



In This Issue



Discover Your Career



Latest News



Procurement Day



Under the spotlight





Under
the Spotlight



Story of a
Department



News & Events

New
Appointments



New Services

Appreciation

Welcome Message

Dr. Homaïd Al -Madfa
Vice President for administration affairs



It is a pleasure to meet you again in the 10th Administrative Affairs Newsletter in which we shed light on the most important events and activities of this semester and what is expected to be achieved in the next semester.

Starting from QU objectives and its endeavor to meet its strategic plan requirements, Maraheb Service for faculty and staff's vehicles to access QU campus has been launched whereas work is still on foot to provide students with this service as well. Thus, the whole system will be integrated through which we hope to make a qualitative shift in the procedures relating to security and safety of QU campus.

Another accomplishment was the launch of "Qatar University Mobile" to facilitate access to QU systems and services for faculty, staff and students via mobile phones.

As for the next semester, we look forward to finish work with the students' housing project which is regarded as one of the most prominent QU currently under process projects. With this project, QU is providing students with all requirements, services and necessary capabilities to ensure their comfort and privacy.

Furthermore, QU is about to launch Qatar National Research and Education Network "QNREN" It is regarded as a new addition to the research system which has been designed according to international standards for the sake of providing the best services in the fields of research and education. It also facilitates communication between universities and research institutions around the world through an international connection dedicated to this purpose.

With the new year, as we look forward to achieve more successes that meet QU ambitions, aspirations and objectives, we would like to emphasize the importance of concerted support and all exerted efforts that will raise the level of services been provided.

New

Appointments

The Human Resources Department announced the appointment of Ms. Noora Al-Kuwari as Unit Head of Benefits for Admin Staff on 01 September 2015.

Ms. Noora Al-Kuwari graduated from QU's College of Business and Economics in 2005 with a degree in Business Administration. She worked in various fields of management as Senior Quality Auditor within the Quality Management System Directorate at Qatar Foundation and as a HR Specialist from 31 March 2014 until 01 September 2015.

Ms. Noora Al-Kuwari is responsible for:

- Applying all QU benefits and compensations policies and assuring that they are applied properly to maintain non-academic employee retention.
- Auditing all payroll entries on the system.



Ms. Noora Al-Kuwari can be reached at:

Phone: (+974) 4403 6870

Email: nkuwari@qu.edu.qa

NEWS & EVENTS

Procurement Day, 2015

Under the patronage of Dr. Homaïd Al-Madfa, Vice President for Administration & Chief Financial Officer, the Procurement Department hosted the “Procurement Day” event, the first-of-its-kind for all QU employees at the New Library Building on the 4th of November 2015. The event, which was organized in collaboration with Administrative Services Department, witnessed a high rate of participation and also achieved its motive of introducing suppliers and the various aspects of the Procurement Department. Findings from the post-event survey indicated that the event captivated attendees, who commented highly on the proceedings as being effective, interactive, very organized and informative with respect to raising awareness of the Procurement Department services, processes and procedures.



The Expo Center at the event showcased 11 approved suppliers from different companies: Al-Balagh, Al-Mana, BDH Middle East, Beamed Trading, Computer Arabia, East West Trading International, Iqra Trading, Jarir Bookstore, Mantech Office System, Qatar Computer Services, and Universal Trade Lines. Samples of participating companies’ products were also offered.

The aim of the exhibition was to showcase their products and respond to any queries related to their products. In addition to this, participants had the chance to socialize with the Procurement employees, enquire, and learn more about the Procurement services offered. Overall, the “Procurement Day” event was recognized as a successful initiative to showcase the various aspects of the administrative departments.

NEWS & EVENTS

QU implements fiscal year change for the year 2016

The Ministry of Finance (MOF) in the State of Qatar issued a new version of law (Law No. 2) in order to change the fiscal year across all governmental institutions starting from 2016. The revision now stipulates that each fiscal year will mark its beginning on January 1st and end on December 31st, instead of the previous April 1st to March 31st. The MOF explained that the aim of modifying these dates was to be compatible with the requirements of the private sector and international financial institutions.

The QU project team under the leadership of Ms. Reem Al Ansari, Associate Chief Information Officer, ACIO, and Mr. Alaa El Saied, Project Manager from the ITS Department, first staged this project with a presentation proposing solutions to the calendar switch at the Arab HEUG 2015. With full commitment of its personnel, QU made an immense effort to apply the calendar solution during 2015, to be prepared to follow up with the new 2016 fiscal and calendar year. The QU project team was comprised of the Project Management Office, IT Department, Finance Department, Procurement Department and HR Department. This project achieved success through various phases; solution design, project planning and timeline, execution of the solution, monitoring and controlling of the project, testing and confirmation of the solution in different iterations, and going live.

This project was professionally and entirely implemented by QU employees, without involvement of any vendors.



NEWS & EVENTS

Exemplary employee of the year award **2015**



QU held its annual convocation on October 11th, 2015, during which QU President Dr. Hassan Al-Derham highlighted the university's achievements over the last academic year, ongoing projects, and the continued strategic plan to best achieve QU's vision and mission. The event was attended by QU leadership, deans, department heads, directors, faculty members, employees, and alumni.

Dr. Hassan Al-Derham honored Mr. Mohammed Saleh Al-Saadi, Director of the Procurement Department, for his outstanding achievements and accomplishments during the year. Mr. Hamed Abdel-Latif M A Salah, Treasurer, Mr. Yehia Abd El Mohsen Ibrahim El-Mechad, Senior Accountant from Finance Department, and Mr. Ali Hadi T Al-Naimi, Assistant Director of Immigration Relations from the Human Resources Department each received the "Long Service Award".

The University is proud to congratulate the awardees for their long service at QU, and Mr. Mohammed Saleh Al-Saadi on receiving the Employee of the Year Award 2015, and all awardees of the "Long Service Award."

NEWS & EVENTS

ITS crowned by CNME

Qatar University's ITS Department was honored at the sixth annual CNME ICT achievement award night, held in Dubai on Sunday, 18 October 2015.

CNME (Computer News Middle East) is the Middle East's leading IT publication. It has been the number one link between regional IT players and their key target markets for over two decades.

Qatar University witnessed the highest number of nominations and peaked among the final 5 nominees for the "ITS Team of the Year", "Educational Project of the Year" and "CIO of the Year" award categories.

Mr. Trevor Moore, CIO of ITS, was granted the prestigious "CIO of the Year" award during the award night, highlighting the distinguished record of QU and its employees in their best efforts and achievements towards the QU mission.

The CNME ICT Achievement Awards Committee recognizes individuals and organizations who have delivered momentous business value through their innovative application of technologies. QU is proud to recognize the continuous efforts and achievements of ITS.



NEWS & EVENTS



Training courses for **ISO 9001** **Quality Management**

QU held an ISO training program for the Procurement Department on October 15th, 2015, attended by around 20 people from the department, including Mr. Mohammed Al-Saadi, Procurement Director. This training was conducted by experts from the British Standards Institution (BSI) Group on awareness about Quality Management systems and ISO 9001. The Administrative Services Department, who oversees the implementation of ISO 9001:2008, coordinated this training.

NEWS & EVENTS



The trainer, Mr. Jalal Mardana, explained in detail about Quality Management systems;

their benefits and applicability in the Qatar University environment.

Mr. Mardana highlighted the benefits of implementing ISO 9001 using the PLAN-DO-CHECK-ACT approach, leading to improvement in purchasing processes, easier tracking of contracts, ongoing improvement in processes, mutually beneficial supplier relationship, and increased customer satisfaction. The training was highly interactive and featured group exercises, and helped better understand what a quality management system is, how to implement it, and how to audit a system.

NEWS & EVENTS

Ya Hala Orientation 2015

for New Administrative Employees

The Recruitment Section of the Human Resources Department organized its Ya Hala Orientation for new administrative employees, which was held in the library building auditorium on October 15th, 2015.

The program agenda featured informative presentations, starting with an introduction by Dr. Hatem Sadek, Consultant for the Associate Vice President for Administration Office, which introduced new employees to life at QU. The presentations elaborated on the QU vision & mission, and introduced the following HR services: Health Insurance, Immigration, Employee Self Services, HR Helpdesk, Employee Training and Development, Employee Benefits, Importance of credentials, Housing and how to apply for QU Housing, IT Security, and Employee Safety and Security.

Also, The Administrative Service Department presented a detailed explanation on the one-stop online administrative services portal “Talabati” – an efficient portal for employees to access information (forms, policies, and standard practice guidelines) and other online administrative services.

At the end of the orientation, a campus tour was arranged in cooperation with the External Relations Department. Overall, the ‘Ya Hala’ orientation for new administrative employees provided an inviting and informative introduction to Qatar University.



NEWS & EVENTS

Administration Participation in “Discover Your Career” activity



QU administrators took part in the “Discover Your Career” activity, which was organized by the Professional Services Center on Sunday and Tuesday. The activity’s goal was to enhance relations between students and various work sectors. Another goal was to help College of Business and Economics students to successfully select the right major according to job market needs.

The activity comes under QU efforts for graduating efficient students who are capable of bringing about positive changes to different local and international work sectors.

Mr. Ozel, Acting Section Head of Business Management Support Services – ASD, said that the activity was useful to students as it would help introduce them to departments and jobs at QU. It also would give them opportunities, not only in studying, but also in volunteering, to work, discover and be familiar with the outside work environment.

Mr. Usman Al Minhas, QU HR representative, made it clear that the aim of the activity was to help students select the majors which they desired; to direct and guide them to job opportunities of the future; and to give various programs like care and grants for the sake of preparing efficient Qatari students who have the vision of going abroad to continue their higher studies and come back to QU to work in the academic field. Also, it helps them select their majors according to the available job market standards in the State of Qatar, for which interviews were conducted by various QU colleges and programs.

NEWS & EVENTS



Mr. Mawalid Hassan, a Business and Economics student, said: "This activity gave me the chance to learn the tasks and duties of my future job. And the variety of participation options opened a view of the future for me to see the nature of my job after graduating from college."

The Professional Services Center had organized a similar activity for College of Engineering students, to show and guide them to available majors and job market demands. The activity attracted the attention of local engineers, Foundation Program students, and College of Engineering first year students as well.



NEWS & EVENTS

The Qatar University Training Unit at the Human Resources Department organized the following courses in November, 2015:

Professional Business Writing

A three-day program on “Professional Business Writing” was organized by Spearhead Training at the Intercontinental Hotel from October 18–20, and was attended by 16 trainees. The aim of the program was to improve their business writing skills and to give them clear guidelines and practice for writing better internal and external correspondence. The trainees learned how to carefully write, and how to professionally structure various forms of business correspondence. Also, they rehearsed writing on a variety of formal business correspondence, and learned how to enhance their accuracy and written fluency skills.

Self and Time management

A two-day training program on “Self and Time Management” was held by the Spearhead Training company at the Grand Heritage hotel from September 6 -7, and was attended by 16 trainees. This course mainly aimed to enable trainees to clearly identify work and personal time wasters and how to overcome them; identify their time management style; set up task priorities at work by building up smarter objectives that suit key achievement areas; learn how to organize workspaces for maximum efficiency; and above all, to initiate criteria for avoiding stress. The course was fruitful as they learned how to organize procedures that handle work irregularities.

NEW SERVICES

QU Mobile Application Launch

The ITS Department has launched its QU Mobile Application, which is now available on iOS and Android devices. This application aims to facilitate and enhance QU resources and services for students, faculty, employees and visitors. With this application, students can now take advantage of the services offered by Banner and Blackboard like viewing time schedules, registration records, their financial data, class syllabi, and related issues and announcements on Blackboard. This is in addition to the QU map, and latest QU news, as well as other services, which include QU social media webpages and the Improve QU service for reporting problems.

The application works in two phases.

1

The first phase provides the following services:

- General services: maps, QU guide catalogue, news, events, Improve QU, restaurants lists, future projects, emergency services and social media tools.
- Banner services: students can view their syllabi, warnings, payable fees, and their final grades.
- Blackboard services: students can view their syllabi and courses contents, etc.

2

The second phase provides the following services:

- Virtual tours and inside building maps.
- Alumni services
- Banner services
- Employees' services: leave request, exit permit, and official certificate request.

<http://bit.ly/1PuiXUy>

(QU Mobile) application can be used via: <https://m.qu.edu.qa/>



NEW SERVICES

QU welcomes you to Maraheb Service

Under the patronage of the Vice President and Chief Financial Officer, QU launched the Maraheb service stickers for vehicles to enter QU campus. This service is designated to regulate vehicles moving in and out of QU campus and maintain its security. QU is trying hard to regulate discipline and security on its campus and looks forward to its employees and students' cooperation to establish an organized and safe environment. The Maraheb service is designated for employees, male, and female students, whereby each category has its own uniquely colored stickers.

مراحب



Maraheb

Employees can register for this service via the Talabati Service Tab by entering the information of their own vehicles. They can then receive their Maraheb stickers from the Human Resources Department. The service phases have already started, with the coordination and cooperation of Human Resources and Campus Facilities Departments.

The first phase targeted all QU employees; the second phase will begin next semester, when male and female students start to register for the service and receive their stickers, in cooperation with Student Affairs. The Maraheb sticker should always be positioned on the front left side of the vehicle windshield. As a final note, every employee has the right to register for Maraheb stickers for two different vehicles, by entering the relevant information of the vehicles via the Maraheb Service.

Under the Spotlight

Interview | Dr. Mohammed Al Salim,
with: | AVP for Services Affairs



Dr. Mohammed Al-Salem graduated from Qatar University in 1990 with a BSc in mechanical engineering. He then he began his academic career as a teaching assistant in the Department of Mechanical Engineering at the university. In 1999, he received his doctorate degree in industrial engineering from the University of Central Florida in the United States of America.

Under the Spotlight

How was your
QU career?

My QU career goes back to more than 20 years. It started when I joined the Mechanical Engineering College until I graduated. Then I did my MSc and Ph.D. in the USA. After that, I was appointed as an Assistant Prof. in 2006 and Associate Prof. later on. In the beginning of 2014, I was appointed as HOD for Mechanical and Industrial Engineering. And in the same year, I became the AVP for Services Affairs.

My passion for the teaching career was among the important reasons to continue my education. So since the beginning of my education until I graduated from college, I always imagined myself in the classroom giving lectures to students. Thanks God that I got my MSc. and Ph.D.

What was the
motive behind
continuing your
education?

What do you
suggest to
improve QU?

From my own point of view, QU should internationally keep up with all developments in the education field by continuous application of international quality and accreditation standards on all available education programs; and follow modern methods of teaching, and by giving more interest to the new colleges like the College of Medicine. Still more important is to care for providing highly efficient faculty and employees who can serve the university and achieve its ambitions in all fields.

Usually I don't travel a lot, but I would like to visit London for the memories I have in mind with my family, and Florida where I did my higher studies, and regionally I like to visit UAE.

What is the
country that you
would like to visit
and why?

Under the Spotlight

What was the
reason behind
joining QU?

I had two choices after I finished my high school at Ahmed Bin Hanbal high school: either to join QU, the only university in the State of Qatar at that time, or study abroad. So I chose QU and that wasn't at random as I did a comparative study of the syllabi in and outside of Qatar; and I found that QU was and still provide high quality education. I believe that QU is much better than many international universities especially in Engineering. The College of Engineering has a high international quality and standard of education since its establishment in 1980. It provides students with outstanding scientific and technical skills to enable them contribute to the development of this area, regionally and globally, in addition to basic and social sciences.

My main goal is to win the Heaven if God willing, but my goal in life is to succeed in my current career by making my department of Services Affairs at QU the front runner in its work in organization, administration, and the best quality services been provided.

What is the
most important goal
you would like
to accomplish
in your life?

In your opinion,
have the education
method and admin
system changed
in QU since 1990?

And what is the
return to the State
of Qatar in general?

QU has been trying to get the academic accreditation for all its programs from international accreditation institutions and bodies. Some of which have already been achieved like that of Bio-medical Sciences Program which was accredited by National Body for Accreditation of Clinical Lab Sciences; Chemistry Program which was accredited by the Canadian Chemistry Association; College of Engineering which was accredited for four of its programs by the ABET; College of Pharmacy which was accredited by the Canadian Accrediting Council; College of Business and Economics which was accredited for all its undergraduate and higher studies programs by the AACSB, and finally the English Department in the Foundation Program which was accredited for 5 years by CEA. As for the return to the country, it is to graduate outstanding highly efficient people who can be depended on to take the country to high levels of achievements and performance.

Under the Spotlight

Does the
development in Qatar
now have any impact
on QU? And is it
positive or negative?

When the State of Qatar develops, all of its sectors including the education sector develop and improve. So the impact should be positive. Such development has led to more adoption of QU programs, the presence of professional staff and faculty, and the development of academic research which in turn plays a major role in the progress and development process.

QU is like a mother of all universities in the country as it is the oldest. It functions like a mother due to its various integrated educational programs of high international quality, standards and accreditations.

How
do you describe
QU?

What
do say to the
next
generation?

They should focus on the suitable majors through which they can excel. Even after graduation, they should know how to select the proper career that suits each major for creativity and innovation to continue and perform well in an ongoing development. My wishes for success to all.

A Story of a Department

Services Affairs Departments

Which departments are under of the AVP for Services Affairs' responsibility?

The AVP for Services Affairs is responsible for two departments; Faculty, Staff and Student Housing Department, and Service Department, the latter which includes the following offices: Food Services, Transportation, and General Services Office which includes the following sections: Logistics, Housekeeping, and Mail & Archiving.

What are the achievements of the Services Affairs Division?

The Division provides a range of services to QU employees, faculty and students. Currently, the new housing project for both male and female students is the most modern and important of all achievements. The project plan indicates that there should be two separate housing buildings on QU campus: one for men and the other for women. These new buildings have been structured according to high-quality standards regarding the furniture for bedrooms, sitting rooms, and electrical devices. Also, there will be a high-quality gym court and large playing pitches, in addition to a shopping mall, all of which aim at providing everything to students without the need to go off of QU campus.

What kind of online services do these departments provide? Is there anything new?

All departments online services are provided through the Talabati Service, which is connected to the Support Services Section, which in turn provides labor for transport of goods and offices. As for the new online service, it comprises a number of big screens to be located at QU campus bus stations, which will display buses timings and schedules and the time left for the next bus destination.

A Story of a Department

What are the newest projects of the Services Affairs Division?

The Division is working on already existing projects to achieve the highest rate of employee and student satisfaction. As such, you find the Department opening new restaurants which provide a wide variety of foods in consideration of students' needs and desires. Still, the new housing buildings are considered the most important achievement of all for the department.

What are the provided services provided by the **General Affairs department**?

The General Affairs Department works on all issues needed by QU which can be provided by the department. So the department can help solving any problem at QU if it is within the department area. An example would be the Food services Department which looks forward to meet all employees and students' desires and makes sure of the quality and health food been provided. This is in addition to adding new variety of food items. The department also shows interest in the health and everlasting clean environment and considers any arising complaints.

How does the Services Affairs Division contribute to **achieve QU goals**?

The importance of our division lies in our objective and endeavors to promote QU services to the international university level, because we are an integral part of QU. So, we strongly care for delivering the best quality services to QU employees and students, by providing the required standards in line of a healthy and comfortable QU community environment.

Appreciation



Prophet Mohammad (peace be upon him) said:
**“That Allah loves when one of you does work,
to do it well”**

We would like to extend sincere thanks and appreciation to the employees and teams for their tremendous effort and their dedicated work in their projects aimed at providing a better service to staff and students.



Appreciation

QU implements fiscal year change

Information Technology Services Department

Alaa Mohamed El Saied
Shamshed Ahmed
Adnan Saleem
Wajid Abdul Aleem
Aysha Al-Naimi

Finance Department

Ali SepidDast
Mohamed Dahmani
Satyanarayana Innamuri
Luai Mohammad Raie
Hussam AlQassass
Anvar Saleem Kizhakkayil
Maryam Saad Al-Naimi
Fatimah Abdullah AlOqayli
Layla Fayeze Naja
Rasha Taha Elattar
Rabih Raydan
Mohamed Houssein Doualeh
Hani Elhousseni

Procurement Department

Mohamed AbdElkarim
Tamer Ibrahim

Human Resources Department

Mohamed Yousri
Devaraj Venkata Satish
Kumar Vemuri
Mohamed Ramadan

Provide network and telecommunications services to secure wireless service for the students of the Doha Institute (Doha Institute ITS Wireless Services)

Ajay Nair
Meymoona Elhadi
Shuja Ashfaq

Launch of encrypted wireless network "QU Secure " / SSID

Ajay Nair
Meymoona Elhadi
Shuja Ashfaq

VPN Cisco Jabber less mobile phone service for free local communications (VPN less Cisco Jabber for free local calls)

Godly James
Faisal Khalil
Shuja Ashfaq

Appreciation



QU Mobile

Information Technology Services Department

Hanan Bahameish (Project Manager)
Balel Fathy Boulifa
Nema Abdirazaq Ali
Aysha Arar Al-Naimi
Mohamad Eljazzar
Thanzeer Hamarudeen
Sandheep Unnikrishnan
Ahmed Shams
Shaban Abu Sirriya
Adnan Saleem
Farook Quisar Moothingal
Masoud Udi Mwinyi
Sana Tariq Pervaiz
Mahmoud Soliman
Noha Mohamed Barhom
Wajid Abdul Aleem Khan
Shuja Ashfaq
Faisal Momen
Abdelhakim Mohammad
Mohammad J Y Al-jaberi
Latifa Jaber Al- Marri
Nazar Salim Nazar
Dana Matar Al-Naimi
Saifudheen Koya Thangal Hydrose
Ajay Nair
Constantin Vaduva
Ali Zahid Malik
Nada Mahmoud
Roba Walid Salem

Human Resources Department

Mohamed Yousri
Mohamed Ramadan
Devaraj Venkata Satish

Student Affairs Office

Lubna Maymoun Alkailani
Refaan Althiaban
Noora Hamad Al-Marri
Najla Yakteen
Raouf Neffati

Campus Facilities Department

Vijaya Kumar Kanathayi

External Relations Department

Bachir Al Sharif
Marco Antonio Sosa Rosales
Leya Abou Rjeili

AVP Facilities &IT

Nasser Al-Jurf
Rasha Nabil M. Bader

Services Department

Hiba Mazen El-Atawneh

College of Business and Economics

Olfar Benarfa

Continuing Education office

Lijy Kallidukil Jose

Faculty and Instructional Development

Jumana Abdel Fattah



Contributors

Newsletter Team

Administrative Services Department

Advisor: Amani Othman

Writer: Noora Al-Mohannadi

Editor: Priya Sakariah

Graphic Designer: Musayeva Jamila

External Relations Department

Senior Editor: Michael Shulman

CONTRIBUTORS

Said Abdelfatah	VP and CFO Office
Rasha Bader	AVP for Facilities and IT
Hadeer Khaled Zabady	Human Resources Department
Khulood Mekdad	Information Technology Department
Shuja Ashfaq	Information Technology Department
Dana Matar Alnaimi	Information Technology Department
Loyal Kazan	Procurement Department