



eQTeL Internal Meeting Feedback Survey Analysis

17-18 March 2015, Amman, Jordan

Participants

The participants of the meeting are listed here below:

Christine Appel	Universitat Oberta de Catalunya
Toni Martinez Aceituno	Universitat Oberta de Catalunya
Satu Hakanurmi	University of Turku
Timo Halttunen	University of Turku
Monica Fasciani	Università degli Studi "Guglielmo Marconi"
Michela Ornis	Università degli Studi "Guglielmo Marconi"
Zeynep Olcen	ENQA
Albert Basart Capmany	AQU
Buthina Al Sharu'	Ministry of Higher Education
Suha Abdelrahman	Ministry of Higher Education
Ahmad Mansour	HEAC
Lana Faouri	HEAC
Ahmad Khasawneh	Hashemite University
Bashar Hammad	Hashemite University
Hanin Hijazi	Hashemite University
Adnan Atoum	Yarmouk University
Ziad Al-Saad	Yarmouk University
Amjad Hudaib	University of Jordan
Mamoun Dmour	University of Jordan
Ahmad Khraisat	University of Jordan
Hasan Al-Shalabi	Al-Hussein Bin Talal University
Mahmoud Al-Rowad	Al-Hussein Bin Talal University
Mohammad Rafat	Association of Arab Universities
May Ibrahim	Association of Arab Universities
Mohammad Mismar	Princess Sumaya University for Technology

Lubna Al-Jazi	Princess Sumaya University for Technology
Yazan Abu Yaghi	Princess Sumaya University for Technology
Jarir Al-Nsour	Princess Sumaya University for Technology
Waseem Fayyad	Princess Sumaya University for Technology
Ehab Al-Masri	Princess Sumaya University for Technology
Ezzaldeen Issa	Princess Sumaya University for Technology
Meena Dawaher	Princess Sumaya University for Technology
Abdallah Al-Zoubi	Princess Sumaya University for Technology

Background information

The electronic feedback survey of the eQTeL meeting, which took place on 17-18 March 2015 in Amman, Jordan, was sent out to all participants following the meeting. The survey comprised 19 questions in total among which three open-ended questions in order to give the participants the opportunity to express their opinion on the strengths, weaknesses and points for improvement. Furthermore, the survey was structured in four parts: 1) prior to the meeting, 2) the meeting itself, 3) follow-up of the meeting and, 4) additional elements. This structure allows a better understanding of the phases of the overall organisation of the meeting and where some potential problems might occur. For questions 1 to 16, the participants were asked to respond with YES or NO and to insert comments if any. Questions 17, 18 and 19 were open-ended.

The survey was sent to 25 participants and ENQA received 18 responses in total which means 72% of participants responded.

The below sections will identify the main results of the survey and suggest a list of recommendations to be considered for future meetings.

Main results

The survey results indicate that the participants were satisfied with the overall organisation of the meeting. The preparation phase prior to the meeting, the follow-up phase and the facilities of the meeting were considered as being positive. As response to the question “what do you consider to be the positive aspects of the meeting”, some participants mentioned the level of cooperation achieved among the partnership, clear goals of the meeting, clear division of tasks and high level of expertise of the European partners.

Some respondent comments focused on the fact that some essential topics, such as the quality standards framework, TeL centre, study visits, as well as the change of

coordinator, were left out of discussion and not enough time was dedicated to discuss these items.

An important area of concern for some participants is about the decision-making process. Some respondents stated that they felt left out from the decision-making process and wish to be more involved in the future.

Another area of concern for the participants is the current schedule/timeline of the project. The delay in starting the project and the fact that an extension was not requested to compensate is a major source of concern for some participants. As a result, some respondents complained about the tight deadlines for most of the activities.

Recommendations / Suggestions for improvement

Based on the survey results, the following recommendations can be made for further improvement:

- An extension of the project schedule taking into consideration the upcoming project activities.
- Ensure that all the partners/participants are involved in the decision-making process and have their say before taking any project related decisions.
- Ensure that time management is in place and all important aspects of the project are discussed.
- Ensure that all changes to the project (schedule, budget etc.) are communicated to the partners in a timely and efficient way.
- Ensure that all necessary preparatory documents are sent to the participants prior to the meeting.