Project No.: 618103-EPP-1-2020-1-PS-EPPKA2-CBHE-JP

Edu4ALL

Disability as diversity: The inclusion of students with disabilities in higher education

Deliverable D1.1	Investigating the rules and regulations of inclusive education (IE) for students with disabilities in both partner countries HEIs

Work Package (WP)	WP1: Reviewing and analyzing the educational requirements for people with disabilities in partner countries HEIs
WP Leader	Irbid National University
Task members	Al-Ummah University College/ Palestine. Ethniko Kai Kapodisriako Panepistimio Athinon/ Greece. Irbid National University/ Jordan. Palestine Technical College-Deir Elbalah/ Palestine. Palestine Technical University -Kadoorie/ Palestine. University of Jordan/ Jordan.
Issue date	22 april 2021
Version/Status	Draft v.2

Project partners

Palestine Technical University Kadoorie
Palestine
Coordinator

National and Kapodistrian University of Athens
Greece

The University of the Basque Country
Spain

Irbid National University
Jordan

Partners for Sustainable Development
Palestine

The University of Jordan
Jordan

Al-Ummah University College
Palestine

Palestine Technical College
Palestine

Int@E UG
Germany

WP1: Reviewing and analysing the educational requirements for people with disabilities in Partner countries HEIs

Project information

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Contact

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Document Data

Work Package	WP1: Reviewing and analysing the educational requirements for people with disabilities in partner countries HEIs
Task 1.1	Investigating the rules and regulations of inclusive education (IE) for students with disabilities in both partner countries HEIs
Deliverable Title	Investigating the rules and regulations of inclusive education (IE) for students with disabilities in both partner countries HEIs
Work Package Leader	Irbid National University
Task Members	Al-Ummah University College/ Palestine. Ethniko Kai Kapodisriako Panepistimio Athinon/ Greece. Irbid National University/ Jordan. Palestine Technical College-Deir Elbalah/ Palestine. Palestine Technical University -Kadoorie/ Palestine. Universidad Del Pais Vasco/ Euskal Herriko Unibertsitatea/ Spain. University of Jordan/ Jordan.
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V1.0	22/4/2021	Al-Ummah University College/ Palestine. Ethniko Kai Kapodisriako Panepistimio Athinon/ Greece.

Introduction:

People with disabilities have the right to equal opportunities in all areas of life (including Education) as well as to live in dignity and freedom. According to the United Nation (UN) convention of the right of people with disabilities, all people have the right to equal education without discrimination and on the basis of equal opportunity. In both partner countries (PCs), Palestine and Jordan, statistics reveal that the most three common disabilities among individuals respectively are visual disability, motor disability, and hearing disability. Both statistics show that students with disabilities were also equally likely to get financial aid for college. However, data show that students with disabilities are less likely to enroll in higher education than their nondisabled peers. Data indicate that higher education still does not meet the requirements on inclusion of people with disabilities into the community.

The main reason behind this conclusion is the lack of facilities and services keeping disabled away from higher education and corporate jobs. For example, up to our knowledge after gathering information from the General Union of Disabled (GUD) at both PCs, most of universities in PCs have insufficient accessible curriculum resources and have not made any curriculum adjustments for students with disabilities attending their programs. Most of the universities also fail to prepare any individualized learning plans for students with disabilities, and to provide even the most basic accessible infrastructure for students, particularly those with motor disabilities. While existing universities policies allow students with disabilities who finish their high school to enroll in their not-inclusive programs, there is a severe shortage of support (or incorporate) accessibility (in existing) curricula and resources through appropriate accessibility services and accommodations for students with disabilities.

The aim of this Report is to find current practice of inclusive education in HEIs at both PCs to enable us providing students with disabilities with suitable educational opportunities; thus, maximizing the number of beneficiary students who will enroll in university programs. This activity will also determine the requirements of the students with disabilities, to achieve a good result a well questionnaire designed to collect and gathering information from the disabilities students from both PC.

The questionnaire was designed by all partners, after reviewing it more than once, the questionnaire contains six main dimensions. It was translated into sign language, and then distributed to all universities in Palestine and Jordan. Indeed, 500 questionnaires were distributed to most universities, and only 179 students were responded to. During the collection of information about the students, we encountered a set of obstacles that led to the lack of response from all the students.

Results:

The questionnaire contains six main dimensions, as follows:

1. **First dimension: University physical environment, this dimension contains 16 question**
2. **Dimension two: educational environment and study arrangements, this dimension contains 8 questions**
3. **Third dimension: teaching and learning, this dimension contains 15 question**
4. **Fourth dimension: administrative facilities, this dimension contains 8 question**
5. **Fifth dimension: university library, this dimension contains 8 question**
6. **Sixth dimension: services or technological facilities, this dimension contains 17 question.**

In general:

- **179 questionnaires were received out of 500 distributed**
- **The questionnaire was translated into Arabic language**
- **The questionnaire was translated into sign language**
- **The questionnaire was distributed and gathered in Arabic**
- **An employee was assigned to send the questionnaire to 500 students.**
- **All students were contacted through the student's personal phone.**
- **The duration of the call with each student was 10-20 minutes**
- **The students' answers did not reflect the reality of the existing services**
- **It is clear from the answers that there is a misunderstanding, and the misunderstanding comes from confusing what exists on the ground with what is required**

Conclusions and Recommendations

- **There is a lack of services in general on all the dimensions of the questionnaire**
- **At the level of infrastructure, there are some services provided by some universities, and these services must be enhanced.**
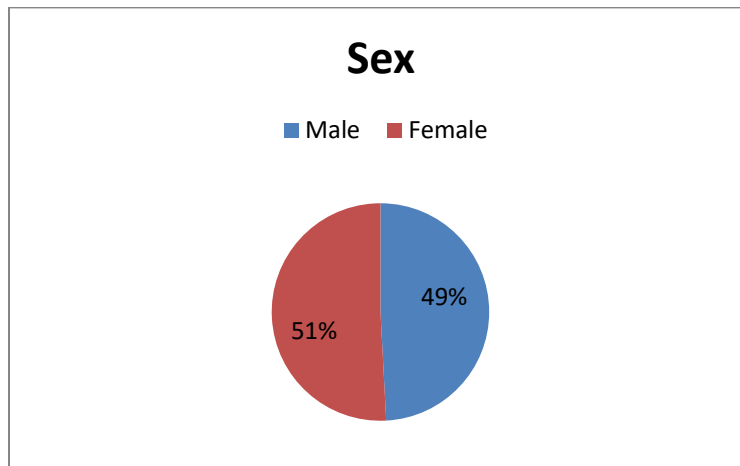- **There is a lack of equipment and technological tools**

References:
- Higher Council for the Rights of Persons with disabilities (HCD), Higher Council for the Rights of Persons with Disabilities (hcd.gov.jo)
- Ministry of Higher Education and Scientific Research, Home Page - The Ministry of Higher Education and Scientific Research (mohe.gov.jo)
- Accreditation Quality Assurance Commission for Higher Education Institutions   heac | Home Page
- Irbid National University, جامعة اربد الاهلية (inu.edu.jo)
- Jordan University, The University of Jordan :: Amman :: Jordan (ju.edu.jo)
- Palestine Technical University Kadoorie, الصفحة الرئيسية - جامعة فلسطين التقنية - خضوري (ptuk.edu.ps)
- Palestine Technical College, (ptca.edu.ps)
- Al-Ummah University College, About US - AL-Ummah University College (alummah.ps)
- National and Kapodistrain University of Athens, Home | National and Kapodistrian University of Athens (uoa.gr)
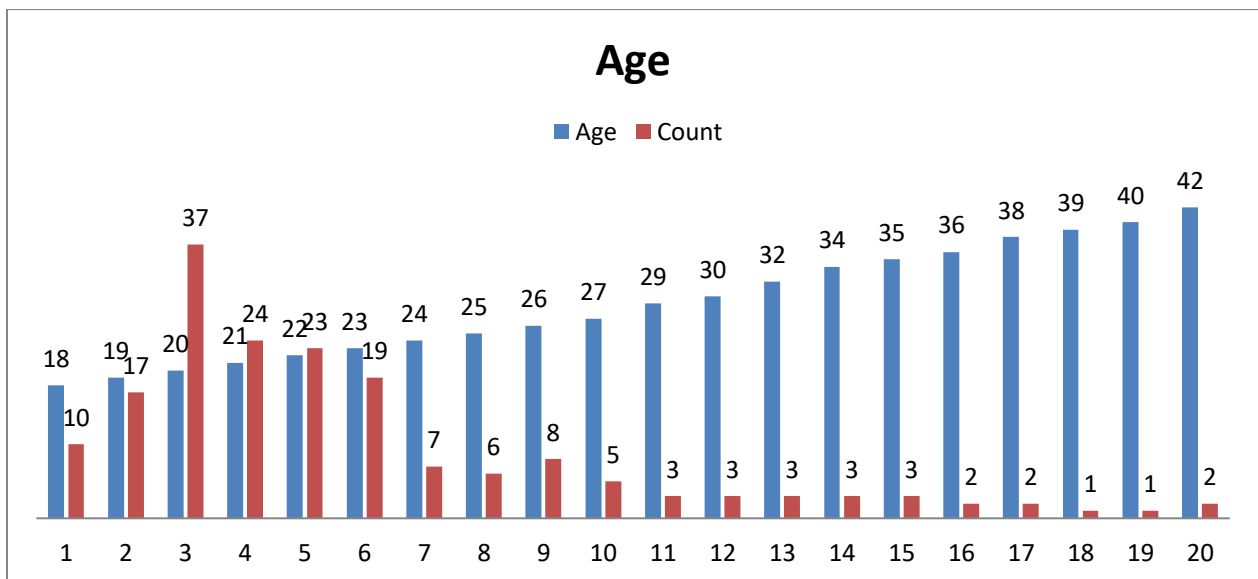- The University of the Basque Country, University of the Basque Country - UPV/EHU

A group of university faculty members (within the EU-backed Erasmus Plus project) gather information on the challenges faced by students with disabilities in Jordanian and Palestinian universities and community colleges. We inform you that all your comments and responses are our focus in order to work together to improve the quality of services provided to students with disabilities in universities and community colleges.
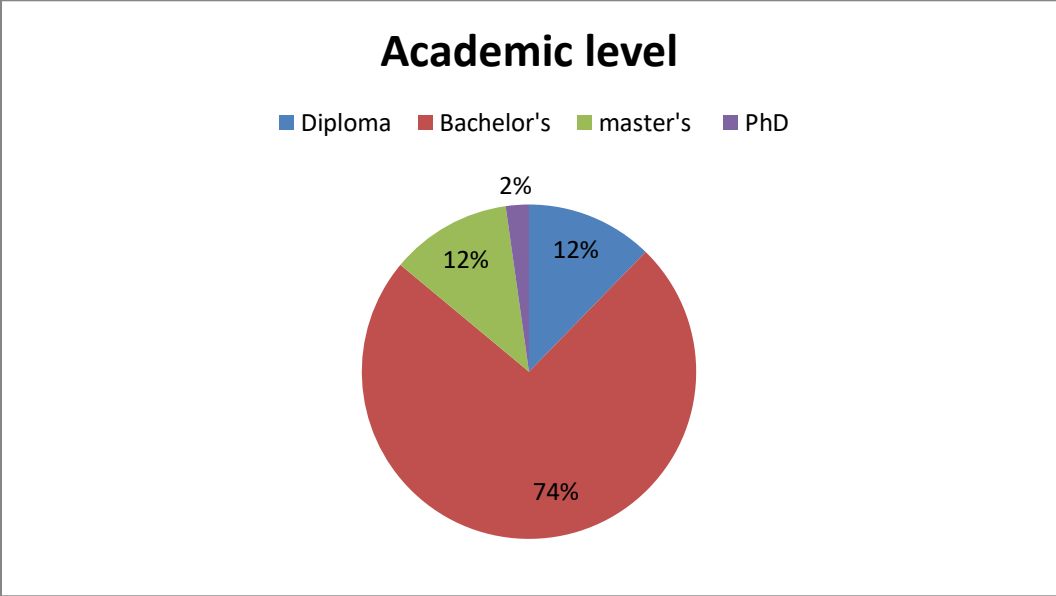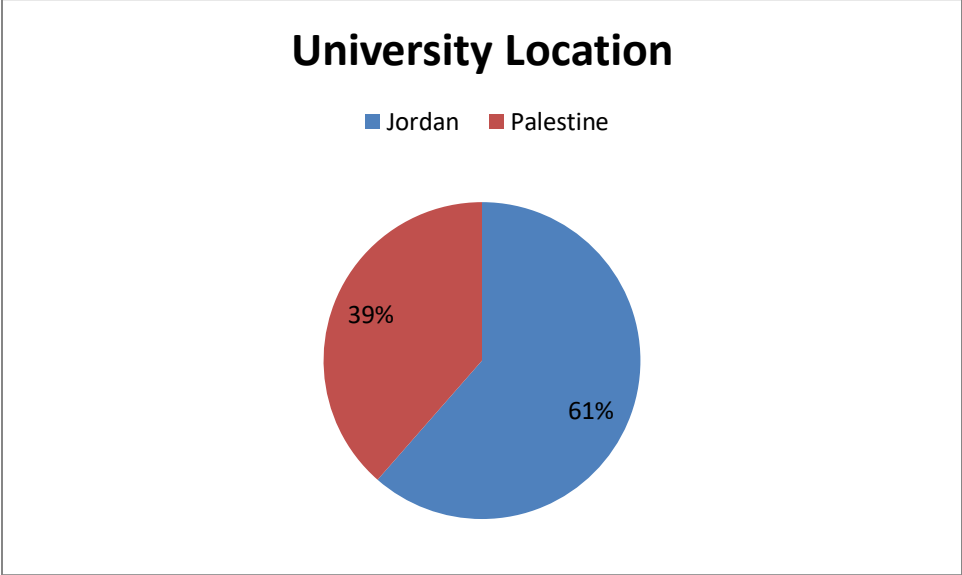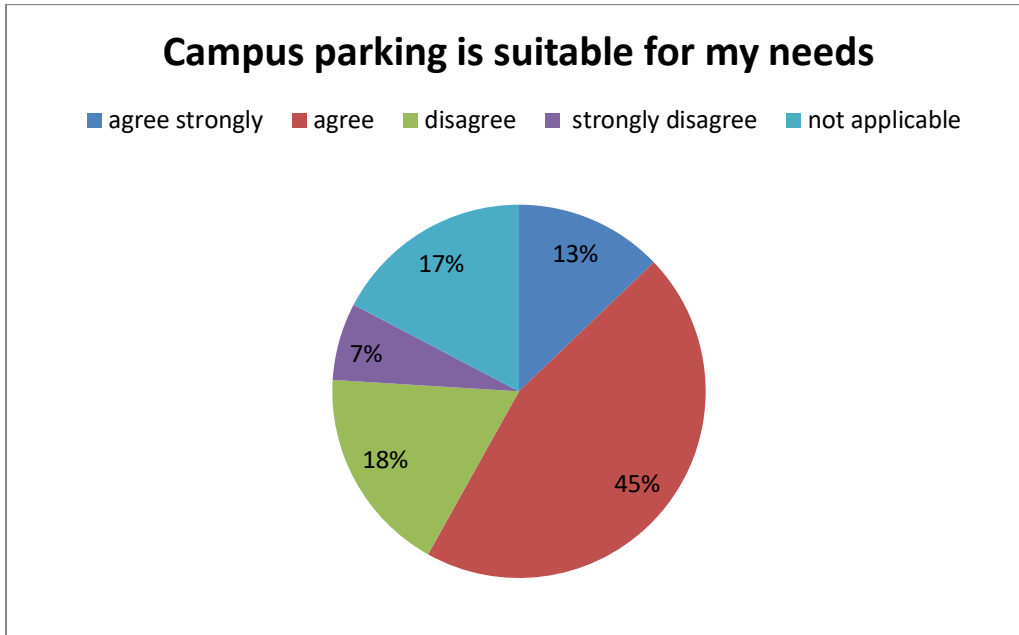
Personal Data

Q1: Sex

Q2: Age

WP1: Reviewing and analysing the educational requirements for people with disabilities in Partner countries HEIs

Q3: Academic level

Academic level

■ Diploma ■ Bachelor's ■ master's ■ PhD

- Diploma: 12%
- Bachelor's: 74%
- master's: 12%
- PhD: 2%

Q4: University Location

University Location

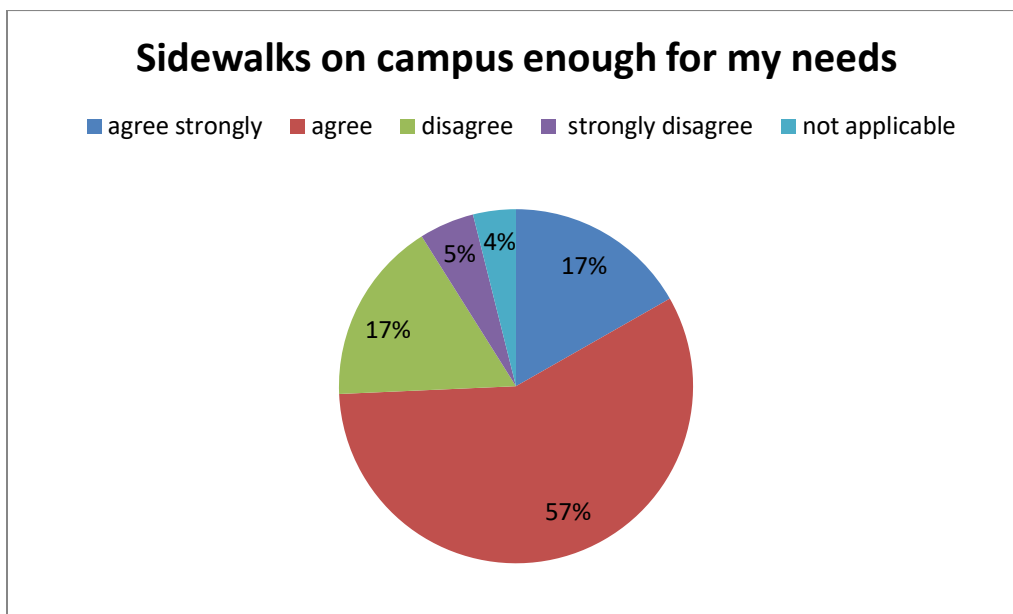■ Jordan ■ Palestine

- Jordan: 61%
- Palestine: 39%

Agree strongly/ agree/ disagree/ strongly disagree/ not applicable
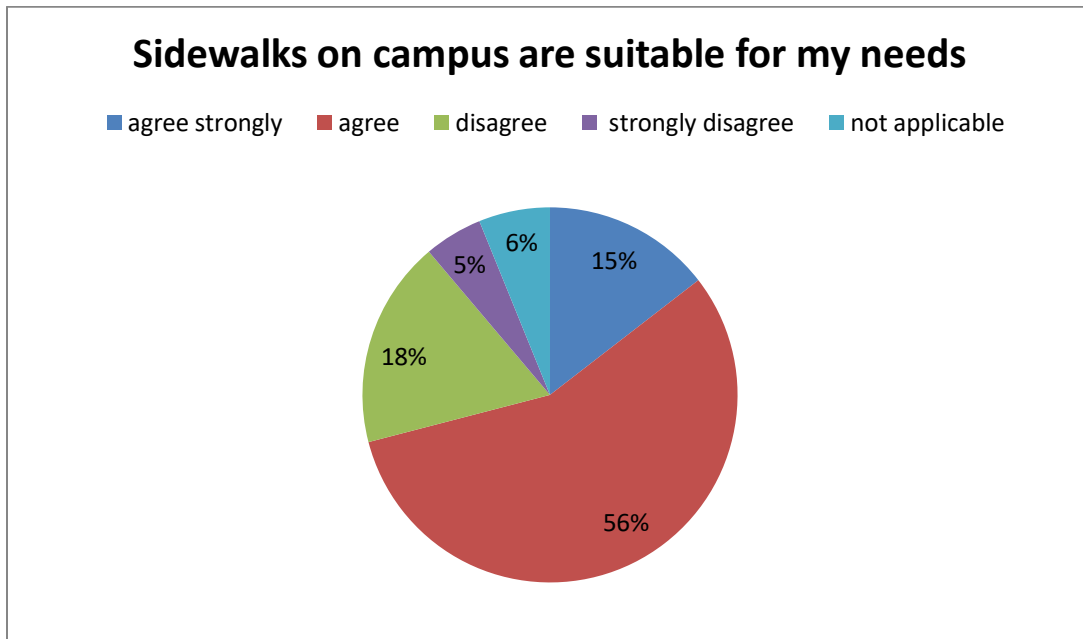
First dimension: University physical environment

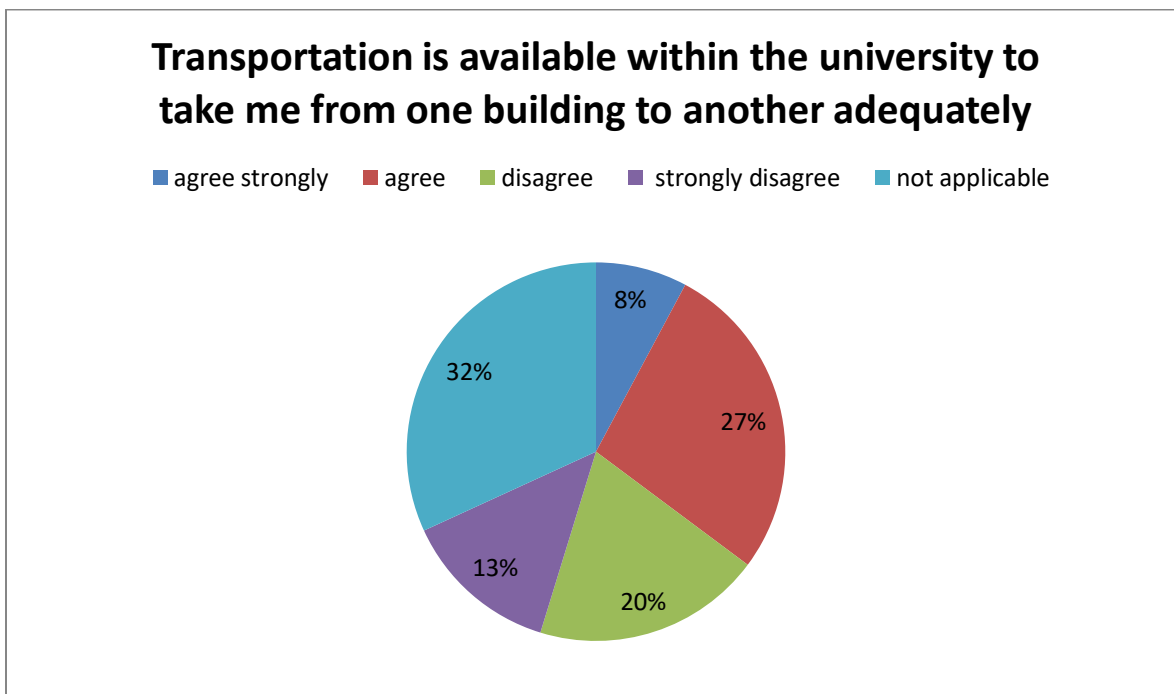Q1: Campus parking is suitable for my needs.

Q2: Sidewalks on campus enough for my needs

WP1: Reviewing and analysing the educational requirements for people with disabilities in Partner countries HEIs
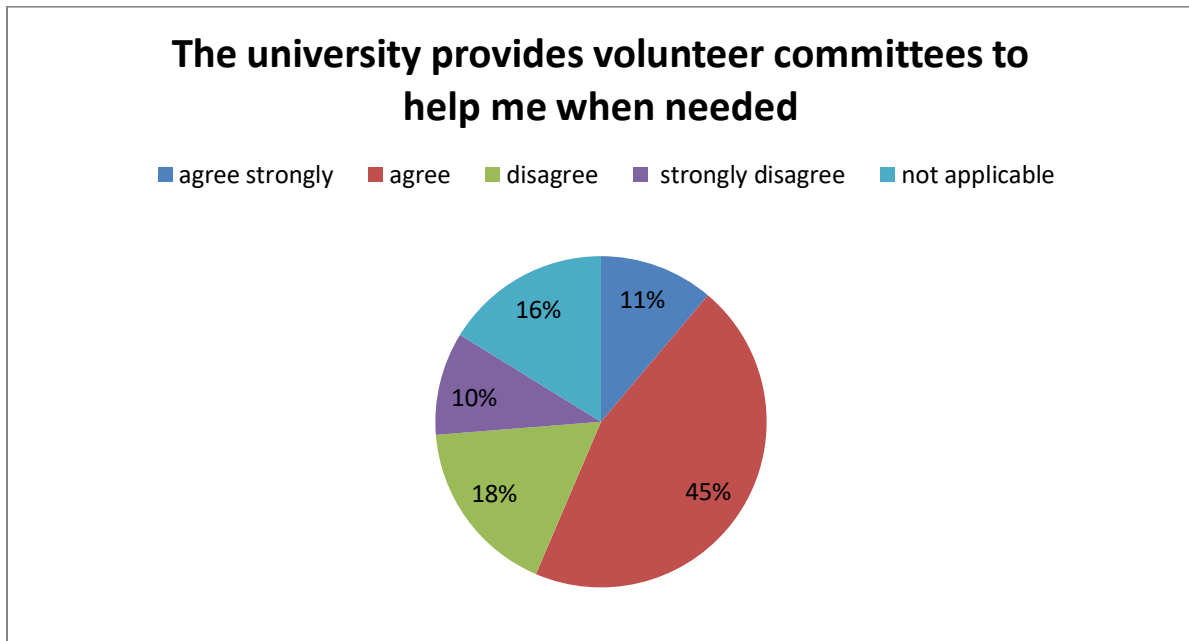
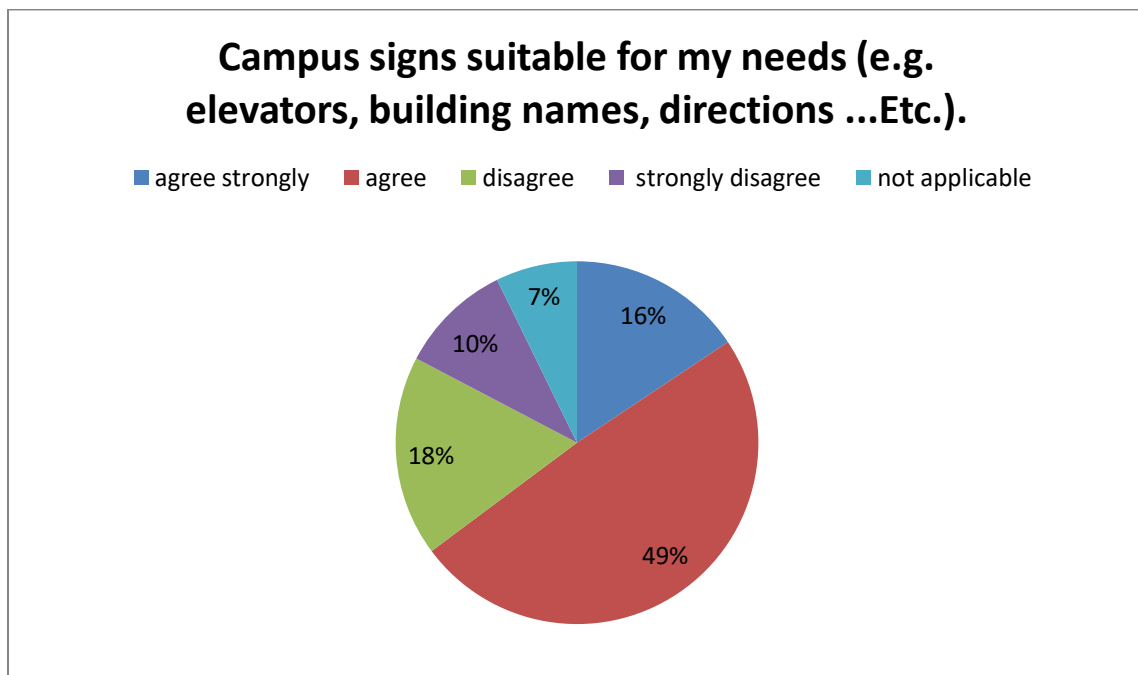Q3: Sidewalks on campus are suitable for my needs

Q4: Transportation is available within the university to take me from one building to another adequately
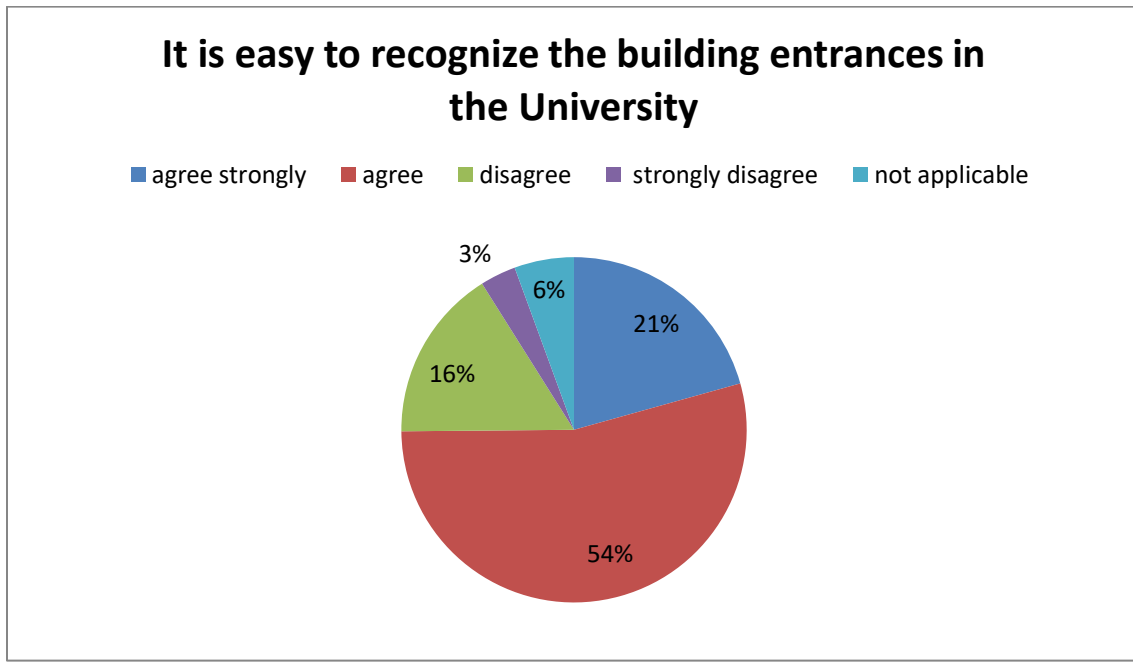
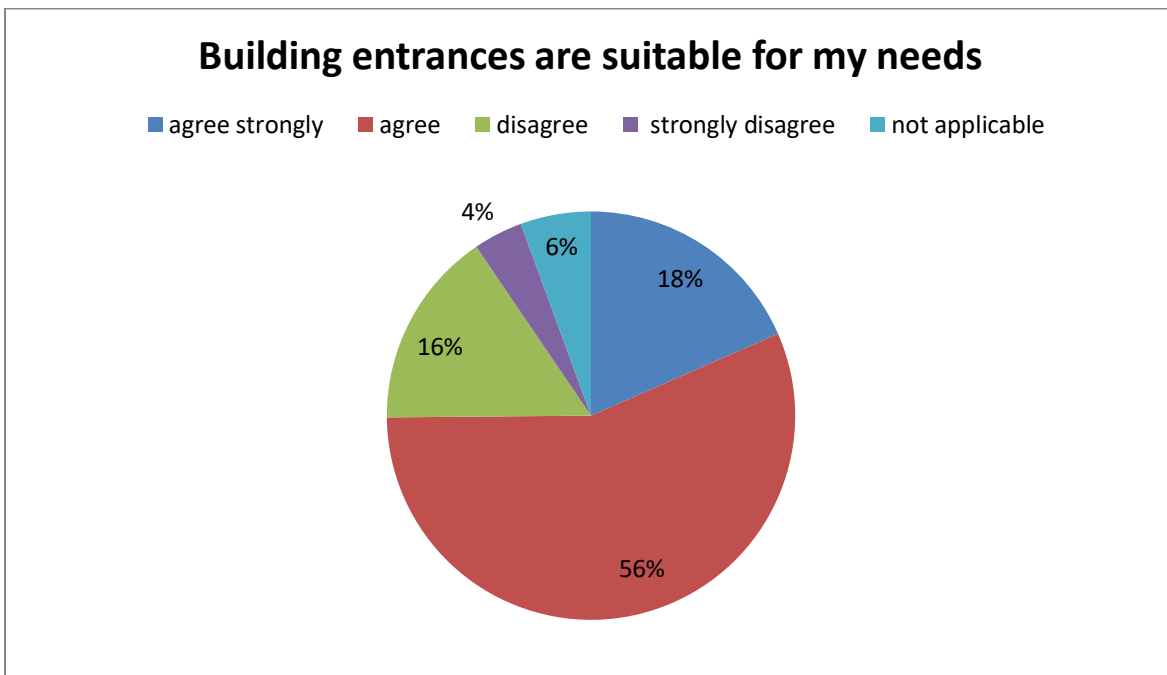Q5: The University provides volunteer committees to help me when needed

The university provides volunteer committees to help me when needed

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

- 11%
- 45%
- 18%
- 10%
- 16%

Q6: Campus signs suitable for my needs (e.g. elevators, building names, directions ...Etc.).

Campus signs suitable for my needs (e.g. elevators, building names, directions ...Etc.).

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

- 16%
- 49%
- 18%
- 10%
- 7%

Q7: It is easy to recognize the building entrances in the University

It is easy to recognize the building entrances in the University

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

- 21%
- 54%
- 16%
- 3%
- 6%

Q8: Building entrances are suitable for my needs

Building entrances are suitable for my needs

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

- 18%
- 56%
- 16%
- 4%
- 6%

WP1: Reviewing and analysing the educational requirements for people with disabilities in Partner countries HEIs

Q9: There are enough toilets in the buildings I use and suitable for my needs

There are enough toilets in the buildings I use and suitable for my needs

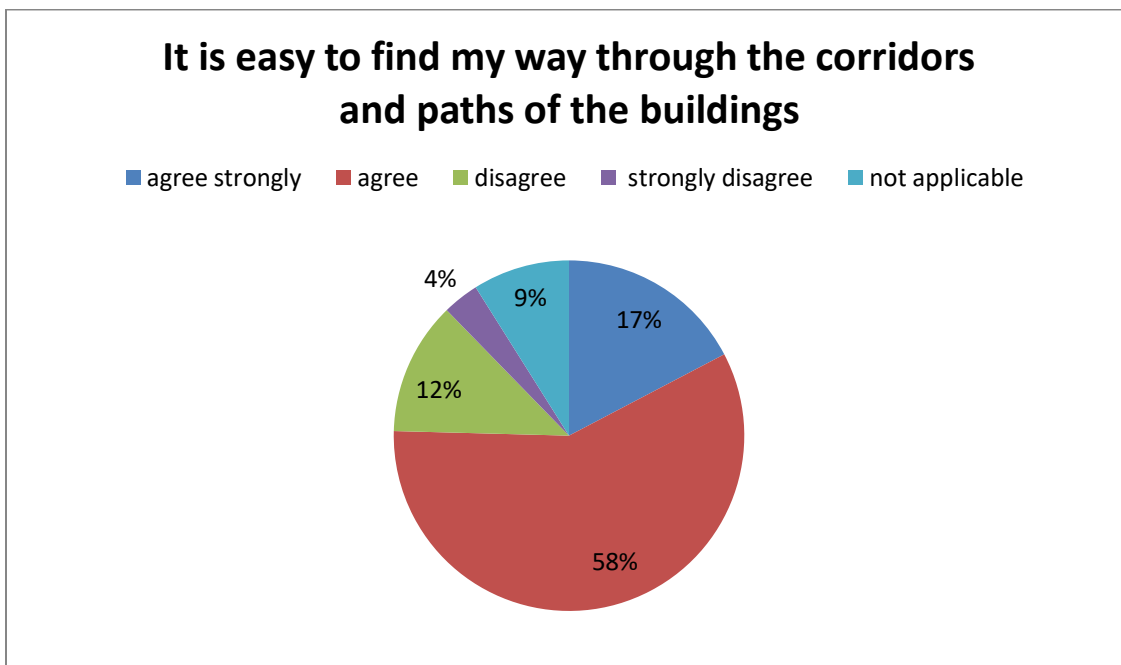■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

- 5%
- 17%
- 9%
- 13%
- 56%

Q10: Elevators in buildings are designed and prepared to meet my needs

Elevators in buildings are designed and prepared to meet my needs

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

- 12%
- 17%
- 11%
- 18%
- 42%

Q11: Fire alarms provide a convenient warning to me in case of emergency

Fire alarms provide a convenient warning to me in case of emergency

- agree strongly
- agree
- disagree
- strongly disagree
- not applicable

3% 12% 17%
13%
55%

Q12: It is easy to find my way through the corridors and paths of the buildings

It is easy to find my way through the corridors and paths of the buildings

- agree strongly
- agree
- disagree
- strongly disagree
- not applicable

4% 9% 17%
12%
58%

Q13: The buildings restaurants and cafeterias are suitable for my needs

The buildings restaurants and cafeterias are suitable for my needs

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

- 17%
- 54%
- 16%
- 6%
- 7%

Q14: The University provides easy slopes to suit my needs

The university provides easy slopes to suit my needs

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

- 12%
- 49%
- 15%
- 5%
- 19%

WP1: Reviewing and analysing the educational requirements for people with disabilities in Partner countries HEIs

Q15: Interior doors suitable for my needs and accessible

Interior doors suitable for my needs and accessible

- agree strongly
- agree
- disagree
- strongly disagree
- not applicable

15%

63%

11%

2%

9%

Q16: The necessary (material) facilities are available to practice my university life independently

The necessary (material) facilities are available to practice my university life independently

- agree strongly
- agree
- disagree
- strongly disagree
- not applicable

12%

40%

27%

12%

9%

Dimension two: educational environment and study arrangements

Q17: There are enough necessary tools, equipment and educational means prepared for my needs

There are enough necessary tools, equipment and educational means prepared for my needs

- agree strongly
- agree
- disagree
- strongly disagree
- not applicable

9%
12%
8%
20%
51%

Q18: I can get help using equipment when I need it

I can get help using equipment when I need it

- agree strongly
- agree
- disagree
- strongly disagree
- not applicable

9%
11%
5%
16%
59%

WP1: Reviewing and analysing the educational requirements for people with disabilities in Partner countries HEIs
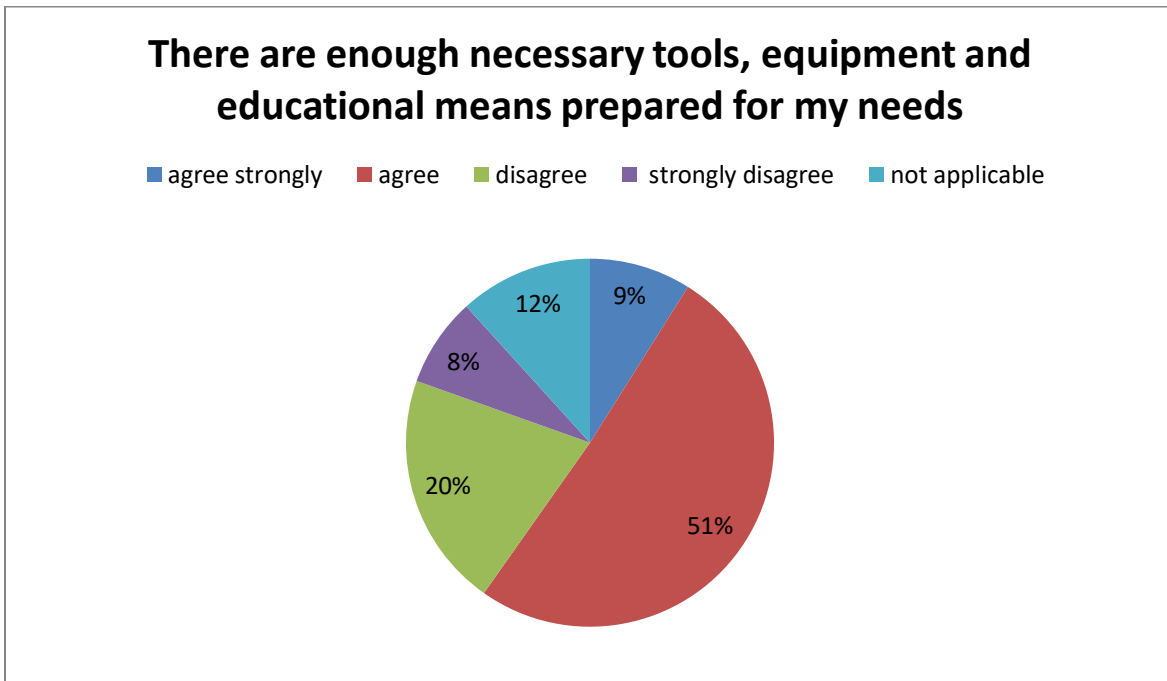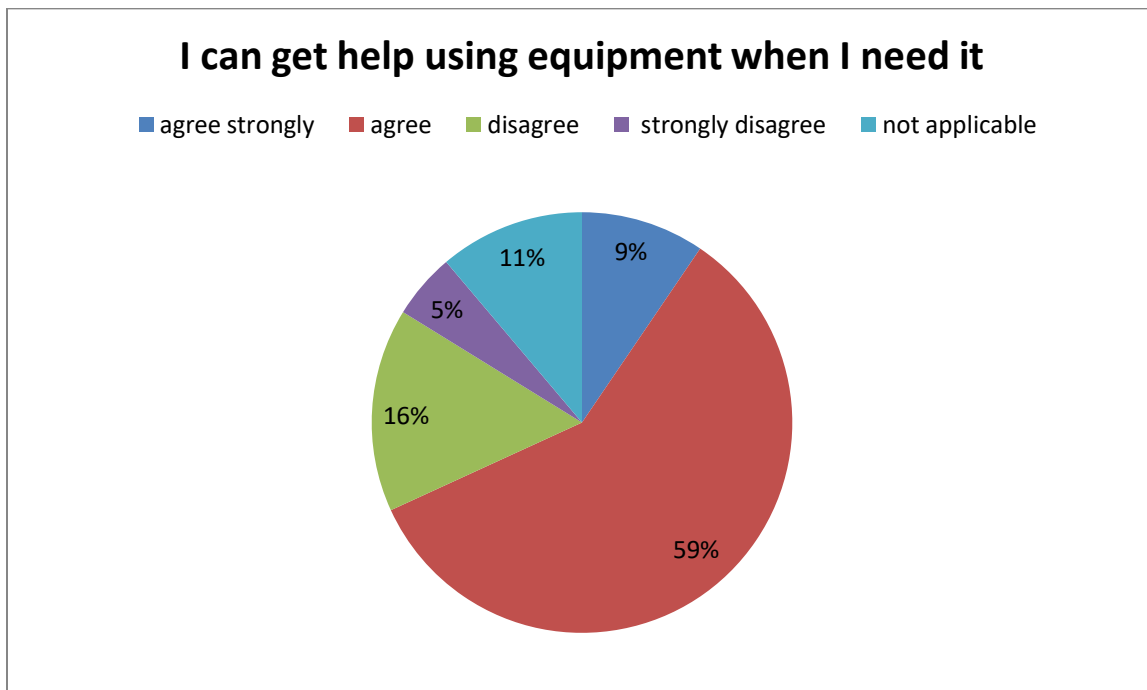
Q19: I am satisfied with my chances of using information technology (e.g. e-mail and software) at the University
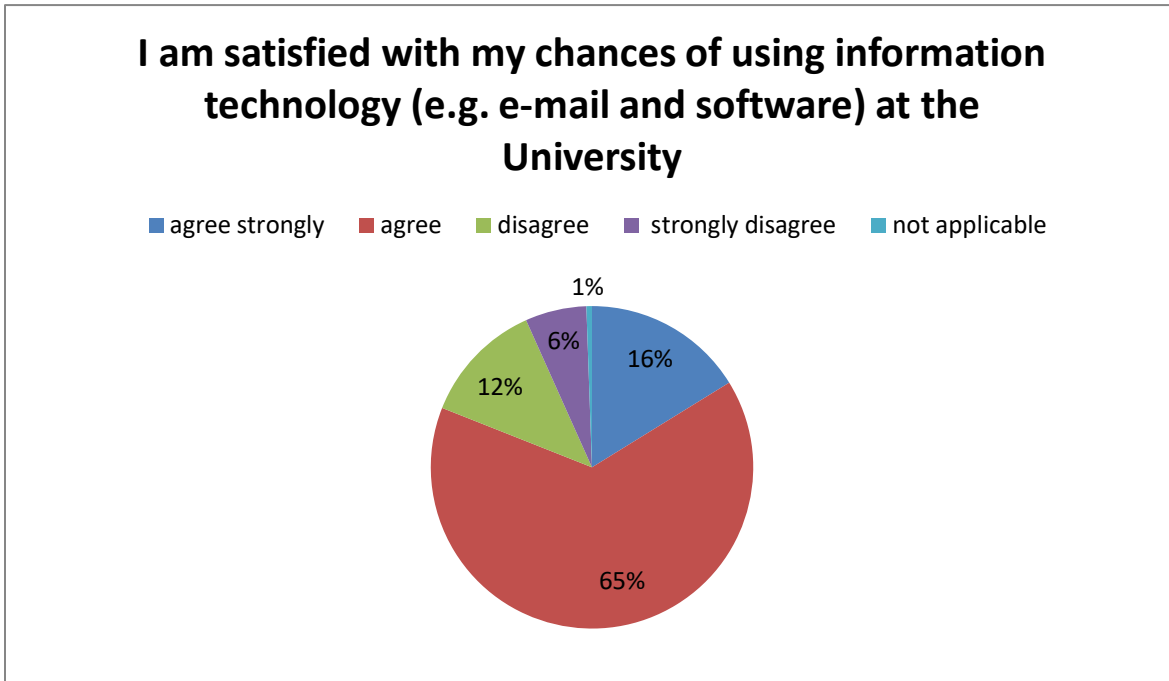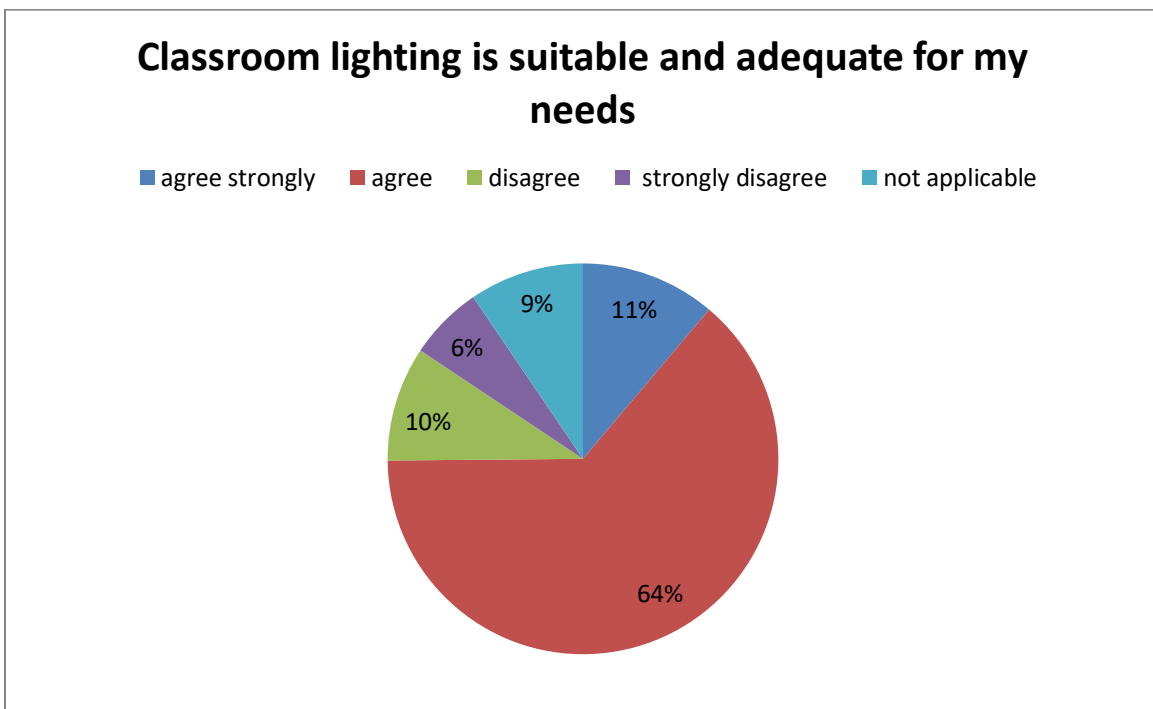

Q20: The University provides support services such as author or reader, or sign language translation......etc., if I need it
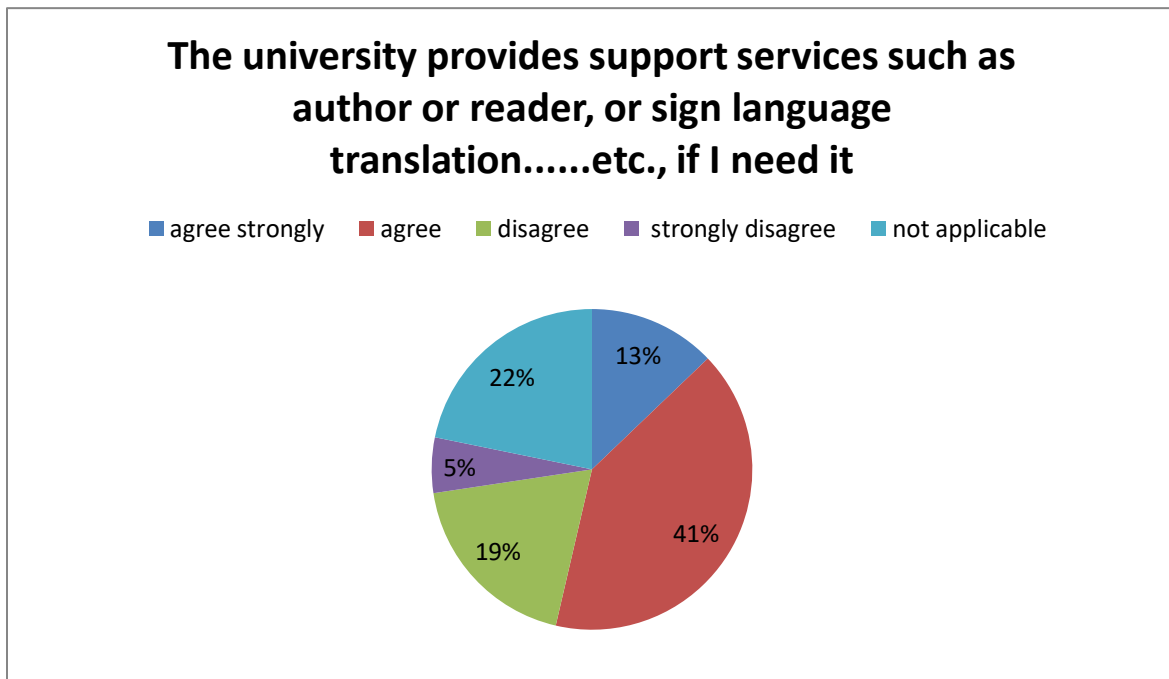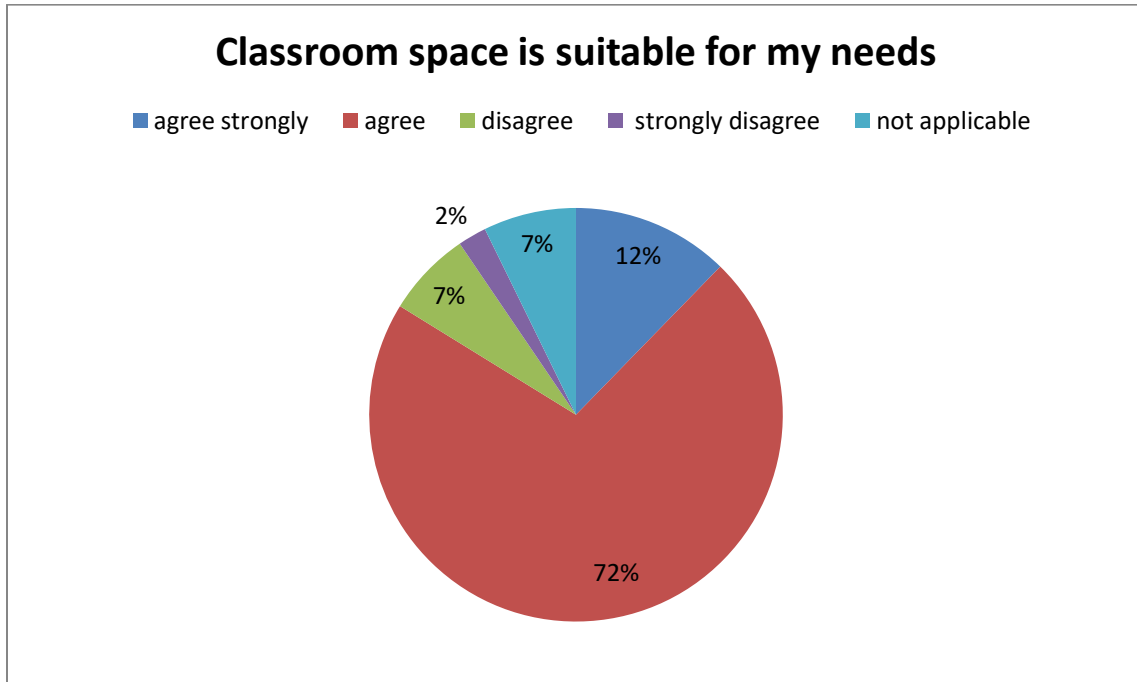
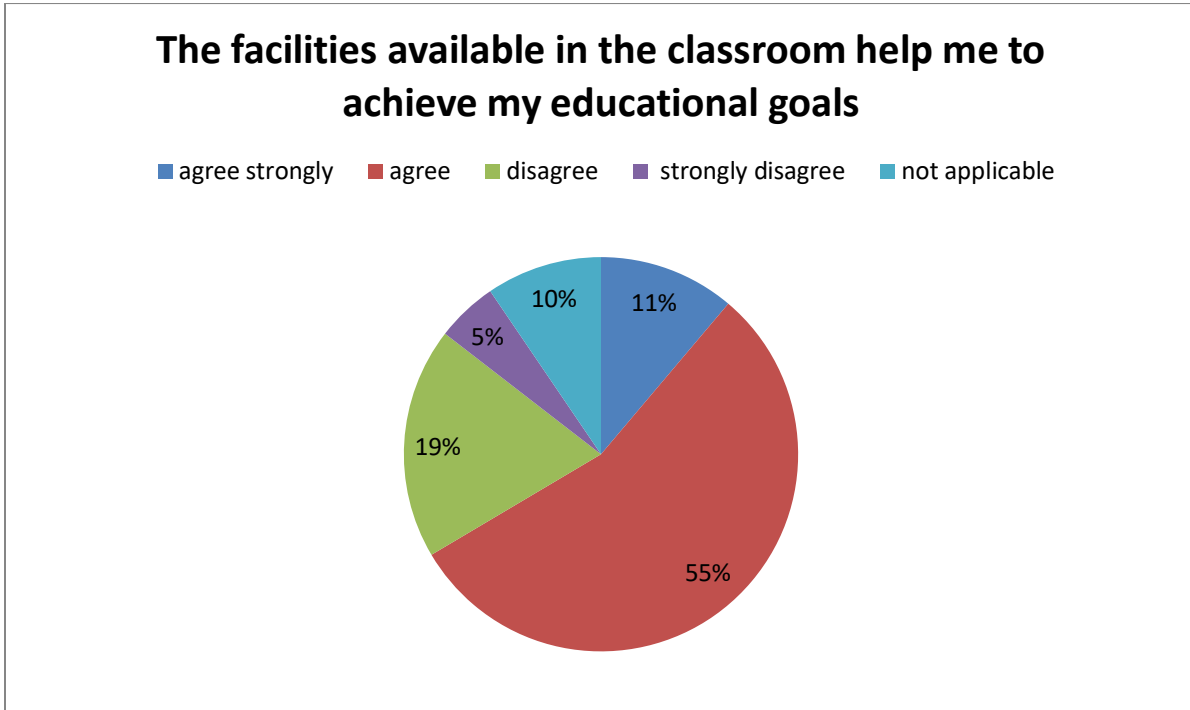Q21: University lecture dates take into account my needs
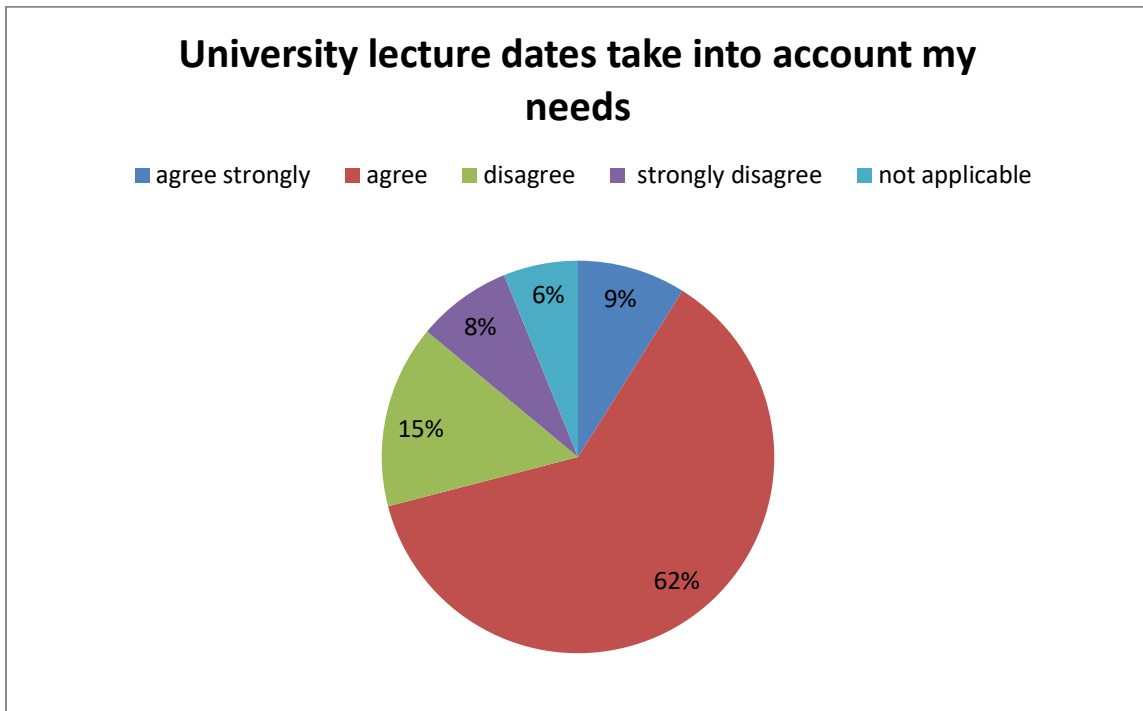
University lecture dates take into account my needs

- agree strongly
- agree
- disagree
- strongly disagree
- not applicable

9%
6%
8%
15%
62%

Q22: Classroom lighting is suitable and adequate for my needs

Classroom lighting is suitable and adequate for my needs

- agree strongly
- agree
- disagree
- strongly disagree
- not applicable

11%
9%
6%
10%
64%

Q23: Classroom space is suitable for my needs

Classroom space is suitable for my needs

- ■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

Q24: The facilities available in the classroom help me to achieve my educational goals

The facilities available in the classroom help me to achieve my educational goals

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

11%
55%
19%
5%
10%

Third dimension: teaching and learning

Q25: Diverse learning methods are used to suit my needs

Diverse learning methods are used to suit my needs

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

8%
48%
25%
9%
10%

WP1: Reviewing and analysing the educational requirements for people with disabilities in Partner countries HEIs

Q26: I find appropriate advice and guidance in managing my study time and workload at the University

I find appropriate advice and guidance in managing my study time and workload at the University

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

- 8%
- 49%
- 23%
- 9%
- 11%

Q27: I am allowed to record lectures if I request it

I am allowed to record lectures if I request it

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

- 14%
- 58%
- 16%
- 6%
- 6%

Q28: Available means and tools that enable me to participate effectively in lectures

Available means and tools that enable me to participate effectively in lectures

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

Q29: Available means and tools that help me to store scientific content in a way that suits my needs

Available means and tools that help me to store scientific content in a way that suits my needs

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

WP1: Reviewing and analysing the educational requirements for people with disabilities in Partner countries HEIs

Q30: I have the opportunity to give feedback to faculty members about the teaching methods and how suitable they are to me

I have the opportunity to give feedback to faculty members about the teaching methods and how suitable they are to me

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

Q31: I get feedback from faculty members at the university about my academic performance appropriately

I get feedback from faculty members at the university about my academic performance appropriately

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

Q32: The University faculty members evaluate me fairly compared to other students

The University faculty members evaluate me fairly compared to other students

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

20%
48%
18%
8%
6%

Q33: I am allowed to apply for tests in a place that suits my needs

I am allowed to apply for tests in a place that suits my needs

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable

17%
49%
18%
5%
11%

27

Q34: I get the extra time needed to perform the tests if requested
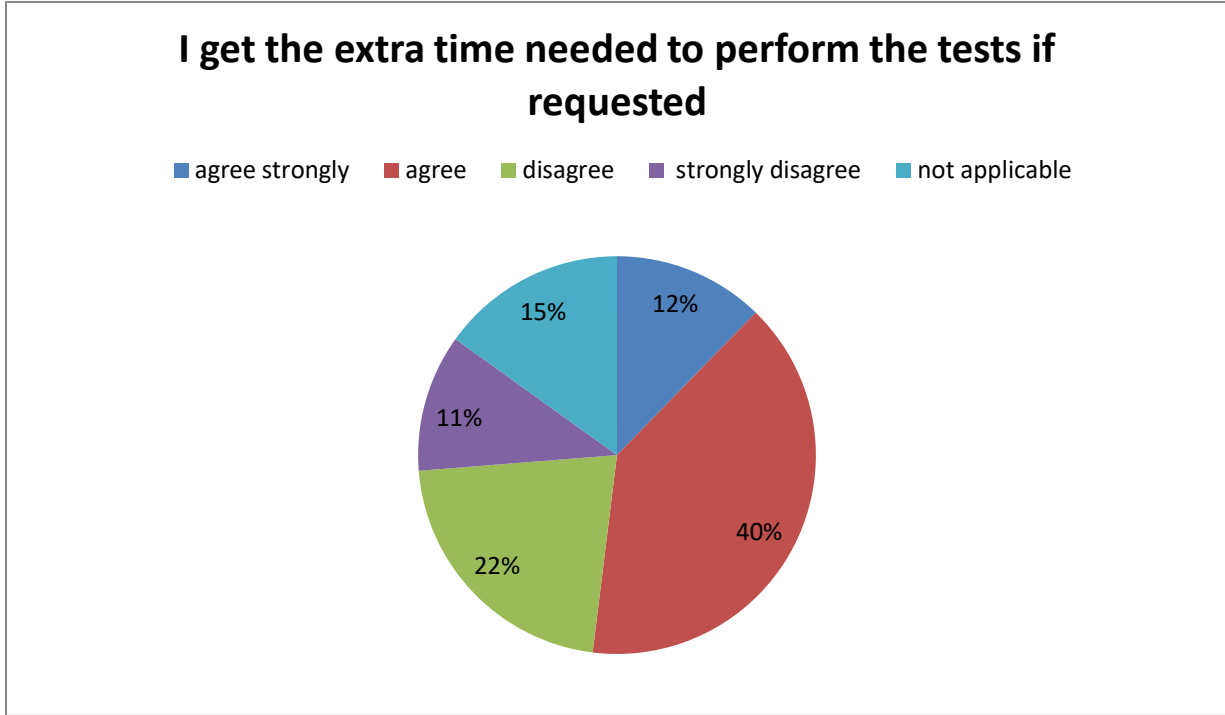
Q35: Sufficient means and tools are available for me to access the course content
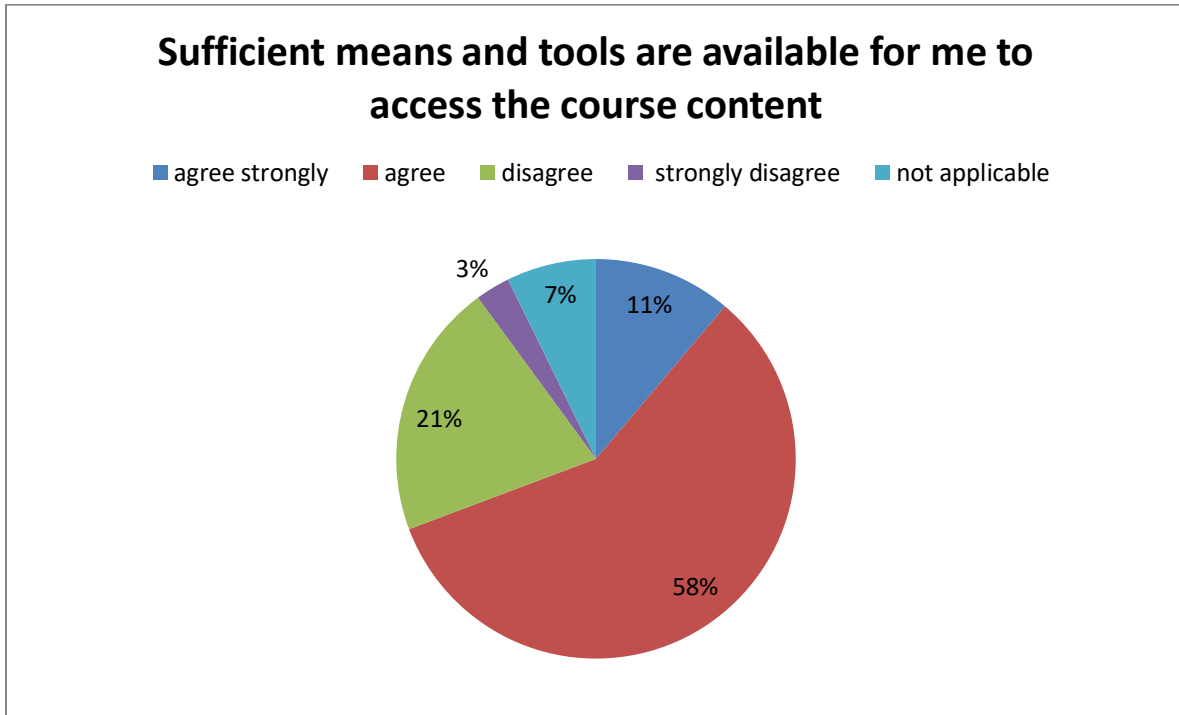
Q36: The education I receive is of the same quality as that given to students who do not have a disability

The education I receive is of the same quality as that given to students who do not have a disability

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

2%   0%

4%

42%

52%

Q37: I receive advice and guidance by the university to choose a specialty

I receive advice and guidance by the university to choose a specialty

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

10%

15%

33%

13%

29%

Q38: My abilities are taken into account when choosing a specialty

My abilities are taken into account when choosing a specialty

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

13%
12%
6%
19%
50%

Q39: I am studying in the specialty I want

I am studying in the specialty I want

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

3%
4%
8%
39%
46%
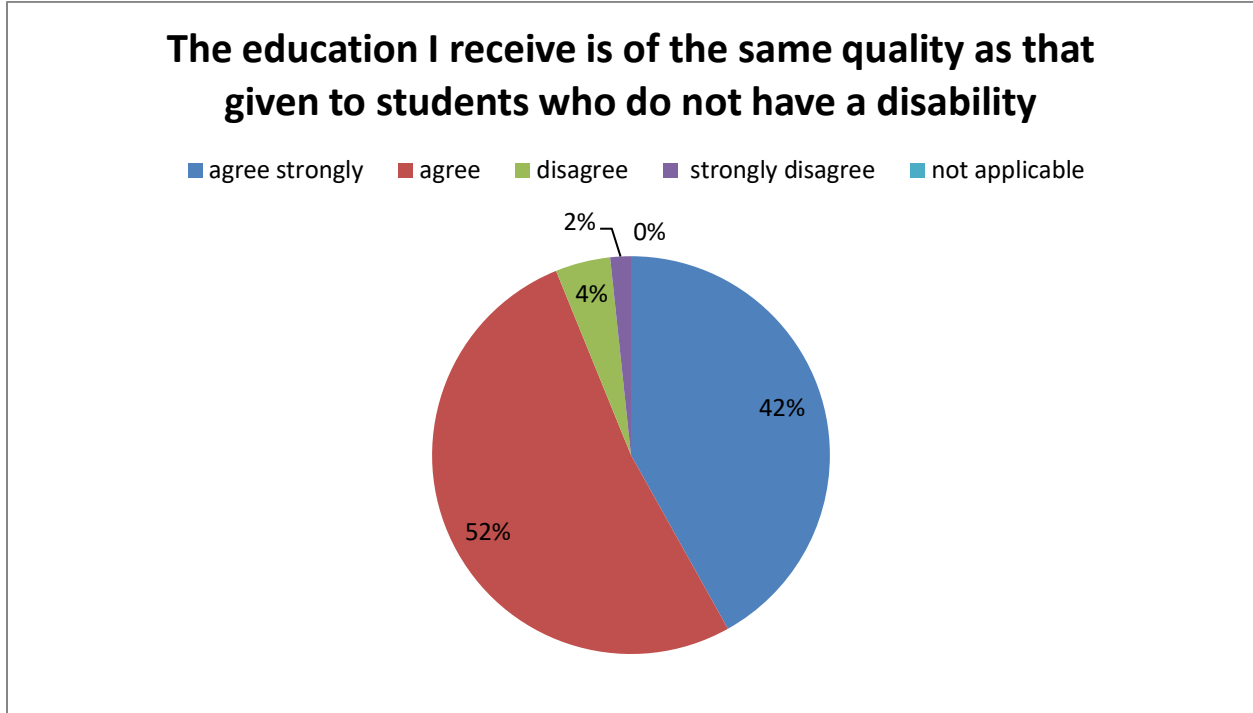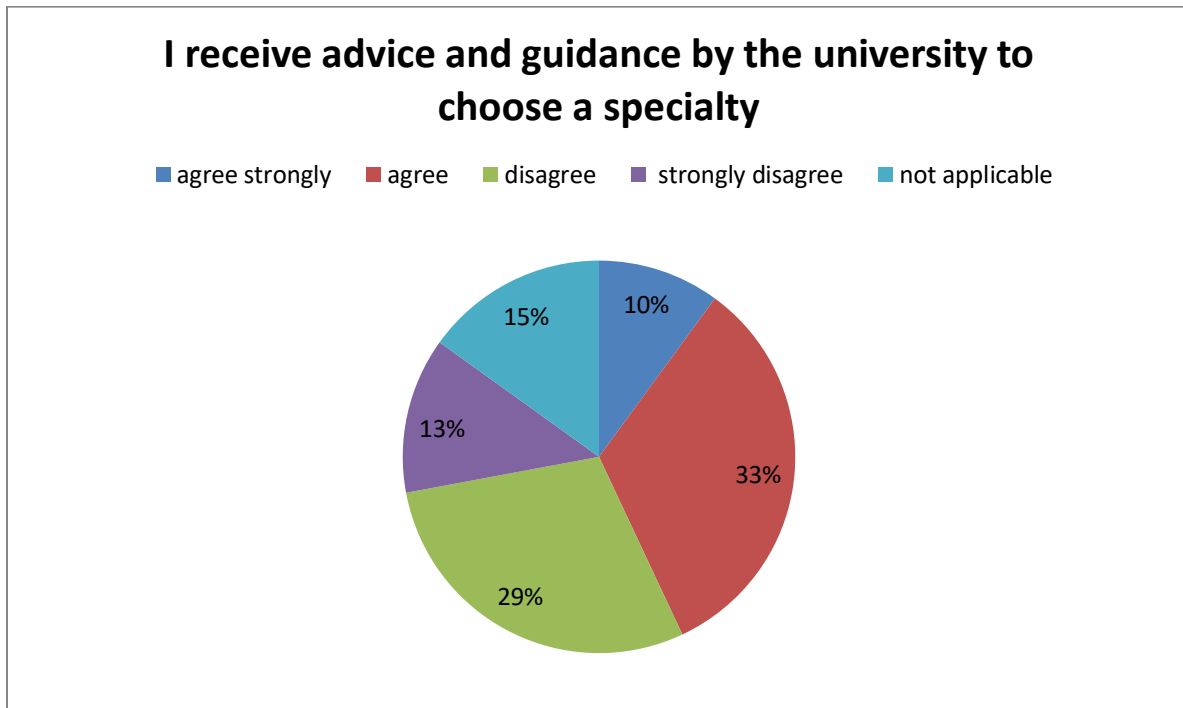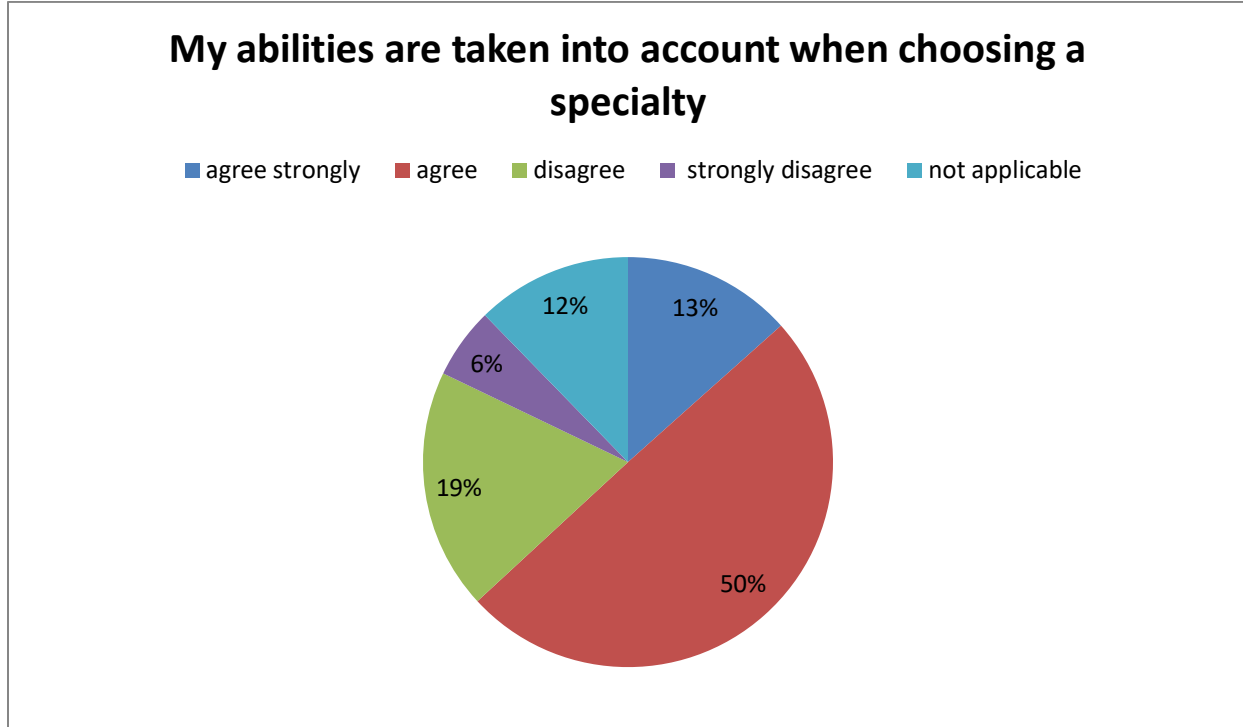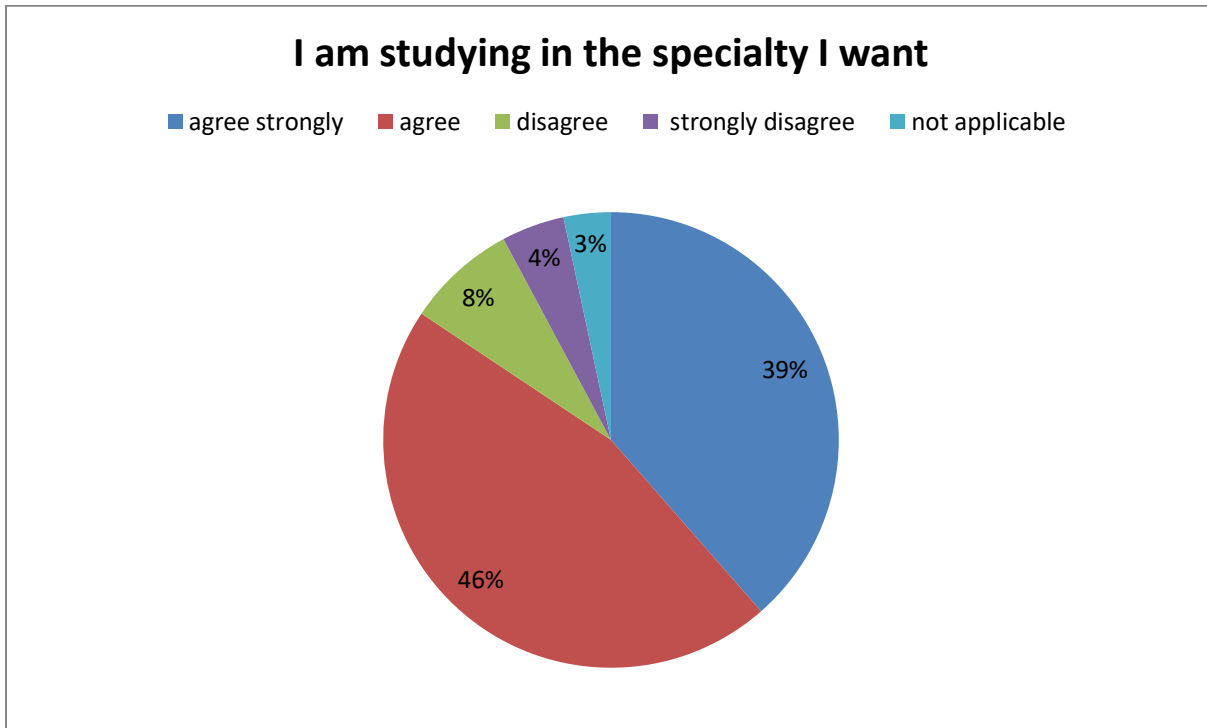
Fourth dimension: administrative facilities

Q40: Clear and published instructions for students with disabilities are available at the University
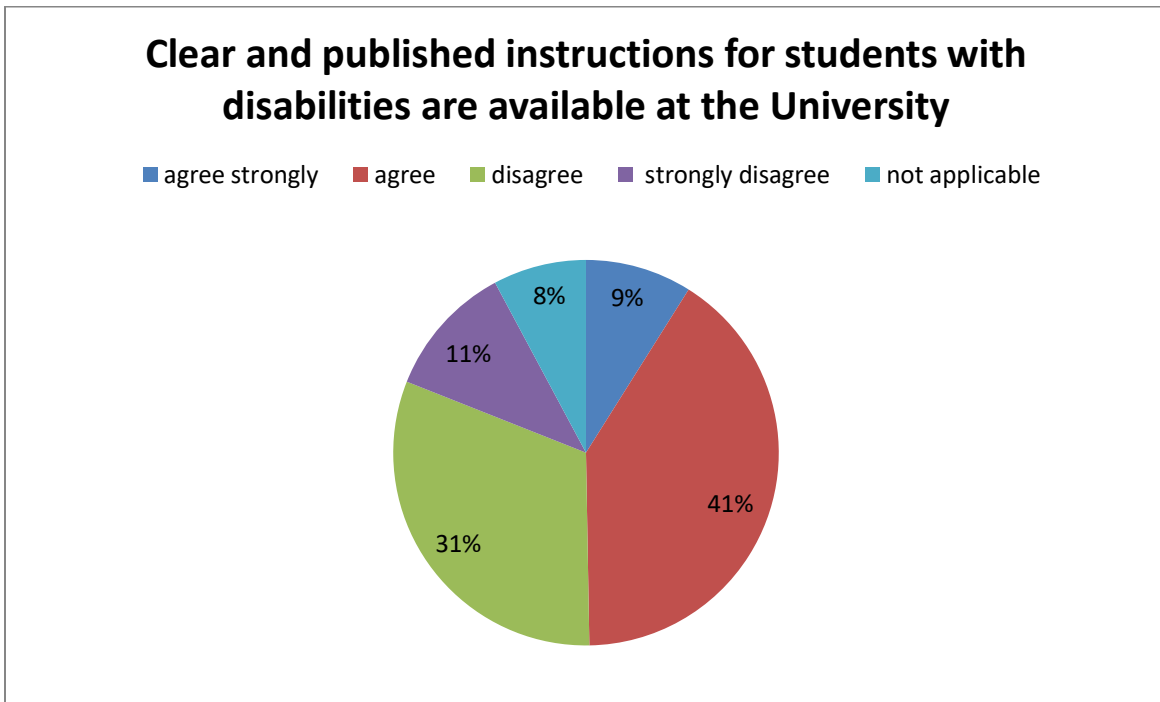
Q41: The University provides an appropriate financial support system for people with disabilities

Q42: I get appropriate assistance when registering courses

I get appropriate assistance when registering courses

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable
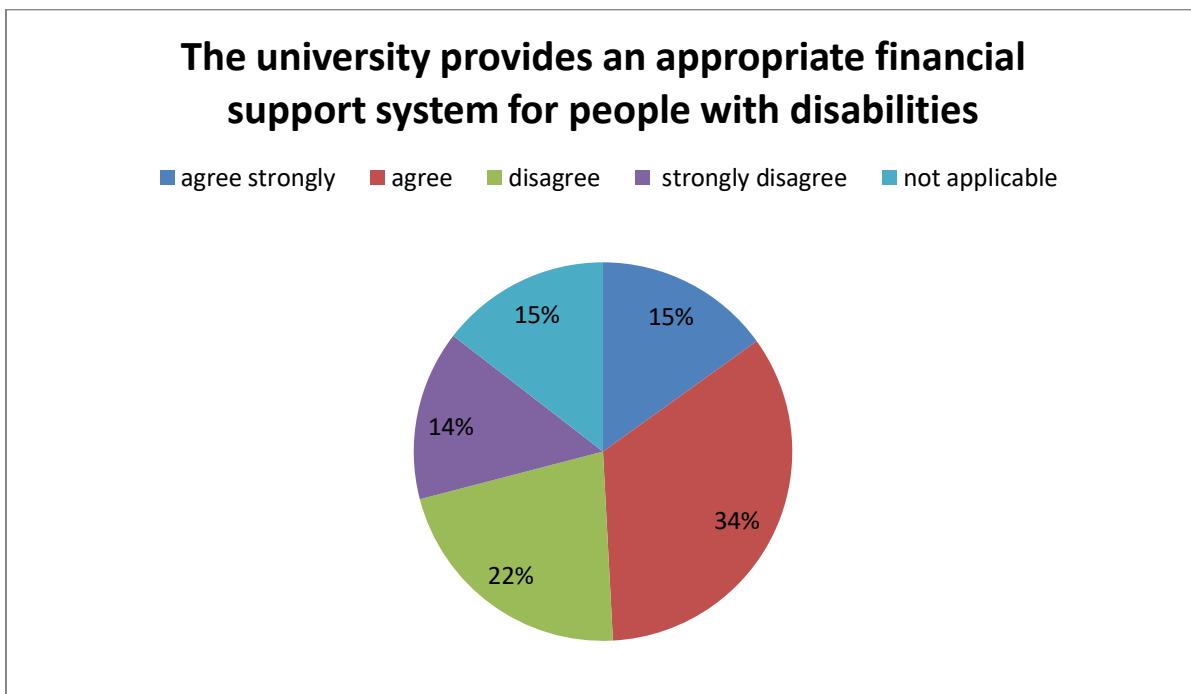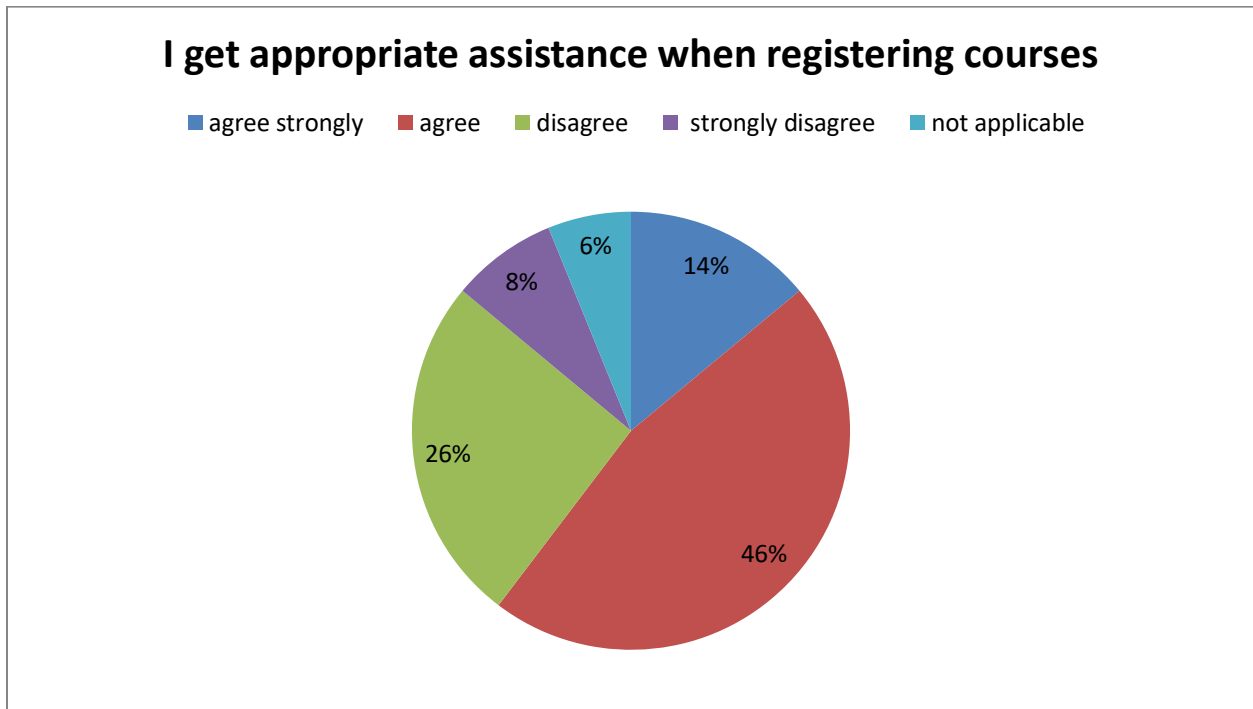
Q43: The University provides the appropriate means and tools that enable me to self-register electronically

The university provides the appropriate means and tools that enables me to self-register electronically

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

- 20%
- 55%
- 16%
- 4%
- 5%
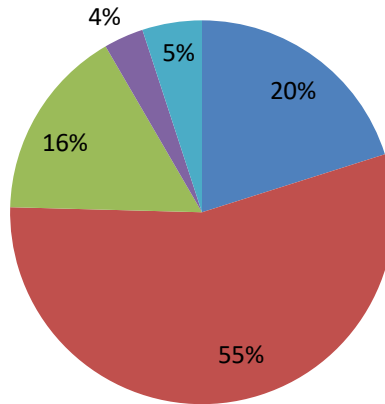
Q44: I participate in campus activities such as students who have no disability

I participate in campus activities such as students who have no disability

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

- 19%
- 49%
- 17%
- 7%
- 8%
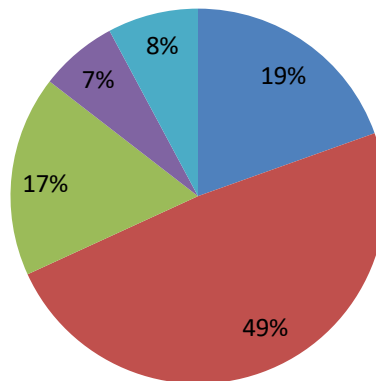
Q45: The University provides activities that are dedicated to me and consider my potentials

The university provides activities that are dedicated to me and consider my potentials

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

7%
13%
14%
41%
25%
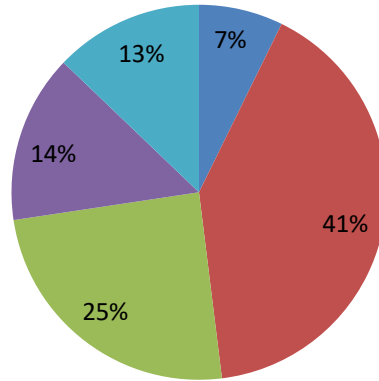
Q46: The University provides qualified administrators and staff to deal with me and help to solve the problems I face positively

The university provides qualified administrators and staff to deal with me and help to solve the problems I face positively

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable
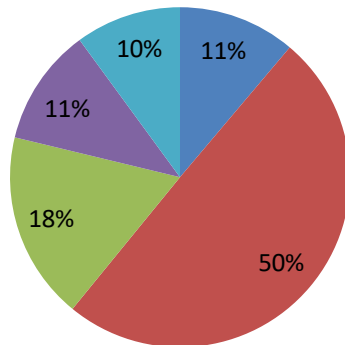
11%
10%
11%
18%
50%

34

Q47: The University provides a specialized unit to serve my needs

The university provides a specialized unit to serve my needs

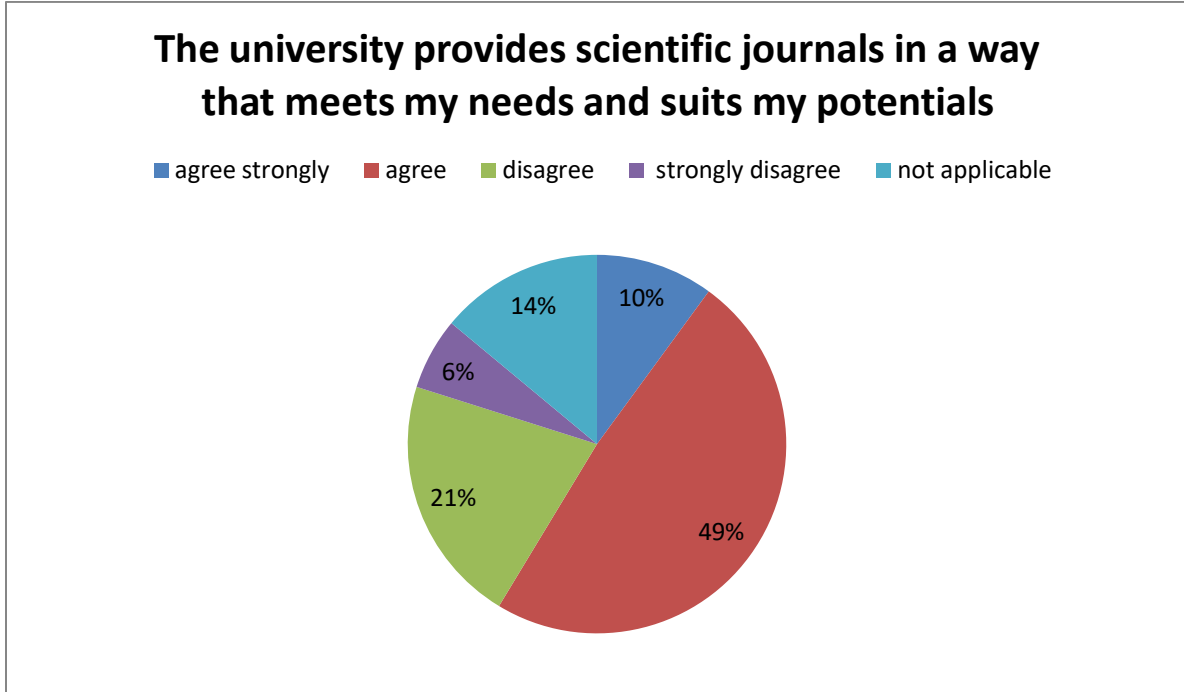■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable
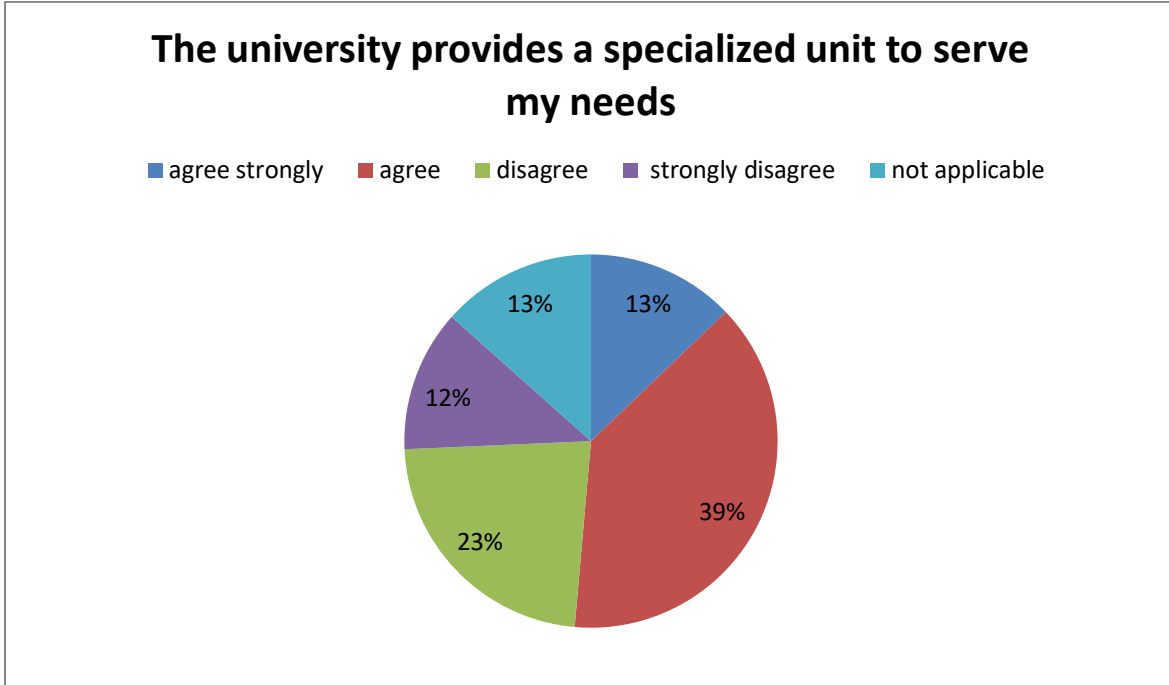
Fifth dimension: university library

Q48: The University provides books and references in a way that meets my needs and suits my potentials

The university provides books and references in a way that meets my needs and suits my potentials

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable
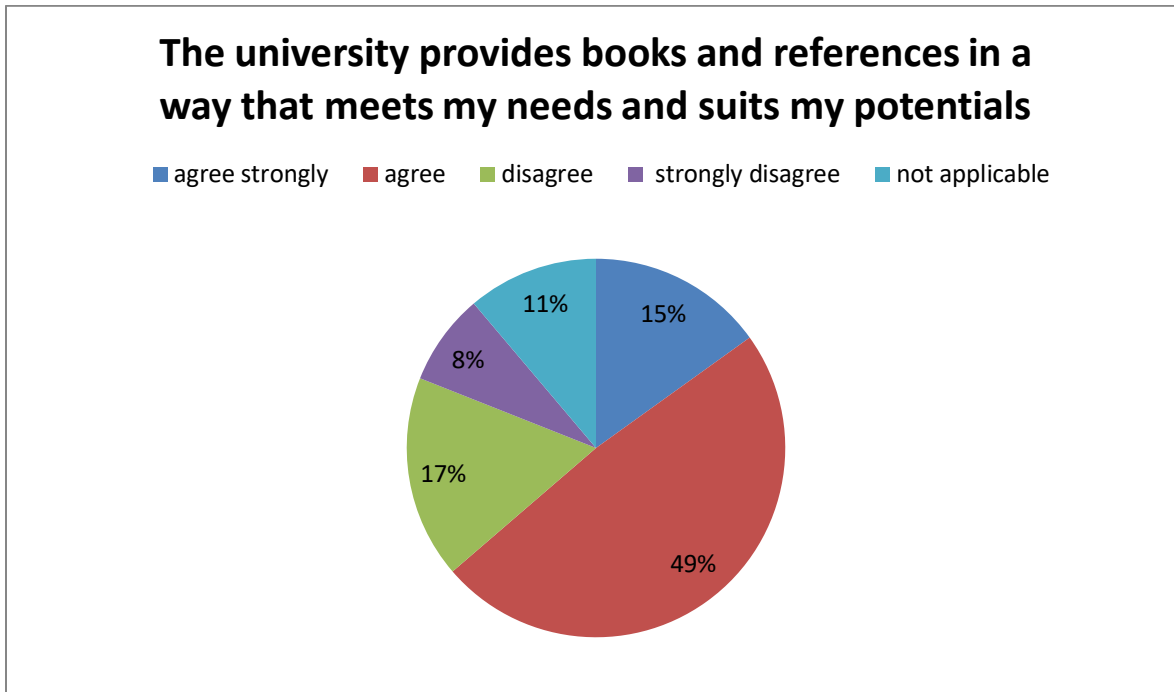
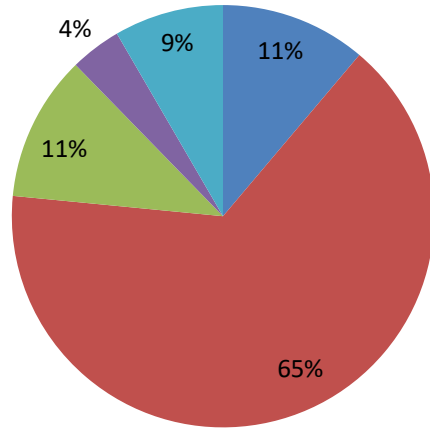Q49: The University provides scientific journals in a way that meets my needs and suits my potentials

Q50: The working hours of the library suits me
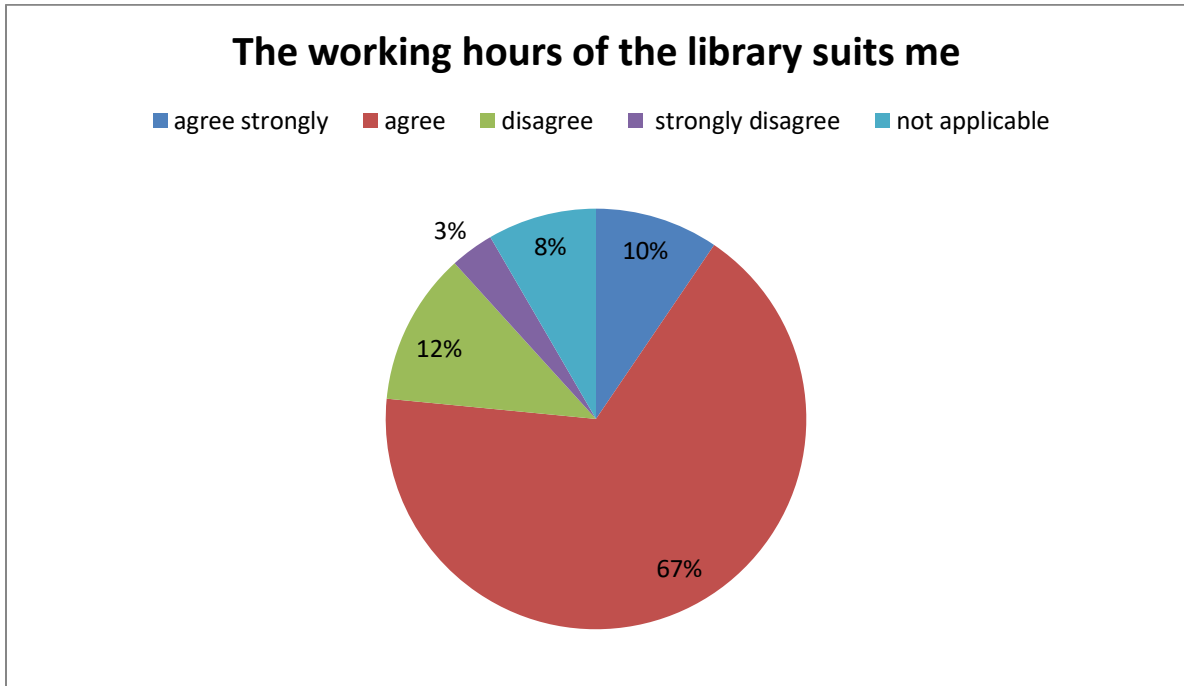
Q51: I can easily use the services provided by the library
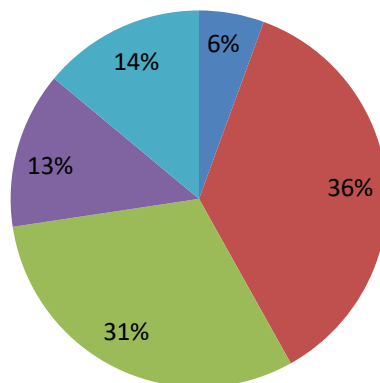
I can easily use the services provided by the library

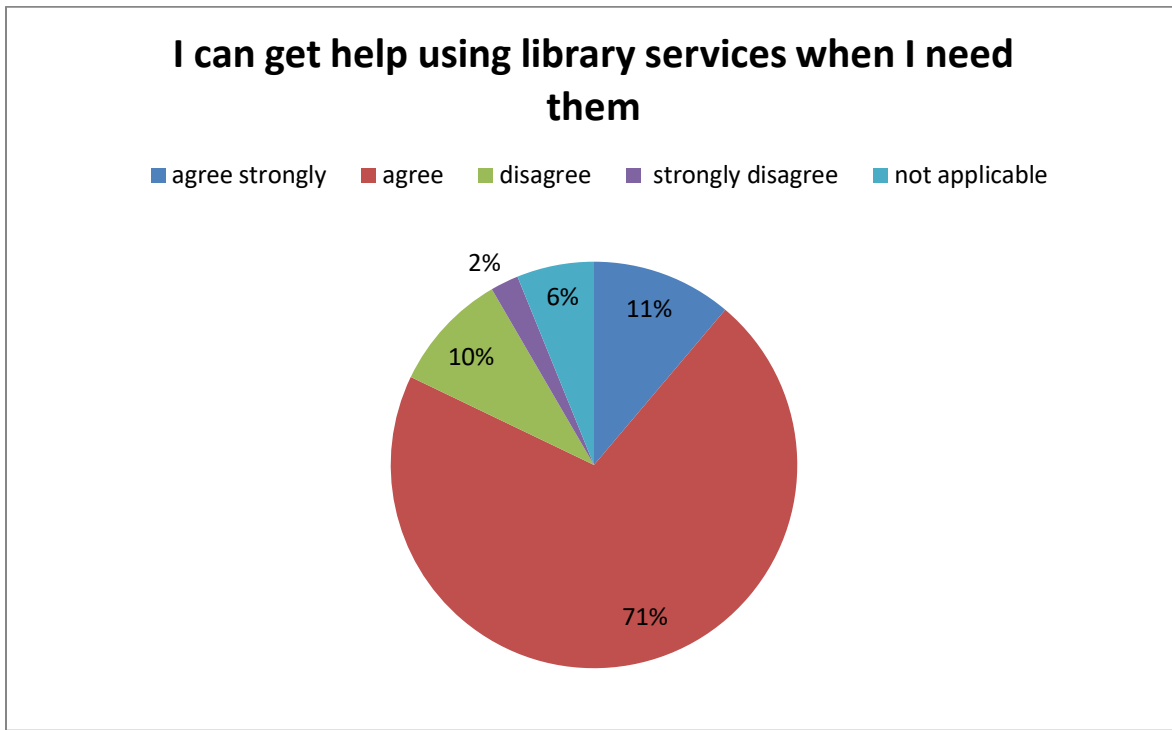agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

Q52: I got the appropriate training to enable me to use the library services

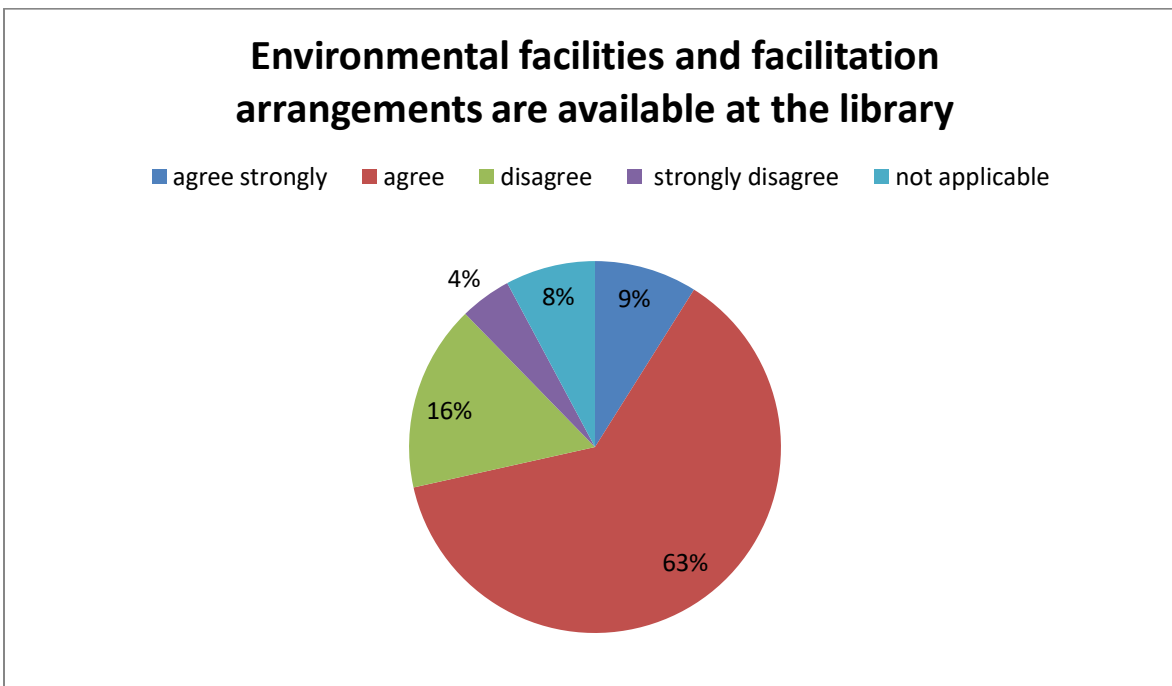## I got the appropriate training to enable me to use the library services

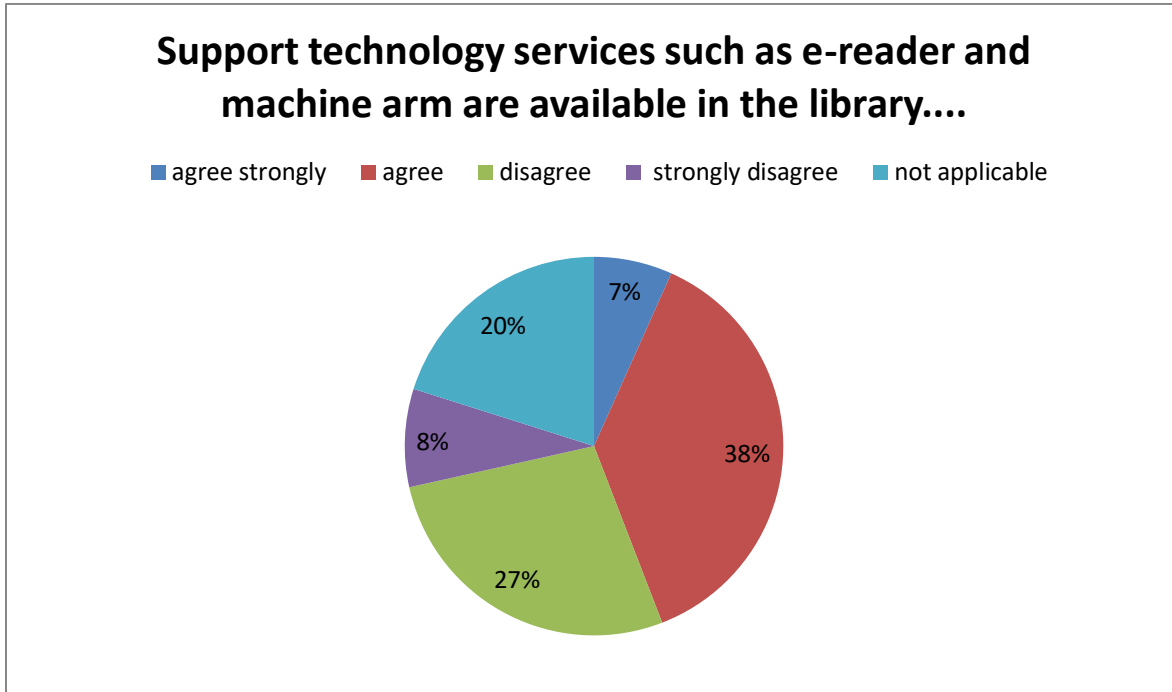agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

Q53: I can get help using library services when I need them

Q54: Environmental facilities and facilitation arrangements are available at the library
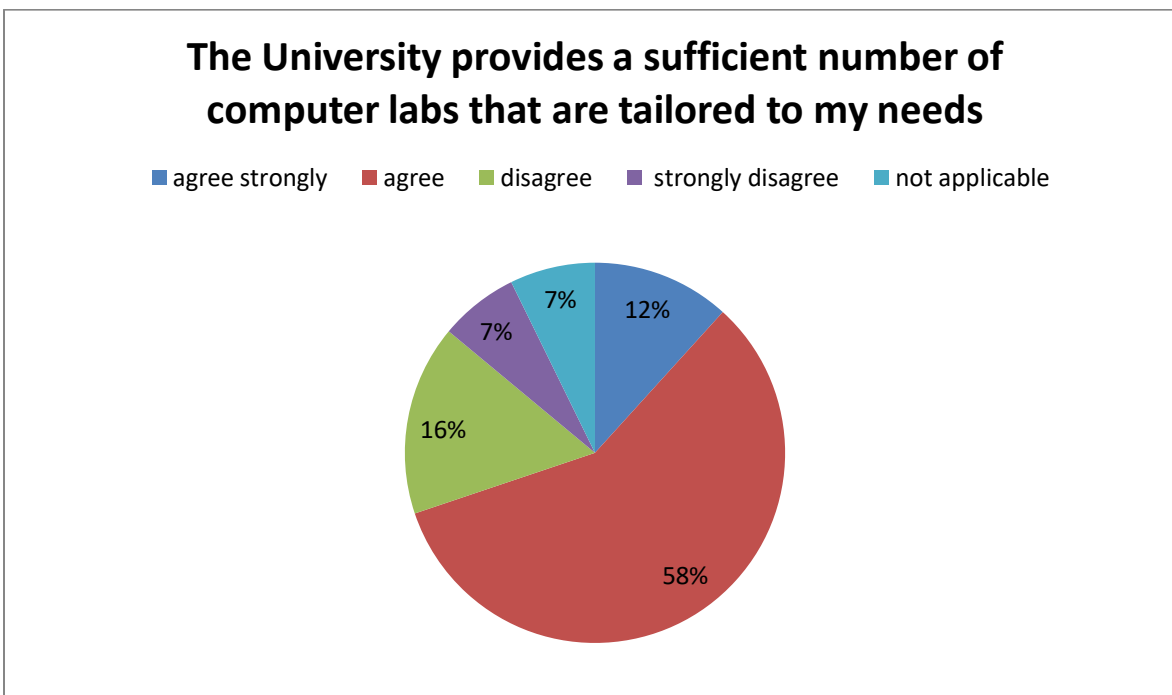
Q55: Support technology services such as e-reader and machine arm are available in the library....
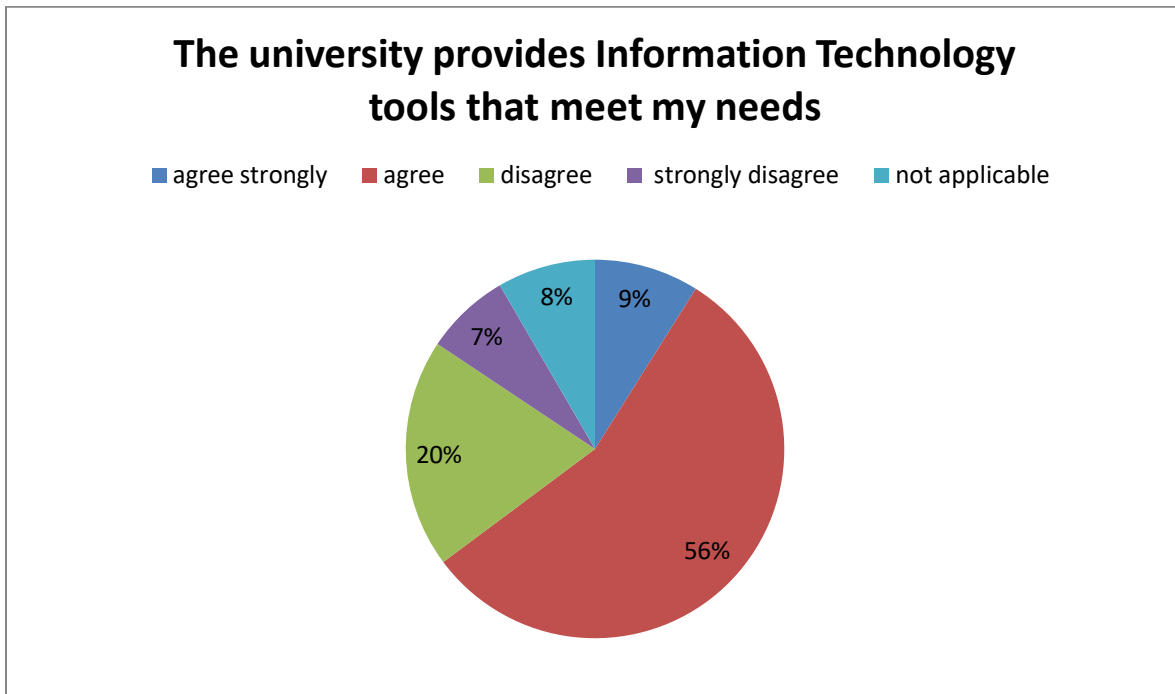

**Sixth dimension: services or technological facilities**

Q56: The University provides a sufficient number of computer labs that are tailored to my needs

Q57: The University provides Information Technology tools that meet my needs

The university provides Information Technology tools that meet my needs

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

- 9%
- 56%
- 20%
- 7%
- 8%

Q58: I receive appropriate training for the use of Information Technology Services at the University

I receive appropriate training for the use of Information Technology Services at the University

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable
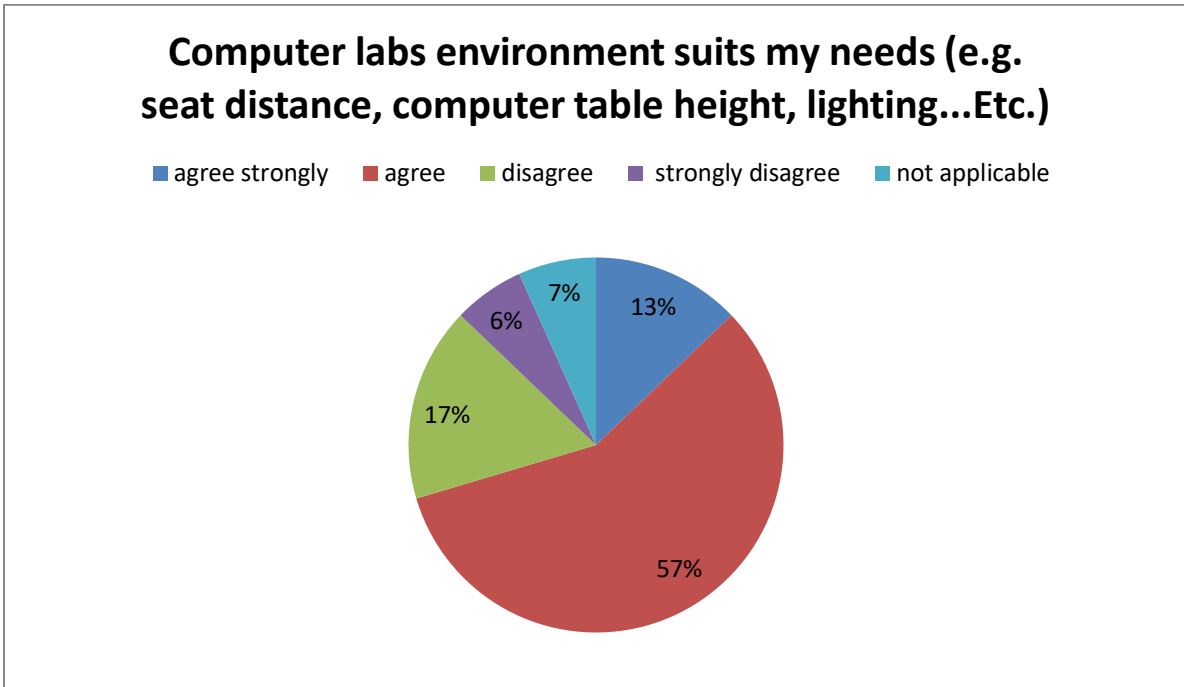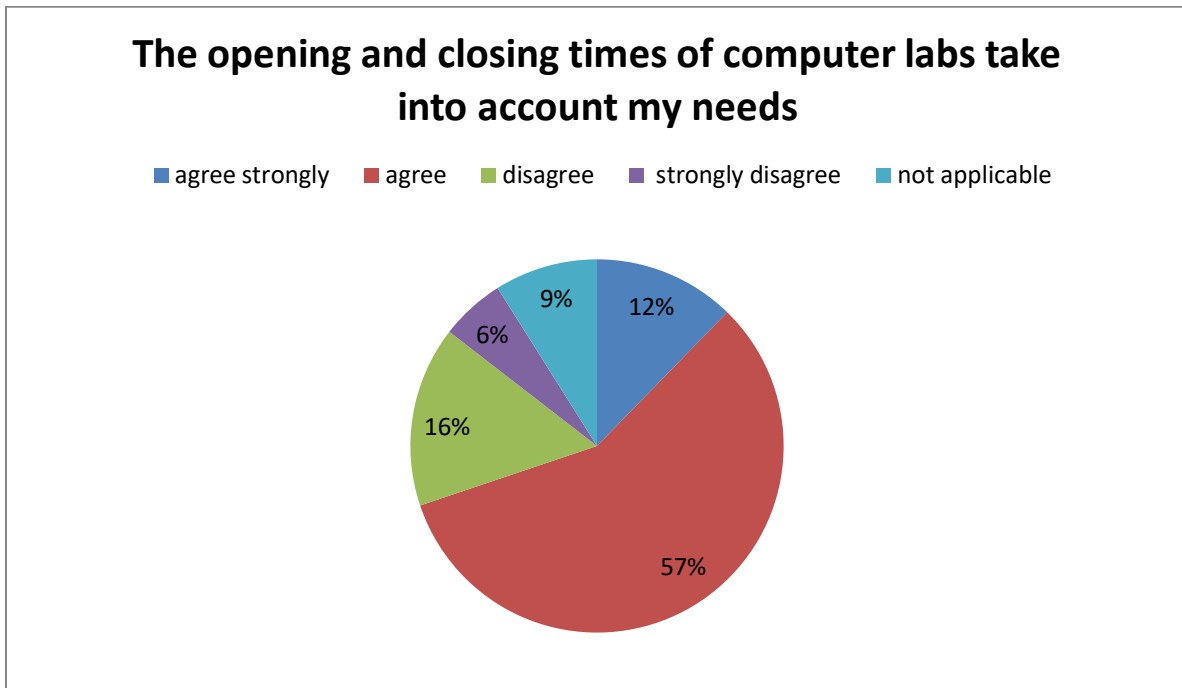
- 9%
- 38%
- 28%
- 12%
- 13%
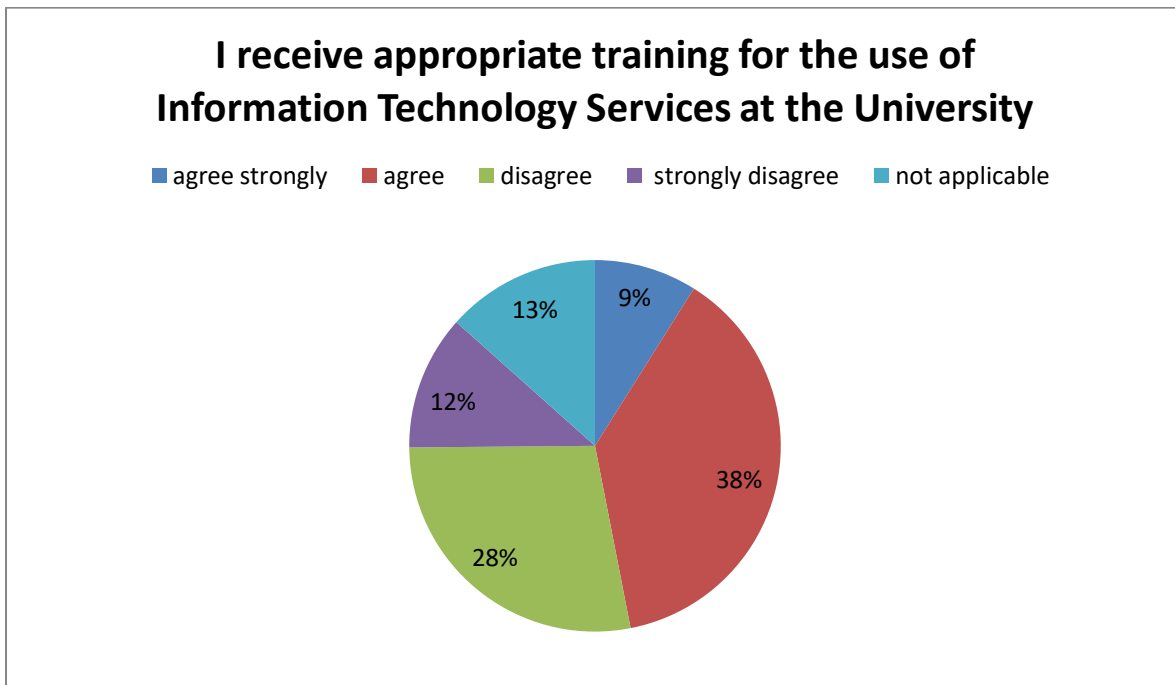
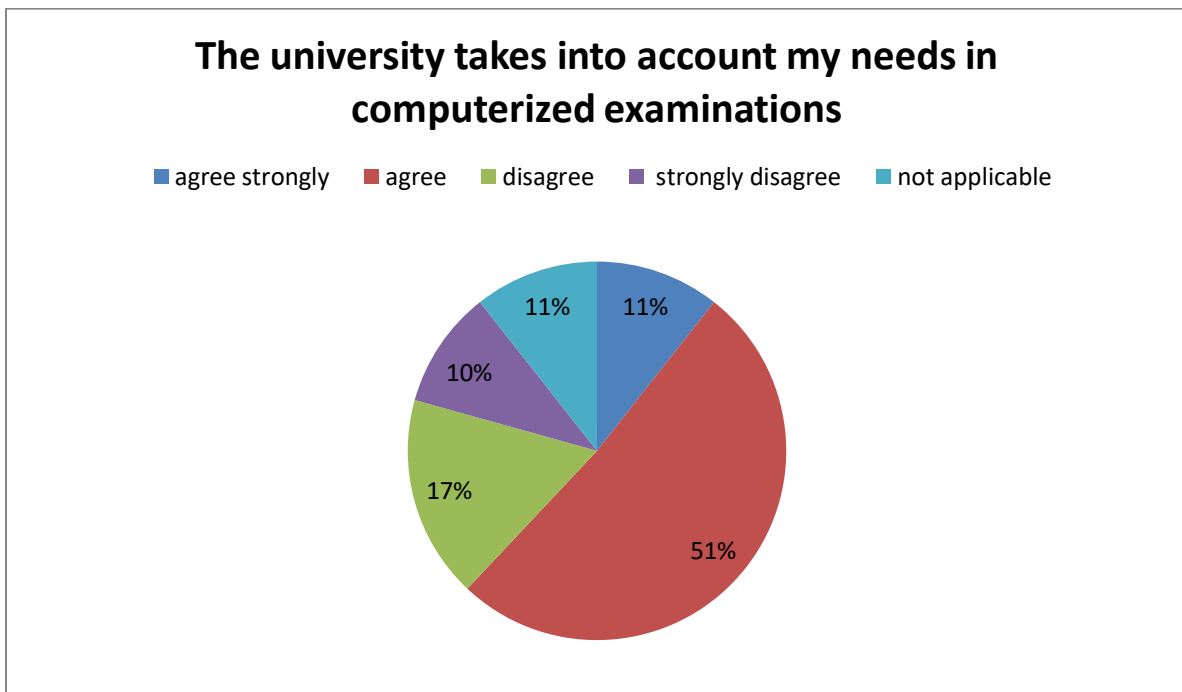Q59: I receive assistance with Information Technology related problems
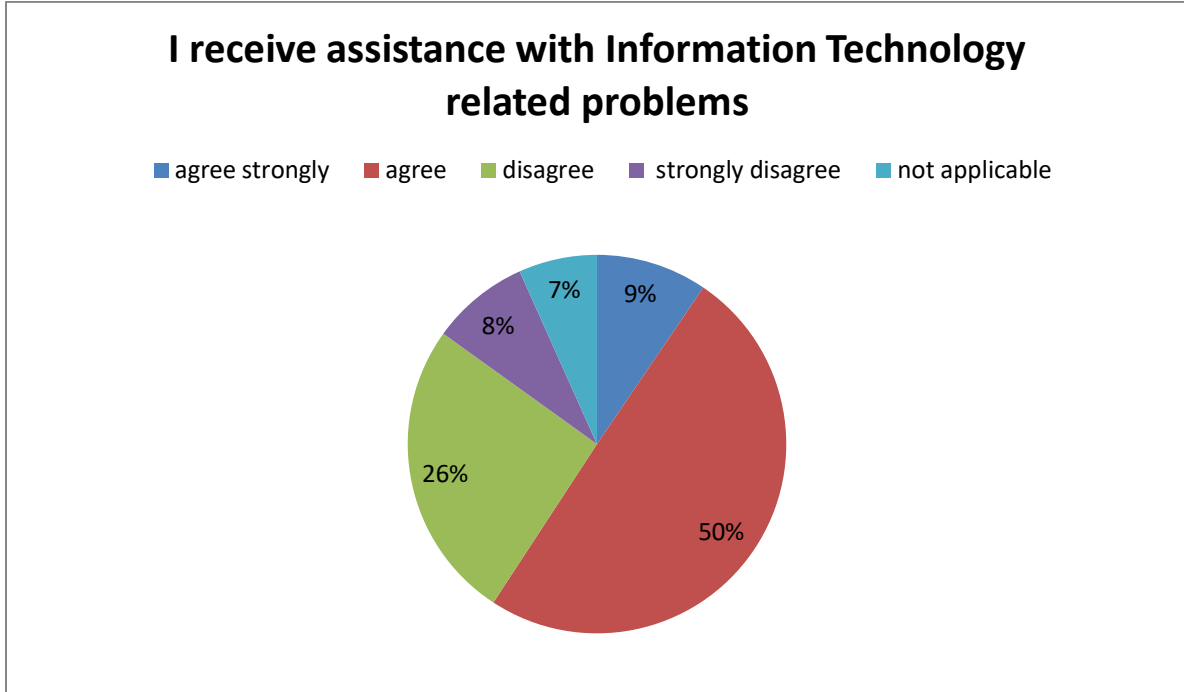
Q60: Computer labs environment suits my needs (e.g. seat distance, computer table height, lighting...Etc.)

Q61: The opening and closing times of computer labs take into account my needs

The opening and closing times of computer labs take into account my needs

- agree strongly
- agree
- disagree
- strongly disagree
- not applicable

12%
9%
6%
16%
57%

Q62: The University takes into account my needs in computerized examinations

The university takes into account my needs in computerized examinations

- agree strongly
- agree
- disagree
- strongly disagree
- not applicable

11%
11%
10%
17%
51%

Q63: University electronic platforms are suitable for my needs

University electronic platforms are suitable for my needs

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable
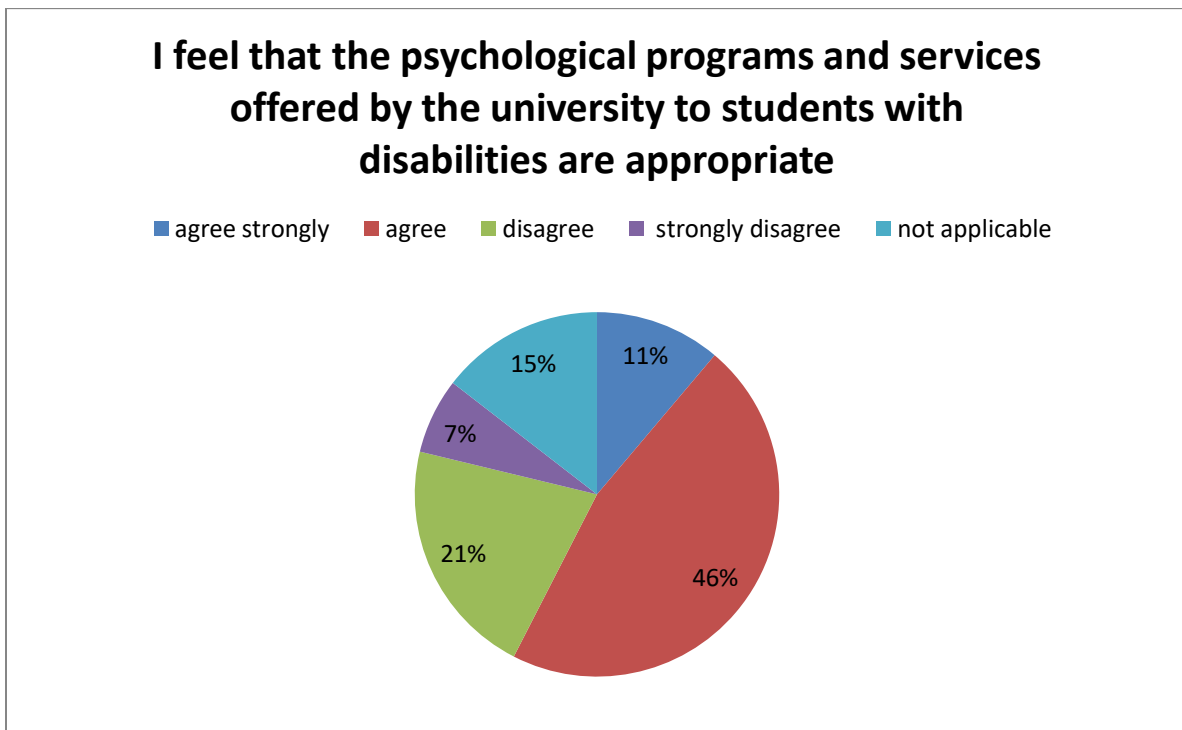
12%
58%
13%
9%
8%
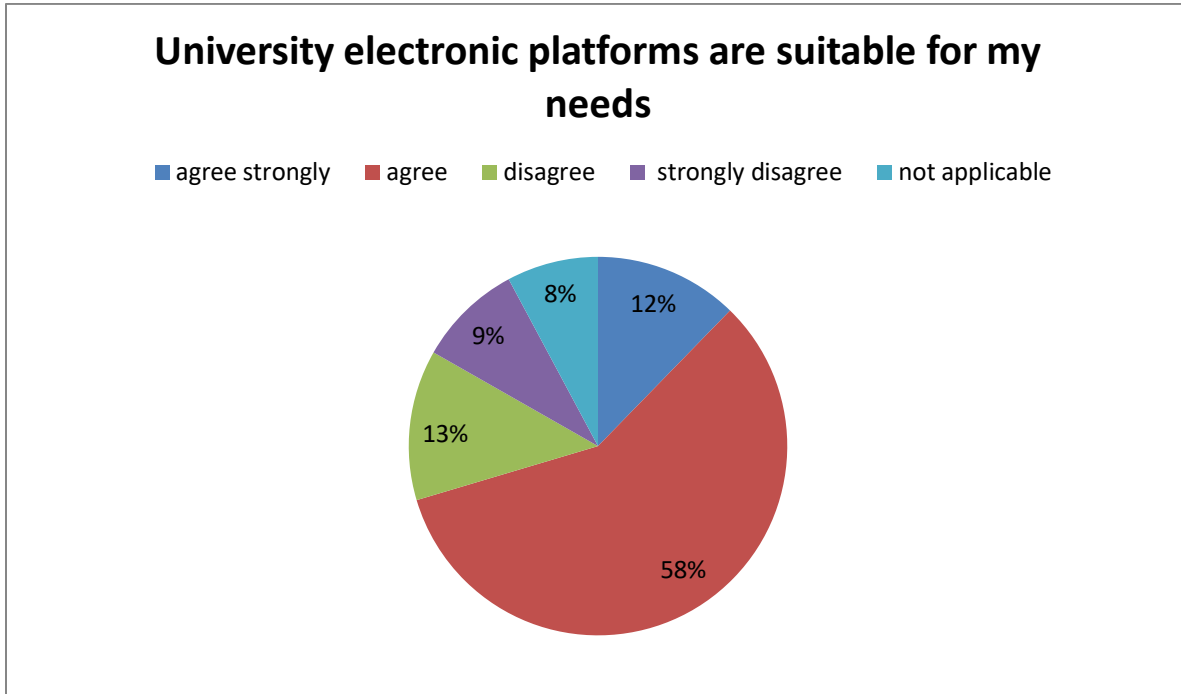
Seventh dimension: psychological trends

Q64: Professors and staff at the university deals with me in a way that increases my motivation and my spirits

Professors and staff at the university deals with me in a way that increases my motivation and my spirits

■ agree strongly   ■ agree   ■ disagree   ■ strongly disagree   ■ not applicable
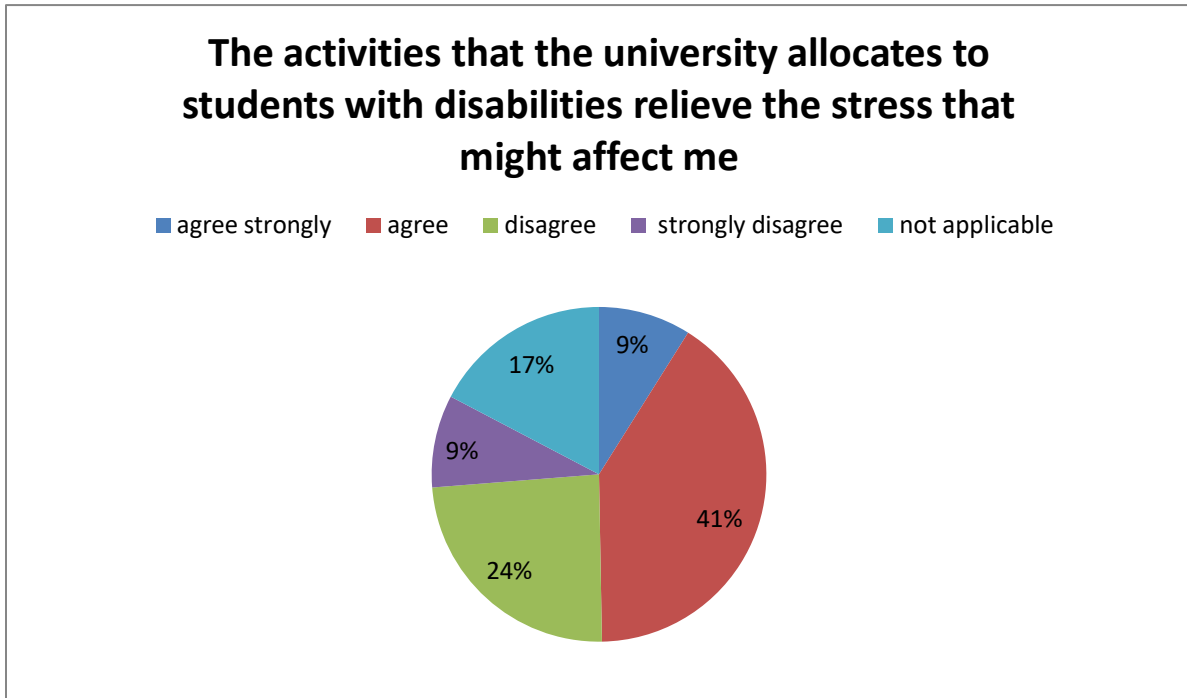
17%
53%
16%
8%
6%
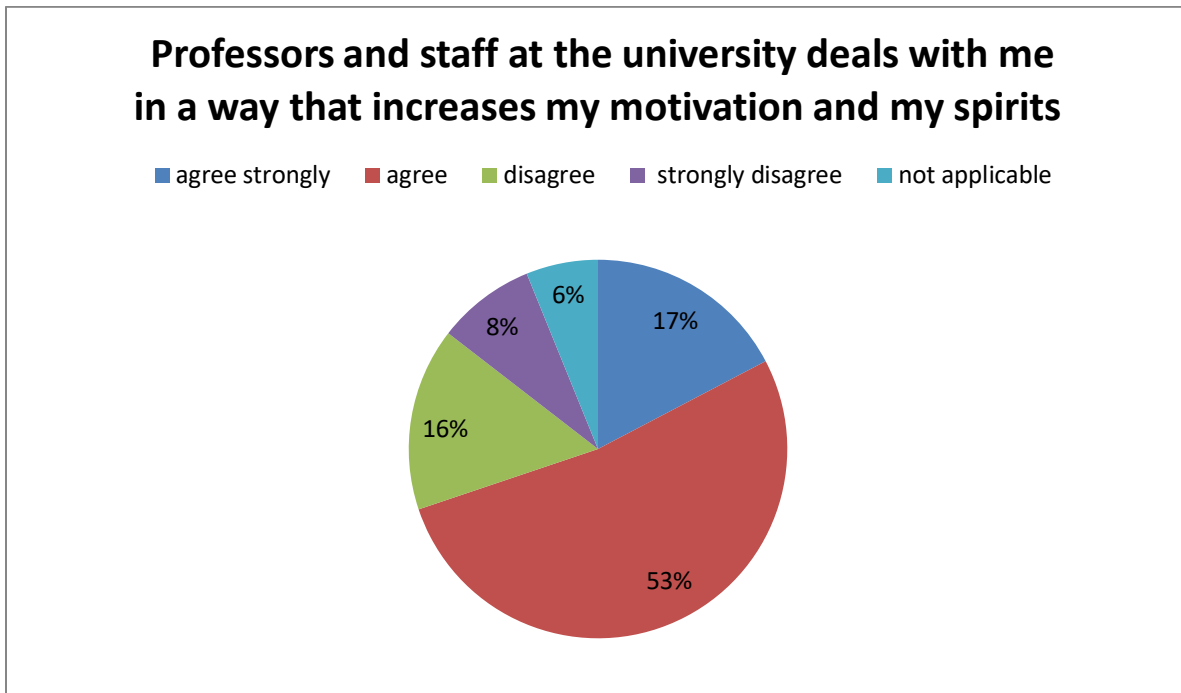
Q65: The university community (students, faculty and administrative staff) treats me in a civilized manner.
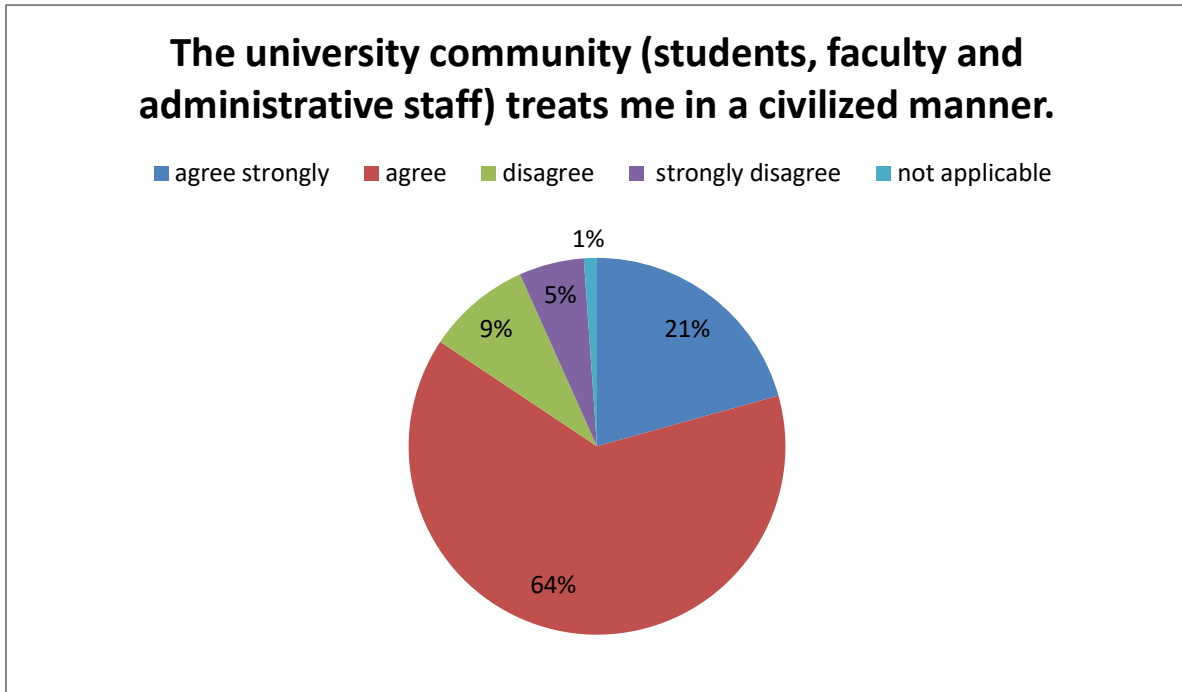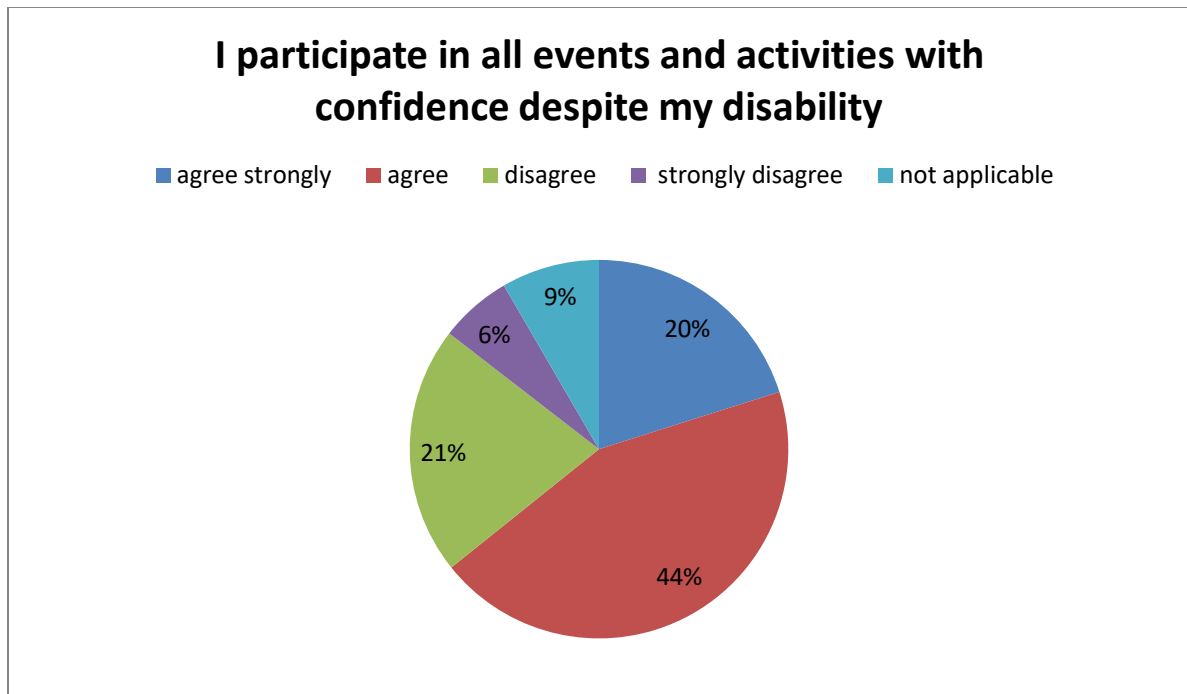

Q66: I feel that the psychological programs and services offered by the university to students with disabilities are appropriate

Q67: The activities that the university allocates to students with disabilities relieve the stress that might affect me

The activities that the university allocates to students with disabilities relieve the stress that might affect me

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

9%
17%
9%
41%
24%

Q68: I participate in all events and activities with confidence despite my disability

I participate in all events and activities with confidence despite my disability

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

9%
20%
6%
21%
44%

Q69: The University provides a psychological mentor for students with disabilities to relieve psychological stress
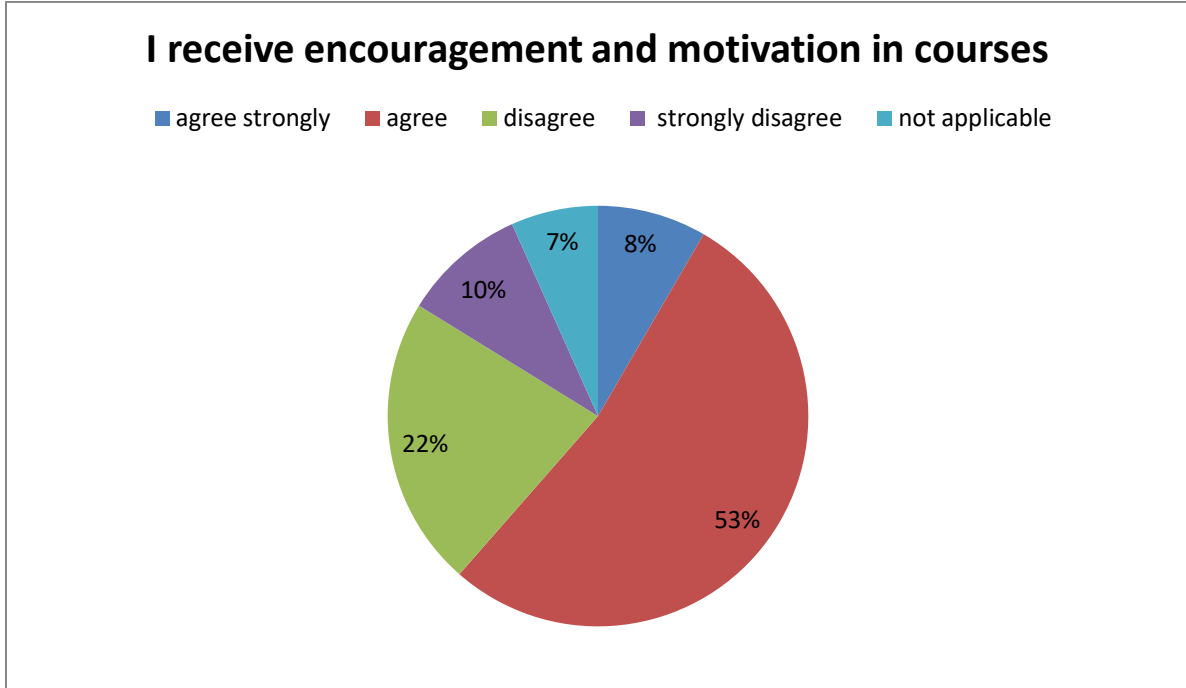
The university provides a psychological mentor for students with disabilities to relieve psychological stress

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

- 8%
- 37%
- 23%
- 12%
- 20%

Q70: I receive appropriate guidance and direction from the psychological/social mentor at the University

I receive appropriate guidance and direction from the psychological/social mentor at the University

■ agree strongly ■ agree ■ disagree ■ strongly disagree ■ not applicable

- 7%
- 31%
- 26%
- 14%
- 22%

WP1: Reviewing and analysing the educational requirements for people with disabilities in Partner countries HEIs

Q71: I receive encouragement and motivation in courses

Q72: If a qualified educational unit for people with disabilities is established, where do you propose to create it?

WP1: Reviewing and analysing the educational requirements for people with disabilities in Partner countries HEIs