

## **Jordan-Korea Information Access Center (JKC)**

### **❖ key achievements:**

Jordan-Korea Information Access Center (JKC) was established on December 17, 2017 at Al-Balqa applied University as a starting point for information and communication technology, with a donation from the National Information Society Agency (NIA); to provide modern means of communication technology in order to facilitate access to information and provide it to the university's internal community and the local community.

### **First: On the internal level of university community:**

#### **A. Digital Empowerment**

The vision of Jordan-Korea Information Access Center (JKC) was embodied in building capacities through specialized training programs for the university community, as these courses became a platform to enhance skills and enable individuals to excel in the modern labor market, as the center was able to provide many free training programs in which more than 500 participants took part.

#### **B. Infrastructure**

The advanced communications infrastructure has been a cornerstone of the center's success, facilitating access to knowledge and innovation, unleashing the creative potential of its participants, and enabling effective communication between participating academics and their counterparts in other countries. In late 2023, the center's equipment and devices were upgraded with support from the National Information Society Agency (NIA).

The center also held a meeting with the National Information Society Agency (NIA)'s team with the aim of strengthening the partnership and developing digital education and training. The team confirmed in its 2024 annual report that the Jordan-Korea Information Access Center (JKC) at Al-Balqa Applied University is one of the best centers in the world and ranked first among the centers in the Middle East.

The Jordan-Korea Information Access Center (JKC) was selected to participate in the first promotional video for information access centers, highlighting pioneering women in entrepreneurship and small businesses.

In 2025, a meeting was held with the National Information Society Agency (NIA) to review the annual report, which confirmed the center's continued ranking among the top centers globally.

In 2025, the center won a grant from the National Information Society Agency (NIA) worldwide to upgrade the center, the upgrade includes the establishment of two fully equipped laboratories.

### **Second: At the local community level:**

The Jordan-Korea Information Access Center (JKC) has made efforts aimed at introducing local communities to advanced technologies used for acquiring knowledge and accessing information, focusing on the following groups:

### **1. Government sector employees**

Approximately 50 government employees were trained, contributing in developing their skills and enhancing their work performance.

### **2. School students who are children of university staff members**

The center offered training courses in programming, information technology and computer applications in various majors, in which more than 200 male and female students participated, in order to promote critical thinking, innovation and teamwork and pave the way for promising future careers.

### **3. Productive women and owners of small and home-based businesses**

The center targeted this category especially after the COVID-19 pandemic, where it provided training courses in e- marketing in which more than 50 women from the Balqa Governorate participated, to empower them economically through digital transformation.

### **4. People with special needs**

In order to achieve digital inclusion and ensure the integration of this group with the local community and their empowerment, the center also held training courses in computer basics equipped with assistive tools such as: a special keyboard, a special mouse, an electronic amplifier, an optical character recognition device, an electronic player, a Braille device, and hearing aids for the hearing impaired.

## **Third: On the International Level**

### **1. International Recognition and Awards**

In **2021**, the Jordan-Korea Information Access Center (JKC) received the **Best Information Access Center award** in a global competition that included 58 centers from 45 countries worldwide.

In **2023**, it also received the **award for Best Presentation, Participation, and Impact** in the Information Access Staff Training Program held in Seoul, South Korea.

In **2025**, the center also received the **award for the best information delivery center in the world** after outperforming 54 international centers in an evaluation conducted by the National Information Society Agency (NIA), based on criteria that included operational efficiency, performance quality, and technical outputs.

Also in the same year, the center won the Excellence in Operations award as the best center among 61 centers around the world.

### **2. International Events and Partnerships**

Specialized IT training centers play a key role in developing a digital workforce capable of innovation and global competitiveness, and they also contribute in building international partnerships that enhance the exchange of experiences and raise the quality of training programs.

### **Local Partnerships:**

- The Memorandum of Understanding between the University and the software development and consulting company Tuned Hub was renewed for a period of three years (15/4/2025 - 14/4/2028), with the aim of empowering students and developing their technical skills in the fields of technology and software, which contributes to enhancing their readiness for the labor market.

### **International Partnerships:**

- The Center continued its efforts to enhance international cooperation, renewing the memorandum of understanding between the University and the National Information Society Agency (NIA) on the 23<sup>rd</sup> of November 2024, for a period of four years. This renewal was based on the Center's commitment to providing regular reports on its events and activities, which led to providing it with the latest advanced equipment and technologies, reflecting its dedication to innovation and excellence in service delivery.