



**Philadelphia University**

**Faculty of Arts**

**Department of English Language and Literature**

**Undergraduate Student Handbook  
(2021 – 2022)**

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This handbook, which is also available on the web, contains important general information for students undertaking the Undergraduate Degree programme in the Department of English Language and Literature. It includes information about the Degree Programme in the Department but not descriptions of individual course units (modules). Details of the modules you may take are given in a separate document called Undergraduate Course Catalogue. An electronic version can be consulted on the Department Web site at [www.philadelphia.edu.jo/article.asp](http://www.philadelphia.edu.jo/article.asp)

Your degree program is subject to regulations contained in the **University Students Guide**. This departmental handbook interprets the regulations and your tutors may give advice, but the University Students Guide defines the regulations.

## **1. GENERAL INFORMATION**

### **1.1 Mission Statement**

The Mission of the Philadelphia University English Department is to be a national and regional leader in the provision of excellent instruction and meaningful research in English Language and Literature in the context of an intellectually stimulating and challenging environment. The Department's major task will be to help its students develop the relevant life-long theoretical, practical, and analytic competencies with emphasis on critical thinking, independent judgment, sensible argumentation, and both national and global cultural awareness, which will help them become well-rounded, creative, competent and responsible citizens.

### **1.2 Key Academic Staff**

#### **2018-2019**

##### **Dean of the Faculty**

Dr. Mohammed Obaidallah  
[m\\_obaid@philadelphia.edu.jo](mailto:m_obaid@philadelphia.edu.jo)

##### **Head of Department**

Dr. Areen Khalifeh  
[AKhalifeh@philadelphia.edu.jo](mailto:AKhalifeh@philadelphia.edu.jo)

### **1.3 Tutors**

As soon as you are enrolled in the Department, a tutor will be assigned for you. This tutor is one of the academic staff members in the Department who will guide and help you throughout your stay in the Department.

### **1.4 Registration**

Admission criteria are issued by the Higher Education Council, which governs all private universities. First year students must attend the University and they will be given a full timetable for the introductory activities. Departmental and University registration must be completed at the time specified in the introductory timetable. Returning students must also register in the times specified

during the introductory week. You may consult the University calendar at the web page <http://www.philadelphia.edu.jo/event.asp>

## **1.5 Timetable**

Lectures timetable is published separately from this book and is available on the University web site. Whilst every attempt is made to timetable reasonable combinations of course units (modules), various constraints make some combinations and outside options impossible. If you have a timetable problem, please consult your personal tutor in the first instance.

## **1.6 Use of Notice Boards**

Official notices are posted on the Department notice board and on the Faculty general notice board on the fifth floor of the Faculty. Notices are often also posted on the University web site. Electronic mail is also used extensively for communication with the Department and University. Each lecturer provides the students with his/her e-mail at the beginning of the term. Most official information including copies of this handbook, the undergraduate course catalogue, and timetables are available on the English Department Web pages (<http://www.philadelphia.edu.jo/>), (<http://www.philadelphia.edu.jo/arabic/arts-en.asp>). This also includes directories of staff.

## **1.7 Health and Safety in the University**

The University has a Health and Safety Committee, which comprises representatives of all services within the University. It is the responsibility of this committee to investigate complaints and potential hazards, examine the cause of all accidents, and carry out periodic inspections of all areas of the University. When registering as a student, you will be required to accept the University code of behaviour which relates to health and safety in the University buildings.

### **1.7.1 Buildings**

The Department comprises two kinds of buildings: Class Rooms and Language Laboratories. The class Rooms are all in the main Faculty building. The Language Labs are in the University Language Centre Building. The buildings are generally open between 08.00 and 19.30 (Sunday – Thursday). In accordance with University policy, smoking is prohibited throughout all buildings.

### **1.7.2 Emergency Evacuation**

It is the responsibility of every individual to familiarise themselves with the Faculty's buildings and be aware of the fire exits (which are clearly marked).

- After evacuation of any building please assemble well away from the building and do not block any exit.
- Do not return to any building until authorised to do so.

### **1.7.3 Fire Action**

Fire Action notices and important telephone numbers are located at all floors of the Faculty and all staff and students should make themselves acquainted with this routine.

On hearing the continuous alarm you should evacuate the building immediately by the nearest exit.

### **1.7.4 Operating the Fire Alarm**

The manual fire alarm system can be activated by breaking the glass in the red contact boxes sited at strategic points throughout the premises.

### **1.7.5 Use of Fire Appliances**

Fire appliances are sited at strategic points throughout the Faculty to deal with fires. Fires should only be tackled provided there is no personal danger and after the alarm has been set off.

### **1.7.6 First Aid**

In case of a medical emergency, you can get first aid from the health centre located near the Nursing Faculty.

### **1.7.7 Personal Difficulties**

Please inform the head of Department or your tutor of any difficulties with which the Department can be of assistance.

## **2. PROGRAMME OVERVIEW**

### **2.1 Aims and Learning Outcomes of the Programme**

The Department offers the degree of BA (in 4 years). The Department, being one of the best in Jordan, with its excellent teaching quality, provides a very rich learning environment for undergraduates. Sections 2.1.1 and 2.1.2 details the aims and learning outcomes of this programme, respectively.

#### **2.1.2 Learning Outcomes**

Upon the completion of the English Language and Literature program requirements  
a

student will be capable of:

1. Using the English language for effective communication, and mastering the four basic skills; reading, writing, listening and speaking.
2. Analyzing English literary texts; distinguishing literary genres and literary eras; grasping texts through their historical contexts.
3. Recognizing literary theories and using them in critical analysis.

4. Developing critical and analytical thinking gained through the analysis of English literary texts.
5. Distinguishing and analyzing English grammatical structures and acquiring the knowledge and skill related to (disciplines of language/ branches of linguistics) such as linguistics, discourse analysis, pragmatics and semantics.
6. Using modern methods of teaching English as a foreign language.
7. Acquiring cultural transparency which will enable the student to respect cultural differences and appreciate cultural diversity and its impact on literary and cultural production.
8. Mastering the use of research methods and information technology to develop critical and analytical thinking in the fields of language English and literature.
9. Being committed to professional and academic ethical standards.
10. Developing team work and a constructive professional character.

## 2.2 Overview of the Programme Structure

The system of study at Philadelphia University is the courses system that depends on the credit hours. Each academic year consists of two semesters and an optional semester (the summer semester). An individual course of lectures is known as a "**course unit**" or a "**module**". Each module may have one or more prerequisite modules. The curriculum contains modules that are from University Requirements, Faculty Requirements, and Department Requirements, in addition to elective University, Faculty and Department modules. Each module has 3 credit hours per week. However, some modules are supported by tutorials and some continuous assessment.

You are required to successfully complete 44 modules (132 credit hours), summarised as follows:

- |      |                                   |                   |            |
|------|-----------------------------------|-------------------|------------|
| - 8  | modules (University Requirements) | (27 credit hours) | ( % 20.45) |
| - 9  | modules (Faculty Requirements)    | (24 credit hours) | ( % 18.18) |
| - 24 | modules (Department Requirements) | (81 credit hours) | ( % 61.36) |

These modules are listed in the following sections. The information given here is extracted from the Programme Specifications for the degree programme. The specifications are published separately.

## 2.3 Module Organisation

### 2.3.1 Credit Rating

In the courses system, there are no pass requirements from one year of study to another. However, the total number of your successfully completed credit hours is only used to classify you in the corresponding year of study as shown below:

First Year	less than 30 credit hours
Second Year	between 30 and 72 credit hours
Third Year	between 72 and 102 credit hours
Fourth Year	between 102 and 132 credit hours

When you register for modules, you should follow the academic guidance plan that the Department arranges for you. In fact, you can register on any module only if you have taken its prerequisite(s), with the exception that you can register on the module and its prerequisite only if you are in the graduation semester.

In each semester, you can register for at least 12 credit hours and at most 18 credit hours. However, in the semester in which you are expected to graduate you can register for up to 21 hours. The complete four years academic guidance plan is listed in **Appendix A** of this Handbook.

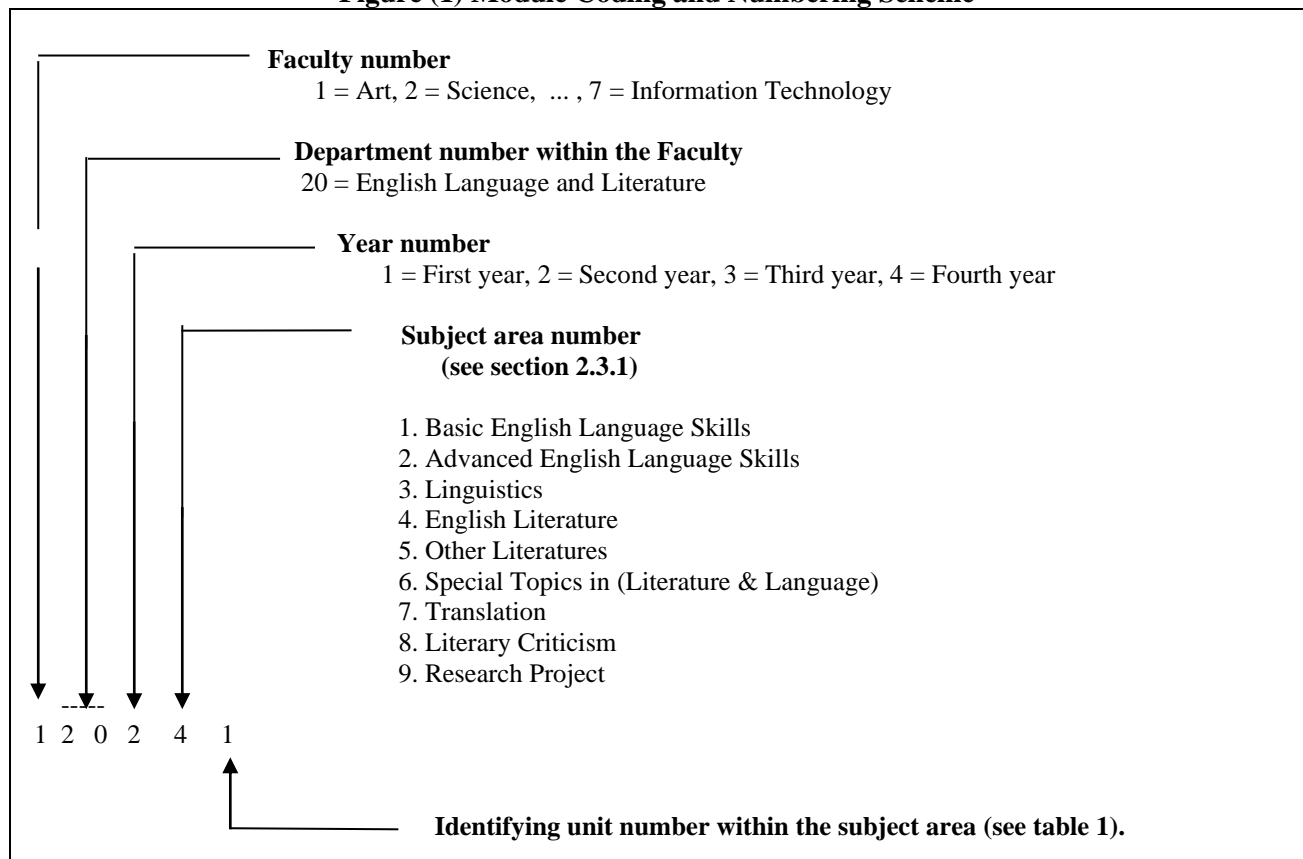
The programme covers the following areas in English Language and Literature:

1. **Basic English Language Skills**
2. **Advanced English Language Skills**
3. **Linguistics**
4. **English Literature**
5. **Other Literatures**
6. **Translation**
7. **Literary Criticism**
8. **Supporting**
9. **Research Project**

The taught modules in each area are shown in Table (1), where each module is identified by a module number that consists of six digits according to the University numbering scheme. For example, the number of the module "Introduction to Literature" is 120251. The numbering scheme is described in Figure (1).



**Figure (1) Module Coding and Numbering Scheme**



**Table (1) Taught Modules in the Different Areas**

The Compulsory Specialization Modules (DR), (UR) and (FR)	The Elective Specialization Modules (FE&DE)
<b>(1) Basic English Language Skills</b> 120113 Reading Comprehension 120118 Listening and Speaking 120115 Basic Writing: from Sentence to Paragraph	<b>Basic English Language Skills</b>
<b>(2) Advanced English Language Skills</b>  120227 English Grammar 120214 Advanced Reading 120216 Advanced Writing: The Essay 120319 Debate and Dialogue	<b>Advanced English Language Skills</b>  -----

<b>(3) Linguistics</b>  120234 Phonetics 120220 Linguistics 120325 Syntax 120335 Phonology  120337 Morphology 120426 Semantics 120424 Discourse Analysis	<b>Linguistics</b>  120328 Sociolinguistics
<b>(4) English Literature</b>  120251 Introduction to Literature 120353 Poetry 120356 Novel 120354 Drama	<b>English Literature</b>  120459 World Literature 120482 Seminar in Literature 120486 Analysis of Literary Texts
<b>(5) Other Literatures</b>  120458 American Literature	<b>Other Literatures</b>  -----
<b>(6) Translation</b>  120372 General Translation	<b>Translation</b>
<b>(7) Literary Criticism</b>  120484 Introduction to Literary Theory and Criticism	<b>Literary Criticism</b>
<b>(8) Supporting</b>  120462 Methods of TEFL (1) 120463 Methods of TEFL (2) 120138 Western Thought And Culture	-----
<b>(9) 120498 Research Project</b>	-----

### 2.3.2 Modules Availability

The modules described here and in the Undergraduate Course Catalogue are those modules that we offer each year. However modules may be cancelled if they are chosen by too few students or for other necessary reasons. The portfolio of modules is reviewed every year and the availability of a particular module in the coming year is not a guarantee of availability in subsequent years.

### 2.4 Programme Structure

The BA in English Language and Literature programme offers the opportunity for students to choose a study pathway which reflects their own changing and developing interests. It aims to

develop strengths in areas of language, literature, and translation, and gives the students the opportunity to extend their interests in each of these areas.

A graduate of this degree programme should therefore have a good command of the English language and a good understanding of English literature, in addition to the basics of the art of translation. He or she is expected to fulfil all the general aims of the programme listed in section 2.1.1.

#### **2.4.2 Modifying Module Choices**

After setting your plan and enrolling on modules as described in section 2.4.1, you can change your module choices as follows:

- In each semester, one week after lectures start (three days for summer semester), you can add or withdraw modules. Normally, no changes of modules will be permitted after these dates except for the withdrawal mentioned below.
- In the first instance, you should discuss any plan to change modules with your primary tutor. You must check that the new module you wish to take is a valid option for your degree programme and find out if there are likely to be any timetable problems. If there are timetable clashes this will probably prevent you from changing module.

#### **2.4.3 Research Project Module**

The Final Year Project is an important integrative module, which invites you to apply your knowledge, skills, and academic ability to a specific problem or issue in one of the areas which the Department programme covers. The project demands skills in researching and documenting materials, verbal and written expression, and encourages you to tackle issues of your liking. However, you have to discuss your choice of topic with your tutor and the Department before you can proceed with your project. The time allocated to the project is one semester.

### **3. TEACHING, LEARNING AND ASSESSMENT**

#### **3.1 Work and Attendance**

The University regulations governing the Work and Attendance of students are given in the Student Guide 2007/2008. Full attendance is required at all lectures, language labs, and any tutorials, which may be scheduled. Completed assignments or term papers should be handed in on time. Attendance at lectures is monitored and attendance registers kept. Please note that you are required to undertake approximately 50 hours per week of study i.e. an average of 3 hours private study will be required for every scheduled module and some of you may require much more time than this. Being a full time student means that your attendance is mandatory and absence for holidays is not permitted in term-time. The experience of the Department confirms that lack of attendance leads to study problems. However, if you do have problems you should consult your subject tutors or personal tutor. In addition, failure to attend can result ultimately in refusal by the University to allow you to sit the degree examinations. The duty of the lecturer is to keep continuous review of the work and attendance of the students whom he/she teaches. If the rate of your absentia in a module is greater than 15% of the completely accredited hours and you have no acceptable justification, then you will be excluded from that module. If the Dean of the Faculty accepts your justifications for absence, then you are mentioned as *withdrawn* without being refunded the registration fees. A formal

process is defined to tackle the problem of any student whose work and attendance appear unsatisfactory. Direct approaches by lecturer to solve the problem are as follows: he/she may choose to issue an "informal" warning, which has a precisely defined format and permits recovery of the situation. If this proves unsatisfactory, a "formal" warning is issued. This is again of a precisely defined format. Failure to recover the situation at this stage leads to an exclusion from the course. A copy of this correspondence is held in the student's file.

## **3.2 Assessment**

### **3.2.1 Examinations**

In each semester, there are two 1-hour mid-term exams and one final 2-hour exam (at the end of the semester). For the mid-term exams, the lecturer returns to you, after one week of the examination time, your marked answer sheet with some feedback for you to check. Whereas the final exam is unseen and you can obtain your marks from the Admission and Registration Office or directly from the University web site at most after 72 hours of the examination time.

At the end of each semester, the timetable of the final exam of the next semester is set by the Admission and Registration Office to help and guide you in choosing your modules for the next semester. The two mid-term exams are set by the Department and the syllabus of each module contains their timetable. The lecturer of the module will also inform you about this timetable in the first lecture of the semester.

For the graduation project module, you should submit your final project report to the Department in the fourteenth week of the semester. In the fifteenth week, a committee will assess your project work, report, and presentation.

### **3.2.2 Role of Internal and External Examiners**

For each module, the Department assigns a module coordinator and an internal examiner who is one of the senior staff members. If many lecturers teach the same module concurrently, they should suggest exam questions (for the first, second and final exams) and run the same exam for all sections. The main coordinator of the module will collect these questions from lecturers and select some of them to be in the exam paper. The internal examiner moderates the exam paper.

On the other hand, external examiners validate the standard of degree program. The external examiners are expected to look at the question papers, inspect a selection of scripts and project reports (particularly those on borderlines). They supply an assessment report to the Department.

### **3.2.3 Criteria for Assessing Examination Work**

**First class (90 – 100 marks):** First class answers demonstrate depth of knowledge or problem solving skills, which is beyond that expected from a careful and conscientious understanding of the lecture material. Answers will show that you

- have a comprehensive knowledge of a topic (often beyond that covered directly in the program) with an absence of misunderstandings;
- are able to apply critical analysis and evaluation;
- can solve unfamiliar problems not drawn directly from lecture material and can adjust problem solving procedures as appropriate to the problem;
- can set out reasoning and explanation in a logical, incisive and literate style.

**Upper Second Class (80 – 89 marks):** Upper second class answers provide a clear impression of competence and show that you

- have a good knowledge base and understanding of all the principal subject matter in the program;
- can solve familiar problems with ease and can make progress towards the solution of unfamiliar problems;
- can set out reasoning and explanation in a clear and coherent manner.

**Lower Second Class (70 – 79 marks):** Lower second class answers will address a reasonable part of the question with reasonable competence but may be partially incomplete or incorrect. The answer will provide evidence that you

- have a satisfactory knowledge and understanding of the principal subject matter of the program but limited to lecture material and with some errors and omissions;
- can solve familiar problems through application of standard procedures;
- can set out reasoning and explanation which, whilst lacking in directness and clarity of presentation can nevertheless be followed and readily understood.

**Third Class (60 – 69 marks):** Third class answers will demonstrate some relevant knowledge but may fail to answer the question directly and/or contain significant omissions or incorrect material. Nevertheless, the answer will provide evidence that you

- have some basic knowledge and a limited understanding of the key aspects of the lecture material;
- can attempt to solve familiar problems albeit inefficiently and with limited success.

**Pass (50 – 59 marks).** Answers in this category represent the very minimum acceptable standard. Such answers will contain very little appropriate material, major omissions and will be poorly presented lacking in any coherent argument or understanding. However the answer will suggest that you

- have some familiarity with the general subject area;
- whilst unable to solve problems, can at least formulate a problem from information given in a sensible manner.

### **3.2.4 Appeal Procedures**

If you have good reason to question a mark you have been given (in mid-term exams or in coursework), you should in the first instance approach the module lecturer. If the problem is not solved, you may approach your primary tutor. He/she will find the appropriate solution with administrative structures.

Problems with final examinations are resolved by submitting complaints or appeals in writing (within three days of the announcement of examination results) to the Department. Such requests are forwarded to the Examination Committee of the Faculty. The Department and the examination committee will consider these cases and check if there is any mistake in the summation of the marks and so on.

### **3.2.5 Unfair Practices**

The University treats attempting to cheat in examinations severely. The penalty is usually more severe than a zero in the paper concerned. More than one student have been dismissed from the University because of this. Plagiarism, or copying of course work, is also a serious academic offence as explained in the University guidelines.

### **3.2.6 Department Guidelines on Plagiarism**

1. Coursework, exercises, reports, and essays submitted for assessment must be your own work, unless in the case of group projects a joint effort is expected and is indicated as such.
2. Unacknowledged direct copying from the work of another person, or the close paraphrasing of somebody else's work, is called plagiarism and is a serious offence, equated with cheating in examinations. This applies to copying both from other students' work and from published sources such as books, reports or journal articles.
3. Use of quotations or data from the work of others is entirely acceptable, and is often very valuable provided that the source of the quotation or data is given. Failure to provide a source or put quotation marks around material that is taken from elsewhere gives the appearance that the comments are ostensibly your own. When quoting word-for-word from the work of another person quotation marks or indenting (setting the quotation in from the margin) must be used and the source of the quoted material must be acknowledged.
4. Paraphrasing, when the original statement is still identifiable and has no acknowledgement, is plagiarism. A close paraphrase of another person's work must have an acknowledgement to the source. It is not acceptable for you to put together unacknowledged passages from the same or from different sources linking these together with a few words or sentences of your own and changing a few words from the original text: this is regarded as over-dependence on other sources, which is a form of plagiarism.
5. Direct quotations from an earlier piece of your own work, if not attributed, suggest that your work is original, when in fact it is not. The direct copying of one's own writings qualifies as plagiarism if your work has been or is to be presented elsewhere, and you fail to properly document and acknowledge this fact.
6. Sources of quotations used should be listed in full in a bibliography at the end of your piece of work.
7. Plagiarism is a serious offence and will always result in imposition of a penalty. In deciding upon the penalty the Department will take into account factors such as the year of study, the extent and proportion of the work that has been plagiarized, and the apparent intent of the student. The penalties that can be imposed range from a minimum of a zero mark for the work (without allowing resubmission) through caution to disciplinary measures (such as suspension or expulsion).

### **3.3 Assessment Regulations**

Most modules have some continuous assessment, such as assignments, essays, tutorials, seminars, and examinations. Assignments and any coursework must be submitted by the due dates and any submission after these dates will not be assessed. The proportions of coursework and examination are set out in the detailed syllabus for each module.

The examination and continuous assessment marks are combined to form a single mark out of 100 for each module. This mark is divided as follows: 30% of the total mark is given for a mid-term exam, 30% are given for coursework and/or seminars, projects, or essays, and 40 % for the final exam that may be a written exam only or a written exam plus viva (if applicable), final small project, or seminar presentation. The 40% of the final exam is from the University regulations. The minimum pass mark is 50% for any module.

When you do not sit the final exam without any excuse, you will get the "University zero" (i.e. 35%) if your collected mark during the term was less than or equal to 35%. Otherwise, you will retain your collected mark. In both cases, you have to reenroll on this module and study it again. On the other hand, if you have a certified excuse approved by the lecturer, the Department Head, and the Faculty Dean, then you can submit a request for "incomplete" that lets you sit the exam,

which is normally held at the first two weeks of the semester that follows (note that there is no 'incomplete' exam in the summer semester).

On the other hand, a committee of three staff members including the supervisor of the project assesses the graduation project module. The project's assessment includes the supervisor mark (35%) and the discussion committee mark (65% given as follows: 20% for project presentation, 25% for report writing, and 20% for defendant discussion).

### **3.4 Awards and Scholarships**

The top first and sometimes the top second students graduating from the Department are offered a Philadelphia University Scholarship to do their Master's Degree at the Department if they choose to stay in Academia and do their higher studies. The Scholarship covers 50% of the University fees, plus a maintenance allowance of 100 JD monthly. In return the scholar(s) are expected to do some Department work under the supervision of the Head of the Department. There is also the possibility of sending first-class graduates of the department abroad to do their PhDs if the Department needs more teaching staff than it has. In fact, at the moment a student, Lama Saleh, has got a scholarship from the University to do her PhD abroad. In addition to these two possibilities of awards, any students with an average of 90% and above in the Tawjihi (Jordanian High School Certificate) wishing to join our BA programme will be given full scholarship that covers all their University fees and study costs.

## **4. STUDENT PROGRESSION**

### **4.1 Progression**

To pass the degree, you need to successfully complete 44 modules of different requirements; University, Faculty, and Department. The pass mark of any module is 50%. Your progress in the programme is measured according to the number of credit hours that you have successfully completed. The level (year) in which you are in depends on that number of credit hours. Another thing which is vital for your assessment and progression is the accumulative average that should be at least 60% in each semester. Consequences of unsatisfactory progress may include:

- Failure to progress to the next year,
- Failing to graduate,
- Dismissal from the programme

If you fail some modules, you cannot be considered in the next level. However, this does not prevent you from taking modules of the next level as long as you have taken their prerequisites.

Failing in a compulsory module means that you have to register on this module in the next semester. This can be repeated three times until you pass the module. If you failed to pass the module in the third time, then you would have a choice to take an alternative to it only if you are in the graduation semester. However, if the module you failed was an elective one, then either you register on the same module in the next semester or take another elective instead.

You have to pay attention to your accumulative average that should be not less than 60%. You will be warned if you could not obtain the 60% in each semester. In this case, you are encouraged to repeat studying those modules with low marks in order to increase your accumulated average. Note that, repeating modules may delay your graduation so you may graduate in more than four years.

The maximum allowed period for you to stay at the University is seven years. However, you will be dismissed from the programme if this average is not achieved in the third attempt.

You can graduate and pass the degree if you have successfully completed all Degree requirements and your accumulated average is at least 60%. Failing to get an average of at least 60% in the graduation semester means that you will not be awarded the BA Degree, and you have to register in the next semester to repeat some modules with low marks in order to achieve the required average.

The average is graded as follows:

84% - 100%	Excellent
76% - < 84%	Very good
68% - < 76%	Good
60% - < 68%	Fair

## **4.2 Change, Interrupt, Withdraw, and Transfer from the Programme**

### **4.2.1 Changing Your Choice of Modules**

You can change your choice of modules as described in section 2.4.2.

### **4.2.2 Interruption of Degree Programme**

Any interruption (taking at most 2 years) of your degree programme requires special permission from the Faculty. Regulations state that a BA degree is a continuous 4-year period of study. Permission will only be granted if satisfactory reasons are given. A written case with supporting evidence must be presented to the Faculty. Reasons might include prolonged illness. Consult your tutor for advice.

### **4.2.3 Withdrawal from Modules**

A late withdrawal from a module incurs loss of its fees. If you are contemplating withdrawing from a module, please discuss the situation with your personal tutor at the earliest opportunity. You should follow the following University regulations in this context:

- You can withdraw a module at most during the thirteenth week of the first or second semester and at most during the seventh week of the summer semester.
- You can withdraw modules as you wish. However, you have to make sure to keep the minimal number of modules required for each semester (3 modules).

### **4.2.4 Transfer between Departments**

- If you are contemplating any change of Faculty or Department, consult your primary tutor as soon as possible.
- You can change your Department by filling a special form at the beginning of the semester. It is only required that the Tawjihi average imposed in the new faculty or department must be less than or equal to your Tawjihi average. A specialized committee will decide what courses will be retained from your actual Department.



## **5. STUDENT SUPPORT AND GUIDANCE**

### **5.1 Deputy Dean Office**

The Deputy Dean Office is mainly for students advisory services. It deals also with all routine undergraduate enquiries. Problems, which cannot be dealt with by the Deputy Dean, will be referred to an appropriate person in the Department or University.

### **5.2 Academic Guidance**

All new students should have academic (personal) tutors. The new students are grouped into 20 – 50 students groups and each group is assigned to an academic staff member who will be their academic tutor for the four years. The students remain with the same tutor till their graduation. The tutor deals with all routine undergraduate inquiries, advises for academic registration at the beginning of each semester, and any other problems that may arise. However, problems, which cannot be dealt with by the tutor, will be referred to the Head of the Department, the Dean of the Faculty, or to an appropriate member of the academic staff. Students needing help and guidance should observe the office hours of their tutors. Office hours appear at the door of each office, and in the module syllabi.

The Deputy Dean office also offers advice upon request. The advisory service offers advice on departmental and University matters and helps with anything that concerns you, whether in your studies, at the Department, the University, or in your life outside the University. The advisor is available with knowledge of the Department and University and who is willing to listen and help with whatever you bring. Note that

- All visits to the advisory service offices are strictly confidential.
- If you have difficulties with material on particular course units you should normally first approach your tutors (or lecturers/project supervisors). You may also consult your tutors on matters that are more general but you can equally well call in at the Deputy Dean Offices.
- If you have health problems, you are welcome to consult an advisor in the Department but may prefer to go directly to your doctor or to the University Clinic.

Feel free to make use of these services at any time on any matter.

### **5.3 Students Affair Deanship**

Confidential, individual counselling on any matter affecting personal well-being or effectiveness is available at the Philadelphia University Students Affair Deanship. The Deanship sees well over a hundred students a year and gives expert advice on problems such as low motivation, personal decision making, relationships, anxiety and family difficulties. People there are willing to help you in finding fresh ways of coping with the emotional and personal aspects of problems and seek to do so in a collaborative, straightforward and empowering way with the individual concerned. Advice is also available concerning referral to other services, helping others and dealing with common student problems such as exam anxiety.

The Deanship is open from 8.00 AM to 4.00 PM, from Sunday to Thursday throughout the year and appointments can be made by calling into the office of the Dean of Students affairs. All inquiries will be treated confidentially.

## **5.4 Tutoring Arrangements**

Some of your modules will have tutorials, where you can discuss topics on a module and run through exercises. Usually, the lecturer of the module runs the tutorial. There will be an opportunity for you to ask questions on matters you do not understand.

As you have a personal tutor from the beginning of your University life, your tutor is here to help you in your way through University life. He/she will watch your progress and offer help and advice wherever necessary. If you get into difficulties, you should contact your personal tutor or visit the Deputy Dean at the earliest possible opportunity. Do not let things slide until it is difficult to retrieve the situation, especially if you are getting behind with your work. Your personal tutor will also advise you on your choice of modules, on departmental or University procedures and will provide references for jobs and other purposes.

Course lecturers are always available to discuss questions or problems with the module material. Each lecturer fixes at least six office hours on his/her timetable, which is fixed on his/her office door. You can call at these hours. For any reason, if these lecturers could not see you at these office hours, they may arrange an appointment at another time. It is important that any matter that affects your ability to work is reported to the Department - through your personal tutor, through the Deputy Dean or otherwise. The following are examples of matters that may affect your work: illness, personal or family difficulties (including illness in the family) or financial problems. In assessing your performance, the Department has a policy of trying to compensate for difficulties you have encountered whilst studying. We can only do this if we are notified of difficulties and have some idea of their extent.

## **5.5 Student Presentation and Feedback**

### **5.5.1 Staff Student Liaison Committee**

In each academic year, the Department forms a staff student liaison committee that is composed of student representatives who are elected from different levels and three staff members. The committee meets at least twice each semester and may discuss any matter of concern which cannot be resolved informally. The staff members of the committee are members of the Department and principally are the academic tutors.

Feedback from students on modules and teaching is important to us, particularly for the role it plays in ensuring and enhancing the overall quality of the programme. The objectives of this committee are:

- to provide a unique forum of staff and students for the discussion of new ideas and for solving problems;
- to form the basis for the representation of students' views within the department;
- to take students' opinion on academic matters including degree programme and syllabuses and form part of the Department's quality assurance and enhancement procedures;
- to provide an opportunity for students to learn about and contribute to the development of quality assurance and enhancement procedures in their Department

### **5.5.2 Module Coordination Committee**

Sometimes the number of students enrolled in a module could be large, so this number is divided into more than one section (class) and these classes could be run by more than one lecturer. Such modules need coordinators to coordinate between different classes. For each class, a student

representative is elected by the class students to be a member of the module coordination committee that contains also the lecturer of each class of that module. At the beginning of each semester, the Department issues a list of module coordinators. The module coordination committee meets at least twice per semester to coordinate everything related to that module. The main objectives of this committee are:

- To ensure that all classes have the same syllabus
- To follow the same timetable in delivering the course material
- To unite the examination
- To get feedback from students' representatives and use it to improve the quality of teaching
- To use feedback in module monitoring

### **5.5.3 Departmental and Deanship Meetings**

The meetings, held by the Head of Department and the Dean of the Faculty during term time, have mainly an advisory role, where students may raise their problems that need attention from these authorized persons. These meetings are held separately for each year students.

### **5.5.4 Collecting and Analysing Feedback**

The Faculty in general and the Department in particular attach great importance to the opinion of students on the quality of the teaching provided. At the thirteenth week of each semester, every student is asked to complete a Module Evaluation Questionnaire for each module. The questionnaires are anonymous. Final Year students are also given another questionnaire on which they can comment on their degree programme as a whole.

The Departmental Quality Assurance and Enhancement Committee which is responsible for the quality of teaching in the Department, usually makes the analysis of these questionnaires and uses the result to monitor the teaching process and the programme as a whole.

## **6. FACULTY AND DEPARTMENTAL LEARNING RESOURCES**

### **6.1 Philadelphia University Language Center (PULC)**

The Philadelphia University Language Center (PULC) was established in 1998 as an independent academic unit. It is responsible for developing students' language skills and abilities by offering training courses and conducting studies and research in language development. One of its main and distinguished tasks is to prepare and supervise English Placement Tests (EPTs) used for assigning students to Remedial English, English Skills I, and English Skills II. The language taught in the center is not restricted to English, as other languages are also being taught. The center designs and offers non-degree courses in the European Languages of French, Italian, Spanish, and German, and the oriental Languages of Hebrew, Persian, and Turkish, and other languages that the University deems necessary. It is also responsible for preparing Arabic placement tests for non-natives in order to assign them to levels according to their scores. Moreover, it evaluates courses in Arabic for speakers of other languages (ASOL). The center also offers training courses in English and other modern languages both for university employees and for non-employees (Local community). Furthermore, it supervises language qualification programmes leading to TOEFL and IELTS. Furthermore, the center holds seminars, conferences, and training courses in language acquisition and teaching methodology.

The center offers the following courses: remedial English – English skills I – English skills II – French skills I – French skills II – Italian skills I – Hebrew skills I with three credit hours each.

It is worth mentioning that PULC has started from the first semester of the academic year 2006/2007 to design and conduct its on-line testing programme for over 2000 students.

## **Language labs**

The language center has two modern multimedia language labs for the provision of language training with 55 student stations of (P4) version. There are also two laptops for presentation, travel, etc.

The first lab adopts the multimedia and multi-objective purposes as it contains a full operating system and one machine named (WICOM-MC-3000C) of 1998 model. This system enables the instructor who controls the main station (computer, data show, two cassette recorders, and a headphone) to supervise and observe 25 of students' units connected directly to his/her system. For each unit, the user can record and listen to his own voice in order to evaluate his sound performance, keeping it in a file with a password so others cannot have illegal access. In addition, labs are freely allocated to help students improve their language competence in video watching, listening and speaking as they can watch movies by either using their personal units or watching them shown on data shows connected to the instructor's main station.

The second lab is regarded as one of the most modern multimedia labs. It is equipped with 30 units of ACER type and each unit has its own headphone. The instructor is able to supervise all students' units as he can transfer data shown on those units to his.

Along with the aforementioned features available, the instructor may assign various activities to groups simultaneously. More flexible, he/she can converse with students individually or in groups while they are watching and listening. There are also 17 cassette recorders to help instructors in teaching and training.

Students also can utilize the 87 video cassettes related to novels, short stories, movies, drama, and skills in general. They can also utilize the 300 audio cassettes available that are related to developing language skills.

## **6.2 The University Main Library**

This structure includes the University Main Library, which provides students and staff members with the required recent text and reference books, journals, and CD ROMs. As a result of its collaboration and co-ordination programme, the library has relations with more than 120 universities and scientific organisations. It opens from 08:00 AM to 07:00 PM.

The University Main Library includes:

***Conventional Library*** which contains books and journals. The books halls contain more than (2872) different recent English titles in English Language and literature. It has moreover (21) periodicals related to different topics about linguistics, literature, and translation.

***Electronic Library*** which contains (16) English CDs and (21) on-line journals which students and staff members can use

## **6.3 The University Computer Center**

This centre provides the Department with training and maintenance facilities.

## **6.4 Other Resources and Facilities**

### **Administrative Infrastructure**

It is composed of eight offices (Dean, Dean Secretary, and Department Head, Department Secretary, Vice Dean, Dean of Postgraduate Studies, Dean Secretary, and Meeting Room).

### **Academic Infrastructure**

It is composed of (20) classrooms including PULC rooms and one lecture/seminar room equipped with support facilities: computer, data show, overhead projector; (2) laboratories for the provision of language training with a total of (55) student stations of (P4) version

There are also other resources and facilities that students and staff can use. These are:

### **Lecture Support Facilities**

In the Department there are (4) overhead projectors and (8) data shows used to support modules and seminar presentations, in addition to a number of facilities that instructors can use when teaching. This group comprises: (2) video Players, (4) TVs, (11) cassette recorders, (27) student recorders, (26) headsets, (3) largers, (4) cameras, (10) radios, (9) speakers, (1) Ethernet adapter, (1) Ethernet card, (5) scanners, (2) large display screens, and (1) cassette copying machine.

### **Photocopying**

The faculty has (5) photocopying machines that instructors and students may utilize.

### **Printing**

The faculty has (10) printers along with the printers available in the university labs.

**Bookshops:** contain books, exercises with solutions, solutions to previous examinations and so on.

## **7. EXTRACURRICULAR ACTIVITIES**

The University provides some entertainment for the students to enrich their talents in their free time. This includes:

**A Deanship of Student Affairs** that organises the social, cultural, and sport activities for the students at the University. It has also an alumni office that maintains contact with the graduates of the University

There are also:

Several spaces for different sports.

Several spaces for cultural activities.

Several common rooms for meetings, snacks, and cafeterias.

Four Internet cafes each one containing 10 PCs.

One Students Club.

