

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

**Guide for Quality Assurance Criteria for the
Basic Sciences Program**

2021

Preface

This Guide for Quality Assurance Criteria and Procedures for the Basic Science Program presents guidelines for the Jordanian Basic Science faculties which 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 Basic Science programs and the guidelines issued by the Commission in this respect. This will help the Jordanian faculties of Basic Sciences conduct the self-assessment study, which is an important component of the procedures for obtaining the Jordanian Quality Assurance Certificate.

Jordanian faculties of Basic Sciences can get further information about quality assurance by participating in workshops that are periodically held by the Commission for those in charge of 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 Basic Sciences 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

Educational institutions strategic planning based on the scientific method is the tool for success in achieving goals and addressing the obstacles and risks facing institutions.

A Faculty of Basic Sciences shall have a clear, approved and declared mission that reflects its educational vision, and that is consistent with the University's vision and mission. The Faculty shall translate its mission into achievable strategic goals and shall use them in planning activities and operations and in identifying implementation mechanisms and priorities with a view to achieving the Faculty's vision, mission, and objectives within a clear time frame.

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

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

1. The Faculty's vision
2. The Faculty's mission
3. The Faculty's objectives
4. The Faculty's values

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

1. The Faculty's vision, mission, objectives, and values shall be based on specific foundations consistent with the university's vision, mission, and objectives, and should be readily understood by all concerned parties and by the primary beneficiaries concerned with the Faculty's programs.
2. The Faculty's objectives, vision, and mission shall be based on its human, physical and financial resources and shall be commensurate with the needs of students and the labour market.
3. Participation of multiple parties (The Faculty's management, councils, departments, teaching staff members, representatives of the Ministry of Higher Education, the Ministry of Education, professional associations and institutions concerned with the Faculty's affairs (from outside the university) in preparing and formulating the vision.
4. Formulating the Faculty's objectives in a clear manner that facilitates their use in the planning and decision-making processes in line with the Faculty's mission
5. The Faculty's vision, mission, objectives, and values shall inform the Faculty's curriculum that leads to turning out graduates with scientific competence and high training skills.
6. The mission and objectives shall be periodically reviewed and amended on the basis of scientific developments or environmental variables, and any changes made thereto shall be declared.

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

- √ Minutes of meetings, decisions, and recommendations concerning the formulation of the Faculty's vision, mission, objectives, and values;
- √ The committees, forms, and mechanisms followed in preparing the Faculty's vision, mission, objectives, and values;
- √ Consistency and integration of the Faculty's vision, mission, objectives and values;
- √ Workshops, training courses and seminars implemented by the Faculty of Basic Sciences;
- √ Dissemination of the Faculty's vision, mission, and objectives through all means available;
- √ Meetings, surveys, and tools that were followed for the purpose of review and evaluation;

1-2 Sub-criterion Two: The Strategic Plan of the Faculty of Basic Sciences

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

1. Realism
2. Analysis of the Faculty's environment;
3. The Faculty's strategic plan domains;
4. The Faculty's strategic objectives;
5. The Faculty's implementation plan;
6. The Faculty's opportunity and risk management plan;
7. Benchmarking with corresponding faculties at the national, regional and global levels

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

1. Planning shall be characterized by including development priorities and a clear and appropriate sequence for achieving the objectives.
2. Plans shall be developed in a comprehensive and realistic manner, taking into account the financial, physical and human capabilities and the knowledge and skills needed by graduates.
3. The primary beneficiaries of the Faculty's programs shall participate in the planning processes.
4. Implementation of plans shall be monitored, achievement of short and medium-term objectives shall be verified and outcomes shall be evaluated.

5. Plans shall be reviewed, developed and modified in light of evaluation results and future circumstances.
6. Planning processes shall include the development of appropriate mechanisms for assessing risks and alleviating their impact if they materialize.
7. Identification of elements of the implementation plan of the Faculty of Basic Sciences.
8. The Faculty's strategic objectives shall be developed on the basis of new scientific and research developments and the needs of the labour market.

1-2-3 Evidence and Documents Required for Criterion Two:

- √ Mechanism for determining the selection process of internal and external environment elements
- √ Minutes of meetings, decisions, and recommendations, concerning the preparation of the Faculty's implementation plan
- √ Strategic Plan for five years
- √ The Faculty's procedures and improvement plans shall be based on its review, benchmarking and self-assessment study.

2- Criterion Two: Governance at the Faculty of Basic Sciences

The governance criterion represents the set of laws, by-laws, regulations, and instructions that govern making decisions, taking actions and identifying clear and specific roles of employees within any organization on a high level of transparency and monitoring in order to achieve quality and excellence in the institution's performance. It also represents the methods and mechanisms that are used to identify and apply the objectives. It also aims to achieve the desired balance within the university.

2-1 Sub-criterion One: Legislations

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

1. Policies
2. Laws, by-laws, and regulations
5. Principles, procedures, and standards

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

1. By-laws, and regulations shall be issued in accordance with laws in effect at the Ministry of Higher Education and Scientific Research.
2. The laws, by-laws and regulations shall be in conformity with what is applicable at the University.
3. The policies in force at the Faculty shall be declared to employees and all concerned parties.
4. Transparency in conducting work, and clarity of job titles and functions.

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

- √ Documents identifying the policies, powers, roles, responsibilities and operational procedures at the Faculty and its departments, especially those related to the principles of appointment, promotion, and upgrading.
- √ The laws, by-laws, and regulations of the Ministry of Higher Education and Scientific Research, especially those of interest to the Faculty
- √ Identification of the responsibilities of the Faculty's administration and its employees in a clear manner in respect of job descriptions and their documentation.
- √ Facilitating team work and joint relations among the different departments of the Faculty and its units, as well as encouraging dialogue and communication between them
- √ Performance evaluation and accountability measures

2-2 Sub-criterion Two: Leadership and Management

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

1. Organizational structures for the Faculty and its departments
2. The Faculty council and department councils
3. The functions and responsibilities of the Faculty's councils and committees
4. The job descriptions for the Faculty's employees (faculty members, and staff)
5. Faculty staff performance evaluation

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

1. Availability of an organizational structure for the Faculty covering the academic and administrative sectors.
2. Availability of a clear mechanism for reviewing the organizational structure of the Faculty
3. Availability of a clear policy for selecting the Faculty's Dean, deputy dean, chairpersons of departments and members of committees
4. Identification of the responsibilities and duties of the Faculty's academic and administrative leadership, its committees and departments with binding mechanisms for following up their implementation
5. Defining/ specifying the job description and responsibilities and duties of the Faculty's staff (both academic and administrative staff)
6. Availability of documented clear procedures for performance evaluation and accountability, and documenting them
7. Facilitating team work between the Faculty's departments and its units, and encouraging dialogue and open communication

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

- √ The organizational structure of the Faculty and its departments and the changes it has under gone
- √ Minutes of meetings of the Faculty Council, the department councils and the Faculty's committees and councils
- √ Documents and decisions showing the duties, responsibilities and powers of the Faculty's councils, committees, leaders, and staff
- √ Evidence indicating the commitment of the Faculty's administration and departments to focusing their activities on developing the Faculty's staff and students.
- √ Performance evaluation and accountability files
- √ Faculty members job description files

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 Indicators of Sub-criterion Three:

1. Abiding by all governance standards at the Faculty, (in full transparency)
2. Achieving fairness in respect of duties, responsibilities and equal opportunities for all faculty's employees
3. Defining the bases of procedures for granting incentives and issuing penalties
4. grievance procedures in effect at the Faculty, and the degree of impartiality in implementing them

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

- √ Files of appointment, promotion, upgrading, and termination of services of the Faculty's administrative, technical and teaching staff
- √ Files of sabbaticals and all other kinds of leaves, scientific visits and attending conferences
- √ Files of missions and attendance of training courses
- √ Files of grievance cases and procedures for achieving fairness

3. Criterion Three: Academic Programs at the Faculty of Basic Sciences

The requirements for offering the programs of the Faculty of Basic Sciences shall be defined in such a way that they lead to graduating students with competence in one of the cognitive specializations at the Faculty of Basic Sciences, maintaining high evaluation quality, and continuing review and evaluation for the purpose of improvement and development in line with work requirements. At the same time, the procedures, plans, resources, and components of the Faculty's programs shall be amended in accordance with the circumstances and needs of the community and its institutions. Learning outcomes shall also be evaluated against external benchmarks.

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. The Faculty's policies on admission, equivalence (of courses), and transfer
3. The Faculty's learning and teaching methods
4. Number of students at the Faculty's departments

3.1.2. Indicators of Sub-criterion One:

1. Launching new academic programs on the basis of new developments and labour market needs
2. There shall be a clear mechanism for admission of students.
3. There shall be a clear mechanism for the transfer of students and equivalence of courses of study.
4. The Program's courses shall be in line with courses offered by local and global programs, and there shall be a clear specification of the courses.
5. Academic programs shall be reviewed and developed on the basis of scientific advances in the Program's fields.
6. Theoretical, practical and applied aspects shall be linked together in a manner that leads to upgrading the level students of the Faculty of Basic Sciences.
7. Development and building up study plans at the Faculty of Basic Sciences shall be in a manner that serves their practical aspect to allow students who wish to transfer to engineering or medical faculties or to pursue their higher education there.
8. Transparent dissemination of learning outcomes.
9. The number of students in the Program shall be commensurate with the number of teaching staff members and the number and capacity of teaching laboratories.

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

- √ Action taken to introduce or develop programs
- √ Files on student admission, transfer, and equivalence of courses
- √ Samples of study plans for some courses and matching them with their course specifications
- √ Action taken to develop Faculty programs
- √ Availability of teaching laboratories covering the practical aspects (of the Faculty's programs)
- √ Minutes of the meetings of committees and councils showing the review and evaluation of the Faculty's programs
- √ Mechanism for disseminating learning outcomes

- √ Compatibility of learning outcomes with the Program's objective
- √ Compatibility of the academic programs with the global standards

3-2 Sub-criterion Two: The Study Plan

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

1. Bachelor's programs
2. Graduate programs

3-2-2 Indicators of Sub- Criterion Two:

1. The Bachelor's program study plan shall be prepared so as to provide students with the basic knowledge, skills, and proficiencies of the Basic Sciences specialization, in addition to providing them with general knowledge. The minimum study hours required for getting a bachelor's degree in Basic Sciences shall be commensurate with the requirements of the Accreditation Commission and international standards.
2. The study plans of the programs of the Faculty of Basic Sciences shall be designed in a manner that ensures clear consistency between the theoretical and practical courses in accordance with national and international standards.
3. There shall be a clear scientific sequence to link the courses with each other, and there shall be for each course a description of all its parts and objectives.
4. The courses of the study plan shall constitute the basic knowledge, skills, and competencies of the cognitive areas that constitute the major domains of the specialization.
5. The percentage of the practical courses in the applied specializations such as physics, chemistry, and biology shall not be less than 10% of the total compulsory courses in the study plan.
6. The study plan shall include a course that prepares students for doing scientific research.
7. The study plan shall be evaluated and upgraded on the basis of scientific developments in the fields of Basic Sciences and the needs of the local and international markets.
8. The nature of the graduate programs shall be consistent with the Faculty's vision, mission, and objectives.
9. The plans of the Faculty's graduate programs shall focus on networking with the applied faculties such as the Engineering and Medical faculties.
10. Local and global accreditation criteria shall be taken into account in the preparation of the graduate program's study plan.

11. The thesis or dissertation topic shall be on one of the subjects of the fields of modern scientific research, to meet the needs of the local and international communities.
12. Abiding by the regulations of the Faculty of Graduate Studies with respect to the study plan, and the thesis or dissertation and discussing and defending them.

3.2.3 Evidence and Documents Required for Sub-criterion Two:

- √ Files on the study plans for all the Faculty's programs and plans for their development
- √ Regulations for obtaining the scientific degree of the program
- √ Lists showing the number of faculty members, their exact specialization and their academic ranks
- √ Number of students and the ratio of students to faculty members
- √ Student evaluation regulations and procedures
- √ Minutes of meetings of committees and councils concerned with the development and evaluation of academic programs
- √ Documents on quality assurance follow-up
- √ Student academic guidance documents
- √ Number of scientific theses, dissertations and published scientific research papers
- √ Number of students benefiting from scholarships offered to postgraduate students

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

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

1. Evaluation of student performance
2. Evaluation of teaching staff members' performance
3. Graduates affairs

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

1. Procedures for evaluating students in theoretical courses shall be clarified through the study plans in a way that measures the depth of understanding the terminology of the course.
2. Students shall be evaluated in practical courses on the basis of their performance in the labs through reports they prepared about experiments.
3. Learning outcomes obtained through student evaluation shall be consistent with the program's intended learning outcomes.
4. The evaluation process shall be reviewed on the basis of observations by students and experts.
5. Procedures for evaluating faculty members, and mechanisms for informing them about benefiting from the evaluation process
6. The Faculty shall have statistics on the number of graduates (of each of its programs) who got jobs

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

- √ Documenting employer views concerning their satisfaction with the performance of the Faculty's graduates
- √ Documenting the views of faculty members concerning educational outcomes
- √ Surveying student views on the educational process
- √ Documents showing continued improvement of study plans
- √ Reports of external examiners
- √ The ratio of program graduates who secured/ found jobs during the last two years to the total number of the program's graduates

4. Criterion Four: Scientific Research, Missions, and Innovations

All teaching staff members of the Faculty shall be actively involved in conducting research and publishing its results in specialized international journals. The positive impact of this shall reflect on their teaching performance and supervision of graduate students. Their research contributions shall be included in their evaluation criteria. Reports shall be issued on teaching staff members' scientific production and professional development, which shall be compared to the same at corresponding faculties. Also, the policies, regulations, and means required for

supporting scientific research, missions and innovations shall be identified. Students shall be trained in the scientific method for acquiring knowledge and conducting research. There shall be a clear plan to support and encourage innovation in the field of basic sciences to maintain sustainability.

4-1. Sub-criterion One: Scientific Research

4-1-1 Elements of Sub-criterion One:

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

4-1-2 Indicators of Sub-criteria One:

1. Policies and regulations related to the support and publication of scientific research
2. Provision of financial, physical and information support as needed for conducting research and writing books
3. Study plans shall include courses of study that contribute to preparing students to participate in research
4. Teaching staff members shall be given the academic freedom to conduct research and scientific studies in a manner that serves the Faculty's vision, mission, and objectives, and also impacts planning, development and improvement.
5. Identifying of scientific research priorities on the basis of researchers' specializations and community needs.
6. There shall be a follow-up process for doing and evaluating subsidized scientific research.
7. The Faculty shall demonstrate a clear commitment to policies and procedures related to scientific research, participation in local and global conferences and encouraging innovations. It shall also support participation in joint projects and research conducted with local or global strategic partners.
8. Teaching staff members shall publish books and research papers in scientific international, refereed and indexed journals.

9. The Faculty shall support conducting applied research related to community development
10. Cooperation in conducting joint research with faculties related to the Faculty of Basic Sciences, such as the Faculty of Engineering and Medical Faculties.
11. The Faculty shall provide material and moral incentives to encourage teaching staff members to conduct research.
12. The responsibilities and roles of the committees concerned with scientific research shall be identified.
13. Teaching staff members shall compete for local, regional and global prizes.
14. The benefit obtained by graduate students from subsidized scientific research projects.
15. Teaching staff members shall have patents registered to their names.

4-1-3 Evidence and Documents Required for Sub-criterion One

- √ Annual plan for scientific research
- √ Criteria and principles followed in supporting scientific research projects and following up their implementation
- √ Criteria and principles used in supporting the publication of scientific research projects.
- √ Annual statistics of supported research projects and the amount of expenditure the Faculty provided
- √ Annual statistics of the number of research papers published at the Faculty
- √ Annual statistics of published research papers derived from graduate study dissertations at the Faculty
- √ Statistics of the number of scientific conferences in which Faculty's teaching staff members took part
- √ Samples of research papers published by the Faculty's teaching staff members
- √ Minutes of meetings of the committees and councils concerned with scientific research
- √ Amount of expenditure on prizes and incentives

4-2 Sub-criterion Two: Missions

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

1. Missions for getting Doctoral degrees
2. Research training courses and missions

4-2-2 Indicators of Sub-criterion Two:

1. The Faculty shall have clear policies and well-defined procedures on scholarship and missions, and shall be committed to applying these policies and procedures.
2. The Faculty shall have agreements concluded with scientific institutions for scientific exchange, in respect of teaching staff members, students or the exchange of training experience.
3. The Faculty's budget shall include clear statements in support of sending people on scholarships, missions, and educational exchange.
4. The Faculty shall have clear policies and procedures for selecting persons for scholarships.
5. Following up the affairs of persons sent on scholarships.
6. The role of committees concerned with missions.

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

- √ A five-year plan for missions
- √ Minutes of meetings of committees concerned with missions and the affairs of persons sent on missions (scholarships)
- √ Principles and criteria for missions/ scholarships
- √ Statistics on the number of students on missions/ scholarships and their exact specializations
- √ The scholarship budget
- √ Agreements concluded with universities and other institutions for getting scholarships

4-3 Sub-criterion Three: Innovation

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

1. Scientific innovations
2. Scientific research pilot projects

4-3-2 Indicators of Sub-criterion Three:

1. Policies and procedures related to the support of scientific and entrepreneurship innovations, and mechanisms for their implementation.
2. Faculty teaching staff members shall compete for local, regional and global prizes.
3. Patent registration.
4. The Faculty shall demonstrate a clear commitment to the policies and procedures related to encouraging scientific innovation(s), and it shall support participation in joint pilot projects and research conducted in cooperation with local and global strategic partners.
5. The role of committees and councils concerned with innovation.
6. A summary of the most prominent scientific innovations, activities and research conducted by the teaching staff members, the prizes they obtained, the patents registered to them, and the number of projects carried out by teaching staff members in partnership with other researchers at the local, regional or global level in the previous five years

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

This criterion comprises identification of the requirements necessary to manage, supervise, employ and develop the human, physical and financial resources. These human, physical and financial resources must be sufficient to meet the requirements of the program.

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. Identification of the financial resources necessary for the Faculty of Basic Sciences to ensure achievement of its objectives
2. Financial planning and procedures shall be linked to the mechanism used at the university.
3. Availability of policies and procedures on financial allocation, revenues, and expenses
4. Development of plans to secure long- term financial resources, whether from academic or non-academic parties, and development of plans to manage potential risks.
5. Ensuring responsible and transparent financial management that follows the financial procedures in force at the University. The Dean shall submit a report on the future expenses and needs of the Faculty.

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

- √ Financial planning and budgeting records
- √ A financial allocation mechanism for budget items
- √ Physical resources files, their follow-up and supervision records
- √ The Faculty's allocations within the university's budget
- √ The Faculty's annual financial report

5-2 Sub-criterion Two: Physical Resources

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

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

5.2.2. Indicators of Sub-criterion Two

1. Provision of buildings and infrastructure necessary to achieve the objectives of the Faculty of Basic Sciences
2. Provision of offices for the Faculty's staff
3. Provision of classrooms equipped with learning resources.
4. Provision and on-going modernization of teaching laboratories
5. Provision of research laboratories for Faculty members and the graduate students
6. There shall be a Faculty website that contains complete data about the Faculty.
7. The university shall have a library that contains many reference books for each of the courses of the Faculty of Basic Sciences.
8. Management, monitoring, and maintenance of buildings
9. Procedures for safety and security in respect of facilities and furniture.

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

- √ Records and files for financial sources
- √ Buildings maintenance and follow-up files
- √ Security and safety regulations
- √ Plans for updating / modernizing laboratories
- √ Specialized research laboratories and instruments
- √ Annual statistics on the use of libraries and the Internet

5-3 Sub-criterion Three: Human Resources

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

1. Academic and research staff
2. Administrative staff
3. Information resources and staff
4. Service staff

5.3.2: Indicators of Sub-criterion Three:

1. Policies on recruitment of academic, research and administrative staff
2. Policies to attract competent academic and administrative staff
3. Policies on, and procedures for, tenure, promotion, and upgrading in line with the Faculty's mission and objectives
4. Development of human resources
5. Staff salaries shall be suitable/ adequate in comparison with corresponding faculties at other universities.
6. Availability of clear policies for evaluating teaching and administrative staff
7. Availability of adequate numbers of experienced and competent teaching and administrative staff compatible with national and global standards, for managing the faculty and its programs
8. The Faculty shall have a quality management unit.

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

- √ Documents showing the policies and procedures for attraction, appointment, promotion, tenure, and upgrading
- √ Records of participation of academic staff in conferences
- √ Records of human resources development
- √ Data on human resources salaries
- √ Statistics of the academic ranks of teaching staff members
- √ Statistics of the number of teaching staff members promoted each year

6. Criterion Six: Student Services

Identifying policies, regulations, and procedures concerning student admission, and providing clear information on graduation requirements. There shall be clear and adequate information about procedures followed to correct student misconduct. Students shall be provided with guidance, counseling and advice, and shall be familiarized with their duties and rights, and provided with the necessary support services as required to facilitate their academic achievement and university life. Communication shall be maintained with students who have already graduated.

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

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

1. There shall be a student academic guidance program that provides students with guidance and awareness when joining the program and during their study.
2. Students shall be provided with training courses to serve them in their studies and after graduation.
3. The academic guidance program shall be developed on the basis of evaluation outcomes and feedback.
4. The Faculty shall provide the students with a paper or electronic guide covering the following subjects:
 - The Faculty's vision, mission, and goals
 - Procedures for admission and registration and university fees
 - Students' rights and responsibilities
 - Procedures for psychological and social academic guidance
 - Basic information about programs offered by the Faculty, the courses of each program and its graduation requirements
 - The regulations governing deferment, withdrawal, and absence
 - The opportunities available for obtaining grants or financial loans
 - An academic calendar

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

- √ Documents showing academic, social and psychological guidance for students
- √ Student guidance and counseling committees and minutes of their meetings
- √ Data documenting the number of students benefiting from the counseling program
- √ Forms used in guidance and counseling
- √ Annual reports on the guidance and counseling program and its utilization

6-2 Sub-criterion Two: Support Services

6.2.1. Elements of Sub-criterion Two:

1. Student elections
2. Health services
4. Student facilities
5. Financial services
5. Extra-curricular activities

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

1. Regulations on, and procedures for, student elections
2. Availability of a health centre to serve students
3. Availability of a reception program for new students to inform them about university facilities. The student guide shall be distributed during this reception.
4. Regulations and procedures for grants and loans
5. Instructions on employment of students at the University
6. The Faculty, in cooperation with the student affairs deanship, shall provide extra-curricular activities (sports, cultural and recreational, activities)
7. The role of the student union, and faculty committees in supporting student services
8. The Faculty and the University shall provide qualified staff to supervise student services.

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

- √ Reports of student elections
- √ Reports on the number of students receiving grants or student loans or those benefiting from the student employment program
- √ Number of the students visiting the health centre
- √ Availability of restaurants and kiosks for offering food services
- √ Annual statistics of the number of extracurricular activities
- √ Minutes of meetings of committees concerned with support services

6-3 Sub-criterion Three: Communication with Graduates

6.3.1. Elements of Sub-criterion Three:

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

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

1. There shall be an office to follow up graduates, and this office shall be operated by qualified staff.
2. There shall be databases on graduates, and they shall be maintained and utilized.
3. There shall be two-way communication channels with the graduates on the one hand and the employers on the other, to exchange views about programs offered by the Faculty, to verify the effectiveness of learning outcomes and achievement of the Faculty's vision, mission and objectives

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

- √ Minutes of meetings of committees concerned with communication with the Faculty's graduates
- √ Annual statistics on the Faculty's graduates participation in its activities
- √ Documents showing communication with the alumni club
- √ A survey of graduate and employer views

7. Criterion Seven: Community Service and External Relations

This criterion aims at establishing principles and practices required for community service, strengthening relations with local and regional community institutions and the labor market, holding symposiums/ symposia and scientific, cultural, development and training conferences, as well as strengthening relations with corresponding institutions worldwide, through concluding scientific and research agreements, and encouraging teaching staff members to provide advice to the local community on issues related to their specializations.

7-1. Sub-criterion One: Local Community Service

7.1.1. Elements of Sub-criterion One:

1. Areas of local community development

2. Representation on governance councils

7.1.2. Indicators of Sub-criterion One

1. The Faculty of Basic Sciences shall have a clear policy for strengthening its relationship with the local community and related sectors.
2. The local community shall be represented on some of the Faculty councils and committees concerned with development.
3. The Faculty shall carry out studies to assess community needs, and it shall make contributions to community activities related to the Faculty's specializations.
4. Providing the community with consultancies, training courses, and awareness-raising lectures.
5. Contributions of teaching staff members and students to the service and development of the community.

7.1.3. Evidence and Documents Required for Sub-criterion One:

- √ Documents showing the policies, plans and procedures related to the local community
- √ Annual statistics of the number of surveys, and opinion polls conducted to identify community needs
- √ Documenting statistics of the number of teaching staff members, administrative staff, and students who participated in community service activities
- √ Reports on activities conducted by the Faculty in the service of the community
- √ Administrative correspondence between the Faculty and the local community organizations

7-2. Sub-criterion Two: External Relations

7.2.1. Elements of Sub-criterion Two:

1. Relations of the national level
2. Regional and global relations

7.2.2. Indicators of Sub-criterion Two:

1. The policies governing developing national and global relationships at all levels
2. Availability of clear mechanisms for cooperation at the local, regional and global levels for teaching staff members and students
3. Seeking grants and assistance from national, regional and international institutions and organizations.
4. Participation in conducting studies, projects, and research in cooperation with regional and global researchers and educational institutions.
5. There shall be programs for the exchange of teaching staff members and students with educational and research institutions at the national, regional and global levels.
6. Availability of mechanisms for attracting students from various backgrounds and cultures

7.2.3. Evidence and Documents Required for the Criterion

- √ Documents showing the policies, plans and procedures associated with cooperation at the national, regional and global levels
- √ Samples of memoranda of understanding and agreements concluded between the Faculty and external parties, and the mechanisms for approving and signing them
- √ Mechanisms for following up, evaluating and implementing memoranda of understanding and agreements
- √ Annual statistics on grants and assistance provided to the Faculty from inside and outside Jordan
- √ Annual statistics on joint projects, studies, training courses, conferences and workshops conducted in cooperation with the Faculty and other parties
- √ Annual statistics of the number of students benefiting from cooperation agreements held between the Faculty of Basic Sciences and national, regional and global institutions

8. Criterion Eight: Quality Assurance

Quality assurance management is one of the basic pillars of the effective management model in the academic field, as the quality assurance process at academic institutions aims at applying advanced methods of improvement and development through periodic evaluation of the performance of all of the institution's departments on the basis of local and global standards. Teaching staff members and other staff of the Faculty must be committed to developing their performance and improving the quality of the Faculty's programs. Regular evaluation of the quality of each course must be made and plans must be evaluated on the basis of valid evidence and appropriate standards.

8-1 Sub-criterion One: Faculty 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. The Faculty's administration's commitment to quality assurance criteria
2. Providing physical, financial and human resources for improving quality at the Faculty.
3. Getting all staff of the Faculty involved in the evaluation and development processes for ensuring quality
4. Outstanding achievements and performance improvement shall be recognized.
5. Feedback must be utilized in the improvement process

8.1.3. Evidence and Documents Required for Sub-criterion one:

- √ Plans to improve quality assurance management
- √ A quality assurance guide for the Faculty
- √ Minutes of meetings of committees that follow up the application of the quality assurance criteria

- √ Documents showing the participation of teaching staff members and other staff in the quality assurance processes
- √ Periodic reports on the performance of the Faculty's departments
- √ Training programs on improvement of at the Faculty's quality standards

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

8. 2.1 Elements of Sub-criterion Two:

1. On-going periodic evaluation
2. Quality assurance coverage of inputs, processes, and outcomes
3. Quality assurance coverage of all Faculty programs and staff

8.2.2. Indicators of Sub-criterion Two:

1. Application of quality assurance activities at the various departments of the Faculty
2. Follow-up of the Faculty's quality assurance committees
3. Periodic evaluation of inputs, processes, and outcomes
4. Quality control and improvement

8-2-3 Evidence and Documents Required for Sub-criterion Two:

- √ Minutes of meetings of committees concerned with quality assurance
- √ Reports on periodic evaluation of the Faculty's programs, staff, and services
- √ Evidence and procedures followed in quality assurance management at the Faculty

8-3 Sub-criterion Three: Indicators, Criteria, and Benchmarking

8.3.1. Elements of Sub-criterion Three:

1. Key performance indicators
2. Performance indicators in respect of the Faculty's departments
3. Benchmarking criteria of the quality of the Faculty's performance
4. Feedback
5. Verification/ validation of learning outcomes

8-3-2 Indicators of Sub-criterion Three:

1. Key performance indicators shall be inclusive and measurable.
2. Additional performance indicators and benchmarking criteria for the programs shall be selected in a manner compatible with the Faculty's special character
3. Identification of standard benchmarking criteria for the Faculty's performance quality
4. Some benchmarks for comparing the current performance quality to the former program performance shall be selected; the program shall be compared to other corresponding programs at other institutions and these criteria shall be used in evaluation and report preparation processes.
5. Verification of the learning outcomes and comparing them to requirements of the labour market
6. Feedback on learning outcomes received from teaching staff members and employers

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

- √ Periodic reports on the key and special performance indicators and the areas of their application
- √ Studies or reports related to the benchmarking of the quality of performance of the Faculty and all its departments

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

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

1. Multiple resources of evidence and proofs
2. Feedback received through surveys
3. Verification of the outputs of the learning outcomes

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

1. Verification of conclusions based on interpretations of evidence and proofs of quality by external independent parties
2. Verification of the learning outputs achieved by students in comparison with the requirements of national qualifications and levels achieved by similar faculties
3. Verification of the performance of the Faculty and its departments for Improving quality assurance

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

- √ Comparisons between the Faculty's learning outcomes and those of other similar faculties
- √ Compatibility between outputs and content as per the Faculty's vision, mission, and objectives
- √ Survey of the opinion of teaching staff members, employers, and graduates (to improve quality)
- √ Self-assessment study through feedback received on the Faculty's programs
- √ Plans for improving the Faculty's quality