

بسم الله الرحمن الرحيم



الجامعة الأردنية

كلية السياحة والفندقة - قسم إدارة السياحة والسفر

اسم المادة: خدمات شركات الطيران 5301322

اسم عضو هيئة التدريس: د. فاروق عبدالنبي حسانين عطاالله

الكلية/ المعهد: كلية السياحة والفندقة

الساعات المكتبية: اثنين، ثلاثاء، أربعاء 11 - 10

القسم: إدارة السياحة والسفر

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**وصف المادة:**

تركز هذه المادة على مناقشة أعمال شركات الطيران الدولية والإدارة العاملة في هذه الشركات ، ومناقشة التحالفات بكافة أنواعها سواء كانت مع شركات أخرى أو في مجال التسويق أو المالية أو الصيانة وغيرها ، نظام الحجوزات الالكترونية المتبع في شركات الطيران ، والخدمات المساندة وشبكات الأعمال والانترنت ، وتناقش كذلك موضوعات أخرى مثل إدارة الوقت وخدمات الطعام والشراب على متن الطائرة ، فضلا عن تخطيط وتنظيم الرحلات والرقابة المحاسبية والمالية والأمنية.

**أهداف المادة:**

أولاً: أهداف عامة (حصائل التعلم العام).

- التعرف على الأبعاد المختلفة لخدمات شركات الطيران بالتطبيق على خدمات الملكية الأردنية في مطار الملك حسين الدولي بالعقبة.

ثانياً: أهداف خاصة: (الكفايات والمعارف والمهارات المحددة التي يسعى المساق لتنميتها لدى المتعلم).

يتوقع من الطالب في نهاية هذا المساق أن يكون قادراً على:

**Upon completion of the course, the students will be able to:**

- Appropriately remember the concepts of the airline industry and business.
- Effectively determine characteristics of the airline services.
- Recount freedoms of the air.
- Enumerate basics of the airport and passenger handling.
- Analyze characteristics of the airline services.
- Specify data and information of the airport and airline services.
- Training on the airport and passenger handling services.
- Develop and create a scientific report about the airport and airline services.
- Compose and communicate ideas effectively about the airline services.
- Take part in group discussions about the airline services.
- Work individually and in teams while creating a report on the airline services.

## محتوى المادة:

### الوحدة الأولى :

#### Historical Background on Air Transport and its Importance on Tourism (أسبوع)

- International Air Transport Organization (IATA).
- International Civil Aviation Organization (ICAO).
- IATA Courses for Airports and Airlines.
- Aviation Alphabet.
- Airline Terminology.
- Travel Documents.
- Persons of Special Care.
- Freedoms of the Air.
- Airport and Passenger Handling.
- Egypt Air Holding Company.
- Royal Jordanian Airline.
- Airline Social and Environmental Services.

#### القراءات المقررة:

- [http:// www.EgyptAir.com](http://www.EgyptAir.com).
- <http://www.RoyalJordanian.com>.
- <http://www.BritishAirways.com>.
- <http://www.SingaporeAirline.com>.
- <http://www.Lufthansa.com>.
- <http://www.wikipedia.org/wiki.airline>.
- <http://www.utapao.com>

#### الوحدة الثانية: Panorama of Airports (أسبوع)

- Cairo International Airport.
- Queen Alia International Airport.
- King Hussein International Airport.

#### القراءات المقررة:

- [www.cairo-airport.com](http://www.cairo-airport.com)
- [www.amman.airport.com](http://www.amman.airport.com)
- [www.aac.jo](http://www.aac.jo)

#### الوحدة الثالثة : Overview of Airline Economics, Markets and Demand (أسبوع)

- Airline Terminology and Definitions.
- Airline Traffic and Revenue.
- Airline Output and Operating Expense.
- Air Transportation Markets.
- Typical Air Passenger Trip.
- Origin – Destination Market Demand.
- Factors Affecting Volume of O-D Demand.
- Quality of Service Factors.
- Total Trip Time and Frequency.
- Air Travel Demand Models.
- Air Travel Demand Segments.
- Airline Competition and Market Share.

#### القراءات المقررة

- Airline Business (2005) The Airline Industry Guide 2005/06 , September.
- Aviation Daily (2004) “Change in Domestic Origin and Destination Traffic by Mile Group,” October
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- Baseler, R. (2002) “Airline Fleet Revenue Management – Design and Implementation,” Handbook of
- Airline Economics, 2nd Edition, Aviation Week, Washington, DC.

- Belobaba, P.P. (1987) "Air Travel Demand and Airline Seat Inventory Management," Ph.D. thesis, Massachusetts Institute of Technology.
- Button, K. and Drexler, J. (2005) "Recovering Costs by Increasing Market Share: An Empirical Critique of the S-Curve," Journal of Transport Economics and Policy, Vol. 39, Part 3, pp. 391–404.
- Doganis, R. (1991) Flying Off Course: The Economics of International Airlines, Harper Collins, London, p. 246.
- Gillen, D., Morrison, W., and Stewart, C. (2003) "Air Travel Demand Elasticities: Concepts, Issues and Measurement," Final Report, Department of Finance, Ottawa, Canada, [www.fin.gc.ca/consultresp/Airtravel/airtravStdye.html](http://www.fin.gc.ca/consultresp/Airtravel/airtravStdye.html).
- Kahn, A. (1993) "Change, Challenge and Competition: A Review of the Airline Commission Report," Regulation, Vol. 3, pp. 1–10.
- Official Airline Guides (2008) OAG Pocket Flight Guide North American Edition, June.

#### (أسبوع) Fundamentals of Pricing and Revenue Management : الوحدة الرابعة

- Airline Prices and O-D Markets.
- Regulated vs. Liberalized Pricing.
- Theoretical Pricing Strategies.
- Price Discrimination vs. Product Differentiation.
- Airline Differential Pricing.
- Market Segmentation.
- Fare Product Restrictions.
- Traditional Airline Fare Structure.
- Recent Trends in Airline Pricing.
- Impacts on Differential Pricing Model.
- Airline Revenue Management.
- Computerized Revenue Management Systems.
- Flight Overbooking.
- EMSR Methods for Flight Leg Revenue Optimization.
- Network Revenue Management.
- O-D Control Mechanisms.
- Revenue Management for Less Restricted Fare Structures.

#### القراءات المقررة:

- Belobaba, P.P. (2002a) "Airline Network Revenue Management: Recent Developments and State of the Practice", Handbook of Airline Marketing, 2nd edition, McGraw-Hill, New York, pp. 141–156.
- Belobaba, P.P. (2002b) "O&D Control: What Have We Learned?" Presentation to IATA Revenue Management and Pricing Conference, Toronto, Canada, October
- Dar, M. (2006) "Modeling the Performance of Revenue Management Systems in Different Competitive Environments," Master's thesis, Massachusetts Institute of Technology.
- US DOT (2008) Air Travel Consumer Report, Office of Aviation Enforcement and Proceedings, Aviation Consumer Protection Division, Washington, DC, April.

#### (أسبوع) Airline Operating Costs and Measures of Productivity : الوحدة الخامسة

- Airline Cost Categorization.
- Administrative vs. Functional Cost Categories.
- Cost Drivers by Functional Category.
- Operating Expense Comparisons.
- Percentage Breakdown of Operating Expenses.
- Legacy vs. Low-Cost Airlines.
- Flight Operating Cost Comparisons.
- Comparisons of Airline Unit Costs.

- Total Operating Costs vs. Unit Costs.
- Legacy vs. Low-Cost Airline Unit Costs.
- Unit Cost Comparisons in Europe, Asia and Worldwide.
- Measures of Airline Productivity.
- Aircraft Productivity.
- Labor Productivity.

#### القراءات المقررة:

- Airline Business (2007) "Scheduled Passenger Traffic Rankings 2007," Annual Surveys, Airline Business
- Database, <http://www.flightglobal.com/staticpages/premiumdata.html>.
- Air Transport Association (2008) "US Passenger Airline Cost Index," [www.airlines.org](http://www.airlines.org).
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- International Civil Aviation Organization (ICAO) (2007a) Digest of Financial Statistics, Financial
- Data 2007, Series F, Montreal.
- International Civil Aviation Organization (ICAO) (2007b) Outlook for Air Transport to the Year 2025 ,
- Montreal, September.

#### الوحدة السادسة : The Airline Planning Process (أسبوع)

- Fleet Planning.
- Airline Fleet Decisions.
- Fleet Planning Methods.
- Route Planning.
- Hub Economics and Network Structure.
- Route Planning and Evaluation.
- Airline Schedule Development.
- Frequency Planning.
- Timetable Development.
- Fleet Assignment and Aircraft Rotations.
- The Future: Integrated Airline Planning.

#### القراءات المقررة:

- Airbus (2008) "Aircraft List Prices 2008," <http://www.airbus.com/en/presscentre/>, April 22.
- Baldanza, B. (1999) "Measuring Airline Profitability", Handbook of Airline Operations, McGraw-Hill, New York, pp. 147-159.
- Berge, M.E. and Hopperstad, C.A. (1993) "Demand Driven Dispatch: A Method for Dynamic Aircraft, Capacity Assignment, Models and Algorithms," Operations Research, Vol. 41, No. 1, pp. 153-168.
- Boeing Commercial Airplane Company (1978) "Load Factor Analysis: The Relationship between Flight Load and Passenger Turnaway," Seattle, WA.
- Boeing Commercial Airplane Company (1998) "Product Reviews on CD ROM," Seattle, WA, May.
- de la Torre, P.E. (1996) "Airline Alliances: The Airline Perspective," Master's thesis, MIT Department, of Aeronautics and Astronautics.
- Hane, C.A., Barnhart, C., Johnson, E.L., Marsten, R.E., Nemhauser, G.L., and Sigismondi, G. (1995), "The Fleet Assignment Problem: Solving a Large-Scale Integer Program," Mathematical Programming, Vol. 70, pp. 211-232.
- Lynn, M. (1995) Birds of Prey: Boeing vs. Airbus, Heinemann, London, pp. 1-10.
- McDonnell Douglas Aircraft Company (1981) "Airline Fleet Planning," Unpublished Presentation, Long Beach, CA.
- Morrison, S. and Winston, C. (1986) The Economic Effects of Airline Deregulation, The Brookings, Institution, Washington, DC, pp. 4-10.
- Mozdzanowska, A. (2004) "Evaluation of Regional Jet Operating Patterns in the Continental United States," Master's thesis, MIT Department of Aeronautics and Astronautics.

- Subramanian, R., Scheff, R.P., Quillinan, J.D., Wiper, D.S., and Marsten, R.E. (1994) "Coldstart: Fleet Assignment at Delta Air Lines," Interfaces, Vol. 24, No. 1, pp. 104–120.
- Trethewey, M. (2004) "Distortions of Airline Revenues: Why the Network Airline Business Model is Broken," Journal of Air Transport Management, Vol. 10, No. 1, pp. 3–14.

#### الوحدة السابعة : Airline Schedule Optimization (أسبوع)

- Schedule Optimization Problems.
- Fleet Assignment.
- The Fleet Assignment Model.
- Fleet Assignment Solutions/Impacts.
- Extending Basic Fleet Assignment Models.
- Schedule Design Optimization.
- Modeling the Optimization of Flight Retiming and Fleet Assignment Problems.
- Crew Scheduling.
- The Crew Pairing Problem.
- Crew Scheduling Problem Solutions and Impacts.
- Aircraft Maintenance Routing and Crew Pairing Optimization.
- Modeling and Solving the Enhanced Crew Pairing Problem.
- Future Directions for Schedule Optimization.

#### القراءات المقررة:

- Barnhart C., Kniker, T., and Lohatepanont, M. (2002) "Itinerary-Based Airline Fleet Assignment," Transportation Science, Vol. 36, pp. 199–217.
- Clarke, L., Hane, C., Johnson, E., and Nemhauser, G. (1996) "Maintenance and Crew Considerations, in Fleet Assignment," Transportation Science, Vol. 30, pp. 249–260.
- Clarke, M. and Smith, B. (2004) "The Impact of Operations Research on the Evolution of the Airline, Industry," AIAA Journal of Aircraft , Vol. 41, pp. 62–72.
- Cohn, A. and Barnhart, C. (2003) "Improving Crew Scheduling by Incorporating Key Maintenance Routing Decisions," Operations Research, Vol. 51, pp. 387–396.
- Cook, T. (2000) Creating Competitive Advantage Using Model-Driven Support Systems, MIT Global
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- CPLEX, ILOG (2005) <http://www.ilog.com/products/cplex/>.

#### الوحدة الثامنة : Airline Flight operations (أسبوع)

- Regulation and Scheduling.
- General Regulatory Requirements.
- Flight Crew Regulation.
- Flight Crew Scheduling.
- Flight Crew Activities During a Typical Flight.
- Flight Crew Sign-in.
- Operations/Planning.
- Pre-flight.
- Pre-departure.
- Gate Departure.
- Taxi-out.
- Takeoff.
- Terminal Area Departure.
- Climb.
- Cruise.
- Descent.
- Terminal Area Arrival.

- Final Approach.
- Landing and Rollout.
- Taxi-in.
- Parking.

#### القراءات المقررة:

- Airbus Flight Operations Support & Line Assistance (1998) Getting to Grips with the Cost Index, Airbus Customer Services, France, Issue 2, [www.iata.org/NR/ContentConnector/CS2000/Siteinterface/sites/whatwedo/file/Airbus Cost Index Material.pdf](http://www.iata.org/NR/ContentConnector/CS2000/Siteinterface/sites/whatwedo/file/Airbus%20Cost%20Index%20Material.pdf) (December 22, 2008).252 Airline Flight Operations
- Cook, A. (ed.) (2007) European Air Traffic Management: Principles, Practice and Research, Ashgate, Aldershot, Hants.
- National Research Council (2005) Technology Pathways: Assessing the Integrated Plan for a Next Generation Air Transportation System, National Academies Press, Washington, DC.
- Nolan, M.S. (2004) Fundamentals of Air Traffic Control , 4th edition, Thomson Brooks/Cole, Belmont, CA.
- Reynolds, T.G., Ren, L., and Clarke, J.-P.B. (2007) “Advanced Noise Abatement Approach Activities at a Regional UK Airport”, Air Traffic Control Quarterly, Vol. 15, No. 4, pp. 275–298, [www.atca.org](http://www.atca.org).
- Spence, C.F. (ed.) (2007) AIM/FAR 2008: Aeronautical Information Manual/Federal Aviation Regulations, McGraw-Hill Professional, New York.

#### الوحدة التاسعة : Irregular Operations: Schedule Recovery and Robustness (أسبوع)

- Irregular Operations.
- Managing Irregular Operations: Airline Operations Control Centers.
- Options for Schedule Recovery from Irregular Operations.
- Evaluating the Costs of Recovery Options: The Challenges Imparted by Uncertainty and Downstream Effects
- Robust Airline Scheduling.
- Robust Schedule Design.
- Robust Fleet Assignment.
- Robust Aircraft Routing.
- Robust Crew Scheduling.
- Directions for Ongoing and Future Work on Schedule Recovery from Irregular Operations.

#### القراءات المقررة:

- Ageeva, Y. (2000) “Approaches to Incorporating Robustness into Airline Scheduling,” Master of Engineering thesis, Department of Aeronautics and Astronautics, MIT.
- Arguello, M.F., Bard, J.F., and Yu, G. (1997) “Models and Methods for Managing Airline Irregular Operations,” in G. Yu (ed.), Operations Research in Airline Industry, Kluwer Academic, Boston, MA, pp. 1–45.
- Barnhart, C., Belobaba, P., and Odoni, A.R. (2003) “Applications of Operations Research in the Air Transport Industry,” Transportation Science, Vol. 37, No. 4, pp. 368–391.
- Bratu, S. and Barnhart, C. (2005) “An Analysis of Passenger Delays Using Flight Operations and Passenger Booking Data,” Air Traffic Control Quarterly, Vol. 13, pp. 1–27.
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- Ehrgott, M. and Ryan, D.M. (2002) “Constructing Robust Crew Schedules with Bicriteria Optimization,” Journal for Multi-Criteria Decision Analysis, Vol. 11, pp. 139–150.
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- Rosenberger, J., Johnson, E.L., and Nemhauser, G.L. (2004) “A Robust Fleet-Assignment Model with Hub Isolation and Short Cycles,” Transportation Science, Vol. 38, pp. 357–368.

- Shebalov, S. and Klabjan, D. (2006) "Robust Airline Crew Scheduling: Move-up Crews," Transportation Science, Vol. 40, pp. 300–312.
- Smith, B.C. (2004) "Robust Airline Fleet Assignment," Ph.D. dissertation, The Logistics Institute, Georgia Institute of Technology.

**الوحدة العاشرة : Labor Relations and Human Resource Management in the Airline Industry (أسبوع)**

- Alternative Strategies for the Employment Relationship.
- Labor Relations in the US Airline Industry.
- Regulatory Framework for US Labor Relations.
- US Airline Responses to Cost Pressures Post-deregulation.
- US Labor Relations Post-9/11.
- Labor Relations in the Airline Industry in Other Countries.
- The International Regulatory Framework for Labor Relations.
- Summary of Airline Labor Relations Strategies: What Works?.
- Human Resource Management at Airlines.
- Hiring and Training for Relational Competence.
- Flexible Boundaries Between Jobs.
- Supervisory Coaching and Feedback.
- Performance Measurement at the Process Level.
- Conflict Resolution.
- Boundary Spanning Roles.
- Partnering with Other Key Players.

- القراءات المقررة:

- Baker, C., Field, D., and Ionides, N. (2005) "Global Reach," Airline Business, Vol. 5, pp. 60–65.
- Bamber, G., Gittell, J.H., Kochan, Y. and von Nordenflycht, A. (2009) Up in the Air: How Airlines Can Improve Performance by Engaging their Employees, Ithaca, NY: Cornell University Press.
- Birmingham Post (2002) "Aer Lingus Grounds Fleet and Turns Back Pilots After Strike," June 1, <http://www.highbeam.com/doc/1G1-86578704.html>, June 17, 2007.
- Blasi, J.D., Kruse, D., and Bernstein, A. (2003) In the Company of Owners: The Truth About Stock Options and Why Every Employee Should Have Them, Basic Books, New York.
- British Airways (2006) British Airways Fact Book 2006 , [http://media.corporate-ir.net/media\\_files/irol/69/69499/bafactbook/Fact Book 2006.pdf](http://media.corporate-ir.net/media_files/irol/69/69499/bafactbook/Fact Book 2006.pdf), June 20, 2007.

**الوحدة الحادية عشر: Aviation Safety and Security (أسبوع)**

- Safety.
- Measuring Air Safety: Some Hazards.
- The Q-statistic.
- Some Calculated Q-values.
- More Calculated Q-statistics.
- Are Some Airlines Safer Than Others?.
- A Collision Risk Assessment.
- Midair Collision Risk.
- Security.
- September 11 in Context.
- Some Costs of Aviation Security.
- Some Security Procedures.
- Is It Worth It ?.
- Two Economic Paradigms.
- A European Dilemma.
- More Security Dilemmas.
- Final Remarks.

- القراءات المقررة:

- Barnett, A. (2004) "CAPPS II: The Foundation of Aviation Security?" Risk Analysis, Vol. 24, pp. 909-916.
- Barnett, A. (2006) "World Airline Safety: The Century So Far," Flight Safety Digest , Vol. 33, pp. 14-19.
- Barnett, A. (2007) "Match the Bags Again," Airport Innovation, Vol. 1.
- Barnett, A. (2008) "Is It Really Safe To Fly?" in Tutorials in Operations Research 2008 , Institute for Operations Research and the Management Sciences, Hanover, MD, pp. 17-30.

الوحدة الثانية عشر: Airports (أسبوع)

- General Background.
- Airside Design Standards.
- Geometric Configuration on Airside.
- Typology of Passenger Buildings.
- Assessing Passenger Building Concepts.
- Ground Access.
- Capacity, Delays and Demand Management.
- Airside Capacity.
- Airside Delays and Mitigation.
- Landside Capacity and Level of Service.
- Airport Ownership and Management.
- Airport User Charges.
- Economic Regulation, Single Till and Dual Till.
- Financing Capital Projects.

- القراءات المقررة:

- ACI – Airports Council International (2008) Worldwide Airport Traffic Statistics: December 2007 ,posted 12 March 2008, www.aci.aero.
- de Neufville, R. and Odoni, A. (2003) Airport Systems: Planning, Design, and Management, McGraw-Hill, New York.
- ElAlj, Y. (2003) "Measuring the True Delays in the Air Traffic Control System," SM thesis, Massachusetts Institute of Technology.
- FAA – United States Federal Aviation Administration (2007) Airport Design, Advisory Circular 150/5300-13, incorporates Changes 1 through 13, US Government Printing Office, Washington,DC.

الوحدة الثالثة عشر: Air Traffic Control (أسبوع)

- The Generic Elements of an ATC System
- Communications Systems.
- Navigation Systems.
- Surveillance Systems.
- Flight and Weather Information Systems.
- Airspace and ATC Structure.
- ATC Operations.
- Standard Procedures.
- Capacity Constraints.
- Congestion and Air Traffic Management.
- Future ATC Systems.

- القراءات المقررة:

- Ball, M.O., Barnhart, C., Nemhauser, G., and Odoni, A. (2007) "Air Transportation: Irregular Operations and Control," in C. Barnhart and G. Laporte (eds.), Handbook in Operations Research and Management Science, Volume 14 , Elsevier, Amsterdam, pp. 1-73.
- de Neufville, R. and Odoni, A. (2003) Airport Systems: Planning, Design and Management, McGraw-Hill, New York.



الوحدة الرابعة عشر : **Air Transport and the Environment** (أسبوع)

- Limiting Aviation's Environmental Impact: The Role of Regulatory Bodies.
- Airport Water Quality Control.
- Effects of Deicing Fluids.
- Noise.
- Effects.
- Noise Measurement.
- Noise Trends.
- Noise Controls.
- Emerging Issues.
- Surface Air Quality.
- Effects.
- Emissions Measurement.
- Emissions Trends.
- Emissions Controls.
- Emerging Issues.
- Impact of Aviation on Climate.
- Effects.
- Measurement.
- Greenhouse Emissions Controls.

الوحدة الخامسة عشر : **Information Technology in Airline Operations, Distribution and Passenger Processing** (أسبوع)

- Information Technology in Airline Planning and Operations.
- Airline Distribution Systems.
- Evolution of Computer Reservations Systems.
- Terminology and Capabilities of Reservation Systems.
- Alternative Airline Distribution Channels.
- Impacts of Alliances and Code Sharing on Distribution.
- IT Challenges of Evolving Distribution Channels.
- Distribution Costs and E-commerce Developments.
- Internet Distribution Channels.
- Electronic Ticketing.
- Implications for Airlines and Consumers.
- Innovations in Passenger Processing.

- القراءات المقررة:

- Brunger, W.G. (2008) "The Impact of the Internet on Airline Fares Part II: Understanding the 'Internet Price Effect'," Doctoral dissertation, Case Western Reserve University.
- ICAO – International Civil Aviation Organization (2007) Outlook for Air Transport to the Year 2025 , September, Montreal, p. 31.
- Jenner, G. (2008) "Mobilised Change," Airline Business, July, pp. 48–51.

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متطلبات المادة:

الرقم	أداة التقويم	العلامة كنسبة مئوية	التوقيت
-1	التدريب الميداني والمشاركة	%30	خلال الفصل الدراسي
-2	امتحان نصف الفصل الأول	%20	خلال الفصل الدراسي
-5	الاختبار النهائي	%50	نهاية الفصل الدراسي

**قائمة شطب لتقييم مخطط مادة: التخطيط والتنمية السياحية**

ملاحظات	غير واضح	لا	نعم	البند
<b>أولاً: المعلومات العامة عن المادة: يتضمن المخطط:</b>				
			✓	اسم المادة
			✓	رقم المادة
			✓	عدد الساعات المعتمدة للمادة
لا يوجد لها		✓		المتطلب السابق
حسب كل فصل دراسي		✓		موقع ورقم قاعة التدريس
				موقع ورقم مختبر المادة (إن وجد)
حسب كل فصل دراسي			✓	الأيام التي تدرس بها المادة
حسب كل فصل دراسي			✓	وقت المحاضرة
				ساعات المختبر
		✓		موقع القسم الذي يتبع له أستاذ المادة
		✓		الصفحة الإلكترونية للمادة
<b>ثانياً: معلومات عن أستاذ المادة، مثل:</b>				
			✓	اسم أستاذ المادة
		✓		موقع مكتب أستاذ المادة
حسب كل فصل دراسي			✓	الساعات المكتتية لأستاذ المادة
			✓	عنوان البريد الإلكتروني لأستاذ المادة
		✓		رقم هاتف القسم الذي يتبع له أستاذ المادة
		✓		اسم مساعد التدريس (إن وجد)
		✓		موقع مكتب/ مكاتب مساعدي البحث والتدريس
		✓		رقم هاتف مساعد التدريس (إن وجد)
<b>ثالثاً: وصف المادة:</b>				
			✓	متطابق مع ما هو وارد في الخطة الأكاديمية للتخصص الذي تقع به المادة
			✓	دقيق ومختصر
<b>رابعاً: الأهداف العامة والتدريسية</b>				
			✓	يوجد قائمة بالأهداف العامة للمادة
			✓	يوجد قائمة بالأهداف الخاصة للمادة

ملاحظات	غير واضح	لا	نعم	البند
			✓	هنالك ارتباط بين أهداف المادة وأهداف التخصص ووصف المادة
			✓	صيغت الأهداف بلغة نواتج التعلم المرغوب بها
			✓	هنالك تنوع في الأهداف
			✓	يوجد شمولية بالأهداف
<b>خامساً: محتوى المادة:</b>				
			✓	هنالك انسجام بين مفردات ووحدات محتوى المادة والأهداف التدريسية لها
			✓	المحتوى منسجم مع وصف المادة
			✓	هنالك تكامل بين وحدات محتوى المادة
			✓	هنالك تسلسل وترابط بين وحدات محتوى المادة
			✓	هنالك توزيع زمني منطقي لوحدات المادة على الفصل الدراسي
<b>سادساً: النشاطات والاستراتيجيات التدريسية:</b>				
			✓	تتسجم النشاطات واستراتيجيات التدريس مع الأهداف التدريسية ومحتوى المادة
			✓	تتنوع أنشطة التدريس بشكل يراعي الفروق الفردية
			✓	تراعي أنشطة التدريس الموازنة بين دور الطالب ودور أستاذ المادة
<b>سابعاً: متطلبات المادة:</b>				
			✓	يوجد تحديد لمتطلبات المادة
			✓	تقيس المتطلبات أهداف المادة بشكل دقيق
			✓	تشتمل متطلبات المادة على:
			✓	✓ اختبارات
			✓	✓ مشاريع وأنشطة فردية
			✓	✓ مشاريع وأنشطة جماعية
			✓	✓ أنشطة باستخدام شبكة المعلومات الدولية
			✓	✓ أوراق بحثية
			✓	يوجد تحديد للوزن النسبي الذي سيعطى لكل مطلب من متطلبات المادة
			✓	هنالك حدود زمنية لتنفيذ كل مطلب من متطلبات المادة
<b>ثامناً: سياسات المادة</b>				
				يحتوي مخطط المادة على سياسة أستاذ المادة في:
	مكتوب		✓	الحضور
	الحديث عنه شفها مع		✓	التحضير

ملاحظات	غير واضح	لا	نعم	البند
الطلاب				
الحديث عنه شفها مع الطلاب			✓	التغيب عن الامتحانات
الحديث عنه شفها مع الطلاب			✓	التأخر في تسليم الواجبات
الحديث عنه شفها مع الطلاب			✓	إجراءات السلامة في المختبر
الحديث عنه شفها مع الطلاب			✓	الغش
مكتوب			✓	إعطاء الدرجات
<b>تاسعاً: المراجع: يتضمن المخطط:</b>				
			✓	اسم المرجع الأساسي
			✓	تكلفة المرجع
			✓	المصدر الذي من خلاله يتم الحصول على المرجع
			✓	الإجراءات الخاصة بكل وحدة من وحدات محتوى المادة
			✓	يوجد انسجام بين المراجع وأهداف المادة العامة
			✓	المراجع مصاغة بالطريقة المتعارف عليها
			✓	تحتوي قائمة المراجع على أسماء مواقع على شبكة المعلومات يمكن للطلبة الرجوع إليها
<b>عاشراً: الأنشطة واستراتيجيات التدريس:</b>				
			✓	يوجد تحديد للأنشطة الصفية و اللاصفية
			✓	تتسجم الأنشطة مع الأهداف التدريسية ومحتوى المادة
			✓	تتنوع الأنشطة التدريسية للمادة
			✓	هنالك مراعاة لدور الطالب وأستاذ المادة في أنشطة واستراتيجيات التدريس

#### توصيات:

توجد توصية واحدة تتعلق بأهمية توفير القدرات المؤسسية في كليات الجامعة الأردنية لأعضاء الهيئة التدريسية لتحقيق أهداف الجودة في كل مكونات العملية التعليمية من مقررات دراسية وغيرها.