



**Enhancing Quality of Technology-Enhanced
Learning at Jordanian Universities
eQTel**

**Liaison with MoHE for Joint
ENQA-MoHE Manual
UOC
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Introduction

- The project aims at building the capacities of the Directorate of Recognition and the Equalization of Certificates (DREC) for non- Jordanian Universities at the MoHE
- DREC consists of three departments:
 - ❖ Validation
 - ❖ Recognition
 - ❖ The Higher Committee of Certificates Equivalency (HCCE),
- These departments are empowered with authentication, recognition and equalization of certificates and academic documents issued by institutions of higher education in Jordan and abroad.
- In particular, DREC and HCCE should be enabled to follow specific procedures and guidelines that aid in the recognition of non-traditional and distance learning degrees and institutions.



Objectives of DREC are to:

- Set quality standards and outcomes of higher education through the study of HEIs outside the Kingdom. Thus, it carries out the duties of receiving and verifying applications from graduates for certificates equivalency.
- Provide HCCE with relevant information, and issue the equivalency documents according to the implemented resolutions.
- Follow-up on the consequences of these resolutions with the concerned authorities, documenting and archiving HCCE resolutions thereof.
- Analyze the necessary information on HE systems and institutions abroad.
- Prepare and present reports thereon to HCCE,
- Set-up selection criteria of non-Jordanian institution of higher education to be recognized by the MoHE, and publish the lists of accredited institutions in the Official Gazette after the assessment and approval of HCCE.



- EQTeL will enable both DREC and HCCE to follow specific procedure and guidelines that support the recognition of non-traditional and distance learning degrees and institutions.
- Training has already been conducted for staff and committee members in studying and analyzing the current accreditation processes related to QA of TeL programs most adopted in Europe and other countries.

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- Training included session on the Bologna process, European Credit Transfer System, 3-degree cycle system and related equivalence and recognition procedures.
- A set of procedures and guidelines have consequently been drafted for utilization according to MoHE policy trends.
- A QA manual for equivalence of degrees and recognition of institutions is therefore produced by ENQA and MoHE to show the results of the analysis carried out on the existing accreditation processes by DREC and HCCE related to TeL programs most adopted in Europe and the definition, practices and standard procedure in Jordan.



Directorate of Recognition of Universities and the Equalization Recognition of Non-Traditional Degrees

- For the purpose of the recognition of educational institutions MoHE defines non-traditional education, as **“educational systems that depend on different types of communication with students. It can be basically through interactive communication via different means of communication technology”**.
- These systems involve e-learning, blended learning, distance learning and open education.



- MoHE recognizes non-Jordanian HEIs which are listed in one of the following categories or bodies for non-traditional study system for the academic degrees (Bachelor, Higher Diploma, Master, and Doctorate):
 - Academic Ranking of World Universities (ARWU).
 - Times Higher Education World Universities Rankings.
 - QS World Universities Rankings.

- HEIs that are not listed as recognized institutions for non-traditional education may obtain recognition by submitting the request form for HEIs that offer non-traditional education available on the Ministry's website www.mohe.gov.jo.



Rules and standards for recognizing non-traditional higher education institutions and equalizing their certificates are listed as:

- The educational institution must be recognized by the concerned official authority in its own country.
- It must be accredited either by the international or regional accreditation commissions approved by the Ministry in such country.
- Any institution willing to obtain recognition must fill out the required approved form to be reviewed by the recognition committee to take the appropriate decision.



The following conditions must be taken into account:

- The minimum study period required to obtain an academic degree must not be less than the study period required to the corresponding degree in the traditional education system.
- Members of the teaching staff must have the necessary expertise to carry out online courses using active learning strategies to achieve the learning outcomes.
- Approved electronic educational courses must be available online.
- Academic Support Services Unit must be available when needed.



- Library services such as sufficient number of references, books and periodicals, links to the technical support services webpage must be available, as well as a link to the E-library, and comply with the internationally recognized programs.
- Technological infrastructure, facilities, and advanced technical capabilities, technical support services, tools for collaboration must be available to ensure the security and safety of information and continuous communication with the learner.
- Links or content must be provided for resources such as: technology/software tutorials, online skills assessment, interaction protocol and expectations.



- To ensure network security and protection and continuity of operation, two identical groups of computer servers must be available in two geographically separated locations.
- Direct interactive electronic communication system must be available between instructors and learners.
- The university must be able to hold and directly supervise approved online exams in specific locations through certain mechanisms that ensure integrity of implementation.
- The University must have an updated site on the Internet in both Arabic and English languages.



➤ Prerequisites for equalizing certificates issued by non-traditional education

1. The University which grants the certificate must be recognized by the MoHE in its own country.
2. Study programs offered must be accredited by either the international or regional accreditation commissions approved by the ministry.
- 3. Certificates of the following specializations may not be equalized:**
Medicine, Dentistry, Pharmacy, Nursing, Medical Laboratories, Veterinary Medicine, Applied or Allied Natural Sciences, Engineering, Basic Sciences (Physics, Chemistry, Biology, etc.) and other sciences that require laboratories and practical application.



4. Courses whereby a particular academic degree was obtained shall not be considered for obtaining a higher academic degree.
5. The HCCE may consider equalizing certificates obtained through joint study programs held between two or more non-traditional educational institutions recognized by the Ministry, provided that such programs are accredited in accordance with joint agreements between such educational institutions.

General Provisions

The equalization certificate must indicate:

- The applied education system, the method of acquiring the certificate, the period required to obtain the university degree, and the type of the study either by regular attendance, home study, or any other methods of non-traditional education.
- The Table below shows some examples on the equivalency of some European degrees.



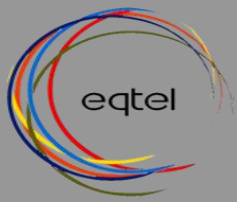
French Degree	Length of Study	Jordanian Equivalent
Diploma (Associate Degree)	4 Terms after General Secondary Stage	Diploma/Associate Degree
BA (General & Vocational)	6 Terms after General Secondary Stage	BA-three years
M1 MA M2	2 Terms after BA 4 Terms after BA	No Equivalent MA
PhD	6 Terms after M2	PhD

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Projections

- A special Web portal to submit equalization applications electronically must be built and designed.
- Connect electronically with the government institutions.
- A unified and integrated database for the equalization and the recognition systems should be established to show university recognition when submitting an application.
- Activate the electronic payment service or the magnetic cards in case the student is abroad or cannot reach the Ministry.



Recognition Criteria

When recognizing non-traditional programs or institutions abroad, the following criteria shall be applied:

- Classroom meetings shall not be less than 25% of lectures of credit hours.
- Synchronized virtual meetings shall cover at least 25% of the total credit hours per week.
- Interactive unsynchronized (face to face) meetings shall cover no more than 50% of the total credit hours per week.
- Electronic system and software mechanism shall be available to follow up on students' progress.
- Mission, vision and aims shall be clear and be reviewed regularly.
- The institution shall provide proof of its ability to achieve goals effectively.



- Specific location to accommodate all the technical, educational and administrative requirements.
- Classes, computer labs connected to the internet to boost interaction between students and lecturer, binding with servers of the main branch,.
- Institutions must have academic organizing structure as provided in Jordanian universities law.
- Institutions shall be provided with Executive Director for managing the affairs of institution, assisted by deputies and assistants, including deputy for technical affairs.



- Institution/branch shall have organizational, administrative, academic, technical and financial structure that follow.
- President/Branch manager must be completely independent from the owner.
- Owner, shareholder or any person having direct benefit shall be prohibited to work in any administrative or academic activities at institution/branch.



Branch council must be headed by branch director and the membership of:

- Vice-director
- Deans of colleges and/or heads of departments.
- Directors of centers in different governorates if any.

Responsibilities

- Establish colleges, departments, programs, and incorporate or cancel them.
- Appoint, promote, assign, second, grant faculty members sabbaticals, unpaid leaves, and accepting their resignation.
- Evaluate faculty members' academic activities, teaching methods, and scientific researches.
- Transfer faculty members, full time lecturers, technicians, and determine the duration of their deployment and any other matters relating to the candidates.
- Prepare annual budget drafts of the college/branch.
- Study various issues referred to by the Dean of college/branch.

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- Recommend appropriate students' numbers who are accepted each year in various programs and tuition fees.
- Study different plans submitted by the department councils, to make appropriate decisions about them.
- Assess the level of academic performance and achievements.
- Grant degrees and certificates.
- Establish professional courses.
- Set admission instructions according to regulations approved by Jordanian higher education council.
- Studying any subject relating to academic work presented by the Director that is not within the authorities of any party scripted in these instructions.

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- Review study plans in colleges/branch departments and submitting them to concerned councils.
- Suggest extra conditions for student's admission in the department.
- Organize and supervise exams procedures at college/branch
- Recommend exams' results at the end of each semester.
- Recommend granting degrees and certificates.
- Supervise and encourage scientific research with the coordination of scientific research deanship.

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The Validation Department Duties

- Examines and validates certificates and documents issued by HEIs within and outside Jordan to ensure their accuracy, and to pursue fraud cases with the relevant authorities if there is any according.

Required conditions for validating certificates:

- Condition 1: If the certificates to be validated are issued by educational institutions in the United Kingdom, they must be validated first from the British Council and then endorsed by the Ministry of Higher Education.
- Condition 2: If the certificates to be validated are issued by educational institutions in the United States, they must be validated first from the AMIDEAST and then endorsed by the Ministry of Higher Education.



Equalization Department Committees

The Equalization Department has three main committees:

- Medical Science Committee
- Engineering Sciences Committee
- Humanities committee

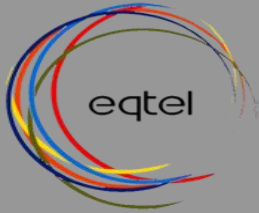
The duties and responsibilities of the Equalization Department are to:

1. Equalize certificates issued by non-Jordanian higher education institutions in accordance with the implemented rules and regulations of the Ministry.
2. Maintain the educational level of certificates received from abroad in order to control the quality and the outcomes of degrees from outside the Kingdom.



3. Receive the equalization requests for non-Jordanian certificates, and check the documentation for each application.
4. Prepare the consequent implementation of the equalization decisions certificates to the concerned stakeholders.
5. Prepare necessary correspondence to verify the certificates.
6. Issues the equalization documents in accordance with the decisions taken by the equalization committee, and follow up on the implementation of these decisions to stakeholders.
7. Publish all concerned rules, principles and guidance related to the equalization certificates process on the Ministry's website:
www.mohe.gov.jo.

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University Recognition Department Duties

1. Collect and conduct studies on non-Jordanian HEI and an overview of their education systems, review them, write and submit reports to the Committee
2. Issue a list of names of non-Jordanian HEIs in order to advise students to pursue their education at well-known academic universities.
3. Set the principles for selecting the recognized non-Jordanian HEIs by the Ministry, issue special lists of those institutions, and publish them on the Official Gazette and on MoHE website after being reviewed and approved by the Committee.
4. Provide non-Jordanian institutions wishing to obtain the Ministry's recognition with information and an application form prepared in Arabic and English to be filled out and validated as required.



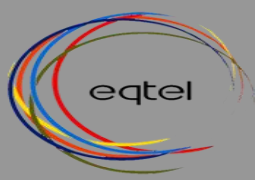
6. Study the forms and the data filled out by non-Jordanian institutions of higher education attaching all relevant documents, present them to the committee to take the appropriate decision.
8. Continuously updates the lists of higher education institutions issued by the Ministry in the department and on the Ministry's website, according to:
 - Decisions taken by the recognition committee of the new non-Jordanian recognized HEIs.
 - Provides information on the change of the names of HEIs.
9. Provides Jordanian students wishing to study abroad with lists of recognized universities..
10. Document and archive the decisions made by the recognition committee.
11. Posts them on the Ministry's website <http://rce.mohe.gov.jo> to be accessible to students.



- **Institution whose headquarter is in the kingdom, its branch shall be provided with administrative, technical units responsible for institution programs implementation and achieving its objectives that shall include the followings:**
 - Production unit provided with sufficient tools and software for developing educational materials electronically.
 - Computer and communication unit responsible for the communication and data structure.
 - Administrative, finance, admission, student affairs and registration units
 - Rehabilitation and development unit of full time and part time faculty members, students, employees and administrators.

- Quality assurance unit.
- Supplying and distributing educational materials unit.
- Technical assistant unit (Help Desk).
- Faculty members and assistants shall be sufficient, and qualified in open education within the following criteria:
 - Full timers of PhD holders shall not be less than 3 with specialties covering various fields of knowledge.
 - Educational hours for each supervisor shall not exceed 16 credit hours

- A sufficient number of supervisors holding a PhD to cover direct and virtual meetings, but no less than one full time supervisor, holding a PhD. The institution may also hire academic part timers to cover direct and virtual meetings.
- **The following shall be taken into account for the purpose of calculating program capacity:**
 - Percentage of students to supervisors: 1:80
 - Full time MA holders shall not exceed 40% of supervisors of PhD holders.
 - Full time faculty members shall prepare materials and requirements appropriately.



- **A faculty member who is over the age of 70 shall:**
- Hold a rank of professor
- Have more than 12 years of practical university experience, and have not stopped publishing in his area in the last five years from the date of renewal of his contract.
- The appointed professors in accordance with this paragraph shall not exceed 10% of the total of full time faculty members in the BA program.
- Exceeding this percentage requires the commission council approval if university offers justifications.



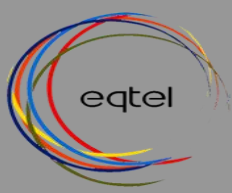
Educational Materials Criteria

Various detailed information ensures interaction between student and educational material:

- Websites, homework, projects, references and other online materials could be used to ensure interaction between students and learning resources.
- Materials shall be designed in a way that allows students to acquire knowledge and understanding.
- Electronic infrastructure shall be available that guarantees presenting educational materials.
- Educational materials prepared electronically in any specialization shall not be less than 75% of total hours of obligatory study plan.
- Holding final exams in writing on a common date under academic supervision, and may use electronic tools (E-Exams) by using a developed electronic system.

- The minimum number of credit hours required for an online Bachelor's degree or higher Diploma in any discipline should be equal to the minimum of its counterpart in the traditional higher education institutions.
- The minimum length of time for obtaining an online degree shall be equal to the minimum of that in the traditional higher education institutions and not more than 11 years for undergraduate, 4 years for higher diploma as well.
- It is not allowed to enroll for more than 18 credit hours and no less than 6 credits per semester. In particular cases, students may enroll 3 credit hours per semester with the approval of the Dean.

- **It is permitted to transfer from institutions of traditional or online learning inside or outside the Kingdom to another institution that uses online learning according to the following:**
- The institution shall be recognized by the Ministry of Higher Education if it is outside the Kingdom and by the Accreditation Commission if it is inside the Kingdom.
 - The high school average of the transferring student should be equivalent to that of the specialization in the year of obtaining high school degree or the year of enrolling in the institution.



- The institution or the branch shall not establish any academic programs before obtaining a prior license from the Ministry of Higher Education Council.
- The institution or the branch shall announce each semester the specializations that have been accredited by HEAC.
- Students shall not be registered in any unaccredited or unlicensed program.
- The institution shall take into consideration intellectual property rights, private policies that are disseminated, and copyright as well as local laws and regulations.

Certain criteria must be met by the institution concerning:

1. Structural area of the institution or the branch
2. Classrooms
3. Faculty and support staff
4. Library
5. Administration and registration unit
6. Clinics



Electronic and hard copies of Bulletins shall be issued that display the following requirements, standards and plans:

- Requirements of academic programs.
- Admissions, fees, exams, warnings, termination, withdrawal, deferral, transfer, refunding, and any items related to the course of study.
- Study plans for all programs.
- Requirements of granting degrees and certificates.

Requirements of Documents

- Mechanisms and procedures of students' assessments including, places of exams, methodology used to ensure the confidentiality and credibility.
- Procedures to ensure the continuity of contacts and interaction among students, supervisors, and faculty members.



Technical Requirements

First: Equipment, Communication Media and Networking

- Necessary equipment, communication media and networking must be provided.
- The institution may use external providers of services as long as they meet the required criteria mentioned.

Second: Software Programs

The institution shall provide the following:

1. Management and efficient software for the learning process that may preserve all learning materials and their websites for each student electronically.
2. Production software unit.
3. Software programs to support educational materials such as compilers, scientific programs, statistical programs, databases and others.



Third: Laboratories

The institution shall provide the following:

1. Applicable labs required by the programs.
2. One computer lab (for each 500 students) equipped with:
 - 20 computers.
 - 3 advanced printers.
 - 1 scanner.
 - 1 data show.
3. A production of visual and audio tools unit shall be provided with a digital camera, a recorder, visual audio tapes, CD writers, scanners, software programs, multimedia and other necessary tools.



Fourth: Website

An online multilingual website both in Arabic and in English should be provided with the following specifications:

1. The website shall divide to other websites and links: one for each academic department containing data about the department, faculty members, their specializations, scientific degrees, numbers of students within various years, alumni for the purpose of communication, curriculum, employees, resources, sites of electronic materials and others.



Fifth: Records and Files

The institution shall provide the following:

- Records and files of the financial department, including files, cards, receipts, fees, earnings, expenses, and supplies.
- Records and files of personnel, their dates of appointment, contracts, degrees etc.
- Records and files of the institution management.
- Printed brochures that include names of employees and faculty members, their phone numbers, a student handbook, an institution guide, a yearbook and others.



Other Requirements

- The institution shall provide Video Conferencing hall in each educational center that has more than 300 students.
- The institution shall update its information system periodically.
- The institution shall provide a high quality monitoring system to monitor the administrative and academic performance.
- The institution may open other branches in different cities in the Kingdom.
- The admission process shall comply with the regulations of MoHE.

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**Thank you
for
Kind Listening**

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