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# مدى تطبيق مبادئ إدارة الجودة الشاملة في الجامعة الافتراضية السورية من وجهة نظر أعضاء الهيئة التدريسية والإدارية

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١- المقدمة:

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٢- مشكلة الدراسة وأسئلتها:

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٣- فرضيات الدراسة:

٣-١- الفرضية الرئيسة:

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٤- أهمية الدراسة:

٥- أهداف الدراسة:

٦- حدود الدراسة:

٧- المصطلحات والتعريفات:

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(Fisher,1996,5)

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(Tenner,A; Detoro,R,1992,p31)

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(Gaucher,E; Coffey,J,1993,36)

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التعليم الافتراضي (Virtual Educating):

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(Steve, 2000, 62)

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٨- الإطار النظري:

(TQM)

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٩ - مبادئ إدارة الجودة الشاملة في التعليم الجامعي :  
(Baldeston,1995).

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(Paggy,2000,67)

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(Steve,1997,4)

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١٠- من الدراسات السابقة :

١٠-١- من الدراسات العربية :

١٠-١-١- دراسة : محمد، سليمان (٢٠٠٢)

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١٠-١-٢- دراسة : محرم، أشرف ؛ كامل، نبيل (٢٠٠٦)

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(ITI)

١٠-١-٣- دراسة: علوان، قاسم نايف (٢٠٠٦)

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(TQM)

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١٠-١-٤- دراسة: الأصيل، ميساء محمد (٢٠٠٧)

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١٠-١-٥- دراسة : قدارة، عيسى يوسف (٢٠٠٧)

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١٠-١-٦- دراسة : أحمد، لمياء محمد (٢٠٠٧)

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١٠-٢- من الدراسات الأجنبية :

١٠-٢-١- دراسة: كونل وهارس (Connell,Mc; Harris,R) (١٩٩٩)

" "Issue Affecting Virtual Universities "

١٠-٢-٢- دراسة: Erhan (٢٠٠٠)

" "Quality Management applied to Higher education" "

١٠-٢-٣- دراسة: Hurst,C (٢٠٠٢)

"Total Quality Management in Higher Education: How Concepts and  
" Processes Manifest Themselves in the Classroom"

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(Nort Weston University)  
(TQM)

AL-Shri Mansoor ، الشهري ، دراسة : (٢٠٠٣) ١٠-٢-٤-

“Model of Virtual University for Higher Education in Saudi Arabia”

(TQM)

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## المراجع

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