المجلــس التمثيلــي الطــلابي
**QU Student Representative Board**

جامعة قطر
QATAR UNIVERSITY

# Meeting Record

## Ninth Term
## 2024 – 2025

**بسم الله الرحمن الرحيم**

| Meeting Title | Qatar University IT Services Development Meeting | | |
|---|---|---|---|
| Meeting Date | Tuesday, June 3, 2025 | Meeting Time | From 9:00 to 10:00 AM. |
| Meeting Coordinator | B03 – 108 | Meeting Place | Information and Technology Services Department |

| | Attendance List | | |
|---|---|---|---|
| No. | Name | Role | Attendance |
| 1 | Dr. Nayef Al-Yafei | Acting Director of Information Technology Services | Present |
| 2 | Mowad Al-Aradi | Project Manager at the Information & Technology Services Department | Present |
| 3 | Nabil Benammar | Senior Consultant at Ernst & Young | Present |
| 4 | Shabeeb Hayajneh | Senior Consultant at Ernst & Young | Present |
| 5 | Adam Kalbouneh | Employee at Ernst & Young | Present |
| 6 | Mohammed Al-Sayed | President of the Ninth Cycle Student Representative Board - President of the College of Business and Economics Board- Male | Present |
| 7 | Amna Al-Dahnim | Vice President of the Ninth Cycle Student Representative Board - President of the Student Board - College of Education Board- Female | Present |
| 8 | Ameera Al-Dosari | Secretary of the Ninth Cycle Student Representative Board - President of the Student Board - College of Sharia and Islamic Studies - Male | Present |
| 9 | Sultan Majid Al-Ali | Treasurer of the Ninth Cycle Student Representative Board - President of the Student Board - College of Engineering - Male | Absent |
| 10 | Jana Khater | Secretary Assistant of the Ninth Cycle Student Representative Board - President of the Student Board - College of Business and Economics - Female | Present |
| 11 | Mohamed Anis Srarfi | President of the Student Board - College of Law - Male | Absent |
| 12 | Abdulrahman Al-Hajri | President of the Student Board - College of Arts & Sciences – Male | Absent |
| 13 | Shahd Hassan Al-Jaber | President of the Student Board - College of Arts & Sciences - Female | Present |
| 14 | Khalid Masson Alasfar | President of the Student Board - College of Sharia and Islamic Studies - Male | Present |
| 15 | Hassan Ahmed Elsalem | President of the Student Board - College of Education - Male | Absent |
| 16 | Noureldin Mahmoud Gabara | President of the Student Board - College of Health Sciences - Male | Absent |
| 17 | Sara Ali Al-Shahwani | President of the Student Board - College of Health Sciences - Female | Absent |
| 18 | Ibrahim Elarabi Mohamed | President of the Student Board - College of Medicine - Male | Absent |
| 19 | Nour Nasser Elghoul | President of the Student Board - College of Medicine - Female | Absent |
| 20 | Omar Mohamed Elsayed | President of the Student Board - College of Dental Medicine - Male | Present |
| 21 | Iman Mahamade Ali | President of the Student Board - College of Dental Medicine - Female | Absent |
| 22 | Rev Gamayon | President of the Student Board - College of Nursing - Male | Absent |
| 23 | Bayan Fawzy Awadallah | President of the Student Board - College of Nursing - Female | Absent |
| 24 | Abdelaziz Nadir Hussni | President of the Student Board - College of Pharmacy - Male | Absent |
| 25 | Amani Anwar Al-Mansori | President of the Student Board - College of Pharmacy - Female | Present |
| 26 | Reema Khater Al Bouainain | President of the Student Board - College of Engineering - Female | Present |

Number of attendees: 14 | Number of absentees: 12

♦ **Meeting Agenda:**

1. Challenges faced by the Student Representative Board members with Qatar University's current technology services.

2. Student Representative Board members share what they see needs improvement in Qatar University's current technology services.

3. Providing suggestions and ideas for improving the digital experience of the student.

4. Other topics.

♦ **Topics that discussed during the Meeting:**

1. The meeting began with a question to the student representatives in the Student Representative Board about the application that contributes to facilitating their academic journey. Each member nominated a program that they considered suitable in terms of speed of performance, ease of use, and effectiveness of navigation between its functions, such as Pinterest, Snoonu, BlackBoard, and other related applications.

2. **The members of the Student Representative Board shared a number of challenges they face as students in dealing with the current technology services at the university, which can be summarized in the following points:**

   » The incompatibility of operating systems (Mac iOS) with some technical services at the university, such as printing services, in addition to the absence of printers in some university buildings and the lack of printing privileges for students in a number of those buildings.

   » Difficulty in accessing technical support at any time, which puts off the timely resolution of technical problems.

   » Limiting the number of devices that students are allowed to connect to the internet, even though students rely on multiple devices such as computers, smartphones, and tablets for their studies.

3. **The members of the Student Representative Board shared the key aspects they believe need development, which can be summarized in the following points:**

   » Using a chat bot within IT technical support services, with the aim of facilitating access to support at any time.

   » Improving the interface of the BlackBoard application for smartphones, in terms of icon design, modernity of display, and ease of navigation between menus and options.

» Including all available university services in the BlackBoard app, such as gym services, room booking, and other services that some students may not be aware of.

» Integrate the services of the MyBanner site within the BlackBoard mobile app, including course registration, viewing personal information, and activating printing services with an explanation of how to use them.

» Merging the (MyQU) and (MyBanner) sites due to their close interconnection, to facilitate students' access to university services through a unified platform.

» Member Omar Al-Sayed proposed creating a page within Blackboard to help students organize their academic affairs, including features such as a task list, alerts, and reminders for submission deadlines and important dates.

» Cancel the feature of closing course channels available to faculty members, so that they remain accessible to students as a reference source they can refer to later.

» Providing all types of printing in the printers distributed within the university to meet the diverse needs of students.

3. The members of the Student Representative Board presented a number of ideas and proposals aimed at enhancing the digital student experience at the university, which can be summarized in the following points:

» Member **Khalid Al-Asfar** suggested using the "First-Year Seminar" course as a means to introduce students to the services of the digital department, including university applications and websites and how to use them, due to the importance of this role in preparing students and raising their digital awareness from the beginning of their university journey. Member **Mohammed Hashim Al-Sayed** pointed out that many students do not register that course (First Year Seminar) until later years, which delays their acquisition of this important knowledge.

» Member **Ameera Mubarak Al-Dosari** suggested organizing introductory workshops presented by the Information Technology Department at the beginning of each year or semester to introduce digital services to digital services. She also suggested recording these workshops and filming short educational videos to be published on social media and uploaded to the Success Oasis channel on the BlackBoard platform, to serve as a permanent digital reference for students, which was also supported by **member Mohammed Hashim Al-Sayed.**

» Member **Ameera Mubarak Al-Dosari** suggested providing free subscriptions for students to Canva, in addition to offering discounts on using educational platforms like ChatGPT, to support their academic experience.

» Member **Mohamed Hashem Al-Sayed** suggested that the content of the lectures recorded during the online study period during the COVID-19 pandemic be made available for major elective courses that students could not register for and wish to learn and build their knowledge in. This would serve as a reference for students. Consequently, a proposal was made for course instructors to upload short videos summarizing the key points of the course at the end of each semester.

» Creating a digital platform that allows students to upload their resumes and specify their job preferences, with the aim of helping them secure suitable job opportunities.

» Developing the electronic library system by providing electronic copies in PDF format of university books, so that students can access them anytime and anywhere.

» Implementing an automated book delivery system, where students can request a book through a touchscreen, and the device retrieves it directly from the warehouse and delivers it to the student, similar to the model used at Princess Nourah bint Abdulrahman University.

» Member **Omar Al-Sayed** proposed employing hologram technology in applied medical colleges to support the practical learning experience.

» Member **Ameera Al-Dosari** proposed designing an interactive screen that serves as a link between students at Qatar University and students from foreign universities, to enhance knowledge exchange and international experiences.

» A proposal was also made to offer training courses on how to use the ChatGPT platform effectively to support students in their studies.

5. **A question was raised about the most common means of communication among students, and board members clarified that the WhatsApp application is the most relied upon by students for communication, in addition to holding meetings via Microsoft Teams, using the X application to answer various student inquiries, and exchanging experiences through groups on Facebook that include current and former students of Qatar University.**

♦ **Meeting Report:**

1. The Student Representative Board will create a file containing all the ideas proposed by the members and send it to the Information Technology Department to serve as a reference for what was discussed during the meeting.

**"Thanks"**