



CHANCELLOR'S AWARD FOR INSTITUTIONAL EXCELLENCE

United Arab Emirates University

السُّبْحُ عَلَى التَّعْدِيرِ



CHANCELLOR'S AWARD FOR INSTITUTIONAL EXCELLENCE

United Arab Emirates University

2nd Cycle

2017

CHANCELLOR'S MESSAGE

The United Arab Emirates University is proud of its contributions, prominent academic history and high-caliber status at the regional and global levels. Thanks to the unlimited support of the wise leadership, education becomes one of the strategic priorities of the UAE federal government.

The University is dedicated to fulfill the expectations and aspirations of the state and society. The University is keen on adhering to the highest institutional principles of respect for values, heritage, cultural diversity, integrity, transparency, teamwork, leadership, continuous learning, competent decision-making and effective communication. The university also strives to achieve glorious future prospects and happiness within a positive work environment integral to the student community.

The strategic plan of the UAE University is constructed on a unique vision to achieve leadership and innovation in higher education, scientific research and community service at the local and international levels. Its mission aims to contribute positively to the progress of the UAE through the delivery of academic programs that fulfill international standards at the graduate and postgraduate programs. The university also aspires to develop effective local and international partnerships in order to enhance the production and dissemination of knowledge. Likewise, it strives to promote national development and adhere to the guidelines mandated by the wise

leadership by complying with the positive values and concepts of happiness. The University visualizes a brighter future by introducing new programs and disciplines aligned with the aspirations of the federal government.

The University plays a significant role in the trajectories of teaching, scientific research and community service according to the best international standards. The University is committed to qualify cohorts of distinguished graduates promoting their skills, and sense of pride in their national identity. It also develops the innovative and creative capacities of students/graduates in order to compete in the labor market.

The University enhances its prominent reputation by continuously updating and reviewing its study plans and disciplines including the BA/BSC, MA/ M.Sc., and PhD programs. The program reviewing process includes external periodic evaluation carried out in accordance with the highest international quality standards and in compliance with the requirements of the labor market. The University is also committed to develop teaching and learning methods incorporating smart devices, and supporting scientific research activities. Besides, the University intends to expand the international academic accreditation process to encompass all academic programs and colleges in addition to maintaining the international institutional accreditation it has acquired.

The University vigorously achieves the overall quality and continuous improvement of its performance by attracting outstanding faculty members and researchers including UAE nationals who are given special support. The University is keen on ensuring the provision of high quality administrative and technical services in addition to activating partnerships at local, regional and global levels. The University also contributes to the future vision of establishing a society constructed on the knowledge economy and promoting sustainable development.

Dr. Ali Rashid Al Noaimi

Chancellor

United Arab Emirates University



1ST CYCLE WINNERS

DISTINGUISHED DEPARTMENT CATEGORY

UNIVERSITY INFORMATION TECHNOLOGY SECTOR (UITS)

DISTINGUISHED EMPLOYEE IN SPECIALIZED JOBS – ACADEMIC

PROF. JOHANN SEBASTIAN BRAUN
College of Medicine and Health Sciences

DISTINGUISHED EMPLOYEE IN THE ADMINISTRATIVE FIELD

MR. MOHAMMED SAMIER
University College

DISTINGUISHED NEW EMPLOYEE

MS. MARIAM SAEED KHETHAIL
Enrollment Deanship

DISTINGUISHED NEW EMPLOYEE

MS. AISHA SALIM AL NA'IMI
Continuing Education Center

DISTINGUISHED TEAM CATEGORY

OPEN PURCHASE ORDERS FOLLOW-UP TEAM
(Nawal Juma Al Dhafri, Isameldin Elniwairi, Hamed Al Magharabi,
Alyaziyah AL Shamsi)

**DISTINGUISHED EMPLOYEE IN
THE SUPERVISORY FIELD
– ADMINISTRATIVE**

MS. HUDA AL REYAMI
Risk Management & Assets Contr. Dept

**DISTINGUISHED EMPLOYEE IN
THE SUPERVISORY FIELD
– ACADEMIC**

PROF. FRANK BRANICKI
College of Medicine and Health Sciences

**DISTINGUISHED EMPLOYEE IN
THE TECHNICAL
/ ENGINEERING FIELD**

MS. YAMNA AL AMERI
University Information Technology Sector (UITS)

**DISTINGUISHED EMPLOYEE IN
SPECIALIZED JOBS
– ADMINISTRATIVE**

MOHAMMED MADI ABDEL-MONEIM
Research and Sponsored Projects Office

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Part I:

Executive Summary of the Chancellor's Award for Institutional Excellence



INTRODUCTION

Owing to the interest of the wise leadership in endorsing the concept of excellence in the UAE, and in line with the tenacious efforts of the United Arab Emirates University to espouse the best practices in the field of higher education and entrenching a culture of excellence, the initiative of launching the (Chancellor's Award for Institutional Excellence) emerged as a reference to honor and appreciate the active members of the university community. The Award also served as a significant stage in the institutional development project. The Excellence Awards, in the second cycle, include four main divisions as follows: The Distinguished Institute Category, the Distinguished Teams Category, the Chancellor's Medals Category and the Special Award Category. The Award aims primarily at improving the mechanism of institutional work, disseminate the spirit of competition among units and departments, in addition to developing and building the capacities of employees and qualifying them for the best management practices in service delivery. The Award also aims to raise awareness of the culture of excellence, quality assurance and transparency and transform this dynamic into an essential component of the University's work environment. Similarly, the Award aims to pave the way for the Sheikh Mohammed bin Rashid Award for Excellence in Government Performance since the outputs of the internal Awards constitute the inputs for the Sheikh Mohammed bin Rashid Award for Excellence in Government Performance.

VISION

Entrenching the culture of institutional excellence in the United Arab Emirates University.

MESSAGE

Creating a paradigm shift in the performance, outcomes and services of organizational units and qualify the UAEU employees in order to locate the University at its proper position as a flagship institution by incorporating models of excellence and introducing a well-established series of improvement and development initiatives on a continuous basis.

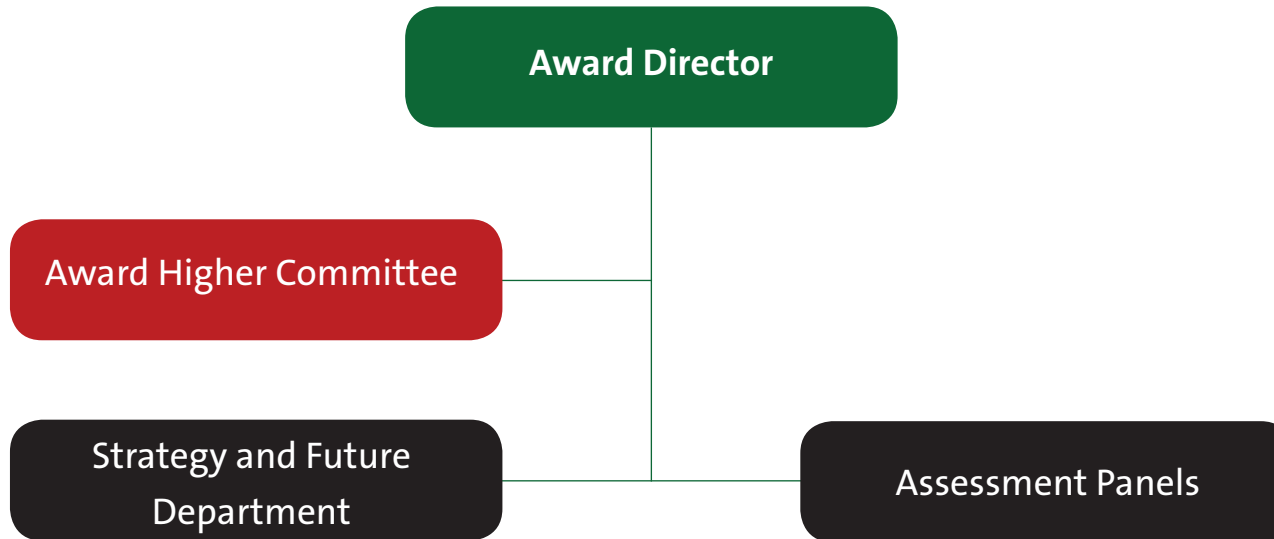
VALUES

- Transparency
- Teamwork
- Continuing learning
- Innovation
- Sense of initiative
- Integrity

GOALS

- Enhancing the level of institutional and job performance.
- Centralizing the concepts and standards of quality assurance and institutional excellence.
- Motivating employees to create and innovate in the processes and services intrinsic to the University.
- Appreciating and rewarding team works and their leaders as well as staff and partners.
- Sharing and disseminating knowledge and the best practices among various organizational units in the University.
- Preparing and qualifying organizational units and employees to participate in the Sheikh Mohammed bin Rashid Program for Excellence in Government Performance.

STRUCTURE OF THE CHANCELLOR'S AWARD FOR INSTITUTIONAL EXCELLENCE



AWARD DIRECTOR

The chancellor chairs the Award for institutional Excellence and his role is restricted to the following:

- Approving the award categories
- Approve the appraisal results
- Rewarding the winners

HIGHER COMMITTEE FOR THE CHANCELLOR'S AWARD FOR INSTITUTIONAL EXCELLENCE

The Higher Committee of the Award is formed by a decree from the University Vice-Chancellor or his deputy for a period of one year and the renewal of the Committee for another cycle as he deems fit. The roles and responsibilities of the committee are generally as follows:

- Nominating one of the members as the committee rapporteur for one cycle.
- Reviewing the award manual and approving it according to the latest developments.
- Scheduling the awards ceremony dates for each cycle.
- Announcing the opening up of nominations for the various Award categories.
- Holding meetings to discuss latest developments and follow-up matters related to the Award.
- Organizing workshops to raise awareness of the Award stages and standards in coordination with the Administration/Department of Strategy and future.
- Supervising the refereeing committee.

STRATEGY AND FUTURE DEPARTMENT (INSTITUTIONAL AND QUALITY EXCELLENCE SECTION)

- Enforcing the decisions, decrees and recommendation of the higher committee.
- Managing and monitoring the qualifying process of organizational units and employees to prepare them to participate in the award.

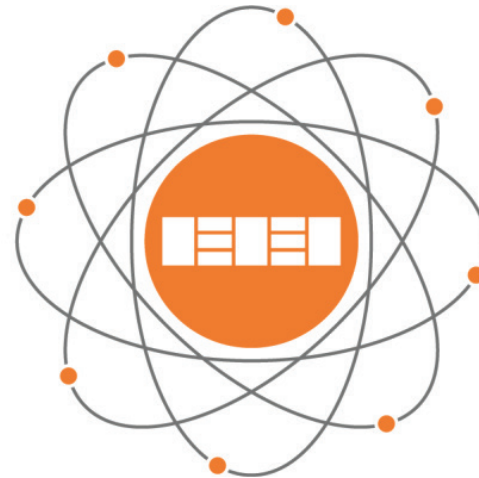
ASSESSMENT PANEL

Accredited, experienced and qualified External reviewers.

BASIC CONCEPTS OF EXCELLENCE

The basic concepts of excellence lay the foundation for sustainable excellence where they are incorporated as a basis for depicting the characteristics of the institutional culture of excellence in addition to being adopted as a common language for senior administration.

- Added Value for Customers
- Constructing a Sustainable Future
- Enhancing Institutional Capacity
- Taking advantage of Innovation and Creativity
- Leadership through vision, inspiration and integrity
- Responsive Management
- Success through Talented Employees
- Sustainability of Impressive Results



Added Value for Customers:

Distinguished organizations consistently contributed added value to their customers throughout an understanding of their needs and aspirations in addition to fulfilling their expectations.

Constructing a Sustainable Future:

Distinguished institutions have a positive influence on the communities affiliated with them. These institutions are committed to the enhancement of their performance in order to promote the economic, environmental and social conditions integral to the communities under their impact.

Enhancing Institutional Capacity:

Distinguished institutions effectively promote their capacities through management change inside and outside institutional boundaries.

Taking advantage of Innovation and Creativity:

Distinguished organizations achieve high value and outstanding performance through continuous improvement and methodical creativity by taking advantage of the innovation of its stakeholders.

Leadership through vision, inspiration and integrity:

Distinguished institutions employ leaders who are able to shape the future and transform it into reality besides acting as who role models to be emulated in order to protect institutional values and morals.

Responsive Management:

Distinguished institutions become reputable and renowned due to their competence in identifying opportunities and detecting threats as well as deploying responsive mechanisms to confront them effectively and efficiently.

Success through Talented Employees:

Distinguished organizations highly appreciate their employees and create a culture of empowerment to achieve both individual and institutional objectives.

Sustainability of Impressive Results:

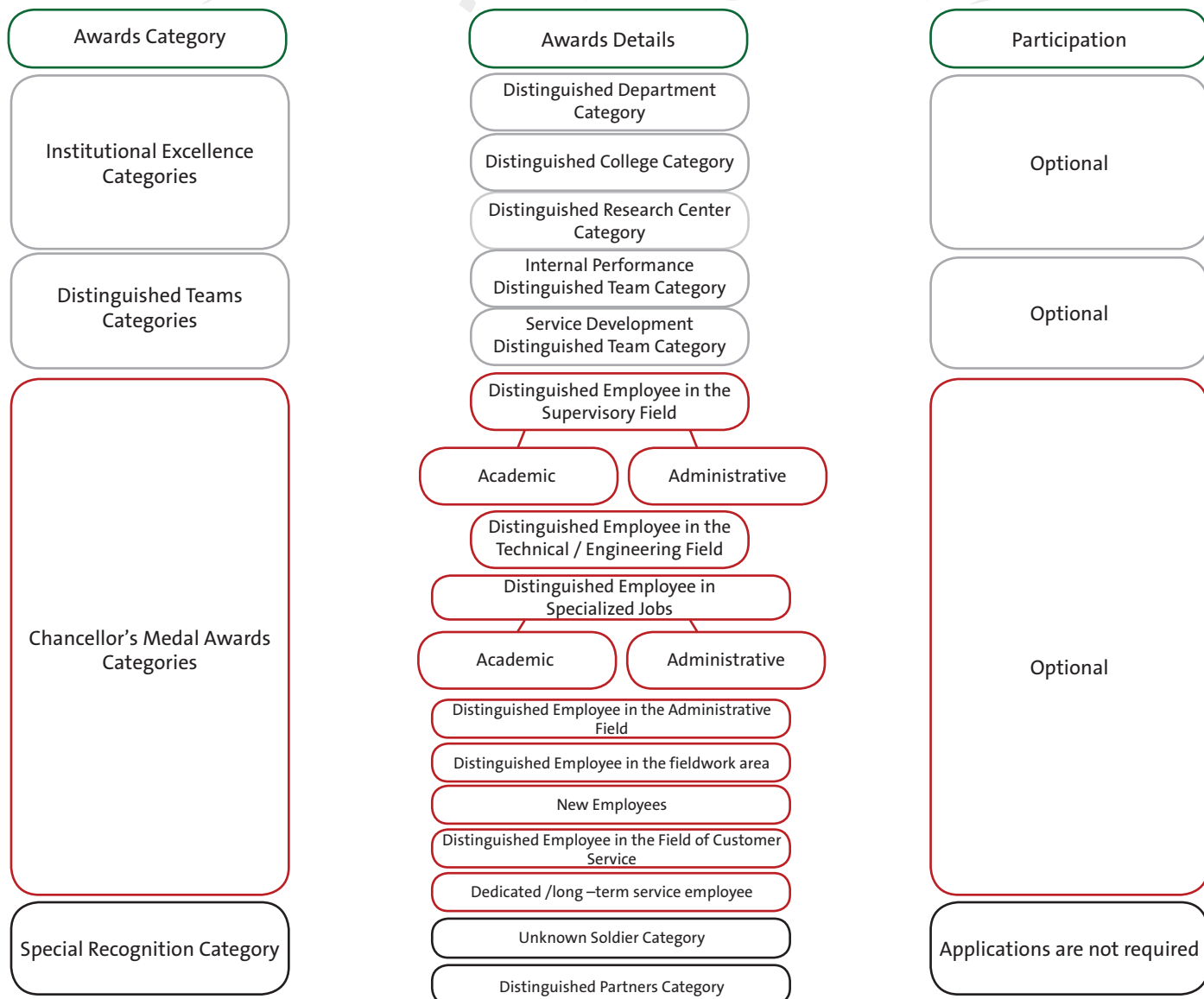
Distinguished institutions achieve impressive results that fulfill the needs of their stakeholders on the short and long-terms within their operational environment.

Part II:

Categories and Criteria of the Chancellor's Award for Institutional Excellence



Chancellor's Award for Institutional Excellence Categories

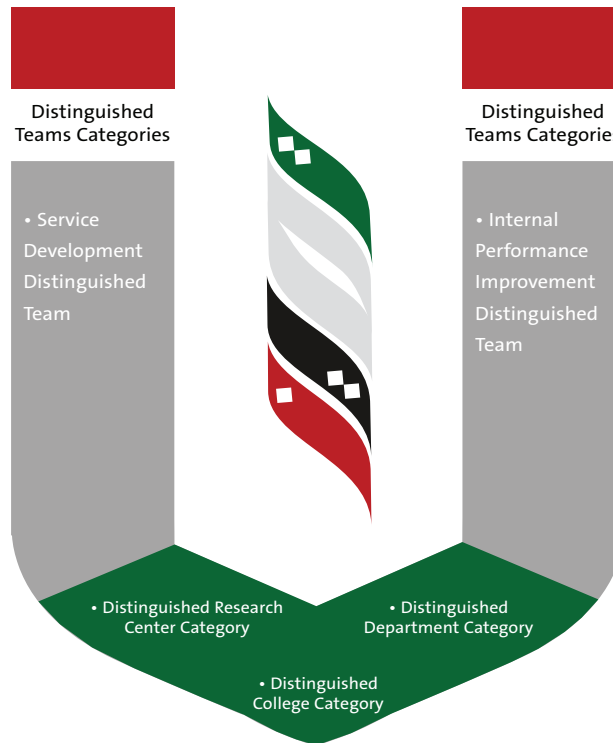


Chancellor Excellence Awards Structure 2nd Cycle 2017

CHANCELLOR'S AWARD FOR INSTITUTIONAL EXCELLENCE

Chancellor's Medals Award Categories:

- Distinguished Employee in the Supervisory Field
 - Administrative
 - Academic
- Distinguished Employee in the Technical / Engineering Field
- Distinguished Employee in Specialized Jobs
 - Administrative
 - Academic
- Distinguished Employee in the Administrative Field



Chancellor's Medals Award Categories:

- Distinguished Employee in the fieldwork area
- New Employees
- Distinguished Employee in the Field of Customer Service
- Dedicated /long –term service employee

Institutional Excellence Categories

Distinguished Partners
Category

Unknown Soldier Category

Special Recognition Category

Institutional Excellence Award Categories



INSTITUTIONAL EXCELLENCE AWARD CATEGORIES

The Institutional Excellence Awards are designed to contribute to the development and upgrading of institutional performance to match the international standards, disseminate the concepts of excellence, creativity and quality, evaluate the best administrative and professional practices to ensure the implementation of the most efficient and sophisticated work methods and create a competitive environment that enhances individual and collective performance to reach international standards of quality, excellence and creativity. The categories of institutional excellence in the UAE University are divided into three sub-categories:

- Category I: Distinguished Department.
- Category II: distinguished College
- Category III: Distinguished Research Center

Institutional Excellence Category Criteria:

- The institutional excellence criteria for the Department / College / Research center category are divided into nine criteria as shown in the table below:
- Five enablers (leadership, strategy, human resources, partnership and resources, operations and services).
- Four outcomes (customers and services outcomes, HR outcomes, partnership, community and environment outcomes as well as key performance outcomes).

The assessment of these criteria is carried out according to the RADAR methodology and all these criteria fall within the criteria document approved by the Council of Ministers/the UAE cabinet

Criterion	Points
Leadership	100
Strategy	100
Human Resources	100
Partnerships and Resources	100
Operations and Services	100
Customers and Service outcomes	175
Human Resources outcomes	100
Partnerships, Society and Environmental outcomes	50
Key Performance outcomes	175
Total	1000

General conditions for the Institutional Excellence Award Category

- The Department/unit should have been established for at least two years.
- A winning organizational unit at a previous cycle may not be nominated for the current cycle.
- All colleges, organizational units and research centers in the university are entitled to participate in the institutional excellence award category.

Distinguished Team Categories



DISTINGUISHED TEAM CATEGORIES

Distinguished teams include teams that work permanently or temporarily to complete a task, project or initiative that serves the University's internal processes/operations and provides better services to the customers.

- Internal Performance Improvement Distinguished Team:

This award includes all teams engaged in initiatives and projects which aim to improve institutional performance or enhance key operations or promote supporting operations or reduce costs.

- Service Development Distinguished Team:

This award targets teams engaged in initiatives and projects which aim to develop and improve services delivered to external customers and enhance their satisfaction by shortening service delivery time or reducing the procedures integral to the services or improving the service output quality

DISTINGUISHED TEAM CATEGORY CRITERIA

The award is subject to the criteria in the table below which should be taken into account when preparing the nomination file.

Criterion	Points
Team Formation /Project Methodology and Initiative/ Enterprise Planning	25
Implementation Methodology	25
Assessment of Achievements and Outcomes	50
Total	100

General Conditions for Distinguished Teams Category

- The number of the team members shall not be less than four.
- The team should not be included in the organizational structure of the university.
- There should be no external non-governmental participation in the design and implementation of the project.
- Application documents should cover the activities and work of the teams rather than individual activities.
- A winning team may at a previous cycle may not be nominated at the current cycle.

Chancellor's Medals Award Categories



CHANCELLOR'S MEDALS AWARD CATEGORIES

The criteria for individual employee awards are based on international principles and the criteria of the Prime Minister's Medal Awards for Sheikh Khalifa Government Excellence Program to motivate the employees and promote the culture of excellence among them.

First Category: Distinguished Employee Medals Award in the Supervisory Field:

It includes (but not limited to) employees in supervisory positions at different **Academic** levels, such as the following titles:

- College Deans
- Vice Deans
- Assistant Deans
- Department Chairs
- Coordinators of Graduate Programs

It also includes (but not limited to) employees in supervisory positions at different **administrative** levels, such as the following titles:

- Sector chairs
- Department managers
- Office and center managers
- Directors of Administrations
- Unit supervisors/ administrators
- Group / team leaders

Second Category: Distinguished Employee Medal award in the Technical / Engineering Field:

It includes employees specialized in the areas of information technology or users of technical /engineering equipment and devices. This category includes (but not limited to) the following titles:

- Analysts /software programmers/ designers, and system operators.
- IT specialists and coordinators.
- Engineers with different specialties.
- Technicians of different equipment and devices.

Third Category: Distinguished Employee medal award in Specialized Jobs:

It includes employees affiliated with the following areas:

- Different Professional and advisory jobs with various titles.
- Jobs in centers of scientific research and studies.

This category includes (but not limited to) the following titles :

- Experts, consultants, specialists and researchers.
- Editors and journalists
- Planners, translators and advisors.
- Analysts and statisticians.
- Faculty member.
- Accountants and auditors.
- Lecturer/Instructor

Fourth Category: Distinguished Employee medal award in the Administrative Field:

It includes employees in the following areas:

- Administrative, professional or clerical jobs.
- Financial jobs.

This category includes (but not limited to) the following titles:

- Administrators and administrative assistants.
- Procurement officers and storekeepers.
- Financial assistants.
- HR employees.
- Secretarial, printing and archiving staff.
- Treasurers

Fifth Category: Distinguished Employee medal award in the area of field-work activities:

It includes (but not limited to) employees whose job is affiliated with fieldwork activities. This category includes the following titles :

- Controllers and inspectors.
- Drivers and equipment operators.
- Engineering and construction technicians.
- Agricultural technicians and advisors.

Sixth Category: Distinguished Employees medal award in Customer Service:

This category is exclusive of employees working on frontline counters delivering non-technical services at service centers, or staff who provide customers with information and answer their queries. Below are examples of the positions/ job titles that fall under this category:

- Receptionists
- Information desk employees
- Customer service employees
- Call center employees

Seventh Category: Distinguished long-term service and dedicated employee medal award:

This category is exclusive of current employees who have completed more than 15 years in university service in different job levels and are still occupying their jobs. Application for this medal award is subject to some conditions:

- The applicant must not be in the degree of general manager or executive director.
- The applicant should have served the university for at least 15 years.
- The applicant should be occupying his/her job at the time of the results announcement .

Eighth Category: New Employee medal award:

This category includes all newly recruited staff (recently graduated employees) provided they have completed no less than six months and not more than twenty-four months in their jobs at the concerned university (including trial/probation period).

CHANCELLOR MEDAL AWARD CRITERIA/SUB-CRITERIA

All award categories are optimized to include five major criteria with the exception of the distinguished employee in the supervisory field category which includes a sixth major criterion (supervisory skills criteria) as shown in the table below:

Marks Distribution table of the Chancellor Medal Awards Criteria								
Criterion / Category	Distinguished Employee medal award in the Supervisory Field	Distinguished Employee medal award in the Technical/ Engineering Field	Distinguished Employee medal award in Specialized Jobs	Distinguished Employee medal award in the Administrative Field	Distinguished Employee medal award in the area of Fieldwork	Distinguished Employee medal award in the Field of Customer Service	Distinguished long-term service and dedicated employee medal award	New Employee medal award
1. Performance and Achievement	25	40						25
2. Initiative and Creativity	10	15						15
3. Cooperation and Job Commitment	10	15						15
4. Participation / Responsibility-taking	10	15						15
5. Continuous Learning	10	15						30
6. Supervisory Skills	35	0						0
Total	100	100						100

CHANCELLOR'S MEDALS AWARD GENERAL CONDITIONS

- The employee should have been admitted or assigned to the university for at least two years excluding new staff.
- The staff period of employment at the university is calculated from the date of joining the work including (the trial/probation period).
- A special application may be submitted to the Higher Committee if the new employee does not meet the time requirement (six to two years).
- A special application may be submitted to the Higher Committee if the new employee wishes to apply for other medal categories.
- Staff members assigned to work by local governments may be nominated after at least two years from the date of their appointment.
- Participation in the administrative category is restricted to staff members who do not hold any other status that falls under one of the other categories currently or previously.
- Any employee who wins in one cycle cannot be nominated for the next one.

وَالْأَعْلَى لِلتَّحْمِيلِ (مَوْسَىٰ جَاءَهُ النَّبِيُّ الْأَعْلَى لِلتَّحْمِيلِ)

Special Recognition Award



SPECIAL RECOGNITION AWARD

First Category: The Unknown Soldier Category

This category aims to appreciate, honor and recognize the achievements of the UAE University employees who have proven their worth, dedication and excellence in the workplace or the UAE citizens who are engaged in certain jobs with low Emritization rate in order to encourage other Emiratis to apply for the same jobs.

Criteria:

Criterion	Points
Performance and Achievement	50
Nature of the work	20
Difficulties and challenges of the work	30
Total	100

The Unknown Soldier Category Award General Conditions

- Eighth rank employees and below.
- The employee should have been admitted or assigned to the university for at least two years.
- Any employee who wins in one cycle cannot be nominated for the next one.

** Employees are nominated by directors of Departments

Second Category: Distinguished Partners Category

This category aims to appreciate, honor and acknowledge the achievements of distinguished partners from all institutions and organizations in recognition of their pioneering efforts and sustained contributions to the development of institutional work in their continuous endeavors to provide unprecedented services to the university, enhance its capacities and promote its performance in different humanitarian and social fields.

Criteria:

- Taking advantage of partnership through the exchange of experiences, resources and knowledge, utilizing expertise and resources through the organization of workshops and joint training courses in addition to the use of facilities, exchange of information, knowledge, visits and benchmarking comparisons.
- Partner communication effectiveness. The extent of the partner's response through different communication methods (calls, e-mail, official letters), meeting attendance, and invitations to attend events.
- The partner's commitment to activate the terms and articles of the agreements. Number of active articles in the agreements.
- Cooperation of the partner in institutional development. Initiating proposals and responding to questionnaires, opinion polls and brainstorming sessions.
- Value added by partners. Benefiting from the partner in areas that fall outside the context of the agreements.

ASSESSMENT CRITERIA

Partner Assessment Form	
Assessment Criteria	Point
Taking advantage of the partner's experiences.	20
The effectiveness of partner communication and commitment to attend meetings and events.	15
The partner's commitment to activate the terms and articles of the agreements.	30
Cooperation of the Partners in institutional development and their initiatives to make suggestions.	10
Value added by Partners.	25
Overall rating/total grade	100

وَالْأَعْلَى لِلتَّحْمِيلِ (مَوْسِيٍّ جَانِزٍ) النَّبِيِّ الْأَعْلَى لِلتَّحْمِيلِ

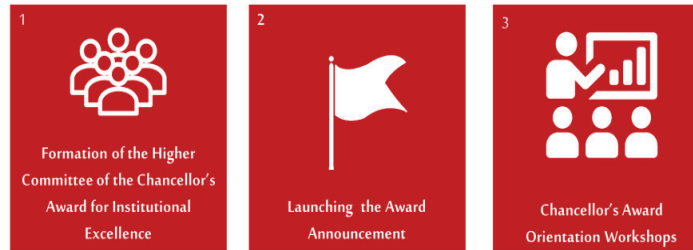
Part III:

Mechanism of participation and evaluation



STAGES OF PARTICIPATION IN THE AWARD

Stage One: Launching of the award



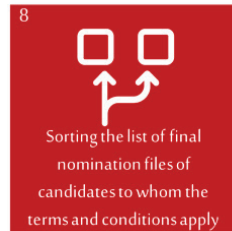
- Formation of the Higher Committee of the Chancellor's Award for Institutional Excellence.
- Announcement of the start of acceptance of nomination files for the award (at least 3 months before the time set for the announcement of the results).
- Organization of orientation workshops which aim to familiarize the employees of the university with the means of participation in the award and acquaint them with its conditions as well the preparation method of the application documents integral to the award.

Stage Two: Applying for the award:



- An electronic version of the nomination files will be submitted to the website of the chancellor's Award for Institutional Excellence.

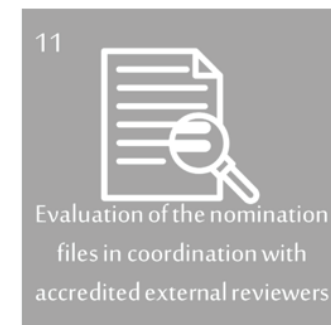
Stage Three: Sorting the nomination files:



- Sorting the list of final nomination files of candidates to whom the terms and conditions apply.
- Informing nominees/ candidates whose applications have been rejected within two weeks of closing the application process.
 - Receiving objection applications since all applicants participating in the award are entitled to submit a written objection within two weeks of notifying them of the rejection of their applications.
- Approving the final list of candidates/nominees by the Higher Committee of the Award.

Stage four: Evaluation of nomination files:

- The Award Committee supervises the evaluation of the nomination files in coordination with accredited external reviewers.
- Nomination files are evaluated by accredited reviewers individually in accordance with the criteria of the award and the approved evaluation rules and standardized measurements.



Stage five: Field visits



- Accredited reviewers will conduct field visits and meet with the nominated candidates to ascertain and verify their compliance with the requirements of excellence and high level of performance.
- The final list of candidates/nominees shall be submitted to the Higher Committee of the Chancellor's Award for Institutional Excellence to scrutinize the results of the evaluation and ensure their validity.

Stage six: Approval of results



- The Higher Committee of the Award shall approve the final evaluation results submitted by the reviewers.
- The Committee shall submit the final names of the internal award winners at each cycle after the approval of the evaluation reports by the vice-chancellor.

Stage Seven: Declaring the results and honoring the winners



- Announcing the names of the winners officially.
- Distributing the awards to the winners at the award ceremony.
- Publishing documents and summaries related to success stories winners to circulate them among the public/ university community, provoke interest in the award and disseminate the culture of excellence.
- submitting the files which include the results of the evaluation to the nominees to explore the results of their applications.

GENERAL TERMS AND CONDITIONS

- The university reserves the right to publish some contents of the winning files after the announcement of the results in order to disseminate stories of success.
- When drafting the nomination file, the criteria set out in this manual must be observed and references and supporting evidence should be noted when cited in the text.
- All files submitted for the award are treated with strict confidentiality and they will not be disclosed either before or during the evaluation phase.
- Data in the file should be properly compiled in order to help the reader understand the nature of the work achieved by the applicant/s of the nominated category.
- Interviews will be carried out after submission of the files. The applicant (employee/ team/ organizational unit) must prepare the nomination file, a copy of the documents and a lap top in addition to showing full awareness of the submitted information.
- Any department, team or employee that wins in a previous cycle may not be nominated for the next one.

RECOGNITION, HONORS AND AWARDS

The following rewards will be allocated to each winner in the different categories of the award:

	Chancellor's Award Categories	Rewards
1	Institutional Excellence Category	First Winner: Certificate of Honor from H.E the Chancellor Trophy 20,000 AED *
		Second and Third Winner: Certificate of Honor from H.E the Chancellor and a Non-Monetary rewards
2	Distinguished Team Category	First Winner: Certificate of Honor from H.E the Chancellor Trophy 15,000 AED**
		Second and Third Winner: Certificate of Honor from H.E the Chancellor and a Non-Monetary rewards
3	Chancellor Medals Award Category	First Winner: Certificate of Honor from H.E Chancellor Trophy 10,000 AED for each category
		Second and Third Winner: Certificate of Honor from H.E the Chancellor and a Non-Monetary rewards
4	Special award Category	Unknown Soldier Category Certificate of Honor and trophy from H.E the Chancellor
		First winner: 5,000 AED Second winner: 3,000 AED Third winner: 2,000 AED
		Distinguished Partners Category Certificate of Honor and trophy from H.E the Chancellor

* 20,000 AED for each category.

* 15,000 AED is distributed equally among the team members.

Part VI:
General Inquiries



FREQUENTLY ASKED QUESTIONS:

What are the peculiar characteristics of the chancellor's Award for Institutional Excellence?

The chancellor's Award for Institutional Excellence is distinguished by the following characteristics:

- It complies with the Government Excellence System approved by the UAE Federal Government.
- It constitutes an integrated and coordinated system, constructed according to similar administrative systems of excellence such as the European Excellence model.

How many awards included in the second cycle?

The structure of the chancellor's Award for Institutional Excellence comprises 15 awards in the second cycle as follows:

- 3 awards for the Institutional Excellence category.
- 2 awards for the distinguished team category.
- 8 awards for the chancellor's medals category (Medal awards for career distinction).
- 2 awards for the special honor category.

What are the new awards in the second cycle?

Seven new awards are introduced in the second cycle as follows:

- Award for distinguished College.
- Award for distinguished Research Center.
- Award for distinguished team in performance improvement.
- Award for distinguished team in service development.
- Award for dedicated / long-service employee.
- Unknown Soldier Award.
- Distinguished Partners Award.

What are the key dates for the second cycle?

- Date of reception of the requirements and documents: Month 2017. You will be provided with the date later.
- Date of the evaluation visits: the month of 2017. Exact date will be provided to you later.
- Date of the final ceremony and announcement of the results: 2017. You will be provided with the date later.

Where can we get the latest updates regarding the second cycle?

All award updates will be announced through the official website of the university in the award section.

Award Website: **www.uaeu.ac.ae**

How can you communicate with Strategy and Future Department, "Quality & Excellence Section"?

You can contact us by e-mail: excellence.award@uaeu.ac.ae. Please send your questions and inquiries regarding the chancellor's Award for Institutional Excellence via the preceding email and we will answer them and communicate with you if you need further details.

