

SOPs for Online Classes in QUEST, Nawabshah

1. The preferred tool for conducting online classes is **Microsoft Teams (MS Teams)**, a lightweight Learning Management System (LSM) which provides the functionalities of delivering online video lectures, sharing course material, checking and grading the assignments, and tracking students' progress.
2. The software can be accessed online or **preferably installed as an offline application on PCs** as well as mobile phones.
For online accessing of MS Teams: Login at: **teams.microsoft.com** (with your office 365 quest IDs), e.g. 19msitxx@quest.edu.pk and teacher@quest.edu.pk (The QUEST Official Email IDs have been assigned office 365 licenses.)
3. The office 365 username and password for the students to access MS Teams and Office 365 have already been created and shared on QUEST Website.
Note. For queries regarding office 365 and MS Teams, please contact Mr. Shafqat Ali, ICT Centre (shafqat@quest.edu.pk).
4. In case of unresolved technical issues and/or difficulty to operate the MS Teams software, other video conferencing tools (e.g., Zoom, Skype, etc.) may be used as a temporary solution. However, the teachers, as well as students, must get acquaintance with MS Teams at their earliest convenience, as it will be the preferred tool for conducting online classes from now onwards.
5. Learn all the required features of MS Teams (starting a class/channel and meeting, recording, content sharing, etc.) in advance. It is advised that before starting your first online lecture, test everything everything with a test class.
6. Give each of your lecture a meaningful title which is easy to identify. Please note that at the same time there may be multiple MS Teams sessions appearing in students' calendar.
7. Prepare the materials (e.g., PowerPoint slides or other visual aids) as usual, like teaching in a face-to-face class.
8. Present yourself earlier than the scheduled start time; students feel frustrated if they cannot see anyone in the online classroom
9. Double check that you have shared your computer screen with students successfully
10. Upload the PowerPoint and other files for students to download
11. You may consider switching off your video after the class has started smoothly. It helps improve the students' user experience in case of having poor network connectivity
12. Make use of the text chat function to collect questions and comments from students. Watch the text chat channel and be prepared to answer any questions.
13. Remember to record the session before you start the class so that students who are unable to attend the online session can review later. Inform the students the session is being recorded.
14. Conduct the session at a private and quiet environment to prevent any interruptions such as background noise.
15. Create a channel for each session and put the teaching materials into the OneNote tool available in MS Teams.
16. The class attendance will be recorded by the same method in the SAMC.
17. The concerned chairmen and the dean will monitor the progress and quality of the online classes.
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