

Amman Arab University for Graduate Studies

**The Congruence between the BA
Programs of English at the Public
Universities in Jordan and the
Developed Quality Assurance
Standards**

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**A Dissertation Submitted in Partial Fulfillment for the Degree
of Doctor of Philosophy in Curricula and Methods of
Teaching English As a Foreign Language**

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On September 2004

The Discussion Committee:

1- Professor Dr. Awatef Ali Sheir **Chairman**
Signature

2- Professor Dr. Fareed Kamel Abu Zeineh **Member**
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4- Professor Dr. Riyad Fayez Hussein **Adviser**
Signature

Dedication

I dedicate this humble work to two people in my life, my mom and my daughter Ola, who always show love and appreciation. It is through the grace of God, and their help is the reason that I am where I am today.

Acknowledgment

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Abstract

This study is an attempt to measure the quality assurance of the English programs provided by the public universities in Jordan for the BA Degree. The Hashemite University is studied as a representative of the public universities. The study developed a set of standards derived from the private universities criteria, goals and objectives of the English program in the frame of the Jordanian society.

The main question raised by the study is: What is the degree of congruence between the English language EFL programs for the BA degree at the Hashemite University and the developed standards for quality assurance? The study raises the following sub-questions:

- 1- What is the degree of agreement between the students' ability to communicate in English and the developed standards?
- 2- What is the degree of agreement between the students' ability to understand the aspects of the foreign culture and the developed standards?
- 3- What is the degree of agreement between the students' ability to use the English language to further their knowledge in other disciplines and the developed standards?
- 4- What is the degree of agreement between the students' ability to demonstrate understanding of the nature of English compared to Arabic and the developed standards?
- 5- To what extent do students benefit from their command of English as members of the societal community according to the developed standards?

The English program consists of three phases, the input: the students registered in the program, the process: all the elements that form the teaching

of English as a foreign language, and the students' competence and performance as the output of the program.

Instruments used to collect data are:

- 1- Students' questionnaire designed to measure the five aspects of learning a foreign language; communication, cultures, connection, comparison and community. The questionnaire was subject to judgment by experts, and validity and reliability were insured after piloting the questionnaire.
- 2- Faculty members' questionnaire designed to elicit data on faculty members' qualification, job satisfaction, instructor/students ratio, curriculum evaluation, input evaluation, output evaluation, employment of teaching strategies, research, counseling and job orientation to students, and community service. Validity and reliability analysis proved to be acceptable.
- 3- Documents from the English Department at the Hashemite University about the facilities and resources.
- 4- Interviews of some faculty members of the English department at the Hashemite University and the University of Jordan in order to support the findings of the study, and a number of the Hashemite University graduates.

The students' sample consisted of the students registered at the English Department in the Hashemite University for the BA Degree. One hundred and ninety one students filled out the questionnaire forms. The faculty members' sample of the study consisted of the faculty members of the English Department at the Hashemite University. 17 out of 20 filled in the questionnaire.

The answer to the main question was that the degree of congruence between the English language EFL programs for the BA degree at the

Hashemite University and the developed quality assurance standards was below average. The sub questions were answered as follows:

- 1- The students' ability to communicate in English is below average according to the developed quality assurance standards.
- 2- The students' ability to understand the aspects of the foreign culture is below average according to the developed quality assurance standards.
- 3- The students' ability to use the English language to further their knowledge in other disciplines is on the average according to the developed quality assurance standards.
- 4- The students' ability to demonstrate understanding of the nature of the English language compared to Arabic is on the average according to the developed quality assurance standards.
- 5- The students' benefit from their command of English as members of the societal community is on the average according to the developed quality assurance standards.

Analyzing the English program offered at the English Department at the Hashemite University reveals the fact that the program has some problems according to the developed standards. These problems can be solved as follows:

- 1- The weak input's problem could be overcome by conducting an entry test for the program, and providing pure language skills courses in the first two semesters. A graduation project or a comprehensive exam is also recommended.
- 2- Curriculum problems could be solved by increasing the number of courses in English as Department requirements from 75 credit hours

to 99 credit hours. The dominance of literature in the courses requires creating harmony between language, linguistics and literature courses, allowing students to specialize in one of the three fields.

- 3- Increasing the number of the faculty members could cover shortage in the number of instructors. Faculty members should be entitled to attend training courses in teaching strategies and counseling courses, besides other courses. Community service could be encouraged by enabling faculty members to serve the community under the supervision of the department.
- 4- Research budget is in an urgent need to be increased. Studies on the societal needs are recommended prior to restructuring the English department.

The researcher put forward the following recommendations for future studies:

- Needs analysis for the job market.
- Needs analysis for the students of the English Departments.
- Restructuring the English Departments at the Jordanian Universities to meet the Quality Assurance requirements.