

**Accreditation & Quality Assurance Commission for Higher
Education Institutions**

**Guide for Quality Assurance Criteria for the
Art and Design Program**

2021

Preface

This Guide for quality assurance criteria and procedures for the program of Art and Design presents guidelines for the Jordanian faculties of Art and Design and procedures which act as guidelines for the Jordanian faculties of Art and Design that apply for the Quality Assurance Certificate issued by the Jordanian Accreditation & Quality Assurance Commission for Higher Education Institutions. It encompasses the approved set of quality assurance criteria for the faculties of Art and Design and the guidelines issued by the Commission in this respect. This will help the Jordanian faculties of Art and Design conduct the self-assessment study, which is an important part of the procedures for obtaining the Jordanian Quality Assurance Certificate.

In addition, Jordanian faculties of Art and Design can get further information about quality assurance by participating in workshops that are periodically held by the Commission for those in charge of the self-assessment, or through communicating with the Commission's Quality Assurance Directorate.

It is our hope that those in charge of self-assessment at the Jordanian faculties of Art and Design will provide the Commission with their comments and suggestions on the content of this Guide to enable the Commission to modify and update it in future editions.



His Majesty King Abdullah II Bin Al Hussein



His Royal Highness Prince Hussein Bin Abdullah II

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1- Criterion One: Strategic Planning

The Faculty of Art and Design shall have a clear and explicitly stated mission that reflects the Faculty's artistic and educational vision and is consistent with the vision and mission of the university. This mission shall be translated into achievable strategic objectives and strategies within a participatory framework comprising the teaching staff members and students, and shall be used for planning artistic and cultural activities and for identifying mechanisms and priorities of implementation for achieving the Faculty's vision, mission and objectives within a specific time frame.

1-1 Sub-criterion One: The Faculty's Vision, Mission, Objectives and Values

1-1-1 Elements of Sub-criterion One:

1. Vision
2. Mission
3. Objectives
4. Values

1-1-2 Indicators of Sub-criterion One:

1. The faculty's vision, mission, objectives and values shall be clearly identified and understood by all concerned parties and shall be compatible with the university's vision, mission and goals.
2. The Art and design program's mission shall be consistent with the university's mission, directed toward developing the program, and commensurate with its nature and with student needs.
3. The objectives shall be clearly written, declared and measurable; the vision, mission and objectives shall be well-integrated.
4. The Faculty's objectives shall include well-identified artistic and scientific knowledge and skills.
5. The academic program's objectives shall be consistent with the University's general policy.
6. The program's development objectives shall be periodically reviewed in light of the varying circumstances to ensure their continued consistency with and support for the program's mission.
7. Teaching staff members, students, graduates and members of the local community shall take part in agreeing and reviewing the academic program's objectives.

1-1-3 Evidence, Documents and Proofs Required for Sub-criterion One:

- ✓ Minutes of meetings, decisions and recommendations related to writing the Faculty's vision, mission and goals;
- ✓ The committees, forms and mechanisms that were followed in preparing the Faculty's vision, mission and objectives;
- ✓ The procedures followed for review and evaluation;
- ✓ A list of the names of the committees and their members who took part in the preparation of the vision, mission, goals and objectives;
- ✓ Disseminating the Faculty's vision and mission through all means available;

1-2 Sub-criterion Two: The Strategic Plan

1-2-1 Elements of Sub-criterion Two:

1. Analysis of the internal and external environment of the Faculty
2. The strategic domains of the faculty
3. The strategic objectives of the Faculty
4. An implementation plan (plan of action) for the Faculty, governed by a time frame and performance indicators
5. The Faculty's risk management plan
6. Benchmarking with similar faculties at the national, regional and global levels

1-2-2 Indicators of Sub-criterion Two

1. There shall be a clear definition for planning, evaluation and development processes at the Faculty comprising all its elements (education, scientific research and community service) and consistent with its vision, mission and objectives
2. All faculty staff, including faculty members, administrative staff, and students in addition to groups from the local community shall take part in the planning and evaluation processes
3. Improving the artistic programs and activities on the basis of evaluation and planning processes performed by the Faculty
4. Identifying the Faculty's priorities in respect of improvement and development
5. The Faculty shall have available the requirements necessary for its planning and evaluation processes.

6. The risk assessment and management processes shall be considered an integral part of the Faculty's strategic plan
7. The strategic plan shall be informed by receiving regular feedback through performance indicators.
8. The strategic plan shall keep abreast of the spirit of modernity and its technological, research and technical developments.

1-2-3 Evidence and Documents Required for Sub-criterion Two:

- ✓ A mechanism for identifying the elements of the internal and external environment
- ✓ The Faculty's strategic plan for the next five years
- ✓ Evidence and minutes of meetings at the Faculty and its departments, showing how The Faculty's staff members participate in the preparation of the implementation plan
- ✓ Means related to following-up the implementation of the Faculty's strategic plan
- ✓ The Faculty's procedures and improvement plans based on the review, benchmarking and the Faculty's self-assessment outcomes
- ✓ Improvement plans based on review, benchmarking, evaluation and feedback

2- Criterion Two: Governance at the Faculties of Art and Design

There shall be a set of laws, by-laws, and decrees that help in taking decisions, performing actions, and setting clear and specific roles within the institution or Faculty on the basis of a high level of transparency and monitoring. There shall also be a mechanism for the identification and application of objectives at the Faculty and directing its activities to serve the public interest and the interests of the students.

2-1 Sub-criterion One: Legislations

2-1-1 Elements of Sub-criterion One:

1. Policies
2. Laws and by-laws
3. Regulations
4. Principles, procedures and criteria

2-1-2 Indicators of Sub-criterion One:

1. Consistency of the principles, procedures and standards applied at the faculty with the laws, by-laws, and regulations of the university to which the Faculty belongs
2. Availability of clear and announced policies on the Faculty's objectives and vision in partnership with students, teaching staff members and other staff and concerned parties
3. Clarity of specifications and job descriptions of all staff in the Faculty

2-1-3 Evidence of Sub-criterion One:

- ✓ The university laws, by-laws, and regulations, and the legislation manuals concerning the Faculty. Justifications for differences, if any, shall be explained.
- ✓ Files and minutes of meetings on the implementation and development of legislation, especially those related to the Faculty
- ✓ Documents on the Faculty's policies, regulations and plans, including the procedures relating to the affairs of the teaching, administrative, and technical staff members and the criteria of their appointment and promotion
- ✓ Information provided through websites, advertisements and bulletins

2-2 Sub-criterion Two: Leadership and Management

2-2-1 Elements of Sub-criterion Two:

1. The Faculty's organizational structures
2. Faculty and department councils
3. Tasks and responsibilities of the various councils and committees at the Faculty
4. Job descriptions for the Faculty's staff
5. Evaluation of the faculty staff performance and holding them accountable

2-2-2 Indicators of Sub-criterion Two:

1. Availability of organizational structures at the Faculty for both academic and administrative fields
2. Availability of clear policies and procedures for forming committees and selecting the Faculty's academic leadership
3. Availability of a clear mechanism for reviewing the organizational structures of the Faculty
4. Participation of faculty members, and administrative staff in drawing up the Faculty's policy, plans and budget in accordance with their responsibilities and specializations
5. Identification of the powers, responsibilities and duties of the various committees and councils at the Faculty
6. Identification of the responsibilities, duties and the behavioural and ethical practices entrusted to the Faculty's Dean and his deputies and assistants, department heads, and other faculty staff. These responsibilities, duties and behavioural and ethical practices shall be well defined, and there shall be mechanisms to follow up and implement them.
7. Identification of the tasks, responsibilities and job descriptions for the faculty employees and for documenting and reviewing them
8. Facilitating the work and cooperative relations between the various departments of the Faculty and its units, and encouraging dialogue and open communication between them
9. Encouraging and stimulating the initiatives of faculty members, employees and students
10. Availability of clear and declared procedures for evaluating performance and for accountability, documenting results and making necessary adjustments

2-2-3 Evidence and documents required for Sub-criterion Two

- ✓ The organizational structure for the Faculty and its departments and modifications made to it during the last five years
- ✓ Evidence of the Faculty's commitment to directing its activities toward the development of the faculty's staff and students
- ✓ Minutes of meetings of the faculty and departmental councils and the various faculty and department committees.

- ✓ The documents, letters and decisions that show the tasks, responsibilities and powers of the Faculty's councils, committees and staff including the Dean, department heads and other staff working at the Faculty
- ✓ Job description files including the tasks, responsibilities and powers of all job titles at the Faculty
- ✓ Performance and accountability files (Record of actual cases at the Faculty)

2-3 Sub-criterion Three: Institutional Integrity

2-3-1 Elements of Sub-criterion Three

1. Transparency
2. Fairness
3. Incentives and (disciplinary) penalties

2-3-2 Evidence and Documents Required for Sub-criterion Three

1. The Faculty, its councils, teaching staff members and employees shall abide by professional and ethical standards in the Faculty's administration, procedures, processes, and in dealing with students, the local community and external organizations and bodies / missions
2. Measures for attaining justice and equal opportunities, especially in respect of scholarships and incentives for faculty members and other staff
3. Abiding by the principles of handing down penalties, especially in respect of the Faculty's students
4. The grievance procedures followed at the Faculty and the degree of fairness in processing them.
5. The Faculty shall provide the councils, the local community, and the students with accurate, consistent and honest information in its guides, publications or statements made by its staff

2-3-3 Evidence and documents required for Sub-criterion Three:

- ✓ Files of appointment, promotion and termination of services of administrative, technical and teaching staff at the Faculty
- ✓ Files on the follow-up of grievance cases and attainment of justice to students and staff
- ✓ Files on sabbatical leaves, scientific visits, emergency leaves and leaves without pay
- ✓ Files on scholarship, missions and training courses
- ✓ Files on participation in conferences, workshops and external activities

3. Criterion Three: Academic Programs

Faculties of Art and Design, in general, must have clear strategies to enable students to acquire intellectual skills in addition to the technical skills necessary for qualifying practicing artists and bringing them up to professionalism. This requires offering several interrelated programs that meet the needs of the local and international communities, and that can keep pace with modern developments and thus contribute to and enhance non-artistic programs. To achieve this, there must be a scientific mechanism that focuses on the following:

3-1 Sub-criterion One: Teaching and Learning Policies

3.1.1. Elements of Sub-criterion One

1. Introduction and development of academic programs
2. Admission, equivalence and transfer policies
3. Teaching and learning methods
4. Number of students

3.1.2. Indicators of Sub-criterion One

1. The Focus shall be on introducing and developing academic programs through follow-up, evaluation, and access to new technologies related to the Art and Design programs. This is the responsibility of the planning committees at the Faculty and its departments. The competent committees shall seek to keep these programs modern and up-to-date.
2. There shall be a clear mechanism for student admission through examinations of artistic abilities (practical and theoretical), that are in line with the programs offered by the departments of the faculties of Art and Design
3. Availability of clear titles and descriptions for the courses of study. These names and descriptions shall be consistent with the programs offered locally and internationally as this helps in equivalence of courses and student transfer.
4. On-going monitoring and evaluation of the programs for improving and developing teaching and learning methods
5. Availability of clear plans for integrating practical and theoretical aspects, and using relevant modern technologies through the library and the relevant databases

6. The departmental councils shall have an effective role in the follow-up and evaluation of these programs.
7. Efforts shall be made to disseminate the learning outcomes of all programs in an honest and open manner for improving and developing these programs.
8. The number of students enrolled in all postgraduate programs (Masters, Higher Diploma and PhD) shall be commensurate with the number and ranks of the teaching staff members as well as with the capacities of the departments with respect to studios, laboratories, etc., taking into consideration the international standards related to faculties of Art and Design.

3-1-3 Evidence and Documents Required for Sub-criterion One

- ✓ Procedures and evidence used for introducing and terminating academic programs at Art and Design faculties
- ✓ Guidance plans for each program to be distributed to students upon admission to the program with the help of academic counsellors and the staff supervising these programs
- ✓ Samples of the study plans for each of the theoretical and practical courses distributed to students at the beginning of the semester. Both teachers and students shall be committed to these plans.
- ✓ Clear procedures for the process of student transfers from the faculty or department to other faculties or departments, as per plans and forms prepared for this purpose
- ✓ The forms used for equalizing scientific and theoretical courses, and considering / studying courses related to the specialization
- ✓ A clear, short-term and long-term strategy for review and improvement of study plans and the teaching process
- ✓ Evidence of program evaluation through the use of relevant questionnaires
- ✓ Reports of committees and Faculty and department councils on improving the teaching process
- ✓ Effective studies of relating objectives to educational outcomes
- ✓ A mechanism for disseminating learning outcomes

3-2 Sub-criterion Two: Study Plans

3-2-1 Elements of Sub-criterion Two:

The study plans include two key elements:

1. A Bachelor's program
2. A Graduate program

3-2-2 Indicators of Sub- Criterion Two

3.2.2 Indicators in respect of the Bachelor program:

1. The faculty of Art and Design shall prepare a study plan for the Bachelor's program in the major specializations in order to provide students with the knowledge, skills and competencies through theoretical and practical courses, in addition to enhancing their general knowledge repertoire and excellent skills through field training, exhibitions and workshops.
2. The minimum number of credit hours required for the Bachelor's degree shall be (132) credit hours including university and faculty requirements as well as the elective and mandatory requirements of the specialization.
3. At least (3) credit hours within the Bachelor's degree study plan shall be allocated to the graduation project. Students shall register these three hours after completion of no less than (90) hours
4. The study plan for the Art and Design program shall comprise well integrated theoretical and practical courses, and there shall be clear integration between the Faculty's programs through the faculty requirements.
5. The courses offered in the study plans of a single program shall meet the requirements of the local and international markets in accordance with national and global standards. The practical applications of the theoretical and practical courses shall reflect all the knowledge areas of the specialization.
6. The courses included in the study plan for the programs shall provide students with communication, teamwork, experience-exchange skills.
7. The nature of the graduate programs shall be consistent with the Faculty's vision, mission and objectives, and shall meet the needs of the local and global communities for these programs.
8. The study plans of the graduate programs of the faculties of Art and Design shall focus more on the practical than the theoretical aspects, in order to be distinguished from other international Faculties.
9. The graduate programs shall meet the faculty's vision, objectives and needs of the community.

10. The minimum number of credit hours for the Master's programs shall be (33) hours, and it shall follow the research thesis track
11. The study plan of the Doctoral program shall be designed so that the minimum number of study hours for obtaining the degree is (54) credit hours after the Master's program. The subject of the thesis shall be directly related to the exact specialization.
12. There shall be full compliance with the time frame specified for graduate programs by the deanship of graduate studies with respect to the thesis or dissertation plans and their defence.

3-2-3 Evidence and Documents Required for Sub-criterion Two:

- ✓ Samples of study plans and their objectives
- ✓ Tools and procedures used for developing study plans
- ✓ Student Guides
- ✓ Minutes of meetings of committees, departments, and Faculty councils
- ✓ Statistics on the number of teaching staff members, their academic ranks and specialties
- ✓ Regulation and procedures for testing and grading
- ✓ The forms used for student academic counselling
- ✓ Evidence of follow-up on the quality assurance of programs offered
- ✓ Guides related to graduate programs (Masters and Doctorate)
- ✓ Guides on the preparation of academic theses and dissertations, research, and projects
- ✓ Regulations and procedures for testing and grading related to graduate studies
- ✓ Evidence of, and procedures for, conducting proficiency examinations, and documenting their results
- ✓ Statistics on the number of students benefiting from grants offered to postgraduate students, and the projects supported by the deanship of scientific research, the scientific research fund, or local or global institutions

3-3 Sub-criterion Three: Evaluation of Teaching Outcomes

3-3-1 Elements of Sub-criterion Three:

1. Evaluation of student performance
2. Evaluation of teaching staff members' performance
3. Graduates and the labour market

3-3-2 Indicators of Sub-criterion Three:

1. The syllabus of the course shall outline and clarify the mechanisms used for student performance evaluation, and make sure they measure their scientific performance in a scientific manner and in accordance with the provisions of the course syllabus
2. Preparing a schedule for the practical courses of Art and Design clearly outlining the daily work, assignments, examinations and research in accordance with scientific standards, and with a view to evaluate students' performance.
3. Diversification of the student performance evaluation methods as per the courses of study of Art and Design
4. There shall be a mechanism for evaluating practical courses whereby the instructor evaluates students' daily work, while monthly and final examinations are evaluated with the assistance of specialized committees. This evaluation shall be made with the students in attendance so that they benefit from the committees evaluation and remarks.
5. There shall be agreement on the mechanism of student performance evaluation when the course is taught by more than one teacher.
6. There shall be a clear mechanism for evaluation of student projects, in respect of presenting the project's plan based on criteria approved by specialized departmental committees. Students shall be made to commit themselves to this mechanism for evaluating their performance. Moreover, internal and external committees shall take part in discussing student projects.
7. There shall be a clear mechanism to follow up the field training of students. Feedback from the institutions where students receive training shall be utilized in evaluating student performance.
8. After completion of performance evaluation, student feedback on the evaluation mechanism shall be studied, reviewed and modified.
9. Adopting the opinion of academics, experts and employers, especially in the case of field work evaluation given its importance in developing the programs of study for faculties of Art and Design.

10. There shall be workshops for faculty members and students so that they understand and absorb the learning outcomes.
11. There shall be periodic review of the evaluation mechanism in light of feedback.

3-3-3 Evidence and Documents Required for Sub-criterion Three:

- ✓ The learning outcomes of the programs offered by the Faculty
- ✓ Surveying student opinions concerning educational outcomes
- ✓ Surveying teaching staff members' opinions concerning educational outcomes
- ✓ Surveying employers' opinions concerning educational outcomes of field training.
- ✓ Samples of student evaluations, and relating them to measuring students' achievement of the learning outcomes
- ✓ Studies on the labour market, and satisfaction of graduates and employers.
- ✓ Evidence of on-going improvement of plans in accordance with learning outcomes
- ✓ Samples of agreements and partnerships with national and global institutions
- ✓ reports of external examiners

4. Criterion Four: Scientific Research, Scholarships and Innovations

Scientific theoretical and applied research at faculties of Art and Design is an activity that informs the development and modification of scientific theories and the practical application of all types of Arts. This activity is used for the transfer of knowledge, and for meeting and developing community needs in addition to highlighting the importance of Art and its role in society. Therefore, all teaching staff members shall actively take part in conducting research and publishing its results in their fields of specialization. This should be reflected in their performance in teaching, and supervision of postgraduate students. The research contributions of faculty members shall be considered as an essential criterion for their evaluation and promotion.

As for sending people on scholarships, and other academic missions, it contributes to the training and development of faculty members and providing them with new knowledge and skills that enhance educational and research outcomes and help in maintaining the sustainability of the Faculty.

A clear plan must be developed to support innovation and entrepreneurship in the different fields of Art. Three sub-criteria come under this criterion. Following is a description of the elements of these criteria and their indicators and the evidence and documents required for achieving them.

4-1. Sub-criterion One: Scientific Research

4-1-1 Elements of Sub-criterion One

1. Scientific research projects
2. Scientific conferences, seminars and workshops
3. Publication of research papers and books
4. Incentives, rewards and prizes

4-1-2 Indicators of Sub-criteria One

1. Identification of policies, by-laws, regulation and procedures concerning support and publication of scientific research, including research interests of the teaching staff members and identification of the areas of cooperation with local and global institutions and organizations, providing that all of this is consistent with the Faculty's vision, mission and objectives.
2. The faculty shall provide academic freedom for the teaching staff members to conduct studies and scientific research. It shall also regularly support these studies and research, which shall be reflected in planning, development and improvement of its programs.
3. The Faculty shall have a policy for strengthening the relationship between scientific research and teaching, in addition to the availability of a plan to follow up and evaluate scientific research.
4. Research priorities and concerns shall be identified in light of the various technical specializations.
5. Availability of financial and physical support necessary for conducting research, writing books and producing and publishing of works of art.
6. Study plans shall include courses that contribute to preparing students to take part in conducting and developing research.

7. Teaching staff members shall publish books and research papers in specialized and refereed scientific journal and conferences, and in globally classified and indexed journals.
8. The Faculty shall demonstrate a clear commitment to policies and procedures related to scientific research, participation in local and international conferences, promotion of innovation, and support for participation in joint projects and research
9. The Faculty/university shall develop, within its strategic plans, instructions and procedures related to granting incentives and merit awards.
10. The roles and responsibilities of the committees and councils concerned with scientific research shall be identified.
11. Researchers from among the teaching staff members shall have research contributions for the benefit and service of human and applied needs.

4-1-3 Evidence of Sub-criteria One

- ✓ An annual plan for scientific research
- ✓ Criteria and forms used in supporting scientific research projects and monitoring their implementation
- ✓ Policies, regulations and procedures for supporting the publication of scientific research and the writing of books and works of art
- ✓ Annual statistics on supported research projects conducted by teaching staff members, and the amounts of money spent on them.
- ✓ Annual statistics on the number, nature and areas of the research projects conducted by the Faculty's teaching staff members and published in refereed and specialized journals and conferences
- ✓ Annual statistics on the number of conferences, seminars and workshops held annually by the Faculty
- ✓ Annual statistics on published research papers derived from graduate dissertations
- ✓ Scientific research projects that meet the development needs of the local community and the various educational sectors
- ✓ Documents of agreements on cooperation at the local and global levels, and scientific exchange between the Faculty and other scientific institutions, together with evidence of implementing these agreements
- ✓ Minutes of meetings of the committees and councils concerned with the Faculty's scientific journals and publication venues

- ✓ Samples of faculty members research papers and books written, published, or approved for publication, and mechanisms for documenting them within the Faculty
- ✓ The criteria and procedures used in the evaluation of teaching staff members with respect to published research
- ✓ The budget for scientific research, conferences, seminars, workshops, prizes and incentives

4-2 Sub-criterion Two: Missions

4-2-1 Elements of Sub-criterion Two:

1. Missions for getting Master's, Doctoral and MFA degrees
2. Research and developmental training courses

4-2-2 Indicators of Sub-criterion Two

1. The Faculty shall have a short-term plan and a long-term plan for sending people on scholarships to prestigious world universities
2. The Faculty shall have policies and procedures for sending people on scholarships, missions and academic exchange
3. The Faculty shall have agreements with scientific institutions and faculties for academic, training and technical exchange
4. Transparency and fairness in the selection process for sending people on scholarships.
5. Regulations and procedures for conducting and participating in training courses
6. Compatibility of the training courses with the teaching and research needs of faculty members.
7. Follow-up of the academic performance of people sent on scholarships
8. The role of committees and councils concerned with sending people on scholarships and training .

4-2-3 Evidence and Documents Required for Sub-criterion Two

- ✓ Annual plan for missions (sending people on scholarships) and the budget allocated for that
- ✓ Minutes of meetings of the committees and councils concerned with missions and training

- ✓ Criteria and forms used in the process of sending people on scholarships
- ✓ Annual statistics on the number of persons on scholarships, their exact specializations, the universities they are attending, and their progress
- ✓ Budget for scholarships and training courses
- ✓ Mechanisms for following up the persons sent on scholarships and evaluating their performance
- ✓ Agreements concluded with scientific institutions and other faculties
- ✓ Reports on training scholarships for faculty members
- ✓ Annual statistics on the number of those participating in training courses inside and outside the faculty

4-3 Sub-criterion Three: Innovations

4-3-1 Elements of Sub-criterion Three:

1. Artistic innovations in the areas of the various arts
2. Research, artistic and entrepreneurship projects

4-3-2 Indicators of Sub-criterion Three

1. Policies, regulations and procedures for the support of original research, artistic and entrepreneurship innovations and mechanisms for documenting and disseminating them
2. The Faculty shall demonstrate a clear commitment to policies and procedures related to encouraging innovations and supporting participation in joint projects and research in cooperation with artists and institutions at the local and international levels.
3. Teaching staff members shall compete for getting local, regional and global prizes.
4. The role of the committees and councils concerned with innovation

4-3-3 Evidence and documents required for Sub-criterion Three:

- ✓ Criteria and forms used in documenting artistic innovations
- ✓ Annual statistics on documented or published artistic innovations

- ✓ Annual statistics on artistic innovations submitted for participation in national, regional or global competitions and prizes
- ✓ Samples of faculty members' innovations
- ✓ Mechanisms for following up the implementation and evaluation of artistic innovations of all kinds
- ✓ Minutes of meetings of committees and councils concerned with innovations at the Faculty

5. Sub-criterion Five: Financial, Physical and Human Resources

The financial, physical and human resources play a major role in establishing and developing academic and non-academic institutions. The Faculties of Art and Design occupy an important position in the academic hierarchy. Therefore, these resources are essential for achieving and developing the Faculty's programs. This criterion has a set of elements that must be carefully studied to maintain and develop the Faculty's programs.

5-1 Sub-criterion One: Financial Resources

5.1.1. Elements of Sub-criterion One:

1. Financial Planning and Budgeting
2. Financial Management and Budgeting

5.1.2. Indicators of Sub-criterion One

1. Clear strategies for financial planning to achieve the purpose of the programs of the faculties of Art and Design.
2. Linking the financial planning and procedures at the Faculty to the mechanism applied at the university.
3. Drafting a special budget for the Faculty covering all relevant aspects (human resources and academic requirements).
4. Ensuring sustainability through providing financial resources to cover the cost and development of the faculties of Art and Design.

5. Annual preparation of the budget with all details related to financial, physical and human resources for developing solutions for the sustainability of these programs.
6. Involving local and international institutions in supporting the faculties of Art and Design through projects, exhibitions, research and other means in support of the budget
7. Following an investment policy concerning the facilities of the faculties of Art and Design in support of the budget
8. Policies on holding training courses for the local community in the field of Art and Design in support of the budget

5-1-3 Evidence and Documents Required for Sub-criterion One

- ✓ Clear financial planning and budgeting records
- ✓ Evidence of financial allocation for the budget items
- ✓ Financial forms (in financial planning and budget calculation)
- ✓ The faculty's budget for several previous years
- ✓ The Faculty's external financial audit reports as per the university's reports for several previous years
- ✓ Percentage of the University's financial allocations to the Faculty's budget
- ✓ Percentage of allocations to the Faculty's budget received from other internal and external sources
- ✓ Percentage of allocations received by the Faculty as returns of investment of its facilities

5-2 Sub-criterion Two: Physical Resources

5-2-1 Elements of Sub-criterion Two:

1. Academic elements
2. Research elements
3. Administrative elements
4. General services
5. Sources of information

5.2.2. Indicators of Sub-criterion Two

1. Availability of buildings suitable for faculties of Art and Design
2. Availability of classrooms for theoretical courses in a manner that is compatible with the plans and programs of faculties of Art and Design
3. Availability of computer labs appropriate for the programs of the faculties of Art and Design.
4. Availability of studios for each of the programs offered by the faculties of Art and Design
5. Availability of workshops for the programs offered by the faculties of Art and Design
6. Availability of a gallery for displaying works of faculty members and students
7. Availability of theaters in the theater department
8. Availability of music labs.
9. Availability of resources, references, periodicals and software for faculties of Art and Design
10. Focus on the quality of facilities and their content, including equipment and furniture as appropriate for the academic programs of faculties of Art and Design
11. Policies and procedures for safety and security for facilities and furniture at faculties of Art and Design
12. Long-term strategic plans for development and expansion of facilities by adding new technologies that help in developing programs
13. Procedures for continued maintenance of facilities and furniture

5-2-3 Evidence and Documents Required for Sub-criterion Two:

- ✓ Files and records of physical resources
- ✓ Follow-up and supervision records
- ✓ Evidence and guidelines for safety and security inside and outside the buildings of faculties of Art and Design
- ✓ Guides for persons with special needs

- ✓ Internet subscription contracts
- ✓ Annual surveys on statistics on the use of the library and information sources and media
- ✓ Evidence of the readiness of studios, labs, workshops and theaters, and other specialized research equipment
- ✓ Survey of staff and student satisfaction with the facilities and services provided by the Faculty
- ✓ Maintenance order forms and records

5-3 Sub-criterion Three: Human Resources

5-3-1 Elements of Sub-criterion Three:

1. Academic staff
2. Research staff
3. Administrative staff
4. General services staff
5. Information sources staff

5-3-2 Indicators of Sub-criterion Three

1. Recruitment and employment policies and ease of procedures.
2. Policies of attracting talented staff from Jordan and abroad to provide faculties of Art and Design with experts from various technical schools
3. Policies on attracting, appointing and employing experts in the field of rare art specialties.
4. Policies on exchange of expertise through research agreements, scientific visits and sabbatical leaves
5. Policies on and procedures for tenuring and promoting (faculty members), in line with the nature of the programs of the Faculty of Art and Design
6. The efficiency and expertise of academic and research staff
7. Professional and career development of human resources
8. Care and services provided to human resources
9. Other benefits such as maternity and other benefits

5-3-3 Evidence and Documents Required for Sub-criterion Three

- ✓. Documents showing recruitment policies and procedures at the educational institution
- ✓. Records on the participation of academic and research staff in local and global conferences related to faculties of Art and Design
- ✓. Records on participation of academic staff in local and external exhibitions
- ✓. Records on the participation of human resources in organizing workshops on Art and Design
- ✓. Records of training and development of human resources as regards new developments in the field of Art and Design
- ✓ Files of services and care committees, and statistics of their beneficiaries
- ✓. Surveys on measuring human resources' satisfaction, and follow up on improvement of the services provided by faculties of Art and Design
- ✓. Records of the benefits provided (sabbatical leaves, scientific visits, housing, savings and maternity leaves ...etc.), and statistics about them and their beneficiaries
- ✓. Leave forms

6. Criterion Six: Student Services

The student is the focus of the educational process. Therefore, clear information about the Faculty's program requirements and admission and graduation criteria shall be provided. Student dispute settlement mechanisms must be stated, well-known and managed in a fair manner. Student guidance and counseling shall be provided, and there shall be communication with the graduates. Mechanisms for providing academic advice and counselling, and support services must be provided. The Faculty shall seek to broaden students' horizons and knowledge, enhance their personalities and prepare them for the labour market through a bundle of varied programs, facilities and services which meet students' professional, psychological and social guidance and counseling needs with a view to developing them academically, technically, professionally, socially and culturally, to achieve the required personal development and academic progress. These mechanisms shall be responsive to the needs of students, who shall know their rights and duties.

There are three sub-criteria that fall under this criterion. Below is a description of the elements of these criteria and indicators, and evidence and documents which are necessary to achieve them.

6-1 Sub-criterion One: Student Guidance and Counselling

6-1-1 Elements of Sub-criterion One:

1. Raising student awareness
2. Psychological and social counseling
3. Counseling and technical training

6-1-2 Indicators of Sub-criterion One:

1. The faculty shall make available for students an academic counselling program that provides them with guidance and counseling for making academic decisions on the basis of relevant information.
2. The Faculty shall provide training courses and workshops for students.
3. There shall be a role for the committees and councils in the student guidance and counseling.
4. The counseling program shall be developed and improved on the basis of evaluation outcomes, and feedback.
5. The Faculty shall provide the students with a paper or electronic guide covering the following subjects:
 - The Faculty's vision, mission, and objectives
 - Admission procedures and requirements
 - The policies governing student rights and responsibilities
 - Psychological and social counseling procedures
 - Technical and artistic counseling procedures
 - Basic information about the programs offered by the Faculty, the Faculty's study plan and its courses of study.
 - Requirements for programs and granting academic degrees
 - Laws and by-laws on procedures required from students such as deferment, withdrawal, and absence
 - The opportunities available for obtaining grants, financial support or loans
 - Fees and procedures for payment and recovery
 - The facilities provided by the Faculty for academic purposes
 - Academic calendar for the Faculty

6-1-3 Evidence and Documents Required for Sub-criterion One

- ✓ Student guidance and counseling committees shall comprise teaching and administrative staff members
- ✓ Evidence of student guidance and counseling activities

- ✓ Regulations related to student guidance and counseling
- ✓ Minutes of meetings of committees and councils concerned with student guidance and counseling
- ✓ Forms used in student guidance and counseling
- ✓ Student evaluation of student guidance and counseling activities
- ✓ Annual reports on student guidance and counseling and the extent of benefiting from them
- ✓ Paper and electronic student guide

6-2 Sub-criterion Two: Support Services

6.2.1. Elements of Sub-criterion Two:

1. Student elections
2. Financial support
3. Sports services
4. Health Services
5. Facilities for Student
6. Extra-curricular activities

6-2-2 Indicators of Sub-criterion Two:

1. Regulations on student elections and procedures
2. Regulation on and procedures for student grants and loans
3. Instructions and procedures followed in the provision of support services
4. A reception program for new students to inform them about the university and faculty instructions and services provided. The student guide shall be distributed during the reception.
5. The Faculty shall provide extra-curricular activities (sports, artistic, cultural, Media ...etc.) and shall ensure availability of the necessary capabilities, services, and facilities to its students.
6. The role of student clubs in supporting ancillary services

7. Follow-up and development of the support services performance
8. The faculty shall provide qualified human resources to supervise student services.

6-2-3 Evidence and Documents Required for Sub-criterion Two:

- ✓ Evidence of conducting student elections
- ✓ Reports on extra-curricular activities and the number of participant in them
- ✓ Annual statistics on the number of those benefiting from student grants and loans
- ✓ Surveys of student views towards services provided to them (technical, sports, health, restaurants, banks and bookshops..., etc.)
- ✓ Annual statistics on extra-curricular activities and number of participants therein
- ✓ Minutes of meetings of committees and councils concerned with support services
- ✓ Mechanisms for looking into student complaints and grievances and benefiting from them

6-3 Sub-criterion Three: Communication with Graduates

6.3.1. Elements of Sub-criterion Three:

1. The Faculty's graduate data
2. Means of communication with the graduates

6-3-2 Indicators of Sub-criterion Three:

1. The faculty shall have a mechanism for following up the quality of its graduates' performance in the labour market in order to assure the high quality of its outcomes and the realization of its vision, mission, and objectives, and to utilize these findings in the development process
2. There shall be two-way communication channels between the graduates and the Faculty on the one hand and the Faculty and the employers on the other to exchange views about the programs offered, their effectiveness and the methods of teaching and evaluation followed at the Faculty.

3. There shall be at the Faculty or the University an office to follow up the graduates and their needs. The tasks and work mechanisms of this office shall be identified and carried out by specialized and trained staff.
4. The Faculty shall have a policy that supports the participation of its graduates in extra-curricular activities, such as concerts, exhibitions, drama activities, etc.
5. The Faculty shall provide databases on graduates, and shall maintain and benefit from them.

6-3-3 Evidence and Documents Required for Sub-criterion Three:

- ✓ Minutes of meetings of the committees and councils concerned with communication with graduates
- ✓ Annual statistics on the participation of graduates in the Faculty's activities
- ✓ Opinion polls directed towards faculty graduates and employers
- ✓ Annual statistics of the alumni club activities and the number of participants therein
- ✓ Alumni club activities

7. Criterion Seven: Community Service and External Relations

Community service and external relations are of great importance in the development and sustainability of the programs of the faculties of Art and Design. There is a need for real partnerships between the faculties of Art and Design and the local, external and global community. The importance of the Faculty of Art and Design stems from the fact that it provides services, consultations and courses on campus, in cooperation with various faculties, community service and consultancy offices.

It also plays an important role in the local community as it is through the Faculty of Art and Design that strong relationships are built. These relations contribute to and serve the community through partnerships between the institutions concerned with the specializations of the faculties of the Art and Design in respect of providing consultations, courses, supervision, etc. Likewise, the local community plays an important role in training students through its institutions that are concerned with the specializations of the faculties of Art and Design. The same is also true for the relationship between the faculties of Art and Design and external institutions, as there is a need for external partnerships to acquire expertise and advise so that partnership and exchange of experience in all scientific fields (theoretical and practical) will contribute to the development and progress of the faculties of Art and Design,

which has a positive impact on faculty members, administrative staff, and students, and develops and improves their academic and practical competence . To meet the requirements of this criterion, the following sub-criteria must be realized.

7-1. Sub-criterion One: Community Service

7.1.1. Elements of Sub-criterion One:

1. The areas of local community development
2. Representation on the governance boards

7.1.2. Indicators of Sub-criterion One:

1. There shall be strategic plans governing the nature of the relationship between the Faculty of Art and Design and the community.
2. The Faculty of Art and Design shall actively participate in all local community activities related to its specializations
3. Providing the local community with all expertise, consultation services and training courses
4. Contributions by teaching staff members and students to the local community service (exhibitions, conferences, workshops, seminars, project discussions ... etc.)
5. Policies that provide for representing members of the local community on the boards of the faculties of Art and Design in order to promote the participatory role between the faculties and the local community
6. Faculties of Art and Design shall contribute financially and physically to meeting the development needs of the local community.
7. Contributions by teaching staff members and students to the local community service and development

7.1.3. Evidence and Documents Required for Sub-criterion One

- ✓ Reports and documents showing the plans and procedures related to the local community
- ✓ Annual reports on the activities conducted by the Faculty in service of the local community. These reports shall show interactive participation with the

local community through training courses, workshops, seminars and exhibitions, as well as the effectiveness of this participation.

- ✓ Clear annual statistics on the number of local community institutions benefiting from the services provided by the faculty of Art and Design
- ✓ Statistics on the actual annual expenditure on all activities held in service of the local community
- ✓ Statistics on the numbers of teaching staff members, administrative staff, and students who participated in local community service activities

7-2. Sub-criterion Two: External Relations

7.2.1. Elements of Sub-criterion Two:

1. Relations at the national level
2. Regional and international relations

7.2.2. Indicators of Sub-criterion Two:

1. Strategic plans showing the nature of relationships on all national, regional and global levels
2. Concluding cooperation agreements and memoranda of understanding with national, regional and global institutions related to the programs of the Faculty of Art and Design
3. Encouraging national, regional and global institutions to provide grants and assistance to the Faculty
4. Joint projects, studies, exhibitions, seminars and training courses
5. Joint conferences and workshops
6. Marketing graduates at open career days and fairs
7. The role of the faculty of Art and Design in holding activities that help in attracting students from the local and global communities
8. Researchers from among the teaching staff members shall have research contributions in service of the local and global communities
9. Teaching staff members shall compete for local, regional and global prizes through exhibitions and other artistic activities such as musical and theatrical competitions

7.2.3. Evidence and Documents Required for Sub-criterion Two:

- ✓ Reports, documents and plans on cooperation at the national, regional and global levels
- ✓ Samples of memoranda of understanding and agreements concluded at the national, regional and global levels with the Faculty of Art and Design
- ✓ Mechanisms for follow-up, evaluation and implementation of memoranda of understanding and agreements on annual basis
- ✓ Annual statistics on the grants and assistance provided to the Faculty from inside and outside Jordan
- ✓ Annual statistics on joint projects, studies, training courses, conferences, exhibitions and workshops
- ✓ Annual statistics on the number of the graduates benefiting from cooperation agreements held between the faculty of Art and Design and national, regional and global institutions related to the Faculty's programs
- ✓ Evidence of recruiting students from inside and outside Jordan through cooperation agreements

8. Criterion Eight: Quality Assurance

Quality assurance is considered an important foundation of academic institutions. Quality assurance management is one of the basic pillars of successful management. Therefore, clear strategic plans must be implemented to ensure the sustainability of the quality of education at educational institutions. This requires the selection and adoption of advanced methods and standards for quality assurance through local and global expertise to improve, develop and periodically evaluate the performance of academic departments and academic programs in the faculties of Art. This also includes the development of a mechanism for monitoring and measuring the integrated implementation of these plans in all academic and administrative departments to ensure quality. To achieve the desired objectives of quality assurance, faculty members and administrative staff shall develop and enhance their performance, and the programs offered. There are four sub-criteria to achieve this, namely:

8-1 Sub-criterion One: Institutional Commitment to Improving Quality

8.1.1. Elements of Sub-criterion One

1. Leadership
2. Resources
3. Institutional participation

8.1.2. Indicators of Sub-criterion One:

1. Commitment by the Faculty and its departments to quality assurance standards
2. Availability of financial, physical and human resources necessary to improve and develop quality.
3. Having the Faculty's academic, technical and administrative staff involved in the quality assurance development process
4. Commitment to the areas of improvement and development to ensure quality that is consistent with the latest local and international standards.
5. Utilization of feedback in the processes of improvement and development

8.1.3. Evidence and Documents Required for Sub-criterion One

- ✓ Clear strategies to improve and develop quality assurance
- ✓ Quality assurance committees from the specialized academic departments of the faculty
- ✓ Periodic plans for quality assurance management
- ✓ Mechanisms for awareness-raising and dissemination of the quality culture among the Faculty's staff
- ✓ Special reports and files issued by the Faculty illustrating the performance of its various units
- ✓ Training programs focusing on improving the level of quality at the Faculty

8-2 Sub-criterion Two: Scope of Quality Assurance

8.2.1 Elements of Sub-criterion Two:

1. Periodic evaluation aimed at improving the quality assurance standards
2. Quality assurance coverage of all academic programs and their activities
3. Quality assurance coverage of all human resources at the Faculty
4. Quality assurance coverage of all inputs, processes and outputs

8.2.2. Indicators of Sub-criterion Two:

1. Follow-up of the quality assurance committees at the Faculty
2. Evaluation of the Faculty's quality assurance through inputs, processes, and outputs
3. Quality control, improvement and development, and dissemination of related results

8-2-3 Evidence and documents required for Sub-criterion Two

- ✓ Committees concerned with quality assurance and minutes of their meetings
- ✓ Evidence and procedures followed in quality assurance management
- ✓ Reports on on-going periodic evaluation of academic programs, and academic, technical and administrative staff

8-3 Sub-criterion Three: Indicators, standards and benchmarks

8.3.1. Elements of Sub-criterion Three

1. Key performance indicators at the Faculty and how they relate to the University indicators
2. Performance indicators of all administrative and technical departments, centres and units
3. Benchmarking criteria concerning institutional performance quality
4. Feedback and how it is processed
5. Verification and validation of learning outcomes

8.3.2. Indicators of Sub-criterion Three:

1. Inclusiveness and integration of key performance indicators and their being objectively measurable at all administrative and technical departments, centres and units of the Faculty
2. Indicators of follow-up of the performance of the various academic and administrative units within the Faculty
3. Identification of benchmarking standards for the quality of performance at the Faculty
4. Verification of the learning outcomes achieved by the faculty's students and comparing them with the labour market requirements and needs
5. Quality assurance self-assessment processes shall be based on multiple sources of relevant evidence and proofs
6. Feedback on learning outcomes through surveying the opinion of the teaching staff members, graduates and employers

8-3-3 Evidence and Documents Required for Sub-criterion Three:

- ✓ Periodic on-going reports on the key and secondary performance indicators, and areas of their application for quality assurance Improvement
- ✓ Studies and reports related to the benchmarking of the quality of the Faculty's performance comprising all its administrative and academic departments

8-4 Sub-criterion Four: Independent Verification of the Evaluation

8-4-1 Elements of Sub-criterion Four:

1. Multiple sources of evidence and proofs
2. Feedback obtained through polls
3. Verification and validation of learning outcomes

8-4-2 Indicators of Sub-criterion Four:

1. Validation of the outcomes of the learning outputs achieved by students in comparison with the requirements of the national qualifications and the levels achieved by similar local and global educational institutions

2. Validation of the performance of the faculty and its academic and administrative departments for the purpose of quality assurance improvement

8-4-3 Evidence and Documents Required for Sub-criterion Four:

- ✓ Consistency between the outcomes and the content as per the Faculty's vision, mission and objectives
- ✓ Comparisons between the Faculty's learning outcomes and those of other local and other global similar institutions
- ✓ Surveys of the views of teaching staff members, graduates and employers for the purpose of quality improvement
- ✓ Studying the self-assessment outcomes and drafting plans to improve the quality assurance processes at the faculties of Art and Design