

## **SOPs for Online Classes in QUEST, Nawabshah (Updated)**

1. Microsoft Teams is the preferred Learning Management System (LMS) which provides the functionalities of delivering online video lectures, sharing course material, checking and grading the assignments, and tracking students' progress.
2. In case of unresolved technical issues and/or difficulty to operate the MS Teams software, other video conferencing tools (e.g., Zoom) may be used as a temporary solution.
3. The **Online Accreditation Council (OAC)** will
  - i. Certify the readiness of courses, technology, students, library as well as teachers.
  - ii. Monitor all the routine matters pertaining to online classes to ensure quality in collaboration with the Quality Enhancement Cell (QEC)
4. The **faculty members** will
  - i. Get acquainted with the prerequisites and best practices of online classes through the HEC's approved/recommended online tutorials (links uploaded at QUEST's website).
  - ii. Learn the required features of MS Teams (starting a class/channel and meeting, recording, content sharing, etc.) well before the commencement of classes.
  - iii. Prepare the materials (e.g., PowerPoint slides or other visual aids) as usual, like teaching in a face-to-face class.
  - iv. Check their laptop/desktop before the class for any technical problem associated with audio, video, internet connectivity, etc.
  - v. Upload the teaching material on the LMS (lecture plans, course objectives, course contents, lecture slides, textbooks, etc.) before the commencement of a course.
  - vi. Record the class attendance in the traditional way and upload it on SAMC regularly.
  - vii. Give and grad assignments, projects, quizzes, etc. in the same way as in traditional classes. The assignment option is available in MS Teams.
  - viii. Present themselves earlier than the scheduled start time.
  - ix. Make sure that they have successfully shared their computer screen with students.
  - x. Make use of the text chat function to collect questions and comments from students.
  - xi. Remember to record the session before they start the class so that the students who are unable to attend the online session can watch the lecture later.
  - xii. Inform the students that the session is being recorded.
  - xiii. Conduct the session at a private and quiet environment to prevent any interruptions such as background noise.

- xiv. Make sure that the class setting for all the students has been set to “attendees” and the mics of all the students have been turned off (Team → Manage Team).
  - xv. Invite/take questions at the end of the lecture and will inform the students about the same in the beginning of the lecture.
5. **Students will**
- i. Make sure they have acquired the institutional email address.
  - ii. Contact the IT Services help desk for queries, technical assistance and complaints at [shafqat@quest.edu.pk](mailto:shafqat@quest.edu.pk).
  - iii. Refer to the recorded lecture in the LMS in case they are unable to attend the lecture.
  - iv. Refer to the short manual of using LMS available at QUEST’s website.
  - v. Refrain from crosstalk and unnecessary interruption during an online class.
  - vi. Turn off their microphones and cameras during a class.
  - vii. Ask questions after the completion of the class. However, if it is necessary, they can ask question either in the chat box or “waive their hand” (option available).
6. **The IT Services Department will**
- i. Make sure that all the students and faculty members have institutional email addresses.
  - ii. Provide username/password for LMS to all the faculty members and students.
  - iii. Provide technical support and assistance to faculty members and students.
  - iv. Manage the helpdesk and the WhatsApp account for queries and technical assistance.
7. A department is responsible to prepare enrollment list of students, eligible to attend on-line classes and provide this to concerned teachers
8. Departmental-level WhatsApp groups of students and faculty members will be created which will be used to intimate the students about classes and other runtime developments.
9. As approved by the OAC, those lab practicals which require physical presence of students will be exempted temporarily until traditional teaching is resumed.
10. At the resumption of the traditional classrooms, the examinations will be conducted by the traditional method. However, if the pandemic situation does not get better till the end of the semester, various examination modes may be considered and approved by the OAC. These include a single or a combination of various methods such as case studies, projects, open book questions, online objective and subjective questions, etc.
11. The feedback from students as well as teachers will be obtained by the OEC through online surveys on a regular basis. This feedback will be communicated to the OAC for taking possible corrective measures.