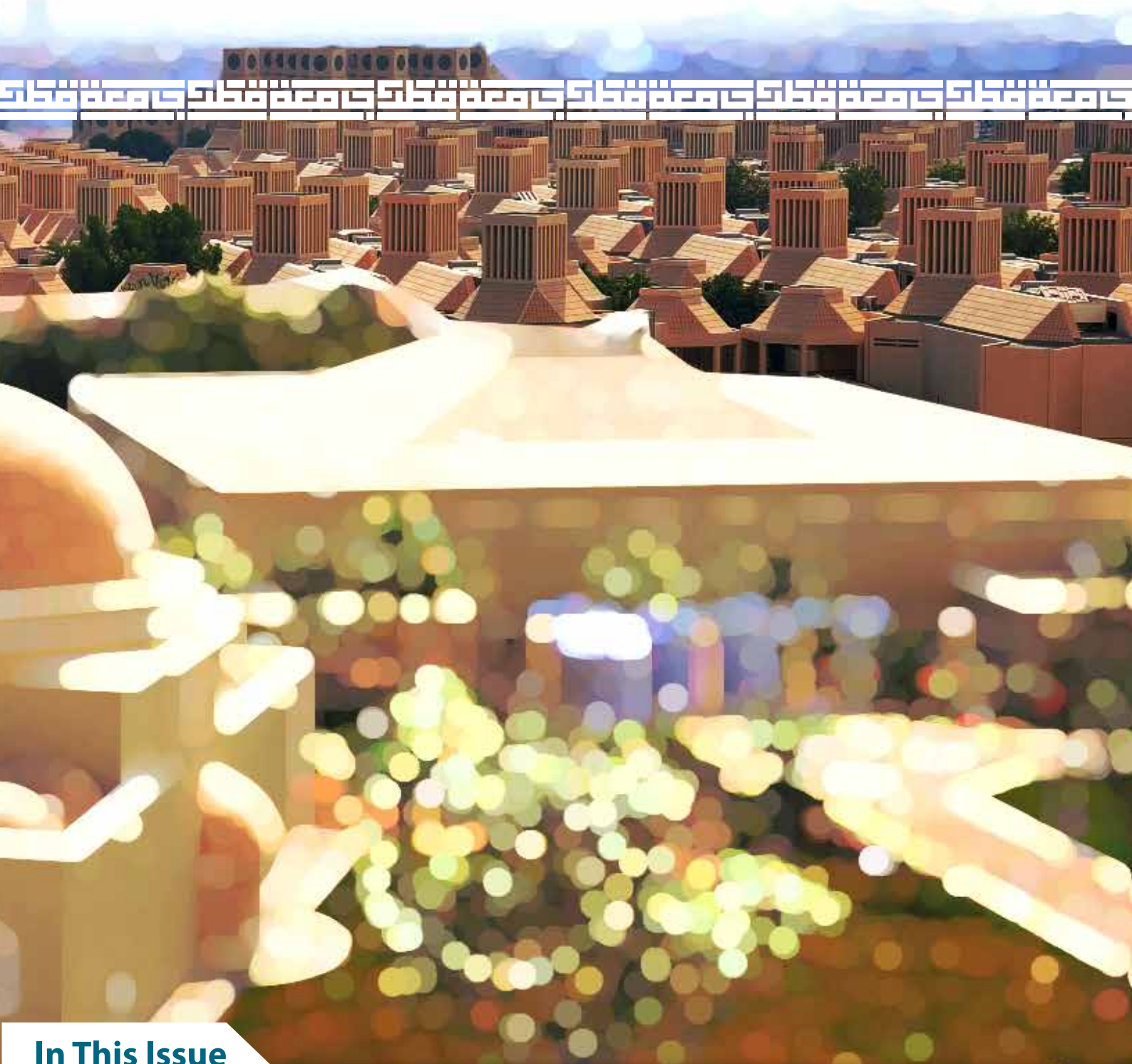




جامعة قطر
QATAR UNIVERSITY

العدد الثامن
نشرة الشؤون الإدارية
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Dr. Homaid Al -Madfa
Vice President for administration affairs

Welcome message ,

It's a pleasure to introduce you to the 8th. Admin. Affairs News to shed the light on the updates and developments of the admin sector in general. This news series aims at achieving QU demands for its strategic plan and its current and futuristic plans.

Starting from QU's goals and its continuous trial to meet the demands of the strategic plan, the admin for operations and facilities has been restructured to comprise two admins: the admin of facilities and the admin of capital projects. Also, a new office was opened for VP Associate for services to supervise the admin of QU housing and the admin of general services to match QU strategic planning and achieve the goals of the next phase demands. Undoubtedly, this restructuring will actively contribute in gaining more decentralization in in taking decisions and procedures that meet the demands for work and its requirements.

Realizing the vital importance of traffic safety on campus and providing all security and safety measures on the roads, QU is on the way to form a traffic safety committee that aims at providing all means and measures for the best usage of roads, parking, and tracking for the sake of traffic safety on campus.

By the end of 2015, we look forward to finish many construction projects including male and female class rooms. It is expected for these class rooms to embrace the increasing numbers of female and male students. And here comes the project of students housing to add more success to the educational operation at QU campus.

Dr. Homaid Abdulla Al-Madfa

New Appointments

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

Dr. Mohammed Hassan Al-Salem has been appointed as Associate Vice President for Services Affairs, effective from 17 Nov 2014.

Dr. Mohammed Al-Salem received his B.Sc. in Mechanical Engineering from Qatar University in 1990. He immediately started his academic career as a Teaching Assistant at the Department of Mechanical Engineering at Qatar University. In 1995, he received his M.S. in Industrial Engineering from New Mexico State University, Las cruces, USA. In 1999, he received his Ph.D. in Industrial Engineering from the University of Central Florida, Orlando, USA. In spring 1999, he was promoted to an Assistant Professor rank at Qatar University's Department of Mechanical Engineering. In 2006, he earned an Associate Professor rank. Dr. Al-Salem was appointed as Head of the Department of Mechanical and Industrial Engineering in the College of Engineering in February 2014.

Dr. Al-Salem assumed a leading role in initiating the Industrial Engineering program offered for female students, and developing the Mechanical Engineering program. Dr. Al-Salem is an active member of numerous college and department committees.

Dr. Al-Salem's research focuses on operations research, specifically in scheduling and optimization. He has many international publications and has participated in numerous international conferences. Currently, he is leading several research projects funded by the Qatar National Research Fund.

As the AVP for Administration–Services Affairs, Dr. Mohammed Al–Salem will now oversee the following departments and services:

- 1.The Housing Department, which manages Student Housing and Faculty Housing.
- 2.The General Services Department, which manages Food Services, Transportation Services, Mail and Archiving services, Housekeeping services, and Logistics.



Dr. Al-Salem can be reached at
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Email: avp_Services_Affairs@qu.edu.qa

New Appointments

The Office of the Vice President for Administrative Affairs is pleased to announce the following appointments

Mrs. Kholoud Al-Hamadi has been appointed as Director of the Human Resources Department, effective from 14 May 2014.

Mrs. Al-Hamadi is an alumna of Qatar University who received her Bachelor of Arts in Education with a major in English language from the College of Education in 2005. She joined Qatar University in September 2012 as HR Services Manager. Mrs. Al-Hamadi has a solid background and expertise in human resources management, lead managerial roles in various sectors and fields across the country in organizations such as Aspetar, Barwa Bank, Vodafone and Ooredoo.

Mrs. Al-Hamadi can be reached at
Tel: +974 4403- 5852
Email: : hrdirector@qu.edu.qa

Mr. Ahmad Mohamed A. A. Kafood has been appointed as Director of the Finance Department, effective 28 October 2014.

Mr. Ahmed Kafood is an alumnus of Qatar University who received his Bachelor's degree in Accounting. He started his career with Qatar Foundation in 2008 as a Management Accountant, and was then promoted to be a Senior Management Accountant.

In 2013, he joined the Education Above All Foundation as Head of Finance and Budgeting, in addition to the role of Acting Head of Procurement, Contracting and Projects. He established the Finance Department and set up its policy and procedures.

Mr. Kafood has contributed to many successful projects during his career in areas such as research, education and community development.



Mr. Kafood can be reached at
Tel: +974 4403-3135
Email: akafood@qu.edu.qa

The Finance Department is pleased to welcome the following appointments:

Mr. Osama Fetyan has been appointed as Financial Reporting Manager

Mr. Osama Fetyan graduated from Damascus University in 2002 with a bachelor's degree in Accounting. He obtained his master's degree in accounting in 2013 from Qatar University. Mr. Fetyan started his career as an accountant for a computer center in Damascus, and then moved to Qatar in 2003 to work for a construction company for 4 years. He joined Qatar University in 2007, where he was promoted to Section Head of Accounts Payable in 2010, and further promoted to Financial Reporting Manager in September 2014. Mr. Fetyan has been a member of the purchasing committee at Qatar University since 2010.

He worked on various projects in his previous position in Qatar University, such as developing a batch payment system, developing an automatic notifications system, and developing a methodology to calculate indirect cost".

He also participated in a range of projects and committees in his previous position at Qatar University, e.g. re-implementation of Oracle R12, implementing i Supplier, and developing EFT(Electronic Fund Transfer).

Mr. Fetyan is responsible for the analysis, design, development, testing and managing the deployment of financial and management reports



Mr. Fetyan can be reached at:
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Email: osama.fetyan@qu.edu.qa

New Appointments

Ms. Layla Naja has been appointed as Grants and Contracts Manager, in the Financial Management Activities for post-award grants, projects and contracts services office.

Ms. Naja contributed in the implementation of the first ERP at the French Cultural Center.

She Joined Qatar University in January 2010 as a Senior Accountant for Grants and Contracts, where she contributed in building the infrastructure for the research grant financial management at the Finance Department.

In November 2010, she was promoted to the position of Section Head of Grants and Contracts. She has contributed in many projects accomplished by the Finance Department. In 2012, she served as one of the core finance resources for the implementation of the first grants application at Qatar University; Oracle Grants Accounting.

In September 2014, Ms. Naja was promoted to the position of Grants and Contracts Accounting Manager.

Mrs. Layla Naja can be reached at
Tel: 4403 -3133 974+
Email: laylan@qu.edu.qa

Mr. Ali Mohammed H. Sepiddast has been appointed as an Accounting Manager.

Mr. Ali Sepiddast worked in various fields, such as finance, accounting, treasury operations, system management, payroll, accounts payable, plant fund accounting and establishing financial policies, until 2013. Mr. Sepiddast fulfilled the responsibility of the General Accounting (GL) section head and continues to be the acting payroll section head.

In September 2014, he was promoted to the position of Accounting Manager.

During his seven-year career in QU, he has been involved in multiple committees and projects, such as the integration solution between Banner ERP (student information system) and ERP Oracle E-Business Suite (administrative module), the payment gateway for student information system (Touch Net), re-implementation of ERP Oracle R12, design of the solution for payroll payment process .



Mr. Sepiddast can be reached at
Tel: +974 4403- 3119
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The Human Resources Department is pleased to welcome the following appointments :

Shaikha Saqr A H Al-Mohannadi has been appointed as Unit Head of Credentials & Contracts .

Ms. Shaikha Saqr A H Al-Mohannadi completed her Diploma in Media in 2011.

She worked in Al-Bayan primary school as a Teaching Assistant for 1 year. She also worked as a TA for the special needs students for 3 years. Her responsibilities included helping the students and teachers, being a shadow teacher for her students in order to focus their behavior, and providing private sessions for her students to make them more attentive in class.

She joined QU on 5 Jan 2014 as a Recruitment specialist, and was then promoted on 3 May 2014 as Unit Head of Contracts & Credentials in the Recruitment section.

Responsibilities: Issue contracts and create job no for the admins. Gather committees for the academics and the admins separately to decide on the QU requirements to be met by the credentials.

Ms. Al-Mohannadi can be reached at
Tel: +974 4403-5839
Email: shaikha.s@qu.edu.qa

New Appointments

Mr. Mohamed Hussein Mohamed Awadh has been appointed as the Head of Benefits and Compensations for Employees.

Mr. Mohamed Hussein Mohamed Awadh graduated from the College of Education at Qatar University. He received his diploma from the Languages Institute. He has worked at QU in several positions; writer, researcher, specialist, coordinator and senior consultant at the Human Resources Department (HR), and now as the Head of Benefits and Compensations for Employees. In HR, he worked in various fields, such as internal auditing for the Administration and Appointments Section, the Payroll and Wages Section, Staff Affairs section, and anything related to the HR academic and non-academic staff members. He was mandated to work for the Family Affairs Council to provide consultancy services from 2004 to 2009. Also, he was mandated for 18 months to work for the Planning and Developing office at the Ministry of Environment



Mr. Mohamed can be reached at
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Nehal El-Sahly has been appointed as the Non-Academic Recruitment Unit Head

Ms. Nehal El-Sahly has been working in the field of Administration/HR for 11 years. She started her career as an executive assistant, working at the Australian Embassy in Egypt, Ericsson Egypt as well as the Coca Cola Bottling Company. During her work at the Coca Cola Bottling Company, she was given the role to work as Assistant Financial Controller and HR Coordinator.

Ms. El-Sahly joined Qatar University on the 15th of September 2013 as an HR Coordinator and served as the acting Non-Academic Recruitment Unit Head since May 2014. She is now formally the Head of Non-Academic Recruitment Unit.

In her current role, she leads the non-academic recruitment team in all the recruitment and hiring processes of non-academic employees. Ms. El-Sahly earned a Master of Business Administration (MBA): Major HR from the Arab Academy for Science & Technology and a Bachelor of English Literature from the Faculty of Literature & Art at Damascus University.

Mrs. Nehal can be reached at
Tel: +974 4403-3253
Email: nihal.elsahly@qu.edu.qa

Saad Attef Salem has been appointed as Academic Recruitment Unit Head

Mr. Saad Attef Salem graduated from the College of Business in Egypt in 2007. He first worked in Egypt at Vodafone Egypt Telecommunications in the Administrative and Customer Service section. Afterwards, he travelled to Qatar to continue his career at ictQatar, where he worked with the technical support team for Hukoomi, the online government portal. In 2011, he joined Qatar University to work in the HR Department. He was awarded his Masters degree in Business (MBA) in 2014 from Qatar University and is currently working as the Academic Recruitment Unit Head.

Current Duties:

Implement recruiting process in line with approved policy and procedures.

Design a logistics work flow for the relocation process for the approved candidates, and Fully responsible for the yearly HR orientation for the new faculty members which involve external and internal services to assure a perfect relocation for the candidates.



Mr. Saad can be reached at
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Changes in the Human resources Department Organizational Chart:

The Human Resources management seeks to develop workflow, and promote the formation of structure to improve project outlook by organizing work better. A new HR Organizational Chart was studied, approved and applied starting June 2014. This new organizational chart is aimed at specializing the work of each unit, thus ensuring efficiency and avoiding overload in some units.

New Units were developed and these units were aimed at improving the services provided by the Human Resources Department. These units are:

Classification and Compensation Section

This Section is now responsible for:

- Developing compensation studies/ policies.
- Studying Organization Charts among the University structure and providing consultation for modifications or restructures.
- Having Job Descriptions for new positions
- Handling Employees' Case Studies related to transfers or promotions
- Job Families

Employee Relations Section

This Section's role is mainly aimed at enhancing the work environment for QU employees through the resolution of conflicts and disputes that may arise between colleagues or between employees and their managers.

This Section is also responsible for providing career counseling in cases like transfer requests or resignations by having Exit Interviews.

Seeking administrative development and proactive workflow process Human Resources management seeks to be the better functioning of the administrative and academic community services.

New Performance Appraisal for Administrative Employees

In light of the Continuous work of the Human Resources Department towards satisfying employees and meeting their needs, Therefore, it was our objective to enhance this process and work towards increasing employees' satisfaction with it.

After researching and studying the Performance Appraisal Processes and Templates used in many universities in the Middle East, Europe, USA, and Canada, we developed a new process and template that matches the requirements and needs of QU employees and managers.

The new process and template were shared with the HR Team and proposed to QU stakeholders and top management as well.

Performance Appraisal Awareness Sessions were held across the university through meetings with managers and staff among departments and colleges, to introduce them to the new form and help them understand and complete the process.

Training Unit workshops:
Qatar University's Training Unit at the Human Resources
Department organized the following courses:

Business Etiquette

The Spearhead Company conducted a two-day training course on Business Etiquette for QU supervisors. The event was held at the Grand Heritage Hotel on Oct 2014 ,23-22. The course attracted 17 attendees. The program focused on how to communicate confidently and appropriately with internal and external customers and how to plan, organize and manage time more effectively. In addition, the course highlighted how to work effectively within the multi-cultural workplace. Furthermore, the program demonstrated different behavioral styles and the techniques to modify behavior in order to achieve ideal results.

Effective Supervisory Management skills

The Spearhead Company organized a three-day course on Effective Supervisory Management skills at the Grand Heritage Hotel on Oct 2014 ,30-28, attracting 15 attendees. This course targeted QU supervisors. The course clearly defined the role of a supervisor, providing clear-cut guidelines for effective Supervisory Management. The aim of this course was to understand the principles of leadership, motivation, effective communication, and to examine the principles of time management, effective planning, and self-organization. Furthermore, this session highlighted the value of delegation and prioritizing, giving the delegates greater self-awareness to make them more effective and efficient in their work.

6 Circles for Personal Change and Development

The Qatar Leaders Company organized a three-day session on 6 Circles for Personal Change and Development, targeting the QU supervisors. This session was held at the Grand Heritage Hotel on Nov 2014 ,20-18, attracting 23 attendees. The aim of this course was to create a proactive mindset in relation to work and personal development, to learn about motivating and demotivating factors, motivation theories, motivation benefits, and to work with a positive mental attitude.

HR for Non HR

The Broadlands Company organized a two-day information session entitled "HR for non HR", targeting the QU supervisors. This session was held at the Grand Heritage Hotel on November 30 - December 2014 ,1, attracting 12 attendees. The main objective of this session was to understand the basic concepts and context of human resource management. It was designed to give participants an overview of their responsibilities. The nature of delivery approach was consultative, coaching and participative. The content of the program had been set against best practice identified by the Chartered Institute of Personnel and Development (CIPD).

Neuro Linguistic Programming

The ILLATrain Company organized a five-day training course on Neuro Linguistic Programming, targeting the QU administrative support staff. The program was held at the Grand Heritage Hotel on Dec 2014 ,11-7, and attracted 13 attendees. The NLP training course discussed the set of methods and techniques based on psychological principles that aim to help people accomplish success and achievements. The major highlights were how to become an excellent and irresistible communicator and make some individual and corporate changes-systemically, how to use language to change the internal experience of yourself and others, how to increase your powers of observation and be able to see what others don't see, how to effectively use verbal and non-verbal communication skills, and how to create automatic triggers for self-confidence, creativity, serenity, etc.



Housing Department Activity

A Picnic for Students

The Student Housing Section in the Housing Department arranged a picnic to Um Ibairiya on the 7th of November, 2014. The trip included many sports and swimming activities. Students also participated in cooking food and preparing meals in a team spirit. The students slept in the rest house. The aim of that trip was to enhance the collective spirit among students.

A Visit to Souq Waqif

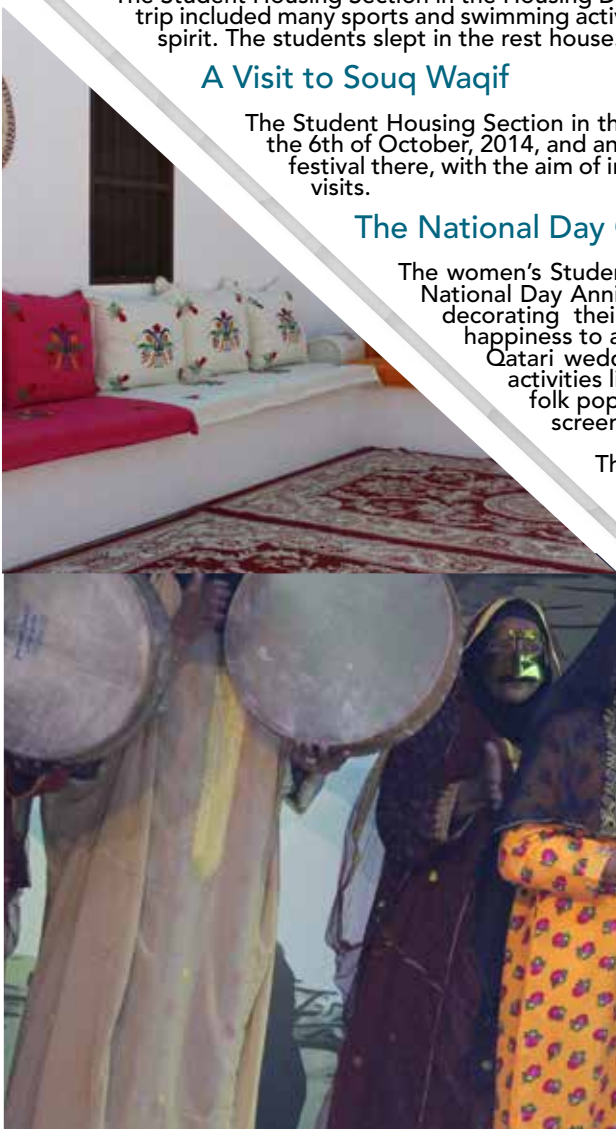
The Student Housing Section in the Housing Department arranged a visit to Souq Waqif during Eid Al- Adha on the 6th of October, 2014, and another visit to Katara on the 8th of October, 2014, to let students attend the Eid festival there, with the aim of introducing Qatar's tourist landmarks. More than 20 students participated in the visits.

The National Day Celebration at the Women's Student Housing.

The women's Student Housing Section in the Housing Department arranged a celebration on the National Day Anniversary of Qatar, during which they expressed their love and participation by decorating their residences with Qatari flags and beautiful lights, which added joy and happiness to all on that distinguished day. The celebration included several activities like the Qatari wedding ceremony, reciting poetry, and national songs, in addition to some folk activities like "the popular shop", "the popular coffee house", "Making Rgag Bread", the folk popular home corner, perfumes and incense corner, and a corner for Henna and screen printing on the face.

The celebration started with a recital from the glorious Quran by student Iman Saleh then followed the national Song. Also, poems were read, enactment of a scene about betrothal and marriage in Qatar, the presentation of "My Blood is Gulf-like"; a salutation statement for Qatar by the students Tasneem and Tarteel Ali Abdul Rahman, as well as a folk fashion show for various countries. Also, the Pakistani School participated in two activities in the celebration, which overall witnessed attendance and participation from many countries through invitation letters sent to their embassies in Doha.

Ms Fatima Al- Thani, head of the Women's Housing Section, expressed her opinion in the occasion and said: "In-line with the State of Qatar celebration all over the country, and in the name of all guides and students of the housing, who were very enthusiastic to take part in the occasion, the administration for student housing started early in preparing the evening activities. I found all students participating in raising the Qatari flags so high with honor and glory embedded in their roles in the event. They tried the best of their initiatives and artistic creativity to make the evening one of the most spectacular anniversaries held in the country by expressing love to Qatar in the day of glory and allegiance."





Demo Evacuation at QU Campus

Environmental & Safety Office-Campus Facilities Department aims at deeply rooting the concept of safety, raising awareness among QU staff, and motivating them to follow the safety procedures to protect their lives, and those of others as well. As such, the office runs safety awareness operations against fires and demo emergency evacuations for all QU buildings at a regular basis. These operations aim at showing staff the procedures to be followed in case of an emergency in a building, and showing the emergency exits and assembly areas in order to avoid risks and accidents. There have been 44 demo evacuation operations at different QU buildings, in which 10441 employees, students, and visitors took part.

Special Needs International Day

The 3rd of December is the annual International Day in support of those with special needs. It aims to increase awareness of disability issues and support of friendly designs for all to ensure their rights. This day also aims at increasing awareness by involving disabled people in political, economic, and cultural life. Therefore, during 3-2 December 2014, some male and female QU special needs students decided to reflect such support by visiting some QU administrations like Dr. Khalid Al- Ali, AVP for Facilities and IT, and Ms. Sarah Al-Marri, AVP for Administration, during which they paid tribute and thanks for the AVPs' efforts at QU, in addition to presenting a Rose to each as a word of thanks for their help and support.





National Day Celebration

Under the 2014 establishing banner of "I deal with truth, advice and purity", the day of December 18th was crowned as a glorious and vivid national day for the state of Qatar, during which words of thanks and gratitude were hailed to the people of Qatar when they stood together and paid tribute and loyalty to their Shaikh Jassim Bin Hamad Al-Thani.

Under the patronage of the Vice President of Administrative Services Affairs, the National Day Celebration was held on the morning of Tuesday, 16 December 2014, bearing the national day banner as a celebration for the state of Qatar, which tries to create an atmosphere of happiness and joy among QU staff. The celebration was inaugurated by Dr. Homaid Al- Madfa, during which he welcomed the audience and thanked the great efforts been exerted by the Administrators of administrative services toward running the Also, statements were given by Associate VP for Facilities and IT Dr. Khalid Naji, Associate VP for Administration Ms. Sara Al-Marri, and Associate Vice President for Services Affairs Dr. Mohammed Al-Salem.

The celebration was attended by around 200 staff from various administrations and sections of the VP Office for Administrative Affairs. Many activities and discussions were presented, such as "Al-Fireej: The Neighborhood grocery shop", "Bo Salih shop", and "Selfi Reflection", each allowing prompt photos to encourage staff memories of the day. Finally, the administration collected some expressive words of love to Qatar by locals and residents to be written on a board with the title "Express your love to Qatar."



The Health Insurance section at the Human Resources Department is pleased to announce the launch of a new application for the QLM Health Insurance Company for all Android or Apple IOS Devices. This application is available for all QU employees; academic and non-academic. It is freely available to download for all users via their mobile device. The most important services provided by the application are:

- 1.The application saves time; employees can apply for compensation from their mobile device without contacting the insurance company, sending emails, or waiting.
- 2.Employees can send doctors' prescriptions to the insurance company, and it will be delivered to the employee location.
- 3.Employees can check health insurance records from their mobile without calling the insurance company or sending requests.
- 4.Employees can search for all hospitals, clinics and pharmacies that deal with the insurance company through the mobile application.

Registration Steps:

- 1- Go to Android or Apple IOS store link & download the app.
- 2- Fill-in the required information.

For more information, please click the below tutorial link for the registration steps

QLM Application Tutorial

For more information on how to use the application, please contact the Health Insurance section at the HR Department, at the following contacts:

Phone: + 974 4403-3236/5857

Should you require any further clarifications, please contact the HR Helpdesk on:

Phone: + 974 4403-3366
Email: hrdesk@qu.edu.qa



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

1. Being a part of QU, how can you describe QU?

It is a fast-growing organization where all the teams are trying to support the national vision, our role is to help building modern science-based communities through producing successful, knowledgeable students.

2. What made you want to be a part of Qatar University?

Making a difference in my own region where I can help develop people in terms of their leadership and management skills, and offer what I learned throughout my 15 years of working in North America, also to be close to the Middle Eastern culture, and ensure that my children are getting full religion roles and have an Arabic identity planted in their personalities.

3. Do you have a personal goal?

Creating an excellence center that can manage all the tools to develop staff knowledge and skills through a solid center systems and resources. Developing people is what I love the most.

4. Which is your favorite place to visit in Qatar?

Moh abdulwahab mosque is one of my most favorite, apart from the Islamic museum and Katara.

5. Who is your role model?

I have a role model in each field and throughout my life and work experience, starting with my father, going through some of my managers at different organizations that I worked at, but the most is the prophet Moh as he taught me all the knowledge that anyone needs to succeed.

6. What is your greatest ambition?

Building a solid human resources system and process that can guarantee happy staff and successful organization.



7. Which is the latest QU-related event that you have attended?

National day is the biggest for me and my children

8. What do you think are the challenges that QU may face in a fast-developing country like Qatar?

Having fully qualified leaders in administrative and academic areas, who can cope with the fast and rapidly growing demands for qualified generations.

9. What are the biggest changes that you have contributed to HR in the last 3 years?

Working on improving the knowledge and skills of the HR officers, to make sure that we have knowledgeable staff and more specialized teams, where each team can focus on one field so they can be more productive, with high quality work.

#وطني_في_جامعتي



#اليوم_الرياضي_للدولة

1. What's new for the HR Department?

The HR Department has always been committed to performing projects that develop and enhance the services offered to QU employees.

The HRIS section has developed and launched the "Talabati self-services" suite, which includes self-service loan requests and children's school fee reimbursement request. These new services will make it easier for QU employees to apply for the requests and get a quick response.

Also, two new sections have been established throughout the restructuring project of the HR Department:

1 The Employee Relations Unit, which aims at improving QU employees' working environment by settling disputes and solving any problems among employees themselves or between them and their employers.

2 The Classification and Compensation Section, which works at reviewing QU organizational structures, providing job descriptions for the new jobs, and performing special case studies for promotions and internal transfers.

Also, this section is working on the QU restructuring project for administrations and colleges, by accurately organizing and distributing the workforce into respective areas, in addition to setting up the appointment planning for the next three years.

2. How did the new administrative restructuring reflect on HR objectives?

The new administrative restructuring has led to more specialization within sections and units of the administration, and distributing work pressure on various sections in a way that ensures service quality at work, greatly reduces mistakes, and gives a chance for creativity at work among the administrative staff.

The main objective of the HRIS section is to automate all processes of HR. As a part of ongoing enhancements, the HRIS section is currently working on the children's school fee reimbursement request. Through this request, employees will be able to claim children's school fees online by attaching scanned copies of their receipt. This process will be finalized and launched by the 2nd week of January, 2015.

3. How do you see the connection or link between the objectives and the HR vision?

In support of the Department's Vision, the goals of the Human Resources Department are focused on five key areas:

- Build the foundation for exceptional HR Programs. This includes skill development in HR, organizational structure, basic administrative systems, and program development.
- Attract and retain top-quality leaders, faculty, researchers and staff, faculty retention, job security, professional development and compensation.
- Customer service excellence, proactive service, help desk support, exceptional follow-ups.
- Effective communication outreach and education, marketing of QU as an employer (the QU employment brand).
- Build an enriching, engaging work environment.

4. What is new for the Training and Development Section? What are the top offered courses in the section?

As part of an institution of higher education, the training unit has an important role by offering and providing a wide range of high quality modern programs. These are especially designed for their training needs, to develop and effectively invest in our staff, and aim to increase overall performance of the institution, while consequently contributing in building a forerunner educationally varied and homogenous society in terms of level of experience and skills.

This section has started communicating and coordinating with various administrators and colleges to design particular programs that suit and match our staff needs. It also initiated the provision of participation opportunities which aid in the development of staff, in terms of in-and-outside courses, conferences, and symposiums. This is in addition to cooperating with top international training centers to design high quality training courses. And finally, the section connects the professional carrier with professional development, by cooperating with the section of staff performance evaluation.

5. What are the top training courses provided?

- 7- Habits for Effective Managers
- Leading at the Speed of Trust
- 6- Circles
- NLP: Neuro-Linguistics Programing
- Strategic Planning

These are in addition to the basic courses, which target a major group of administrators, and include:

- Business Letter Writing 1
- PerfectPA (Personal Assistant)
- Customer Service
- Business Etiquette
- Communication and Team Skills

6. What is the effect of changing the staff performance self-evaluation on HR?

The Planning and Performance Evaluation Unit has developed this system for QU staff performance in a way that reflects the new model of staff evaluation, and has made it easy for staff and managers to use. Also, the unit had held a number of briefing sessions for staff about the various sections and administrations at QU, in order to introduce the new model and help them get to know how to set up goals and plan for performance.

7. The Recruitment Section is known in both academic and administrative recruiting, so how do you see the future of recruitment at QU?

This section tries to attract and recruit top qualified and experienced academic and administrative personnel, and focuses first at attracting local Qataris and provide suitable jobs that match with the qualifications and experiences of each employee.

Also, the section cares for fostering a variety of cultures, in order to create a suitable environment for knowledge transfer and opinion exchange in a way that serves the strategy of Qatar vision 2030 for establishing a community based on economy and knowledge.

8. What are the services provided by the helpdesk?

The helpdesk is a link between the HR and the employee, through which we provide several services, as below:

1. Welcoming and receiving new teachers at the airport.
2. Establishing a primary help and support line by receiving Inquiries and complaints regarding HR policies, through three communication channels:
 - Visiting the helpdesk counter
 - Emailing helpdesk@qu.edu.qa
 - Call : 4403-3366
3. Issuing HR formal letters and certificates for all QU staff,
4. Controlling the HR in – out documentation
5. Facilitating the archiving processes, maintaining staff records, and updating the data periodically to ease the HR role in general.



Appreciation



“Success seems to be connected to action. Successful people keep moving. They make mistakes, but they don’t quit.” Conrad Hilton

The Human Resources Department would like to take this opportunity to thank all persons for their hard work in the following:

New Self Services developed

As a part of improving our services to QU employees, the HRIS section has developed and launched the self-service loan request. Through this request, the employees will be able to apply for new loans and for the difference of the eligible amount and the outstanding balance. The main objective of HRIS section is to automate all processes of HR.

Mohamed Yousri

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