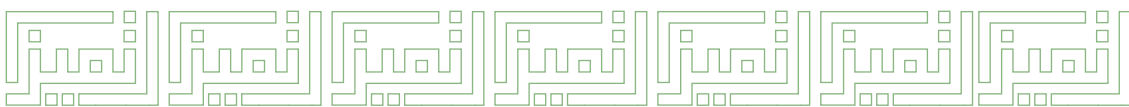


Distinguished Imprint

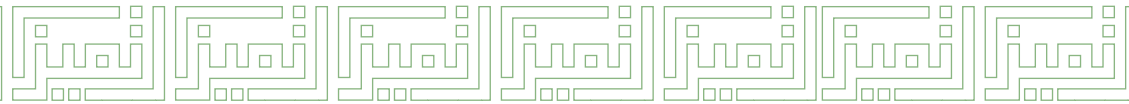






Award Guide

First Cycle
2021 - 2022





Excellence Award
In Students Affairs



”

The real wealth is hard work that benefits the person and the community. It is immortal and eternal, and forms the value of the human and the nation

“

Sheikh Zayed bin Sultan Al Nahyan
(may God have mercy upon him)



Vision:

Achieve creative performance and enhance excellence practices in the division.

Mission:

Motivate and build the basics for excellence, and ensure implementation of creative initiatives.

Goals:

- Develop services by creating smart and sustainable services.
- Honor distinguished creators and innovators in the student affairs division.
- Explore and evaluate innovative and creative practices and exchange outstanding experiences in the division
- Benefit from innovations and outstanding practices in the division

Award Categories:

1. Excellent Campus Partner for Students Affairs.
2. The Most Influential Employee in Students Affairs.
3. University Loyalty in Students Affairs.
4. Distinguished Students Affairs Leadership.
5. Students Excellent Service.

General rules of the award:

- The employee has the right to apply for one category only.
- Submission is through the electronic link of the award.
- In case of applying for the award as a team, the submission is through the team leader.
- The nominated or winning application shall be canceled if it is proved that any of the evidences presented is incorrect.



Specific rules of each category:

1. Excellent Campus Partner for Students Affairs

One award given to a faculty member, employee, or department outside the student affairs division which has provided a distinguished participation that contributed to achieving the strategic vision of the student affairs division and the student community at the university.

Major Criteria	Sub-Criteria	Standards	Weight
Benefit and Effectiveness	- The extent of benefiting from the partnership through the exchange of experiences, resources and knowledge. - Effective partnership communication.	- Examples of joint workshops and training courses, use of facilities, and visits. - Responding and collaboration through different communication methods (calls, e-mail, or official letters) - Attending meetings and gatherings, invitations to attend events	40%
Cooperation and Commitment	The partner's commitment to the initiative and cooperation in developing the division.	Examples of submitting suggestions and the extent of responses to questionnaires, opinion polls, and brainstorming sessions.	30%
Creativity and Innovation	Participating in presenting creative and innovative ideas and suggestions that help improve performance.	- The number of development initiatives introduced during the previous three years. - The number of development programs offered to division employees or students.	30%

- The candidate should provide a brief description of the achievement of each criterion (not exceeding 500 words).
- Attachment of the evidence and supporting documents to the file.

2. The Most Influential Employee in Students Affairs:

This award is given to two employees in the division who have made a significant difference and impact on services, achievements, practices, etc., and which have been uniquely reflected on the student community.

Major Criteria	Sub-Criteria	Standards	Weight
Performance and achievement	- Mentioning the most prominent career accomplishments that have contributed to serving the student community - The extent of participation with others and eagerness to work within the team - The employee's ability to identify difficulties and find appropriate solutions to them.	- Examples of the performance indicators showing the value of productivity and the time period for completion - Examples of projects and initiatives that have had an impact on the division level. - Examples of the obstacles and difficulties faced and the solutions devised to overcome these difficulties - Examples of participations with others in achieving accomplishments. - Annual performance during the past three years.	60%
Initiative and innovation	- The initiative in presenting ideas and proposals - Ensure the dissemination and spread of initiatives and the participation of others in them. - Follow-up and perseverance in spreading the initiative culture with others, by communicating with them to find appropriate solutions - Development and improvement in monitoring and following up the results.	- Examples of the employee's initiatives and proposals, or any actions that demonstrate the ability to renew, initiate and update - Examples of the results of implementing employee's creative initiatives (in numbers if applicable)	20%
positivity	- Working with and cooperating with customers and make the effort and time to serve them and achieve their satisfaction - Teamwork and participation in formal and informal activities organized by the division. - Self-development.	- Examples of employee's willingness to exert additional efforts to serve customers (additional work, additional efforts and tasks, and fulfilling the requests of other units) - A list of the teams and committees participated in and the achievements that were implemented by the employee. - Examples of employee's participation in formal events (such as conferences, Seminars) and informal (tournaments, celebrations, trips). - Training courses obtained by the employee and the dates of these course.	20%

- The candidate should provide a brief description of the achievement of each criterion (not exceeding 500 words).
- Attachment of the evidence and supporting documents to the file.



3. University Loyalty

This award is granted to a maximum of three employees who have spent 20 years or more in service within the United Arab Emirates University

Major Criteria	Sub-Criteria	Standards	Weight
Performance and Achievement	Most notable career accomplishments.	- Annual performance during the past three years in the Student Affairs division. - Projects and initiatives that have had an impact on the division level.	60%
Collaboration and Job Commitment	- The employee's extent of cooperation with customers from inside and outside the university and the extent of positivity in dealing and working with them. - The extent of the employee's functional and behavioral commitment through the commitment to, and respect of, the institutional regulations.	- Examples of employee's willingness to make additional efforts to serve customers (additional work, extra efforts, and fulfilling the requests of other units). - Examples of giving work priority over obligations and personal matters (postponing vacations to suit work, postponing personal matters) - File free from warnings, commitment to working hours, urging subordinates to adhere to the regulations and policies.	20%
Career Development	Self and career development	- A list of the teams and committees that the employee had participated in and the initiatives that were implemented. - Examples of the employee's participation in formal events (such as conferences, Seminars) and informal (tournaments, celebrations, Trips). - Training courses obtained by the employee and the dates of these courses.	20%

- Candidacy can be applied by the employee him/her self or by designation from the direct manager.
- The candidate should provide a brief description of the achievement of each criterion (not exceeding 500 words).
- Attachment of the evidence and supporting documents to the file.

4. Distinguished Students Affairs Leadership

One award to be given to one of the department managers or department heads who are most contributing to making a difference in the performance of their departments or divisions.

Major Criteria	Sub-Criteria	Standards	Weight
Performance and achievement	- The ability to manage change, the ability to continuously update and develop the department/ unit, and the efforts in developing and training his/her team. - Development initiatives that have contributed to a significant improvement in student procedures or services.	- Annual performance during the past three years. - Examples of some change initiatives and the development and improvement of department / unit processes.	60%
Leadership skills	The ability to communicate effectively with his team	- Mechanisms used to communicate with employees (periodic meetings, face-to-face interviews, electronic communication, interview evaluation) - How employees participate in preparing plans and how to implement them.	30%
Administrative Skills	Ability to plan, organize, direct, delegate, motivate, train, and more.	- Staff training mechanism in the organizational unit. - Training hours and percentages of trainees in the organizational unit during the past three years. - Examples of forming teams / committees within the organizational unit	10%

- The candidate should provide a brief description of the achievement of each criterion (not exceeding 500 words).
- Attachment of the evidence and supporting documents to the file.



5. Service Excellence

One award that is given to the department/unit that provided the best student service which understands the needs of students and was able to achieve distinct positive results within the focus of achieving the vision and strategy of the university (maximum two services).

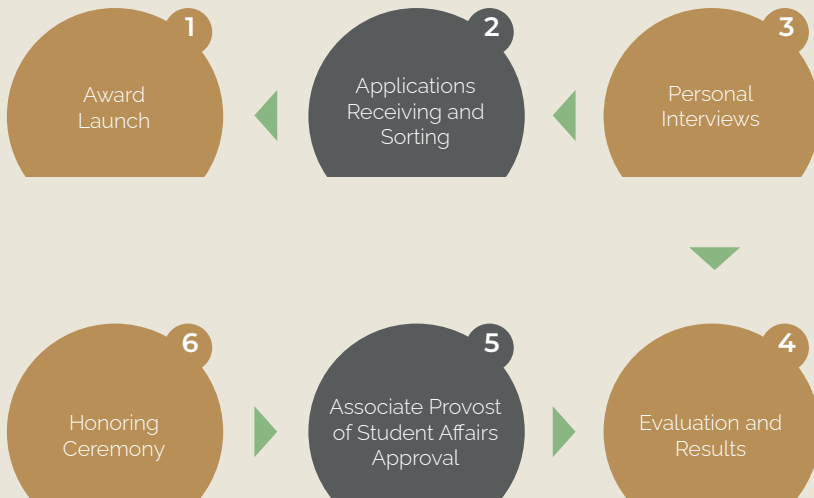
Major Criteria	Sub-Criteria	Standards	Weight
Service effectiveness	The increase in the percentage of customer satisfaction with the service.	Reports of the results of customer satisfaction of the service during the past three years	40%
Service efficiency	- Reducing the number of steps required to obtain the service, so that the service is provided in easier ways. - Reduced time to obtain service. - Reduced cost of providing the service for the entity providing it.	- Percentage of decrease in service cost, percentage of increase in output - The time required to provide services (such as: the duration and number of steps required to complete the service. - The percentage of errors in the service (for example: the number of errors per 100 transactions). - The extent to which the service achieves its desired goals.	40%
Smart connectivity	Smart connectivity between the participating departments has matured to improve the customer journey (from submitting the application to completing the transaction)	Service accessibility indicators (such as: the number of days to obtain it, or the number of channels available to provide the service)	10%
Innovation in service	Providing the service in a simple way with an innovation factor	- The percentage of customer satisfaction with the available communication channels in the service. - Percentage of electronic / smart service usage. - The percentage of customers' awareness of using the service. - Plans for introducing customers to the service and availability of service means that show the value provided	10%

- The candidate should provide a brief description of the achievement of each criterion (not exceeding 500 words).
- Attachment of the evidence and supporting documents to the file.

Categories Awards:



Timeline:





For more information contact us:



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