Standard Operating Procedures (SOPs)

Remote Classes Monitoring
COVID-19 Outbreak

Accreditation and Quality Enhancement Cell
(AQEC)

Sindh Madressatul Islam University
Karachi

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1. Introduction

In response to COVID-19, QEC is focusing on the quality measures to monitor the online classes' on a serious note. QEC team has continuously been working to support the faculty in conducting their classes and protect the student from instructional loss and will continue the monitoring mechanism for online mechanism in the face of COVID -19 Outbreak. Quality Enhancement Cell (QEC) expecting every student and teacher to have a reliable enough internet connection for video calls between 25+ students in each class. We together all will benefit from this new experiments which has initialized after thorough research.

2. Standard Operating Procedures (SOPs)

The following Standard Operating Procedures (SOPs) will strictly be in place for online classes monitoring during COVID-19 Pandemic lockdown. AQEC will actively monitor all the classes as per class schedule received from the concerned departmental heads.

2.1 SOPs- AQEC Monitoring

A) AQEC will monitor each class live, Instructor shall strictly be followed the schedule class as per scheduling and shall timely inform their chairperson and AQEC in case of any class cancellation or makeup class arrangements.

B) Each instructor shall send the Unique ID and Password assigned to him by the IT department BEFORE each online class/session commence. ID and Password shall be sent to QEC via an email qec@smiu.edu.pk.

C) Recorded lecture videos shall be provided to AQEC at the end of the day for quality assurance and observation purposes.

D) Each Instructor shall make a WhatsApp group for each course assigned with the course title name followed by the class section (i.e., MS- Project Management, BBA3C-Marketing). Through these channels, the instructors and students shall be informed for the class scheduling, and any university strategies, plans, and timelines for virtual instruction.

E) On LMS grades can be entered into the electronic grade book immediately, (b) students have faster access to results, (c) assessment fosters a student centered learning environment, and (d) it allows for measuring learning more accurately.

F) Course Evaluation and Faculty Survey shall be disseminate to all the students as per the past AQEC practice right after online classes commenced i.e., two weeks later. However, summary report shall be prepared once 50% responses received from the students to provide the summary report to top management regarding instructor online teaching delivery methods and students satisfaction with the contents delivered by the instructor

using ZOOM (**NOTE:** The HEC defined threshold of 90% survey completion will be observed as per practice upon final semester result announced).

G) Each instructor thereby shall ensure the students of their class to fill the survey form in lieu of timely completion of survey report by the AQEC.

H) Online drop box student survey shall be administer by the AQEC.

2.1.1 HEC Surveys- Semester Wise

QEC administering the following surveys as per HEC guidelines.

S. No	HEC Survey Performa	Last Conducted	Proposed Survey will be conducted	Survey will be conducted (Tentative Date)	Who will be filled
1	Student Teacher and Course Evaluation	Fall 2019	Spring 2020	After two weeks of online classes	All students attending online classes in SP20.
2	Faculty Course Review Report	Fall 2019	Spring 2020	After announcement of final result.	All Faculty
3	Survey of Graduating Students	Fall 2019	Spring 2020	After two weeks of online classes	Expected graduates in Spring 2020 of all programs.
4	Research Student Progress Review Form	Spring 2018	Spring 2020	After two weeks of online classes and after receiving MS Research students data from examination.	MS Research Students enrolled in Thesis / IS
5	Faculty Survey	Fall 2019	Spring 2020	Before the end of semester.	All Faculty
6	Survey of Department Offering Ph.D. Programs	Spring 2018	Spring 2020	After getting data of enrolled students of Ph.D. Computer Science.	Ph.D. students only.
7	Alumni Survey	Spring 2018	Fall 2020	After getting alumni data from examination department.	Graduating students after one year of pass out from SMIU.
8	Employer Survey	Spring 2018	Fall 2020	After getting alumni data from student affairs DSA and examination COE Departments.	Employer of Students after two years of pass out from university.
9	Faculty Resume	Fall 2019	Spring 2020	Before the end of semester.	All Faculty need to update their resume.
10	Teacher Evaluation Form	Merged with Performa 1- Fall 2019	Spring - 2020	After two weeks of online classes.	All SMIU Students

NOTE: 1 & 10 will be administer after two weeks of online classes commenced.

2.2 SOPs - Instructor

Instructors shall understands so ensuring the protocol is being consistently adhered to:

A) Each instructor will do a thorough research on the course contents before sharing it to the students, bearing in mind that how they meet student learning objectives and how the assigned tasks can make a difference in learning outcome.

B) It is advised to watch any learning material i.e., YouTube video/s or any other digital resources all the way through before sharing it with the students.

C) Instructor shall ensure the effectiveness of the curriculum (International best practices and relevant to the national needs and aligned with the HEC's guidelines).

D) Instructor shall upload all the relevant course material lecture wise; course outline, PPT slides, e-books, and videos keeping in mind to protect the quality of teaching from being compromised.

E) Instructor shall prepare for the course content, learning material, use of online digital tools and the online lecture delivery methods after attending a comprehensive trainings hosted by the online training committee.

F) Instructor shall design online learning audio- visuals, quizzes, assignments. A multiple choice quiz shall be constructed with a minimum of 20 questions that becomes the final section of the course.

G) Instructor shall record the each video lecture and upload the same at the LMS for offline access for the students in case any students missed the online session. The recorded lectures will help the faculty to create content that can be used for future online courses and offline access.

H) Ethical code of conduct shall strictly be followed, unethical behavior shall strictly be discourage/prohibited.

I) Instructor shall seek IT support for the LMS Moodle module – e.g. online discussion boards, chat, grading quizzes online. For any query related to LMS, IT support will be contacted it@smiu.edu.pk.

2.3 SOPs - IT Department

A) IT Department shall prepare for the increase in internet traffic when all students shift to their online platform. To handle the expected increase in concurrent users, the University's IT staff will need to ensure that:
   ➢ The hardware infrastructure is sized appropriately

- ➢ There is adequate/ increased bandwidth available and extra capacity can be added as / when needed
- ➢ Business Continuity / Disaster Recovery plans are in place (includes regular backups Firewall protection, 24/7 Technical Support.
- ➢ Preparation of User Guide
- ➢ Technical Support & troubleshooting regarding the LMS

B) If using a 3rd party solutions, IT department shall ensure the authenticity of the vendor and timely license support.

C) In case IT department need any assistance from the HEC Technical Support Committee, may contact covid19-tsc@hec.gov.pk

D) IT department shall nominate IT staff support with adequate experience in virtual instruction who shall assist other staff members in adopting the recent trends and technology solutions utilized by the University.

E) IT support shall ensure the coordination with the AQEC- in disseminating the Online Course Evaluation and Faculty Survey.

F) IT department shall share the user friendly LMS-manual/handbook in pdf form to all the faculty member, students, deans, departmental heads, AQEC and other concerned.

G) IT support will be available from 9AM to 5PM to coordinate with the faculty member for the online support and to help them preparing online Quizzes and their contents.

H) IT department shall arrange an online student support desk in conjunction to the Directorate of Students Affair (DSA).

2.4   SOPs - Departmental Heads

A) All the chairpersons shall submit the REVISED and FINAL time table to AQEC along with the course allocation document.

B) Chairpersons shall ensure students and the faculty members are well informed about the online classes.

C) All departmental heads shall be available online for readily access by the QEC, students, the faculty members, and IT personnel.

D) All the departmental heads shall ensure the availability of the faculty members and ensure the minimum disruption/ delayed in conducting classes.

E) In case of any disruption, departmental heads shall inform immediately to Online Steering Committee.