Result of questionnaire
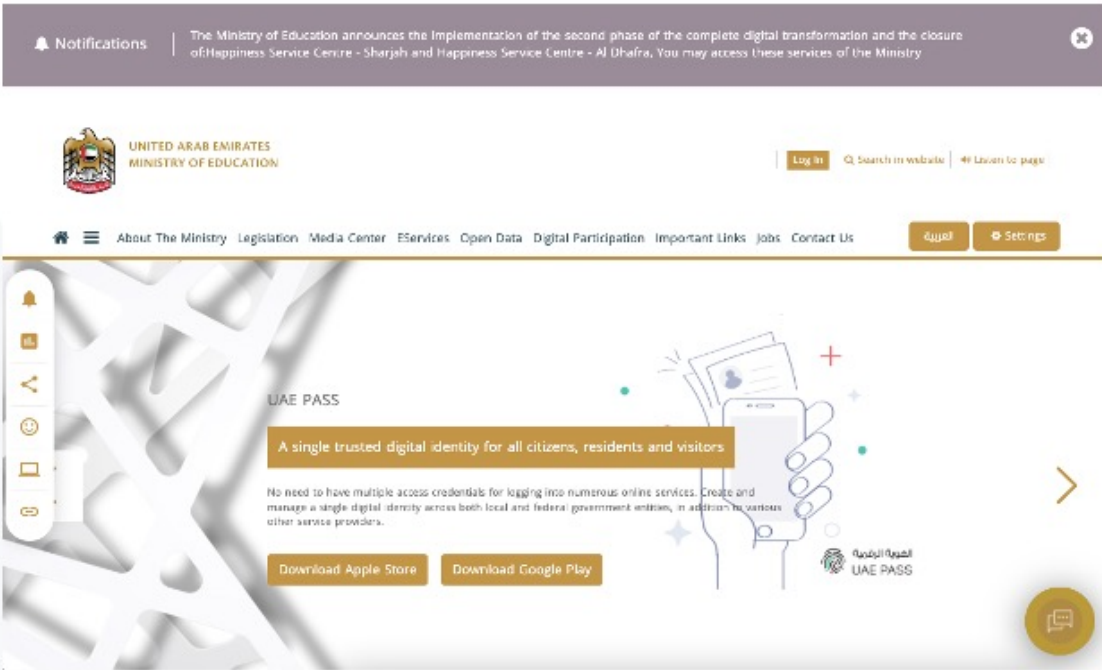 on public satisfaction with awareness
of priority e-services

A plan has been devised to **optimize the content of the website** to facilitate the public's access to information and to make it clearer, since the public prefer to learn about the new updates through the website.

Before

After

Revamping the website to facilitate the public's access to the e-services
by categorizing them and assigning a color to each category and adding keywords that are most frequently used in the community and among the public. For example, instead of using standard Emirates test, the word "EmSAT" was used.

To view the services gallery, please click on the following link:

https://www.moe.gov.ae/en/eservices/pages/servicecatalog.aspx
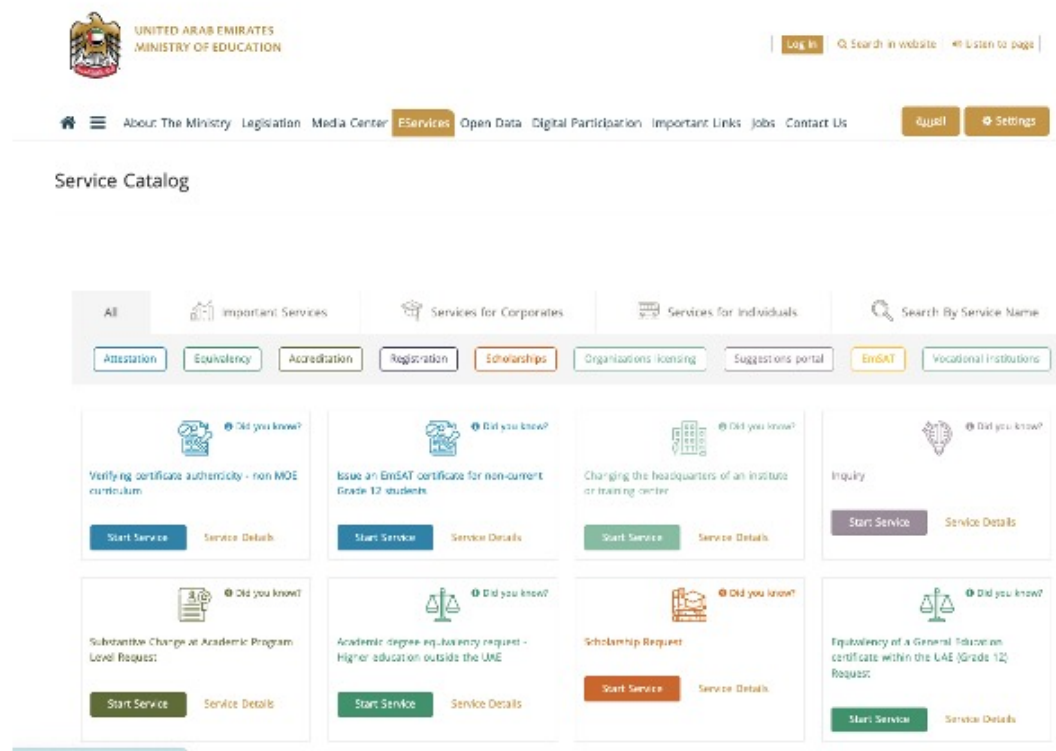
Launching awareness campaigns

on the most used services (certificate equivalency, scholarships, EmSAT test, registration in higher education institutions).

Fixing **Instagram story highlight on the MoE's official account**
for e-services in general and the most used services in
particular, to serve as a fixed reference for the public.

Dedicating designated spaces in Customer Happiness Centers

to submit e-applications with the help of the centers' employees.

Providing detailed explanation on providing the services in a video

that is available on the official YouTube channel of the MoE and the webpage of each service. All the videos are currently updated to accommodate the latest updates.