

**Accreditation Service for International Schools,  
Colleges & Universities**

**Final Report/Remote Phase**

Institution: Jadara University  
P.O. Box 733,  
Irbid 21110,  
Jordan

Principal: Prof. Mohammad Talib Obaidat (President)

Dates of visits: Stage 2 & Stage 3 Combined (Remote Phase): 18 January 2021-20 February 2021

Name of Inspector(s): Dr Lawrence Watson and Shelly Stevenson, with Parsa Zoqaqi and Mona Jawad under training

Accreditation decision: Accredited for 2 years

Date of decision: 22 March 2021

## 1. Introduction

### 1.1 Historical background and links with other institutions

Jadara University (JU) was established in 2005. It is technically a company limited by shares (owned by Al-Shamal Educational Investment Company/Jadara Jordanian Company for Culture and Education), but in effect operates as an educational trust. Since 2005, it has steadily expanded the range of its programmes. JU is following a strategic path, aiming first to become one of the best private universities in its region, then nationally and thereafter, increasingly, to build an international reputation. The university has already comfortably passed the halfway stage in reaching its ultimate student population target of 8000.

ASIC accreditation is being sought partly to underpin its status in Jordan, but more especially, to help inculcate best practice as found in leading international universities.

JU's educational philosophy focuses on relevance to the community and employability of its graduates, with the latter typically characterised by creativity and leadership qualities. The ethos of service is set by the President who was previously the Minister of Public Works and Housing in the Jordanian Government. In recent years, there has been a strong emphasis on strengthening quality assurance processes across all the University's activities. JU is currently going through accreditation with ABET and is engaging with the Times Higher rankings. It has recently been highly placed in the Green Metrics rankings.

JU has a large number of MOUs with international partners which are at various stages of activation, as well as important local training partnerships.

The University has more than a decade's experience of using e-learning as one of its tool. This was recently strengthened with an E-learning Executive Plan and upscaled E-learning system, so that JU was well-placed to find ways of maintaining programme delivery during the pandemic.

Currently, teaching is in both English and Arabic. JU is seeking to further increase the use of English in its programmes, with more language training being made available if needed.

Due to the impact of Covid-19, arrangements were made to facilitate a comprehensive remote inspection. Far more material has been made available remotely than would otherwise have been the case. All the documentation sent, both text and visual, was thorough and those who prepared it should be commended. The live inspection was carried out by Zoom video link.

### 1.2 Location

JU's green sustainable campus (self-sufficient for water and power), is located close to the city of Irbid in the north of Jordan (about 70km from Amman) and to the historic site of Jerash. The University operates a transportation service for its students.

### 1.3 Academic Provision

JU has eight faculties awarding undergraduate degrees in 31 majors, and postgraduate degrees in eight majors.

### 1.4 Current Student Numbers

FT International (student visa required)	1165*
FT International (student visa not required)	0-
FT home based students	3435
PT	0-

The total for international students includes those requiring security clearance (e.g. from Egypt and Syria) rather than a formal visa.

Predominant countries of origin

Jordan and MENA region

#### 1.5 Personnel – Current Staff Numbers

Teaching staff: FT	215
Teaching staff: PT and adjunct staff	6
Management staff: FT	18
Management staff: PT	0
Support staff (administrative/technical): FT	222
Support staff (administrative/technical): PT	0

[Click here to enter text.](#)

#### 1.6 Meetings held at Stage 2 and Stage 3

Meetings were held with the President, the two Vice Presidents, the Assistants to the President for Quality Assurance and for Accreditation, the Deans of Faculty, and the Heads of Administrative Deanships. There were MS Teams meetings with other staff. Student views were obtained via feedback. All meetings were very productive and free from significant technical glitches.

#### 1.7 Statutory requirements

☒ Yes ☐ No

#### 1.8 Significant features/changes since Application

None

## 2. Areas of Assessment

### A Premises, and Health and Safety

#### Area A documentation

*Floor plan of each site being inspected, showing classrooms and other teaching facilities, offices, toilets, student study areas, refreshment areas, residential areas, emergency exits:*

☒ Yes ☐ No

*List of teaching rooms showing capacities and any specific teaching resources:*

☒ Yes ☐ No

A.1.1 *Lease agreement or evidence of ownership (originals)*

☒ Yes ☐ No

A.1.2 *Confirmation from the local authority that the institution has permission to use the premises for educational purposes*

☒ Yes ☐ No

#### Comments

The parent company owns the land and buildings.

A.2 All external and internal signage is clear, comprehensive, current and accurate (This includes Institution, floor and room signs; and courses, affiliations and logos on display.)

☒ Yes ☐ No

#### Comments

The signage both inside and out, including safety signage, is clear, comprehensive and of a high standard. Video and photographic evidence was supplied.

A.3 Building facilities and maintenance ensure a safe and clean environment for staff and students, with adequate lighting, heating and ventilation, and sanitary provision (Toilets should be clean and well maintained with full hand washing and drying facilities.)

☒ Yes ☐ No

Are there wheelchair accessible toilets?

☒ Yes ☐ No

Are all areas of the institution accessible for those with physical disabilities

☒ Yes ☐ No

#### Comments

The premises as seen on video and still photographs are clean, well decorated and maintained throughout. This includes the numerous classrooms, auditoria, an amphitheatre, research laboratories, IT laboratories, language laboratories, libraries, student common rooms, staff common rooms and workspaces. Lighting throughout the university is good, and rooms are air conditioned and provide a good academic environment. The office and classroom furniture are of very good quality. The toilets are exceptionally clean and have full hand washing and drying facilities. Some toilets and all relevant facilities are wheelchair accessible. A detailed inventory of all rooms and spaces was provided. Significant student accommodation is provided on a site close to the teaching campus.

**Commendable: The premises, including the toilets, are well furnished, in a good state of repair, and extremely clean.**

A.4.1 *Local Authority certificate showing compliance with health/sanitary regulations*

☒ Yes ☐ No

☐ N/A

*OR satisfactory inspection reports by local Environmental Health Department (if food is prepared on site) (originals)*

☒ Yes ☐ No

☐ N/A

#### Comments

The catering facilities are registered with the local authority in order to operate and must adhere to strict hygiene regulations.

A.5 Students have access to informal study areas including IT provision where appropriate

☒ Yes ☐ No

Students have free access to the internet, including e-mail? ☒ Yes ☐ No

Is there a student common room with seating? ☒ Yes ☐ No

Do students have access to refreshments facilities? ☒ Yes ☐ No

Do students have access to recreation facilities? ☒ Yes ☐ No

#### Comments

Students can access the cafeteria facilities. There are common room areas with comfortable seating. The library is the main facility for independent study, but there are additional independent learning areas in each faculty building. Recreation facilities include basketball, billiards, bowling, squash, tennis, football, a swimming pool, a gym and a stadium.

**Commendable: There are appropriately sized student common rooms with seating and students have access to refreshments and recreation facilities.**

A.6 All staff have access to work spaces and IT? ☒ Yes ☐ No

Is hot-desking in operation? ☐ Yes ☒ No

Do staff have access to refreshments facilities? ☒ Yes ☐ No

Do staff have access to personal storage facilities? ☒ Yes ☐ No

#### Comments

All teaching faculty have their own desks with IT facilities, so hot-desking is not necessary. All staff can access the cafeteria facilities and they also have a separate pantry area within their departments in which they can make tea/coffee and have their lunch.

**Commendable: There is appropriate office space where all staff have designated workspaces equipped with individual IT facilities; and the staff have access to personal storage and refreshment facilities.**

#### A.7

#### Comments

The classrooms and laboratories provide a safe and appropriate space for the current and planned numbers of students. All the classrooms in use have mounted LCD projectors and whiteboards. There is a full range of relevant specialist equipment in the laboratories and workshops. Law students have access to a moot court. There are also radio and TV studios and design studios.

**Commendable: All classrooms/IT laboratories have projection facilities and a high standard of relevant facilities for practice-based courses.**

A.8.1 Health and safety declaration (Appendix 3 to AF) ☒ Yes ☐ No

A.8.2 Health and safety risk assessment, with all recommendations met ☒ Yes ☐ No  
☐ N/A

A.8.3 External fire risk assessment, with all essential recommendations met ☐ Yes ☐ No  
☒ N/A

A.8.4 Health and safety policy, including duty of care to students ☒ Yes ☐ No  
☐ N/A

A.8.5 Staff training records in relation to first aid, fire and emergencies, safety in areas of hazard ☒ Yes ☐ No  
☐ N/A

- A.8.6 *List of qualified first-aiders and their certificates* ☒ Yes ☐ No  
☐ N/A
- A.8.7 *Health and safety law poster (on display)* ☐ Yes ☐ No  
☒ N/A
- A.8.8 *An approved accident report book* ☐ Yes ☐ No  
☒ N/A
- A.8.9 *Fire precautions declaration (Appendix 4 to AF)* ☒ Yes ☐ No
- A.8.10 *Records of testing of fire detection equipment, extinguishers, alarms and emergency lighting* ☒ Yes ☐ No  
☐ N/A
- A.8.11 *Fire notices and emergency/fire exit signs* ☒ Yes ☐ No  
☐ N/A
- A.8.12 *Records of timed fire drills including any hazards encountered and remedial action taken* ☒ Yes ☐ No  
☐ N/A
- A.8.13 *Safety rules applicable to areas of hazard* ☒ Yes ☐ No  
☐ N/A
- A.8.14 *Records of portable appliance testing (PAT)* ☐ Yes ☐ No  
☒ N/A
- A.8.15 *Gas and electrical safety certificates provided by qualified contractors* ☒ Yes ☐ No  
☐ N/A
- A.8.16 *Carbon monoxide detector is appropriately sited and operational* ☒ Yes ☐ No  
☐ N/A
- A.8.17 *Fire extinguishers correctly wall or floor mounted* ☒ Yes ☐ No  
☐ N/A
- A.8.18 *List of trained fire marshals (NB lists of fire marshals and first aiders/medical staff should be available)* ☒ Yes ☐ No  
☐ N/A

**Comments**

JU has addressed health and safety issues very carefully indeed. Records of fire drills and of external checks on risks and on equipment are thorough. There is extensive training of staff on health and safety issues, with full records including the use of fire equipment.  
The level of familiarity with evacuation procedures will be checked during the follow-up site visit.

**B Governance, Management and Staff Resources**

- B.1 *Are the numbers of staff and the staffing structure appropriate for the scale and nature of the Institution?* ☒ Yes ☐ No
- B.1.1 *Membership and documented role of the Governing Body* ☒ Yes ☐ No  
☐ N/A
- B.1.2 *Diagram of staffing structure with names (this includes management, teaching and support staff)* ☒ Yes ☐ No

Governance and the staffing structure will be discussed further during the site visit.

☒ Yes ☐ No

☒ Yes ☐ No

**Commendable: There are formal minutes of staff meetings, which record actions agreed, designated individuals responsible for the actions, and an audit trail that these actions have been completed.**

☒ Yes ☐ No

☒ Yes ☐ No

☒ Yes ☐ No

☒ Yes ☐ No

☒ Yes ☐ No

☒ Yes ☐ No

There is ongoing comprehensive insurance cover. Staff views on procedures relating to B.3.3 and B.3.4 will be ascertained during the site visit.

☒ Yes ☐ No

**Commendable:** *There are designated persons one of whose principal roles is to take responsibility for the successful delivery of the academic programme and the enhancement of the curriculum.*

☒ Yes ☐ No

☒ Yes ☐ No

☒ Yes ☐ No

☒ Yes ☐ No

- B.5.2 *Research facilities and supervision arrangements* ☒ Yes ☐ No  
☐ N/A

**Comments**

There are detailed course/room timetables displayed on notice boards and available on the student platform as well as the teaching faculty website, which ensure that the classrooms are available at suitable times for the various programmes. Students typically attend five days per week.

There are appropriate resources and facilities for the supervision of students' research projects PhD programmes, in partnership with public universities are expected to commence next year..

- B.6.1 *Written procedures or process for the production of examination/test papers for formative tests/mock examinations and for summative assessments if appropriate* ☒ Yes ☐ No  
☐ N/A
- B.6.2 *Written procedures or process for the conduct of assessments, including invigilation arrangements; proctoring arrangements* ☒ Yes ☐ No  
☐ N/A
- B.6.3 *Arrangements for the receipt, from external awarding bodies, and secure storage of examination/test papers and students' scripts, course work and other submitted work* ☐ Yes ☐ No  
☒ N/A
- B.6.4 *Confirmed approval of the Institution as a test/examination of an awarding body as appropriate (originals)* ☐ Yes ☐ No  
☒ N/A

**Comments**

JU is fully recognised as a degree-awarding university by the appropriate authorities in Jordan. Teaching faculty work together to discuss and produce examination questions as well as other assessment tasks including assignments and presentations. Second markers are used for checking purposes. External examiners are used for all dissertations. This includes a viva voce element.

- B.7 *New staff receive an appropriate induction?* ☒ Yes ☐ No
- B.7.1 *Staff Handbook* ☒ Yes ☐ No
- B.7.2 *Records to show that staff have signed confirming receipt of their copy of the staff handbook at induction* ☒ Yes ☐ No
- B.7.3 *Written staff induction programme* ☒ Yes ☐ No
- B.7.4 *Appraisal/performance review system* ☒ Yes ☐ No
- B.7 *Annual appraisals/performance review are formally recorded and agreed performance targets are actioned* ☒ Yes ☐ No
- B.7.5 *Staff development policy* ☒ Yes ☐ No
- B.7.6 *Records of staff development activities* ☒ Yes ☐ No

**Comments**

There is a staff handbook distributed and signed for at induction. It contains useful information. There is a written programme for staff induction. There is a written appraisal/performance review system through which all staff have an annual one-to-one meeting with senior management. Linkage to personal development is strong. Staff attend various symposia, workshops, and training events. Training and professional development will be further discussed during the site visit, particularly in the context of JU's plans for further internationalisation.

**Commendable: Annual appraisals/performance reviews are formally recorded and agreed performance targets are actioned.**

- B.8 *Are all teaching staff subject to review of their teaching (that is, delivery of the academic programme), their curriculum development activities, and their assignment marking with a view to achieving continuous improvement of standards?* ☒ Yes ☐ No



Are research staff reviewed on their scholarly activity, including papers written and presented at suitable conferences?

☒ Yes ☐ No

☐ N/A

*B.8.1 Written procedures or process for the monitoring of the delivery of the academic programme and/or the review of scholarly activity*

☒ Yes ☐ No

*B.8.2 Records of monitoring of the delivery of the academic programme*

☒ Yes ☐ No

*B.8 Written procedures or process for addressing issues identified in the review of the delivery of the academic programme and for monitoring improvement; and evidence to show the effective use of these procedures AND if appropriate there are written procedures in place for facilitating improvements in research outputs*

☒ Yes ☐ No

*B.8.3 Records of published papers and presentations, citations, funding awarded, successful research supervision*

☒ Yes ☐ No

☐ N/A

#### Comments

There are written procedures relating to the observation of teaching; this is carried out on a regular basis by the Heads of Department and peer to peer. There is written and oral feedback, and, where appropriate, follow-up observation to ensure that improvements recommended have been implemented. The effectiveness of this will be discussed during the site visit.

All academic staff in the University are published researchers. Full records are kept of the fast-growing array of publications.

*B.9.1 Current CLA Licence or equivalent and/or suitable copyright notices (in the UK copyright regulations are overseen by the Copyright Licensing Authority, the CLA)*

☒ Yes ☐ No

#### Comments

JU scrupulously follows local and international copyright conventions including those affecting the intellectual property of the university and its staff.

*B.10.1 Current registration with the Information Commissioner's Office (ICO) or local equivalent (in the UK this organisation oversees data protection)*

☐ Yes ☐ No

☒ N/A

#### Comments

JU follows international data protection protocols.

## C Learning, Teaching and Research Activity

*C.1.1 Pre-enrolment information*

☒ Yes ☐ No

#### Comments

Students receive appropriate pre-enrolment information, which is also available on the website. The information covers credits, length of course, course descriptions, fees, facilities etc. Students also receive practical information such as living and transport arrangements, as well as what documentation to bring during enrolment.

*C.2 Are students carefully briefed on the nature and requirements of their chosen courses, including curriculum, assessment regulations, completion schedules, reading lists/relevant academic papers?*  
*Are students carefully briefed on the nature and requirements of their chosen research activity?*

☒ Yes ☐ No

☒ Yes ☐ No

☐ N/A

*C.2.1 Course/programme descriptions*

☒ Yes ☐ No

#### Comments

There are course descriptions/handbooks with comprehensive information clearly describing learning outcomes of programmes together with information on how the achievement of these is measured. These

are of high quality. Students are able to access this information before they began their courses. Student views on this information will be discussed during the site visit.

**C.3.1 CVs of teaching staff detailing:**

*Academic, professional and teaching qualifications*

☒ Yes ☐ No

*Summary of academic career and other relevant employment*

☒ Yes ☐ No

*Recent/current self-development activities*

☒ Yes ☐ No

*Responsibilities within the institution*

☒ Yes ☐ No

*Publications*

☒ Yes ☐ No

☐ N/A

*Academic papers refereed and submitted at conference*

☒ Yes ☐ No

☐ N/A

*Peer reviews/citations*

☒ Yes ☐ No

☐ N/A

**Comments**

The CVs of the teaching staff show that they are very well qualified and have, in all cases, several years of relevant professional and teaching experience. The teaching faculty have job descriptions which indicate their areas of responsibility along with a list of all publications, academic papers submitted at conferences and any peer review/citations. The majority of faculty have a formal pedagogic qualification.

**Commendable: The majority of teaching staff have a formal pedagogic qualification.**

**C.4.1 Sample lesson plans relating to the course description, curriculum and learning outcomes**

☒ Yes ☐ No

**C.4.2 Written procedures for teachers on providing feedback on students' work**

☒ Yes ☐ No

**C.4.3 Samples of marked student work**

☒ Yes ☐ No

**Comments**

For obvious reasons it was not possible to observe face-to-face classes during the remote inspection, but some interactive online classes were accessed and showed considerable ingenuity in substituting for traditional delivery. A full schedule of observations will be conducted during the site visit.

**C.5.1 The Institution's plans for research activities**

☒ Yes ☐ No

☐ N/A

**C.5.2 Procedure or process for assessing the viability of research proposals including the selection of supervisors**

☒ Yes ☐ No

☐ N/A

**C.5.3 Evidence of appropriate direction, feedback, and critical input to research students**

☐ Yes ☐ No

☒ N/A

**C.5.4 Evidence of active engagement between the Institution's research work and the commercial sector**

☒ Yes ☐ No

☐ N/A

**Comments**

JU has put in place a well-developed strategic plan for increasing its research activities and for costing the viability of research proposals. There are close links with the commercial sector and particularly SMEs. There is an incentive-supported system to increase the proportion of Scopus-indexed publications (or similar). There has been a commendable annual increase in the number of staff publications and citations in the leading global indexes since 2018..

## C.6

## Comments

JU supports its teaching and research through a wide range electronic resources including EBSCO, ADALEH and E-Marifa. The physical library will be reviewed during the site visit.

## D Quality Assurance and Enhancement

- D.1 Does the Institution undertake an annual/periodic academic review of its courses/programmes and research activities? ☒ Yes ☐ No
- Does this include formal input from students and staff? ☒ Yes ☐ No
- D.1.1 Written procedures for conducting academic review ☒ Yes ☐ No
- D.1.2 Records of academic review meetings which include action points ☒ Yes ☐ No
- D.1 Minutes showing effective action is taken as a result of the course review process ☒ Yes ☐ No

## Comments

There are comprehensive written procedures for course review which takes place both annually and more substantially at least every 3 years. The review process involves relevant stakeholders. The review considers the appropriateness of the intended learning outcomes and the methods used to determine the extent to which the ILOs are being met. The Development and QA Centre supports this exercise. Faculty, alumni and employers are all consulted during course review. Student feedback via their questionnaires is also considered during this process. Appropriate changes are implemented and there are detailed records of programme review meetings and minutes showing that effective action has been taken.

**Commendable: Formal minutes of academic review meetings show that effective action is taken as a result of the academic review process.**

- D.2 Does the Institution monitor students' academic development and pass/completion rates, including research degrees? ☒ Yes ☐ No
- D.2.1 Student examination results ☒ Yes ☐ No
- D.2.2 Written analyses of student performance by course. Written report by supervisors on research activities ☒ Yes ☐ No
- D.2 Statistical analysis is made of examination results, making comparisons across modules assessed at a given time and with earlier results, together with evidence of any action taken ☐ Yes ☒ No
- D.2 Cohort analyses are made showing the progression of all students who enrol on each course at a given time and gain a formal award ☐ Yes ☒ No

## Comments

There is a systematic approach to the analysis of the results of students' examination and other assessments. The outcomes of such analyses are taken as indicators of issues arising which may need to be addressed, such as introducing modifications to the curriculum of individual courses with lower-than-average marks, and/or ensuring, from student feedback and teaching observations, that lecturers adjust teaching styles if/when required. These analyses will go on to encompass full cohort analysis and comparisons between programmes and across faculties. Pass rates are high, contributing to the university's growing reputation within Jordan.

- D.3 Do mechanisms exist for students to provide feedback on the delivery of their courses and/or the quality of research supervision, and the quality of the supporting resources? ☒ Yes ☐ No
- D.3.1 Examples of completed student feedback questionnaires ☒ Yes ☐ No
- D.3.2 Records of relevant meetings involving students ☒ Yes ☐ No

## Comments

The students complete feedback questionnaires at the end of each semester. The questionnaires cover items such as individual tutor performance, course delivery and academic/welfare support, quality of teaching, premises etc. and all student feedback is given anonymously. Regular meetings with mentors also provide an opportunity for individual feedback.

The university also seeks feedback via questionnaires from alumni who have gone on to careers or further academic study. These are carried out to check the relevance of current courses' content, and changes have been made in response to this feedback. Students will be asked for examples from their own experience during the site visit.

Staff are given feedback from management regarding any student feedback which related directly to them or the programme in which they were involved.

**Commendable: There is documented evidence to show that effective action is taken in response to student feedback.**

#### D.4 (Internal Courses Only)

- |       |   |  |
|-------|---|--|
| D.4.1 | <i>Written procedures or processes for course/programme design and curriculum development</i>   | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
| D.4.2 | <i>Records of relevant course/programme development meetings</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
| D.4.3 | <i>Course/programme descriptions, including:</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
|       | <i>Details of curriculum</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
|       | <i>Learning outcomes</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
|       | <i>Teaching approaches</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
|       | <i>Assessment arrangements</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
| D.4.4 | <i>Course/programme approval documentation</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
| D.4.5 | <i>Evidence of external validation, including the involvement of external advisors or examiners from internationally recognised universities or relevant industrial, commercial or business companies</i> | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |

#### Comments

JU has effective systems for keeping appropriate records of students' completion and pass rates. Students' attendance is also very carefully monitored and there is a minimum attendance rate of 85% which is required for students to complete their courses. There are good records of progress reports and a system for monitoring support arrangements.

Teaching faculty are heavily involved with curriculum development and are able to communicate their ideas/concerns. As stated in D.1, advice from experts in the industrial/commercial sector plays a significant role in curriculum and assessment design.

## E Student Welfare

E.1.1 Students receive advice/information and assistance in relation to such topics as:

*Living in the country*

☒ Yes ☐ No

☐ N/A

*Police registration*

☐ Yes ☐ No

☒ N/A

*Registration for medical treatment*

☒ Yes ☐ No

☐ N/A

*Banking*

☒ Yes ☐ No

☐ N/A

*Travel Cards*

☐ Yes ☐ No

☒ N/A

#### Comments

Pre-arrival information is comprehensive. International students receive additional relevant information regarding living in Jordan. A meet and greet service is offered to international students and advice is given in finding suitable accommodation. These services will be discussed further during the site visit. An additional two-day induction is provided for international students.

***Commendable: The Institution provides both of the following: an effective meet and greet service, particularly for international students; assistance in finding accommodation.***

E.2

#### Comments

Students have access to qualified counsellors. Issues relating to welfare support will be discussed further during the site visit.

***Commendable: Welfare support is provided by experienced staff with relevant formal qualifications.***

E.3.1 Written student induction programme

☒ Yes ☐ No

E.3.2 Student handbook

☒ Yes ☐ No

E.3.3 Records to show that students have signed confirming receipt of their copy of the Student Handbook at induction

☐ Yes ☒ No

#### Comments

There is a written student induction programme. The Student Handbook is distributed at the commencement of programmes their courses and contains. These topics will be discussed with students during the site visit.

E.4.1 Child protection policy (under 16)

☐ Yes ☐ No

☒ N/A

E.4.2 Staff list recording police checks (under 18s)

☐ Yes ☐ No

☒ N/A

E.4.3 Staff list recording enhanced police checks (under 18s plus personal tutoring/mentoring system)

☐ Yes ☐ No

☒ N/A

#### Comments

- E.5.1 *Disability strategy, which must include advice to students with special learning, medical or physical needs which the Institution cannot support to seek guidance from appropriate identified bodies* ☒ Yes ☐ No
- E.5.2 *Written documentation where students have the opportunity to declare special learning, medical or physical needs, including the Institution application form* ☒ Yes ☐ No

**Comments**

There is a university-wide commitment to facilitating study opportunities for disabled students. Staff participating in the remote inspection confirmed that there is support for students with special needs and that every effort will be made to enable such students to attend. The effectiveness of the disability strategy will be checked during the site visit.

- E.6.1 *Written guidance to homestay students and providers, including a recommendation that adults also living in the homestay are police checked* ☐ Yes ☐ No  
☒ N/A
- E.6.2 *Records of homestay inspections by the institution, including compliance with in-country legislation* ☐ Yes ☐ No  
☒ N/A

**Comments**

The university does not arrange homestay accommodation for its students.

- E.7 *Formal and informal mechanisms exist for students' complaints and grievances to be addressed?* ☒ Yes ☐ No  
*Are students aware of these procedures?* ☒ Yes ☐ No
- E.7.1 *Written student complaints and grievance procedure* ☒ Yes ☐ No

**Comments**

Students are made aware of both informal and formal complaints procedures included in the Student Handbook. The implementation of these procedures will be discussed during the site visit.

**F Awards and Qualifications****F.1 (External Courses)**

- F.1.1 *Course/programme summary (Appendix 2 to the Application Form) for each approved external course/programme* ☒ Yes ☐ No  
☐ N/A
- F.1.2 *Confirmation of franchise and/or other collaborative arrangements such as validation, articulation and progression with advanced standing from approved international universities (originals)* ☐ Yes ☐ No  
☒ N/A  
List of courses, levels and universities and end date of agreements:
- F.1.3 *Confirmed centre status of recognised awarding bodies (originals)* ☐ Yes ☐ No  
☒ N/A  
List of courses, levels and awarding bodies and end date of agreements:
- F.1.4 *Evidence to confirm that awards made by overseas universities and other institutions are genuine in that the awarding body is formally recognised in its own country and has approval to offer qualifications overseas* ☐ Yes ☐ No  
☒ N/A  
List of courses, levels, awarding bodies and universities and end date of agreements:  
.

- F.1.5 *Written evidence that students are registered with the awarding body* ☒ Yes ☐ No  
☐ N/A
- F.1.6 *Written evidence that the awarding body follows quality assurance procedures in its collaborative relationship with the Institution and, in the case of UK universities, that they follow relevant QAA guidelines* ☐ Yes ☐ No  
☒ N/A

Comments
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## F.2 (Internal Courses)

- F.2.1 *Course/programme summary (Appendix 2 to the Application Form) for each internal course/programme* ☒ Yes ☐ No  
☐ N/A
- F.2.2 *Award certificates for each internal course/programme* ☒ Yes ☐ No  
☐ N/A
- F.2.3 *Documentation confirming university or awarding body recognition of the Institution's internal courses/programmes (originals)* ☒ Yes ☐ No  
☐ N/A

List of courses, levels and their approving organisations:

**Bachelors**

Law  
 English Language and Literature  
 English Language/Translation  
 Arabic Language and Literature  
 History  
 Political Science  
 Media and Communication Technology  
 Business Administration  
 Marketing  
 Finance and Banking Sciences  
 Accounting  
 Management Information Systems  
 Customs Sciences  
 Computer Science  
 Computer Networks  
 Software Engineering  
 Communication and Computer Engineering  
 Mathematics  
 Education Technology  
 Kindergarten  
 Physical Education  
 Special Education  
 Measurement and Evaluation  
 Counselling and Educational Psychology  
 Educational Administration  
 Counselling and Family Reform  
 Civil Engineering  
 Engineering Project Management  
 Renewable Energy Engineering  
 Graphic Design  
 Pharmacy  
 Medical Laboratory Sciences

**Masters**

English Language and Literature  
 Private Law  
 Public Law

Electronic Business  
Human Resource Management  
MBA  
Accounting  
Educational Sciences

#### Comments

New programmes planned over the next two years include BSc Cybersecurity, MSc Pharmaceutical Sciences and PhD programmes in Educational Management and in Human Resource Management in partnership with public universities. All programmes at JU are fully approved by the Ministry of Higher Education in Jordan.

F.3.1 *Written guidance for staff on the scheduling and content of:*

*formative assessment (all courses)*

☒ Yes ☐ No

*summative assessment (internal courses)*

☒ Yes ☐ No

☐ N/A

*on-going assessment of Research activity*

☐ Yes ☐ No

☒ N/A

F.3.2 *Written regulations for summative assessment for internal courses/programmes where the summative assessment is not provided by the awarding body*

☒ Yes ☐ No

☐ N/A

#### Comments

There are full, detailed written procedures for the assessment of students at every stage in their course which reflect the intended learning outcomes conveyed to the students in their programme handbook. The allocation of grades within a module is 30% mid-term exam, 10% presentation, 20% essays, assignments and classroom activities, 40% final exam..

F.4 Are students made aware of what constitutes academic misconduct and of the consequent penalties?

☒ Yes ☐ No

F.4.1 *Written guidance on academic misconduct*

☒ Yes ☐ No

#### Comments

All aspects of academic misconduct, including cheating, personation, collusion, fabrication and plagiarism, are covered during induction and throughout the course and are also set out in the Student Handbook This will be further explored during the site visit.

## G Marketing and Recruitment of Students

G.1.1 *Ethics policy in relation to: the marketing of the Institution; the recruitment of students; the ethical practice of staff and agents*

☒ Yes ☐ No

G.1.2 *Written administrative procedures for processing student enquiries*

☒ Yes ☐ No

#### Comments

The implementation of the ethics policy is ultimately overseen by the senior management. Staff and agents are only allowed to use institutionally vetted materials in presentations to prospective applicants.

**Commendable: Implementation of the ethics policy is monitored at a senior level and the Institution takes responsibility for the training, briefing and updating of its staff and agents.**



- G.2.1 *Written criteria for the appointment of agents* ☒ Yes ☐ No  
☐ N/A
- G.2.2 *Written briefing documents for agents* ☒ Yes ☐ No  
☐ N/A
- G.2.3 *Copy of agent agreement* ☒ Yes ☐ No  
☐ N/A
- G.2.4 *List of active agents and their contact details (there should be a file for each agent)* ☒ Yes ☐ No  
☐ N/A
- G.2.5 *Evidence of monitoring the performance of agents:*
- Records of agents' student recruitment data* ☒ Yes ☐ No  
☐ N/A
- Student satisfaction questionnaires* ☒ Yes ☐ No  
☐ N/A
- Procedures for dealing with unprofessional and unethical agents* ☒ Yes ☐ No  
☐ N/A

**Comments**

JU uses agents to recruit international students, mainly from the MENA countries.

- G.3.1 *Website* ☒ Yes ☐ No
- G.3.2 *Prospectus* ☒ Yes ☐ No  
☐ N/A
- G.3.3 *Approvals/licences for the use of images on the website and hard copy literature* ☒ Yes ☐ No  
☐ N/A
- G.3.4 *Sample advertisements and other marketing literature where applicable* ☒ Yes ☐ No  
☐ N/A

**Comments**

The website and prospectus are supported by a range of printed publicity materials. JU uses its own photographs in its marketing material and on its website. JU also advertises through a range of media. The information provided online and in the printed media is accurate and up to date.

- G.4 *Are the academic selection criteria, including qualifications in the language(s) of instruction, appropriate to the standards of the courses?* ☒ Yes ☐ No
- G.4.1 *Written academic admissions requirements; (on programme summary, Appendix 2 to Application Form)* ☒ Yes ☐ No
- G.4.2 *Written English language or other language of instruction admissions requirements; (on course summary, Appendix 2 to Application Form)* ☒ Yes ☐ No
- G.4.3 *The Institution's equal opportunities policy in relation to student selection* ☒ Yes ☐ No

**Comments**

There are full details of the academic and English language requirements (involving recognised international tests) for admission onto all programmes.  
There are both mandatory and voluntary courses in English available to students.

During the site visit, students and teaching faculty will be asked whether they feel that students are recruited with a background and qualifications suited to their chosen programme.

## H Systems Management and Compliance with Immigration Regulations

- |        |  |  |
|--------|--|--|
| H.1.1  | <i>Student application form</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No                              |
| H.1.2  | <i>Written administrative procedures for processing applications</i>   | <input checked="" type="radio"/> Yes <input type="radio"/> No                              |
| H.1.3  | <i>Sample offer letter/visa letter</i>   | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
| H.1.4  | <i>Written administrative procedures for monitoring the number of visa letters issued and accepted</i>   | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
| H.1.5  | <i>Confirmation of students' academic qualifications and relevant language competence prior to joining the course (in student files)</i>   | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
| H.1.6  | <i>Written administrative procedures for checking the student's financial status</i>   | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
| H.1.7  | <i>Enrolment form</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
| H.1.8  | <i>Written administrative procedures for student admission and enrolment</i>   | <input checked="" type="radio"/> Yes <input type="radio"/> No<br><input type="radio"/> N/A |
| H.1.9  | <i>Written administrative procedures for handling deposits, fee payments and refunds and for maintaining records of these transaction</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No                              |
| H.1.10 | <i>Institution policy for refunds</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No                              |
| H.1.11 | <i>List of students showing:<br/>Course; date of first enrolment in the institution; date of enrolment on current course; nationality; plus, sight of passport and visa details (if appropriate)</i> | <input checked="" type="radio"/> Yes <input type="radio"/> No                              |

### Comments

The administration department is responsible for the implementation of the above procedures and it could satisfactorily explain their operation. There is a refund policy, which is reviewed annually. During the site visit students asked how effectively the university had responded to their application and any related questions.

- |       |  |   |
|-------|--|---|
| H.2   | <i>The Institution creates and maintains accurate and up-to-date student files and stores these securely</i> | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| H.2.1 | <i>Written administrative procedures for creating and maintaining student files</i>                          | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| H.2.2 | <i>Examination of a sample of student files</i>  | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| H.2.3 | <i>Evidence of a system for students to update their personal details</i>                                    | <input checked="" type="radio"/> Yes <input type="radio"/> No |

### Comments

The administration department is responsible for the creation and maintenance of student files post-enrolment, and, based on the documentation supplied, the members of staff who undertake this would be able to satisfactorily explain the procedures. Any physical files are stored in locked offices, as well as held electronically on the SMS system. The students can update their personal details electronically.

- H.3 Can the Institution demonstrate that it attempts to identify those students who have been granted a visa to enable them to study at the Institution but who fail to enrol (no show)? ☒ Yes ☐ No  
☐ N/A
- H.3.1 *Written administrative procedures for investigating a no show and reporting to immigration authorities* ☒ Yes ☐ No  
☐ N/A
- H.3.2 *Sample letter to immigration authorities informing of a no show* ☒ Yes ☐ No  
☐ N/A

## Comments

The situation has not yet arisen. However, JU has its own immigration and visa office and does have procedures and processes in place to be able to deal with these eventualities.

- H.4.1 *Written administrative procedures for recording and monitoring student attendance/participation* ☒ Yes ☐ No
- H.4.2 *Completed student attendance registers* ☒ Yes ☐ No
- H.4.3 *Sample records of cumulative attendance* ☒ Yes ☐ No

## Comments

Student attendance is logged using the E-Register section of the SMS electronic system. The cumulative attendance will then be submitted halfway through each semester as part of the evaluation of the course and as a means of tracking and monitoring the attendance ratio of each student. The minimum requirement of fulfilling a course is 85% attendance. If a student does not meet the requirement, this will be reported to the relevant academic supervisor and head of department to take the matter further. Students are sent a text message asking for their reason for his/her absence, while the head of department will go through the set procedure and generate an outcome based on the reasons for absence.

- H.5 Does the Institution have robust procedures for contacting students who miss classes without authorisation? ☒ Yes ☐ No  
Are warnings issued that de-registration will occur in the case of inadequate attendance? ☒ Yes ☐ No
- H.5.1 *Written administrative procedures for dealing with student absences/non-participation and if appropriate reporting to immigration authorities* ☒ Yes ☐ No
- H.5.2 *Sample warnings to students regarding unsatisfactory attendance/participation* ☒ Yes ☐ No
- H.5.3 *Sample letter to immigration authorities advising that a student's registration has been cancelled due to unsatisfactory attendance* ☒ Yes ☐ No  
☐ N/A

## Comments

Warning letters regarding attendance/participation are automatically sent to students. This process will be further checked during the site visit.

- H.6.1 *Sample student assessment records* ☒ Yes ☐ No
- H.6.2 *Student files incorporating academic progress records* ☒ Yes ☐ No
- H.6.3 *Written administrative procedures for dealing with unsatisfactory student progress and if appropriate reporting to immigration authorities* ☒ Yes ☐ No
- H.6.4 *Sample warnings to students regarding unsatisfactory progress* ☒ Yes ☐ No

## Comments

The heads of department and teaching faculty all monitor students' academic progress continuously which can be tracked on the SMS system. The student files incorporate records of students' academic progress and there are appropriate warning letters to students whose progress is unsatisfactory. Attempts are made to determine why students are not progressing satisfactorily and help and additional support is offered to

enable the students to make good their shortcomings. Students are primarily informed of their progress through their academic advisors and the SMS system.

- H.7 Does the Institution record voluntary withdrawals and deferrals, and in the case of students requiring a visa, informs the immigration authorities accordingly? ☒ Yes ☐ No
- H.7.1 *Written administrative procedures for dealing with voluntary withdrawals and deferrals and, if appropriate, reporting to immigration authorities* ☒ Yes ☐ No
- H.7.2 *Sample letters to immigration authorities regarding withdrawals and deferrals* ☒ Yes ☐ No  
☐ N/A

#### Comments

There are written administrative procedures for dealing with voluntary withdrawals. See also H.3.

- H.8.1 *Written staff appointment procedures, job descriptions and appointment criteria* ☒ Yes ☐ No
- H.8.2 *Sample job advertisements* ☒ Yes ☐ No
- H.8.3 *Sample contracts for management, academic and support staff* ☒ Yes ☐ No
- H.8.4 *Written evidence that staff qualifications have been verified* ☒ Yes ☐ No
- H.8.5 *A list of staff showing their visa status (if appropriate) and written evidence of verification that staff have the right to work in the country* ☒ Yes ☐ No

#### Comments

Senior management and heads of department are responsible for the appointment of teaching faculty and staff depending on the nature and seniority of the post to be filled. All staff go through a formal multi-stage appointment process which includes a probationary period. All employees have contracts and job descriptions. Qualifications are verified by checking with relevant awarding bodies and institutions.

- H.9.1 *Written administrative procedures for creating and maintaining staff files* ☒ Yes ☐ No
- H.9.2 *Examination of a sample of staff files* ☒ Yes ☐ No
- H.9.3 *Evidence of a system for staff to update their personal details* ☒ Yes ☐ No

#### Comments

The human resources department is responsible for the creation and maintenance of staff files and the members of staff who undertake this could satisfactorily explain the procedures. The files are stored in a locked office as well as on the database. Faculty and staff can update their personal contact details electronically.

- H.10 The Institution is aware of the need to inform ASIC of change of premises or extension of existing premises ☒ Yes ☐ No

#### Comments

Senior managers are aware that ASIC would need to be informed should the university change its premises in any substantial way (i.e. relocation).

### 3. Areas of Strength and Good Practice

The Institution is congratulated on:

- its careful implementation of JU's Mission and Vision,
- the enthusiasm and commitment of the senior management team,
- the high standard of its premises,
- the common room facilities for students,
- the working conditions of the academic and support staff,
- its well-equipped classrooms and laboratories,
- its internal communications,
- the arrangements for course and subject management,
- its appraisal and personal development systems,
- the quality of the contingency arrangements for the delivery of the academic programme during the pandemic,
- its well-qualified and experienced academic and support staff,
- the high standard of the teaching as described by students,
- the systems being put in place for developing and supporting research,
- the procedures in place for conducting effective course review,
- its attention to the constant enhancement of the curriculum,
- its prompt attention to addressing student feedback,
- the practical and pastoral support provided to students,
- its ethical approach to student recruitment,
- its continued connection and interaction with alumni and employers,
- the very strong student, faculty and staff support for the University,
- the embedding of a quality assurance ethos in every aspect of the University's work.

*Name of Inspector:*  
Dr Lawrence Watson

*Date:*  
05 March 2021



Lee Hammond  
CEO

**Notes:**

1. Where staff and student views are stated in the report, these refer to the views expressed by those individuals whom the Inspectors met.