



جامعة قطر
QATAR UNIVERSITY



ADMINISTRATIVE NEWSLETTER

ISSUE No. 5



NEWSLETTER CONTENT



<i>Welcome Message</i>	3
<i>Appointments</i>	4
<i>News & Events</i>	5
<i>New Services</i>	8
<i>Under the Spotlight</i>	9
<i>Beyond the Title</i>	9
<i>A Story of a Department</i>	10
<i>Appreciation</i>	11
<i>Contributors</i>	12



VP WELCOME MESSAGE

Welcome from the Vice President and Chief Financial Officer

Dear Colleagues,

It is my pleasure to report the continued advancement displayed by the University, as witnessed in its recently held conference for the Higher Education User Group (HEUG). The three-day conference was hosted November 4th-6th by QU with partners Dammam University, HEUG and Oracle, gathering an attendance of over 100 persons from different institutions of higher learning. This monumental event oversaw the foundation of a new, Arab chapter of HEUG, and placed Qatar University in a clear position as a regional leader for technological advancement in academic excellence. Given QU's role as Qatar's largest and most diverse national institution for higher education, we continually rely on superior planning, exemplary teaching staff, and strong partner relations, each supported by the stability and flexible customization of our technical infrastructure. We are making continuous strides to ensure our community has the vast degree of online resources and automated conveniences that they would expect from a world-class institution, and through well-planned initiatives, and strong partnerships such as with HEUG and Oracle, many new opportunities have been made possible.

The University thanks its hard-working employees and community, as we now look to include more of the region's most respected institutions for higher education, and hope to engage with them in a rich partnership of shared experience and support.

** HEUG is an international, non-profit organization comprised of hundreds of higher education institutions and over 23,000 individuals, all who use Oracle's application software. The organization's aim is "To educate and advocate by facilitating the sharing of ideas, information and experiences among its members, and to provide a unified and effective voice to Oracle on all issues involving the use of Oracle application software in the Higher Education community."



■ Dr. Homaid Abdulla Al-Madfa
VP & CFO

Dr. Homaid Abdulla Al-Madfa

APPOINTMENTS

Meet QU's newest members and most recent appointees, and discover what they do.

THE HOUSING DEPARTMENT IS PLEASED TO WELCOME THE FOLLOWING APPOINTMENT



Mr. Mohammed Darwish Saad
Section Head of Staff in the Housing Department

The Housing Department is pleased to announce the appointment of Mr. Mohammed Darwish Saad as the New Section Head of Staff in the Housing Department .The appointment is effective from January1st, 2014.

Mr. Mohammed Darwish Saad joined Qatar University to work in Housing Department since 2000. In 2005, he obtained his B.Sc. Degree in Business Administration from Qatar University.

Mr. Mohammed will carry after the responsibilities of maintaining necessary and appropriate housing units to faculty and employees who are eligible and entitled for university housing so as to provide them with the comfort and stability. He will be dealing with all issues related to faculties and employees reside in the university housing.

Mr. Mohammed Darwish Saad can be reached at:

Tel: +974 4403 3196

E-mail: mohamed.saad@qu.edu.qa



NEWS & EVENTS

The latest administrative developments and events for the QU community

Hosting the First HEUG Conference in the Region



Qatar University hosted the Higher Education User Group (HEUG) Conference for the first time in the Region in collaboration with University of Dammam, Higher Education User Group and Oracle on November 4th - 6th. It provided information about the use of Oracle application products, in addition to establishing a strong networking platform between colleagues and institutions in the region.

The conference was attended by QU President Prof. Shaikha Al Misnad, Chief Financial Officer and Vice-President for Administrative and Financial Affairs Dr. Homaid Al-Madfa, President of the Higher Education User Group Steven Hahn, representatives from the University of Dammam, engineers and IT experts.

Speeches were presented by representatives of the hosting organizations. Dr. Al-Madfa represented QU, saying "QU is an initiator in implementing Oracle system in all its programs and software. This institution aims to get qualified output for all operating programs and this fact makes Oracle an efficient and distinguished partner for QU.



This conference is important to provide QU members with information on Oracle's latest applications and programs and to provide opportunities for communication between Oracle management, developers and business partners and the HEUG, in order to keep HEUG members informed as to product plans, new developments and directions, and other areas of concern. Director of Oracle's Gulf Sector Kamel al Tawel stated that "Qatar University is well-recognized for using the applications of Oracle since 2003 and it is a pioneering stakeholder and a distinguished partner regionally. QU implements many competent educational applications designed by Oracle and such applications prove their efficiency by easing students' lives and satisfying their educational needs. No doubt, this event enables attendees to know more about Oracle's strategy for higher education." HEUG President Hahn concluded, offering "This conference is a great opportunity for engineers, IT professionals and people who work in education fields to exchange ideas and know the latest inventions of Oracle applications in promoting higher education. It also allows us to discuss about common Oracle application issues we are experiencing in the region."

The event provided all participating institutions a chance to interact and discuss the formation of a HEUG group in the region, and next steps in moving forward to this goal.

Furthermore, the Associate Vice President for Administration Mrs. Sara Al-Marri stated that "Qatar University is proud to lead the Higher Education User Group initiative in the region. It's a golden opportunity for the higher education institutions across the entire Arab world to meet, mingle and share experience in this forum. In a similar notion, The Associate Vice President for Facilities and IT Dr. Khalid Naji, has described the event as being the startup point towards building a league that represents the higher education institutions in the region to share expertise, information, experience and effective use of Oracle applications and projects implementation.



NEWS & EVENTS

National Day Breakfast Tent



Qatar National Day, December 18th, is an opportunity to recognize, celebrate and emphasize the identity and history of our beloved country.

For this special occasion, under the patronage of the VP&CFO Office, the Administrative Services Department organized a "National Day Breakfast Tent" on the morning of Sunday, December 15th under the weekly Admin Team-Building Activities, expressing our loyalty and belonging to this country and its visionary leadership.

VP&CFO Dr. Homaid Al-Madfa honored the proceedings, accompanied by the Associate Vice-President for Operations and IT Dr. Khalid Naji and the Associate Vice-President for Administration Ms. Sara Al Marri, in addition to a multitude of staff from various units and departments. During the festivities, Dr. Al-Madfa welcomed the guests, and took the opportunity to honor those employees who participated and supported the success of holding the first HEUG meeting in Qatar, which was held Nov. 4 – 6, 2013, and further recognized their efforts with a certificate of appreciation and distribution of gifts. Traditional food and drinks were served during the breakfast, with a sense of joy, belonging and engagement.

University Housing Department Celebrates Qatar's National Day 2013 at Student Dormitory

Qatar University's Housing Department celebrated the National Day of the State of Qatar on Monday evening, 16 /12/ 2013, in the presence of QU Vice President and CFO Dr. Homaid Al Madfa, representatives of foreign embassies, and university staff, who all shared in the joy of National Day.

Students engaged in activities that impressed and entertained an eager audience, in which they expressed their love and passion for this great country. Activities included popular heritage dances from the Sultanate of Oman, Yemen, Egypt, and Ghana, in addition to Qatar's Al Ardha dance, and other chants and poems.

On this occasion, Director of the Housing Department Mr. Yousef Al Sada delivered a speech expressing every citizen's sense of pride and passion for his homeland, appreciating the landmarks of achievement which stand as strong pillars of its present and future, and commending the wise and inspiring leadership of Qatar, which is steadily heading for the future.

On behalf of the students, Mr. Salah Al Yafei expressed his joy and pride in the National Day of the State of Qatar, which continues to achieve great progress as a forerunner in all areas of human development. At the end of the ceremony, Dr. Homaid Al Madfa invited the audience and guests to a dinner specially prepared for the occasion.

The event provided all participating institutions a chance to interact and discuss the formation of a HEUG group in the region, and next steps in moving forward to this goal.



University Female Housing Department Celebrates Qatar's National Day 2013 at Student Dormitory

Qatar University's Women Housing Section organized on Saturday 14 /12/ 2013 a special event in celebration of Qatar's National Day in the presence of many invitees, students, and their parents. Housing courtyard was decorated in reception of a lot of guests coming from embassies of many friendly countries including diplomats from Embassy of Oman, Spouse of the Sudanese Ambassador to Qatar, and other invitees representing Embassy of Pakistan the event was also attended by Associate Vice President Chief Financial Officer Mrs. Sara Al Merri and other staff. They were all received by Head of the Housing Section Fatema Al Thani and other housing supervisors. The ceremony included a number of activities which were carried out in collaboration with different parties such as Al Bayan School, Al Mothanna Bin Haritha School, and Qatar Heritage and Identity Center. In the beginning, attendees listened to some verses from the Holy Qur'an. After that the event featured many activities that focused on and reflected popular customs and heritage, poetry, competitions, folklore dances from different countries namely The Sudan, Oman, and Pakistan. In the end, a special dinner was served on this occasion where everyone rejoiced the happy event.

NEWS & EVENTS

Bahraini Cultural Counselor Visits Women's Student Dormitory

The Head of Women's Student Housing received on Thursday 10/2013/26/ HE Abdullah Khalifa Al-Kaabi, Cultural Counselor of the Embassy of the Kingdom of Bahrain. The visit aimed to ensure that Bahraini students live in comfortable conditions and environment and how to easily communicate with them. He was also briefed on the services offered to students, over which he expressed his gratitude and thanked the Housing Department for their relentless efforts.

Orientation Meeting between Ezzan Hotel Management and Residents

Qatar University Housing Department is very keen to solve any housing problems that Faculty and Ezzan Housing Units might face. To that end, the Department, in collaboration with Hotel Management, organized on Sunday 5/1/2014 a reception dinner in a friendly atmosphere where residents and Ezzan Management came to know each other. The event was attended by Head of Faculty and Staff Housing Office Mr. Mohammad Darweesh in the presence of other Housing staff. During the event, many Housing issues of interest were raised and there had been a strong commitment from Ezzan Management to solve them and improve other services in the fashion that help faculty and staff enjoy a happy stay in the Hotel and consequently reflect on their business and teaching performance.

Hosting Leadership Training:

Qatar University HR Talent & Training Unit organized three-day training course from 10th – 12th of December, 2013 at the Mövenpick Tower. The event is part of a series of workshops focusing on empowering QU leaders with leadership insights on planning, managing and maintaining positive environment. The course further addressed important skills and thus challenges in leadership. Some of these topics are, in addition to leadership skills, how credibility can be developed, what are the best ways to a problem solving and decision making, managing across generations and cultures, delegation with trust and an overall the power of communication.

Professional Business Writing Workshop



Qatar University HR Career Resources Centre organized three-day training course on Professional Business Writing from 12th -14th of November 2013 at the Grand Heritage. Fifteen employees attended the course during which, they practiced the basic principles of business writing as well as shed lights on how could English writing be best communicated and utilized at work environment. Scenarios from daily work duties such as constructing emails and writing professional letters were also practiced in this course. At the end of the three days training, the attendees gained confidence in using English language as and when needed not only at their work, but also extended to empower their writing skills in their social life.

Blood Donation Campaign Draws up Multitude of Blood-givers

HR Career Resources Centre at Qatar University organized blood giving campaign targeting QU students and staff. The event is part of a series of community services offered by the Centre.

Commenting on the event, the Section Head, Mr. Abdul Aziz Abdullah said, "The event is part of the Unit's social work which will be expanded in the future. These annual campaigns are conducted in collaboration with Blood Bank of Hamad Medical Corporation".

The campaign drew up a large number of blood givers comprising QU students and staff that flooded the Mobile Medical Clinic deployed to receive the blood givers who underscored the importance of such initiatives and campaigns launched by QU to promote its role in supporting charity work and nurtures the spirit of cooperation and solidarity among its students.

NEW SERVICES

Keep track of all QU can do for you

NEW IT SERVICES

Bring Your Own Device (BYOD)

Now with the new service (BYOD), QU Students, Staff and Faculty members can bring their own wireless devices (laptops, tablets and smartphones), connect to the QU wireless network "QU User" and register their devices. There is no more hassle to manually configure the devices; it's simple and easy to use. As of now, over 27,000 wireless devices have been registered and migrated from legacy SSIDs to new wireless infrastructure and the number increases daily.

Now QU Students, Staff and Faculty can manage their own Wi-Fi devices through the myQU portal, using 'My Wi-Fi device' portal channel under 'MyServices' tab. A lost Wi-Fi device can be blacklisted through the portal to prevent unauthorized use of the devices at QU Campus. ITS has already successfully implemented the Wireless infrastructure (SSID - "QU Guest") for guests and visitors on Campus. QU guests & visitors need to provide their email address and accept the usage policy for access. Users of the "QU Guest" network should note that it has a slow internet link, and there is no direct access to IT services.

For conferences, workshops, and events, when large number of guests & visitors are expected and require only high speed internet, QU colleges or departments need to coordinate with IT Services to broadcast a dedicated open event SSID for non-QU participants, for a specific duration.



UNDER THE SPOTLIGHT BEYOND THE TITLE

Insightful thoughts and personal experiences as we interview one of QU's administrative staff:

Mr. Tamer Mahmoud Section Head of Information System Support- Procurement Department

Mr. Tamer Mahmoud joined QU on 1st August 2008, during which he helped oversee a number of projects, such as Oracle R12 (managing supply chain modules as business support), iSupplier (implementing internally), and finally the latest successful implementation of Tsawaq online shopping service (SciQuest). Mr. Tamer talks about working for Qatar University and the pride he feels for supporting the university community with latest procurement technologies..

1. Why did you choose to work for Qatar University?

I have the honor to work at QU, the national university of Qatar, one of the leading higher education institutions in the region. I believe it broadens my experience and builds a successful career path.

2. What do you like best about your job?

I am an Oracle Consultant and Business Analyst. My current job supports Oracle applications along with other new services integrated with the Oracle ERP system to enhance and improve the QU purchasing process.

3. Who are the employees which stand as inspiring models for you?

Mrs. Sara Al Marri, AVP of Administration, has inspired me with her positive attitude with maintaining the relationships along with the outstanding achievements throughout the crucial transition period for all Administrative Departments, particularly in my new position as Procurement IS Support Section Head.

4. How did you assess or recognize the need for the eSupplier and SciQuest service?

Qatar University is developing and expanding in all areas, such as various new academic programs, research programs, and high student turnout, all of which require a new approach to control and automate the manual procedure to speed up and bring efficiency to the procurement process. With handling these challenges, we needed to find out the right tools to meet the demands of the vast development QU has faced. Therefore, by implementing iSupplier and SciQuest, we try to cover QU's needs and improve the existing services.

5. Do you feel the demand and scope of such services has changed the Department's focus or approach?

Yes, the Procurement Department has decentralized the process of procurement in order to provide flexibility to our end-users and fulfill their needs to speed up the procure to pay cycle.

6. In your opinion, what are the key points to consider when developing important services?

I believe that considering productivity of the service for the different stakeholders and flexibility of the new service with any future



■ Mr. Tamer Mahmoud
Section Head of Information System Support- Procurement Department

changes at the university is important for continuous success of developing services. For example, the SciQuest online e-shopping marketplace is a brand new service for QU community in line with Procurement policies and procedures to meet the QU vision.

7. What are the outstanding achievements that you have so far accomplished during your service at Qatar University?

There are many projects where I had the pleasure to participate in the outstanding success by supporting and improving the services provided to end-users. Just as an example, I'll pinpoint the below:

- I was acting as Functional Consultant for the Oracle iSupplier module that has been implemented internally by Procurement IS team. iSupplier Portal is the enterprise application that structures all supplier communication through a secure internet-based portal with its powerful platform for online collaboration which is enables us to become more efficient.
- I was acting as the project manager for SciQuest Marketplace that has been recently launched. The project aimed to enhance the procurement process, as a part of leading-edge e-procurement initiative which will enable QU to influence buying decisions and significantly improve spend management across the organization, while offering a better purchasing experience.

8. What are you trying to achieve at Qatar University in general?

I believe in teamwork, effective communication, and interdepartmental cooperation which will enhance efficiency, and support customer-focused services.

UNDER THE SPOTLIGHT

A STORY OF A DEPARTMENT

This edition's close-up of the fascinating gears which keep QU running

Housing Department

University Housing came concurrent with the inception of Qatar University in 1977. It was known as Student Dormitory and hosted approximately 136 male students and 109 female students. Its services included furnished housing, food, transportation, and laundry. Later, the name changed to Student Housing Monitor. However, with the expansion of Qatar University and the increase in faculty and student body, there had been a need to unify all student, staff, and faculty housing efforts and services under one party, known ultimately as the University Housing Department.

Vision:

Secure necessary and appropriate housing units to faculty, staff, and students, who are eligible and entitled for university housing so as to provide them all with the comfort and stability.

Objectives:

- Contribute to the achievement of the University's vision to be in the rank of world universities.
- Provide Faculty and employees benefiting from university housing with peace of mind.
- Enhance the work environment by delivering the best utilities and services for the residence of the university housing.
- Provide comfortable accommodation in a social, healthy, and educational setting, spreading the spirit of love and brotherhood among resident students;
- Provide comprehensive care for students by making available all the requirements of subsistence and daily life, including entertainment venues and health care through State Healthcare Centers and Hamad Medical Corporation.
- Help occupy students' leisure time in programs comprising a variety of cultural, social and sports activities to increase their interaction with each other and develop their personalities and refine their talents;
- Educate students to abide by the rules, shoulder responsibility and exercise self-reliance
- Create a student community where human values and high moral spirit prevail.

Sections:

1. Faculty and Staff Housing
2. Male Student Housing
3. Female Student Housing

Services:

Faculty and Staff Housing:

- Receive & welcome new faculty and staff.
- Receive & welcome University guests all throughout the year.
- Process faculty and staff housing applications with Government Housing (allocation, furniture allowance, and release)
- Secure housing units and allocate them to eligible QU faculty and staff, in accordance with applicable rules and regulations
- Take over housing units, ensuring appropriate maintenance and delivery to the Reception Unit.
- Follow-up on electricity bills (payment and insurance)

- Follow-up and solution of resident complaints.
- Follow-up on maintenance of housing units, in coordination with the owners.
- Coordinate with Human Resources and External Relations on finalizing housing arrangements for visitors and new employees. Student Housing:
- Receives and welcome new students from the airport and assist in finalizing medical checks, fingerprints, and blood group test.
- Provide students with comfortable fully furnished accommodations with healthy and diverse meals options of meals. Taking care of laundry stuff and cleanings of the rooms.
- Provide air-conditioned buses to take students to and from the University in accordance with a well-designed schedule that meets students' needs in terms of timings and numbers.
- Maintain different halls in the dormitory that serves students needs for studying, networking and socializing as well as working out to keep students in good health and maintain positive atmosphere.
- Sitting halls equipped with TVs, Receivers, and comfortable seating and chairs.
- Maintain an up to date Library with a variety of books and other publications with internet services to support students in their researches and tasks.
- Large hall for seminars and lectures.
- Periodic maintenance of buildings and housing facilities.
- Organize educational, sports, social and cultural events to enrich students' knowledge and strengthen their social skills.
- Maintain Security and guards at all time.

Achievements:

1. Achieved satisfactory results this year in respect to faculty, staff and student satisfaction with the services provided by the Housing Department;
2. Transfer of the Administration offices and the offices of the Department faculty and staff from Al Sadd to the University campus so as to relieve faculty and staff from commuting difficulties, and facilitate communication with the Housing Department.
3. Launching of the Housing Department Manual, containing all information relevant to Faculty and staff housing issues.
4. Establishing Housing Helpdesk desk to facilitate communication with QU Community around the clock.
5. Rental of hotel accommodation near QU (Intercontinental Hotel, Retaj, Ezdan, and Ta'meer) to accommodate more than 200 new faculties joined the university this year.
6. Rental of a new Housing Complex in Al Gharrafa, comprising 18 Villas.
7. Contracting with a maintenance company to carry out repairs and maintenance work at Qatar University housing locations.

To find out more about the Housing Department, visit the Website: http://www.qu.edu.qa/offices/housing_department

APPRECIATION

“Happiness is not in the mere possession of money; it lies in the joy of achievement, in the thrill of creative effort.” - Franklin D. Roosevelt

Hosting the 1ST HEUG Conference

Appreciation for the tremendous efforts on this conference goes to:

ASD Team

Amani Othman
Asad Nafees
Issra Cafu
Maliha Suliman
Miassar Al Jayyar
Tamam Khadduri

ER Team

Atef Mohammed
Dana AlKhalili
Michael Shulman

QU Volunteers

Fe Vivian Ancheta, Human Resources Department
Rabab Elsayed Ismail, Human Resources Department
Fatima Al Oqayli, Finance Department
Meram Ghanim, Finance Department
Abdallah Seko, Finance Department
Rabih Raydan, Finance Department
Houda Khayrallah, Finance Department
Abdul Manaf P Charalil, ITS
Musthafa Kamal Thayyil, ITS
Meethale Aslam, ITS
Abdu Rahiman Appavo, ITS
Riyaz Kizhakkethil, ITS
Ayman Zarzour ,ITS

BYOD Project

Appreciation for the tremendous efforts on this Project goes to:

Information Technology Services

Ajay Nair
Meymoona Elhedai
Nazar Hussain
Shuja Ashfaq

CONTRIBUTORS



Amani Othman

Maliha Sulaiman

Rasha Bader

Atef Mohamad

Michael Shulman

Abdul Aziz Abdulla

Noora Al Mansoori

Nehal Elsahly

Mohsen Ahmed

Khulood Mekdad

Othman Abdul Malek

Abdullah Nasser Fikri

Administrative Services Department

Administrative Services Department

AVP Facilities & IT

External Relations Department

External Relations Department

Human Resources Department

Human Resources Department

Human Resources Department

Housing Department

Information Technology Services Department

Graphic Designer

Photographer