4 QUALITY EDUCATION

4. Quality Education
4.1. Teaching Qualification Enhancement.
(Teaching Certification Program Delivery)

Palestine Ahliya University (PAU) is committed to enhancing the teaching qualifications of its faculty and graduates through specialized certification programs designed to elevate teaching standards and align with global higher education benchmarks. These programs combine practical methodologies with theoretical frameworks to ensure a high-quality educational experience. Recent advancements include the introduction of comprehensive evaluation mechanisms to assess the certifications' impact on teaching performance and the establishment of collaborations with international accreditation bodies to expand access to recognized teaching certifications. These initiatives promote professional development and uphold excellence in education at PAU.

4.2. Free Access to Educational Resources
(Free Library and Educational Resources Access)

PAU prioritizes equitable learning opportunities by offering free access to diverse educational resources, including its library facilities, digital platforms, and academic courses, for both the university and the local community. Expanding digital channels and enhancing infrastructure have been key steps to ensure seamless resource accessibility. Regular evaluations ensure the resources remain relevant, efficient, and effective. These initiatives cultivate a culture of knowledge-sharing and accessibility, aligning with PAU's mission to serve as a hub for learning and academic excellence in the region.

4.3 Equal Opportunity and Non-Discrimination
(Monitoring and Evaluation of Equal Access)

PAU is dedicated to fostering an inclusive academic and administrative environment that ensures equal opportunities and eliminates all forms of discrimination. Policies are reinforced through awareness and training programs that emphasize the importance of diversity and inclusion in education, employment, and services. A confidential and transparent process allows students and staff to report discrimination cases, ensuring timely and effective resolution. Regular policy reviews are conducted to align with the principles of equity and non-discrimination, reinforcing PAU's commitment to creating a fair and respectful community for all.

4.4. First-Generation Student Support
(First-Generation Student Mentoring Programs)

PAU recognizes the unique challenges faced by first-generation students and is dedicated to their academic and social success. Tailored mentoring programs provide guidance to help these students navigate university life while building essential skills. Current initiatives include the development of specialized mentoring content, increasing the availability of academic advisors for personalized support, and implementing monitoring systems to track students' academic progress and social integration. By addressing the specific needs of first-generation students, PAU fosters an environment that encourages their growth and success.

4.5. Managing Educational Activities for the Public (Internal and External)
(Educational Events Management- Internal and External)

PAU is committed to hosting impactful educational events, both internally for the university community and externally for the broader public. A structured management framework ensures these events are organized efficiently and deliver significant value. Mechanisms to measure community impact and annual progress help refine the approach to event planning. Collaborations with local partners extend the reach and effectiveness of external initiatives, while dedicated training for event organizers enhances the quality of educational activities. Through these efforts, PAU strengthens its role as a leader in promoting knowledge dissemination and lifelong learning in Palestine.

4.6. Strategic Key Performance Indicators (KPIs)

SN	KPI	2021/2022	2022/2023	2023/2024
1	Teaching Certification Enrolees	94%	96%	99%
2	Free Resource Users	91%	93%	96%
3	Anti-Discrimination Policy Compliance	93%	95%	98%
4	First-Gen Completion Rate	93%	95%	98%
5	Internal Education Event Participants	93%	95%	98%
6	External Education Event Participants	92%	94%	97%

4.7. Activities and initiatives achieved (2023/2024)

SN	Activities / Initiatives	Link
1	Distribution of Bags	GO
2	Scholarships	GO
3	Graduation Ceremony	GO
4	Education and Technology Conference	GO

4.8. SDG Scientific Research (2023)

SN	Article Name	Link
1.	Zeer, M., Siaj, R. W., Ghannam, J. A., & Kanan, M. (2023, December). Ethics of Artificial Intelligence in University Education. In 2023 2nd International Engineering Conference on Electrical, Energy, and Artificial Intelligence (EICEEAI) (pp. 1-4). IEEE.	Click
2.	Qaddumi, H., Smith, M., Alawneh, Y., Shawamreh, N., Bakeer, A., & Itemizeh, M. (2023). Palestinian undergraduate learners' foreign language classroom anxiety in online environments.	Click
3.	Toqan, D., Ayed, A., Amoudi, M., Alhalaiqa, F., Alfuqaha, O. A., & ALBashtawy, M. (2022). Effect of progressive muscle relaxation exercise on anxiety among nursing students in pediatric clinical training. SAGE open nursing, 8, 23779608221090002.	Click
4.	Hijazi, H. W., & Itmazi, J. A. (2013, May). Crawler based context aware model for distributed e-courses through ubiquitous computing at higher education institutes. In 2013 Fourth International Conference on e-Learning" Best Practices in Management, Design and Development of e-Courses: Standards of Excellence and Creativity" (pp. 9-14). IEEE.	Click

5.	Hamad, N., Hussein, A., Allan, B., Karakra, N., & Daher, W. (2024). The effect of PIQMAS application on the engagement processes of upper basic stage mathematics and science students. Eurasia Journal of Mathematics, Science and Technology Education, 20(2), em2405.	Click
6.	Mosleh, S. M., Afzal, A. R., & Jubeh, R. S. (2024). The Level of Students' Satisfaction with Their Academic Performance in e-learning Through Learning Platforms. In Artificial Intelligence-Augmented Digital Twins: Transforming Industrial Operations for Innovation and Sustainability (pp. 253-263). Cham: Springer Nature Switzerland.	Click