Quality Assurance in Higher Education Institutions in Jordan

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HEAC

Background and Establishment

- Jordan has made a significant progress in higher education due to the sharp increase in the number of public and private higher education institutions over the last four decades.

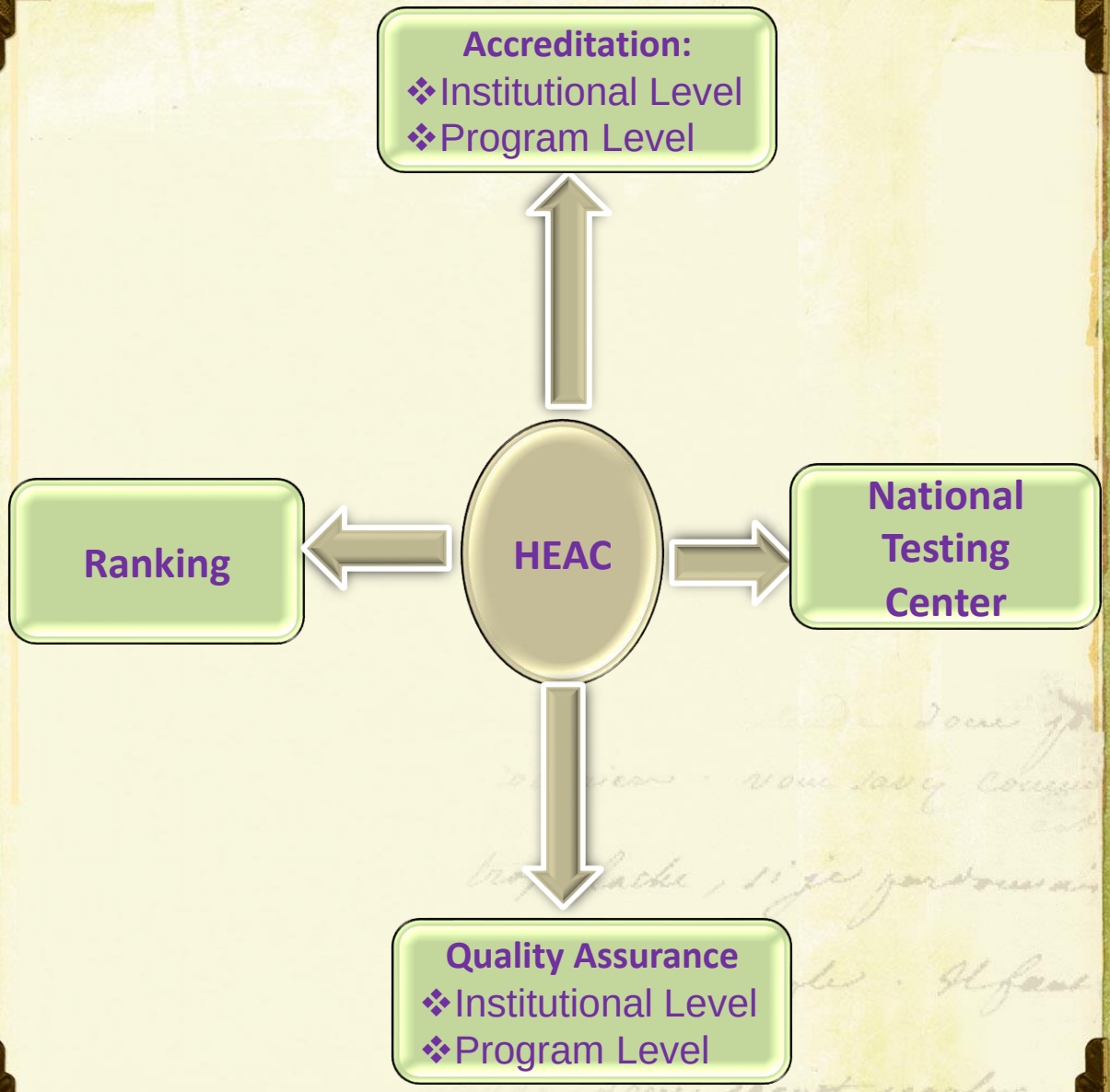
- HEAC was established in 2007. However, In 2009 its modified law has been approved in which HEAC has become legally, administratively and financially independent that attached to the Prime Minister.

HEAC's Aims

- Raising the status of higher education in the Kingdom.
- Assuring its quality.
- Motivating higher education institutions to interact with national and international universities and scientific research centers as well as international accreditation and quality control commissions.
- Developing higher education through incorporating internationally comparable

Aims

Components of HEAC



Quality Assurance (QA)

- Higher education institutions continuing to adhere to minimum accreditation criteria, developing and enhancing them towards elevating the learning outcomes to an internationally competitive level.

QA Objectives:

- Implementation of advanced methods of assuring quality.
- The continued enhancement and development of the work practices and achievement of the highest possible levels in terms of education

HEAC applies institutional and program standards & criteria in order to:

- Respond to empirical changes.
- Receive feedback from evaluative committees entrusted with investigating accreditation requests.
- Receive feedback from workshops, meetings, and cooperate with higher education institutions.

Accreditation criteria are minimum prerequisites for any QA requests.

Quality Assurance (QA)

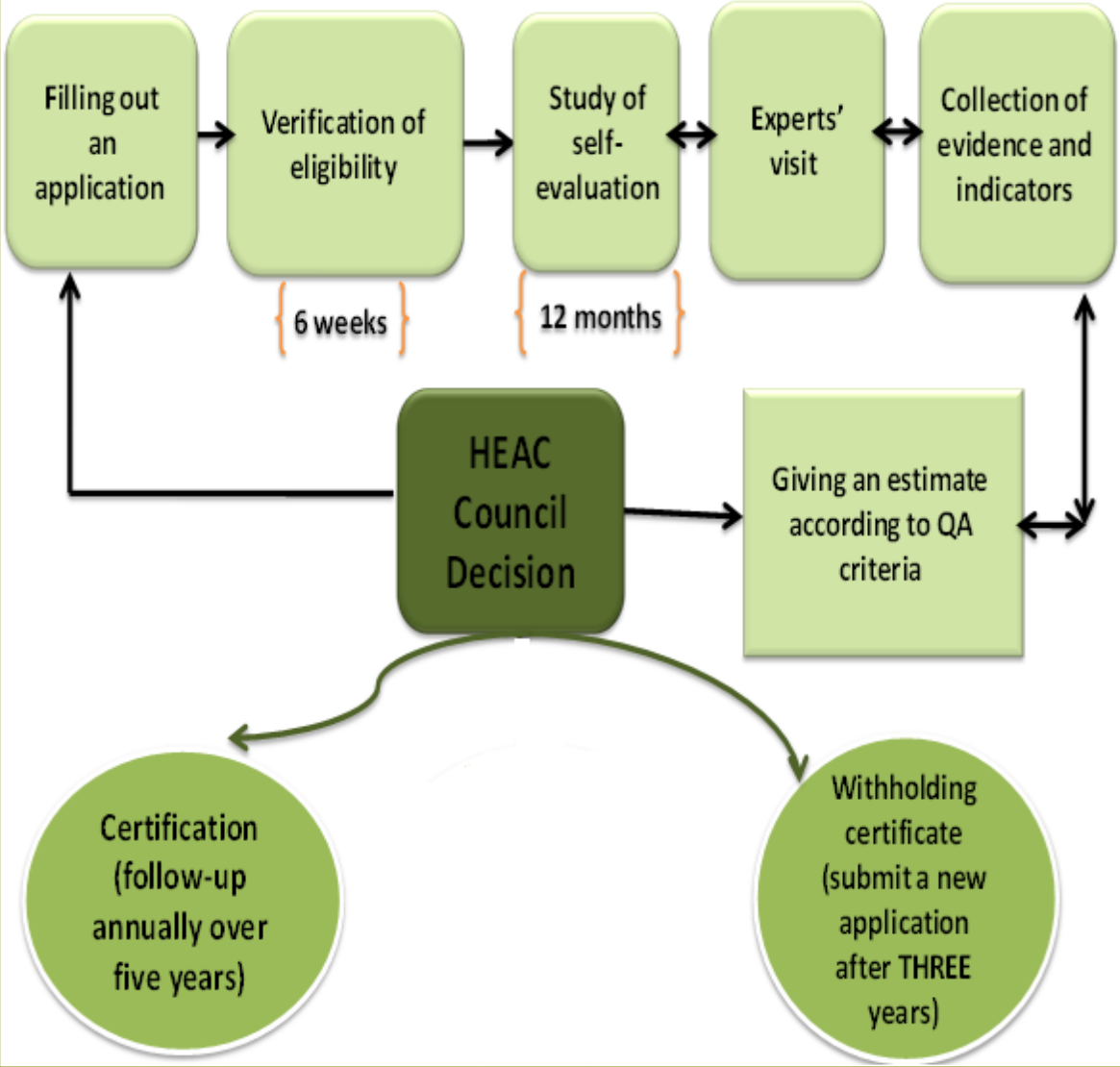
- **HEAC quality assurance system focuses on three stages:**

1- Self - study evaluation.

2- Peer – Reviews.

3- The decision of Commission .

Stages of QA



Phases of Granting Quality Assurance Certificate

* At this stage, the higher education institution undergoes a phase of self - evaluation where it sets its actual data / evidence against each criterion of quality assurance.

- It is considered a quality assurance and self-inspection test to assess the degree to which the institution in question meets the criteria.

➢ The institution may then re-examine its own policies, teaching methods, and learning environment to modify or apply corrective

Self-Study

- This phase involves investigating data the institution in question has provided to HEAC.
- A committee of experts shall pay a visit to institution to check the data provided with the actual situation to determine whether indeed it meets the accreditation and quality assurance criteria.
- At this point, the committee submits its report to HEAC, including suggestions for improvements the institution in question must make.

Peer-Review

Decision Making

- HEAC further examines the details of committee's report along with institution's self-evaluation report to make a final decision concerning the findings.
- HEAC publishes the decisions without details to ensure the integrity of the institution.
- The decision may include:
  - Rewarding QA certificate
  - Postponement until corrective action is completed
  - QA certificate is not

- In doing the self-evaluation study, the institution should pay attention to the eight criteria set by HEAC. They are as follows:

Self-evaluation study

Criteria of QA

- First Criterion: Strategic Planning.
- Second Criterion: Governance.
- Third criterion: Academic programs.
- Fourth Criterion: Scholarships, Scientific Research and Innovation.
- Fifth Criterion: Physical, Financial and Human Resources.
- Sixth Criterion: Students Services
- Seventh Criterion: Community Service and Foreign Relations.
- Eight Criterion: Quality Assurance Management (QAM).

There are many challenges facing higher education in Jordan. These challenges can be classified as follows:

❖First: The Increasing Demand for Higher Education

❖Second: The lack of focusing on vocational and technical education:

The labor market suffers a shortage of skilled and competent technicians.

Challenges facing higher education in Jordan

❖Third: The mismatch between the outputs of higher education and the requirements of the market, in the following areas:

✓Lack of coherence between the national needs and the requirements of the academic programs.

✓ Absence of the systematic institutional coordination between the outputs of higher education and the requirements of the local and regional changing market .

✓Lack of employers dissatisfaction with the graduates' skills and competencies.

✓Current curricula lack courses dealing with developing conceptual skills such as analytical thinking, communication, leadership and institutional initiatives.

✓Lack of university support services.

✓Overlapping and duplication of the

Challenges facing higher education in Jordan

❖**Fourth: Financial Challenges**

Public universities rely mainly on students' tuition fees as well as government subsidies and budget support, which have become less by time. This prompted the universities to rely on their own and limited resources leading to the decline in their outputs.

❖ **Fifth: The decline in the quality of the educational process, due to:**

✓Admission policies. The performance of students in the general secondary examination is the only factor taken into account for admission to the

Challenges facing higher education in Jordan

❖ **Sixth: Scientific research**

✓ Decrease in the budgets allocated for scientific research.

✓ Limited scientific research activities conducted by faculty members due to the teaching load and lack of scientific research facilities in some advanced fields.

✓ Lack of cultural environment, research skills and attitudes toward scientific research.

✓ Lack of cooperation between industry and HEI, which would contribute in conducting unrealistic research.

❖ **Seventh: Management**

➢ Lack of strategic planning in most HEI's.

➢ Low budget for scholarships.

➢ Practices of " last minute achievements " in institutions.

➢ Increased competition due to the entry of foreign universities and non-

Challenges facing higher education in Jordan

❖Eight: Recognizing the importance of quality.

✓The absence of accurate vision, mission and objectives to guide the work of Jordanian HEI, which can be translated into strategic plans and academic curricula in order to produce learning results desired for each specialty and each area.

✓Low budgets to invest in quality assurance.

✓The absence of an integrated system for quality assurance in universities and colleges.

✓The absence of evaluation, planning and therefore the absence of a ranking system for universities and academic programs in it.

✓Profitability in some private

Challenges facing higher education in Jordan

Future Intensions

1- Dissemination of quality assurance and accreditation culture.

2- Making the process of applying to quality assurance standards voluntarism in which higher education institutions competing to achieve the highest levels.

3- Recognizing that HEAC's task is the cooperation with higher education institutions in order to achieve the highest level of accreditation and quality standards for local, regional and global competition.

4- Enhancing mutual partnership and trust between higher education institutions and HEAC.

5- Ongoing process to develop quality assurance standards to include all of programs, periodically reviewed, as well as applied to programs and institutions.

7- Working on setting criteria for the ranking of higher education institutions and their indicators.

8- Setting up workshops and meetings to disseminate quality assurance culture.

Future Intensions

THANK YOU