



FAQ

1. At what times are the courses offered during the term?

The courses are completely online and you can access as per your own schedule. You will listen to the lecture/s per week and do associated assignments on MOODLE.

2. What is the English requirement that I have to meet?

Your continuation in the Diploma Program after the first semester is conditional upon successfully completing the English Language Proficiency Requirements (ELPR). English requirements can be met as per the following table:

Level/exam	EEE(English Entrance Exam)	TOEFL (PBT)	TOEFL (CBT)	TOEFL (IBT)	IELTS
TD/Diploma minimum of)	(a 32	513	230	80	6.5

3. Who is exempted from the English requirement?

AUB, LAU, Balamand, and NDU graduates, and graduates from universities in which instructions are in English are exempted from ELPR as approved by the admissions committee.

4. Is there anyone I can contact regarding my specialization and course load?

You can contact your Academic advisors who are the following:

- **Concentration in Energy**
Dr. Nesreen Ghaddar (AUB) Email farah@aub.edu.lb Phone +961350000 ext 3549
Dr. Serag El Din (AUC) Email amrserag@aucegypt.edu
Dr. Wassim Habchi (LAU) Email wassim.habchi@lau.edu.lb Phone +9619547262 ext 2233
- **Concentration in Water**
Dr. Hadi Jaafar (AUB) Email hj01@aub.edu.lb Phone +961350000 ext 4570
Dr. Emad Imam (AUC) Email eimam@aucegypt.edu



Dr. Mahmoud Wazne (LAU) Email mahmoud.wazne@lau.edu.lb Phone +9619547262 ext 2373

- **Concentration in Buildings**

Dr. Issam Srour (AUB) Email is04@aub.edu.lb Phone +961350000 ext 3491

Dr. Barbar Akle (LAU) Email akle.barbar@gmail.com Phone +9619547262 ext 2850

Dr. Khaled Tarabieh (AUC) Email ktarabieh@aucegypt.edu

5. If I am currently enrolled in a Master program, another degree or diploma, will I be able to apply to the PROGREEN diploma?

Yes, the program is independent of the regular Master programs or diploma. The credits you earn for the online diploma are not transferrable to the master's degree or diploma and hence it allows you to register either independently. This is similar to taking continuing education courses. You will have a separate ID for the diploma that identifies as online learner different than your regular master and UG Id.

6. Can I change my specialization in "My General Student Record"?

Yes, you can provided you have received prior acceptance to another specialization. You can change your specialization by contacting the following number:

AUB Students:

Telephone: +961-1-340460 / 350000

Extensions: 4478 – 4480 – 2513-3409

E-mail: pro-green@aub.edu.lb

LAU Students:

Telephone: +961-9-786454

Extensions: 1162 – 2369 – 2233- 2373 - 2850

E-mail: pro-green@lau.edu.lb

AUC Students:

Telephone: +2-26154333

E-mail: progreen@aucegypt.edu

7. If I chose one of the specializations, can I be able to take courses in the other two specializations as well?

You can take elective courses in the other two concentrations and the credits would count.



8. How much would the PROGREEN Diploma (18 credit program) cost? Are there any other fees?

The fee is \$300/credit which would in total cost \$5,400 for 18 credits. Yes, the other fees are the library fee which would allow you to access library resources that are online. In cases where software is needed, access also to computational resources will also be available online.

9. In terms of credits per semester, is there a minimum and maximum credit load?

The limit for credits is 9 per semester. There is no limit on the minimum credit you can take per semester. Since the degree is for part-time students as well, you can register 5 credits or 3 credits. The average load is supposed to be 5 or 6 credits.

10. What is the maximum allowed length of my study?

The maximum allowed length to complete the Pro-Green Diploma is 3 years.

11. Am I able to have a double or triple specialization?

You can of course have a double or triple specialization. Courses for one concentration count as electives for the other. The minimum for the diploma is 18 credits for one concentration, 26 credits for double and 34 credits for a triple specialization.

12. If I am interested in having a double or triple specialization, how do I go about it?

You can indicate interest at any time this semester by emailing or contacting us at:

AUB Students:

Telephone: +961-1-340460 / 350000

Extensions: 4478 – 4480 – 2513-3409

E-mail: pro-green@aub.edu.lb

LAU students:

Telephone: +961-1-786454

Extensions: 1162 – 2369 – 2233- 2373 - 2850

E-mail: pro-green@lau.edu.lb

AUC Students:

Telephone: +2-26154333

E-mail: progreen@aucegypt.edu



13. The program includes credits on lab sessions to be attended either in Lebanon or in Cairo; however I don't live in either country, what would be the solution for such inconvenience?

There are three lab sessions that are not virtual and these can be taken by students living abroad through TeamViewer.

14. Which university do I apply to: AUB, LAU or AUC?

It does not matter which University you will register at since all courses will be on a cloud server. If in Lebanon, it is better to select either AUB or LAU since if there is need to any face to face discussion, it would be easy to come. The same applies if you were living in Cairo then register at AUC.

15. Do I have to create an ID?

No, it is not necessary to create an ID.

16. How do I hand in my assignments and submit my exams?

All courses will be completed online. The administration of final exams is online but they may depend on the instructor. If there is any exam on campus, you will know about it from the syllabus before you register. We do aim to have the degree offered to be completely online.

17. When will courses be available on Moodle?

Courses will be available on Moodle for registered students on the first day of classes.

18. If I have to withdraw from my courses and do not want my grades to be affected, what can I do?

Withdraw 2 weeks prior to final exam time. Transcript will be marked as W. The amount paid will not be refunded and in case you wish to take the course again, you will have to pay its fees again.

19. I do not have time to complete my course anymore this term. Can I postpone the course and the tuition paid for the following term?

Postponing the course and the tuition payment for the following term will not be possible; however, you have two options: a. Complete 2/3 of the course requirements (assignments, quizzes) then it will be marked on your transcript as Incomplete instead of an F. This option will have to be discussed with your course instructors. b. Send an email requesting to withdraw at least two weeks prior to the final exam



time. Transcript will be marked as W. If you choose to retake these courses, you will have to register once again and the amount paid will not be refunded.

20. I want to drop my course but I missed the drop and add. What can I do?

If you haven't accessed Moodle and not followed the course material since the start of the term, you will receive an email post the drop and add deadline stating that if you do not settle your payment within 24 hours then you will automatically be dropped. • If you have accessed Moodle and followed the course material since the start of the term, you shall receive an email warning you that you will be withdrawn – failure to inform us about your status within 24 hours will result in an outstanding balance.

21. How is the course delivered online? What online tools are used for delivering this course?

The courses are delivered via Moodle. It is an online platform that allows students to learn all the material virtually delivered by the instructor and connect virtually as well with other students in the same course. We provide students with a Moodle Orientation once they are accepted and enrolled in the program.

22. Can I transfer my Pro-Green credits to an MS or PhD program?

So far no decision has been made regarding the possibility of transferring Pro-Green credits to the MS or PhD program because Pro-Green courses are offered online and focus on applications. This is a new initiative at AUB that requires further study to possibly develop means for transferring some credits.

23. Does the Pro-Green provide financial aid for this diploma?

Currently, no financial aid applies to this diploma.

24. If I have a problem with any of the following, whom do I contact?

● **Registration**

AUB: Email zb09@aub.edu.lb Phone +96135 00 00 ext 2575

LAU: Email fsalibi@lau.edu.lb Phone + +961 1 786456 ext 211

AUC: Email niveen_m@aucegypt.edu Phone +20 2 2615 5965

● **Moodle:**

Email moodle@progreendiploma.com

● **Others**

AUB Students:

Telephone: +961-1-340460 / 350000

Extensions: 4478 – 4480 – 2513-3409

E-mail: pro-green@aub.edu.lb



LAU students:

Telephone: +961-1-786454

Extensions: 1162 – 2369 – 2233- 2373 - 2850

E-mail: pro-green@lau.edu.lb

AUC Students:

Telephone: +2-26154333

E-mail: progreen@aucegypt.edu

25. I received an email that I have been registered in a webinar course but I am currently unable to register for the semester and webinar. What am I supposed to do?

The webinar course is only intended for students registered in that particular term.

26. Can I postpone Pro-Green courses?

- a. You can either complete 2/3 of the course requirements (assignments, quizzes) then it will be marked on your transcript as Incomplete instead of an F. This option will have to be discussed with your course instructors.
- b. Or you are allowed, after the drop/add date, to withdraw from your courses at least two weeks prior to the final exam time by simply sending us a request to withdraw. Transcript will be marked as W. If you choose to retake these courses, you will have to register once again and the amount paid will not be refunded.

27. The name of which institution would my diploma carry?

The diploma carries the names of all three institutions, and is signed by the Dean and the Registrar of the institution through which you applied to.

28. What happens after I receive an incomplete grade (I) on my course?

If you have received an incomplete grade on your course, your grade will be automatically marked as an F in case you do not complete your remaining work within the first 2 weeks of the next term.