



Digital Participation Policy

The United Arab Emirates University (UAEU) strives to enhance its efforts to achieve its vision of "Regional and Global Leadership and Excellence in Higher Education and Scientific Research". The university also focuses, in line with its institutional values, on effective communication with internal and external stakeholders by providing multiple channels that enable the exchange of opinions and suggestions.

The Digital Participation Policy applies to all topics, opinions, discussions, and surveys raised and circulated via the institution's digital participation tools on the website or the ([Sharik.AE](#)) platform. It includes the following:

- Digital Surveys: A tool to measure customer satisfaction, which may include open-ended questions to gather their feedback, suggestions, and ideas.
- Suggestion and Complaint Forms: These forms allow users to submit their suggestions on any topics related to the university.
- Polls: A tool for collecting public opinions on various topics related to the university's interests to improve its services, where participation is through voting.
- Digital Consultations: These aim to engage the university community and visitors to develop and improve its services. The feedback is then analyzed and used as input for decision-making processes that affect stakeholders, enhancing their satisfaction and happiness.
- Social Media Platforms: Such as Facebook, X- platform, Instagram, and others.
- Blog: An article written and published by the institution on a topic within its scope of work, aiming to educate and raise awareness among the public and highlight important topics.
- Communication with higher management.
- Any other channel adopted by the institution.

Electronic Participation Guidelines:

- It is recommended to keep comment content relevant to the context.
- Users should refrain from sharing personal data on the university's pages and should communicate through official channels only.
- Comments and questions will be handled in both Arabic and English only.
- All personal data will be kept strictly confidential.

The United Arab Emirates University welcomes any feedback or participation via its platforms. However, the university reserves the full right to remove or block any comments or posts that do not comply with the terms and conditions, violate the university's internal policies, procedures, and regulations, or if the comments include any of the following:

- Inappropriate comments.

- Comments that violate the privacy of others or harm them through bias, or target any group based on race, color, or nationality.
- Comments that violate intellectual property rights.
- Comments promoting any commercial activity or containing advertisements.

The United Arab Emirates University is committed to the Digital Participation Strategy of the Smart Government, as published on the official portal of the UAE Government. [link](#).

Response and evaluation mechanism:

After collecting customer responses from all surveys and sorting them, the answers are evaluated according to the university's needs, general directives, and applicable policies, including laws and legislation. Then the most frequent answer is chosen because it is the most important and influential and meets the interests and needs of the audience.

Additionally, we publish a summary of the public comments received and our response to each engagement opportunity. We also publish evidence that people's opinions have been included in the actual decision-making process to underscore the value and usefulness of digital engagements.

Announcing and promoting digital participation opportunities:

We publish our opportunities for digital participation quarterly on the University's website and on the '[Sharik.AE](#)' website. We enhance our opportunities for digital engagement through our social media accounts. It is important to choose digital participation according to the factors mentioned above, write in a language that is clear and understandable to the average reader, and avoid publishing inaccurate or misleading information. A digital participation is chosen according to several main factors, namely its compatibility with the university's mandates, its connection to the university's goals and activities, and its contribution to achieving them.

We always welcome your interaction with us through our electronic channels.