

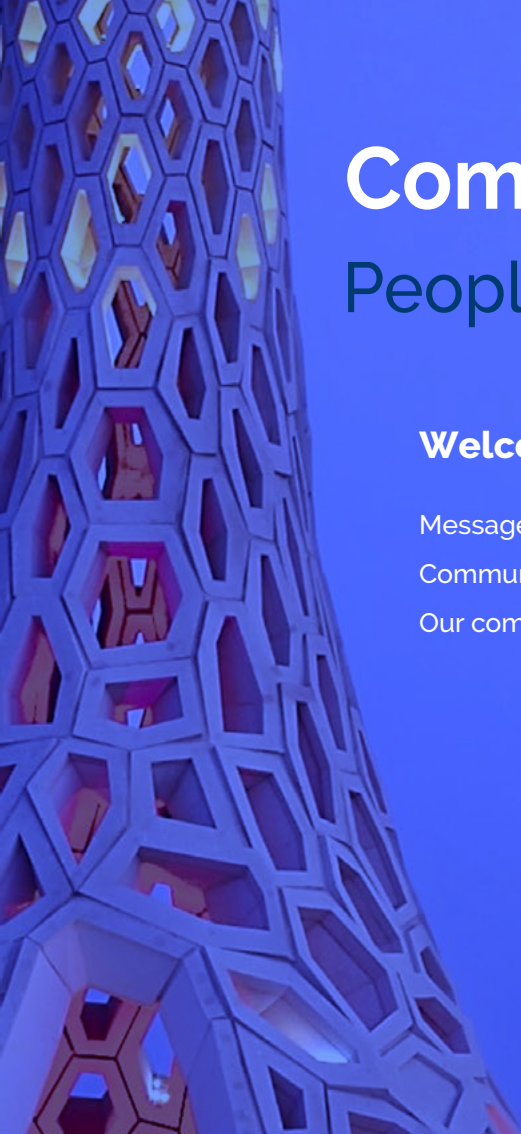


Community Life

People. Place. Pride.

Proud to live, Proud to work...
2016-2017 Community Report





Community Life

People. **Place.** **Pride.**

Welcome

Message from the VP

Community Life – our purpose and principles

Our community in numbers

Community Life & Services

What you say about community life

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KAUST Health

Recreation & Leisure

KAUST Daycare

Accommodation Services

Food & Retail

Transport

Travel Services

Mail & Courier

Did you know?

Signature Programs & Events

Events & Programs

Parade of Nations

Work Internship & Student Experience

Flavors

Get Engaged

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स्वागत हे

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Welkom

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Ласкаво просимо

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Bienvenue

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Aloha

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Xush kelibsiz

환영합니다

Welcome

Hoş geldiniz

நல்வரவு சூழ்சூழ்ச்சி

Selamat datang

Bine ați venit

E ku abọ

أَهْلًا وَسَهْلًا

Добро пожаловать!

ཕེབས་པར་དགའ་བསྟུ་བྱ།

Sannu da zuwa

ようこそ

HOAN NGHÊN

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సుస్వాగతం

خوش آمدید

Fáilte

স্বাগতম

Karibuni

પધારો

Bienvenidos

wilujeung sumping

ยินดีต้อนรับ

Willkommen

ਜੀ ਆਇਆ ਨੂੰ।

bem-vindos



It is a privilege to bring together under a new division - Community Life - the core services and teams that serve the KAUST community and support the provision of an exceptional quality of life here at KAUST.

This community is unique, dynamic and truly diverse. Our faculty, staff, researchers, students and community members represent over 100 nationalities, making KAUST a truly international destination. Our primary focus is to build and nurture community – enabling every community member to feel a sense of belonging and connectedness. I encourage each and every one of you to not only enjoy our work-live-play environment and beautiful surroundings, 'get engaged' - share your culture with others and volunteer your skills and time to support your fellow community members and those who live in our neighboring towns. Get involved in a community project or community club, get active and participate in the array of sports and recreational programs on offer and 'buddy up' to welcome and support those who are new to our community, or here without their families.

Please visit our website [here](#), for more information, news and stories about all things community. For information on how to get involved, or if you have any ideas or suggestions on how to make KAUST an even greater place to live and work, e-mail the team at [GetEngaged.KAUST.edu.sa](#).

Patricia Hughes
VP Community Life

“ We are passionate about helping each individual and family find their sense of place and belonging in the KAUST community.

We build and nurture a culture of community by providing access to services and resources that bring value to the lives of residents; and by helping residents engage in personal interests that connect them to their neighbors and environment”

Our Principles

People - We make a difference to the lives of people living in the KAUST community, by providing residents with opportunities to be involved and engaged in matters that affect their lives. We actively promote the well-being of residents through healthy home and community environments, community programs and events

Place - We celebrate all things KAUST and strive to make it an even greater place to live, study, work and visit. We consult and listen to residents as we develop and deliver high quality services which contribute to the fabric of successful and sustainable neighborhoods and communities

Pride - We are proud of the role we play in achieving the KAUST vision and mission. We accept the responsibility invested in us, partnering with communities in ways that promote involvement, participation, engagement, achievement and enjoyment

Community Life

People. Place. Pride.



Our community in numbers...

The KAUST community has grown to nearly **7,000** people across **109** nationalities (as at 30 June 2017)



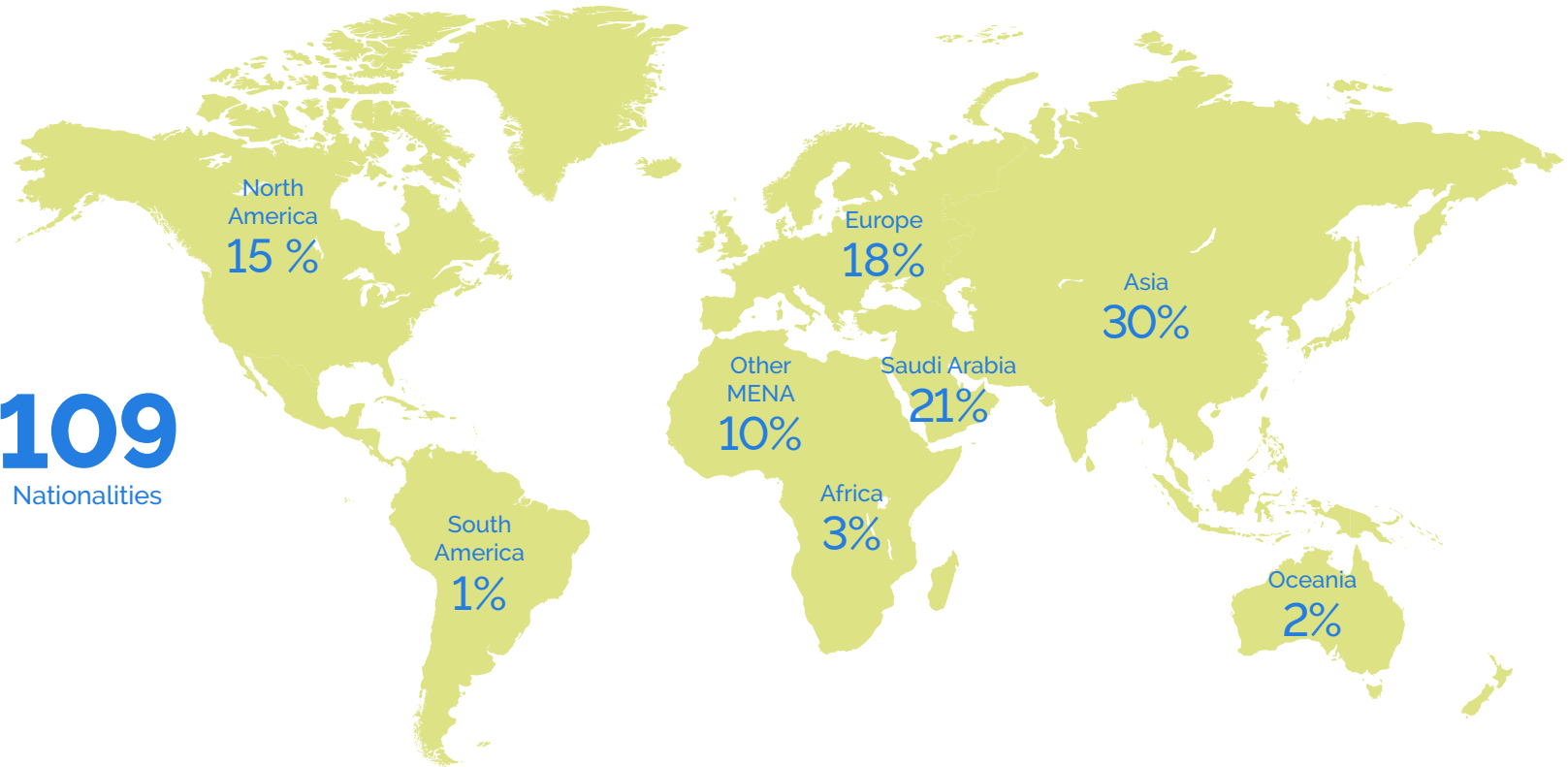
A community where the residents are proud to live and proud to work, show respect for other cultures and have a sense of ownership

Community Members by Nationality

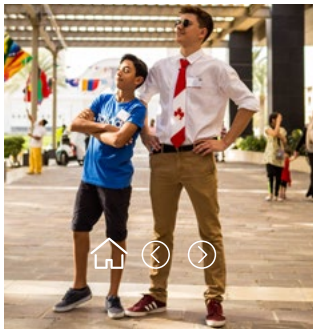
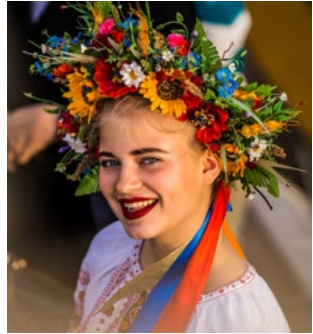
KAUST's Global DNA
that bridges people,
ideas and traditions

6.750^{*}
Community members

109
Nationalities



^{*}As of June 30, 2017





Welcome

Community Life & Services

Signature Programs & Events

Get Engaged

Community Life & Services

www.kaust.edu.sa

What you say about community life...

2016 Engagement Survey

Employees, Postdocs and
Working Spouses

89%

I feel proud to be part of
the KAUST community

96%

I feel safe at KAUST

89%

I socialize with other
community members and
enjoy being with them

88%

It is important to me that I feel
a sense of belonging with other
community members

62%

I put a lot of time and effort into
being part of this community



What is it like to live and work at KAUST? Hear directly from our faculty and staff about what makes our community a truly special place.

Full HD

The KAUST School (TKS)

TKS is a coeducational, International Baccalaureate World School (IB) authorized in all three programs: Primary years, Middle years and the Diploma program.

The School's mission is to provide an exceptional education that empowers students to be resourceful and responsible global citizens.

Looking back at 2016/17:

- Completed the renovation of Kindergarten (KG) Campus East building. All KG grades are now together at the Kindergarten Campus
- 6 TKS students selected to participate in Saudi Initiative's SRSI program; and 33 selected for the WISE Program
- U19 Boys won gold in the SAIKAC Basketball Championship.

The year ahead:

- Enhance our engagement with parents such as the well-attended Parent Information Sessions at School and the University, and Partners for Learning
- Build upon our collaboration with the University to enhance and expand classroom learning opportunities
- Progress towards becoming a beacon school for our growing population of 1500+ students



Take a quick tour of the school
Full HD



KAUST Health

KAUST Health provides health & well-being services for the entire community: a state of the art clinic with a wide range of routine and specialty services; a 24/7 Emergency Room and ambulance service; positive health programs & health education; regular health screening; Occupational Health services; School Nursing



Watch the World Health Day event video here

Full HD

Looking back at 2016/17:

- Achieved JCI Accreditation, which is considered the gold standard in global health care excellence
- Rebranded as KAUST Health to demonstrate we are "more than just a clinic"
- Added extended hours on Mondays, lunchtime and until 8pm, plus Saturday clinics
- Increased range and number of specialty clinics offered, reducing trips off campus for medical services

The year ahead:

- Achieve Baby Friendly Community Accreditation (WHO/ UNICEF)
- Improve online Health Information for the community
- Further growth in range of services to reduce the need for off campus visits



Recreation & Leisure

Our state of the art facilities include two recreation centers, a racquet club, cinema, swimming pools, a rock climbing wall, bowling alley, basketball courts and athletic fields, a 9-hole golf course, parks, playgrounds, and an array of tennis, racquetball and squash courts. Located on the shores of the Red Sea, our water sports center offers sailing, windsurfing, snorkeling, SCUBA diving, boat trips, fishing and much more.

Looking back at 2016/17:

- Over 17 new sports coaches recruited and new programs introduced, including Muay Thai and Les Mills classes
- New arcade machines and inflatables for our community to enjoy
- First young KAUSTIAN achieves their black belt

The year ahead:

- New recreation management system to enhance the customer experience
- New sports and fitness clubs – watch this space!
- Continue to grow and expand community groups
- Expansion of the cinema offering



KAUST Daycare

KAUST Daycare offers excellent opportunities, facilities and resources for children from the age of 2 months to 3½ years to grow, develop, learn and play. There are currently 3 daycare sites: Islands Daycare, Harbor Early Childhood Center and Gardens Early Childhood Center. Our purpose-built centers provide excellent early childhood care, as well as after school and school holiday cover for children who attend Kindergarten. These programs help children achieve a smooth transition to the IB accredited school at KAUST.

Looking back at 2016/17:

- Major facility improvements across each site – floors, shading, landscaping, painting
- New equipment and resources and development of activity rooms: sensory room, role play room, Daycare cafe
- Newly painted atriums

The year ahead:

- Ongoing development of the curriculum and themes
- Develop more spaces and learning opportunities (indoors and outdoors)
- Strengthen partnerships with The KAUST School and KAUST Health
- Continue to develop parent involvement and communications



Accommodation Services

With over 3,000 housing units (villas, detached houses, townhouses and apartments), community members enjoy a unique living environment at KAUST. Our residences are fully furnished with energy efficient appliances, electronics, linens and other necessities. Local telephone service and ongoing home maintenance is available. Accommodation Services also manages the KAUST Inn.

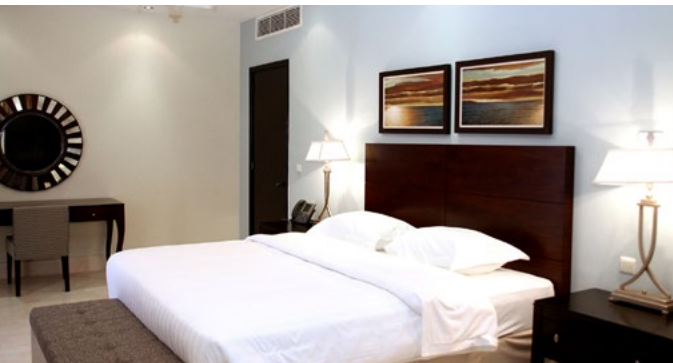


Looking back at 2016/17:

- 19,730 individuals stayed at the KAUST Inn
- Over 1200 student visitors were cared for and an improved level of service for student visitors was established, including onsite 24/7 reception
- Provided accommodation to 700 new arrivals and over 500 KAUST residents who moved to a new house
- Assessed and approved 120 requests for home improvements

The year ahead:

- Our newest neighborhood, the Oasis Apartments, located across the road from the Safaa Golf Club will open for lettings





Food & Retail

At KAUST, there are many options for enjoying a meal with family or friends from the restaurants at the recreation centers, raquet and golf club, to the restaurants along the beautiful Harbor Walk. There is something to suit everyone's palate.

Looking back at 2016/17:

- New outlets opened – Bonjourain, Tim Hortons at the KAUST Library, Subway and Giordano
- Flavors Food Festival attracted over 10,000+ people, 40 Vendors; with an array of grand prizes up for grabs in the grand prize draw
- Farmers Market attended by an estimated 2,000+ people, 15 Vendors, with a variety of local and organic produce

The year ahead:

- Remodeling and renovation of Tamimi Supermarket underway, worth an estimated SAR 25 million
- New food outlets to open at Harbor Walk, including Kudu, Dominos and Tim Hortons/Coldstone, Pain Frais, Mefalfal

Transport

Transportation offers coach trips free of charge to residents to a variety of shopping locations in Jeddah, as well as to Makkah and Madinah. Business and personal taxi services operate to the airports and nearby cities. In addition, rental cars and golf carts can be hired, based on availability.

Looking back at 2016/17:

- A new era of transportation commenced with our new providers - SAPTCO, Petromin and Ford
- Existing taxi service providers, HANCO & SAMARA, replaced the old Taxi fleet with a new fleet
- Program launched to provide Eco friendly carts to the Community
- Fulfilling the demand of KAUST Community by providing high-tech long haul buses
- Transportation has supported the transportation needs for major events, e.g. Commencement, WEP, Food Festival, KAUST Olympiad, IT summit
- Introduced two shuttle express routes to meet community need

The year ahead:

- Launch a new mobile app for the bus service
- As the community grows, implement the expansion plan for shuttle & school buses
- HANCO will launch its car rental services online through a new digitized web portal





Travel Services

Travel Services caters to the university's business and community travel and tourism needs including air tickets (international and domestic), hotel accommodation, holiday package tours and car rental.

Looking back at 2016/17:

- Around the clock support for the Innovation to Impact Round table participants
- Seamless travel arrangements for participants on KAUST signature programs, e.g. KAUST Gifted Student Program Interviews and Winter Enrichment Program
- In collaboration with HR Relocation Team and IT Department, Kanoo Travel seamlessly arranged the flight requirements of CTOs, CIOs and IT leaders worldwide attending the IT Global Summit

The year ahead:

- Focused communication strategy on marketing services available to the community

Mail & Courier

KAUST Mail Room is operated by UPS and provides domestic courier services and mailbox management. Community members may apply for an individual mailbox that can be accessed 24/7 at the Mail Room in Discovery Square. International courier services are operated by DHL Worldwide Express, with their representatives located at the KAUST Mail Room. Incoming mail and packages to KAUST shipped through other couriers and Saudi Post are received and distributed by our contractor (UPS) to mailboxes or offices. Pick-up and delivery of internal mail can also be requested through e-mail or by phone through the Mail & Courier Helpdesk.

Looking back at 2016/17:

- Successful service transition of new contractors
- Introduction of better tracking system for internal mail
- Customer Satisfaction rate of 97% in last survey

The year ahead:

- Provide offers, discounts and add-on services to the community

2016-2017

Did you know that ...?

- There were 70,000 patient visits to KAUST Health
- KAUST Cinema sold 61,649 tickets for over 57 movies
- The most popular movie of 2016/17 was Beauty & the Beast
- There were 7,524 participants in 1,977 group fitness classes
- 5,847 people participated in over 1,562 yoga classes
- 3,129 people participated in 6,431 sports coaching sessions
- Over 200 people joined the Shred the Fat program
- Housing Services prepared over 1,500 housing units
- Housing Key Control had over 119,000 key related interactions
- Housing Resident Relations team responded to over 6,000 inquiries
- 1457 children of 61 nationalities attended The KAUST School
- The satisfaction level of our residents upon arrival to their home in KAUST exceeded 95%
- Harbor Community Library had over 10,000+ publications on its shelves
- KAUST taxis undertook over 50,000 trips
- Off campus coaches travelled to over 20 destinations, with more than 6,800 trips
- The on campus shuttle bus service completed over 250,000 trips on the various routes inside KAUST, serving more than 1.2 million community passengers
- There were around 11,550 internal mail deliveries within KAUST and around 4,000 outbound deliveries for mail and courier.
- During the Innovation to Impact Round table in May 2017, more than 2000+ meals/refreshments were served during 48 hour period

Signature Programs & Events, 2017-2018

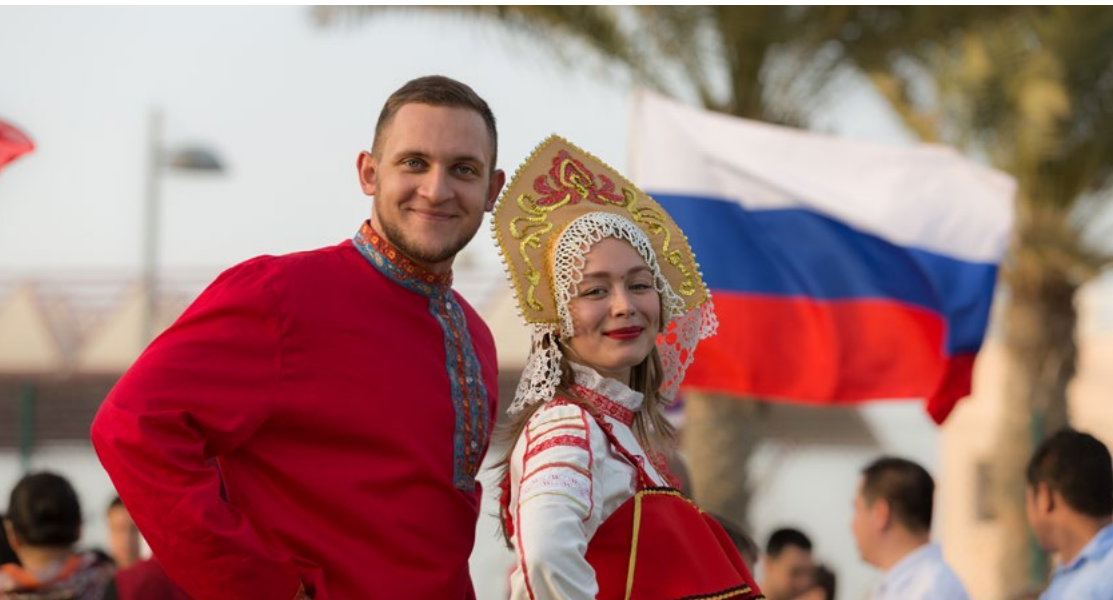


Events, Programs & Activities

Whether attending a community event, participating in a concert or musical, or taking up a new hobby by joining a community club, there's always something to do at KAUST. The Community Life Intranet provides lots of information about what is going on in our community. See below for the dates of some of our annual events and programs.

2017/18 Events & Programs:

- Eid Staycation: 1-8 Sept 2017, Various community locations
- Global Corporate Challenge Launch: 6 Sept 2017, Harbor Sports Club
- Community Open Day & Artisan Fair: 14 Sept 2017, Island Recreation Center
- Saudi National Day Celebration: 28 Sept 2017, Al Marsa Amphitheater
- GSS Variety Show: 10 Oct 2017, TKS
- Halloween: 26 Oct 2017, Island Recreation Center
- Picnic on the Green: 18 Nov 2017, Thuwal Park
- TKS Musical: 2-4 Dec 2017, Auditorium
- Seasons Greetings Bazaar: 16 Dec 2017, Harbor Sports Club
- Farmers Market in partnership with WEP: 17-19 Jan 2018, Discovery Square
- GSS Winter Concert: 31 Jan 2018, TKS
- Football Tournament: 1-3 Feb 2018, Harbor Sports Field
- Flavors Food Festival: 22 Feb 2018, Safaa Stadium
- Parade of Nations: 1 Mar 2018, Discovery Square & Harbor Sports Field
- GSS Variety Show: 13 Mar 2018, TKS
- World Health Day: 11 Apr 2018, Island Recreation Center
- TKS Graduation: 23 May 2018, Auditorium
- WISE 2018: July/Aug 2018



The **Parade of Nations** and community picnic takes place every March. each year gets bigger and better, with the 2017 parade being the best yet! The KAUST School (and friends) Drum Corps led the way and the circle of nations featured 80 fully captained tables – incredible cuisine, crafts, displays, national dress and lots of generous spirit. Tremendous community performances capped off the night!



Don't miss the next Parade of Nations - 1st March 2018

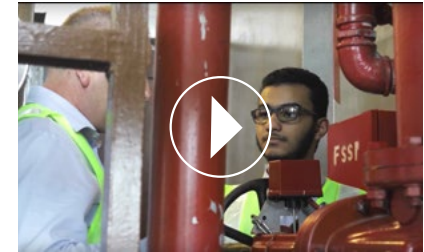
Watch this years Parade Video highlights
[Full HD](#)



Work Internship and Student Experience (WISE) is an enrichment program open to TKS students in grades 10 to 12, as well as university students visiting their parents at KAUST during the summer. Participation in WISE gives students the chance to:

- gain valuable work experience and transferable skills
- build confidence, raise aspirations and explore prospective career paths
- prepare for admission to university
- network with world-class KAUST teams

In 2017, 55 interns were accepted onto the program, 33 TKS students and 22 university students. The students had on-the-job experience and attended a number of workshops during the program



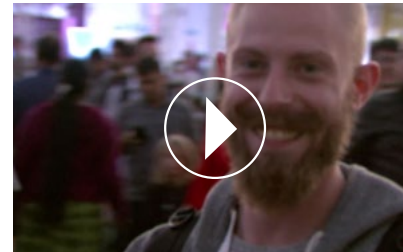
Hear what this year's interns thought about the program

Full HD

The next WISE Program will be July 2018



The **annual Flavors Food Festival** is one of KAUST's biggest community events. This year's festival featured some of the finest restaurants and caterers in Saudi Arabia and in collaboration with Graduate Affairs, the first "Grand Bazaar" featuring local arts and crafts was held. Prize winners on the night, took home cars, golf buggies and airline tickets for trips around the world.



Don't miss the next Flavors Festival – 15th February 2018

Watch this year's Flavors festival here
[Full HD](#)

#DestinationKAUST



Welcome | Community Life & Services | Signature Programs & Events | [Get Engaged](#)

GetEngaged@KAUST.edu.sa

Everyone has talents and skills and every person can make a valuable contribution to their community. We invite you all to get engaged and get involved to make a positive difference and make new friends along the way. When you commit your time and effort to your community, you help make it a better place.

If you have an idea or suggestion that might benefit the community, we want to hear from you

Interested in volunteering for community events or projects? Contact us to lend a hand or join a community taskforce

Got a hobby or interest and looking to connect with others at KAUST that share your passion? We can help you network or set up a new community club

Contact us

Email: GetEngaged@kaust.edu.sa

Website: communitylife.kaust.edu.sa

