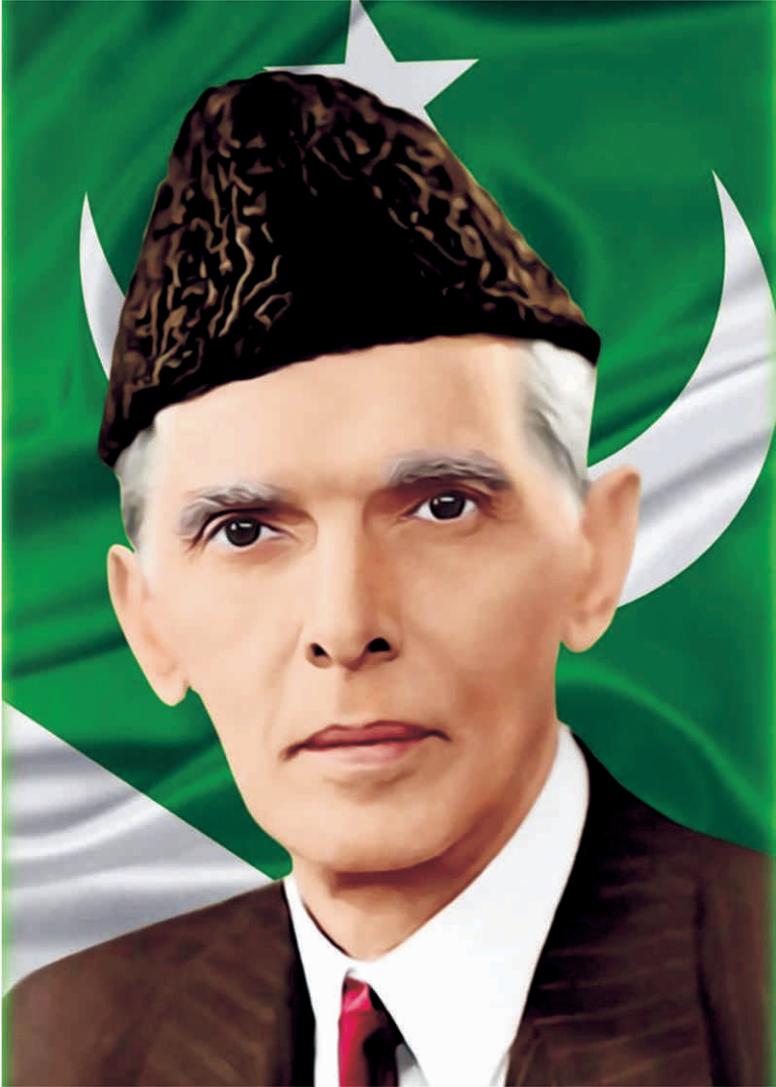# Online Teaching & Learning System (OTLS)

The Women University Multan, Pakistan.

Pakistan is proud of her youth, particularly the students, who are nation builders of tomorrow. They must fully equip themselves by discipline, and training for the arduous task lying ahead of them.

ONLINE TEACHING & LEARNING SYSTEM
OTLS

THE
WOMEN UNIVERSITY MULTAN

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ACKNOWLEDGEMENT

This document has passed through various stages of development to ensure that all possible dimensions have been given due consideration. It has been duly reviewed and approved by Subcommittee Online Accreditation Committee (SOAC) and Online Accreditation Committee (OAC) of the Women University Multan.

Several sources and systems of online teaching and learning have been consulted and studied to come up with a document which is comprehensive in nature and specific to the needs and capacity of the Women University Multan for effective implementation of Online Teaching System.

We are grateful to all the heads of institutions and individuals from public and private universities who shared with us their insights and experiences and also their online teaching systems to help us develop our own.

The leadership role of HEC, PHEC, HED and the Chancellor's office needs to be mentioned in particular as it enabled us to meet this challenge.

**QEC
WUM.**

LIST OF ABBREVIATIONS

OAC	Online Accreditation Committee
SOAC	Subcommittee Accreditation Committee
LMS	Learning Management System
HOD	Head of the Department
TI	Teacher In-charge
DCC	Departmental Course Coordinator
QEC	Quality Enhancement Cell
CR	Class Representative
OTLS	Online Teaching Learning System
HEC	Higher Education Commission of Pakistan
IT	Information Technology
OSGAC	Online Student Grievance Adjudicate Committee
SOPs	Standard Operating Procedures
PHEC	Punjab Higher Education Commission
HED	Higher Education Department, Punjab
OCQC	Online Course Quality Checklist
COE	Controller of Examination
DCEC	Departmental Online Course Evaluation Committee

CONTENTS

LIST OF ANNEXURES

INTRODUCTION

This document has been prepared by the Quality Enhancement Cell (QEC) and it includes online teaching and learning policy and implementation strategies developed due to COVID-19 pandemic. The Covid-19 pandemic created a situation in which universities were required to shift from face to face on campus teaching to online teaching and learning systems. Steps taken by WUM to meet this challenge are as follows:

- WUM has acquired Moodle LMS (Learning Management System) for online teaching and learning where teachers can create and disseminate e-content in the four quadrant approach to their students in a flexible manner.
- A transparent policy and SOPs have been adopted to determine the capacity of courses and to certify that these courses can be taught through online means.
- In order to ensure functional, effective and operational LMS-based teaching, faculty is being trained to use different softwares. The purpose of this training is to build the teachers' skills for the development of online courses and the dissemination of its contents to students through the use of LMS.
- Grievances adjudicate system for the faculty and students has been established to handle disputes and complaints.

This document has been divided in six major components to present the online readiness of the Women University Multan to launch its Online Teaching and Learning System:

1. Institutional Readiness for Online Teaching and Learning Process
2. Online Course Readiness
3. Online Teaching Readiness
4. Online Student Learning Readiness
5. IT and Infrastructure for Online Support
6. Online Examinations Policy
7. LMS Training and Capacity Building

INSTITUTIONAL READINESS FOR ONLINE TEACHING AND LEARNING PROCESS

Governance for Quality Assurance

A governing system has been introduced to approve online courses, examination and assessment strategies, and also to ensure their continuous monitoring. For this purpose, the committees notified are as under:

Online Accreditation Committee (OAC)

This committee comprises of the senior management personnel, Deans/Faculty In-charge Professors, Controller of Examinations, Director QEC, Director ORIC *(Notification at Annex I).*
The main purpose of this committee shall be to:

1. Ensure mechanism is in place to facilitate online teaching and learning which includes leadership and guidance to the faculty and IT team to execute the courses effectively
2. Devise policy for online teaching and learning at WUM
3. Communicate the policy to other members of the university including faculty members of all academic departments
4. Devise an online examination policy on the recommendation of the Controller of Examinations, WUM
5. Examine and approve online courses once designed and recommended by the Head of the Department and endorsed by the Dean concerned and Director QEC
6. Recommend and acquire equipment and technology on the endorsement and recommendation of the IT team and the QEC
7. Review and keep a systematic record of complaints of students, faculty and support staff for future planning and settle any related disputes and complaints through weekly meetings
8. Define policies to ensure participation of students effected by disability, illness, and other mitigating circumstances

Subcommittee of Online Accreditation Committee (SOAC)

This main purpose of this committee shall be to:

1. Ensure that the online courses meet the quality fulfilling standards as laid down by the HEC and academic council of the university

2. Prepare the quality checklist for courses and teaching methodology adopted
3. Prepare a list of the assessment and evaluation tools to be used for online examinations of the university with due consultation with Controller of Examinations, WUM
4. Recommend solutions of the relevant issues and problems faced for effective implementation of the online teaching and learning policy
5. Maintain record of the students' enrolment and attendance provided by the departmental online course committees
6. Act as Online Student Grievance Adjudicate Committee (OSGAC)
7. Schedule faculty development program in collaboration with WUM IT team
8. Maintain record of the nature and duration of the faculty trainings in collaboration with the IT team of the university and other organizations/individuals
9. Prepare fortnightly reports (proforma/checklist) of the progress made in institutional, student, faculty and course readiness for online teaching and learning
   (Notification at Annex II).

Departmental Online Course Evaluation Committee (DCEC)

The committee shall be responsible to:
1. Ensure that each course offered by the department subscribes to high standard of teaching and learning
2. Maintain enrolment and drop out record of students on excel sheet
3. Maintain record of the students' connectivity issues and possible solutions offered
4. Communicate SOPs for course design and delivery to the faculty members as illustrated in this document
5. Conduct and maintain record of training of the faculty regarding online teaching in collaboration with IT team for online support
6. Ensure that the faculty observes ethical guidelines communicated by OAC from time to time
7. Ensure online courses are uploaded in time and all faculty members and students of their department are enrolled in the Moodle LMS as per directions of the IT team

8. Provide counseling to their respective faculty and students with regard to SOPs for online teaching and learning
9. Monitor the quality of synchronous and asynchronous teaching at the departmental level; randomly attend lectures and visit LMS for each course to monitor the quality of course delivery
10. Ensure that course packages are prepared as per instructions given by the university management
11. Arrange and attend orientation/counseling session for students
12. To keep a check on students' attendance in each course with the help of the course instructor and DCC
13. Ensure that student's queries and complaints, if any, be timely entertained
14. Submit a weekly report on online teaching activities / performance of all teachers to their respective Deans/Advisors
    (Notification at Annex III).

The HOD shall nominate the Departmental Course Coordinator and registrar will issue the notification (DCC). DCC needs to be proficient in English and must possess good IT skills in order to facilitate other faculty members of the department and to maintain record on excel sheet. *(List of DDC at Annex IV)*

ONLINE COURSE READINESS
Guidelines for Developing Online Courses

WUM has acquired Moodle LMS (Learning Management System) for online teaching and learning where faculty members can create and disseminate e-content in the four quadrant approach to their students in a flexible manner.

The four quadrant approach means an e-learning system that has the following components:

i. e-Tutorial which shall contain: video and audio content in an organized form, animation, video demonstrations, virtual labs etc.

ii. **e-Content** which shall contain: self-instructional material, e-Books, illustrations, case studies, presentations etc., and also contain web resources such as further references, related links, open source content on internet, research papers, articles etc. Copyrighted material has to be respected and not included without due permission if required. The university shall facilitate in terms of payment subject to the provision of funds.

iii. Discussion forum for questions and queries and for clarifying them on a near real time basis by the course instructor.

iv. e-Assessment which shall contain: problems and solutions, which could be in the form of Multiple Choice Questions, Fill in the blanks, Matching Questions, Short Answered Questions, Long Answered Questions, Quizzes, Assignments, Discussion Forum Topics and setting up the FAQs.

Faculty/trainers are required to follow the following stages to prepare a course for online teaching.

STAGE I

Pre-production Activities

Current course outlines shall be modified from time to time as per online teaching requirements keeping in view the following elements:

    i.   Introduction to the Course

ii.   Learning Objectives
iii.   Textbooks to be Used for the Course
iv.   Description of System of Evaluation
v.   Detailed Lesson Plan
vi.   Key Dates, Time and Venue/Mode of Meetings
vii.   Reading List and Materials

(Course outline format attached as Annex-V)

STAGE II

Production Activities

On the direction of HoD, faculty members shall proceed for production of videos in the following manner:

a. **Preparation of Course:** At **least 75%** of the course content should be covered by innovative learning techniques viz. case-studies, scenarios, animation, analogies, individual or group activities, concept-mapping, in-text learning quizzes, interactive exercises within learning modules, discussion forum, multi-media techniques, innovative graphics, live experiments, demonstrations, role-plays, field documentaries etc.

In case that the lecture is teacher-centered, the teacher should speak extempore and should not read from written material. It should be ensured that the teacher before the camera is presentable.

b. **Duration of Content**: A three-credit hour course may have overall **upto 45** modules of at least **60 minutes** duration of each lecture (Video & Reading Module). Recorded lectures may be divided into parts as per software compatibility. WUM IT team shall help in expanding or enhancing the capacity of the software to upload clips. All content must also be submitted in a hard disk, CD etc.

c. **Assessment & Evaluation Tools**: Each course must include tools for both formative and summative evaluation (discussed in detail in Assessment and Evaluation Readiness section).

STAGE III

Review of Course Content and Approval

a. **Content Approval:** After preparing course material, the Departmental Course Coordinator (DCC) shall intimate the respective HoD about the readiness for review of the course.

b. **Departmental Approval:** Soft copy submitted to HoD must be

inclusive of but not limited to course outline, session objectives, ppt. presentations/ video lectures/ handouts, assignments and evaluation rubric etc.(where applicable).

c. **Approval by DCRC**: Immediately thereupon, the Departmental Course Review Committee (DCRC) shall get the course reviewed by academic and technical experts and submit the course to SCOAC for viewing the course in detail along with the video/audio and reading resources.

d. **Approval by SOAC:** After viewing the course,SOAC will place the course before the OAC, which will approve the course for uploading on LMS-WUM portal.

e. **Final Approval by OAC:** After viewing the course, the OAC will certify that the faculty member has the capacity to offer online courses.

STAGE IV
Course Implementation and Feedback

Courses shall be launched for online teaching. Periodic feedback of students will be taken about course contents throughout the course duration.

STAGE V
Modification by the Department Concerned and Course Improvement

Courses shall be improved/modified by Departmental Curriculum Review Committee and Board of Studies (BOS)

Note: It shall be the responsibility of the course coordinator to ensure that none of the graphics, animations, images, sound clips, video clips used are plagiarized or cited without formal permissions from owners.

ONLINE TEACHING READINESS
Preparedness of Faculty for Online Teaching

Keeping in view the fact that online teaching has different requirements from face to face teaching, the following measures have been adopted to prepare faculty for online teaching:

- Comprehensive online training sessions have been conducted for faculty to enhance the quality of online teaching and to learn about using LMS, online techniques and resources.
- Training has been conducted to record online lectures by using software e.g., Zoom.
- Recording studio has been set up at campus to assist faculty in lecture recording process.
- Guidelines/SOPs have also been issued for the faculty along with a lecture recording schedule to maintain social distancing protocols.

SOPs for Online Teaching

1. Current courses' outlines shall be modified as per online teaching requirements keeping in view the guidelines given for course design in the previous section.
2. The concerned Deans shall hold regular online meetings with Heads of Departments and faculty and guide and monitor all activities to ensure faculty is ready for online teaching as and when needed.
3. Faculty members shall be responsible for preparing online audio/video lectures and text notes and each faculty member will experiment conducting online classes with their students few times in the coming week.
4. The instructor will develop course material in asynchronous mode such as handouts, power point slides, audio/video lectures etc. (as per course requirement).
5. Once course outline is finalized, a request from instructor will be submitted to HoD to get evaluated the course contents by Departmental Course Review Committee (DCRC) by following Online Course Quality Checklist (OCQC) attached as Annex-VI.
6. If recommended, the course will be submitted to Subcommittee of Online Accreditation Committee (SOAC) on prescribed

Proforma (attached as Annex-VII) along with checklist (OCQC) and departmental summary of course status (Proforma at Annex-VIII).

7. If the course instructor is Dean or HOD, senior faculty member of their respective department or an external expert will be part of SOAC to review their course outline and related online teaching material.

8. Certification by IT Centre will be compulsory for respective faculty member to ensure the capacity to offer online courses.

9. Upon the satisfaction of SOAC and verification by IT expert, course material will be sent through Additional Registrar to Vice Chancellor for approval by OAC.

10. After getting approval from OAC, instructors will upload their course outlines and recorded lectures and/or other related material on LMS and commence online teaching.

11. For 3 credit hours theory, 3 lectures of one hour each will be held during one week.

12. Teacher will be available online to respond to students' queries.

13. All guidelines of HEC as issued from time to time will be communicated and applied accordingly.

14. Faculty members have to facilitate and support students in using LMS for downloading of course material and for submission of assignments and quizzes.

15. In case training sessions for students need to be arranged, a request must be sent through proper channel to WUM IT team.

16. Technical support to faculty members will be available by WUM IT team during official working days.

In addition to the above SOPs, the key responsibilities of the faculty members include:

17. To prepare themselves for the online delivery of courses (e.g. by becoming familiar with online resources available on NAHE, HEC website)

18. To conduct orientation session for their students regarding online teaching

19. To prepare the course package as per given instructions and upload it on the LMS

20. To use effective teaching methods during the lecture e.g. to speak slowly and clearly and use simple language

21. To get student feedback at the end of every class, encourage

discussion and questions

22. To keep check on students' attendance and respect students' privacy and self-respect

Guidelines for Faculty to Visit WUM for Recording Lectures

The objective of these guidelines is to ensure the safety and security of WUM faculty. Space for recording lectures has been prepared in conference room of L-Shaped building in accordance with WHO/HEC COVID-19 guidelines.

Faculty members who want to come to the university to record lectures will send a request to concerned Chairperson

In one day, not more than six faculty members, each at six different places, can record lectures separately.

Faculty can come and record lectures from10 a.m. to 4 p.m.

Please put on a face mask and wear hand gloves while visiting university. Masks should not be touched or handled during use.

Please make sure that workplaces are clean and hygienic. Clean and disinfect frequently touched objects and surfaces before and after recording.

Please keep an alcohol-based hand sanitizer with you and use immediately after coughing, sneezing, or blowing your nose

Please avoid touching your eyes, nose or mouth with unwashed hands. before re-entering your home, please make sure to do the following:

Take your shoes off and leave them outside, or spray them with a disinfectant.

Remove and discard the mask and disposable gloves.

With a fresh pair of gloves, disinfect any items you used when you were out—eys, laptop etc.

Discard the gloves. Change the clothes.

Wash your hands thoroughly.

ONLINE STUDENT LEARNING READINESS
Guidelines for Students for Online Learning

IT team has created accounts of enrolled five thousand students of WUM to register them at LMS. For successful implementation of learning process, students have been trained by course instructors to use the system. Students can obtain a lot of benefits from the use of LMS including:

i. Students can go through the content at their own pace with flexible timings (competency based learning), creation and management of courses to suit the students' needs.
ii. Contents of the missed classes can be viewed at any time.
iii. Performance can be monitored throughout the semester; design and scheduling of assignments and assessments can be made available to students at their convenience.
iv. Academic audit can be easily done and, if needed, remotely as well.

Acknowledging the fact of connectivity issues faced by students, the University has assigned duties to the registration branch of registrar office under the supervision of Additional Registrar to address such concerns as these.

To address this issue, the registration branch has compiled information about students' locations; moreover, a survey has been conducted by QEC WUM on directions of HEC about connectivity issues faced by students.

Online Attendance

It is the responsibility of students to actively participate in class discussions and complete all assignments by the due date simply logging into LMS for downloading the course material shall not constitute attendance. Students' attendance shall be reflected through discussions, completed assignments, participation in interactive sessions.

Students are expected to log in to LMS at least three times a week for a particular course on different days in order to complete weekly assignments, assessments, discussions and/or other weekly

deliverables as directed by the instructor and outlined in th course outline.

If a student finds it difficult o manage/participate in class' minimum discussion requirements due to any unavoidable circumstance, she must contact the course instructor directly or through Class Representative (CR) as soon as possible.

Copyrights/Plagiarism

University has a strict plagiarism policy. All students are bound to follow it and ensure academic integrity of their work.

The work submitted in the form of assignments/projects/presentations should be student' own and should reflect her own understanding.

If material is taken from different sources, the student needs to ensure that due credit is given to the sources and proper references are added.

Online Grievance Adjudicate System

1. Students shall be able to lodge complaints to QEC and raise issues emerging as a result of online classes through te online feedback system available on the official website of the university.

2. Complaint e-Portal has been developed for students to lodge complaints.

3. Online Student Grievance Adjudicate Committee (OSGA) shall address the complaints and settle the grievances.

Assessment & Examination Policy
The Women University Multan

Preamble

In pursuance of the directions of the Government of Punjab, the Women University has devised its Assessment and Examination Policy as response to challenge posed by suspension of face to face on campus academic activities due to COVID-19 pandemic. This policy document has been developed keeping in view the guidelines of Higher Education Commission (HEC) Islamabad, communicated to the universities from time to time. Online teaching has been initiated in the best interest of the students.

The Salient features of Assessment and Examination Policy by WUM are as under:

- Students shall not be promoted without conducting their formal assessment& examinations. The promotion to next semester is based on the assessment of students in the special pandemic time period.
- Students may freeze their semester as per semester rules.
- In order to save precious time of students, semesters shall be concluded in stipulated time frame by conducting requisite assessment and evaluation.
- Prescribed credit hours shall be completed through online classes (copies of detailed schedule of online classes and policy of online education is attached).
- University shall adopt the same method of assessment for students in a course to maintain fair standards and objectivity.
- Semester examinations shall be held according to the schedule announced by the Controller of Examinations.
- Assessment of semester work, mid-term exams and final semester exams should be verifiable, which means a teacher should have a record of viva/presentations (in the form of video recording), and/or soft/hard copies of reports/reflection papers/exam papers.
- In case, a teacher intends to change her evaluation strategy approved by the Panel earlier, she must take prior approval by the concerned Chairperson and the Panel.

- The assessment shall conclude the semesters in the stipulated time period scheduled by the Controller of Examination, WUM.
- Prescribed credit hours shall be completed through online classes in the Learning Management System (Copy of schedule of online classes along with assessment policy is attached).
- Objectivity encompasses fair standards. It shall be ensured through the implementation of one and same mode of assessment for students throughout the academic programs being conducted in the University.
- The assessment of semester planners with mid and final term examinations shall be maintained as verifiable. The course instructors shall maintain a comprehensive record in soft form reproducible in hard when required (viva/presentations, audio/video recordings, soft/hard copies of assessments/reflection /examinations records).

MODE OF ASSESSMENT

Final assessment shall be taken through Learning Management System (LMS) utilizing the inbuilt tools of the system. Course Instructor can choose any of the following methods to conduct mid-term/final-term assessment in consultation with the Chairperson concerned and keeping in view the overall assessment policy of the university.

GENERAL GUIDELINES
- A term paper, subject to meeting similarity index limit in Turnitin
- A research project/reflection report/industry report/marketing/financial plan or
  hypothetical case study/model development
- 'Open-book' exams
- Recorded final presentation (for group assessment) and/or a Viva (for individual assessment),or
- Take home examination, such as an essay or an article or a course review
- During online classes, teachers shall perform sessional evaluation of students for semester work (recorded presentations, quizzes, assignments, presentation).
- Since students (or teacher) may face problem in internet

connectivity, it is therefore recommended that teachers may not take surprise quizzes.

- For announced online exam / presentation, student may be given two chances if she is unable to join due to connectivity issues.
- Viva / Oral Examination may be conducted via Teams or any other appropriate software.
- Comprehensive examination shall be conducted by the approved committee, as per rules of university.

a) ONLINE SESSIONAL ASSESSMENT (20% weightage)
Presentations (Individual or group)/ Assignments/Quiz/ as prescribed by Teacher

b) MID-TERM ASSESSMENT / EXAMINATION (30 %weightage)

c) FINAL TERM EXAMINATION (50 % weightage)

d) INSTRUCTIONAL/ACADEMIC FEEDBACK
Teacher should maintain a complete record of marks obtained in assignments, term paper (if any), quizzes and online exam. This record should be shared with students. Further students may be allowed to see the marked assignment / term paper / quizzes / exam of others.

Lab Work or Practicals
a) In current situation, practical cannot be conducted or assessed physically. Therefore, for the better understanding of students, teachers will prepare and share the lab demonstration videos of the practicals. Online available demonstration videos can also be referred to by acknowledging/permissionof the publisher. The online oral / written exam will be conducted for the lab course.

b) Computer-Based Practical: Students may be asked to run experiments at their home and send the output file(s) to teachers and teachers may take viva examination.

Dissertation/Thesis Supervision
The students may be given alternative options if they desire, as topics already assigned to the students may not be feasible due to covid-19 pandemic situation.

Students may submit thesis if they have concluded their research.

They may be asked to write an exhaustive review of literature of the topic.

The write-up should be bibliographic supported. Oral / written examination can be conducted from the submitted report (if required).

Viva voce of research thesis/project can be conducted through LMS/video conference/Skype etc. and must be recorded.

The course instructor may opt for different evaluation methods for sessional/assignments evaluation only subject to the prior approval of the concerned Chairperson/HoD/Director/Teacher In charge).

E)   PHD COMPREHENSIVE EXAMINATION

- Exam may be taken through Learning Management System (LMS).
- Take home exam followed by intensive oral examination.

f) STUDENTS WITH LIMITED OR NO CONNECTIVITY:

- Take home examination option shall be used for students facing connectivity issues. Hard copy of all exam material shall be sent on home addresses of students through courier service by the teacher concerned.
- The teacher concerned should prepare exam material and send the examination paper to the student.
- The student shall send back to the concerned teacher after solving the paper.
- Department shall send the result after preparation to the Controller of Examinations office.

g) ON CAMPUS ASSESSMENT

If universities are opened on 15th July, 2020, the mode of Examinations will be regular. Examinations of all semesters can be conducted by University from 15-07-2020 regularly by adopting all precautionary measures regarding COVID-19.

Disclaimer

The university reserves the right to change the policy in part or as whole keeping in view the developing situation of COVID-19 pandemic and guidelines issued by the Govt. of Punjab and HEC.

LMS Training and Capacity Building

The online teaching is different requirements from face to face teaching. To get over it, many measures, in this regard, have been adopted to prepare faculty for online teaching. Which are following:

- Comprehensive online training sessions have been conducted for faculty to enhance the quality of online teaching and to learn about using LMS, online techniques and resources.
- Training has been conducted to record online lectures by using software e.g., Zoom.
- Recording studio has been set up at campus to assist faculty in lecture recording process.
- Guidelines/SOPs have also been issued for the faculty along with a lecture recording schedule to maintain social distancing protocols.

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