numbers are obligatory to submit, i.e., the first one is Raqam Sajal (read in Arabic) print on Saudi Visa sticker, and the second one is hand written number, written at nearby the visa sticker, by the immigration officer who took photograph at the airport. After submitting the application with the documents, Iqama will be ready in 4 to 5 days. After getting the self-Iqama, apply for Iqama of the dependents. With application for dependents' Iqama, original passports and medical examinations, results would be required. The charges are covered within the fee already pad for Iqama. This process may take about a week or so.

### 5- EMPLOYEE ID

Once the *Iqama* received, the new college member has to contact the contract office to sign his contract. The contract office will then proceed to get his employee ID issued within couple of days. You may contact the please contact department coordinators to get further details regarding signing contract letter.

### 6- ADVANCE MONEY/FURNISHING ALLOWANCE

Once the contract signed, an advance amount can be obtained along with furnishing allowance. The employee in the contract office at the administration building will help in this regard.

