



## Award Manual

### Chancellor's Award for Institutional Excellence

**3<sup>rd</sup> Cycle 2019**

**UAEU**

جامعة الإمارات العربية المتحدة  
United Arab Emirates University







## 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 UAEU is keen on adhering to the highest institutional principles of respect for values, heritage, cultural diversity, integrity, transparency, teamwork, leadership, continuous learning, effective decision-making and communication.

UAEU's strategic plan is contingent upon a vision of achieving, "leadership and innovation in higher education and scientific research and community service at local and international levels. Its mission is to, "make a positive contribution to the progress of the United Arab Emirates through the provision of academic programs of international standards in both undergraduate and graduate studies, and to build local and international partnerships that promote the widespread dissemination of knowledge that provides support to the momentum of national development."

The University plays an important role in the fields of teaching, scientific research and community service according to the best international standards. It is committed to the excellent preparation of its students and graduates, developing their skills, taking pride in their national identity, their ability to compete in the labor market, and creativity as well as innovation.

In order to enhance the prestige of the university, and maintain its reputation, continuous preparations and updating of programs and study plans at Bachelor's, Master's or Doctoral levels and external periodic evaluation are carried out according to the highest international quality standards to fulfill the requirements of the labor market. The University also aims to complete the international academic accreditation for all programs and colleges, and maintain 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 particularly UAE citizens. 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.

**Saeed Ahmed Ghobash**

Chancellor, United Arab Emirates University







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Chapter One  
Executive Summary  
of the Chancellor's Award for Institutional Excellence



## Honorees in the Second Cycle 2017

### Distinguished College

- 1<sup>st</sup> Winner: College of Science
- 2<sup>nd</sup> Winner: College of Engineering
- 3<sup>rd</sup> Winner: College of Information Technology

### Distinguished Department

- 1<sup>st</sup> Winner: Tenders and Procurement Department
- 2<sup>nd</sup> Winner: Internal Audit Office
- 3<sup>rd</sup> Winner: National Faculty Recruitment and Development Office

### Distinguished Research Center

- 1<sup>st</sup> Winner: Khalifa Center for Biotechnology and Genetic Engineering
- 2<sup>nd</sup> Winner: Zayed bin Sultan Al Nahyan Center for Health Sciences
- 3<sup>rd</sup> Winner: National Water Centre

### First Winner

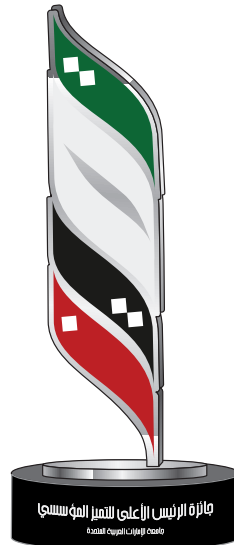
UAEU Libraries Team

### Institutional Excellence Category

### Distinguished Team Category

### Medals Category

### Special award Category



### Medals Category

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Dr. Naeema Al Hosani<br/>College of Humanities and Social Sciences</li> <li>Hessa Al Khyeli<br/>General Service Department</li> <li>Imaddedin Noubani<br/>Internal Audit Office</li> <li>Dr. Juma Musabab Alkaabi<br/>College of Medicine and Health Sciences</li> <li>Saleh Ali Saleh<br/>University College</li> <li>Maitha Ali Al Dhaheri<br/>Information Technology Division</li> <li>Mirghani Ibrahim Gawish<br/>Financial Affairs Division</li> <li>Shamma Obaid Mohammed Alkaabi<br/>Center Of Career Placement And Alumni</li> <li>Mouza Al Darmaki<br/>Research &amp; Sponsored Project Office</li> </ul> | <ul style="list-style-type: none"> <li>Distinguished Employee in the supervisory field (Academic)</li> <li>Distinguished employee in the technical / engineering field</li> <li>Distinguished Employee in Specialized Jobs (Administrative )</li> <li>Distinguished Employee in Specialized Jobs (Academic)</li> <li>Distinguished Employee the administrative field</li> <li>Distinguished Employee in the Field of Customer Service</li> <li>Dedicated / Long Service Employee</li> <li>New employees</li> <li>New employees</li> </ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

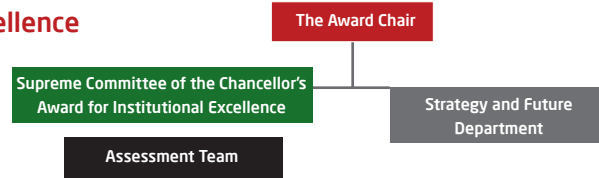
### Unknown Soldier

- 1<sup>st</sup> Winner: Thanikkal Usman  
College of Medicine and Health Sciences
- 2<sup>nd</sup> Winner: Kallumottakkal Hydres  
College of Engineering
- 3<sup>rd</sup> Winner: Mohammad Morad Hasil  
College of Food and Agriculture
- 4<sup>th</sup> Winner: Noushad Valappil  
College of Science
- 5<sup>th</sup> Winner: Melakkatil Mohamed Haneefa  
Library

### Distinguished Partners

- 1<sup>st</sup> Winner: Al Ain City Municipality
- 2<sup>nd</sup> Winner: Tadweer the center of waste management (Abu Dhabi)
- 3<sup>rd</sup> Winner: Tawazun Economic Council (Tawazun)
- 4<sup>th</sup> Winner: Telecommunications Regulatory Authority (TRA)
- 5<sup>th</sup> Winner: Abu Dhabi Health Services (SEHA)

## Structure of the Chancellor's Award for Institutional Excellence



### The Award Chair

The UAE University Chancellor acts as the Chairman of the Institutional Excellence Award and approves the following:

- The Award Categories
- The Evaluation Outcomes
- Honoring the winners

### The Award Supreme Committee

The Supreme Committee of the Award shall be formed by a decree of the UAEU chancellor or his representative for a period of one year; and the potential renewal of the Committee for another cycle as he sees fit. Accordingly, the duties of the committee are summarized as follows:

- Approval of the Conditions and Criteria for Participation in the Award
- Review and Approval of the Award Manual and Application Forms
- Approval of the Award External Reviewers
- Coordinating the Award Orientation Workshops in Collaboration with the Department of Strategy and the Future
- Receiving and Sorting Nomination Applications and Identifying the Lists of Candidates who Meet the Terms and Conditions Provided in the Award Manual
- Informing the Candidates Whose Applications were Rejected and Deciding on Appeals and Complaints
- Evaluating the Nomination Applications According to the Excellence Criteria Provided in the Award Manual and Interviewing Individuals and Work Teams to Ensure the Level of conformity with the excellence criteria and consulting experts and specialists
- Finalizing the evaluation results and final names of the Award winners to the chancellor for approval
- The committee meets periodically or according to the work Plan to discuss developments and follow-up matters related to the Award. The periodic reports and Recommendations related to the results of the committee's work shall be attached to the chancellor for approval
- Other tasks assigned to the committee by the chancellor

**The Committee may not grant the award given the necessity of stating the rational justifications for its decision, and provided, that the decision of the Committee shall be unanimously approved by all its members and with the approval of His Excellency the UAEU chancellor.**

### Department of Strategy and Future:

- Implementing decisions and directives of the Supreme Committee
- Managing and following up the training of organizational units and employees to prepare them for participation in the award.
- Developing and upgrading the website of the chancellor's award for institutional excellence.

### Evaluation team

- Certified and experienced external reviewers/evaluators.

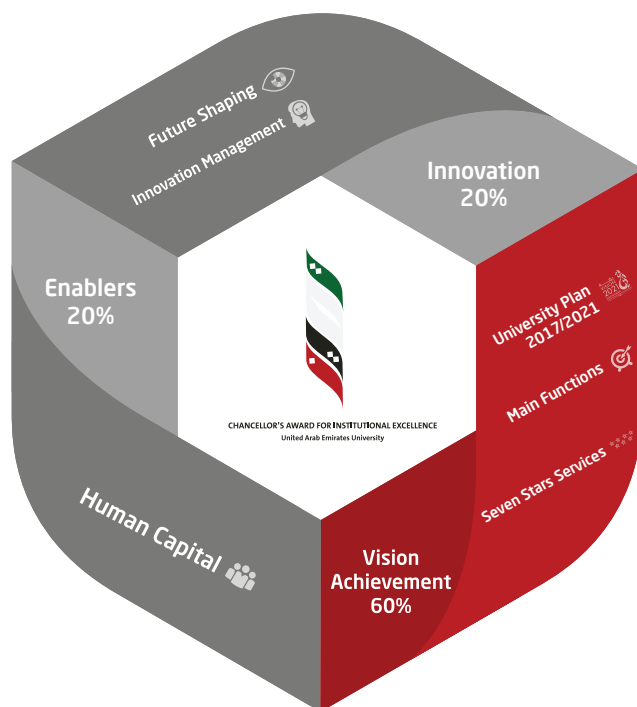


## Government Excellence System

The Government Excellence System is the first of its kind in the world and the highest in the country. The GES is basically designed to enable government agencies to achieve prosperity and happiness for the citizens, and meet their requirements and expectations in obtaining government services at the level of seven stars and accomplish the highest degrees of efficiency and effectiveness. The GES aims to support the government's innovation aspirations to achieve a competitive advantage and a leading position for the UAE.

The Organizational Units are evaluated within the categories of the chancellor's Award according to the pillars and criteria of the Government Excellence System, which aim to strengthen the role of federal government institutions in serving all segments of society. These are divided into the following: the vision achievement pillar, which includes the criteria of the national agenda and the main functions besides the services of seven stars and finally the smart government criterion. The second pillar is innovation, which includes the future shaping criterion and innovation management. The last pillar is the enablers, which includes management of resources, property and governance.

In the Chancellor's Award for Institutional Excellence, the university endorsed the criteria of the government excellence system and simplified these standards to enable the organizational units to participate in the award within the contours of related functions and competences ensuring that the participations fulfill the criteria and requirements of the award.







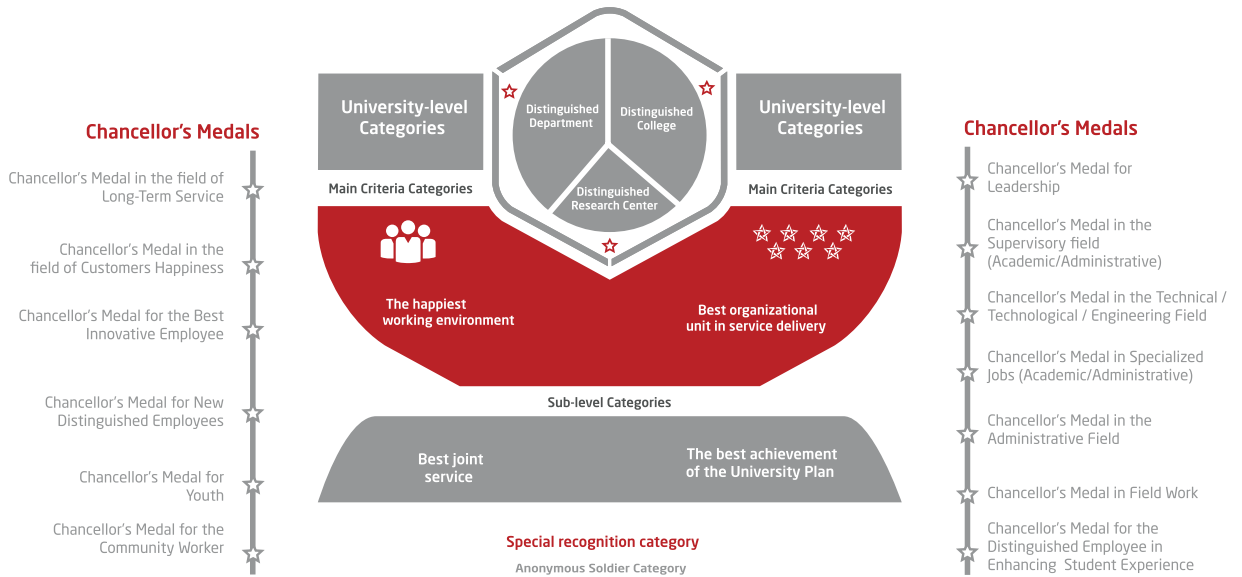
## Chapter Two

### Chancellor's Award for Institutional Excellence Categories and Criteria



## Chancellor's Award for Institutional Excellence Categories

# Chancellor's Award for Institutional Excellence Categories



Chancellor's Award for Institutional Excellence Categories







## Institutional Excellence Categories



## Institutional Excellence Categories

The Excellence Awards criteria are designed to contribute to the development and improvement of the level of institutional performance to match international standards, disseminate the concepts of excellence, creativity, quality and evaluate the best administrative and professional practices in addition to ensuring the application of the most efficient and sophisticated work methods and creating a competitive environment that will drive individual and collective institutional performance to international levels of quality, excellence and creativity.

The UAEU endorsed three categories of institutional excellence as follows:

| First Category                                                                                                                                                                            | Second Category                                                                                                                                                              | Third Category                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>University-level Categories</b> <ul style="list-style-type: none"> <li>- Distinguished College</li> <li>- Distinguished Department</li> <li>- Distinguished Research Center</li> </ul> | <b>Main Criteria Categories</b> <ul style="list-style-type: none"> <li>- Best organizational unit in service delivery</li> <li>- The happiest working environment</li> </ul> | <b>Sub-level Categories</b> <ul style="list-style-type: none"> <li>- The best achievement of the University Plan 2017/2021</li> <li>- Best joint service</li> </ul> |

## Institutional Excellence Category Criteria

The six Institutional Excellence categories are distributed in the following table as follows:

| Criteria                                                 | Mark        |
|----------------------------------------------------------|-------------|
| <b>First Pillar</b>                                      | <b>60%</b>  |
| Main Criterion 1: The University Plan Standard 2017/2021 | 30%         |
| Main Criterion II: Standard Main Functions               | 20%         |
| Main Criterion III: Standard Seven Star Services         | 10%         |
| <b>Second Pillar</b>                                     | <b>20%</b>  |
| Main Criterion IV: Future Shaping                        | 10%         |
| Main Criterion V: Innovation management                  | 10%         |
| <b>Third Pillar</b>                                      | <b>20%</b>  |
| Main Criterion VI: Human Capital                         | 20%         |
| <b>Total</b>                                             | <b>100%</b> |

The evaluation method in the model below is divided into two main parts: One for assessment of capabilities and the other for the evaluation of outcomes. The capabilities are evaluated from three main pillars, including the evaluation of effectiveness, efficiency, and learning /development. On the other hand, the outcomes are evaluated from four main pillars, including inclusiveness and usability, outcomes achievement, performance improvement, and leading position.



## Each criterion of the model is divided into two parts

Outcomes 70% and capabilities 30%

Each section is assessed using different evaluation axes

### Capabilities Assessment Pillars 30%

#### Effectiveness 60%



Do the capabilities meet the needs of all stakeholders and contribute to the achievement of the strategy and whether the capabilities are commensurate with the nature of the work of the entity/organization and whether the capabilities are compatible with the best practices

#### Efficiency 20%



Are capabilities applied in ways that ensure optimum utilization of different resources and prudent spending

#### Learning and development 20%



Are the developed capabilities using creative and innovative ideas based on analysis and learning from performance outcomes and best practices

### Outcomes Assessment Pillars 70%

#### Inclusiveness and usability 50%



Are all appropriate indicators measured to follow, understand and predict the performance of capabilities and the success of achieving the strategic plan

#### Outcomes Achievement 20%



Are the specified targets logical and ambitious?  
Have the objectives been achieved

#### Performance Development 20%



Is the process of learning and development effective in the related entity

#### Leading Position 10%



Did the achieved outcomes succeed in locating the Department and the University in a leading position in the world

## General conditions for the institutional excellence category

- All organizational units, colleges and research centers are entitled to participate in the Institutional Excellence category, provided that these premises were established and operated for two years at least.
- A winning organizational unit in the previous cycle may be nominated for the award at the current cycle, but this is based on the recent changes in the government excellence criteria.





Chancellor's Medals Category

The chancellor's medals awards cover different job fields the university level. The following is an account of the various award categories:

- Chancellor's Medal for Leadership
- Chancellor's Medal in the Supervisory field:
  - Chancellor's Medal in the Supervisory field (Academic)
  - Chancellor's Medal in the Supervisory field (Administrative)
- Chancellor's Medal in the Technical / Technological / Engineering Field:
  - Chancellor's Medal in the (Technical Field)
  - Chancellor's Medal in the (Technological Field)
  - Chancellor's Medal in the (Engineering Field)
- Chancellor's Medal in Specialized Jobs:
  - Chancellor's Medal in Specialized Jobs (Administrative)
  - Chancellor's Medal in Specialized Jobs (Academic)
- Chancellor's Medal in the Administrative Field
- Chancellor's Medal in Field Work
- Chancellor's Medal in the field of Long-Term Service
- Chancellor's Medal in the field of Customers Happiness
- Chancellor's Medal for the Best Innovative Employee

- Chancellor's Medal for New Distinguished Employees
- Chancellor's Medal for Youth
- Chancellor's Medal for the Distinguished Employee in Enhancing Student Experience
- Chancellor's Medal for the Community Worker

### Chancellor's Medals Category Criteria

All categories of the award are subject to five main criteria, except for the distinguished employee in the supervisory field, where a sixth main criterion is added, (leadership and excellence), in addition to the five main criteria.

| Criterion/<br>Category                | Leadership | Supervisory Field | Technical/<br>Technological/<br>Engineering Field | Specialized Jobs | Administrative Field | Field Work | Customers Happiness<br>Employee | Long-Term Service<br>Employee | Youth Medal | Enhancing Student<br>Experience Category | Community Worker<br>Category | Innovative Employee | New Distinguished<br>Employees |
|---------------------------------------|------------|-------------------|---------------------------------------------------|------------------|----------------------|------------|---------------------------------|-------------------------------|-------------|------------------------------------------|------------------------------|---------------------|--------------------------------|
| <b>FIRST</b>                          |            |                   |                                                   |                  |                      |            |                                 |                               |             |                                          |                              |                     |                                |
| Achievements and future Awareness(A)  | 30         | 30                | 30                                                | 30               | 30                   | 30         | 30                              | 30                            | 30          | 30                                       | 30                           | 0                   | 40                             |
| Achievements and future Awareness (B) | 10         | 10                | 10                                                | 10               | 10                   | 10         | 10                              | 10                            | 10          | 10                                       | 10                           | 0                   | 0                              |
| <b>SECOND</b>                         |            |                   |                                                   |                  |                      |            |                                 |                               |             |                                          |                              |                     |                                |
| Innovative thinking                   | 10         | 10                | 15                                                | 15               | 15                   | 15         | 15                              | 15                            | 15          | 15                                       | 15                           | 70                  | 15                             |
| <b>THIRD</b>                          |            |                   |                                                   |                  |                      |            |                                 |                               |             |                                          |                              |                     |                                |
| Renewed Learning                      | 10         | 10                | 15                                                | 15               | 15                   | 15         | 15                              | 15                            | 15          | 15                                       | 15                           | 0                   | 20                             |
| <b>FOURTH</b>                         |            |                   |                                                   |                  |                      |            |                                 |                               |             |                                          |                              |                     |                                |
| Pioneer Awareness                     | 15         | 15                | 20                                                | 20               | 10                   | 20         | 10                              | 20                            | 20          | 20                                       | 20                           | 20                  | 15                             |
| <b>FIFTH</b>                          |            |                   |                                                   |                  |                      |            |                                 |                               |             |                                          |                              |                     |                                |
| Positive Personality                  | 10         | 10                | 10                                                | 10               | 20                   | 10         | 20                              | 10                            | 10          | 10                                       | 10                           | 10                  | 10                             |
| <b>SIXTH</b>                          |            |                   |                                                   |                  |                      |            |                                 |                               |             |                                          |                              |                     |                                |
| Leading and Pioneering                | 15         | 15                | 0                                                 | 0                | 0                    | 0          | 0                               | 0                             | 0           | 0                                        | 0                            | 0                   | 0                              |



### General Conditions for the Chancellor's Medals Categories

- The employee must have been recruited or assigned to the university for at least two years (except for the new employees category)
- The duration of the work of the employee at the university shall be calculated from the date of actual employment (including the trial period)
- It is possible to make a special application to the Supreme Committee if the new employee did not meet the time requirement (from six months to two years)
- A special application may be submitted to the supreme Committee if the new employee wishes to apply for other medals categories
- Employees/staff members assigned by local government entities to work at the university may be nominated for the award after spending at least two years at the UAEU
- Application for the award within the administrative category is restricted to employees/staff members who do not have any other status under one of the other categories currently or previously
- The winners of awards in the last two cycles are not entitled to apply for the same category of award before the elapsing of two award cycles but they can participate in other categories if they meet the required criteria



حَايَا

سَيِّدِ

الْإِمَامُ أَبُو سَيِّدِ حَايَا الْإِمَامُ أَبُو سَيِّدِ حَايَا الْإِمَامُ أَبُو سَيِّدِ حَايَا الْإِمَامُ أَبُو سَيِّدِ حَايَا





Special  
recognition categories



## Special recognition category

### Anonymous Soldier Category

This award aims at honoring the employees of the UAE University who have proved their worth, excellence and dedication in serving the university. Apparently, the anonymous soldier has the ability to confront personal and professional difficulties and challenges, achieve extraordinary achievements or do more individual work than expected. The anonymous soldier may be a UAE citizen working in jobs where, the rate of Emiratization is low to encourage others to enroll or follow in his/her heels.

### Anonymous Soldier Category Criteria

| Criterion                         | Points |
|-----------------------------------|--------|
| Performance and achievement       | 50%    |
| Work Nature                       | 20%    |
| Difficulty and challenges of work | 30%    |
| Total                             | 100%   |

### General Conditions for the Anonymous Soldier Category

- Not be a supervisory officer
- At least two years have passed since the employee joined or was assigned to work at the UAEU.
- No winner in the previous cycle of the award may be nominated for the current cycle.

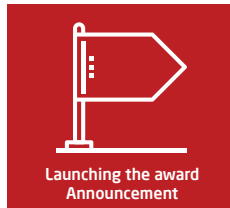
**Individuals are nominated by Department Chairs and Deans**



## Chapter Three

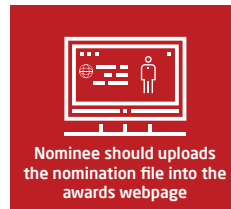
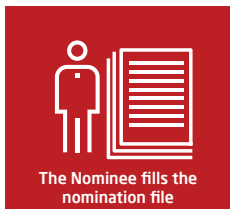
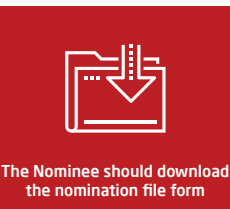
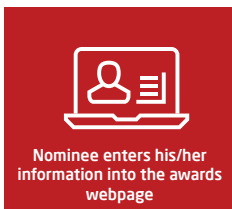
# Participation and Evaluation Mechanism

## First Stage: Award launching



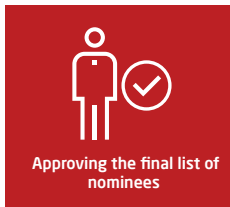
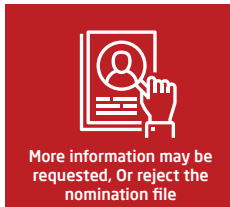
- Formation of the Supreme Committee for the Chancellor's Institutional Excellence Award.
- Announcing the commencement of acceptance of nomination files for the award at least 3 months before the deadline for the declaration of the results.
- Organizing orientation workshops aiming at introducing the employees of the university to the award familiarizing them with its conditions/terms, and methods of participation as well as the preparation of the application documents ...etc.

## Second Stage: Application for the Award



- An electronic version of the nomination files in addition to required attachments will be submitted to the website of the Chancellor's Institutional Excellence Award.

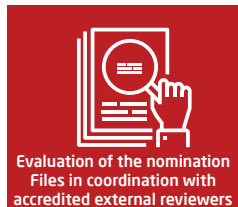
### Third Stage: Sorting out the nomination files



- Sorting out the list of final nominees to whom the terms and conditions apply.
- Informing the nominees whose applications have been rejected within two weeks of closing the application process:
  - Receiving the grievances and objection applications. All applicants participating in the award are entitled to submit a written objection letter within two weeks of notifying them of the rejection of their application.
- Approval of the final list of nominees by the Award Supreme Committee.

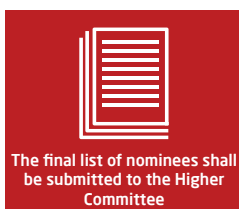
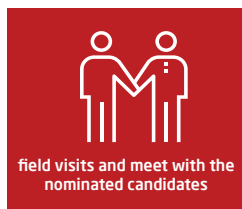


#### Fourth Stage: Evaluation of the nomination files



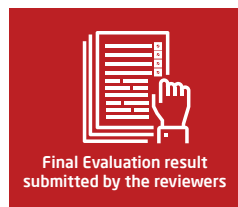
- The Award Supreme Committee supervises the evaluation of files and coordination with the accredited external reviewers.
- Nomination files are evaluated individually by accredited reviewers, in accordance with the criteria of the award and the evaluation rules and models in their possession.
- The final list of nominees shall be submitted to the Supreme Committee of the chancellor's Award for Institutional Excellence to revise the results of the evaluation and ensure their validity.

#### The Fifth Stage: Field visits



- Conducting a field visit by accredited reviewers and meeting with final nominees to ascertain and verify their compliance with the requirements of excellence and level of performance.

#### Sixth Stage: Final Approval of the results



- Final approval of the evaluation results by the Award Supreme committee.
- The Committee shall submit the final names of the internal award winners at each cycle after the approval of the evaluation reports by the chancellor.



## The Seventh Stage: Declaring and honoring the winners



Announcing the winners officially



Distributing the awards to the winners at the award ceremony



Publishing documents and summaries related to success stories winners



submitting the files which include the results of the evaluation to the nominees to explore the results of their applications.

- Official announcement of the winners.
- Distribution of the awards at the award ceremony.
- Dissemination of documents and summaries of winners' success stories to spread interest and consolidate a culture of excellence.
- Submission of the results of the evaluation process to the nominees to take a look at the assessment of their contributions.

### General Terms and Conditions

- The University reserves the right to publish some of the contents of the winning files in order to publish the success stories after the announcement of the results.
- All files submitted for the Award are strictly confidential and in no way may the contents of the file and supporting documents be disclosed before and during the evaluation stage.
- To make the optimum benefits of all the data sheets submitted for the award, the data must be organized in such a way as to enable the reader to understand correctly the nature of the work of the applying parties...etc.
- Field interviews will be conducted after submission of nomination files, and the applicant (employee / organizational unit) must prepare a copy of the application form, documents, laptop, and in-depth knowledge of the content of the file.

## Rewards and Prizes

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

| Award Category                    |                                                                          | Rewards                                                                                |
|-----------------------------------|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Institutional Excellence Category | Distinguished College Category                                           | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Trophy 50000 AED |
|                                   | Distinguished Department Category                                        | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Trophy 50000 AED |
|                                   | Distinguished Research Center Category                                   | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Trophy 50000 AED |
|                                   | Best Organizational Unit in Service Delivery Category                    | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Trophy 20000 AED |
|                                   | The Happiest Working Environment Category                                | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Trophy 20000 AED |
|                                   | Best Achievement of the University Plan Category                         | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Trophy 20000 AED |
|                                   | Best Joint Service Category                                              | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Trophy 20000 AED |
| Chancellor's Medal Categories     | Chancellor's Medal for Leadership                                        | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in the Supervisory field:                             |                                                                                        |
|                                   | Chancellor's Medal in the Supervisory field (Administrative)             | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in the Supervisory field (Academic)                   | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in the Technical / Technological / Engineering Field: |                                                                                        |
|                                   | Chancellor's Medal in the (Technical Field)                              | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in the (Technological Field)                          | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in the (Engineering Field)                            | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in Specialized Jobs:                                  |                                                                                        |
|                                   | Chancellor's Medal in Specialized Jobs (Administrative)                  | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in Specialized Jobs (Academic)                        | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in the Administrative Field                           | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in Field Work                                         | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in the field of Long-Term Service                     | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |
|                                   | Chancellor's Medal in the field of Customers Happiness                   | Certificate of Honor from His Excellency the UAEU Chancellor Memorial Medal 20000 AED  |

حَانِذَةُ النَّبِيِّ الْأَعْلَى الْيَسْرَاءُ عَلَى التَّمَنُّنِ مُوسَّسِي حَانِذَةُ النَّبِيِّ الْأَعْلَى الْيَسْرَاءُ عَلَى التَّمَنُّنِ مُوسَّسِي حَانِذَةُ النَّبِيِّ الْأَعْلَى



## Chapter Four

### General Inquiries

## Frequently asked questions

What distinguishes the chancellor's Award for Institutional Excellence?

The Chancellor's Award for Institutional Excellence is as follows:

- Complying with the Government Excellence System endorsed by the Federal Government of the United Arab Emirates.
- An integrated and consistent system built on the basis of similar administrative systems of excellence (fourth generation system)

How many awards of the third cycle?

The structure of the Chancellor's Award for Institutional Excellence consists of the following three categories:

- 7 Awards for the Institutional Excellence Category
- 17 Awards for the career excellence category
- 3 Awards for the special recognition category

What are the new awards in the third cycle?

The fourth generation system was implemented as part of the evaluation dynamics in the third cycle. six new medals were introduced in the third cycle of the award:

- Chancellor's Medal for Leadership
- Chancellor's Medal for the Customers Happiness
- Chancellor's Medal for the Best Innovative Employee
- Chancellor's Medal for Youth
- Chancellor's Medal for the Distinguished Employee in Enhancing Student Experience
- Chancellor's Medal for the Community Worker

What are the main dates for the third cycle?

- The date of receipt of the requirements and documents:  
The Month of ..... 2019 and you will be provided with the specified date later
- The date of evaluation visits:  
The month of ..... 2019 and it will be provided to you later
- The date of the ceremony and the announcement of the results:  
..... 2019 and you will be provided with the date later

Where can we get the latest updates of the award third cycle?

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

The website of the award is as follows:

<https://www.uaeu.ac.ae/en/chancellor/chancellorsaward/>

How can you contact the Department of Strategy and the future?

The Strategy and future Department could be reached via the following e-mail address:

[excellence.award@uaeu.ac.ae](mailto:excellence.award@uaeu.ac.ae)

Contact Numbers: Mariam Khethail: 03 713 6767 | Nibras Qarawi: 03 713 4045



