“A country’s greatest investment is building generations of educated and knowledgeable youth.”

The late Sheikh Zayed bin Sultan Al Nahyan
“Higher education is a noble national message that cannot realise its objectives if it does not interact with the challenges and problems of the community.”

His Highness
Sheikh Khalifa bin Zayed Al Nahyan
President of the United Arab Emirates

“Our reliance upon knowledge and scientific thinking to achieve total development is the only way to bring our nation ahead of the stage of qualitative, non-oil production, a lesson learnt from nations with little or no natural resources.”

His Highness
Sheikh Mohammed bin Zayed Al Nahyan
Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces
With your support and dedication, ECAE will continue reaching for excellence in the years to come so that it is positioned as a key player in educational transformation.

Together we have worked on a range of initiatives this year, some of which have been implemented and some are in progress. In this report, you will learn more of what you, as a team, have accomplished in the lapse of an academic year.

Going forward we want to focus on people growth, prepare them for the challenges ahead and open doors of opportunities for everyone. We want to invest in our research infrastructure and build a research ecosystem that supports faculty, students, partners and stakeholders in conducting research that informs policy-makers and shapes educational practices. We want to grow our continuing education program to offer our clients a wide range of opportunities and address the needs of stakeholders in the field, and to offer our clients a wide range of opportunities and experiences that shall set us ahead of our peers.

A branch campus in Ajman is providing extended services and community outreach to the northern emirates as well. The Abu Dhabi campus of ECAE underwent a series of transformations to pursue new horizons of excellence, growth and innovation. ECAE created active partnerships and stakeholder involvement for research-informed improvements in the quality of teaching, learning and leadership, especially in the UAE. Our key partners range from the Ministry of Education and the Department of Education and Knowledge in Abu Dhabi to institutions like Khalifa University, Vanderbilt University as well as schools including the British School Al Khubairat, Al Yasat School, Aldar Academies, etc and organizations like Al Mubaraka Foundation, MRC-NECC, Goals Autism Support Network to name a few. ECAE is pacing ahead to pursue its newly coined strategy and deliver excellence in research-informed practices, skills and knowledge to the UAE education sector and beyond.

Values

**RESPECT**
We care & consider with courtesy, appreciation, and fairness

**COLLABORATION**
We engage & support with synergy, innovation, and shared goals

**TRANSPARENCY**
We communicate & act with openness, honesty, and inclusiveness (while preserving confidentiality)

**PROFESSIONALISM**
We behave & impart with commitment, ethics, and passion

**INTEGRITY**
We inspire & proclaim with honesty, accountability and ethics

**INSTITUTIONAL SYNOPSIS**

Academic Year 2018-2019 culminated as a year of changed vision, redefined challenges and renewed objectives for Emirates College for Advanced Education (ECAE). From strategic plan revision to academic programs’ reform, from operational optimization to re-established direction, ECAE underwent a series of transformations to pursue new horizons of excellence, growth and innovation.

A branch campus in Ajman is providing extended services and community outreach to the northern emirates as well. The Abu Dhabi campus of ECAE offers specialized Post Graduate Diplomas, Master of Education and Doctoral programs in Education while the Ajman campus will prove to be another stop forward to support UAE’s strategic vision and goals.

In addition, the Continuing Education Center (CEC) at the ECAE offers in-service teachers a wide range of professional development programs that are locally and internationally certified by ACTVET and NCFE/CACHE, respectively. The Centre provides trainings and programs that include the Certified Trainer program (Train the Trainer), the Assessor and Internal Verifier qualifications, in addition to various programs supporting the UAE Teacher & Educational Leadership Standards (TELSUAE). Whether an educator is looking for lifelong learning through graduate studies or want to join professional development programs, ECAE offers an exceptional educational journey to suit versatile career development needs.

ECAE created active partnerships and stakeholder involvement for research-informed improvements in the quality of teaching, learning and leadership, especially in the UAE. Our key partners range from the Ministry of Education and the Department of Education and Knowledge in Abu Dhabi to institutions like Khalifa University, Vanderbilt University as well as schools including the British School Al Khubairat, Al Yasat School, Aldar Academies, etc and organizations like Al Mubaraka Foundation, MRC-NECC, Goals Autism Support Network to name a few. ECAE is pacing ahead to pursue its newly coined strategy and deliver excellence in research-informed practices, skills and knowledge to the UAE education sector and beyond.
HIGHLIGHTS OF AY 2018-2019

2018

August

Emirati Women Week

September

Graduate Student Orientation

October

ICEMEA 2

November

Flag Day

December

Pride of Abu Dhabi Award for Best Inclusion Initiative (Diamond Award) jointly won by ECAE and MRC-NECC

2019

January

Research and Development Seminar

February

Lesson Study Presentations for UAE Educators

March

Students Appreciation Ceremony

April

Tolerance Week

May

Flag Day

June

Research Forum Day

Teacher's Week

Graduation Ceremony

Tolerance Week

Teacher's Week

Graduation Ceremony

Tolerance Week

Research and Development Seminar

Lesson Study Presentations for UAE Educators

Students Appreciation Ceremony

Research Forum Day

Emirati Women Week

Graduate Student Orientation

ICEMEA 2

Flag Day

Pride of Abu Dhabi Award for Best Inclusion Initiative (Diamond Award) jointly won by ECAE and MRC-NECC

Research and Development Seminar

Lesson Study Presentations for UAE Educators

Students Appreciation Ceremony

Research Forum Day

Emirati Women Week

Graduate Student Orientation

ICEMEA 2

Flag Day
THE YEAR IN NUMBERS

11 ACADEMIC PROGRAMS
76 PUBLICATIONS
176 STUDENTS
93 EVENTS
95 EMPLOYEES
130 INTERNSHIPS

79% STUDENT RETENTION
1:7 FACULTY STUDENT RATIO
1:3 FACULTY STAFF RATIO

*All figures are as of Academic Year 2018-2019
The Academic Year 2018-2019 was an exciting and fruitful year for ECAE. Strategy and Business Development (SBD), along with all ECAE employees, students, alumni, and key stakeholders, have set a new strategic direction and successfully revised the strategic plan, under the theme ECAE to Excellence (E2E), with new vision and mission statements, and a new set of values. Additionally, new strategic goals, KPIs, and key initiatives were defined under the umbrella of five priorities for ECAE. E2E will continue its journey year on year and will be activated and evaluated for optimum performance. Furthermore, effective partnership agreements were signed with key stakeholders adding immediate value to ECAE while supporting the achievement of its strategic goals. Partnership effectiveness criteria was set as part of a comprehensive framework to efficiently and effectively manage ECAE partnerships.

**HIGHLIGHTS**

- Three Successful Workshops: Values & Mission, Vision & Beyond, Goals & Priorities
- E2E: New vision, Mission, Values, Goals, KPIs, Initiatives
- Partnership effectiveness criteria
- Signed agreements with key partners like Khalifa University, British council, Fazaa, and MRC-NECC

**FUTURE PLANS**

- E2E execution
- Strategy management system
- Increase effective signed agreements
- Business continuity management system review

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The Academic Year 2018-2019 was a year of transformation for ECAE as an institution as well as for the Institutional Research and Effectiveness (IRE) as a department. IRE had a very busy year that focused mainly on licensure and accreditation activities in collaboration with all academic and administrative departments on campus. IRE was also supporting the Vice Chancellor’s Office in introducing strategic initiatives and operational ventures like policy and procedures standardization, accreditation, annual report, excellence awards, etc. With the technical support of the Information Technology department, IRE successfully delivered three initiatives for ECAE: Feedback Management System, Controlled Documents Online System (CDOS) and ECAE Excellence Awards. With the Commission for Academic Accreditation (CAA) introducing and implementing the 2019 Standards for Licensure and Accreditation, IRE will ensure the alignment of institutional policies, procedures, handbooks, etc. to meet the new requirements. IRE collaboration with the management and faculty will continue for the achievement of future quality assurance plans and strategic goals.

**HIGHLIGHTS**

1. Initial accreditation proposals submission for nine new postgraduate programs to the Department of Education and Knowledge in Abu Dhabi (ADEK) and the CAA
2. Two CAA External Review Team (ERT) program accreditation visits
3. Institutional license renewal with both ADEK and CAA
4. Online Feedback Management System
5. Controlled Documents Online System (CDOS)
6. ECAE Annual Report
7. ECAE Excellence Awards initiative

**FUTURE PLANS**

- Complete Institutional license renewal
- International Accreditation Application
- CDOS full implementation
- Annual Report Publication
- ISEIE (Institutional Self-Evaluation, Improvement and Effectiveness) Model
COMMUNITY

ECAE in collaboration with HMC offers first aid and fire safety trainings for the employees.

ECAE alumni gathering

Helping Hands and Lotus Retal Centre Enrichment Summer Program - Drs. Cara and Fatimah, with the support of ECAE's administration, provided the space and the programming for summer school for displaced youth.

ECAE's Helping Hands Summer Program workshops facilitated by the College's faculty and volunteering students.

Goals UAE - In this collaboration students with autism from the Mohammed Bin Rashid Center for Students with Special Needs were directed by Drs. Michelle, Fatimah and Cara in developing and presenting a representative play of "Giraffes Can't Dance". This is the 9th year of the collaboration.

Fifth Annual Autism Awareness Day - Former graduates and now working teachers from the Mohamed Bin Rashid Center for Special Needs along with community guest speakers provided useful information on the effects of autism on children and their families.

ECAE in collaboration with SANID offered first aid and fire safety trainings for the employees.

"Zayed Qudwatna" Forum organized by Almubarakah Foundation in the presence of Sheikh Mohammed Bin Khalifa Bin Hamdan Al Nahyan.

Special Olympics: Unified Champions - ECAE Faculty liaised with the volunteer group, organized an ECAE committee and planned for faculty volunteers to work at the Special Olympics and also attend. ECAE students were also named as the first Unified Champions in Abu Dhabi.

Fifth Educational Neuroscience Conference attracted more than 800 attendees from over 20 countries. ECAE faculty presented posters along with both graduate students and undergraduates students at the conference as well as at other conferences during AY2018-2019.

ECAE Building glowing with UAE national flag colors.

M&E Educational Leadership Program

OTREACH

ECAE ANNUAL REPORT 2018-2019

Community Development - Dr. Michelle and members from the ABA community provided regular training to practitioners in ABA. She also provided opportunities for parents of children with autism and problem behaviors.

M&E Annual Autism Awareness Day - Former graduates and now working teachers from the Mohammed Bin Rashid Center for Special Needs along with community guest speakers provided useful information on the effects of autism on children and their families.

ECAE ANNUAL REPORT 2018-2019

ECAE ANNUAL REPORT 2018-2019
We are interested in what matters, what’s possible and what works in different educational settings and contexts in the UAE and around the world.

Throughout 2018-2019, we renewed our commitment to high quality, cutting-edge and multi-disciplinary educational research. Through our research as well as our graduate programs, ECAE aims to make a difference by influencing policy and practice transformation in the educational field. We approached this through a commitment to local, national and international collaborative work, research and development partnerships with schools, universities, policy-makers and other agencies in the education sector, and through hosting and participating in regular dissemination activities and conferences. Notable achievements in 2018-2019 were the formation of research groupings and the establishment of a program of regular research seminars to encourage multi-disciplinary research.

Going forward we are committed to undertaking, developing and sharing research, teaching and professional development activity that makes a difference to educational policy and practice. We are interested in what matters, what’s possible and what works in different educational settings and contexts in the UAE and around the world. To bring this to fruition throughout 2018-2019, we developed new research and development partnerships with schools in Abu Dhabi and the Ministry of Education. We plan to expand partnerships with educational stakeholders in the UAE and beyond in order to maximize the impact of our research and teaching.

ECAE research ecosystem shapes our teaching and the design and development of our graduate programs. All of us, in each of our capacities here at ECAE, are vital to the health and sustained growth of this ecosystem.

Prof. David Pedder
Deputy Vice Chancellor - Academics
RESEARCH OFFICE

The Research Office undertook a number of new initiatives during the Academic Year 2018-2019 to increase faculty research activity, enhance research output and increase ECAE’s exposure to wider national and international communities through a variety of strategies. These strategies included the inauguration of regular research seminars, newsletters, inviting school colleagues and other HEI members to the Annual Research Forum, revising the ECAE grant structure to encourage applications, and financing open access journal fees. This year, ECAE had ten grant applications and awards for the first time since its establishment. The office will continue to collaborate with graduate office and academic programs to equip ECAE students with new research-informed knowledge, skills, and practices to enable them as agents of educational innovation and transformation.

HIGHLIGHTS

1. Six research seminars with 13 research presentations
2. 76 faculty publications including journal articles, conference proceedings, book chapters, etc.
3. 139 citations in calendar year 2018 according to Google Scholar
4. 25 conferences attended by faculty (20 international conferences)
5. Grant Funding System revision
6. Faculty funding enhancement for open access journal articles
7. Research groupings inauguration for ECAE researchers, students and partners
8. ECAE Research Newsletters to recognize faculty research achievements
9. ECAE’s Annual Research Forum with eighteen research presentations from ECAE, Zayed University, Higher Colleges of Technology, and a number of local schools

HIGHLIGHTS

1. Concurrent classes inauguration for Abu Dhabi and Ajman campuses
2. Open Days for Abu Dhabi and Ajman campuses
3. Student Recruitment Plan for new graduate programs
4. ADEK 2019 Strategic Project for increasing graduate student recruitment and attracting non-citizen students
5. Six graduate student research presentations in ECAE’s Research Forum

FUTURE PLANS

- Online submission of research proposals
- Automation of item procurement under approved grant funds
- Internal and external research collaboration enhancement
- ECAE faculty research activities and publications enhancement
- Increase students research productivity
- D2L gradebook fully implemented
- 130 students’ supervision for internship and action research projects
- Nine undergraduate student research presentations in ECAE’s Research Forum
- Student and faculty participation in high-profile events, such as:
  - Abu Dhabi Science Festival
  - Special Olympics World Games
  - 4th ICEMA
  - Autism performance workshops

ACADEMIC OFFICES

The Academic Year 2018-2019 proved to be a year of challenges and new priorities for the graduate and undergraduate offices as ECAE changed its overall strategy and academic focus. In order to fulfill requirements of the new direction of the college, Graduate Office worked with colleagues from graduate programs to develop program structure, course content, and admission guidelines for new graduate programs; four new programs were launched in Spring 2019 and four programs are planned for Fall 2019. The Graduate Office will continue to grow the diversity of its programs as well as recruit more talented students to pursue postgraduate diploma, masters or doctoral degrees. The Undergraduate Office goals were to maintain the quality of teaching and learning during this challenging transition period (the closure of undergraduate program), keep the effectiveness of the undergraduate Academic Advising program and offer ample student academic support that they can complete degree on time. The Undergraduate Office will continue to enhance its student-centered approach until last cohort for B.Ed. successfully graduates.

HIGHLIGHTS

1. Concurrent classes inauguration for Abu Dhabi and Ajman campuses
2. Open Days for Abu Dhabi and Ajman campuses
3. Student Recruitment Plan for new graduate programs
4. ADEK 2019 Strategic Project for increasing graduate student recruitment and attracting non-citizen students
5. Six graduate student research presentations in ECAE’s Research Forum

FUTURE PLANS

- Enhance inter-campus collaboration for academic programs
- Increase graduate program enrollment
- Upgrade learning resources and procedures of graduate programs
- Facilitate scheduled degree completion of undergraduate student
ACADEMIC DIVISIONS

The Academic Year 2018-2019 was a dynamic and productive year for the three academic divisions. To pursue the new research-informed and graduate-focused direction, the academic divisions managed new programs inauguration as well as intensive research output. To sum up the academic year in numbers, the divisions contributed to 9 new graduate programs, 20 international conferences attended, 26 journal articles authored in Q1/Q2 journals, and book-chapters published. The divisions collaborated with several organizations including MoE, Al-Mubaraka Foundation, GOALS UAE, MRC-NECC, the Retal Centre Enrichment After-school Program, Sharjah City for Humanitarian Care and Special Needs, etc. Faculty from all divisions were actively involved in ECAE-wide committees and work-groups involving curriculum review, policy and procedures alignment, quality assurance, and community outreach initiatives, etc. Academic divisions will continue supporting ECAE students, partners and stakeholders in the educational, professional and research needs to bring innovation and improvements in UAE education sector and beyond.

GRADUATE OFFICE

HIGHLIGHTS

1. ADEK approved and CAA accredited new programs
   - Ph.D. in Special Education and Measurement & Assessment
   - M.Ed. in Educational Assessment, Applied Behavior Analysis, Curriculum & Learning Design, and Special & Inclusive Education
   - PGD in School Evaluation & Improvement, Guidance & Counselling, and Applied Behavior Analysis
2. Progression pathways and short courses created for teachers' professional growth
3. MoE Educational Leadership Training Program and course structure
4. Research output including conference attendance, Q1/Q2 journal articles publications, book-chapters, and grants
5. Community outreach and collaboration activities with ECAE internal and external stakeholders

FUTURE PLANS

1. New programs development to meet MoE needs
2. MoE Educational Leadership Training Program Collaboration
3. Increase faculty and student participation in community services
4. Improve learning and teaching experiences at ECAE

ACADEMIC SUPPORT

Like other academic and administrative units, Academic Support also shifted its operational and procedural focus to align with rigorous research and intense graduate studies requirements of ECAE. All three functions under the academic support department served students, faculty, staff, alumni, and the greater community through their learning resources, advising and support services, interactive activities and events, and information systems while keeping the integrity and the responsible use of ECAE resources and related infrastructure. The Academic Support offices will further facilitate ECAE internal and external stakeholders strive towards excellence and positive impact on the larger community.

HIGHLIGHTS - LIBRARY

1. 500 New Titles and 32 e-journals subscription added to the existing library collection
2. 500+ consultations/appointments at the Writing Center
3. Library system and libguides.ecae.ac.ae resource upgrade
4. Second Stock Verification Project
5. MRC-NECC students’ internship at ECAE library
6. Reading Month 2019

HIGHLIGHTS - STUDENT SERVICES

1. 28 Events for students, alumni, faculty and community
2. ECAE Student Representative Council’s (SRC) collaboration activities
3. ECAE Talent, Red Crescent, and Happiness Clubs’ events
4. Annual Alumni Gathering 2018 for a cohort of 162 graduates
5. Alumni Association and Alumni Office inauguration

HIGHLIGHTS - ADMISSION AND REGISTRATION

1. 184 applications for 10 postgraduate programs
2. Online Admissions System enhancement
3. Data reporting for improved decision-making

FUTURE PLANS

1. New website for library
2. Automate students’ clearance processes
3. More community engagement events and activities
4. “The Month Award” to recognize students and alumni
5. Increase Alumni Association interaction
I would like to thank every member of the Continuing Education Centre (CEC) team for all the efforts they showed in the past year. The CEC went through a major shift in its scope of work, goals and overall dynamics. The revamp of CEC’s goals and putting it on this new path were possible through the impressive effort, teamwork and ability to cope with change.

I am extremely proud to be part of this team and equally honored to affirm that your excellent performance paid off as CEC is now classified by ACTVET, in our LTP Report, as an ‘Outstanding Institution’. It is you who made this possible and it is also you who will make our 2020 goals achievable. We all know that we have a lot to do next year but I am assured that with the talent we have, the creativity, and the dedication, we will achieve even more than the targets we have set.

CEC will continue offering customized and research-informed training programs through the state-of-the-art infrastructure to support educators’ professional development as agents of educational innovation and transformation.

Dr. Muna Balfaqeh
DVC - CEC
During the academic year 2018-2019, the Continuing Education Centre (CEC) successfully achieved most of its operational goals and effectively contributed to strategic objectives. Qualitative and quantitative benchmarking was used to evaluate CEC’s position within the sector and to embed best practices in CEC service offerings. The updated CEC’s business profile now showcases service offerings including qualifications, vocational and professional development training programs, assessment, needs analysis and learning management platform. All training programs are restructured identifying their level through a framework aligned with teachers’ career ladder. New qualifications such as the CACHE Level 3 Diploma for the Early Years Workforce qualification are identified. Moreover, the Assessments and Tests offered by/at CEC in collaboration with highly reputable providers including academic achievements and psychometric tests are expanded. Four Committees were formed to enhance various operational and business processes. Current features of Masary are expanded by implementing fourteen new features while seventeen additional features are proposed to IT.

HIGHLIGHTS
1. 36 training programs, 1721 trainees and 977.5 training hours
2. CEC recognized as an EmSAT testing center
3. Three partnership agreements to provide Assessment Services to school students and teachers
4. Upgraded Masary Learning Management System
5. National and international qualifications added in response to job market needs
6. New pricing structure to ensure competitive advantage
7. Launched the 4-week Summer Camp Program for school students
8. Four CEC committees established with specific roles and responsibilities
9. CEC is classified by ACTVET as one of the five outstanding institutions in Abu Dhabi

FUTURE PLANS
1. Establish a network of Freelancers to assist in content delivery
2. Develop credit-based progression pathways courses
3. Enhance the center’s visibility
4. Increase customer satisfaction
5. Enhance and automate additional features in Masary

Mariam Al Hammadi
DVC SUPPORT SERVICES MESSAGE

Through this message, I would like to thank all members of the Support Services departments for their efforts in making the Academic Year 2018-2019 a successful year. In spite of the changes and transformations that took place in ECAE and that brought about many challenges, your dedication, commitment, and hard work helped us overcome these challenges.

I can proudly say that the Support Services Directorate is the backbone of ECAE and our work touches every student and employee. We efficiently deploy ECAE resources, continuously enhance our infrastructure and effectively communicate with our stakeholders. We strive for innovation within a culture of interdependence, transparency, responsibility and accountability.

The dedication from the Support Services professionals over the past year and the results they achieved towards meeting the priorities are commendable. The entire team will continue to focus on customer service, student success, and improving performance to achieve ECAE’s strategic priorities.

Mr. Walid Alsawalhi
Deputy Vice Chancellor - Support Services
FINANCE DEPARTMENT

Finance Department, being one of the core business support Departments, proved its effective custodianship and thorough accountability on ECAE’s financial transactions by receiving an unmodified opinion report from the statutory external auditors. In the past year, the department efficiently supported the operational needs and strategic goals of ECAE. Moving forward, finance department will implement projects which will focus on improving efficiency and effectiveness of transactional processes as well as to provide timely data and information to end-users and management for decision-making. More automated services and procedures will be employed to streamline tasks and to use financial indicators in planning and delivering strategic objectives.

HIGHLIGHTS
1. Project Module implementation for managing external/third party funds
2. Assets verification, reconciliation and upload of new fixed assets register
3. Clean opinion received on 2018 semi-annual and annual audits
4. VAT integration with ADERP for transparency of transactions
5. Nafura Banking System for online funds transfers

FUTURE PLANS
1. Financial Control Framework (COSO) revision to comply with ADAA resolution
2. Finance Business Intelligence Portal
3. Services Costing and Pricing process upgrade
4. Payment Gateway (Online and Credit Card)

HUMAN RESOURCES AND FACILITIES MANAGEMENT

Human Resources and Facilities Management (HRFM) department continues to play a vital role in growing and working towards achieving ECAE’s strategic goals. Throughout the year, the HR department ensured that employees were engaged and motivated to work towards an environment of excellence while the FM department ensured the proper maintenance and safety of ECAE’s facilities for all individuals on campus. HRFM’s success is measured by their ability to align and integrate processes with strategic goals: this is accomplished by identifying areas of improvement and implementing corrective measures promptly. With this in mind, HRFM has targeted its operational initiatives to leverage and develop automated solutions to improve internal efficiency. One of our main achievements for the year 2018-2019 is 22% Emiratization, which is 3% above our set target.

HIGHLIGHTS
1. Conference and Duty Travel Automation
2. Employee letters request automation
3. Oracle Learning Management (OLM) initiative
4. Employee Performance Management System - Phase 1
5. Time Attendance System integration with ADERP Leave Management
6. Effectively capitalized on LinkedIn agreement to recruit high caliber candidates
7. Oracle Recruitment - Phase 1

FUTURE PLANS
1. Oracle Recruitment - Phase 2
2. Online employee resignation and clearance system
3. Performance Management System (PMS) - Phase 2
4. Online Incident Report System
5. Asset Disposal Project - Phase 2
During the Academic Year 2018-2019, the Procurement and Contracts Department (PCM) continuously ensured to provide end-users with the most efficient and effective business solutions by identifying, evaluating and appointing the best suitable vendors for their business requirements. PCM always maintained a healthy rapport with ECAE business partners and continuously improved its quality of services to achieve excellence. 99% of 2018 budget was utilized to procure goods and services for ECAE community while adhering to cost-effective and efficient business solutions. The department will continue to enhance its services, procedures and policies for augmented procurement planning, cost effective solutions and ethical delivery of goods and services to ECAE students, faculty and staff.

**HIGHLIGHTS**

1. PCM completed 364 PRs with an average processing time of 10 days each PR.
2. PCM issued 349 POs of which 96% of total PRs received with an average processing time of 5 days.
3. SAP ARIBA System in partnership with DOF Digital Procurement Gateway
4. Procurement function automation in ADERP system (I procurement, I supplier and I Sourcing)
5. 99% of 2018 budget utilized as per the procurement plan
6. Agreement with Social Security Fund to issue FAZAA Discounted Card within a week

**FUTURE PLANS**

- Implement the new Procurement Manual
- Increase internal customer satisfaction to 90%

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**INFORMATION TECHNOLOGY DEPARTMENT**

Information Technology (IT), as a business enabler, engaged all ECAE units to provide solutions for achieving strategic goals and objectives: this was done through either automation and process mapping or deploying full solutions using innovative projects and concepts. IT completed over 50 main projects covering the activities of all ECAE stakeholders while providing routine support through its services and infrastructure. Core IT Services supported day to day operations of the college; Application Delivery Services managed the delivery, accessibility and stability of ECAE applications; and Project Services assisted the implementation of new services plus the management of major upgrades of existing services. In the Academic Year 2018-2019, Virtual classrooms, CCTV upgrade, e-Service Portal, Policy and Procedure Portal projects were completed as well as Active Directory, SharePoint, Servers OS, VMware, Wireless Controller were enhanced. Additionally, around 200 hours were spent on enhancement and integration of applications.

The IT department will continue to offer college-wide support and to provide a state-of-the-art IT infrastructure.

**HIGHLIGHTS**

1. Virtual class room setup
2. ECAE Controlled Documents portal
3. Research Proposal Submission and Review portal
4. Conferences registration and attendance tracking portal
5. CEC Project Management Server
6. Admission System Upgrade
7. Faculty and CEC laptop replacement
8. Masary workshop and qualification enhancements
9. CEC and ITI team collaboration portal (office 365 - one drive platform)
10. Assets Management DOF Integration and migration
11. Time attendance DOF integration and dashboard reporting
12. Prestige Board Performance upgrade
13. Existing CCTV system upgrade to comply with government regulation
14. PR Completion Certificate
15. Power saving and facility monitoring
16. HR recruitments, performance and learning processes (ADERP)

**FUTURE PLANS**

- Online Room Booking system
- CEC procedures and services automation
- Data Dashboard for information management

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MARKETING AND COMMUNICATIONS DEPARTMENT

While reflecting back, the Academic Year 2018-2019 appeared to be a very busy and successful year for Marketing and Communications Department (MCD). The department implemented and supported initiatives, projects, and campaigns to achieve ECAE strategic goals and attract outstanding educators. In addition, the department had a major role in increasing the visibility and elevating the reputation of the College as the institution of choice for teacher education in the UAE. MCD will continue to increase ECAE exposure, reputation and recognition as a higher education entity for cutting-edge research and innovative professional development opportunities; the department will continue to produce high quality media and advertisements to enhance interaction and collaboration with ECAE stakeholders and the community.

HIGHLIGHTS

- 93 events for 12,184 audiences
- 49% increase in followers across social media platforms: 698 social media posts
- International Conferences hosted for ECAE
  - 2nd International Conference on Educational Measurement, Evaluation and Assessment (ICEMEA 2)
  - The 4th International Conference on Educational Neuroscience (ICEDN 4)
- Student Recruitment Radio Campaign; social media and WhatsApp advertisements
- ECAE website enhancement

FUTURE PLANS

- Online Marketing Service Platform
- Increase Corporate Multimedia
- New advertisement techniques and mediums
- Social Media Post Quality Monitoring System