

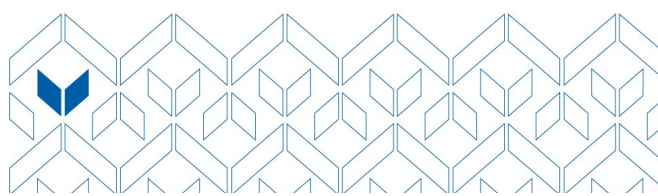


FAQS FOR ACADEMIC EMPLOYEES



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FOREWORD

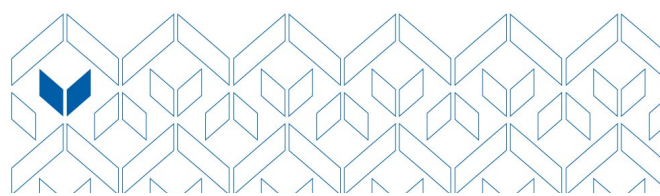
The Frequently Asked Questions document has been prepared to help you learn more about the University of Doha for Science and Technology (UDST).

More detailed information can be found on the University's intranet. If you have questions which are not answered in these pages, please feel free to address those questions to your supervisor or the Human Capital Directorate Staff. Where there are discrepancies between this document and the policy, the Human Resources policy (PL-HR-01) always governs.

Please visit the website: www.udst.edu.qa

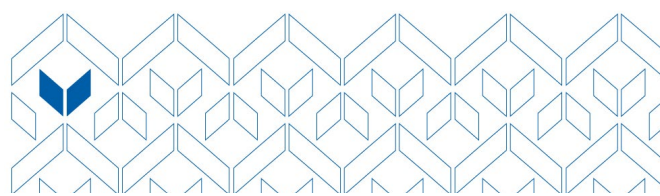
DISCLAIMER

This FAQ is developed in alignment with existing processes and/or practices, which are subject to continuous enhancement. The content of this FAQ is, and will in no event be construed as being legally binding or as an assurance or a guarantee of any offerings, and creates no such contractual rights between the University and its Employees. In the event that any scenario, circumstance, requirement, process, approval authority, policy and/or applicable law changes, the content of the FAQ will accordingly not be applicable. The need to change and/or update this FAQ document may arise as the University continues to grow. The University reserves the right at any time, at its sole discretion, to amend, modify, revoke, suspend, terminate, or change any and all content of this FAQ, and its complementing documents (if any), in whole or in part.



GLOSSARY

Academic Member	Academic Management, Faculty and Instructional members of the teaching and/or research staff, who are employees of the University.
Non-Academic Member	Employees of the University who are not in an academic role.
QID	Qatar ID Card, is the government identity card.
CEID	CEID is the Criminal Evidences and Information Department (CEID) and is a part of the Ministry of Interior (MOI), Qatar.
IBAN Certificate	IBAN stands for International Bank Account Number. It is a new format for an existing bank account number that will be recognized internationally. The IBAN certificate contains the IBAN number for your bank account.
METRASH mobile app	A mobile application from the Ministry of Interior (MOI) which enables Qatari citizens and residents the processing of government services.
SharePoint	UDST intranet provides a single, integrated location where employees and students can efficiently collaborate, find organizational resources, search for experts and corporate information, manage content and workflow and leverage business insight to make better informed decision.
D2L	Desire to Learn is the Learning Management System used at UDST.
FAMIS	The Facilities Asset Management Information System at UDST.
STEM	Science, technology, engineering, and mathematics.
TVET	Technical and vocational education and training.

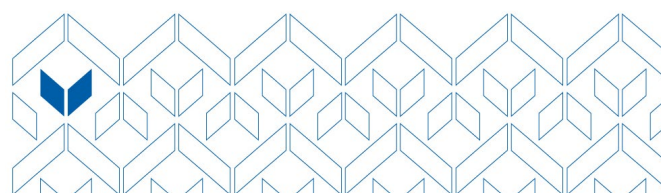


VISION

UDST shall be a leading institution that promotes excellence in applied education and research contributing to innovation and sustainable development of the State of Qatar and the global community.

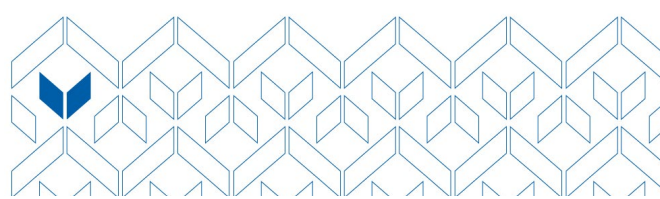
MISSION

UDST advances quality applied science and technology through agile applied higher education and research for the socio-economic development of the State of Qatar and the world.



VALUES

VALUES	WHAT DOES IT MEAN FOR UDST?
ACCOUNTABILITY	At UDST, we strive to be held responsible and answerable for the specific results and outcomes of every activity we undertake. We believe in taking ownership of our responsibilities, ensuring that our actions have a tangible impact and contribute to the success of our students and stakeholders.
ADAPTABILITY	At UDST, we anticipate and respond, in a timely manner, to changing economic, social and global changing situations by empowering our graduates through applied learning experiences and by responding to the evolving needs of students, communities and the workforce.
INNOVATION	At UDST, we embrace innovation in education by developing and fostering new ways to teaching, learning and applied research in line with new developments and technologies in relevant fields and providing solutions to real-world problems locally and internationally.
INTEGRITY	At UDST, we are committed to uphold the values of higher education in our governance and to engage in sound and transparent business to fulfill the trust of the public in all matters.
QUALITY	At UDST, we are committed to high standards in meeting our educational objectives and students' success, utilizing appropriate evidence to improve teaching, learning, research and overall institutional effectiveness to fulfill both current commitments and future needs and opportunities.
SUSTAINABILITY	At UDST, we are committed to environmentally sound development, creating curriculum, research and professional practices that meet the needs of the present without compromising the needs of future generations for a better quality of life.



RELOCATION TO QATAR & IMMIGRATION

Q: What is the process to authenticate and attest education credentials and other legal documentation requested in the offer?

A:

Attested Education Credentials:

This includes the attestation of the Degree certificate, transcripts, and a letter from the University (for each Education credential i.e., Bachelors, Masters, PhD, etc.). The letter should provide the name of the person, the name of the program, the duration of the program, the method (Online, in-person, etc.) for which the program was completed, and the status of completion. The letter should be on the Institution's letterhead and bear the Institution's stamp or seal. These must be attested firstly by the relevant authority in the country where they were issued before being attested by the Ministry of Foreign Affairs in the country they were issued, and thereafter from the Qatar Embassy in the country where they were issued, prior to your arrival in Qatar. Once you are in Qatar, you will be required to attain the final stamp of attestation from the Ministry of Foreign Affairs (MOFA) within the State.

Marriage/Divorce and Birth Certificates:

These need to be attested by the Ministry of Foreign Affairs in the country where the documents were issued and thereafter attested at the Qatar Embassy also in the country where the documents were issued, prior to your arrival to Qatar. Attested Birth Certificates are required only for dependent children traveling to Qatar along with the employee.

Police Clearance Certificate:

This document should be attested by the Ministry of Foreign Affairs & thereafter at the Qatar Embassy in your home country or country of residency. This is only for the employee and not for dependents.

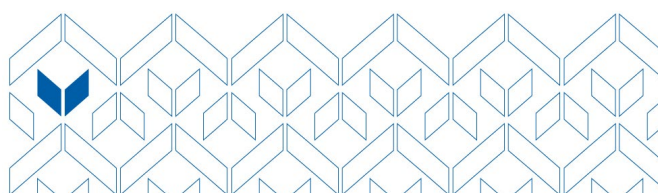
Q: If I have been away from my country of origin for many years, should I get a police clearance certificate from the country I am currently in?

A:

You can provide a police clearance from your country of residency, but the required condition of employment, is for you to provide a police clearance certificate from your country of origin, meaning you are a national of the said country and hold a valid passport from that country, therefore this condition should be met.

CEID Clearance (For Qatari Nationals):

Qatari employees need to provide an original Certificate of Good Conduct issued by CEID prior to beginning their employment at UDST. UDST will issue a letter to the prospective employee to apply for CEID clearance. If an employee is unable to secure CEID clearance for any reason, UDST will rescind the conditional offer of employment.



Clearance Letter from employer (For Qatari Nationals):

Qatari employees need to provide an original clearance letter from their current/previous employer.

TRAVELLING TO QATAR (INTERNATIONAL HIRES)

Q: Can my dependents travel along with me to Qatar?

A:

The University is unable to secure entry visas for dependents of employees. The employee must travel to Qatar first and complete the residency process. Once the employee secures his/her QID, he/she can apply for family visas for dependents under their sponsorship. The University can assist the employee by applying for official visas for the employee's dependents to accompany the employee, however, UDST cannot extend any benefits to the dependents of the employees until their QIDs are issued.

Q: What if my dependents travel with me to Qatar on a visa on arrival?

A:

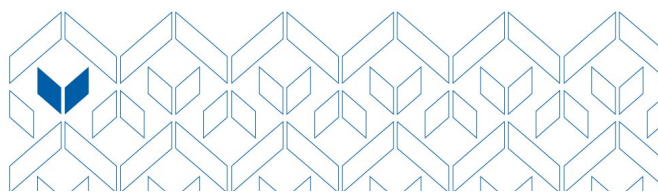
If an employee's dependent(s) enter Qatar along with the employee on a Tourist visa, the employee will have to cover the costs of transferring their visa/s from a tourist visa to a permanent family visa under the employee's sponsorship at a later stage. Furthermore, UDST cannot extend any benefits to dependents of employees until their QIDs are issued.

UDST does not have control over restrictions by the Government on the entry and exit of visitors. You may need to make additional arrangements for your dependents for them to be eligible to secure a visa on arrival to Qatar (For example: Proof of hotel accommodation for the duration of their stay, visitor medical insurance, return flight, etc.) These requirements vary depending on the citizenship of the visitor. The employee will be responsible to ensure his/her dependents meet these requirements before traveling to Qatar. UDST is unable to extend any support in this case.

Q: I am a single parent, and my dependent child will be traveling to Qatar along with me, what are the required documents that I need to provide?

A:

Please be advised that the Ministry of Interior will not issue a residency permit for a minor unless both parents are living in Qatar. In the unfortunate event that one parent has passed away, an attested copy of the death certificate needs to be submitted for the deceased parent. In the event that the child's parents are divorced or separated, there is a requirement for the following documents to be legalized and attested by the relevant authorities:



- ✓ Custody document (stating that the Employee has full or partial custody of his/her child).
- ✓ Divorce certificate.
- ✓ In case of partial custody, authorization by the court and written consent by the child's other parent for the child to travel and live with the Employee in Qatar. Documents must be legalized and attested in either case.
- ✓ Passport copy of the other parent for signature verification purpose.

The MOI can request additional documents as these situations are dealt with on a case-by-case basis. This is beyond the control of the University and the employee will have to comply with any additional information or documentation requested to secure a residency permit for their dependent child.

Q: What if the authentication and attestation of the documents, requested in the offer, is not completed before I travel to Qatar?

A:

Please bring the attested original documents along with you to Qatar or, if they are still in process of being authenticated or attested when you travel to Qatar, please arrange for the documents to be couriered to you in Qatar.

The attested copies of all documents mentioned above will need to be stamped by the Ministry of Foreign Affairs when you arrive in Qatar.

Q: What will be the implications on my employment if the documents requested in my offer are not attested by the Ministry of Foreign Affairs upon my arrival?

A:

Your provision of the attested documents is a condition of employment, if this is not satisfactorily met, your employment will be considered withdrawn, null and void.

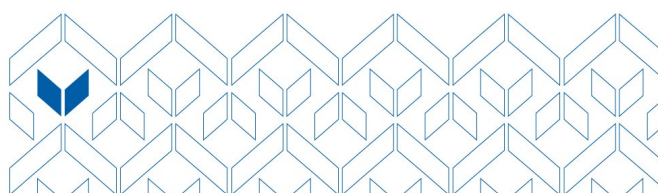
Q: What format should I use to send scanned copies of documents via email?

A:

The documents must be sent in PDF format (A4 size) as attachment or in a zip folder via email. Please ensure the scans are clear, there are no shadows and the document are legible.

Please take note of the below requirements when sending the documents via email to your Talent Acquisition Specialist.

- ✓ Do not use your phone camera or cam scanners to scan your documents.
- ✓ Do not send documents in a format other than PDF.
- ✓ Do not send a link with your documents.



Q: What medical tests am I required to complete before traveling to Qatar?

A:

We require the results for the following blood tests: HIV/AIDS, Tuberculosis, Hepatitis B and C. We will also require the test results of a chest X-ray. This is only for the employee, and not for his/her dependents. You will be required to do the tests again when you arrive in Qatar, as part of the process to obtain a Qatar Residency Permit.

Q: Do the medical tests need to be completed at a designated clinic/laboratory and do they have an expiry?

A:

The medical tests must be completed at a competent clinic/hospital in your home country or country of residence. You must initiate the medical tests as soon as you accept the offer and send the results via email to your Talent Acquisition Specialist, as soon as you receive them. The medical tests do not have an expiry, however, for our purpose we do require recent testing which should not be older than 6 months. The employee **must** bring the original medical test reports along with them to Qatar.

Q: Will UDST reimburse the costs associated with attestation and authentication of education credentials and other documents required for residency and employment in Qatar?

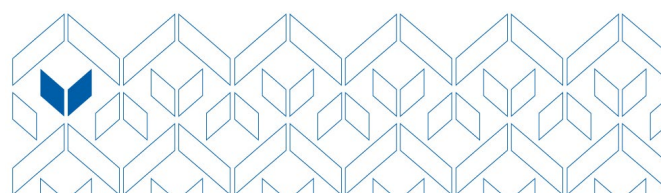
A:

UDST does not reimburse employees for the cost related to attestation of other documents. UDST may reimburse the cost of the attestation of education credentials subject to applicable terms and conditions.

Q: Does UDST cover relocation costs for employees and to what extent?

A:

UDST covers patriation for the employee as well as eligible family members. This includes flight tickets, shipping allowance (capped), costs related to immigration and residency, travel expenses and quarantine costs (if applicable), as per UDST policy. Employees will need to retain original receipts of expenses incurred to submit claims for reimbursement once they arrive in Qatar. Employees may incur additional costs during patriation and may not be able to claim reimbursement if these costs are not covered as per UDST policy.



Q: Will my dependents have to undergo medical testing during the residency process in Qatar?

A:

Yes, this is a requirement of the residency process for the State of Qatar. All dependents over the age of 16 are required to undergo medical testing prior to receiving their residency in Qatar. Dependents are tested for the following blood tests: HIV/AIDS, Hepatitis B & C, and chest x-ray. It is recommended for the accompanying spouse to undergo the medical test prior to arriving in Qatar.

This is not a condition of the employee's contract however it should be done as a preventive measure to ensure the spouse will be eligible for Qatar residency.

This will safeguard the employee from making an informed decision to relocate his/her family in the event the spouse does not qualify for residency in Qatar.

Q: Will my dependents have to undergo fingerprinting during the residency process in Qatar?

A:

Yes, this is a requirement of the residency process for the State of Qatar. All dependents over the age of 16 are required to do fingerprinting prior to receiving their residency in Qatar. It is recommended for the accompanying spouse to provide a police clearance certificate from their home country or country of residence prior to arriving in Qatar.

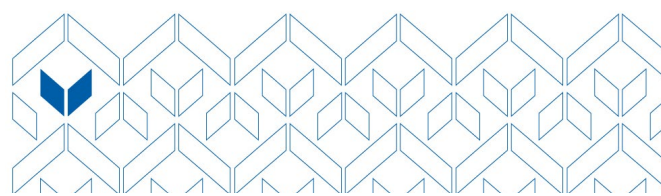
This is not a condition of the employees' contract however it should be done as a preventive measure to ensure the spouse will be eligible for Qatar residency.

This will safeguard the employee from making an informed decision to relocate his/her family in the event the spouse does not qualify for residency in Qatar.

Q: When can I expect to receive my QID after arriving in Qatar?

A:

UDST has a dedicated in-house government relations coordinator team who begins the process of securing your QID from your first day of work. We are unable to provide a definite timeframe for the issuance of QIDs, as this is beyond the control of the University. Employees are required to ensure they have the original attested and authenticated documents requested in the offer and by their Talent Acquisition Specialist when they arrive to Qatar to avoid any potential delays in securing a QID.



Q: When can I apply for a family visa for my dependents to join me in Qatar? Does UDST provide any support with this process?

A:

You can apply for the family visas of your dependents after you have secured your QID. Our government relations coordinator team will assist you with the application and residency process for your dependents.

Q: How long does it take to get a Family Visit Visa?

A:

It takes ± 10 working days to process. The relative's visit visa is typically valid for 30 days and can be renewed for a total of six months.

Q: Can I open a local bank account in Qatar prior to traveling to Qatar?

A:

This is not possible. You will be invited to attend new employee orientation sessions once you arrive in Qatar. During those sessions, you will be provided with information and support on the process of opening a local bank account in Qatar.

Q: Will I receive my first salary in advance when I arrive in Qatar?

A:

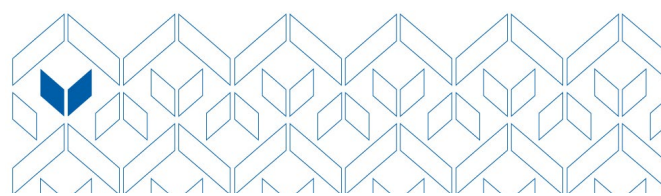
We cannot pay your first salary in advance. UDST has a cutoff date for payroll processing which is the 15th of every month. If you arrive in Qatar after the cut-off date or, if you are unable to open a local bank account before the cut-off date, your salary will be processed in the following pay cycle.

ACCOMMODATION; LOCAL & INTERNATIONAL HIRES

Q: Can you provide me with more information about the furnished accommodation provided by UDST? Please share pictures.

A:

Our staff accommodations are apartment style 2- or 3-bedroom units, fully furnished. Our Facilities Management Directorate assigns the accommodation units, and the University has the right to change the accommodation at any time by providing sufficient notice to the employee, as per UDST policy. You are requested to refer to your conditional offer of



employment to check on your accommodation eligibility. All accommodation units are within family-friendly secure compounds or complexes and are equipped with common recreational facilities.

Sample pictures of our staff accommodations can be viewed at [This link](#).

DEPENDENT SCHOOL FEES

Q: Does UDST offer assistance with securing placements in local schools for dependent children of employees?

A:

Employees must contact the schools directly to secure placements for their dependent children. Most schools in Qatar have websites with detailed information about their admissions and registration processes. You can begin the registration process before arriving to Qatar to avoid any delays. Please note that most schools require the child to have his/her QID prior to attending school.

Q: I have secured admission for my child to a school in Qatar. The school is requesting me to pay for the registration and seat reservation fees prior to my arrival to Qatar. Will this be covered by UDST?

A:

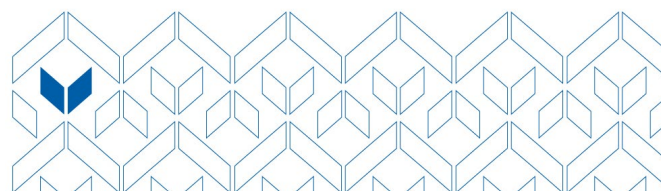
UDST will reimburse you for fees associated with schooling for your child (capped amounts covering allowable expenses only), as per UDST policy and once your child secures a valid QID under your sponsorship. You will have to cover the fees and retain the original receipts until you can apply for reimbursement.

TRANSFER OF SPONSORSHIP TO UDST

Q: What documents are required to transfer my sponsorship to UDST?

A:

We have a dedicated government relations coordinator who will meet with you to provide you with information about the transfer of sponsorship process and documents required. Your Talent Acquisition Specialist will schedule a meeting with you and the government relations coordinator.



Q: How long will it take for the transfer of sponsorship to be completed?

A:

We are unable to provide a definite time frame, as this is beyond the control of the University. Employees are required to ensure they have the original attested and authenticated documents requested in the offer and by the government relations coordinator team to avoid further delays.

Q: Can I begin to work at UDST while my transfer of sponsorship is in process?

A:

If you are under the sponsorship of another organization in Qatar, UDST cannot hire you until your transfer of sponsorship is complete. Your Talent Acquisition Specialist will schedule a meeting with you and the government relations coordinator team to keep you apprised of the status.

Q: I am currently on a family sponsorship. Can I transfer my sponsorship to UDST?

A:

Requests for transfer of sponsorship are reviewed on a case-by-case basis. UDST cannot guarantee successful transfer of sponsorship since this process depends on several variable factors.

SETTLING IN

Q: What can I expect during my first week at UDST?

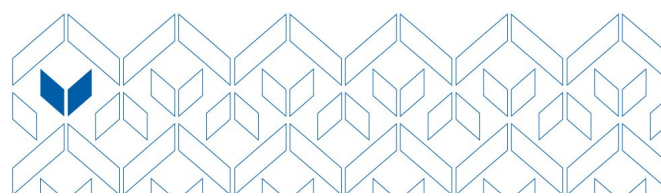
A:

Once you arrive in Qatar, we will initiate your residency process. You will receive an invitation from our Talent Management team to attend the new employee orientation session where you will be provided with more information about the residency process, leaves and benefits, medical and health insurance and other topics related to your employment at UDST. The colleges also organize their own orientation sessions for new employees.

Q: When will I sign the final employment contract?

A:

You will sign your final employment contract on your first day of work. A copy of the contract will be sent to you via email for your review, prior to your travel to Qatar or your first day of work.



Q: Can I drive without a driving license?

A:

No, driving without a valid license is a criminal offense with harsh penalties for non-compliance. Employees are to ensure they plan in advance and are holding an appropriate, valid license at all times.

Q: Will I be able to get a Qatari driver's license without undergoing any testing?

A:

Holders of driver's licenses from certain countries might be able to get Qatar's driver license without having to go through any testing. It will be the employees' responsibility to check with the appropriate entities to determine if they hold a license from a country that is not subject to testing.

Please note that the driver's licenses from the majority of countries do require undergoing testing including an eye exam, theory test and a road test in order to attain a Qatar Driver's license. Please be advised that the process of attaining a Qatar driver's license might vary, therefore it will be the employees' responsibility to seek alternative arrangements for traveling around while they are in the process of attaining their driver's license.

Below is a list of some of the Authorized Driving Schools in Doha:

- Al Rayah Driving School, Tel: 4487 7774
- Doha Driving School, Tel: 4479 2263
- Gulf Driving School, Tel: 4465 2822
- United Driving School, Tel: 4468 1003
- Al Khebra Driving School, Tel: 4451 6353

All the above driving schools teach lessons in English and Arabic, along with certain other languages.

Q: What do I need from UDST to process a visa for a housemaid?

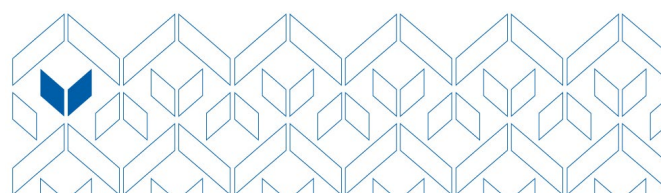
A:

UDST's Human Capital Directorate will provide you with a letter which states that you are an employee of UDST. It will include your job title and monthly salary. UDST will not provide any further assistance to you in getting a housemaid's visa or residency.

Q: What services does the Hamad Health Card cover?

A:

The Hamad Medical card allows the employee to use the medical services of Hamad Medical Corporation and its affiliated health centers. It includes emergency, clinical and hospital services.



WORKING AT UDST

Q: What are the working hours for academic members at UDST?

A:

The working hours for academic members is 40 hours per week and depend on their teaching schedule per semester.

Q: How is the office layout in UDST?

A:

UDST adopts a combination of single offices and shared workspaces, based on the nature of the job and other multiple factors. Employees working in shared work spaces are encouraged to be mindful of the work spaces of their colleagues, comply with shared space etiquette and create a work environment which is collaborative and positive.

Q: What is the teaching load per semester?

A:

Academic members will be required to teach a minimum of 12 credit hours per week. Two courses with two sections each.

Q: How many semesters are there per academic year?

A:

There are two semesters: Fall (August – December) and Winter (January – April). There is a short Intersession/Spring Semester (May – June).

Q: I received an offer from UDST for 2 Academic Years. Will I be offered an extension?

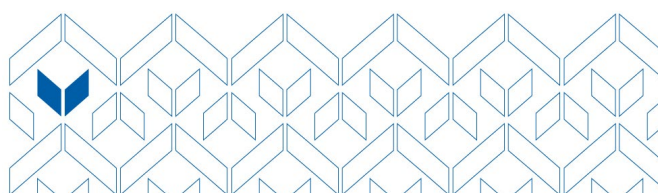
A:

Contract durations are determined based on current needs and institutional growth projections. Contracts have the possibility of extension based on the operational needs that exist at that time.

Q: Is the probation period negotiable?

A:

No, the probation period of 6 months is not negotiable and is the same for all academic members as per UDST policies and Qatar Labor Law.



Q: How will I know if my probation is completed successfully?

A:

Your manager will schedule a meeting with you to review your performance during the probation period. Following this meeting should your probation be successful; you will receive a letter of confirmation from the Human Capital Directorate.

Q: How often do academic members go through the performance review cycle?

A:

Employee Performance is reviewed annually. The annual review process is intended to be collaborative in nature and provides the employee and their line manager with an opportunity to discuss various elements pertaining to your role at UDST. The process is coordinated by the Faculty Affairs Department and it is referred to as the Academic Appraisal Framework (AAF). Please refer to the “Faculty Affairs” section of this document for additional information.

Q: Is there a tenure track for academic members positions? How is it evaluated?

A:

There is no tenure track. Employment contract terms range between 1-3 years or as per your offer of employment. The Academic Appraisal Framework is used to evaluate academic members.

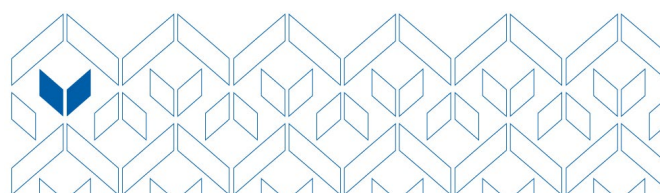
SALARY & ALLOWANCES

Q: Can I request for additional allowances and benefits to be added to my compensation package?

A:

No, the allowances mentioned in your conditional offer/employment contract are as per the University’s Compensation and Benefits scales. Allowances are provided to employees based on their rank, grade, sponsorship and marital status.

Q: My conditional offer of employment states that the allowances and benefits are subject to change at any time by UDST. Will UDST make changes to my compensation package after I join?



A:

Employees are notified officially if there are any changes to their compensation or benefit entitlements.

Q: Does UDST provide regular salary increments to retain academic members?

A:

UDST conducts/participates in salary benchmarking exercises periodically with comparable organizations to maintain a suitable level of competitiveness relative to the labor market with regards to salary, benefits, and allowances.

Q: How often am I paid and when is the pay-date?

A:

Employees are paid monthly in accordance with UDST's payroll schedule. Pay date falls on the 28th of the month (weekday). If the 28th falls on a weekend, pay date is preponed to that last working date prior to the 28.

Q: Will my salary be paid to my international bank account? Where will my monthly pay be deposited?

A:

No, you will have to open a local bank account when you arrive in Qatar. Your salary will be transferred to your local bank account in Qatar. You must provide the Compensation & Benefits Section at the Human Capital Directorate with your bank details after you open a bank account. This document is in the form of an IBAN certificate or Salary transfer certificate provided by the bank. Please ensure the document is original and it should be handed to the Human Capital Reception at the Human Capital Directorate in Building 3.

Q: Can I open an account with any bank in the State of Qatar?

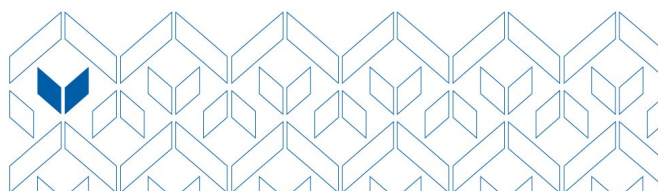
A:

Yes, you can. There are many banks in Qatar such as Qatar National Bank (QNB), Masraf Al-Rayan, Commercial Bank of Qatar (CBQ), Islamic banks and other international banks such as HSBC and Standard Chartered are also available.

Q: How much is the end of service gratuity?

A:

End of service gratuity is equal to 3 weeks' base salary for every year of service. The end of service gratuity is paid to employees eligible per the Human Resources Policy, and who have completed at least one (1) year of service.



Q: Does UDST provide loans to employees?

A:

The eligibility for such loans is only for National employees at UDST.

Q: What allowances am I entitled to receive as part of my employment with UDST?

A:

This information is included in the conditional offer of employment accepted by the employee.

Q: Will I be entitled to a furniture allowance?

A:

Employees with fully furnished accommodation provided by the University are not eligible for a furnishing grant.

Q: Can I request for a housing allowance in lieu of the furnished accommodation provided by UDST?

A:

UDST does not provide housing allowance to academic members in lieu of housing accommodation; however, such requests can be reviewed on a case-by-case basis.

LEAVES & BENEFITS

Q: Does UDST extend benefits to dependents of employees?

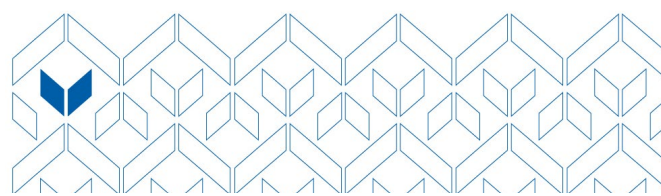
A:

UDST provides certain benefits to eligible dependents of employees. Eligible dependents include your spouse and up to 3 children below the age of 18 years sponsored by the employee. Furthermore, the eligible dependents should be living in Qatar for more than 180 days in a year and have a valid QID.

Q: Will my dependents be eligible to receive benefits if they do not relocate with me to Qatar?

A:

UDST will not be able to extend any benefits to your dependents if they do not have a valid QID (under your sponsorship) and are not living in Qatar.



Q: What is a spousal/sponsor benefits declaration document?

A:

A spousal/sponsor benefits declaration document is a form that UDST uses to verify the marital status of employees, where the declaration of a spouse is required to determine entitlements to benefits and allowances.

Q: Will my benefits from UDST be impacted if my spouse/sponsor receives benefits from his/her employer?

A:

Yes, duplication of spousal/sponsor benefits may impact the following benefits that the employee receives from UDST:

- ✓ Housing Allowance/Accommodation Entitlement
- ✓ Annual Travel Ticket Allowance
- ✓ Children's Education Allowance
- ✓ Medical Insurance

It is the employee's responsibility to notify the University of any change in his/her spouse/sponsor's benefits that may impact the employee's entitlements from the University.

**Benefits and entitlements are subject for review and can be updated by UDST at any time.*

Q: With regards to Travel Insurance, what will the coverage be?

A:

UDST provides travel insurance to employees. Coverage will be based on the approved terms and conditions related to UDST group travel insurance.

Q: Since Academic Members have to follow the Academic Members' Holiday schedule, if in case that there will be an emergency other than the death of a family member, what kind of leave can be availed?

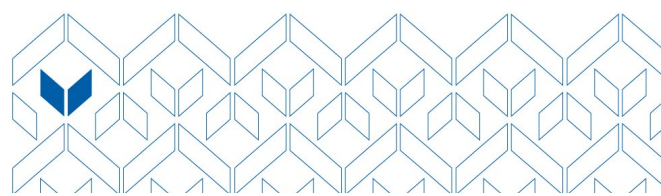
A:

Academic Members can avail up to three (3) calendar days of emergency leave.

Q: Who are the family members to whom bereavement leave applies, and for how many days?

A:

Bereavement leave provides Employees with time off to mourn the death of a Family Member. Employees are entitled to receive: five (5) consecutive Calendar Days in the State of Qatar, and



seven (7) consecutive Calendar Days outside the State of Qatar (Proof of travel will be required such as a copy of exit and entry, boarding pass or screenshot of exit and entry dates from METRASH mobile application), of paid bereavement leave in the event of the death of their:

- Mother/Father
- Legal Guardian
- Sister/Brother
- Child
- Spouse
- Grandmother/Grandfather/Grandchild
- Mother-in-law/Father-in-law

Employees are entitled to receive three (3) consecutive Calendar Days of paid bereavement leave in the event of the death of their:

- Daughter-in-law/Son-in-law
- Sister-in-law/Brother-in-law

Q: If I run out of sick leave for the year, what other options do I have?

A:

The University provides sick leave with full pay for a maximum of fourteen (14) calendar days. Once leave with full pay is exhausted, in the event of an illness, the Employee will be provided with sick leave with half pay for a period of four (4) weeks (20 working days), and thereafter sick leave with no pay of six (6) weeks (30 working days).

A sick note is required as a supporting document for sick leave of more than two (2) days, (i.e. three (3) consecutive days or more). For Academic members, exhausting all sick leave, an absence outside of their determined annual leave will be considered as an authorized unpaid leave.

Q: Where do I apply for my leave?

A:

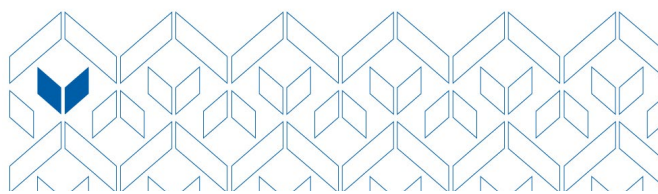
All leave requests must be entered into the absence system, AMOS – Absence Management and Overtime System via Oracle PeopleSoft.

Q: Are there training guides on how to enter leaves on PeopleSoft?

A:

You can find user guides on SharePoint under IT Training - [Employee Self Service Reference Guide](#)

Q: How many annual leave days am I entitled to in a year?



A:

Academic members are entitled to paid annual leave for the number of days specified and published in the Academic Calendar. In the event an Academic Member commences his/her employment with the University during the course of the Academic Year, the Employee will be entitled to leave for fractions of the year in proportion to the period of his/her service, i.e., annual leave is not accrued by the Academic Employee. Annual leave taken outside of the prescribed periods must be pre-authorized and is unpaid.

Q: What is fraction of annual leave?

A:

Annual leave fraction is a part/portion of the total number of days specified and published in the Academic Calendar, calculated as pro-ration on the basis of the actual duration of service.

Q: What happens to my unused leave when my employment ends (resignation, retirement, end of contract, etc.)?

A:

Academic leave is a scheduled leave for faculty members implying this is a non-cashable benefit and cannot be carried forward.

Q: Should I apply for this leave on PeopleSoft?

A:

Faculty leave does not have to be entered on PeopleSoft but should be documented between the Employee and his/her line manager. Any leave taken beyond the faculty leave period will need to be applied as 'Leave Without Pay' through PeopleSoft.

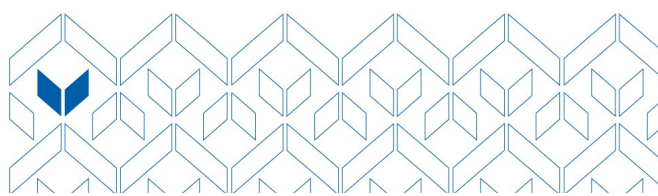
Q: What other leaves am I entitled to receive as an academic member?

A:

The University provides the following leaves to academic members, as per UDST Policy:

- Sick Leave
- Emergency Leave
- Maternity/Paternity Leave (for married employees only)
- Hajj Leave (for Muslim academic members only)
- Bereavement Leave
- Al Eddeh (For Muslim Female employees only)
- Marriage Leave (For Qatari academic members only)

Leave requests submitted by employees are reviewed and checked for eligibility before being approved.



Q: How much is the cap for the education claim (for eligible employees) per child?

A:

Maximum eligibility for the claim per child is based on the employee's rank/grade as per UDST's approved compensation and benefits matrix.

Q: My child is studying outside Qatar, is it possible to claim for the education claims (for eligible employees)?

A:

No, criteria for education claims include the following:

- ✓ The child must be residing in Qatar with valid QID
- ✓ The child's age must be between 4-18 years old
- ✓ The child's school must be based in Qatar

Q: Which fees are covered under the children's education allowance benefit?

A:

- ✓ Tuition Fees;
- ✓ Annual School Fees required to be paid as administrative fees (for example: registration fee, special fee, exam fee, e-learning fee, reservation fee, capital fee);
- ✓ Required School Books or e-books charges as prescribed by the syllabus;
- ✓ School bus transportation.

Q: Is my wife eligible for education allowance for further studies?

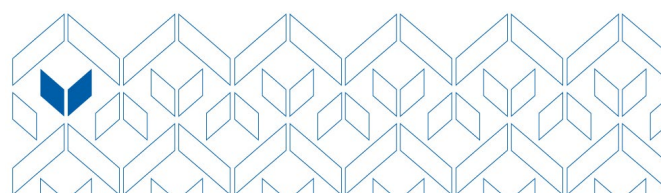
A:

No, education claims (for eligible employees) are meant for the employee's children ages 4 – 18 years of age.

Q: How can I reach the Human Capital Directorate Staff?

A:

Please click on the following link to access the Human Capital Staff Focal Points: [Human Capital Directorate Staff](#)



TRAINING & DEVELOPMENT

Q: Are employees under probation eligible for training?

A:

Employees under probation are not eligible for training both locally and internationally. However, specific job training can be provided in-house if necessary and subject to the approval of the Director, Human Capital. During probation, employees are not eligible for business travel to represent the University. However, in exceptional cases, this may be permitted, based on job requirements and subject to approval of the University's President.

Q: Are employees eligible for overtime pay for training and for business trips?

A:

No, Employees are not eligible for overtime pay during the training periods or business trips however there is a daily representation allowance for employees traveling on international official missions inclusive of training

Q: How can I apply to attend a training course, conference, or workshop?

A:

Both academic and non-academic employees can apply for a training course, conference, or workshop by filling out an operational training/professional development request form and providing supporting information pertaining to the course, conference, or workshop. The request can be initiated by the Line Manager or by the Employee and will be subject to multiple levels of approval.

APPLIED RESEARCH, INNOVATION AND ECONOMIC DEVELOPMENT

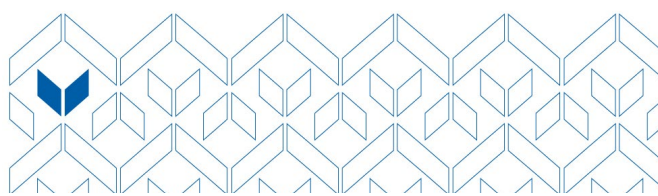
Q: What are UDST's Research Priorities?

A:

Current UDST Research priorities focus mainly on four Applied Research Pillars and related Clusters linked to the Qatar National Vision (QNV) 2030, National Development Strategy (NDS), Qatar National Research Strategy (QNRS) and Qatar National Research Fund (QNRF) priorities:

Research Pillar 1: Sustainable Development

- ✓ Water Resource Management
- ✓ Agriculture Engineering
- ✓ Food Security
- ✓ Manufacturing



- ✓ Renewable Energy
- ✓ Environment Climate Change

- ✓ Smart Grid
- ✓ Greenhouse Technology

Research Pillar 2: Digital Technology

- ✓ Data Science
- ✓ AI – (Artificial Intelligence)
- ✓ FinTech
- ✓ IoT (The Internet of Things)
- ✓ Hyper-Connectivity
- ✓ Cybersecurity

- ✓ Public Safety
- ✓ Upskilling professional workshop
- ✓ High performance computing
- ✓ Telecommunications

Research Pillar 3: STEM & TVET Education

- ✓ Roadmap towards STEM/TVET Education for Qatar/Region/Globally
- ✓ MOE Strategic Initiative in STEM/TVET and Education
- ✓ Curriculum Development and Accreditation for STEM Education

Research Pillar 4: Health, Wellbeing & Society

- ✓ Predictive and preventive care
- ✓ Health Care Education
- ✓ Environmental Health and Safety
- ✓ Life on Land

Q: What are the Strategic Goals for Research at UDST?

A:

There are six overarching strategic goals of UDST:

1. Building Research Capacity under each Pillar
2. Enhancing Research Infrastructure
3. Strengthening Industrial Research Collaboration
4. Increasing Innovation and Entrepreneurship
5. Embedding Research Informed Teaching in Curriculum
6. Provide socio-economic and environmental benefits to end-users and the community.

Q: What types of grants are available at UDST?

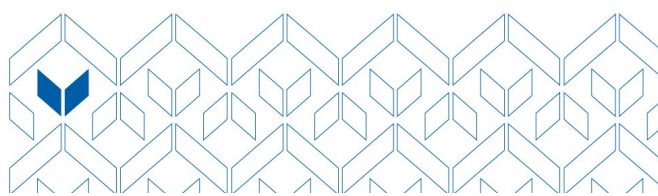
A:

Internal Grants

- Seed Funds Up to QR 20,000
 - Funds to assist researchers develop projects linked to the research pillars in order to secure external funding.
- Early Seed Funds Up to QR 10,000
 - Funds to assist New Academic members (joined UDST less than 6 months) to develop projects linked to the research pillars.

External Grants

- Qatar National Research Fund (QNRF) calls
- High School Research Experience Program (HSREP)



- Undergraduate Research Experience Program (UREP)
- NPRP Blue Skies Research Award (NPRP- BSRA)
- NPRP-Research Outcome Implementation Award (ROIA)
- Conference and Workshop Sponsorship Program (CWSP)
- Qatar Research, Development and Innovation (QRDI)
- Industrial Grants

Please contact ARIED@udst.edu.qa for more information.

Q: Are there online tools to search for funding opportunities?

A:

Yes. The ARIED Directorate will send out timely announcements regarding new funding opportunities. Alternatively, the employee can also check the ARIED Directorate Website for the latest updates on QNRF and QRDI calls?

Q: What is the proposal submission process at UDST?

A:

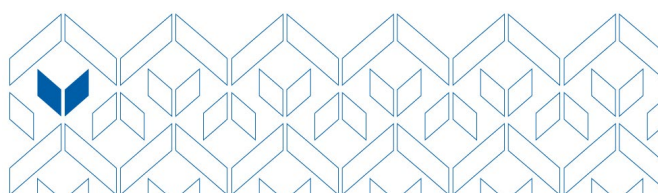
- All requests for funding to be submitted to an external sponsor must be reviewed and approved by the following entities prior to submission:
 - Dean of College
 - ARIED Director
- An approval letter issued from the ARIED Directorate must be uploaded as an additional document as part of the application process.
- A peer review of all proposals will be done for quality assurance prior to submissions. Feedback will be sent to the PI for further modifications or to be uploaded into the system.

Please contact ARIED@udst.edu.qa for more information on the above grants.

Q: Who can help me create a budget for my proposal?

A:

The ARIED Directorate Staff offers support for administrative aspects of the proposal preparation and submission process, including construction of proposal budgets and coordination of the University's review and submission process. Please contact ARIED@udst.edu.qa for more information.



Q: What support or services does the research office offer to academic members looking for funding?

A:

The ARIED Directorate performs customized funding searches to locate those opportunities that best suit the employees' expertise. The ARIED offers advice on strategies for submitting competitive proposals and will review the employees' proposal against sponsor requirements.

Q: How do I join a research team or cluster?

A:

Please contact ARIED@udst.edu.qa to register your interest and expertise.

Q: Is there a funding available for open access publications?

A:

We would normally expect publication costs to be paid from research grants. However, this is currently being reviewed.

Q: What is the Institutional Review Board (IRB)?

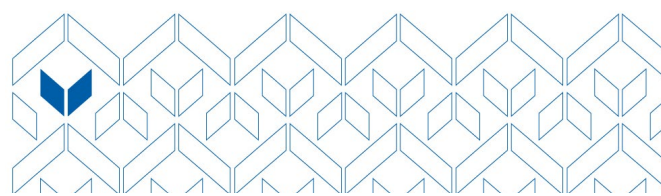
A:

The IRB is responsible for enforcing guidelines and policies for ethical conduct of research involving human subjects. The core function of the IRB is to ensure that human research is conducted in compliance with Qatar's Ministry of Public Health (MOPH) policies and regulations for research involving human subjects and to ensure that the rights, privacy and confidentiality of participants and their related information are in place.

Q: Who oversees the IRB process?

A:

The ARIED Directorate manages the IRB process. Please contact ARIED@udst.edu.qa for more information.



FACULTY AFFAIRS DEPARTMENT (FAD)

Q: What does the Faculty Affairs Department (FAD) handle?

A:

FAD provides support to faculty by fostering an environment that enhances their professional life so that they can provide the highest quality of technical and applied learning to our students.

Q: What are some key FAD functions?

A:

FAD provides a wide range of faculty-focused services including, but not limited to:

- Developing and coordinating academic policies, procedures, and frameworks;
- Facilitating and coordinating the formation of UDST Committees
- Monitoring teaching load, teaching overload, and academic overtime;
- Developing and managing the academic appraisal, ranking, and promotion processes;
- And coordinating exceptional requests for Faculty Leave

Q: Where can I access relevant policies and procedures?

A:

Approved Academic Policies and Procedures are available under “Academic Policies” on [the UDST internal website \(SharePoint\)](#).

Q: How can I serve on a committee at UDST?

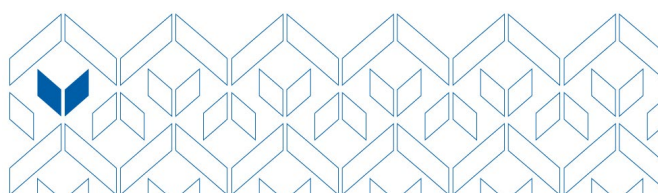
A:

If you would like to take part in any of the UDST Committees, please discuss this matter with your dean. College committees are typically formed in the Fall term and membership is through nomination.

Q: What is the standard teaching load?

A:

To learn about the components of the Academic Workload including the standard teaching hours for full-time academic members at UDST, please refer to the Academic Workload Policy (PL-AC-05) available on [the UDST internal website \(SharePoint\)](#).



Q: What is the difference between Teaching Overload and Academic Overtime?

A:

Teaching Overload is defined as the number of hours taught by an Academic Member in addition to the standard teaching load requirements for a full-time Academic Member during the Academic Year. One example would be teaching an additional course beyond the standard teaching load during the Spring term.

Academic Overtime is an additional assignment completed by an Academic Member, in addition to the Academic Workload, arising out of extenuating or unanticipated circumstances, institutional or operational requirements. One example would be participating in a project headed by the Continuing and Professional Education Directorate (CPE).

Q: How and when will my annual Academic Appraisal occur?

A:

The performance of Academic Members is evaluated on an annual basis during the Academic Appraisal Cycle, which starts in Winter Term and is announced by the Office of the Vice President, Academics. At that time, you will be provided with detailed instructions on how to submit documentation of your performance in a number of established components, which include Teaching, Scholarly/Creative Activities, Professional Development, and Service.

For more information on the annual Academic Appraisal Cycle, please refer to the Academic Appraisal Policy (PL-AC-09) available on [the UDST internal website \(SharePoint\)](#). You may also view a copy of [its relevant procedure](#).

Q: When is the annual Academic Promotion Cycle?

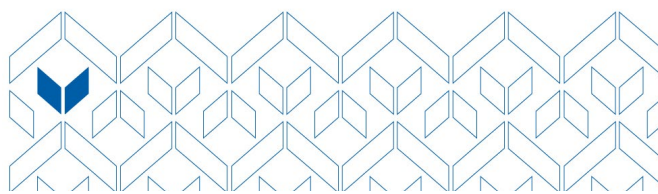
A:

The annual Academic Promotion Cycle usually starts in the Fall term and will be announced by the Office of the Vice President, Academics. It is usually preceded by an introductory session where faculty are invited to participate in a Q&A.

Q: What are the dates of my annual Academic Leave?

A:

You are entitled to a set number of paid annual leave days as specified and published on the UDST internal website (SharePoint) in the [Academic Calendar 2024-2025](#). If you join UDST during the academic year, your annual leave entitlement will be prorated based on your service period. Academic members are usually notified of their summer entitlement during the Spring term.



Q: When returning from leave, do I need to log my duty resumption?

A:

Academic members are not required to log resumption of duty via the Peoplesoft (Human Capital Management 9.2) system.

However, following the long breaks, academic members are required to swipe their UDST ID card on-campus on the stated resumption date per the official academic calendar (e.g. Sunday, August 24th for AY 2024-2025).

Q: What if I have any additional questions?

A:

We would be happy to assist you. Please feel free to send your queries to FAD's inbox (fad@udst.edu.qa) or reach out to one of our team members directly:

Name	Title	Extension	Email
John Little	Academic Manager, Faculty Affairs	2677	john.little@udst.edu.qa
Amani Hamed	Faculty Affairs Specialist	2459	amani.hamed@udst.edu.qa
Gilla Camden	Faculty Affairs Specialist	2399	gilla.camden@udst.edu.qa
Shane Canillo	Faculty Affairs Analyst	2621	shane.canillo@udst.edu.qa

HEALTH & SAFETY

Q: How to report near misses or accidents involving students or a staff member?

A:

The Employee is required to complete the Accident Reporting Form available on SharePoint.

Q: My office chair is not adjustable, what options do I have?

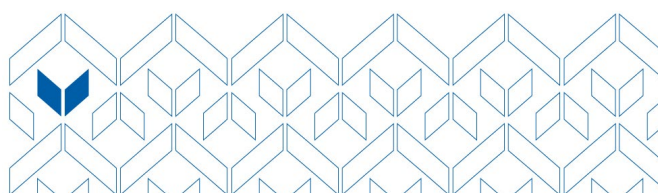
A:

The Employee can request a new chair through FAMIS. For queries relating to ergonomics issues, the employee is encouraged to contact UDST's Health and Safety Team. Miscellaneous Health and Safety questions can be addressed to UDST's Health and Safety Team.

Email Address: HealthandSafety@udst.edu.qa

Office Number: 4495 2802

Mobile Number: 5590 1486



LIBRARY SERVICES DIRECTORATE

Q: If I need to access an article/journal and I am having difficulty, who do I contact?

A:

You can contact Library Services with the information for the article at reference@udst.edu.qa.

Q: How do I put something on Course Reserve for my students?

A:

The form and instructions for placing materials on Course Reserve can be found here: <https://library.udst.edu.qa/faculty/reserves>. Along with the details of the work, you will be required to specify the type and source of the material. As well, you will select the duration of how long students should have access to it (In-Library Use, 1 day, 3 days).

Q: How can I contact someone in the library?

A:

You can contact Library Services at:

MAIN LIBRARY

Office Number: 4495 2051

Email: reference@udst.edu.qa

LEARNING COMMONS

Office Number: 4495 2049

Email: reference@udst.edu.qa

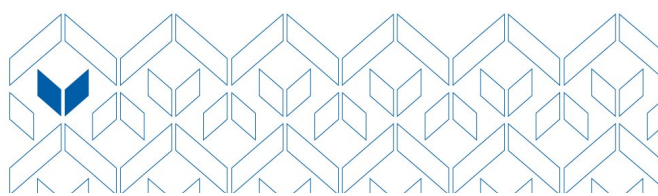
ARCHIVES

Email: university.records@udst.edu.qa

Q: I have material or course work I wish to use in my class, but I was wondering about the copyright laws and if I was allowed to. Who would I contact?

A:

For information on copyright, you can find it on our website at: <https://library.udst.edu.qa/scr/copyright>. If you have further questions, you can reach out to us at reference@udst.edu.qa. Any material used in the class should also be reviewed and endorsed by Academic management.



Q: I have questions about Research, Publishing and Open Access.

A:

For questions regarding research, publishing and predatory publishing, systematic reviews, and/or Open Access, please contact our Scholarly Communications and Research team at scr@udst.edu.qa.

STUDENT ENGAGEMENT DEPARTMENT

Q: Where is the Student Engagement Department located?

A:

You can find the Student Engagement Department downstairs in Building 6 (adjacent to the courtyard, the building covered in all the bright stickers).

Q: I am an academic member looking to become a student club mentor on campus. Whom should I contact?

A:

Please email udstlife@udst.edu.qa, briefly explaining which club you would like to mentor. The Student Engagement Department are always looking for new mentors and club ideas.

Q: Does UDST have a student council?

A:

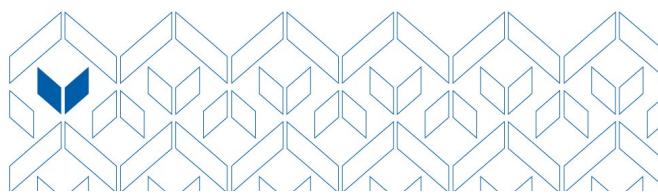
Yes, UDST has a democratically elected Student Council (SC). More information can be found here. Students can contact their student council member by emailing SCStudentVoice@udst.edu.qa.

STUDENT COUNSELLING AND ACCESSIBILITY SERVICES DEPARTMENT

Q: What is Student Counselling and Accessibility Services?

A:

The Student Counselling and Accessibility Services Department is a division of Student Affairs committed to creating a safe, supportive, inclusive environment allowing all students to reach their full potential and thrive. Student Counselling and Accessibility Services aim to remove barriers impacting students' personal and academic success.



Q: What services are provided through the Student Counselling and Accessibility Services Department?

A:

Student Counselling and Accessibility Services offer a diverse range of services designed to support students' mental health, personal growth, academic success and accessibility needs.

These services include, but are not limited to:

- **Mental Health Counselling**

A team of trained Student Counselling Specialists are available to provide one-to-one therapy to students experiencing various challenges such as family/friendship dynamics, grief, managing emotions, improving confidence.

- **Accessibility Support**

Accessibility Services is dedicated to empowering students with diagnosed physical, psychological or learning-related conditions by providing tailored support and accommodations. A team of trained accessibility specialists support students by providing:

- ✓ Assistive Technology: Connecting students to tools and strategies to enhance learning and independence.
- ✓ Academic Support: Offering personalized guidance and support to help students succeed.
- ✓ Accommodations: Providing accommodation(s) such as priority registration, attendance flexibility, additional time on exams, and flexible testing arrangements to meet individual needs.
- ✓ Advocacy: Advocating for students' rights and ensuring equitable access to education.

- **Student Support Groups**

Facilitated by Student Counselling Specialists and Student Mental Health Ambassadors, UDST students have the opportunity to attend various group support sessions. These group support sessions focus on topics such as stress management, navigating anxiety, and improving social connections.

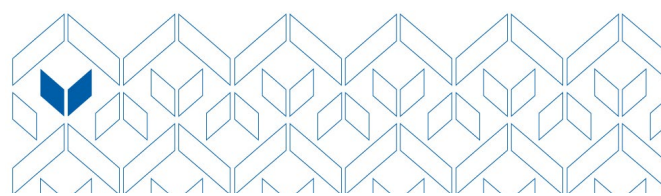
- **Programming and Workshop Delivery**

Student Counselling and Accessibility Services facilitate various events, initiatives and workshops to the campus community. These initiatives aim to raise awareness of the department's services, build skills required for academic success and personal growth, reduce stigma and encourage students to seek help.

Q: Is Student Counselling and Accessibility Services a Confidential Service?

Student Privacy is Important to Us:

Student Counselling and Accessibility Services understands that privacy is an important consideration for many students. All information shared with Student Counselling and Accessibility Services is kept strictly confidential unless immediate harm will be caused to student or others.



Please note that in matters related to student medical diagnosis, we will only share specific accommodation with faculty and staff as needed. **We do not share diagnoses.** Should there be a request or need to share a diagnosis, it will only be shared with your explicit consent.

Q: How can we as UDST staff members, support a student in need of personal support?

A:

If you identify a student who may benefit from being referred to Student Counselling and Accessibility Services, you may refer by issuing an “alert” through Navigate 360. Kindly be advised that the student must be aware that you plan to refer him/her to Student Counselling and Accessibility Services, and that the student’s participation is voluntary.

To consult the department on matters related to student wellbeing and accessibility, please email counselling@udst.edu.qa or accessibility@udst.edu.qa.

STUDENT CENTRAL SERVICES DEPARTMENT

Q: What is Student Central Services?

A:

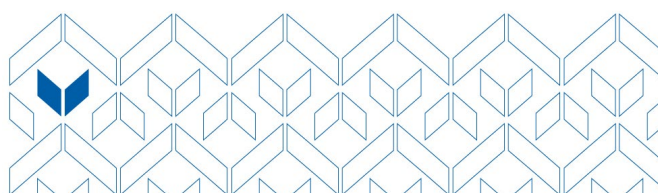
Welcome to Student Central Services, the hub of student success support and resources for students at UDST. We understand that navigating through the various aspects of university life can be both exciting and challenging, which is why our dedicated team is here to assist you every step of the way.

At Student Central Services, we provide a comprehensive range of services to cater to the unique needs of our student community, including academic advising, academic learning services, and career services. Whether you are a new student just beginning your academic journey or a seasoned student seeking assistance, our knowledgeable staff is committed to providing you with the highest level of support and guidance.

Student Central Services serves as a “one-stop-shop” for students, enabling them to access multiple services and resources in one location. The ultimate goal of the Student Central Services department is to be a student-centric department that provides exceptional comprehensive services and support to enhance the full student experience within an applied, technical, and vocational education.

By utilizing Student Central Services, students will succeed by receiving quality comprehensive student services, including:

- Academic learning support such as peer tutoring, academic coaching, and help centers;
- Academic advising support;
- Career development such as work placement assistance, student employment on-campus opportunities;
- Academic success planning;
- A first-year student experience program.



All as a one-stop shop. “You’ve got questions, we’ve got answers”, is our motto. Student Central Services aims to foster well-rounded students that are academically successful, employable, and global citizens.

We take pride in our commitment to student success, and our goal is to empower you to achieve your academic, personal, and professional goals. No matter the challenge you may be facing, our dedicated team at Student Central Services is here to provide you with the guidance, support, and resources you need to thrive during your time at our university.

Visit us at our convenient location in Building 13 on campus, reach out to us at studentservices@udst.edu.qa or visit the Student Central Services website for more service details and resources.

Student Central Services is your reliable partner on your journey towards student success.

Q: What support is offered to help students by Academic Advising?

A:

UDST’s Academic Advising services are dedicated to supporting students as they navigate the university experience. Academic Advisors act as the student advocate and guide on campus. UDST academic advisors are committed to supporting students in achieving their personal and academic goals.

Academic Advising Team Members

- Faculty Academic Advisors
- Professional Academic Advisors (Student Central Services)
- Heads of Departments
- Assistant Deans for Student Affairs

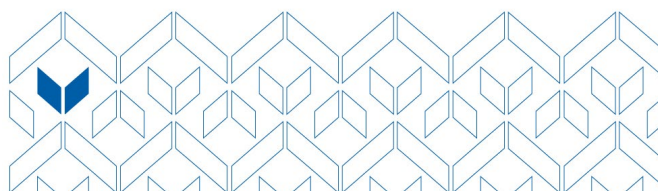
Advising services begin as soon as a student is admitted. Once students are admitted, they can work with Student Central Services dedicated professional academic advisors until they are assigned dedicated faculty advisor(s) who will work with them throughout their academic journey.

Advisors provide a range of services to help students succeed!

Academic Advising Services

- Course selection and registration
- Academic Success
- Academic Planning
- Academic Standing and Progression
- Explaining UDST Policies, Procedures, and Practices
- Assisting with Troubleshooting IT Issues related to PeopleSoft and/or D2L
- Connecting Students to Resources
- And, more!

In addition to advising students, the Academic Advising Unit works closely with, and connects students to, other UDST student success resources such as Academic Learning Services, Counseling, Accessibility Services, and Career Services.



The Academic Advising Unit takes a holistic approach to advising, considering not just students' academic goals, but also their personal and professional aspirations. They recognize that each student is unique, with their own strengths, challenges, and goals. Therefore, they provide personalized guidance tailored to each student's individual needs.

The goal of the Academic Advising Unit is to help students succeed academically and achieve their full potential. They are committed to supporting students throughout their academic journey, from orientation to graduation and beyond. With their expert guidance and support, students can achieve their goals and succeed in their chosen fields.

For more information, please contact advising@udst.edu.qa.

Q: What support is offered to help students by Academic Learning Services?

A:

Academic Learning Services supports the achievement of student success by enhancing students' performance with active learning, personalized guidance, and fostering study skills; thus, enhancing students' learning experience. Specifically, ALS offers:

Academic Coaching: Academic Coaching is a personalized, holistic support service designed to help students improve their academic performance and achieve their educational goals. Academic coaches work with students to develop essential skills such as time management, goal setting, study strategies, and content retention/memorization. This approach not only addresses immediate academic challenges but also fosters long-term academic growth.

Academic Help Centers: Academic Help Centers are specialized support centers designed to assist students in overcoming academic challenges and enhancing their learning experience. These centers offer a variety of services, tailored to meet the diverse needs of the student body. The primary goal of Academic Help Centers is to provide a collaborative environment where students can access personalized assistance, gain a better understanding of course material, and develop effective study habits, ultimately contributing to their academic success and retention.

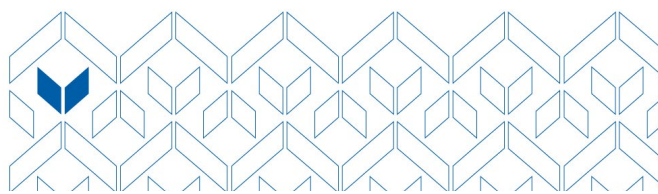
Learning Series: Learning Series are structured, interactive sessions designed to enhance students' academic skills, strategies, and knowledge. These sessions typically cover a wide range of topics aimed at improving students' overall academic performance.

Peer Tutoring Program: Peer Tutoring is an academic support initiative where students (peers) provide tutoring assistance to other students. This program aims to enhance learning and academic performance by leveraging the knowledge and skills of students who have demonstrated proficiency in particular subjects or courses.

Supplemental Instruction: Supplemental Instruction is an academic support program that targets traditionally difficult courses to improve student retention and success rates. The program involves regularly scheduled, out-of-class review sessions that are peer-facilitated.

Study Buddy Program: The Study Buddy Program provides students an opportunity to connect and learn together with their fellow students enrolled in the same course.

Visit us at our convenient location in Building 13 on campus, reach out to us at learningservices@udst.edu.qa.



Q: What support is offered to help students by Career Services?

A:

Career Services is an innovative UDST service that assists with student career development and workplace transition in support of workforce planning for the State of Qatar. To achieve this mission, the following services are provided:

- Career support coaching services (may be accompanied with a career assessment);
- Support of Career readiness resources and tools such as a CV; Career readiness workshops;
- Support of Employability enhancement programming;
- Simulated job interviews and personal branding;
- Hosting of an annual Career Fair;
- Student employment services (i.e. on-campus part-time employment);
- Work Placement program-based services;
- Liaise between UDST's talent and prospective employers to facilitate job placement;
- Assistance with job search techniques and employability skills;
- Guide and support students to understand the workforce development needs of business and industry, and the State of Qatar.

For more information on Career Services, please email careerservices@udst.edu.qa

Q: What is Navigate360 Student Success Management System

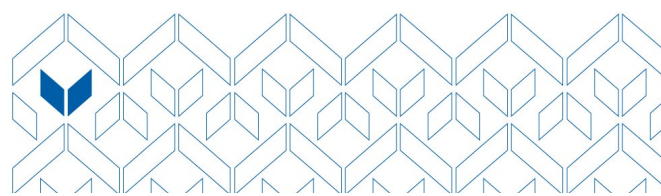
A:

Navigate360 is a powerful platform designed to help students take control of their academic journey and achieve their goals. With Navigate360, students can easily schedule appointments with advisors, tutors, and support staff, ensuring they get the help they need when they need it. The system provides easy access to a wide range of resources, including academic support, career services, and counseling, all in one place.

Students can view their class schedules, track their academic progress, and stay on top of important deadlines, helping them stay organized and focused. If they need assistance, they can raise their hand for help and connect with their success team, which includes advisors, counselors, and faculty members. Navigate360 also makes it simple to share feedback, access peer tutoring services, and more.

By offering a comprehensive, personalized approach to student success, Navigate360 ensures that students have the tools and support they need to thrive academically and personally.

Visit this link to know more: <https://www.udst.edu.qa/navigate-360>



INFORMATION TECHNOLOGY DIRECTORATE

Q: How do I connect my personal device to the University's Wi-Fi network?

A:

Our wireless network is UDST-INTERNET. As an employee, you will sign in with your employee ID number and password. If you do not have these yet, you can create a guest account when you connect to the network. You will be provided with an I.T. Orientation as part of the New Employee Orientation Program upon joining.

Q: Does the University provide any software for home use?

A:

Your university account enables you to download and install the Microsoft Office suite onto your personal devices, which includes our OneDrive cloud storage. This can be accessed from <https://www.office.com> using your UDST Office365.

Q: What is SharePoint?

A:

SharePoint or MyUDST (as it is commonly called) is the University intranet. It is a very useful tool that allows the employees to connect with each other to collaborate on their expertise as well as has a lot of useful information like key links-Help Desk, procedures and forms, Time and Attendance Application, schedules and calendars, information about Departments, Schools, Staff Directory, Campus Emergency, amongst other topics.

SOCIAL COMMITTEE

Q: Does my college have Social Committees on Campus and where can I find further information on such?

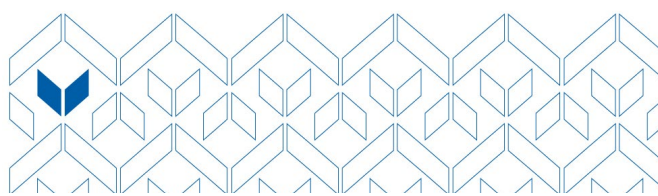
A:

Business units/colleges within UDST have their own Social and Outreach Committees. For more information, please reach out to your respective business unit/college social committee.

Q: What sort of activities have Social Committee's been involved with in the past?

A:

- BBQ/Picnics
- Museum Tours
- Dhow Trips
- Scavenger Hunts
- Ma'aSalama Luncheon
- Life Event cards and flowers





Q: What are some great ways to plug into the social networks in Qatar?

A:

- Qatar Living - [Link](#)
- Timeout Doha - [Link](#)
- I Love Qatar - [Link](#)
- Qatar Events - [Link](#)
- Qatar Philharmonic Orchestra - [Link](#)
- Hockey - [Link](#)
- Doha Film Institute - [Link](#)
- Qatar Museums - [Link](#)
- Qatar Tourism Authority - [Link](#)
- UDST LinkedIn - [Link](#)
- UDST Instagram - [Link](#)

MARKETING & COMMUNICATIONS DIRECTORATE

Q: How can I download the official logo and access brand guidelines?

A:

Downloadable files can be found through [MyUDST](#).

Departments → Marketing and Communication Directorate → Branding & Identity: [Brand Guidelines](#) and are also available on the [MarCom Helpdesk](#) found via HelpDesk on SharePoint

FAQS FOR ACADEMIC

EMPLOYEES

Q: How can I download the official UDST letterhead template?

A:

Downloadable files can be found through [MyUDST](#).

Departments → Marketing and Communication Directorate → Letterhead Templates: [Letterhead Template](#) and are also available on the [MarCom Helpdesk](#) found via HelpDesk on SharePoint

Q: How can I download the official PowerPoint template for UDST or my college?

A:

Downloadable files can be found through [MyUDST](#).

Departments → Marketing and Communication Directorate → PowerPoint Templates: [PowerPoint Template](#) and are also available on the [MarCom Helpdesk](#) found via HelpDesk on SharePoint



Q: How can I download the official UDST certificate templates?

A:

Please refer to the [Marketing & Communications Directorate for any certificate template request](#)

Q: How can I request the following services:

1. Event support and coordination? (catering, photography, videography, signage, etc.)
2. Design artwork and branding support? (e-invites, posters, roll-ups, flyers, venue branding, etc.)
3. Promotional Items
4. Email Announcements to UDST Community
5. Media Coverage: (social media, broadcast, press release)
6. Features in the UDST Post, the University's internal magazine
7. SMS Text Revision
8. Campaign

A:

Please submit your request via the Marketing & Communications Help Desk found via HelpDesk on SharePoint

Q: How can I share content on the University's screens?

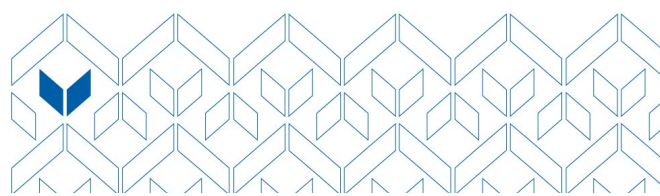
A:

Ready to use screen templates can be found through MyUDST.

Departments → Marketing and Communication Directorate → Digital Signage:

<https://myudst.udst.edu.qa/departments/Marketing/Pages/Digital-Signage.aspx> and they are also available on the [MarCom Helpdesk](#).

If you have access to your college/business unit screens, you can fill and share content. If you need a special design, please submit a request through the MarCom Helpdesk.



APPLIED AND EXPERIENTIAL LEARNING (AEL) DEPARTMENT

Q: What does the Department of Applied and Experiential Learning (AEL) do?

A:

AEL provides comprehensive teaching and learning services, emphasizing the importance of pedagogical support and the integration of educational technology. AEL also focuses on strategies for applied and experiential learning, which are crucial for connecting theoretical knowledge with real-world applications and promoting active learning to engage students actively in their educational journey. This includes providing professional development opportunities for academics and the broader UDST community, offering applied and experiential learning support, managing the academic Learning Management System (D2L), and more.

Q: Who are the services of AEL provided for?

A:

Our services are available to academics, deans, associate deans, department heads, and staff within UDST departments engaged in activities closely related to teaching and learning, including teaching assistants.

Q: What kind of services does AEL offer?

A:

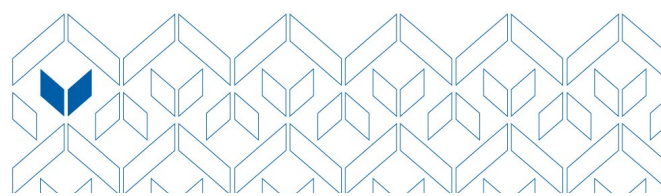
We offer a wide array of services, including pedagogical support, educational technology, and applied and experiential learning which are crucial for creating engaging and impactful learning environments. These services include faculty development training and resources and leverage cutting-edge technologies like AI, AR/VR, and more to enhance the educational experience. Additionally, we provide innovative assessment approaches, course design and development, applied learning services, and one-on-one consultations. For further inquiries, please contact AEL at ael@udst.edu.qa.

DEPARTURE

Q: What is the difference between voluntary and involuntary departure?

A:

Voluntary departure: The employee willingly or freely chooses to leave the job, such as resignation or retirement.



Involuntary departure: The employee is compelled or forced to leave the job, such as through termination.

Q: What is the process of resignation?

A:

Academic staff choosing to depart the university as in terms of resignation will be required to submit a letter of resignation to their Department Head. The Department Head and College Dean will need to approve, followed by the following approval of the Vice President, Academics.

Q: What is the employee release form and what does it require?

A:

The employee release form requires the departing employee to obtain approval and clearance from different business units, such as their department stating an approved handover has been completed, library, facility, security, IT, and finance.

Q: What steps must be insured prior to the employee's last day of employment (Clearance)?

A:

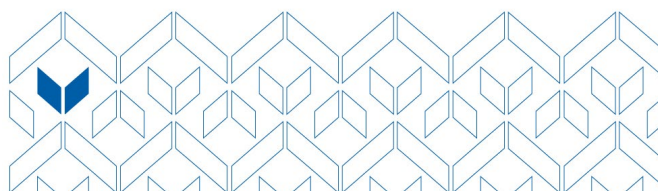
The following steps must be taken:

- **Documentation Provided:** A Release Form will be provided along with other necessary documentation.
- **Sign-Off:** The Release Form must be signed off by the departments concerned and returned to the HC Operations Specialist.
- **Final Submission:** The Employee Release form with clearance signatures and the Forwarding Address form need to be handed over to HR Ops on or prior to the employee's last day of work on campus.

Q: What is the final waiver release?

A:

The final waiver release is a form signifying that the employee has received everything necessary for departure. It will be provided to you by the HC Operations Specialist once the final payment has been released.



Q: What is a declaration form?

A:

The declaration is a form you sign upon involuntary or voluntary departures stating that you have collected all your personal items prior to leaving.

Q: Do I need to attend any departure meetings before my last day?

A:

Yes, an exit meeting will be conducted, and an exit survey will be done online to provide feedback on your experience. Please provide your personal email and contact details in this meeting.

Q: When will I receive my end of service benefits?

A:

To receive your end of service benefits, ensure that all required clearances from different business units are obtained and submit the employee release form to the human capital operations specialist. Eligibility requires at least one year of service without unpaid leaves.

Q: What about my retirement or pension plan contributions (Qatari Nationals only)?

A:

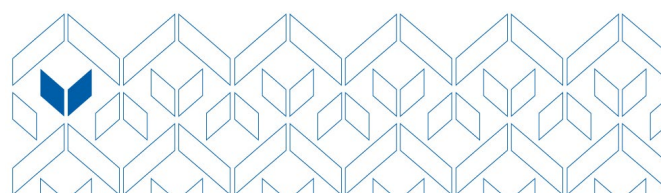
If you've been contributing to a pension or retirement plan, check with HC or the Compensation and Benefits office about the status of your contributions and the procedure for withdrawal or transfer, if applicable.

Q: Will my medical insurance still be valid after I leave? How can I continue my health insurance coverage after leaving the university?

A:

Medical insurance coverage will typically cease upon your last day of employment. Check with the HC team for specific details.

Ask the HR department about the process for transitioning from the university's health insurance plan. Explore options for personal health insurance coverage in Qatar or your next country of residence.



Q: Will I be able to receive an experience letter from UDST before leaving?

A:

Yes, an experience letter will be issued to you.

Q: How long will I be able to stay in the company provided accommodation after my last day of employment.

A:

You will be allowed to stay in the company accommodation for a maximum of 2 weeks. During this time an exit inspection will be conducted, and a summarized report will be shared with you and the human capital directorate. Any charges or damages will be accounted for.

Q: Will I have access to my UDST emails and SharePoint after I depart the University?

A:

The IT directorate ensures that the departing employee's access to university systems, networks, and data is promptly revoked to maintain data security.

Q: Will my QID be cancelled when departing the University?

A:

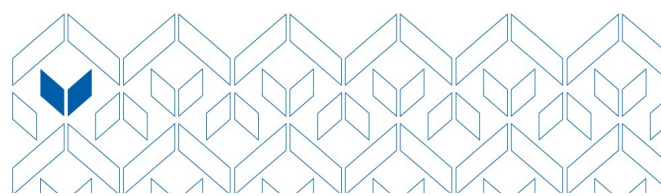
A cancellation of the RP (Residence Permit) is mandated for repatriation.

Q: Will my QID cancel automatically when repatriating?

A:

Once the repatriation flight is booked, immigration will be notified to get in touch with you for QID cancellation. You will be required to cancel or transfer your family's QIDs through METRASH before your QID is submitted for cancellation. Furthermore, you must check and resolve any traffic violations before your QID can be submitted.

Please contact the Immigration Team at least 4 days before the departure date for guidance if you need information regarding a Police Clearance from Qatar.



Q: Can I transfer my residency instead of canceling it?

A:

Specific policies regarding the transfer of residency should be discussed with the human capital operations team.

Q: What will happen to the education of my children if I am departing?

A:

If there are claims related to school fees, applicable deductions will be made from your final settlement.

Q: What steps must an employee take to confirm their children's withdrawal from school and manage any associated costs?

A:

The employee must provide an email or letter from the school confirming the withdrawal of their children. HC OPS will then check the amount to be paid regarding the schooling.

Q: What information do you need for my repatriation shipment?

A:

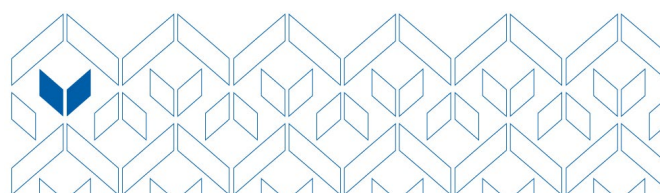
The details required for repatriation shipment will be provided by the human capital operations team based on your eligibility and the terms and conditions.

Q: What steps must be taken to process a repatriation shipping claim?

A:

The following steps must be taken:

- Processing the Claim: The repatriation shipping claim is processed on a reimbursement basis.
- Coverage: Excess baggage and shipment of personal goods are covered as per the policy limit and based on the contract terms.
- Time Limit and Submission: The time limit to claim shipping is six months from the last day of employment. Documents should be submitted by email to the HC Operations Specialist.



Q: How do I get my repatriation ticket?

A:

Once you have communicated your travel date with HC Ops, Human Resources will get in touch with Finance to provide available flight options. Once you confirm, the ticket will be booked.

Q: Will you be providing me and my family return tickets home?

A:

For employees eligible for repatriation, the university will arrange for the issuance of a one-way ticket, including eligible dependents.

Q: What steps must an employee take regarding their bank in Qatar before departure?

A:

HR will notify the employee's bank of their last date of employment. The employee must clear all dues with the bank. Note that credit cards may take up to 45 days from cancellation to be fully cleared.

Q: Will I need to close all my bank accounts before leaving the country?

A:

It is recommended to notify your bank about your departure of employment to manage your accounts accordingly.

This concludes the *Frequently Asked Questions* document. More detailed information can be found on the University's Intranet. If you have questions which are not answered in this document, please feel free to address those questions to your supervisor or the Human Capital Directorate Staff.

