Philadelphia University
Faculty of Information Technology

(HFE Award Winner)

Faculty Handbook

March, 2018

CONTENT

1. Introduction

Information Technology (IT) is the most dynamic and ever evolving field in the world. Today needless to say, it is one of the fastest growing industries, although it demands a well-equipped knowledge base of industry requirements. There is a huge gap between the required technical expertise and available manpower. Information Technology has the capability of very broad-based employment generation, provided the graduating skills match with the required technical expertise. Due to these reasons, no university today can afford to be left behind and in its efforts to develop of effective IT environment, introducing new IT curricula and programs.

Philadelphia University opened its Faculty of IT in the year 2000-2001. Within a short span of time, it emerged as one of the leading IT Faculty in the Kingdom. The Faculty has high calibre academic staff from various countries belonging to different specializations and is well committed to quality education. The Faculty also has most the latest available technical infrastructure related to teaching and learning.

2. Vision, Mission, and Value

- **Vision:**

To be a distinguished faculty of Information Technology in Jordan and in the region in teaching, learning, research, and community services according to international standards.

- **Mission:**

The faculty of Information Technology at Philadelphia University strives to:

- Prepare graduates with knowledge, skills, and values, and have the motivation for lifelong learning and the ability to keep up with the demands of the times.
- Promote scientific research and graduate studies and enhance creativity programs.
- Build a productive partnership with the community.

- **Values:**

- Fairness: Dealing with equity with all and respecting the value, dignity, and freedom of the individual.
- Transparency: Dealing clearly in all university operations with students, faculty, and supporting staff.
- Integrity: Full adherence to professional ethics within a framework of trust, honesty, and sincerity.
- Belongingness: A sense of responsibility towards the university, society and the nation.
- Collaboration: Teamwork among university staff in all its operations as well as with students.
- Innovation: Assimilation, encouragement, and sponsorship of ideas and

innovative solutions in the fields of teaching, learning and scientific research.

- Professionalism: Ability to demonstrate knowledge, skill, and competence in specialization.

3. Salient Features of the Faculty of Information Technology

1) The Faculty of Information Technology was launched in 2000, to serve national and international students who seek world-class career-oriented education in a wide variety of IT relevant fields. The Faculty has roots in the Department of Computer & Information Systems (previously part of the Faculty of Science) and it is expanding at a very rapid pace to cope with the need of the growing IT dynamics pertaining to regional and global markets.

2) The Faculty strictly adheres to Quality Assurance norms and standards. Formal procedures of Quality management and monitoring have been set up through the formation of Quality Assurance Groups at Department, Faculty, and University levels.

3) The curriculum of the Bachelor's program has been revised and updated as per the most recent industry standards. The curriculum is continuously updated based on feedback of academic/industry experts and market demands. The first curricula were designed in 1999-2000 and the last ones have been updated in 2018-2019. This development is based on regular internal monitoring and reviews, and on recent local developments in teaching and learning. For example, the Curricula 2018-2019 is based on latest ACM/IEEE recommendations (and similar specialized organization) and show clear specialization in each department's program.

4) Philadelphia University continues to invest in the enhancement of its educational process. The University provides its students with the latest computer materials and cutting edge technologies.

5) The Faculty of Information Technology has enhanced the image of the University in the kingdom and abroad with its 11 state-of-the-art laboratories and its unique server-based computing environment.

6) The Research Groups and the incubator lab of the Faculty act as an interface between Industry and academics. Research groups directly affect the Undergraduate/Postgraduate programs by providing valuable feedback in MSc Theses, Graduation projects, Practical training and curricular development. They also help students to broaden their pursuit of higher study/ research.

7) Faculty of IT encourages students to pursue postgraduate study and provides scholarships to the brightest students. Some of the best students are also absorbed in the Faculty staff.

8) Philadelphia University has its Postgraduate M.Sc. program in Computer Science and M.Sc. programme in Software Engineering.

9) Philadelphia University has established a training centre for awarding Microsoft certifications and has established virtual labs that can be used for training.

10) Philadelphia University has an agreement with Oracle in order to benefit from Oracle Academy. Oracle Academy offers online courses on different topics of Oracle products including Java and Databases and at different levels. It also offers at discount certificate exams.

11) The International Finance Corporation (IFC's) Education for Employment (E4E) initiative aims to bridge the gap between the ICT sector, government bodies and universities in Jordan. Philadelphia was one of the first four universities in the Middle East that the initiative started on. Several meetings and studies have been conducted and the results have been presented to professors and students to help raise the employability of graduates.

12) The University has established "Philadelphia University International Training Center" that can help students to obtain many specialized certificates in the field of IT. This center can prepare students to obtain these certificates by only paying very low and competitive prices. Such certificates can enhance students opportunities to join the software industry after finishing their study at Philadelphia

13) Philadelphia University is the only knowledge centre in the Kingdom of the IST / ICT-Assisted Open Distance Learning (ODL) project of Avicenna Virtual Campus, which is dedicated to the provision of education and implementation of an educational reform. Avicenna Virtual Campus is a project supported jointly by UNESCO and the European Commission. It involves a consortium of (15) "AVICENNA" Knowledge Centres or (AKCs).

4. Departments of IT Faculty

Currently, the Faculty of Information Technology has four different specializations in its Bachelor's program:

1) Computer Science

This specialization produces graduates with good knowledge and understanding of basics of computer science. The objective is to train graduates who are capable of pursuing higher academic research and industrial development. This specialization is the cornerstone in the pyramid structure of IT. It requires in-depth knowledge of algorithmic analysis, theory of computation, Data Structures and Databases, Operating Systems and Computer Networks.

Please, refer to the Department's brochure, and the Programme description Handbook for details of the aims and the objectives.

2) Software Engineering

This department deals with design, implementation, testing and maintenance of complex and large-scale software systems, including real-time software systems. The large-scale software systems are based on scientific methodologies to produce highly efficient products. Team effort is required by IT specialists to accomplish successful development of such complex software products. The Bachelor of Engineering degree is designed to offer students fundamental knowledge and skills in software engineering.

Please, refer to the Department's brochure, and the Program description Handbook for details of the aims and the objectives.

3) Management Information Systems

This department provides specialization in the design and implementation of Information systems that help organizations in key decision making. Effective Information management is the most important requirement for any organizational success. This specialization requires in-depth knowledge of project management, development and programming of web sites, and design and analysis of information networks.

Please, refer to the Department's brochure, and the Program description Handbook for details of the aims and the objectives.

4) Web Engineering

This department deals with design, implementation, testing and maintenance of complex and large Web applications, including real-time software systems. The large scale Web applications are based on scientific methodologies to produce highly efficient products. Team effort is required by IT specialists to accomplish successful development of such complex software products. The Bachelor of Engineering degree is designed to offer students fundamental knowledge and skills in Web engineering.

Please, refer to the Department's brochure, and the Program description Handbook for details of the aims and the objectives.

5. Teaching and Learning Resources

- Academic Staff

The Faculty contains highly qualified staff, who graduated from different universities worldwide. The distribution of the faculty staff among different departments is based on

their specialization.

- **Qualifications**

The academic staff members are divided into two categories: full-time and part-time. They teach at both the day session and the evening session. Currently, there are three full Professors, several Associate Professors, many Assistant Professors, and an adequate number of Master's degree holders.

- **Specializations**

Full-time as well as part-time teaching staff members have various specializations that can be divided into five categories (Communications and Distributed Systems, Parallel Processing, Information Management/Human Computer Interaction/Applications, Intelligent Systems, and Professional Practice and Software Engineering). At present, there are three research teams at the Faculty level and young staff members belong to one of these teams.

- Non-Academic Staff

Besides the academic staff, the Faculty has other full-time members, some of whom hold a B.Sc. degree in Computer Science or a B.Sc. in Computer Engineering. Those staff members have several years working experience and some of them have been appointed from Philadelphia University graduates who hold bachelor degrees with Grade "Excellent" or "Very Good". All of the non-academic staff members are qualified as laboratory tutors and assist lecturers in the laboratory hours. In addition, some of them are responsible for maintenance of computer hardware and software in the laboratories.

- Faculty Facilities

- **Lecture Support Facilities**

In the Faculty, each classroom contains a data show used to support course and seminar presentations.

- **Computer Labs**

The Faculty has comprehensive facilities to meet the needs of teaching and research in addition to continuing education services. Some of the facilities are:

1) Servers

To better support and manage the campus wide spectrum of teaching, research and administrative activities, a diverse range of major network servers are set up for different systems and applications. Some of the major network servers include Internet, Thin Client and Database servers.
The services include:

1. Unlimited access to the PCs and to the thin client terminals within the University working hours.
2. Unlimited access to the Internet.
3. Self-learning opportunities.
4. Technical and help support directed by the lab supervisors.
5. Downloads of freeware or trial-ware utilities that might be useful for research or for any useful purpose can be allowed with prior permission of lab supervisor.
6. Organized access to some material resources such as printers and data storage locations is provided.
7. Any new software installations or upgrades can be achieved through the permission of lab supervisors.

2) Types and Functions of Labs:

There are many labs of different types at the Faculty of IT. Information regarding the labs is given below:

Lab. Name	***Lab. No.***	***QTY***	***Functions***
Programming Laboratory	7501,7503, 7505, 7512 7514	5	Several Programming Languages.
Application and Information Science Laboratory	7502, 7507, 7508, 7515, 7516	5	Several Applications and advanced Programming Languages
Network Laboratory	7509	1	Network Packet Tracer
Research Laboratory	7517	1	-Final year projects. -Internet browsing. - Research Projects.

For further details and usage instructions, please refer to the FIT labs manuals and learning resources handbook..

• **University Computer Centre**

This centre provides the Departments with training and maintenance facilities.

• **Networking Facilities**

Ethernet. The PCs in each laboratory are connected to an Ethernet platform 10/100 Mbps.
Intranet. All computing facilities of the University are connected to a Gigabit Intranet backbone.
Internet. The University is connected to the Internet by 2 Mbps lines.

• **Type and Level of Access**

For communication, computing, or information searching, the Faculty provides free

access to networking facilities at any time for staff and students.

• Library Infrastructure

The University's Main Library provides students and staff members with the required recent text and reference books, journals, and CD ROMs. According to its collaboration and co-ordination program, it has relations with more than 120 universities and scientific organizations. It opens from 08 AM to 07 PM. It includes:

1) **Conventional Library**, which contains books and journals. The books room contains more than 2226 different English titles in computing; more than 11% of them have been published in 2015 and 2016. The journals room contains 26 computing journals of international repute that are useful for research and teaching.

2) **Electronic Library** consists of 2000 CD ROMs for the taught programming languages courses and course support tools, such as self-study packages. It has access to approximately 800 universities electronic libraries via the World University Library that is endorsed by the United Nation University. The World University Library has six databases that contain more than 4674 periodicals available online. The online resources in the electronic library include sites that list more than 50,000 sites.

In addition, the electronic library includes e-books and free access to many databases like Scopus, Science direct, and others.

3) **Internet Access Service**, available at each office and classrooms and laboratories.

- **Self-Study Facilities**

The self study facilities include the following:

- The Electronic Library.
- Local and external Web access (from the Electronic Library, Internet laboratories, and Internet coffees). Program specifications, undergraduate handbook, timetables, textbooks and references, web material from staff lectures, tutorial, seminars, and coursework are available on the Department Web and on the Intranet, for both students and lecturers. The aim is to promote high quality learning and teaching through the development and transfer of good practices in all the curriculums topics, and to provide a 'one-stop shop' of learning and teaching resources and information.
- Self study packages (see CDs and Videos room).
- Computer purchase. Students are encouraged to own their own machines and the University tries to offer as much support as possible.
- Disabled student's facilities. The Faculty appointed an equal opportunity officer who will be contracted to help and assess the needs of any physically disabled student.

- **Training Facilities**

  - The University has signed an agreement with the Phoenix International for distant learning, which was used as a support for the training course. Now this agreement has been terminated.
  - The University is in the process of establishing a training centre for awarding Microsoft certification.

- **Bookshops**

Bookshops contain books, exercises with answers, answers to previous examinations and so on.

- **Careers Advisory Service**

  This service provides information for students, employers, graduates, and members of the University.

6. Faculty Induction

- Philadelphia University takes care of all the needs and requirements of its recruited faculty, from the moment they land in Jordan and throughout their stay here.

- Every new Faculty is given a warm welcome by the Dean of the Faculty.

- Every Faculty member is offered Medical Insurance. Medical Insurance is solely at the discretion of the faculty, and the university deducts small amount from his/her salary, if he/she takes Insurance benefits. The Medical Insurance benefit helps staff members during all their stay. The serves includes visits to generalist and specialist doctors, purchasing medicines, and hospitalization b. They just pay token amount for all types of medical expenses incurred.

- Every Faculty member is provided with free Life Insurance by the University. The Personnel department is in continuous touch with its all recruited staff for every type of document required as per governmental regulations.

Please feel free to contact the personnel department of the University for further questions and queries.

7. Academic Rules for Faculty Members

1) The teaching load of the academic staff is as follows:

Professor: Nine hours per week

Associate/Assistant Professor: 12 hours per week
Lecturer: 15 hours per week.

The loads can be reduced in case of additional administrative or research-oriented duties.

2) All Faculty Staff are required to provide a minimum of six hours of Office Time per week. The Office hours are regular contact hours between students and faculty.

3) The University maintains a policy of strict Quality adherence in all academic activities. The University has A Quality Assurance Committee (QAC) at all academic levels: University Quality Assurance Committee, Faculty QAC and Departmental QAC. The QAC follows all rules and regulations for Quality Monitoring and Maintaining the quality of academic standards.

4) Equal members of all undergraduate students have been assigned to all Faculty members. So, every Faculty acts as student guide (Tutor) for some students. The Student Guide helps the student during his/her stay throughout the academic program; Registration process, choosing the right courses, and all concerned problem related to academics and teaching.
5) We have various committees at the Department and Faculty levels like Library Committee, Scientific Committee, and Learning Resource Committee. Every Faculty is a member of one or more of these committees.

6) Multiple classes of the same "course" are taught by different course teachers. One of the course teacher (generally, the most senior course lecturer) acts as the coordinator for the course. Synchronization is maintained in teaching of same course through regular meetings between all course teachers.

7) All course teachers of the same course meet at least twice per semester (before the First Mid-term and second mid-term exams). Every course coordination meeting is attended by all course lecturers, and student representatives. The purpose is to bridge any gap existing between course teacher and students and to monitor the progress of teaching objectives.

8) Attendance should be taken in every class. Minimum attendance of 85% is required by every student to attend any examination. If the student is frequently getting absent without a genuine excuse, it should be reported to The Head of the department and proper necessary action should be taken.

9) Every Faculty is peer reviewed by another senior Faculty colleague at least once in the semester and the report should be submitted to the Head of the concerned department.

10) Every course has an internal examiner. All Faculty members should show all their examination papers to the internal examiners and get them signed by him/her before every exam. Every examination paper should be designed as per agreed format by the faculty. All answer scripts should be evaluated within 48 hours after the examination.

11) The weekly Quality management and monitoring schedule is designed before the start of every semester. Every Faculty member should strictly follow the schedule and submit all the necessary reports for the same.

12) Faculty members are required to turn in a marking scheme in the same package that contains the answer sheets, the sample questions sheet, statistical reports, and grade reports. This is to be done for every course being taught.

13) Every Graduation project is done under the supervision of Faculty staff. Most of the projects are team-supervised projects.

- **Faculty Induction Procedures:**

Philadelphia University believes in nurturing the best out of its newly recruited talented academic members. The University takes all necessary steps to bring out the best possible from its staff members. The various Faculty Induction programs of the University aim at creating the most convenient atmosphere for its staff members.

Philadelphia University offers the following Induction programs for new Faculty members:

1) Local Induction Program
2) University Induction Program
3) Teaching Induction Program
4) Language Induction Program

1) Local Induction Program

Aims and Objectives: This program is aimed to deliver all necessary information to the new Faculty members, regarding adjustment to a new environment. Information regarding places, transportation, housing, food, banks and other living necessities is delivered during this Induction process. It is specifically beneficial for Faculty members from outside Jordan, or Middle-east nations and who are not familiar with the Arab way of life.

Procedures: A series of lectures and get- together of academic staff are conducted during this Induction process. This also enhances the spirit of co-operative academic development of the Faculty.

The University also provides various brochures, road and place maps and other printed materials to help in the process adjustment to new environment.

2) University Induction Program

Aims and Objectives: The aim of this Induction program is to provide the Faculty staff with all information regarding University mission, aims and objectives, Academic and administrative rules and regulations, teaching and learning methods and issues related to Quality assessment, monitoring and evaluation.

Procedures: This is provided by series of lectures, workshops and Local tours within the campus. Every Faculty staff member is provided with A University handbook, Quality assurance Handbook, and Code of Practice Handbook, Faculty Learning Resources Handbook and Faculty Quality Assurance Handbook. These Handbooks provide all the necessary information pertaining to the Academic and Administrative guidelines followed by Philadelphia University. This induction process is further enhanced by a series of university campus tours in which new academic staff members are taken to different departments, labs and library to make them well aware of the environment existing within the University.

3) Teaching Induction Program

Aims and Objectives: This Induction program has been designed for those Faculty staff, who are relatively new academics to Academic career, with fresh Master's/ Ph.D. in FIT programs or having less than one year of teaching experience.

Procedures: These staff members are provided with special Induction for effective teaching and learning methods. Every new staff members are attached to one of his senior colleague, called mentor. He attends the lectures, tutorials, and seminars of his mentor. He also assists him in designing assignments, projects and evaluation. The evaluation report of the mentor is maintained for necessary action. This process helps him to assimilate all necessary knowledge related to effective teaching, learning and evaluation procedures. The mentor attends some of his classes and provides him with the necessary feedback for possible improvement.

4. Language Induction Program

Aims and Objectives: This Induction Program has been targeted for Faculty members who are from non-Arabic speaking nations and have no prior knowledge of Arabic, which is the common language of the country. Although, our academic teaching is conducted fully in English, still the university well understands the importance of the knowledge of Arabic in day-to-day life in Jordan.

Procedures: Philadelphia University conducts a Basic Arabic learning course for its staff members who don't speak Arabic. The purpose of the course is not to create expertise in

the language, but to help these staff members to learn some basics of the language to help them to communicate in day-to-day transactions.

Every Faculty staff is encouraged to contact the Dean of IT Faculty/ Head of the Department for further information.

8. Curriculum Design, Content and Organization

An individual course of lectures is known as a "course" or sometimes as a "course". (*Please, refer to Departments Program Handbooks for more details*). The curriculum contains courses from University Requirements (UR), Faculty Requirements (FR), Department Requirements (DR), and Supportive Requirements (SR). Each course has three meeting per week. However, some courses are supported by tutorials and some continuous assessment, such as seminars or laboratory work, usually amounting to 1 hour per week. While registering for course units, the students should follow the academic guidance plan that the Department arranges for them. In fact, the student can register on any course only if he/she has taken its prerequisite(s) with the exception that he/she can register on the course and its prerequisite only in the graduation semester.

In each semester, the student can register for a minimum of 12 credit hours and a maximum of 18 credit hours, except for the semester in which they are expected to graduate when they can register for 21 hours. The complete four years academic guidance plan is listed in the Departments Students Handbook as well as information about course numbering and outlines of course descriptions. The full courses' descriptions can be found in the Course Catalogue of the relevant Department.

In the First Year, the students are encouraged to take 18 credit hours in each semester (first and second, the summer term is optional). The fourth digit of each course code (see Departments Programs Handbook) tells them the year in which the course is offered. During each 16 week semester, students will normally attend 6 courses. Thus, each teaching week contains 18 hours or more of scheduled work. In addition, each scheduled hour typically requires two extra hours of unscheduled work (e.g. writing up lecture notes, preparing for a tutorial, finishing off a laboratory exercise etc.). The selection of a University elective course (one course) depends upon the choice of the students.

Please refer to the FIT Curriculum Design Handbook for further details

- **Curriculum Characteristics (***Please refer to the FIT Curriculum Design Handbook for further details)*:

The Curriculum components are

- Objectives of the Main University-Requirement courses. These requirements are to broaden the student's base for different topics such as culture, languages, and computer skills.

- Objectives of the Main Faculty-Requirement courses. These requirements are intended to consolidate mainly the student's background in some common IT topics. They constitute the common knowledge required for all students in the Faculty of Information Technology.

- Objectives of the Supportive Requirement Courses. These requirements are to consolidate mainly the student's background in Mathematics (or Management for MIS students).

- Objectives of the Main Computing courses in the Curriculum. The courses in the curriculum are organized into three types: introductory, intermediate, and advanced courses. The curriculum is designed according to the *Imperative First Strategy* for the introductory courses. This model also focuses on programming fundamentals, but emphasizes the principles of object-oriented programming and Design from the second semester of the first year. The curriculum of Intermediate courses is designed according to the Topics-based approach, which is the most common approach for the intermediate courses. Students take separate courses in each of the core areas listed below (programming fundamentals with object-oriented paradigm, Computer Networking, Information Management, Professional Practices, etc.). For the advanced courses, each Department wishes to orient such courses to its own areas of expertise. The advanced and elective courses contain more advanced topics in the areas of Intelligent Systems, Computer Networking, Information Management, and Project and Training. Recent methodology in programming such as object-oriented programming, software tools, and current technologies in Information Systems are included in the curriculum.

- Objectives of the Training and Graduation Project courses. The objectives of these courses are to allow students to gain practice in problem analysis, design, implementation, report writing, and presentation.

• Elaboration on Content and Emphasis on Practical Components of Courses

Most of the courses contain practical work that involves students in using current software tools and computing technologies. Thus, the practical part of courses accounts for at least 25% of the total number of hours. Many laboratory assignments are given during the semester through which the students can practice what they have learned from the theoretical part of the course, or develop their skills in using most recent software tools and programming languages. For example, the practical work in "Computer Skills (2) for Scientific Colleges", "Windows Programming", and "Object-Oriented Paradigms" courses emphasis on different methodologies for problem solving via Visual Basic, C++, and Java languages. However, the practical work in Operating Systems course is concerned with inter-process communication, while in Computer Networking it is concerned with client/server applications and simulation of OSI protocols. Concerning the Human Computer Interaction, the practical work (e.g. in Multimedia Systems course) emphasizes on using different multimedia tools such as Macromedia Flash, MIDI maker,

Text-to-Speech and Speech-to-Text tools. Besides the necessary stress on practical components in various courses, the student also undergoes practical training and undertakes graduation project. These two combined help the students to get the necessary professional exposure required in the industry domain.

- **Innovation of Curriculum**

The curriculum is constantly evolving to catch up with new technologies and rapidly developing software. This development is through regular internal monitoring and reviews, and due to recent local developments in teaching and learning. Proceeding in this way provides a curriculum that matches the aims and objectives of the Department and the University. The Scientific Committee with the Curriculum committee of the Department usually recommends development and modification of curriculum.

- **Course Choices**

The student may choose a course if he/she has already taken all its prerequisite courses and their personal advisers must supervise this choice. The FIT Curriculum Design Handbook contains the prerequisite relationships between the courses.

An initial choice is made before or during Registration. After that, changes can be made as follows:

1) The deadline for changing courses in each semester is one week after lectures start (three days in summer). Normally, no changes of courses will be permitted after these dates except for the withdrawal process.
2) In the first instance, the students should discuss any plan to change courses with their primary adviser. They must check that the new course they wish to take is a valid option for their degree program and find out if there are likely to be any timetable problems. If there are timetable clashes this will probably prevent them from changing the course.

1. 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.

Upper Second class (80 – 89 marks): Upper second class answers provide a clear impression of competence.

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.

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.

Pass (50 – 59 marks): Answers in this category represent the very minimum acceptable standard.

2. Assessment Regulations

In general, every course is assessed as follows: 60% is given for two 1-hour midterm exams, 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 final laboratory exam (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 course, whereas the minimum passing accumulated average in each semester is 60%. Students will be warned if they could not obtain an average of at least 60%. In this case, students are encouraged to repeat studying those courses with low marks in order to increase their accumulated averages. However, students will be dismissed from the University if this average is not achieved in the third attempt.
For the practical training course, each student should submit a technical report on his/her training, and a team of academic staff members makes several observations on the trainee's work in their place of training. Then according to the observations and the report, they assess the students.

Please refer to the FIT Curriculum Design Handbook and to the FIT QA Handbook for further details

3. Role of Internal and External Examiners

If many lecturers teach the same course, the main coordinator of such a course plays the role of the internal examiner of that course or might be one of the senior staff. All lecturers of this course suggest exam questions (for the first, second and final exams). The main coordinator will collect these questions from lecturers and select some of them to be in the exam paper. If a course is taught by a single lecturer, its exams must be validated by an internal examiner according to the regulations. 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

4. Appeal Procedures

If a student has good reason to question the mark he/she have been given (in midterm exams or in coursework), he/she should in the first instance approach the course lecturer. If the problem is not solved, he/she must submit it to their primary advisers. The student will find the appropriate solution with administrative structures. Problems with final examinations are resolved by submitting complaints or appeals in writing (within three

days after the announcement of examination results) to the Examination Committee of the Department. The examination committee will consider these cases and check if there is any mistake in the summation of the marks and so on.

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 of this Department was dismissed from the University because of this. Plagiarism, or copying of course or lab work, is also a serious academic offense as explained in the University guidelines. In Faculty of IT these guidelines apply also to laboratory exercises. The details regarding individual Departmental guidelines on Plagiarism can be found in Undergraduate Program Handbook.

9. Student Support and Guidance

1. Vice Dean's Office

The Vice Dean's Office is mainly for students' advisory services. It deals also with all routine undergraduate enquiries. Problems, which cannot be dealt with by the Vice Dean, will be referred to an appropriate person at the Department/Faculty/ University level.

2. Academic Guidance

All new students should have academic (personal) advisers. They are grouped into 20 – 30 groups and each group is assigned to an academic staff member who is their academic advisers. The students remain with the same advisers until they graduate. The advisers deals with all routine undergraduate inquiries, advises for academic registration at the beginning of each semester, and any other problems. However, problems, which cannot be dealt with by the advisers, will be referred to the head of the Department, the Dean of the Faculty, or to an appropriate member of academic staff. Academic guidance is available on specified dates in the terms, and any advisory service offered by the Vice Dean is available daily to all students in the Faculty (including both Full- and Part-time students).
Time: 08.00 AM to 04:00 PM Sunday to Thursday during term, Venue: Vice Dean office (for Full-time students) Time: 11:00 AM to 07:00 PM Sunday to Thursday during term, Venue: Vice Dean (for all students)
The advisory service offers advice on departmental and University matters and helps with anything that concerns students, whether in their studies, in the Department, in the University or in their life outside the university. Each of the staff in these offices is available with knowledge of the Department and university and who is willing to listen and help with whatever student bring. Note that all visits to the advisory service offices are strictly confidential. If the student has difficulty with material on any particular course, he/she should normally first approach his/her advisers (or lecturers/project supervisors). The student may also consult his/her advisers on matters that are more

general but is also free to call in at the Assistant Dean Offices. Regarding health problems, the students are welcome to consult an advisor in the Faculty but may prefer to go directly to the doctor or to the University Clinic.
In addition to academic advising, Faculty members participate in *registration advising* that occurs at the beginning of the semesters during the registration period. This works as a second line in monitoring and following up advising and registration process.

Please refer to the FIT QA Handbook for further details. The students are encouraged to make use of these services at any time on any matter.

3. Tutoring Arrangements

All courses have tutorials, where students can discuss topics on a course and run through exercises. Usually, the lecturer of the course runs the tutorial. There will be an opportunity for students to ask questions on matters they do not understand.

As every student has a personal tutor from the beginning of their University life, the tutor is here to help them in their best way through University life. He/she will watch the progress of the student and offer help and advice wherever necessary. If the student gets into any difficulties, he/she should contact their personal tutor or visit the Vice Dean at the earliest possible opportunity. The student is advised not to let things slide until it is difficult to remedy the situation, especially if they are getting behind with their work. The personal tutor will also advise on the choice of courses, on Departmental/Faculty or University procedures and will provide references for jobs and other purposes.

Course lecturers are always available to discuss questions or problems with the course material. Each lecturer fixes at least six office hours on his/her timetable, which is fixed on their office door. The student can call at these hours. If for any reason, if these lecturers are not available at these office hours, they may arrange an appointment at another time. It is important to notified the department about any matter that affects the student's ability to work through their personal tutor, through the Vice Dean or otherwise. The following are examples of matters that may affect the student's performance: illness, personal or family difficulties (including illness in the family) or financial problems. In assessing the student's performance, the Department has a policy of trying to compensate for difficulties they have encountered whilst studying. But the appropriate remedial measures can only be taken if the Department is well notified of the difficulties and have some idea of their extent.

4. Student Progress

Work and Attendance: The University regulations governing the Work and Attendance of students are given in the Student Guide. Full attendance is required in all lectures, laboratories, and tutorials, which may be scheduled. Completed laboratory work should be handed in on time. Attendance at laboratories and lectures is monitored and attendance registers kept. Please note that the expectation is that students will be required to undertake approximately thirty six hours per week of study i.e. an average of two hours

of private study will be required for every scheduled hour of lectures, laboratories etc. and some students may require much more time than this. Being a student is a full time occupation! Absence for holidays is not permitted in term-time. The experience of the Faculty confirms that lack of attendance leads to study problems and any student with problems should consult his/her subject tutors or personal tutor. In addition, failure to attend can result ultimately in refusal by the University to allow a student to sit in the degree examinations. The duty of the lecturer is to keep continuous review of the work and attendance of the students with whom he is concerned. If the rate of student absences, in a course, is greater than 15% (or 20% for student representing the University in sports or cultural activities) of the scheduled hours and the student has no acceptable excuse, then this student is excluded from that course. If the Dean of the Faculty accepts the excuse for absence, then this student is mentioned as withdrawn without refunding the registration fees. A formal process is put in place to tackle the problem of any student whose work and attendance appear unsatisfactory. Direct approaches by the lecturer to solve the problem are as follows: He may choose to issue an "informal" warning, which has a precisely defined format and permits recovery of the situation. If this is unsatisfactory, a "formal" warning is issued. This is again of a precisely defined format. Failure to remedy the situation at this stage leads to an exclusion from the course. A copy of this correspondence is held in a student's file.

5. Interruption of Degree Program

Any interruption (taking at most 2 years) of the student's degree program requires special permission from the Faculty. Regulations state that a B.Sc. 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. The student is encouraged to consult their tutor for advice.

6. Transfer between Departments

If a student's contemplates any change of Faculty or Department, he should consult his primary tutor as soon as possible. The student can change his Department by filling a special form at the beginning of the semester. It is only required that the Tawjehe average required in the new Faculty or department must be less than or equal to their Tawjehe average. A specialized committee will decide what courses will be count for credit from their program Department.

7. Withdrawal from Courses

If the student is contemplating withdrawing from a course, he should discuss the situation with his personal tutor at the earliest opportunity.
The student can withdraw from a course at most during the thirteenth week of the first or second term and at most during the seventh week of the summer term.
The minimal number of courses (which is 9) required in each term should be observed.

8. Supporting opportunities

Different committees exist at Departmental level for Student Feedback and Representation as follows**:**

1**. Staff- Student Consultative Committees**

Student representatives are elected to serve on the departmental staff-student committees at the start of each term. All simultaneous sections of a course have a staff student committee. Each committee meet at least twice each semester and may discuss any matter of concern in the course. The staff members of each committee are the lecturers of the concerned sections.

2. **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 problems that need some action from these authorized persons. These meetings are held separately for the different levels of students each year students.

3. **Course Evaluation Questionnaires**

The Department attaches great importance to the opinion of students on the quality of the teaching provided, and every student is asked to complete a Course Evaluation Questionnaire for each course. The questionnaires are anonymous.

4. **University Achievement Exam Working Group (UAEWG)**

This is a group that prepares students for the University achievement exam. This exam is similar to the Educational Testing Services (**ETS**) that is run by the Ministry of Higher Education and Scientific Research at the end of each semester.

10. Research and Incubator Lab

Three different groups are formed in the Faulty of IT to carry out research in different areas of specializations. The feedback of the research groups also acts as a constant input source for updating of Undergraduate/Postgraduate curriculum and constant evolvement on current industry and academic standards. The following 3 research groups are available in the Faculty of IT to take up research projects:

1. Mobile computing and formal methods
2. Bio-inspired software systems modelling
3. Information security

Any Faculty member might belong to one of the Research groups and every research group is headed by a Faculty member of Academic rank no less than Assistant Professor. The staff members of the Faculty of Information Technology have been active in research during the last few years. The number of refereed research papers published in the last 3

years is 330 papers.

Philadelphia University Incubator is a unique environment for the interface between industry and Education. This fast growing university is committed to providing a support system by mobilizing the academic resources for the growth of IT-based business and industry, thereby promoting local Job creation, economic development, and technology transfer. Elements of the support environment typically include shared computer facilities, and access to a pool of Human resources and technical advisors capable of providing guidance and assistance in all areas of information technology and other related matters. This infrastructure and support system helps the entrepreneurs to start their ventures with full confidence and competence and also help existing industries to modernize their technological base in tune with international standard.

11. Distance Learning Programs

- **Avicenna Virtual Campus**

Avicenna Virtual Campus is a project supported jointly by UNESCO and the European Commission. It involves a consortium of (15) "AVICENNA Knowledge Centres or (AKCs). The Avicenna Virtual Campus aims at creating a self-sustainable virtual campus, based on cooperation between institutions of the Euro-Mediterranean countries involved, under the aegis of UNESCO. All centres respect common standards and norms with regard to technology and Open Distance Learning (ODL) services, including facilities for blind students.

Philadelphia University is one of the knowledge centres of the IST / ICT-Assisted (ODL) project of Avicenna Virtual Campus, which is dedicated to the provision of education in situ and the implementation of an educational reform.

12. 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, to examine the cause of all accidents and to carry out periodic inspections of all areas of the Departments. At registration, every student will be required to assent to the departmental code of behaviour, related to health and safety.

1) Buildings

The Faculty of IT comprises two kinds of buildings: the Rooms and the IT Laboratories.
The buildings are generally open between 08.00 and 19.00 (Sunday – Thursday). In accordance with University policy, smoking is prohibited in all buildings.

2) Emergency Evacuation

It is the responsibility of all individuals to familiarize themselves with the Faculty's buildings and be aware of the fire exits.

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

3) Fire Action

Fire Action notices are located at, or adjacent to, fire alarm actuation points, and all staff and students should make them acquainted with this routine.

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.

5) Use of Fire Appliances

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

6) Action when the Alarm Rings

On hearing the intermittent alarm, everyone should be prepared to leave the building. On hearing the continuous alarm, they should evacuate the building immediately via the nearest exit.

13. Quality Assurance Group

The Faculty has developed a quality assurance group which is fully operational. However, it is recognized that the system will have to be modified as and when necessary. The eventual authorizing agency for all academic work within the University is the University Deans Council chaired by the President. The University Quality Assurance Committee (UQAC) is a specialist committee, which is responsible for quality issues at the University level. For each faculty, there is a Faculty Quality Assurance Committee (FQAC), which acts as an interface with the University system. Similarly, the Faculty Council (FC) and the Department Council (DC) are the authorizing agencies at the Department and at the Faculty level. Their main roles are intended to be more as overseers in a global capacity while the detailed work is done at other levels. At the departmental level, the main nucleus of quality issues is the Departmental Quality Management Committee (DQMC). Various small “working groups” collect and monitor data and pass it to the DQMC, where information can be fully debated and analyzed and

recommendations arrived at. The DQMC will report to DC and obtain final authorization. Most minor matters can be reviewed at the DQMC. The DQMC has a central role of collecting information from various sources. The following committees (groups) are active in all the departments of the Faculty:

1. *The Learning Resources Committee (LRC)* is a Faculty committee. It considers all resources, formulates plans and agendas, and validates various requirements, and presents them to the DQMC.

2. *Curriculum Working Group* usually recommends the development and modification of curricula in collaboration with the Course Working Groups.

3. *The Library Working Group (LWG)*. It plans, controls and deals with library requirements.

4. *University Achievement Exam Working Group (UAEWG)* is a group that prepares students for the University achievement exam. This exam is similar to the Educational Testing Services (**ETS**) that is run by the Ministry of Higher Education and Scientific Research at the end of each semester.

5. *The Projects Working Group (PWG).* It plans, controls and improves the process of carrying out the student graduation projects.

6. *The Examination Working Group (EWG).* This committee plans, controls and improves the student examination process. It provides data to be analyzed by the DQMC.

7. *The Course Working Groups (MWGs).* These groups manage and coordinate the teaching, learning, and the assessment of various courses. Since they are directly involved in the delivery of the courses, their role is to continually review the courses. They can propose changes via the DQMC.

8. *The Scientific Research Working Group (SRWG).* This group is responsible for all matters concerning the scientific research such as seminars, conferences, curricular design, etc.

9. *Postgraduate Working Group (PWG)*. This group is responsible for all matters concerning the postgraduate programme, such as managing seminars, helps in curriculum design, staff selection, setting up timetables, recommending MSc projects, supervisors, and examination marks, etc.

10. *The Guidance Working Group (GWG).* It plans, controls, and improves the student guidance and advising process.

All these committees collaborate to maintain and enhance the quality of teaching at each department of the faculty.

Please refer to the FIT QA Handbook for further details

14. Practical Training

Students are also required to finish a 3 credit hour practical training course. This course gives the student an opportunity to get in touch with the industry and the outside world. It provides a chance to acquire training on real-life information technology and build up links with existing firms in the country. Department approval is required for the training course. Students are not allowed to register more than 15 credit hours during the semester they undertake practical training. Practical training is allowed during summer semester but without any additional courses. Training is implemented on Mon-Wed or Sun-Tue-Thurs schedules. Students need to submit a report after finishing the training to the Faculty training committee. A supervisor Faculty member is assigned to monitor and evaluate the student training. A pass or fail grade is assigned for the training course. Several forms need to be filled as part of the procedures.

15. Graduation Project

To complete the graduation requirements, students need to undertake a graduation project after obtaining the department's approval and finishing a 3 credit hours practical training course. The graduation project is a 3 credit hours course and is usually completed during the last year. The regulations for the graduation project state that all projects are either proposed by Faculty members, jointly by Faculty members and students, or by any external industry/business related side. Proposals need to be discussed thoroughly and then approved by the department council before students can start on them. Projects are to cover mostly the broad areas of information technology with emphasis on implementing software life cycle and state-of-the-art case tools available. The availability of advanced hardware and software platforms at the Faculty labs provides a rich environment for innovation and opportunities for outstanding projects. Students pick the projects they prefer unless they have to compete among each other for the highly preferred topics. Competition is based on grades and Faculty members' recommendations. Usually from 3 to 4 students are allowed to work on one project. At the end of the semester, students submit a graduation project report following a given specific writing format. Projects are usually not allowed in the summer session. Several forms need to be filled as part of the regulations.