

HEI: .....

Program: .....



**Ministry of Education and Higher Education (MoEHE)**  
**Accreditation and Quality Assurance Commission (AQAC)**

**Preliminary External Evaluation Report of an Academic Program**

Ramallah, Palestine

December 2009

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Name of Institution: .....

Name of College: .....

Name of Department: .....

Name of Academic Program: .....

Names of Reviewer: .....

Preparation of the report:

Before visit

During visit

After visit

HEI: .....

Program: .....

## Introduction:

Since its establishment, the Accreditation and Quality Assurance Commission (AQAC) seeks to achieve its duties and responsibilities towards Higher Education Institutions (HEIs) to improve the quality of Palestinian higher education. With the aim of achieving this goal, AQAC has adopted external evaluation of HEIs and the academic programs in order to compliment the Self Assessment Study (SAS) prepared by the institution itself, with hopes of encouraging the HEI to strengthen and disseminate the culture of total quality, as well as developing it towards achieving the institution's designated objectives.

## Instructions:

Dear Evaluator:

Below is a set of standards for evaluating an academic program that includes eleven different standards, which were prepared in the form of a short survey using the Likert 5-level scale. Please choose one of the following answers that best defines your evaluation of the availability of the standard:

1. **Excellent, 5 points**
2. **Very good, 4 points**
3. **Good, 3 points**
4. **Acceptable, 2 points**
5. **Poor, 1 point**

Thank you for your cooperation towards a quality higher education in the Palestine

**Head of AQAC**

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Standard I	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Program Vision and General Goals</b>							
1-1 Clearly stated for all relevant individuals including students, teachers, and administrators							
1-2 Consistent with the general values of the institution, college, and department							
1-3 Reflect the needs of the Palestinian society							
1-4 Lead planning, implementation and evaluation procedures for the different phases							
1-5 Maintain specific tools to measure its success							
1-6 Conduct review and development on a regular basis							
Strengths:							
Weaknesses:							
Recommendations:							

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Standard II	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Structure and Content of the Program</b>							
2-1 Include a matrix of knowledge and basic skills							
2-2 Reflect an educational teaching environment – effective learning							
2-3 Symmetric in terms of supplying a diverse range of courses							
2-4 Prepared by committees with a clear reference							
2-5 Indicate the diversity among students (social, economic, and gender based)							
2-6 Consistent with the rules and regulations of the institution							
2-7 There are descriptions of the practical and theoretical aspects							
2-8 Allow for the provision of an indicative plan for the student							
2-9 The number of credit hours is consistent with the time period necessary for acquiring the degree							
2-10 Include appropriate practical training							
Strengths:							
Weaknesses:							
Recommendations:							

Standard III	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Faculty Members</b>							
3-1 Possess qualifications and disciplines that are consistent with the nature of the program							
3-2 Their number is consistent with the number of students admitted into the program							
3-3 Posses sufficient experience and skills in teaching							
3-4 Active in research and development							
3-5 Cooperate towards improving and developing the teaching learning process							
3-6 Diversify the tools used to assess the student achievement and progress							
3-7 Reinforce confidence in students and encourage them towards active participation							
<b>The role of the institution towards to the Faculty members</b>							
3-8 Keen on recruiting members with a high degree of efficiency and experience							
3-9 Maintain records of all faculty members, whether full time or part time							
3-10 Provide mechanisms to evaluate the faculty members							
3-11 Provide accountable training plans for developing the capacities, capabilities, and skills of the faculty members							
3-12 Provide bylaws and regulations that guarantee employees' rights, duties, hiring, promotion, economic burden and resignation ...etc							

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Strengths:

Weaknesses:

Recommendations:

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Standard IV	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Intended Learning Outcomes (ILOs)</b>							
4-1 Consistent with the vision of the program, college, and institution							
4-2 Documented at the level of the topic, course, and program							
4-3 Written clearly and with detail							
4-4 Reveal specialization and diversification between the different courses within the program							
4-5 Relate both practical and theoretical aspects							
4-6 Meet the requirement of professional graduation							
4-7 Revealed in the design of the course, its contents, the tools for evaluation, and education resources							
4-8 Students have advance knowledge of ILOs							
4-9 Meet the aspirations of both the beneficiary sector and the national development plan							
4-10 Comparable to similar regional and international programs							
4-11 Determine the specificity of the program and what distinguishes it from other programs							
4-12 Conduct evaluation through accountable and announced mechanisms that may be verified							
Strengths:							
Weaknesses:							
Recommendations:							

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Standard V	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Curricula/courses</b>							
5-1 Include various and modern evaluation methods to measure the intended learning outcomes							
5-2 Balance between the theoretical and practical aspects							
5-3 Entail modern features and is responsive to new developments							
5-4 Provide sufficient opportunities for higher skills development of students							
5-5 Well designed and directed							
5-6 Provide opportunities for self-learning development of students							
5-7 Include a real competition with internationally accepted standards							
5-8 The content and context relate to the current needs of the Palestinian society							
5-9 Reflect the balance between general and specific knowledge							
5-10 Reflect the ethical aspects of the program							
5-11 Indicate the horizontal and vertical sequences to the different levels of the program							
5-12 Balance between the main and secondary needs of the program							
5-13 Achieve the program's mission and objectives							
5-14 Update and develop educational courses on a regular basis							

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Strengths:

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Standard VI	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Teaching and Learning Tools</b>							
6-1 Combine the strategy of the faculty members between teaching and learning							
6-2 Use lectures that were prepared in advance							
6-3 Utilize Information and Communication Technology (ICT) efficiently and effectively							
6-4 Grant students academic support in most cases							
6-5 Make constant use of feedback							
6-6 Faculty members constantly exchange good practices							
6-7 Reflect positively the faculty member's research results on the teaching and learning tools							
6-8 There is an approved plan for practical training							
6-9 There are approved methods for assessing results of practical training							
Strengths:							
Weaknesses:							
Recommendations:							

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Standard VII	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Resources &amp; facilities that support students' learning</b>							
7-1 books, periodicals , Arabic & English references related to the program are available in the library							
7-2 electronic resources related to the program are available in the library							
7-3 library resources related to the program are constantly updated							
7-4 information technology resources in the library are facilitated to all students							
7-5 Access to Information Technology labs is easy and facilitated							
7-6 Internal and external computer networks are used effectively and in a wide range							
7-7 The number of available computers is appropriated to the number of students							
7-8 lecture halls are suitable for teaching process							
7-9 lecture halls are adequate for the students of the program							
7-10 labs are sufficient to achieve the program objectives							
7-11 labs and technical facilities are suitable for the program							
7-12 The appropriate academic and research infra structures for the success of the program are available							
7-13 A student guidance program on the means of using resources and educational services is available							

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7-14 A teaching and healthy environment in the public, academic, and training facilities is available							
7-15 General services for counseling, health care, and transportation are available for faculty members and students							
Strengths:							
Weaknesses:							
Recommendations:							

Standard VIII	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Mechanisms of Students' Evaluation and Assessment</b>							
8-1 Combine narrative knowledge with higher cognitive and analytical skills							
8-2 Contain arrangements for internal and external arbitration relating the student evaluations							
8-3 Assign tasks to students to correspond with the necessary level							
8-4 Administer exams and home works that are reflective of the content of the courses							
8-5 Administer exams and grades with equity and transparency							
8-6 Relate the level of student achievement to the intended learning outcomes							
8-7 Directly relates to measuring the level of higher knowledge and skills gained by the student							
8-8 Provide clear tools for arbitration and revision of exams before being distributed to students							
8-9 The multi-patch system is applied to achieve the highest level of justice and transparency							
8-10 Exams are flexible and realistic and correspond to the instructions of the ministry and/ or institution							
8-11 Provide a wide range of appropriate tools							
8-12 Encourage self learning							
8-13 Students are made aware of the evaluation system utilized by the program in advance							

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Strengths:

Weaknesses:

Recommendations:

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Standard IX	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Graduates</b>							
9-1 The graduate receives appropriate professional training							
9-2 Most of the graduates receive recognition and confidence in their different workplaces, including the teaching sector							
9-3 Many graduates pursue their higher education with no problems							
9-4 Many graduates clearly contribute to the national employment							
9-5 The style of work of the graduates in the last 3 years corresponds to the vision and objectives of the program							
9-6 There are mechanisms to review the graduates' attributes in accordance with changes in the labor market							
9-7 Follow-up mechanisms and surveys are available to measure the efficiency of graduates at work							
Strengths:							
Weaknesses:							
Recommendations:							

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Standard X	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Scientific Research</b>							
10-1 A sufficient budget is available for scientific research							
10-2 There is clear objectives and specific policies for activating scientific research							
10-3 Plans are available for developing and activating scientific research							
10-4 Results of continuous assessment are used for development and improvement							
10-5 Clear mechanisms are employed for exchanging experience and scientific research with others							
10-6 A mechanism is adopted for publication and supporting scientific research							
Strengths:							
Weaknesses:							
Recommendations:							

Standard XI	1	2	3	4	5	Sources of evidence (documents, observation, interview, focus group ..)	Information sought
<b>Internal Quality Assurance System</b>							
11-1 Permanent and continuous self evaluation that is documented at the level of the program, college, and institution							
11-2 Documented standards and plans to ensure quality							
11-3 Standards of integrity, transparency, and accountability are achieved							
11-4 Adhere to national standards							
11-5 Reveal points of strength and weakness							
11-6 Allow for creativity and excellence							
11-7 Include the participation of all related individuals including students, academics, employers, and external peers							
11-8 Follow clear procedures that include problem identification and placing serious action plans that solve any issues of quality at the right time							
11-9 Presents statistics to the institutions' administration that are necessary for more realistic administrative decisions							
11-10 Include a clear record of the intended learning outcomes at the level of the program							
11-11 Provide a wide range of training programs on daily life skills							
11-12 Organize training workshops constantly to disseminate the culture of quality assurance							
11-13 Make use of feedback in various an effective ways							
11-14 Develop a culture based on awareness and commitment to quality assurance and improvement							

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11-15 Organize various programs to develop teachers in general and to prepare the new teachers in particular									
11-16 Network between the programs of the institution and other similar programs outside									
11-17 Focus on an all encompassing evaluation of the program including interventions, procedures, and outcomes									
Strengths:									
Weaknesses:									
Recommendations:									

Name of Reviewer: .....

Signature: .....

Date: .....