



INTERNATIONALIZATION OF HIGHER EDUCATION



CONFERENCE PROCEEDINGS OF
NORTH AMERICAN UNIVERSITY'S 2ND

ANNUAL INTERNATIONAL CONFERENCE

JULY
19-20,
2022

EDITORS:

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Internationalization of Higher Education

Conference Proceedings of North American University's 2nd Annual International Conference

July 19-20, 2022

at

Stafford Center (Stafford, TX, USA)
and
North American University

Editors

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Preface

North American University (NAU) is hosting its 2nd Annual International Conference with the theme of ***Internationalization of Higher Education*** during July 19-20, 2022 (Tuesday - Wednesday) at Stafford Center (10505 Cash Rd, Stafford, TX 77477, USA) and NAU (11929 W Airport Blvd, Houston, Texas 77477, USA). This conference is educational in nature and is an invitation-only event where University Administrators, including Presidents, Provosts, and Vice Presidents, will present their ideas on the theme of the conference. The aim of the conference is to gain insights into the needs, preparedness, and trends in internationalization of higher education, and help broaden academic experiences that augment academic programs, research, and scholarly collaboration through cross-border experiences.

Sub-themes of the conference are:

- Preparedness for internationalization in higher education: structural, functional, administrative, academic, socio-cultural, etc.
- Emerging ethical issues in higher education
- Lessons learned during the pandemic that encouraged internationalization of higher education
- Innovative solutions in times of uncertainty in the context of Internationalization of Higher Education
- Moving ahead to the “New Normalcy”

Several presentations, scholarly discussions, and networking opportunities have been planned for this two-day conference. This conference will be streamed online via the NAU’s website for global participation. The official language of the Conference is English.

We are indeed grateful to all the speakers and invited guests for their contributions toward making this conference a well-rounded and enlightening. Our special thanks to all partnering universities: IT Business School University (Tunisia); Jadara University (Jordan); Mabalacat City College (Philippines); Pharos Univeristy in Alexandria (Egypt); and Universidad Evangelica de El Salvador (UEES) (El Salvador). Our heart-felt thanks are also due to all NAU staff and faculty who have helped the NAU Conference Committee for the success of this conference.

NAU Conference Committee

Faruk Taban, *Interim President, Provost and VP for Academic Affairs*

Shweta Shroff, *Library Director*

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Conference website: www.na.edu/internationalconference/

Conference Coordinator: editor@na.edu

North American University: Building a Tradition of Excellence

Founded in 2010, North American University (NAU) is one of the newest universities located in Stafford, Texas, near the diverse metropolitan city of Houston which is full of opportunities. NAU is a private, non-profit and accredited institution offering bachelor's and master's degrees and is committed to teaching excellence and student centeredness. NAU strives to provide an environment promoting global cultural competency, personal growth, and responsible citizenship. Talented faculty and staff at NAU compose a dedicated team committed to the mission of the University. NAU's student body comes from across the United States of America and around the world. The diversity of the university's faculty, staff, and students influences its strength, productivity, and intellectual personality.

NAU ranked #4 among the Best Master's in Computer Science Degree Programs in 2022 by Intelligent.com
<https://www.intelligent.com/best-masters-in-computer-science-degree-programs/>

NAU ranked #7 among the Best 15 Criminal Justice Colleges in Texas in 2022 by BestValueSchool.org
<https://www.bestvalueschools.org/criminal-justice-colleges-in-texas/>

NAU ranked #7 among the Top 20 Online Counseling Degree Programs in 2022 by BestValueSchools.org
<https://www.bestvalueschools.org/online-counseling-degree/>

NAU ranked #10 among the 30 Most Affordable Private Colleges in the US by *Newsweek*
<https://www.newsweek.com/most-affordable-private-colleges-us-college-raptor-1620904>

NAU ranked #12 among the Best Most Affordable Software Engineering College Rankings by universityhq.org
<https://universityhq.org/best-colleges/rankings/most-affordable-software-engineering-schools/>

PART I: Abstracts

Millennium's Perspectives for Higher Education Internationalization

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Abstract

Higher education internationalization and globalization is defined as the process of integrating international, intercultural, and global dimensions into the purpose, functions, quality, or delivery of postsecondary education. Even though, its concept started in the 19th century, it has extensively developed during the 20th century as well. In fact, it has moved from a simple and marginal activity to a constructive reform agenda. The requirements and directions for new educational systems have also been tailored toward the e-learning and distance learning tools, and knowledge-based economy perspectives.

Practically, internationalization of higher education is "the process of commercializing research and postsecondary education, and international competition for the recruitment of foreign students from wealthy and privileged countries in order to generate revenue, secure national profile, and build international reputation". Therefore, the keys for this process practically include recruitment of international students, development of international and virtual branch campuses, private sector involvement, public-private partnerships, students, staff and scholars exchange programs or mobility, curriculum internationalization, research and education partnerships between institutions regionally and internationally, remote international conferences and academic activities, and integrated global projects.

This article will address the sequential development of higher education internationalization process, approaches in terms of activities, competency, ethos and process, main factors of international tertiary education and its developed policies, challenges for the future in this domain, social, academic, and economic impacts, COVID-19 pandemic effect, global trends, and millennium's requirements for learning and educational systems.

Shortcut perspectives of higher education internationalization suitable for the millennium will be highlighted. These perspectives are anticipated to overcome the challenges, adapt the new technologies, and change the higher education internationalization process into opportunity.

Keywords: Internationalization, globalization, higher education, postsecondary education, international tertiary education

Internationalization of Higher Education

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Abstract

Internationalization of higher education is an inevitable process in the era of globalization and a deliberate strategy for improving quality and relevance. Internationalization of higher education is the intentional process of integrating an international, intercultural or global dimension into the purpose, functions and delivery of post-secondary education, in order to enhance the quality of education and research for all students and staff, and to make a meaningful contribution to society.

Although globalization and internationalization are by no mean synonyms, they are interrelated and the factors affecting globalization are also affecting internationalization and some of the criticisms of internationalization are similar to those of globalization. It is of the utmost importance to distinguish the two phenomena and have a clear understanding of what is meant by internationalization of higher education.

Internationalization and global cooperation remain fundamental in today's world. The major challenges to today's world, also documented in Agenda 2030 and the sustainable development goals, including pandemic, climate change, migration, food security, energy resources, waste management, peace and justice, are global in nature and solutions can be found only at global level.

Keywords: Internationalization, globalization, higher education, postsecondary education, challenges

Internationalization of Higher Education: Institutional Policy and the Management of Internationalization

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Abstract

The internationalization of higher education can be considered as a process that links to the world context, in a strategic and planned way, the dimensions that define higher education institutions. This implies that the policies for teaching, research and social bonding programs of these institutions must be grounded in reality and in the global context. However, the global realities are not the same because the problems and the solutions adopted to solve them differ according to the different social, local, and regional contexts. It is true that universities are central institutions for facing complex contemporary challenges and for building fairer, egalitarian and, consequently, more sustainable futures for the planet and humanity. It is also certain that an institution with a strong internationalization project will not only be better prepared to overcome its own difficulties but will also have more capacity to intervene in the solution of global problems. Nevertheless, most higher education institutions are still in a precarious stage of internationalization and, generally, do not meet the demands of contemporaneity. In this text, two fundamental dimensions that can guide and define the degree of internationalization of higher education institutions will be addressed: institutional policy and the management of internationalization.

Keywords: Internationalization, higher education, institutional policy, strategic plan

The Impact of Information Technologies in the Internationalization of the Universities After COVID 19 Pandemic

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Abstract

The internationalization of higher education in general has been one of the priorities of institutional strategies of the universities around the world for a long time. For this reason, almost all universities for decades have tried to implement as an action plan many activities, such as staff exchange, student exchanges, joint conferences, joint projects to promote the internationalization. These activities in certain areas around the world have been also supported by national, regional, or international policies and institutions. As results of these policies, there are many educational and research programs supported and funded by various national and international agencies, which have given a contribution and positive effect in increasing the internationalism of universities, higher education, and scientific research.

During the analysis of the main obstacles related to the processes and activities of internationalization, one can easily find out that the distances between countries, consequently universities, is the most important one which reflects to a higher cost and time.

Although the technology, specifically platforms like Skype, Zoom, and Google Meet have been operational since long time ago, there has been a hidden resistance by the universities and academia, maybe because of not being used to, to limit use or even not using at all these platforms.

The Covid 19 pandemic was a very difficult period for the world and humanity. This Pandemic had great effects on many areas of the life. Among the other effects, this pandemic can be considered as an element that brought a revolutionary effect in higher education regarding the approximation of professors and students and consequently of universities around the world. While before the pandemic, communication had a barrier of cost and time to travel, now this barrier has been minimized or completely removed, making possible a much more intensive collaboration with academia and universities around the world. Regarding the universities, the post-pandemic era will not be at all the same to what it was before.

This will probably have a huge impact on the creation of new academic networks, synergies and discoveries in the world.

Keywords: Internationalization, information technologies, Covid 19, Coronavirus pandemic, higher education, universities, policy, research

Insights and Trends on Internationalizing Higher Education

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Higher education is undergoing a broad and varied process known as internationalization. Since the 1950s, internationalization has grown from a marginal activity to a cornerstone of the reform agenda. This paper focuses on the following points: How did internationalization develop historically? What does internationalization mean for higher education institutions? How is higher education internationalized through initiatives and policies? Are there data, trends, and challenges of vital importance for the future of internationalization.

Keywords: Internationalization, higher education, history, initiatives, policies

Internationalization of Higher Education Institutions in Indonesia as an Effort to Improve the Quality of Human Resources in Facing Global Challenges

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Abstract

Education is one of the important efforts in improving the quality of knowledge for the generation of a nation. In the development of knowledge, education has always been a central need for a country in facing global competition. As one of the progressive steps, the Government of Indonesia always strives to improve the quality of its education through the internationalization program of higher education institutions as an effort to provide excellent quality of education which is able to produce new cadres of leaders with integrity and innovation to develop Indonesia, both in human resources and natural resources. The model of internationalization of higher education institutions applied in Indonesia is based on a combination of the concepts of Indonesian's and diversity that are in line with the goals of the Indonesian nation in educating the nation's virtuous life and in harmony with *Pancasila* as the national identity of the Republic of Indonesia. The internationalization of higher education institutions is very important to be applied in order to motivate the youth generation of a country to continuously learn and develop their knowledge. Furthermore, the concept of internationalization for higher education institutions can be a medium for Indonesia to be recognized better by the global community through the quality of existing education.

This research was conducted to analyze the concept of internationalization of higher education institutions in Indonesia as an effort to improve the quality of Indonesian human resources in facing global challenges and competition. This research can be categorized as empirical/non-doctrinal research with the descriptive-analytical approach. The data used for this research came through interview with the object of the research, which are developed through the Internet, literature studies, articles, and supported by the views of experts in the field of education that specialized in managing higher education institutions. This research uses the theory of higher education management, education theory, globalization theory, and human resource management theory. The results of the research showed that the process of internalizing higher education institutions that have been implemented by the Indonesian government as an effort to improve the quality of human resources as a generation of the nation in facing global challenges and competition from time to time underwent significant changes for the better. This is proven by once every five years, Indonesia seeks to revise and innovate educational standards both in curriculum and teacher or lecture, also publish international standard publications to prove that Indonesian academics under the higher education institutions are able to contribute to the development of knowledge and technology. Moreover, the internationalization process is also written implicitly in *Pancasila* and the applicable norms in Indonesian citizen prove that the higher education institutions in Indonesia not only produce a generation that is intelligent, intellectual and virtuous, but also has good manners and personality with good character that has concern about the value of divinity, humanity, the unity and integrity of Indonesia, and social justice which is integrated with the value of plurality as a form of tolerance between humans.

Keywords: Internationalization, higher education, knowledge, Indonesia

Mobility and Internationalization: Experiences of Pathways to Higher Education Institutions (HEI) from Countries with Scarce Resources

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Abstract

The present work examines the process of internationalization of higher education, based on the experiences of the Pedagogical University of Maputo. It seeks to emphasize that the internationalization process is conditioned by the need to develop an internationalization policy that has as its essential foundations the gains from mobility practices in progress. From the critical analysis of documents, it is possible to understand that mobility practices (of teachers, students, and staff) present oscillating scenarios, due to pandemic, financial and linguistic factors. With these factors, internationalization is a reflection of the specificity of the higher education subsystem, the fragility of state sponsorship and funding, which condition the institutional capacity to bet on strategic internationalization plans.

Keywords: Internationalization, higher education, mobility practices, policy, strategic plans, Pedagogical University of Maputo, Mozambique

Internationalization of Higher Education in Cambodia: The Case of Paragon University

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Abstract

Paragon International University (formerly known as Zaman University) was established in 2010 in Phnom Penh, Cambodia. Despite its short history, the university has grown to become a leading and renowned higher education institution in Cambodia. With staff from diverse national backgrounds and English being the medium of instruction, the university is growing steadily and has enrolled over 1,000 students and counting. This presentation will discuss the prospects and challenges of internationalization that Paragon International University has encountered. Data from interviews with the university's administration, staff and students are utilized to understand the rationale for why the university chooses to emphasize certain internationalization aspects (such as international staff recruitment and building international partnership) and how students perceive such trends. The case of Paragon International University can offer insights about the opportunities and challenges of internationalization of higher education in the context of a developing country like Cambodia.

Keywords: Internationalization, Higher Education, Paragon International University, Cambodia

The Internationalization of Epoka University in Albania: Historical, Structural, Cultural, Administrative and Academic Aspects

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Abstract

It has been argued that Albania is a country that continues to undergo a slow and extended transition away from its Communist past, a process that began circa 1990 and has yet to be completed. This slow process has impacted the field of higher education which has undertaken internationalization at a slower pace than other Balkan countries. Epoka University, which began to operate in 2007, has proven to be an exception in this regard. In many ways, Epoka is an example of a 'Born Global' university, with characteristics of a Born Global firm from the business literature. Its internationalization process began at its creation but has moved ever faster in the post-2017 period. This paper will seek to address four issues of this internationalization. First, it will document the historical process of internationalization of Epoka University as a 'Born Global' university. Second, it will examine the structural features of Albanian higher education that permitted internationalization. Third, the paper will look at changes in culture, both in Albania and within Epoka that facilitated internationalization. Fourth, the paper looks at administrative and academic changes inside of Epoka that pushed internationalization forward in recent years. The paper concludes with a discussion of Epoka's future internationalization goals.

Keywords: Internationalization, higher education, issues, Epoka University, Albania

An Institution's Journey Towards Expanding Global Partnerships

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Abstract

Mabalacat City College, a local college in Pampanga, Philippines duly recognized as a Higher Education Institution by the Commission of Higher Education (CHED) and holder of Level II accreditation, is taking the challenge towards internalization and globalization. The pertinent program, initiatives, and endeavors of the college have been identified and described in this study, among them are: institutional and individual membership in international organizations; international recognitions received; employability of its graduates in the international job market; participation in international research presentations; attendance in international seminars, conferences, and other courses; student training and exposures; proactive benchmarking and networking; integration in the course offerings of foreign language, cultural diversity, and other relevant global issues; liberalizing the foreign students admission policy; and compliances to or congruence with the CHED policy framework and strategies on the internationalization of Philippine Higher Education. The findings may serve as springboards to aim for heightened responsiveness and relevance in global development; and set the pace for other local colleges, that is. From local getting global.

Keywords: Internationalization, globalization, higher education, international collaborations, global partnerships, Mabalacat City College, Philippines

UEES Experience in the New Normalcy

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The theme aims to share the experience of the Universidad Evangelica de El Salvador (UEES) from a multidisciplinary analysis, addressing the opportunities and challenges to move ahead to the "New Normalcy" in the face of the Corona virus pandemic and the prospects for the future of higher education in its national, regional and global dimension, in the digital age. The transcendental changes applied in the strategic planning are exposed, according to innovative projects in line with United Nations Educational, Scientific and Cultural Organization (UNESCO), Union of Latin American and Caribbean Universities (UDUAL), Community of Latin American and the Caribbean States (CELAC), United Nations' Sustainable Development Goals 2030 agenda, and Government of El Salvador's Laws, Policies, and Agendas related to the subject; evaluating the scientific, technological and structural capacity, to respond to the expectations of the new generations, prioritizing a relevant and quality service, with a solid formation in values. The University advances responding to new challenges from a systemic approach and with scope in the short, medium, and long term, managing change in a timely manner, being a Higher Education Institution that contributes to social transformation consistent with its mission.

Keywords: Internationalization, higher education, Coronavirus pandemic, new normalcy, strategic plan, Universidad Evangelica de El Salvador, UEES

The European University of Tirana - Fostering Internationalization After the Pandemic

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Abstract

The presentation will aim at discussing scholarly needs and trends in the process of internationalization of the European University of Tirana (EUT), and its preparedness after the pandemic. It will explain the audience how EUT is embedding approaches and structures to foster internationalization, and the steps it has taken, by focusing on a) extending the academic offer, by licensing study programs in English; b) Improving and facilitating procedures to admit foreign students, especially from the region and even wider, to improve the system of registration; c) quality assurance and enhancing quality for the university through the cooperation with international agencies for institutional accreditation and/or review; d) publication in Scopus Elsevier or Clarivate Analytics (Web of Science), with impact factor, thus increasing the research interest of lecturers and professors; e) increasing expertise and operational capacity for projects development and partnerships; and f) Increasing scientific capabilities with international partners.

As the coronavirus pandemic encircled our globe, universities everywhere experienced the same shock. ETU realized that its scientific and technological capabilities, seemed to be insufficient to do more than “Stem the growing loss of life”. The pandemic also revealed how inadequate scientific and technological education was among the public and among the world’s leaders. Next, it revealed the limits of international cooperation, despite the vast potential of available technological means. Universities must set the tone and persuade the public, their students, and society of the advantages of international cooperation on both, educational and scientific fronts.

Keywords: Internationalization, higher education, preparedness, European University of Tirana, EUT, Albania

Providing Quality Assurance Support to Teaching and Learning Services Remotely at Suleyman Demirel University (Kazakhstan)

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Abstract

Quality assurance in teaching and learning is one of the key priorities for the senior leadership team in the higher education system. It provides minimal standards and requirements for academic staff in delivering the courses, and useful guidance and instructions for the students on learning autonomously. However, external factors such as COVID-19 and subsequent social distance restrictions cause challenges to educational institutions where the essential part of teaching and learning is supposed to be carried out in person. At this point, the Academic Council (AC) of Suleyman Demirel University (SDU) in collaboration with academic staff and students worked out some guidelines for the remote teaching and learning and made some changes to an academic policy as well. This paper reports on the overall quality assurance system and support to teaching and learning services remotely at SDU during the COVID-19 period. The quality assurance support in teaching and learning remotely can be presented briefly under seven set of tools that help the Faculty Management Board to support academic staff in teaching and learning services. These tools can be adopted by any other institutions for the quality assurance purposes.

Keywords: Quality Assurance, teaching and learning remotely, Higher Education

Study Abroad, Mobility, and Student Exchange

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Abstract

An exchange program is a program in which a young person goes on a trip in a more or less supervised environment. It is also called a student exchange program if a program is aimed at students. Student mobility or studying at universities other than the institution at which the student originally matriculated, was for a long time an important element in a fully-rounded academic education. Today, the mobility of students and staff is a growing phenomenon in higher education activity around the world. Study in another cultural, geographic, and linguistic context offers a tremendous wealth of potential areas for research. The number of university students participating in exchange programs has risen sharply over the last decade. A survey of Swiss university graduates (classes of 1999 and 2001) shows that participation in student exchange programs depends significantly on the socio-economic background of students. This paper talks about the experience of IT business school in student exchange programs. Are Student Exchange Programs worth it?

Keywords: Internationalization, exchange program, mobility, higher education

Human Values Are an Effective Way to Cross into a Global University Education

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Abstract

When we look at higher education internationally, we notice a fast race towards imposing specific education models. However, when we take a closer look at that, we find a lot of similarities between these models. This is, perhaps, because almost all universities proceed from a materialistic and cultural vision of the subject of education in general, even though those who work in education remain unsatisfied with the tyranny of the materialistic orientation and the absence of the value orientation internationally.

Therefore, it is believed that the focus on value orientation in higher education may find a natural and great response on the international level, and it could be due to two things: first, the world today has grown tired of looking for rational solutions to avoid conflicts and confrontations and to live in peace. And, second, the domain of education and higher education is the easiest way to achieve security, peace, and global prosperity. All things considered, higher education, which is based on real human values, is the sole means that will cleanse the world of a lot of its diseases.

Keywords: Internationalization, higher education, global education, human values

Emerging Ethical Issues in Higher Education

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Abstract

Morality and ethics are social constructs which guide individuals to do the right things for the right reasons. In comparison with laws, ethical codes are more persuasive than compelling. These codes adjust themselves to the needs of the society. For an example in the prehistoric ages physical strength was very important but in the current times mental capability fetches the highest pay! As times change, the definition of vices and virtues shifts. This shift however may or may not be for the betterment of the humanity as a whole. Thus, a conscious and careful teaching of moral and ethical values needs to be integrated in the system of higher education. While we obsess over teaching things about money: how to earn it, use it, save it; we often forget to teach things about life; how to value it, enjoy it, share it and live consciously. At a time when the youth is stressed and confused by social media driven ideas of 'success', 'undying–beauty and youth' and 'un-interrupted happiness,' it is extremely important to bring in a word of reality check. This can be best done by softly introducing ideas of ethical moderation in the teaching-learning process.

Keywords: Higher education, morality, ethics

Feasibility of Lean Implementation of Teaching Process at Higher Education Institutions

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Abstract

Kyrgyz education has evolved towards the leading education systems after the Soviet Union collapse. It is suffering from lack of continuity, leadership, process approach, continuous improvement, data-driven decision making, and proper funding of the adopted state programs. It is assumed that a 'lean approach' can serve as a solution for improving the weaknesses mentioned above. Lean teaching can apply not only to classroom teaching, but also to online teaching as well. In this study, it is proposed to figure out possible positive effects and challenges of lean implementation on the teaching process in leading Western countries. After having comprehensive understanding about good practices and barriers upon literature review, the intent is to conduct an empirical study in Kyrgyzstan to learn whether a lean approach will have a significant effect on the teaching process. This study talks about how successful implementation of a Lean Approach at Ala-Too International University (AIU) will convince other Kyrgyz institutions to adopt it and eventually change the overall education system.

Main objectives to be achieved by the end of the study are first, revise course syllabi for two AIU engineering courses to reflect key features of Lean Approach; and second, interview teachers about feasibility of implementing the approach (time, resources, perceptions of effectiveness). The methodology will be designed and based on the following hypothesis: Much awareness of instructors (and/or senior managers of divisions) about lean principles is most likely to affect students' success during a teaching process. The objectives will be accomplished through three stages as mentioned before. Parallel to literature review, a certain number of lecturers at higher education institutions will be interviewed to determine their level of knowledge about lean teaching. Then, observational studies may also be conducted in lectures to identify and examine the status of lean teaching in a process. As a last step of the first stage, two syllabi for Industrial Engineering courses will be revised reflecting key features of lean teaching principles. In continuation to this stage at AIU, two revised courses syllabi will be implemented, and seminars will be organized for volunteer lecturers among the Engineering and Informatics faculty. There are going to be two groups of lecturers and their students: control group and treatment group. Students will be categorized into three levels as well: low level, medium level, and high level. Then, there is going to be a semester bound experiment for at least two syllabi revised courses.

Keywords: Teaching process, lean approach, higher education

Other Abstracts

Linking between Cloud Computing Applications, Learn & Grow, Internal Process and Students' Satisfaction

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Abstract

The study seeks to define the linking between cloud computing applications, learn & grow, internal process and students' satisfaction. The research sample comprised of 260 supervisory academic and administrative from Jordanian private universities (JPU). To achieve research purpose, questionnaire was used to measure the cloud computing applications impact on learn & grow, internal process and students' satisfaction. The study concluded that there was a high using level of cloud computing applications, and that the same applies to the level of learn & grow, internal process and students satisfaction. In addition, there was a statistically significant correlation between cloud computing applications and learn & grow, internal process and students' satisfaction. In light of the aforementioned results, the recommendations are discussed.

Keywords: Cloud Computing applications, learn & grow, internal process, students' satisfaction

Innovative Solutions of Learning Applications Based on Cloud System Quality, Information Quality and Service Quality on Universities' Performance

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Abstract

Innovative solutions of learning applications based on cloud system have been identified as a critical issue in universities' performance, little research has focused on the relationship between innovative solutions of learning applications based on cloud system quality, information quality, service quality and universities' performance. Drawing on resource based view theory, this research aims to examine the impact of innovative solutions of learning applications based on cloud system quality, information quality, service quality on universities' performance in Jordanian institutions of higher education. The study's sample includes (420) academic professors at four universities. The proposed model gets tested in both public and private universities in Jordan's northern region, using the structural equation modelling (SEM) to analyze the data. According to the findings, innovative solutions of learning applications based on cloud system quality, information quality, service quality positively impacts on universities' performance. Theoretical and practical implications are discussed.

Keywords: Innovative solutions of Learning Applications, Cloud System quality, information quality, service quality, universities performance, Jordanian institutions of higher education, Jordan

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He taught the subject of Mathematics to all grades at Primary, Secondary and High school during 2004-2015 in different countries at different international schools including O-level, IGCSE, AS and A levels and SAT, and worked as a Head of Mathematics Department for eight years and trains students for international mathematics Olympiads such as SASMO, SIMOC, AMO, SMO, TIMO, HIKMO, WIMO and some other similar school-level math competitions.

Currently, he is working on the following research:

- Sufficient Conditions for Equiconvergence of the Spectral Decomposition of the Distributions Connected With Elliptic Differential Operators on the Torus With Fourier Integral
- Numerical Approximation of the Solution of the Heat Problems in the Plate by Spectral Decompositions of the Elliptic Differential Operators
- Numerical Approximation of the Solution of Wave Problems in the Plate by Spectral Decompositions of the Elliptic Differential Operators
- On the Solvability of a Mixed Problem for Partial Differential Equations of Parabolic Type with Involution.

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Mr. Nader Mohammad Aljawarneh serves as Assistant Professor in the Department of Business Administration, HR and Assistant Dean of scientific research, Jadara University, Jordan. His research spans into organization behavior, business analytics and business administration domain. His focuses include the creativity and innovation, language of science and argumentation, managerial decision making, leadership transformation and change, strategy in theory and practice, business policy and human behavior. His work has appeared in top journals including Wiley - Negotiation and Conflict Management Research, SAGE Open, VINE Journal of Information and Knowledge Management Systems, Humanities & Social Sciences Reviews and International Journal of Business and Management.

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Cristina de AMAYA

Dr. Cristina Gloribel Juárez de Amaya is a Doctor of Medicine and Master in University Teaching, graduated from the Universidad Evangélica de El Salvador (UEES); Specialization in Drug Research, graduated from the Center for Addiction and Mental Health (CAMH- Toronto, Canada); Doctor in Social Sciences mention Management, graduated from the Universidad del Zulia, Venezuela; with seventeen years of experience in management and university educational administration; curricular design of undergraduate and postgraduate programs (modalities: face-to-face, blended and virtual); design, implementation and monitoring of educational and social projects, strategic plans, annual operating plans and educational quality management systems, coordination of ERASMUS projects. Implementation of university self-assessment processes, external assessment, national and international accreditation of careers with an emphasis on the health area. Assessor certified for Latin America and the Caribbean, by the International Network of Evaluators (RIEVsc, Mexico).

During her career path, she has held the positions of Coordinator, Director of Medical Education, Vice Dean and Dean of the Faculty of Medicine at UEES. From January 2013 to January 2021, she held the position of Academic Vice Rector. Since February 2021 till the date, she serves as Rector of the Universidad Evangélica de El Salvador.

Experience in consulting projects with national and international organizations, and scientific publications in national and foreign journals on national and multicenter studies financed with international cooperation, with publications of scientific articles in national indexed and peer-reviewed journals and foreign, and publication of books and collaboration in chapters, on the subject of drugs. Training in clinical and social bioethics by the UNESCO, with exercise of teaching in these disciplines in undergraduate and postgraduate.

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Basically, he is a Biologist (Cytologist), he earned his BSc from University of Sulaimani, College of Agriculture in 1976, and his MSc is on Plant Physiology from the same university in 1978. His PhD degree was earned from the Faculty of Biology and Environmental Protection/University of Silesia, Poland in 2000 on Cytology. His entire career is in Academia. He served in different universities in Kurdistan Region under different academic titles. He earned the professorship in 2000. He was a consultant and a team leader at FAO representation in Iraq.

Prof. Duhoky was the Dean of the College of Agriculture at the University of Duhok during the period from 2001 to 2010. He published more than 40 academic articles that have been published in different journals in Iraq and outside Iraq. He supervised 22 PhD and MSc thesis in his specialization. He wrote several articles in Higher education and he is a member of the Ministry Board at the Ministry of Higher Education and Scientific Research in Kurdistan Region. Prof. Duhoky was elected in 2016 to be a member of the Board of Directors of the International Association Universities (IAU) during the International Conference of IAU, Bangkok, Thailand, he is serving in this position till now.

Prof. Duhoky participated in several conferences, workshops, seminars in his specialization or in higher education in Kurdistan and outside Kurdistan including NAFSA and IUC (International Universities Council, in Turkey), annual conferences. He is also a member of the Board of Directors of the IUC. He paid a visit to several universities worldwide including Harvard University, New York University, York University, Sienna University, Lund University, Glasgow University, Bridge Water State University, as well as many other Universities. Prof. Duhoky was invited as a distinguished speaker or keynote speaker in different events regarding, Higher Education, Refugees, University Ranking, Agriculture, and Urban Economy.

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Dr. Nuvia Liseth Estrada Mendez is the Vice-rector for Research and Social Projection, Universidad Evangelica de El Salvador (UEES), El Salvador. Her previously held positions include Dean of Dental School, Research Coordinator of Graduate School, Research Coordinator of Dental School, and University Professor of Dental School. She holds a postgraduate degree in Scientific Science and an undergraduate Doctor of Dental Surgery from Universidad Evangelica de El Salvador, El Salvador.

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Dr. Mirna Maribel García de Gonzalez is a medical doctor, and Master in Higher Education, with 7 years of experience in university accreditation at national and international level. Also, she has sixteen years of experience in teaching, educational planning, and evaluation. Currently, she is the Academic Vice Rector of Universidad Evangelica de El Salvador (UEES). Among her functions is the supervision of the direction, follow-up, and monitoring of the academic and administrative processes of the faculties and postgraduate school.

She is certified as an evaluator by RIEVsc (Red Internacional de Evaluadores, Mexico), and also participates as a disciplinary peer on International Accreditation Process for educational programs in the health field. She has training in Bioethics of the research on human beings. Also, she is a member of the Institutional Ethics Committee for Health Research until 2021. She is a UEES researcher since 2009 with identification code 0450-110210 from Registry of research in Science and Technology of El Salvador.

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She was the Director of systems development projects in administrative and production areas in the business sector, intern in Erasmus project on simulation at the Universidad Pública de Navarra – Spain, Ecole Des Hautes Etudes En Sante Publiqué (EHESP) – France, Universita Degli Studi Di Pavia (UNIPV) & Consorzio di Bioingegneria e Informatica Médica (CBIM)- Italy. She also held a position of the Vice-Rector for Innovation and Virtual Education, an area from which the process of educational innovation is managed through technology, didactics, pedagogy, which leads to a significant change in the teaching-learning process at the University, directing the process of educational innovation in the different multidisciplinary areas at the University, promoting innovation in a broad sense through four axes: 1) technologies and tools; 2) learning methodologies and techniques; 3) training and support for teachers and users; and 4) evaluation and improvement of the organization (processes).

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Presently she is researching the following themes: To study History as a life coach, using History for Inter-faith Dialogue and Peace Building Strategies.

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He was the Chairman of the Board of Irbid District Electricity Company (IDECO) from April 10, 2016 to July 31, 2016; and was the Chairman of the Board of Directors of Irbid Development Area (IDA) from August 1, 2016 to July 2021. Currently, in leave as a President of Jadara University. He was also a member of Higher Youth Council, the chairman of youth committee and a member of Olympic Committee in Jordan during the years 2003 through 2004. Currently, the chairman of consultative committee of Al-Hassan Youth Award since August 2020. He was the Chairman of Jordanian Universities Sport Federation during the years 2001-2004.

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He has about 30 years teaching and research and top-level administration experience as full time lecturer in Gaziantep University, Gaziantep/Turkey, Epoka University, Tirana/Albania and Ishik University, Erbil/Iraq. He has more than 60 publications in his research area.

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Rossana Valeria de Souza e SILVA

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For her work in favor of international university cooperation, she received in 2018 the Annual Award of the Brazil-Turkey Cultural Center and in 2019 she was declared an illustrious guest of the city of Ambato-Ecuador, by the Autonomous Decentralized Government Municipality of Ambato. She is the author of articles and book chapters on higher education. She is a member of the Scientific Committee of the Scientific Journal Kaznu, from Kazakhstan. She is also a member of the Editorial Advisory Board of the Revista Educacao Superior e Sociedade of UNESCO-IESALC. Besides that, she is a Member of the Advisory Council of the Institute for Intercultural Dialogue. Prof. Rossana was also a speaker at various international events on the subject of the internationalization of Higher Education in more than 20 countries. In addition, she participated, as a member of the jury, in the public defenses of doctoral thesis and also, she teaches courses on the subject of Higher Education in universities in different countries. Since 1997, she has managed funds from public and private institutions and international organizations to carry out programs that involve a large number of participants and managers.

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She is also trained in handling disputes as she is a Certified Court-Annexed Mediator at the Philippine Mediation Center – City of San Fernando Office. With her desire to serve the government, she also worked for two years, from 2016 to 2018, at the Commission on Higher Education Region 3's K to 12 Transition Program Management Unit. She first served the academe for almost twenty years alongside with being a part-time media practitioner. Her media practice earned her the award Outstanding Fernandino 2013 in the Field of Media and Media Education which was bestowed by the city government of San Fernando, Pampanga and Outstanding Kapampangan 2013 in the Field of Media by the Aguman Kapampangan, Inc.

Her previous international engagements were on journalism, paper presentations and mediation. She became a Journalism Fellow in the International Conference at Media Corp., BBC World, The Strait Times and Nanyang Technological University in Singapore in 2008 and in the International Convention on Media Communication at the City University of Hong Kong in 2011. Her first international involvement in research was at the International Academic Forum in November 2015 at the Rihga Royal Hotel where she presented her paper, Article 19 of the Universal Declaration of Human Rights (UDHR): Does it Reach Philippine Campuses? She also became a resource speaker on Gender Awareness at Kansai University in the same month.

Bringing with her some of her students for their presentation, Dr. Briones co-presented papers with her students and also presented her own research at the International Conference on Social Science, Literature and Education organized by Ontario Research Development of Ontario College which was held in Bangkok, Thailand on April 2-3, 2016. She was also invited as the keynote speaker and was also awarded as the Best Paper Presenter on her research, "FOI at Daybreak: Is there Hope for its Green Light in the Philippines?"

In 2017, she again made a paper presentation in Thailand titled "Bunch of Nerves: Fears, Dilemmas and Academic Performance in Research of Graduate School Students." She is also one of the Philippine Mediator-delegates in the 5th Asian Mediation Association Conference in 2018, which was held in Jakarta, Indonesia.

The passion for teaching being embedded in her, Dr. Briones still manages to teach in the graduate school. She serves as a Professorial Lecturer at the Don Honorio Ventura State University (DHVSU) and a Guest Associate Lecturer at Holy Angel University (HAU).

Zhyldyzbek ZHAKSHYLYKOV

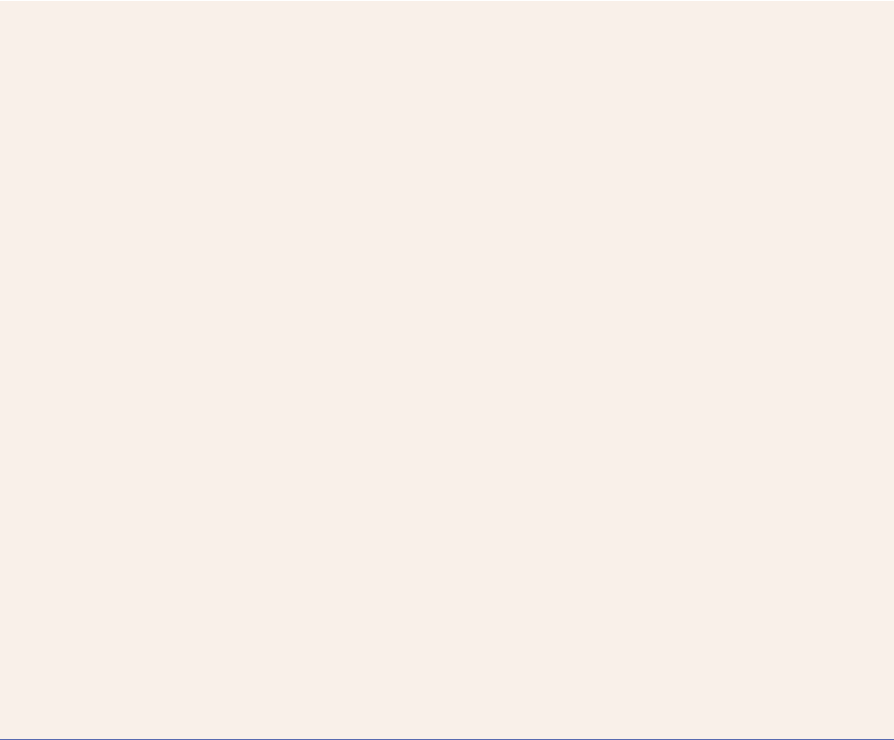
Dr. Zhyldyzbek Zhakshylykov is the Director of International Distance Learning Center at Ala-Too International University, Bishkek, Kyrgyzstan, He is a Doctor of Education (Improving Teaching Process Management in Higher Education Institutions) from Kyrgyz State University Arabaev and is a University Professor at Ala-Too International University since 2004. He has also served this university as the Student Affairs Officer, Head of Human Resources Office, Head of Student Affairs Office, and Head of Industrial Engineering Department.

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