

CHAPTER 2 CAMPUS SERVICES

THE CAMPUS

Qatar University is situated on the northern edge of Doha, approximately 16 kilometers from the center of the city. In addition to the main campus, the University has an experimental farm located 65 km north of Doha.

QU's main campus is built on a total area of approximately 8 square kilometers, with architecture that integrates distinction and modernism with the ideals of traditional Qatari design. Students are readily provided with a wide range of services offered on campus to enrich their academic and social experiences, both during the day and after class hours.

INFORMATION TECHNOLOGY

Information Technology Services is committed to the provision of the best infrastructure, applications, and services to faculty, students and staff of Qatar University. All QU students, faculty and staff are given secure access to the following University services:

- **myQU:** myQU is the University's web portal, a web-based tool that provides centralized access to e-mail, calendars, administrative services and classroom tools, and information through a single username and password. To access myQU, users can direct their web browser to <http://my.qu.edu.qa> and log in with their QU credentials.

- **myBanner:** Banner is an effective information system providing students, faculty and staff with online access to course registration, Drop and Add services, class schedules, grade viewing, and online tuition payment.

- **Email:** The University provides all students, faculty and staff with a University email account. This account can be accessed via standard email clients as well as through the myQU portal. The QU email account is the official form of communication between QU and its students and employees.

- **Blackboard:** The Blackboard Learning System is a course management system that provides students with course materials, discussion boards, virtual chats, online assessment and a dedicated academic resource center. Students can log in to Blackboard using their QU credentials at: mybb.qu.edu.qa

- **Wireless Network:** The campus wireless network is the largest wireless network at any campus in Qatar and

allows students, faculty, and staff to connect to the internet from any location on campus

- **Help Desk:** The IT Services Helpdesk assists students, faculty and staff with questions related to laptop and desktop computing, QU licensed software/applications installation, remote access issues, connecting to the QU network, password and login information, email, viruses and spy-ware, among many other issues.

- **Lecture Capture System:** To enhance the university teaching and learning experience, many classrooms are equipped with a Lecture Capture system that is integrated with the Blackboard system. Captured lectures are available to the students and faculty as a streaming media file via Blackboard after each class. Lectures are posted permanently, so students can refer back to a particular lecture at any time during their tenure at QU.

- **BYOD:** Students, Faculty and Staff can use "Bring Your Own Device" services at QU. Users can register and connect up to four different wireless devices to the QU WiFi system.

IT Helpdesk contact information:

Phone: (+974) 4403-3456
 Email: helpdesk@qu.edu.qa
 Website: <http://its.qu.edu.qa/>
 Operating Hours:
 Sundays – Wednesdays: 7:30 am – 7:30 pm,
 Saturdays: 8:00 am – 3:00 pm

FACILITIES AND RESOURCES

Athletics

Qatar University provides students, faculty, staff, and the Qatari community with a wealth of athletic and recreational facilities to enrich their academic experience. Equipment, play courts and coaching are available for many popular pastimes. QU supports several sports facilities including the stadium, the aquatic complex which offers a variety of cardiovascular machines, free weights, and weight machines, and a women's sports facility that hosts a wide range of games and activities, and contains a gymnasium. All facilities are open weekdays from 8:00 am to 10:00 pm. For further information, please contact the Sports and Recreational Section at sports@qu.edu.qa or 4403-3800.

Banking

Students and employees are offered convenient access to banking services through two local bank branch offices and several ATM machines in key locations on campus. Qatar National Bank (QNB) and Al-Rayyan Bank both offer a full range of services, and their campus branches are

open weekdays from 8:00 am to 1:00 pm.

Bookshop

The Bookshop is located at the Food Court Building in the women's section, and sells a wide selection of stationery and classroom supplies, study and research aides, paint and art materials, and books in Arabic and English, as well as magazines and computer equipment. The bookshop also offers photocopy services.

Textbooks

The Textbook Hall provides faculty and students with textbooks and eBooks designed to support their course curricula. As part of a University-wide initiative to boost learning skill acquisition and enhance research, QU provides a subsidy that equals 50% of the total price for textbooks and eBooks costing over QR 50. For more information, please see: <http://www.qu.edu.qa/students/services/textbooks/index.php>.

Food Services

Qatar University offers extensive dining facilities across its campus, with services catering to a large variety of tastes and concepts. The women's section has a Food Court and 14 cafeterias. The men's section has 9 separate cafeterias. There are international cafés on campus, including Starbucks, Coffee Time, Coffee Bean & Tea Leaf and Costa.

Location:

Main office: Food Court, Mezzanine Floor, Office #2

Dining Outlets:

Women: College of Arts & Sciences, Women's Main Building, Activities Building, Parking Lot, Sports Facility Building, College of Business & Economics, College of Education, Food Court, New Library
Men: College of Engineering- Corridor 08, Men's Main Building, Activities Building, Foundation Building, College of Business & Economics, Water Complex, New Library
Phone: 4403-3865 /5970 /5975
Email: foodservices@qu.edu.qa
Twitter: @QUFSS
Facebook: www.facebook.com/QUFSS

Working hours (Food Services Section):

Sunday-Thursday 7:30am- 2:30pm

Working hours (Dining Outlets):

Sunday-Thursday 7:30am- 2:30pm

Cafeteria	Opening and Closing Time
Women	
Women's Main Building 106 & 161	7:00 am to 7:00 pm & 7:00 am to 6:30 pm
College of Arts and Sciences-1 & 2	7:00 am to 7:00 pm & 7:00 am to 4:30 pm
Women's Activities Building	7:00 am to 4:30 pm
Parking Lot	7:00 am to 7:00 pm
Sports Facility Building	7:30 am to 4:00 pm
College of Business & Economics	7:00 am to 8:30 pm
College of Education	7:00 am to 7:00 pm
Female Activities	7:00 am to 4:30 pm
Food Court	7:30 am to 7:00 pm
New Library	7:00 am to 9:30 pm
Men	
College of Engineering: Corridor 08	7:00 am to 8:00 pm
Men's Main Building - 135 & 138	7:00 am to 7:00 pm & 7:00 am to 4:30 pm
Men's Activities Building	7:00 am to 6:00 pm
Men's Foundation Building	7:00 am to 4:00 pm
College of Business & Economics	7:00 am to 8:30 pm
Water Complex	9:30 am to 9:00 pm
New Library	7:00 am to 9:30 pm

Computer Labs

A large number of academic computer laboratories are available throughout campus for student research and assignments. Students should contact academic departments directly for specific information regarding individual college computer labs and resources.

Copying and Printing Services Centers

Qatar University provides copying, printing, laminating, and scanning services at the copy centers, which are located in both the Women's and Men's Activities Buildings and Library Building. Students may also request copying and printing service online via the University Portal (myQU).

For more information, please see: http://www.qu.edu.qa/students/services/primary_services/copy_print.php.

Internet Lounges

Internet lounges are available to students in both the Women's and Men's Activities Buildings. The internet lounges also offer wireless connectivity and are open weekdays from 8:00 am to 5:00 pm. For more information, see: http://www.qu.edu.qa/student/services/primary_services/net_hall.php

Lockers

Qatar University provides lockers in various buildings in the men's and women's sections. For more information, please see: <http://www.qu.edu.qa/students/services/lockers/index.php>.

Student Campus Card

The Student Campus Card is a part of the One Card program, which is used mainly on campus as an identification card and for other important purposes, such as: accessing the university facilities, checking out library materials, purchasing books at the University Book Store, and accessing many other services at QU, etc. For additional information regarding the student campus card, please visit their website at: http://www.qu.edu.qa/student/services/uni_id-card/index.php.

Mosque

The University mosque serves not only as a religious and spiritual center, but a striking visual landmark at the edge of the campus, and a beautiful reminder of the country's traditions and heritage. Although the women's campus does not have a central mosque or prayer facility, prayer rooms are available in many of the buildings. These rooms are appropriately furnished for prayer services and reserved for women.

Post Office

The on-campus Post Office is the branch of Q-Post, which offers a variety of solutions to meet the student or faculty mailing needs, whether they are sending urgent or valuable mail, parcels or international mail. This office is located in the Women's Activities Building.

RESEARCH UNITS, CENTERS AND INSTITUTES

Qatar University has four research centers: the Gas Processing Center, Environmental Studies Center, Center of Advanced Materials.

Center of Advanced Materials (CAM)

The Center has been established as a multi-disciplinary

research and resource center, bringing together state-of-the-art instrumentation, facilities and expert personnel. CAM is the hub of Materials Science and Engineering research activities in Qatar, with the goal to develop knowledge base in design, synthesis, characterization as well as intelligent processing of advanced materials.

Driven by the needs of potential technological applications, CAM concentrates on applied research in the areas of Nanotechnology, Composites, Corrosion, Construction materials and life cycle assessment. The Center also implemented an integrated graduate training program that emphasizes both materials synthesis and characterization techniques covering a broad spectrum of materials and experimental probes. Furthermore, CAM offers community services as well as Professional training courses to the industry, for which details and applications are available at the Center's website: <http://www.qu.edu.qa/offices/research/CAM/index.php>

Central Laboratory Unit (CLU)

The CLU provides analytical and technical support and consultancy to serve research activities and testing needs. The Unit also works to optimize and upgrade the practical performance of technical staff and students, as well as to provide hands-on experience on using the analytical instruments for university members.

Environmental Studies Center (ESC)

The ESC conducts many aspects of environmental analysis on the important natural flora and fauna of the region. The Center is often contracted by government or private agencies outside QU for consultation and potential impact assessment of industrial development. The Center utilizes a large range of technical equipment, including a modern ocean vessel for conducting experiments and gathering data.

Gas Processing Center (GPC)

The GPC supports a large industrial consortium of National and Multi-National companies and addresses the problems, challenges, and opportunities facing the state of Qatar's gas processing industry. The Center conducts research and development in areas pertinent to the consortium members' needs and directs its resources towards two areas: asset management/process optimization, and sustainable development. The GPC offers an extensive training program and engages with the broader community through its annual GASNA competition.

Office of Academic Research (OAR)

Established in 2007, the OAR reports to the Office of the Vice President for Research. Since then, the OAR has served as a vital source to faculty regarding the

preparation and submission of proposals, sources and opportunities of funding, review of budgets, compliance with University and sponsor policies and procedures and promoting technology throughout the University.

Office of Quality Management (OQM)

In conjunction with the Vice President for Research, the senior management and staff of centers and units affiliated with the Office of VP for Research, the OQM seeks to enhance the organizational effectiveness, expand its capability, and engender a culture of continual improvement and performance excellence.

The OQM was established to ensure consistent management policies and practices, establish a linkage between the testing and quality control results, encourage best practice sharing experiences, and eliminate duplication of efforts. In other words, it serves to help guide the centers and units on their journey toward performance excellence. To achieve great performance, the Office works with research centers and units to make smart investments in our most valuable resource: our people, and to envision Qatar University mission to provide our customers with best quality services.

Social and Economic Survey Research Institute (SESR)

Reporting directly to the Office of the President, the SESRI was established in 2008 with a mandate to conduct high quality survey research on issues related to the development and welfare of Qatari society in the social, economic, and cultural areas. With a sophisticated Survey Operations Unit and an experienced staff of researchers and research assistants, SESRI conducts national and regional studies utilizing best practices in survey research. It provides faculty and interested students with a platform to collaborate on diverse projects with topics ranging from education and values to gender, health and labor migration.

Students wishing to pursue research at the university are encouraged to visit and learn more about the centers, and work with their instructors to develop projects that suit their goals. QU offers a number of grants and funding resources, in addition to being a leading presence in obtaining external grants and recognition from organizations such as NIPRR and UREP. Additional information is available on the QU website at: <http://www.qu.edu.qa/offices/research/index.php>.

CONTINUING EDUCATION OFFICE (CEO)

The CEO is a link between the University and society. The Office identifies and meets the actual training needs of society through specialized training programs, in addition to preparedness programs for professional

and international certifications. It enables the greater community to benefit from the expertise, experience and resources available at the university.

Since its inception in 1995, the CEO has provided tailor-made continuing education courses and training workshops, in cooperation with various academic departments. For years, these training programs, based on actual needs of society, reflect the growing demand by individuals and institutions for further programs established by the office.

The following programs are offered:

• General

Courses are offered in English (business or general), and Arabic. These are available to both the QU community and the public at large. Registration and course documentation are available online.

• Contract (Special)

Specific courses are tailored for government or private agencies. A minimum number of attendees must be present, and the course is not open to anyone outside that particular organization.

• Certification Programs

A number of helpful certification programs (CPA, ICDL, etc.) are available for employment qualifications and enhancing personal proficiency. These are available to the public, and may be studied for individually, at home. For more information on these programs and how to apply, please visit the Continuing Education Office Website: http://www.qu.edu.qa/offices/ceo/programs/certificate_programs/index.php.

LIBRARY

As an institution committed to academic excellence, as well as the preservation and expansion of Arabic culture, Qatar University maintains a robust library system to meet the needs of students, employees, and the Qatari community.

The new Library building was inaugurated in October 2012, and was designed to parallel QU expansion in its majors and number of students. It is located in the newly developed part of campus, and has five floors designed to hold a maximum capacity of 1 million literary volumes. The Ground and first floors are designed for female students, faculty members, staff, and visitors, while the second floor is designed primarily for male students.

The QU Library has locations on both the men and women's campus, with a large new facility also underway. The University faculty, staff and students are able to

check out, reserve, and even request books from other libraries through interlibrary loan services. Photocopy and computing services are also available during standard library working hours 7:30am – 7:30pm.

The QU Library also features a prominent set of E-Resources, including subscriptions to many renowned Journals, E-books, and other electronic publications. These resources may be freely accessed anywhere. Additional information is available at:

<http://library.qu.edu.qa>

MEDICAL CLINIC

The clinic at QU is an outpatient clinic staffed by physicians, nurses and pharmacists who provide medical care to students, faculty and staff of the University in accordance with policies set by Qatar Supreme Council of Health.

A team of dedicated staff is constantly on hand, working to secure the safety and well-being of the University's attendants, as well as contributing to health education and awareness programs.

Services

In order to best address the needs and health of the University's attendants, the clinic is continuously expanding the scope of its services. Presently, the following are addressed:

1. Emergency medical response at accident sites.
2. Transfer of urgent or critical medical cases to Hamad Hospital emergency ward, accompanied by a clinic nurse.
3. Routine medical procedures for patients, including medical checkups, diagnosis and prescription of treatments.
4. Antenatal healthcare to promote the health of the mother and her fetus during pregnancy.
5. Healthcare program to the children at the Childhood Center.
6. Referral of patients to different specialist clinics approved by the Supreme Council of Health.
7. Medical support during the exam periods, campus events and graduation days as required.
8. Contributing to University-wide Health Education and awareness programs.

Location , Working Hours, and Contact numbers

Emergency number: (974) 4403 5050

Main Clinic: Located in the women's section, at the main square. The clinic currently accepts walk-ins and appointments for female students and employees; anyone may call the clinic to request support at their location. Working hours: 7:30am – 7:30pm

Phone: (+974) 4403 3294
Fax: (+974) 4403 3286

College of Arts and Sciences Clinic: Located in the women's College of Arts and Sciences building (at the main entrance), where nurses are available to provide basic medical services.

Working hours: 7:30am – 2:30pm
Phone: (+974) 4403 3295

Men's Clinic: Located in the Men's Student Activities building (on the ground floor), where nurses are available to provide basic medical services.

Working hours: 7:30am – 2:30pm
Phone: (+974) 4403 3287

STUDENT HOUSING

Students attending Qatar University are eligible to apply for student housing. The University provides a safe and secure environment for students to enjoy their academic experience away from home. A purpose built, state-of-the-art student housing and learning community is under construction and will soon provide on-campus housing to students.

At present, student accommodation is off-campus, offering a convenient location, positive learning environment and scheduled transportation to-and-from the university. Rooms are fully furnished and offer comfortable and practical living space for active students. Lounges and common areas are located throughout the building, enabling students to get together for studies and recreation. A computer lab is also available. In order to ensure the best possible experience for everyone, QU has implemented guidelines and safety policies, which can be found online: <http://www.qu.edu.qa/offices/housing/>

CAMPUS PARKING

Many parking lots are available for vehicles of faculty, staff, students and visitors, including areas designated specifically for students or employees. The University has prepared for the expansion of campus by adding more parking spaces, and reducing walking distances to the premises wherever possible.

CAMPUS SECURITY & SAFETY

The Department of Security and Safety is committed to providing students with a safe learning environment while keeping the university community informed about campus security. Visitor permits are issued to individuals, companies, alumni and conference attendees. Car permits

are also issued for all students. For additional information, refer to the website at: <http://www.qu.edu.qa/offices/businessop/services/index.php>

LOST AND FOUND

The Lost and Found center makes every effort to oversee the caretaking and delivery of lost and found items inside QU campus. There are two ways to report a claim: either by visiting the primary services section in the activities building, or by filling an online claim form via the QU website. For more information, please see: <http://www.qu.edu.qa/students/services/lost-and-found.php>

TRANSPORTATION

Qatar University provides the following transportation services:

- Bus transportation for female students to and from the university.
- Bus transportation between the student residences and the university for men and women.
- Bus transportation for scientific and educational trips organized by various university departments.
- Campus Express: This is a free shuttle bus service that safely transports students around campus.

For additional information, please see the Transportation Services website at: <http://www.qu.edu.qa/students/services/tra/index.php>

Department website at: <http://www.qu.edu.qa/offices/businessop/services/index.php>