



هيئة اعتماد مؤسسات التعليم العالي وضمان جودتها

Accreditation and Quality Assurance Commission
for Higher Education Institutions

التصنيف الأردني للجامعات
المعايير والإجراءات

Jordanian Ranking for Universities
Criteria & Procedures



جميع الحقوق محفوظة الطبعة الأولى

2017-2018



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His Majesty King Abdullah II Bin Al Hussein



His Royal Highness Prince Hussein Bin Abdullah II

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Message from the President of the Accreditation and Quality Assurance Commission for Higher Education Institutions

The criteria and procedures of Jordanian Ranking for Universities had been prepared and issued in view of and in implementation the following consideration points:

- The fact that the process of Ranking Jordanian for Universities is one of the main duties of the Accreditation and Quality Assurance Commission for Higher Education Institutions;
- Article (4) of Commission Law No. (20) of (2007), as amended, which identifies the objectives of the Commission as follows:
 - To improve the quality of higher education in the Kingdom and maintain its quality,
 - To motivate the higher education institutions to open up and interact with universities, scientific research institutions and international accreditation and quality control commissions,
 - To develop the higher education institutions using measurement criteria that are in line with international standards.
- Article (7) Item (a) of the Commission Law, authorizes the Commission to develop criteria for university rankings, and to apply and review them periodically with a view to achieving the highest standards;
- A contribution by the Commission to develop the outcomes of the Jordanian higher education institutions and to enhance their competitiveness on the national, regional and international levels.

The commission presents with pleasure this Guide with its five criteria which are in line with the best international rankings, taking into account the special characteristics of our Arab universities, including clearly defined quantitative indicators to be applied scientifically and within a clear timeline. This is out of its keen interest to realize effective and on-going collaboration with the Jordanian universities. This Guide has been prepared by a team of experts and specialists in the field of ranking by applying a collaborative approach with public and private universities in Jordan. It is our hope that the Guide will be an adequate reference and a comprehensive source which will be utilized by the Jordanian and for the Arab universities through subscribing at the first ranking on the Arab level.

This Guide will help universities to prepare the ranking file in a precise

manner in order to obtain the rank they deserve among the universities that applying the Jordanian Ranking for Universities, and to help them to be prepared for international ranking at a later stage.

In addition, universities can obtain further information about ranking by participating in workshops that are periodically conducted by the Commission, or through communicating with the Commission's Quality Assurance Directorate.

The Accreditation and Quality Assurance Commission for Higher Education Institutions extends its gratitude and appreciation to the valuable contribution made by the members of the ranking committee, translator and Syntax checker for all their efforts in preparing this guide in its excellent form and content. It is our hope that those in charge to provide the Commission with their comments and suggestions on the content of this guide to modify and update it in the future editions, or after applying it on Higher Education Institutions.

Our Prophet Mohammad (Peace May Be Upon Him) says: (That Allah loves us to master our work).

**President of the Accreditation and Quality Assurance Commission for
Higher Education Institutions
Prof. Dr. Bashir Al Zu'bi**

The Jordanian Ranking for Universities Preparation Committee

Prof. Mohammad Othman Othman	Chairman
Prof. Hani Ahmad Abu-Qudais	Member
Prof. Mohammad Ismail Al-Widyan	Member
Prof. Falih Abdu-Hafiz Al-Saweer	Member
Dr. Ali Abdul-Ghani Yaghi	Member
Dr. Raed Salim Al-Shadfan	Member
Dr. Ahmad Mohammad Mansour	Executive assistant

Introduction

Ranking for higher education institutions is considered a relatively new system. The few countries which apply this system strive to achieve a solid higher education system. The United States of America was the first country to issue ranking for universities in 1983. A group of international, local, scientific and commercial ranking schemes emerged later. Ranking represents a way to evaluate universities via assessing their academic programs, research activities and quality of their learning outcomes. These activities are made available to the targeted students who wish to join the university in order to help them make the right choice, to universities' management who are keen to learn about their universities' strengths and the areas that need improvement for the purpose of improving the competitive positioning of their universities. They enable decision makers to launch optimal educational policies which lead to academic excellence for their nations.

Thus, the goal of the Jordanian Ranking for Universities is to assess the current status of the participating universities in accordance with a selected set of global criteria which are in conformity with the Arabic context, in relation to their counterparts which shall provide them with an incentive to participate in global ranking for the purpose of narrowing the gap between them and the best universities at the world.

The Jordanian Ranking for Universities is based on giving the participating university an overall score according to five major performance indicators which reflect its capability and excellence on the following themes: teaching and learning, scientific research, internationalization, quality of graduates and academic accreditations. These themes have been selected upon reviewing most international rankings, namely: Shanghai, QS and Times. Afterwards, universities are ranked according to the overall score which is calculated as the sum of the scores of the university in all (29) indicators out of (1000) scores.

It should be noted that two timelines have been adopted to apply the ranking criteria. The academic year has been adopted as a reference timeline to measure academic indicators, while the Gregorian year has been adopted as a timeline to measure research indicators, because the research database issues the approved reports covering a Gregorian year. As such, the research work achieved between the two timelines shall be credited in the coming year. For indicators that are of financial nature, the Gregorian year has been adopted to measure them in order to match the annual budget.

The academic and the Gregorian year used as a reference to measure the Jordanian Ranking for Universities' indicators, which will be the first version issued in September 2017 as it is stated in the regulations.

Jordanian Ranking Criteria for Universities

1. Criterion One: Teaching and Learning (Score: 250)

The Teaching and Learning Criterion includes six indicators which reflect the university's interest in teaching process and its outcomes through: providing the adequate number of qualified teaching staff who have been recruited from various prestigious international universities, and who are responsible for teaching the courses offered in curricula with an optimal academic load that allows the faculty members to conduct various teaching and research activities, and to use modern technology and the appropriate teaching methodologies. These indicators also reflect the university's capability of attracting outstanding students and fulfilling their requirements of the various academic and administrative aspects in order to obtain their satisfaction, which can be measured through a survey designed for this purpose. (**Appendix 1**), hence, the indicators of this criterion in details:

No.	Indicator	Measurement	Timeline Period	Source	Score
1-1	Faculty staff members : student	Equivalent number of faculty staff / Total number of students	Academic year 2016-2017 (Average of the first and second semesters)	University	50
1-2	Academic load	Number of courses credit hours / Equivalent number of faculty staff	Academic year 2016-2017 (Average of the first and second semesters)	University	50
1-3	Electronic and blended learning	Number of electronically implemented courses / Total number of offered courses	Academic year 2016-2017 (Average of the first and second semesters)	University	50
1-4	Academic degrees	Number of teaching staff members who hold academic degrees from prestigious international universities / Equivalent number of faculty staff	Academic year 2016-2017 (Average of the first and second semesters)	University	25
1-5	Admission averages	Sum of the averages of admitted students / Total number of admitted students	Academic year 2016-2017	University	25
1-6	Student satisfaction	The overall result of the satisfaction survey of students who are expected to graduate from the educational institution in the first and the second semester	Academic year 2016-2017	Accreditation Commission	50

2. Criterion Two: Scientific Research (Score: 250)

The Scientific Research Criterion includes eight indicators which reflect the degree of the university's interest in graduate studies programs, inventions, scientific research and publishing refereed scientific journals through: encouraging the involvement of the faculty and research staff members to publish, allocate necessary internal and external funding for distinguished researches, and discharging faculty members completely for this purpose or recruiting body searchers. All of the above will realize good results on the quantity, quality and impact of the research output on the national and global knowledge production.

It should be noted here that the timeline periods for this criterion indicators are as follows: Indicators (2-1), (2-6) and (2-7) are measured according to the academic year timeline period. Indicators (2-2) and (2-3) are measured according to the Gregorian year timeline period, which starts on the first of January and ends on the thirty-first of December of the specified year because the external database issues its approved special reports for the Gregorian year. Indicators (2-4) and (2-5) are measured according to the Gregorian year timeline period for financial nature, hence, the indicators of this criterion in details:

No.	Indicator	Measurement	Timeline Period	Source	Score
2-1	Graduate studies programs	Number of offered graduate studies programs / Total number of academic programs at the university	Second semester 2016-2017	University	40
2-2	Research citations	Number of citations of published research for the university / Number of full-time teaching and research staff members	The previous five Gregorian years: 2011-2015	Elsevier -Scopus Database	40
2-3	Research output per staff member	Total number of published research papers for the university / Number of full-time teaching and research staff members	The previous five Gregorian years: 2011-2015	Elsevier -Scopus Database	40
2-4	External funding for scientific research projects	The amount of external funds for scientific research / Annual expenditure on scientific research	The average of the three Gregorian years: 2014-2016	University	35
2-5	Scientific research allocations per staff member	Annual expenditure on scientific research / Number of full-time teaching and research staff members	The average of the three Gregorian years: 2014-2016	University	35
2-6	Full-time researchers	Number of full-time teaching and research staff members fully dedicated to scientific research / Number of full-time teaching and research staff members	The academic year 2016-2017	University	30
2-7	Patents	Number of patents registered nationally or internationally	The academic year 2016-2017	University	20
2-8	Refereed scientific journals	Number of refereed and indexed scientific journals issued by the university	Valid	Elsevier - Scopus Database	10

3. Criterion Three: Internationalization (Score: 150)

The Internationalization Criterion includes eight indicators reflecting the university's good reputation and its international fame through its capability to market itself internationally through cultural exchange agreements and attracting international students from various parts of the world; through its engagement in hosted or joint academic programs with international universities at the undergraduate and graduate levels.

This Criterion also resembles the proficiency and quality of its teaching staff members through their work as editors of or members of the editorial boards of refereed international scientific journals, through their participation in academic conferences or in joint international research projects which will result in joint publication with international researchers; through attracting some from prestigious international universities to spend their sabbatical leaves as host university. This Criterion also indicates the ability of the university to attract a number of distinguished teaching and research staff members to join it to enhance its international reputation.

It should be noted the timeline periods for the indicators of this Criterion are as follows:

Indicators (3-1), (3-2), (3-4) and (3-5) are measured according to the academic year period. Indicators (3-6) and (3-7) are measured according to the Gregorian year timeline period, which starts on the first of January and ends on the thirty-first of December of the specified year, because the external database issues its approved special reports for the Gregorian year, hence, the indicators of this criterion in details:

No.	Indicator	Measurement	Timeline period	Source	Score
3-1	International students	Number of international students / Total number of students	The academic year 2016-2017	University	20
3-2	Visiting students	Number of visiting students according to student exchange agreements / Total number of students	The academic year 2016-2017	University	20
3-3	Members of the editorial boards of international journals	Number of the teaching staff who are editors or on the editorial boards of refereed international journals	Valid	University	15
3-4	Foreign teaching and research staff members	Number of foreign teaching and research staff members / Total number of full-time teaching and research staff members	The academic year 2016-2017	University	20
3-5	Sabbatical leaves at international universities	Number of the teaching and research staff members who are on sabbatical leave at prestigious international universities	The academic year 2016-2017	University	15
3-6	Research output published in the proceedings of international conferences	Number of research papers published in the proceedings of international conferences	The average in the two Gregorian years 2015-2016	Elsevier -Scopus Database	20
3-7	Joint research	Number of research papers published jointly with at least one foreign co-author / Number of research papers published in the university	The average in the two Gregorian years 2015-2016	Elsevier - Scopus Database	20
3-8	Joint or hosted teaching programs	Number of joint or hosted Bachelor's or graduate academic programs with Arab, regional or international institutions	Valid	University	20

4. Criterion Four: Quality of University Graduates (Score: 200)

The quality of graduates criterion includes three indicators which reflect the ability of the university to graduate academically and professionally qualified students who are in high demand by the job market due to their employers' satisfaction. These indicators also reflect the distinguished academic and research capabilities of its graduates which enable them to pursue their graduate studies in various universities, hence, the indicators of this criterion in details:

No.	Indicator	Measurement	Timeline Period	Source	Score
4-1	Employers' knowledge of graduates' reputation	The total result of the employers' reputation graduates' survey (Appendix 2)		Accreditation Commission	75
4-2	Ratio of graduates' employment	Number of graduates employed during the first two years after graduation / Total number of graduates in those two years	The previous two academic years 2014-2015 and 2015-2016	University	75
4-3	Ratio of graduates' enrollment in graduate studies programs	Number of university graduates who are enrolled in graduate studies programs during the first two years after graduation / Total number of graduates in those two years	The previous two academic years 2014-2015 and 2015-2016	University	50

5. Criterion Five : Academic Accreditation (Score: 150)

The academic accreditation criterion includes four indicators which reflect the level of quality that the university has achieved through obtaining the quality assurance certificate issued by the local or international accreditation and quality assurance commissions, either at the institutional or the specific academic programs level which enhance the university's good reputation, academic programs, graduates' quality, students and faculty members, hence, the indicators of this criterion in details:

No.	Indicator	Measurement	Timeline Period	Source	Score
5-1	Local Quality Assurance Certificate for the university	Attainment of the national Quality Assurance Certificate from the National Accreditation and Quality Assurance Commission	Valid	Accreditation Commission	40
5-2	Rankings and international Quality assurance Certificates for the university	Number of international rankings and Quality Assurance Certificates obtained by the university	Valid	University	40
5-3	Local quality assurance certificate for academic programs	Number of academic programs obtaining national quality assurance certificate from the Local Accreditation Commission / Total number of academic programs at the university	Valid	Accreditation Commission	35
5-4	External accreditation and quality assurance certificates for academic programs	Number of academic programs obtaining external accreditation and quality assurance certificates / Total number of academic programs at the university	Valid	University	35

Requirements and Provisions of Applying the Jordanian Ranking for Universities

No.	Requirements / Provision
1.	The Jordanian Ranking for Universities is mandatory to the Jordanian universities, and is issued annually starting from September 2017 within the result of the Jordanian Ranking for Universities 2017/2018 .
2.	Non- Jordanian universities are entitled to apply the Jordanian Ranking for Universities.
3.	The university applying for ranking should have been established at least four years before applying and should have graduated at least one cohort of its students.
4.	A university shall not be included in the ranking result, if there is an evidence that has been provided inaccurate data.
5.	The university applying for ranking committed to provide the Accreditation Commission with a list of a maximum of (100) enterprises where its graduates work. The list shall contain the following information: the name (title) of the enterprise, the name of the liaison officer, the telephone number and the e-mail, in order for the Commission to forward it for the employer’s satisfaction of the university graduates’ survey.
6.	The Commission shall charge each university applying for ranking (2000) Two Thousand Jordanian Dinars.
7.	In case of a university didn’t send the information required for ranking, or being late, it shall be considered refrained from the ranking process and shall bear all financial and legal consequences.

Calculating Scores Formulas applying to the Jordanian Ranking for Universities:

1.	For each indicator, except (1-1) and (1-2): The Score For University (B) = The score assigned to the indicator X (the value achieved by University (B) in that indicator / the maximum value achieved in that indicator).
2.	For indicators (1-1) and (1-2): The Score For University (B) = The score assigned to the indicator X (the maximum value achieved in that indicator / the value achieved by University (B) in that indicator).
3.	The second formula applied in calculating the two below indicators: 1-1. Faculty staff members : student and, 1-2: Academic load

The Timeline of Jordanian Ranking for Universities

No.	Timeline
1.	The Accreditation Commission issues the regulations of the Jordanian Ranking for Universities in November 2016 at the latest.
2.	Universities shall submit applications for ranking by the end of June 2017 at the latest.
3.	The committee of Jordanian Ranking for Universities which is issued by the Accreditation Commission Board shall verify the information provided by the universities and visit them - if necessary - during July 2017.
4.	The Accreditation Commission shall issue the ranking results by the end of August or the middle of September 2017.

The Procedures of Jordanian Ranking for Universities

No.	Procedure	Action	Responsibilities
1.	The university applies for ranking	In accordance with the Requirement and Provisions of the Ranking	Accreditation Commission
2.	Filling the ranking application	In accordance with the information application form	The university applying for ranking
3.	Data collection	Databases of the universities applying for ranking	Accreditation Commission
4.	Data verification	Verification of data included in the application for ranking by various means	Accreditation Commission - Committee of Jordanian Ranking for Universities
5.	Data processing	Processing universities databases and issuance of the Jordanian Ranking for Universities	Accreditation Commission - Committee of Jordanian Ranking for Universities
6.	Issuance and publication of the Jordanians' Ranking for Universities results	Approval of the Jordanian Ranking for Universities' results and publishing them in accordance with the Accreditation Commission Board decisions	The Commission Board - Committee of Jordanian Ranking for Universities
7.	Feedback	Providing universities applying for ranking with a report indicating general and specific rank of the university based on the total average for each criterion and indicator	Accreditation Commission

Glossary

1. Academic Year:

The academic year consisting of the first and second semesters according to the timeline period for each indicator.

2. The Equivalent number of faculty staff:

The number of faculty staff members in the educational institution which is calculated as the total number of full-time PhD holders in addition to MA degree holders whose number shall not exceed 20% of the number of PhD holders and part-time lecturers whose number shall not exceed 20% in accordance with the methodology for calculating the number of faculty staff members executed by the Accreditation Commission.

3. Academic Load:

The total number of credit hours offered in the class schedule for each teaching staff member according to the timeline period specified for the indicator.

4. Courses Conducted Electronically- partially or completely:

The number of courses in which teaching and learning takes place by using, fully or partially any e-learning system or any learning management system, such as: Blackboard, Moodle or others.

5. Admitted Students' Grade Averages:

The sum of the students' grades admitted to the Bachelor's degree program to the total number of students admitted to the program in accordance with the timeline period for the indicator.

6. Prestigious International Universities:

Universities which are listed among the first eight hundred ranked universities in any of the following ranking systems: Shanghai, QS, THE.

7. Graduate Studies Programs:

The academic programs after the Bachelor's degree, such as: Ph.D., Master's degree, High diploma.

8. Academic Programs at the University:

The academic programs which lead to obtaining a university degree that is approved by the University Board of Trustees and accredited by the Accreditation Commission and the Ministry of Higher Education and Scientific Research.

9. Joint or Hosted Bachelor and Graduate Studies Programs:

The academic programs at the university which are approved by the University Board of Trustees, licensed by the Higher Education Council, accredited by the Accreditation Commission and are hosted by the university or jointly offered with local or foreign academic institutions in accordance with agreements accredited by the Accreditation Commission or the competent authority in the state.

10. Scientific Citations of Published Research:

The degree of citations of new research in relation to previously published research in that journal. The citation index reflects the importance of the published research works in the field of specialization. The higher the citation index is the better.

11. Elsevier-Scopus Database:

The largest international database for refereed and reviewed abstracts and extracts, and precise web resources. It was launched in 2004. It provides researchers with resources in a modern, fast, easy and comprehensive manner in order to support their research needs in the scientific, technological, medical, social and humanities fields. It is owned by Elsevier Publishing Co., and is available on the internet via subscription. It also enables searching for specific information about authors and editors in the same manner as the published articles, H- Index and extracts.

12. Published Scientific Papers:

Scientific research is the organized method of gathering and verifying information and documenting it in an objective and analytical manner. Scientific research is conducted through scientific methodological steps in order to arrive at newly predicted or new theories based upon previous studies, and is published in a scientific journal that is specialized in publishing specialized articles in a certain field after it is refereed by a number of specialized referees. The scientific journal has to be included in Elsevier – Scopus Database.

13. External Entities:

Any local or foreign entity which supports research projects for the university.

14. Registered Patents:

Patents that are locally or internationally registered and authenticated by a registration certificate. Patents that are in the process of registration and/or documentation shall not be considered.

- 15. Refereed Scientific Journals:**
The number of the refereed journals that the university issues and which are included in Elsevier-Scopus Database.
- 16. International Students:**
Students in the university from other countries and do not hold the Jordanian nationality who are registered for a degree.
- 17. Visiting Students:**
Students from abroad and do not hold the Jordanian nationality who are registered for an academic degree, courses or special training courses according to student exchange programs and agreements with external higher education institutions.
- 18. Student Exchange Agreements:**
Agreements concluded by educational institutions among themselves, in virtue of which students of one of the two participating institutions in a program may fully or partially study the program in the other country. The aim is to acquire new experiences and enhance students' social and cultural development and increase cultural exchange.
- 19. Editor of a Refereed International Academic Journal:**
The teaching staff member who works as an editor for one or more refereed international academic journal. S/he reviews the articles submitted to the journal in order to decide to proceed with the process of publication. Afterwards, the editor selects and communicates with a number of researchers who are specialized in the same field of the article. After receiving the referees' decisions, the editor makes the final decision as to publish the article, reject it or return it for modifications.
- 20. Member of the Editorial Board for a Refereed International Scientific Journal:**
A teaching staff member who works with a refereed international scientific journal as a specialized evaluator of research submitted by researchers requesting publication in the journal. S/he evaluates the research, writes a report about it expressing his/her opinion about the scientific value and the presentation methodology of the research along with his/her recommendation as to whether to publish it, reject it or return it for modification.
- 21. Foreign teaching and Research Members:**
Teaching and researchers in the academic institution who are non-Jordanians but Arab or foreign nationality.

- 22. Published Joint Scientific Papers:**
Published studies and scientific papers that are published in journals indexed by Elsevier-Scopus database and which are jointly authored by at least one foreign author, or more.
- 23. Survey of Graduates Reputation among Employers:**
The survey distributed by the Accreditation Commission to enterprises employing graduates of the university upon which the quality of the graduates of the university undertaking ranking is assessed by choosing and ranking the best ten universities. Each university taking part in the scheme of ranking shall provide the accreditation commission with names of a maximum of a hundred enterprises employing university graduates every year.
- 24. Student Satisfaction Survey:**
The survey distributed by the Accreditation Commission to students of the university undergoing ranking upon which the degree of student satisfaction of the indicators of the teaching and learning processes and services provided to them during the whole period of study is assessed. The minimal number of students surveyed shall not be less than (5%) or (100) students expected to be graduated.
- 25. Graduates Employment:**
The number of university graduates who have been employed during the first and second years after graduation of the year preceding the ranking year.
- 26. University Graduates Enrolled in Graduate Studies Programs:**
The number of university graduates who are enrolled in graduate studies programs - either in the same university or in other local or foreign universities - during the first and the second years of graduation in the year preceding the ranking year.
- 27. Local Quality Assurance Certificate for the University:**
The Quality Assurance Certificate at the institutional level that is granted by the Accreditation Commission to the Jordanian university, or its equivalent granted to the non-Jordanian university that desiring to be within the Jordanian Ranking for Universities.
- 28. International Quality Assurance Certificates:**
International quality assurance certificates which are recognized by the Jordanian Accreditation Commission, provided the Commission with all details pertaining to that certificate, the procedures for obtaining it and the issuing entity.

29. Local Quality Assurance for Programs Certificate:

The Quality Assurance Certificate at the academic programs level that is granted by the Accreditation Commission to the Jordanian universities, or its equivalent granted to the non-Jordanian university that desiring to be within the Jordanian Ranking for Universities.

30. International Accreditation of Academic Programs:

International and professional accreditations for academic programs, which are recognized by the Jordanian Accreditation Commission, provided the Commission with all details pertaining to that certificate, the procedures for obtaining it and the issuing entity.

Appendix No. 1

Student Satisfaction Survey

Dear student:

The aim of this survey is to gather data about the level of student satisfaction of the teaching, learning and general services provided by the university to its students, as one of the requirements for awarding the Jordanian Ranking for Universities which is conducted by the Jordanian Accreditation Commission for the purpose of improving the higher education outcomes and motivating higher education institutions to arrive at a higher level of international competitiveness.

Due to the importance of your contribution in making this ranking scheme successful, the Commission would like you to express your opinion about each paragraph precisely and objectively. Please note that all information obtained by this survey shall be treated in a completely confidential manner and shall be solely used for the purpose of ranking.

University:	
Name: (optional):	
Gender:	
Program (undergraduate – graduate Studies) :	
Academic year:	

PART ONE: Registration, Advising and Student Support**Please specify the level of your satisfaction about each of the following:**

No.	Paragraph	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
1.	The available information about the university and its programs					
2.	Registration Procedures					
3.	Courses Adequacy					
4.	Academic advising					
5.	Professional counseling					

PART TWO: Learning Resources**Please specify the level of your satisfaction about each of the following:**

No.	Paragraph	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
6.	Classrooms and laboratories					
7.	The library and its services					
8.	Internet services					
9.	Teaching and learning methodologies					
10.	Availability of information technology					

PART THREE: University Environment and Provided Services

Please specify the level of your satisfaction about each of the following:

No.	Paragraph	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
11.	Safety and security systems on campus					
12.	Extracurricular activities and facilities					
13.	Health services					
14.	Transportation and vehicle parking					
15.	Facilities for exercising religious rituals					
16.	Facilities for those with special needs					
17.	Food, soft drinks and recreational services					
18.	Housing services					
19.	University life in general					
20.	Student clubs					

PART FOUR: Teaching Process

Please specify the level of your satisfaction about each of the following:

No.	Paragraph	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
21.	Student participation in governance councils					
22.	Implementing institutional integrity					
23.	Organization of lectures					
24.	Courses contents and objectives					
25.	Faculty's care about students' advancement and development					
26.	The relationship among students and employees					
27.	The relationship among students and teaching staff members					
28.	Quality of teaching staff members					
29.	Quality of academic programs					
30.	Learning outcomes					
31.	Suitability of learning outcomes to job market					
32.	Scholarship programs policy					
33.	Graduation projects and scientific research					
34.	The academic reputation of the university					

PART FIVE: Student Assessment Processes and Motivation

Please specify the level of your satisfaction about each of the following:

No.	Paragraph	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
35.	Assessment methods					
36.	Fairness of assessment					
37.	Grants and loans					
38.	Work-study opportunities					
39.	Incentives and punishments					

PART SIX: General Assessment

Please specify the level of your satisfaction about each of the following:

No.	Paragraph	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
40.	Friends and relatives joining the university					
41.	General assessment of the level of satisfaction about the university					

Appendix No. 2

Employers' Satisfaction of University Graduates' Survey

Dear Employer,

The aim of this survey is to gather data about the degree of employers' satisfaction of university graduates. This is one of the requirements for the Jordanian Ranking Scheme for Universities which is conducted by the Jordanian Accreditation Commission for the purpose of improving higher education outcomes and institutions to achieve a high level of international competitiveness.

Because your contribution is important to make this ranking scheme successful, the Commission requests that you name ten universities from the attached list of universities (attached) participating in this ranking scheme whose graduates you prefer to employ.

Thank you for your kind cooperation

Name of the enterprise (optional):	
Sector:	
Year of establishment:	
Total number of employees in the enterprise:	

Ranking of universities employer favorite for graduates

No.	Name of university in descending order from the best down to the least
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

Attached: List of universities participating in the ranking.