



**Enhancing Quality of Technology-Enhanced Learning  
at Jordanian Universities, eQtel  
Capacity Building Training  
Universitat Oberta de Catalunya  
Barcelona, Spain  
15-16 June 2015  
Minutes of Meeting**

**Participants**

Christine Appel	Universitat Oberta de Catalunya
Toni Martínez Aceituno	Universitat Oberta de Catalunya
Ivan González	Universitat Oberta de Catalunya
Isabel Solà	Universitat Oberta de Catalunya
Francesc Santanach	Universitat Oberta de Catalunya
Josep Grifoll	AQU
Esther Adot	AQU
Esther Huertas	AQU
Lorena Bernáldez	AQU
Carina Álvarez	AQU
Albert Basart Capmany	AQU
Hani Dmour	Ministry of Higher Education
Ahmad Dmour	Ministry of Higher Education
Thafer Assaraira	Ministry of Higher Education
Bashir Al-Zu'bi	Higher Education Accreditation Commission
Ahmad Mansour	Higher Education Accreditation Commission
Sultan Abu Orabi	Association of Arab Universities
May Wahbeh	Association of Arab Universities
Mashhour Al-Refaie	Princess Sumaya University for Technology
Abdallah Al-Zoubi	Princess Sumaya University for Technology
Omar Hasan	Princess Sumaya University for Technology
Ayman Abu Hamdi	Princess Sumaya University for Technology
Taha Khamis	Al-Hussein bin Talal University
Hasan Al-Shalabi	Al-Hussein bin Talal University
Maha Audat	Al-Hussein bin Talal University
Mosa Lozi	University of Jordan
Amjad Hudaib	University of Jordan
Mamoun Dmour	University of Jordan
Adnan Atoum	Yarmouk University
Abdullah Al Musa	Yarmouk University
Kamal Bani Hani	Hashemite University
Ahmad Khasawneh	Hashemite University



Participants in the training were initially welcomed by Professor Josep A. Planell, President of Universitat Oberta de Catalunya (UOC), Professor Martí Casadesús, Director of the Catalan Quality Assurance Agency (AQU Catalunya) and Professor Christine Appel, Director of the eLearn Center UOC.

The welcome was followed by an introductory speech made by Mr. Josep Grifoll, Head of Quality Assessment department in AQU Catalunya, about the objectives of the training and the subjects to be delivered during the visit (see the Training Programme below).

✚ First presentation – *The Catalan QA Agency* – was made by Mr. Grifoll, who introduced the Agency organisational structure and resources, the main functions and the challenges of AQU Catalunya for the future.

✚ Second presentation – *Internal Quality Assurance System Evaluation* – was made by Ms. Esther Adot, Project manager in AQU Catalunya. In this presentation was remarked the importance of IQAS (Internal Quality Assurance System), and how the Agency evaluates the design and implementation of IQAS in Catalan universities. This presentation was followed by the third one – *External Evaluation Processes* –, presented by Mr. Albert Basart, who put the focus on the evaluation at a programme level, and specially on the accreditation of bachelors and masters programmes.

Participants in the training made questions to the speakers during the presentations, and some debate was generated after the first set of presentations about the Agency evaluation activities.

✚ After that, two more presentations about quality assurance tools of AQU Catalunya were presented. In the first one – *Key Indicators System* – Ms. Carina Álvarez, Project Manager in AQU Catalunya, presented UNEIX, the database of performance and key indicators that compiles data provided by Catalan Universities, and WINDDAT, the website that make public data from UNEIX and provides the society with quantitative information about Catalan universities. In the second one – *Employability Survey* – Ms. Lorena Bernáldez, Statistician in AQU Catalunya, introduced the survey used by AQU to get information about the quality of the employability of Catalan universities graduate students, and some results of the last year.

In the conclusion of the first training day, participants had the opportunity to debate in an open discussion moderated by Mr. Grifoll. After that, Jordan participants were conducted to visit some facilities of Universitat Oberta de Catalunya (UOC). At UOC, Guillem García, responsible for the eLearn Center Innovation (UOC), presented Val-ID, an on-going project consisting in tools and procedures to ensure authority and authenticity in eLearning environments.

The second training day started with a short summary of the items presented the previous day made by Professor Adnan Atoum, from Yamourk University. Professor Atoum also introduced the presentations of the second day.

✚ First presentation – *External Evaluation of Elearning Programmes and Institutions* – was made by Ms. Esther Huertas, Project manager in AQU Catalunya. In this presentation Ms. Huertas explained the quality assurance model used by AQU in the previous experiences of on-line institutions evaluation, and the current methodology used in the accreditation of on-line degrees. This presentation was followed by the second one – *Internal Quality Assurance System (UOC)* –, where Ms. Isabel Solà, Responsible for Quality in UOC, explained the main characteristics of the UOC IQAS, and some results of UOC degrees accreditation.

Participants in the training made questions to the speakers during the presentations, and some debate moderated by Professor Atoum was generated after the first set of presentations about the on-line degrees evaluation.

✚ The last presentation – *eLearning Technological Infrastructure* –, made by Mr Francesc Santanach, Responsible for the eLearn Centre Laboratory (UOC), was about the technological



developments of the eLearn Centre, and the model used by the Universitat Oberta de Catalunya in delivering degree programmes.

The training activity ended with another open discussion moderated by Professor Atoum, where participants could debate about Technology-Enhanced Learning and quality assurance approaches.



## **Programme of the training**

**Monday, 15 June 2015**  
**Av. Tibidabo 39, Universitat Oberta de Catalunya (UOC)**

### **09:45 Welcome**

J. A. Planell, UOC (University President)  
Martí Casadesús, AQU Catalunya (Director)  
Christine Appel, UOC (eLC Director)

### **10.00 The Catalan QA Agency (AQU Catalunya)**

Josep Grifoll, AQU Catalunya

### **10:30 Internal Quality Assurance System Evaluation**

Esther Adot, AQU Catalunya

### **11.15 Coffee Break**

### **11:45 External Evaluation Processes - Accreditation**

Albert Basart, AQU Catalunya

### **12:30 Key Indicators System (UNEIX)**

Carina Álvarez, AQU Catalunya

### **13:00 Lunch**

### **15:00 Employability Survey**

Lorena Bernáldez, AQU Catalunya

### **15:30 Open Discussion**

Moderated by Josep Grifoll

### **16:00 Closing**

### **16.30 Visit to UOC 22@ facilities**

### **20:00 Gala Dinner at Windsor Restaurant**



**Tuesday, 16 June 2015**  
**Av. Tibidabo 39, Universitat Oberta de Catalunya (UOC)**

**10:00 External Evaluation of Elearning Programmes and Institutions**

Esther Huertas, AQU Catalunya

**10:45 External Evaluation of Elearning Programmes and Institutions**

Isabel Solà, UOC

**11:30 Coffee Break**

**12:00 Elearning Technological Infrastructure**

Francesc Santanach, UOC

**13:00 Lunch**