NUML ONLINE EDUCATION POLICY

(This policy is based upon the guidelines/SOPs issued by HEC/PEC from time to time and, best international online educational Practices)

National University of Modern Languages, Islamabad

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1. **Rationale of the Policy**. To formulate a policy and oversee the matters related to provision of online courses in the wake of COVID-19 pandemic, NUML being cognizant of the situation is committed to leaving no stone unturned in providing up to the mark online teaching and learning environment. In this regard, NUML Online Education Policy has been formulated to ensure continuation of high quality education for students using online resources and LMS either in synchronous or asynchronous mode.

2. **Objectives of the Policy**
    a. To ensure continuation of the academic activities using online resources.
    b. To streamline the internal processes of online teaching and learning environment through the provision of improved digital means including IT infrastructure, fully functional Learning Management System, training of teaching faculty and library online readiness.
    c. To streamline the process of students' online access and to adjudicate students' problems if any.

3. **Scope of the Policy**
    a. NUML Online Education Policy shall apply to all faculties, departments and branches engaged in the delivery of online education in the main campus as well as in all the regional campuses.
    b. The subsequent sections of this policy cover the establishment of Online Course Authorization and Certification Committee (OCACC), online course approval, course preparation instructions, roles and responsibilities of ICT Branch, Deans, HoDs, Library ,QEC, Academics ,Exam Branch and general guidelines for faculty members.

Online Course Authorization and Certification Committee (OCACC)

4.   The university shall establish online course authorization and certification committee to approve the online courses along with the mode of delivery (pedagogies). The composition and mandate of the committee is as under:

      a.   Rector NUML, Chair

      b.   DG , member

      c.   All Deans , member

      d.   Registrar, member

      e.   Dir Academics , member

      f.   Dir Exams , member

      g.   Dir ICT, member

      h.   Dir Library, member

      i.   Dir QEC , secretary/member

5.   **Mandate**. Mandate of the OCACC is as under:

      a.   The committee shall approve online courses, teaching faculty and, online resources, to be placed on NUML LMS.

      b.   The committee shall certify that University has a fully functional and updated Learning Management System where all teaching faculty of a course, course contents and students have been registered and digital binding has been done.

      c.   The committee shall certify that HODs/departments have well prepared their online courses as per the instructions prescribed in **Section 3.0** and that they are available to students through NUML LMS.

      d.   The committee shall ensure that the faculty members teaching online course(s) have received relevant and mandatory trainings.

      e.   The committee shall certify that the resource bank and online library has all the relevant material (recorded lectures, videos, notes, research papers, seminars, case studies, etc.) in its system all this is easily available to both the faculty as well as students.

      f.   The committee shall certify that the faculty and students has access to the relevant software(s) required for online education and all the required infrastructure for this purpose has been established.

g.   The committee shall certify that assessment and evaluation system for online courses is in place in line with the guidelines issued by HEC.

h.   The committee shall certify that instructions and guidelines about laboratory and practice-related courses as issued by the HEC or relevant accreditation bodies are implemented in true letter and spirit.
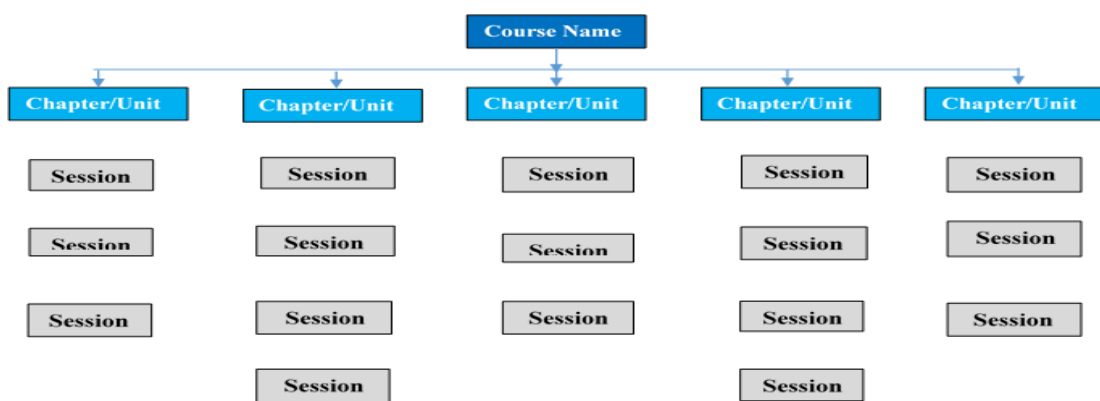
6.   **Approval of Online Courses**

a.   All HoDs shall prepare the requisite data of their respective departments as per the instructions given in section 6 (a-j) and submit to Academic Branch through their respective Dean.

b.   The respective Deans should ensure that the course pack, pedagogies and reference material is in accordance with the international/HEC/university online standards.

c.   Academic Branch shall present department-wise online courses with all details in a formal meeting of Online Course Authorization and Certification Committee (OCACC).

d.   The committee shall then formally approve the commencement or otherwise of any course for online teaching either through synchronous or asynchronous mode.

7.   **Instructions for Preparation of Online Course**. All departments shall comply with the following instructions to get an online course ready either for asynchronous or synchronous mode.

a.   **Preparation of List of Courses**. HoDs/RDs, Coordinators shall prepare the list of courses along with the resource person(s) identified. The mode of teaching along with a rationale for opting that mode will be given as per the format attached as Annex-A. Every faculty member will teach his/her course him/herself.

b.   **Preparation of Complete Course Pack by Resource Person(s)**. All the resource person(s) shall prepare the *complete course delivery pack* in both hard and soft form covering the following and submit to their respective HoDs/RDs and Coordinators:

(1)   Course content to be covered and its organization.

(2)   Course objectives and learning outcomes.

(3)   Weekly lecture logs

(4)   Course material /lecture notes/ presentation slides to be uploaded on LMS for sharing with the students concerned.

(5)   Assessment and grading.

(6)   Assignments with submission deadlines.

(7)   Number of video scripts/online lectures of 30-35 minutes to be recorded. The videos must be planned chapter/unit-wise with total sessions in each as shown in diagram given below explaining the structure of any online course which can include several chapters/units and number of sessions.

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                              ┌──────────────┐
                              │ Course Name  │
                              └──────┬───────┘
   ┌────────────┬───────────────┬────┴────────┬─────────────┬──────────────┐
┌──────────┐ ┌──────────┐ ┌──────────┐ ┌──────────┐ ┌──────────┐
│Chapter/Unit│ │Chapter/Unit│ │Chapter/Unit│ │Chapter/Unit│ │Chapter/Unit│
└──────────┘ └──────────┘ └──────────┘ └──────────┘ └──────────┘

  Session      Session      Session      Session      Session

  Session      Session      Session      Session      Session

  Session      Session      Session      Session      Session

               Session                   Session
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(8)   Electronic resources

(9)   Database for quizzes, assignments and end-term questions with answers.

(10)   Recommended text book(s)

(11)   Reference book(s) if any.

c.   **Placement of Course Packs on LMS**. Deans and HoDs will ensure that the c**ourses of all the programs are uploaded on LMS.** For this purpose departments are to provide lists of courses of all the programs along with the faculty members' names to ICT Branch.

d.   **Registration of the Faculty on LMS**. All HODs/RDs and departments will ensure 100% registration of their respective faculty members including visiting faculty on LMS**.**

e.   **Registration of Students on LMS**. **All** HODs/RDs and departments will ensure complete registration of their respective students on LMS. Necessary

coordination by HoDs and Program coordinators may be done with the Dir IT/LMS Team.

f.   **Placement of Course Pack**. Deans and HoDs as well as RDs will ensure that course packs of each subject are uploaded on LMS by the concerned faculty members. Deans along with HoDs/RDs shall be responsible to ensure the quality of each course pack.

g.   **Uploading of Lectures on LMS** Deans/HODs and respective RDs will ensure that all lectures are uploaded on LMS as it will not only build the repository but will also help the department to know how many students have accessed the lecture and monitor the performance / quality of lecture.

h.   **Training of the Faculty by ICT Branch**. Deans and HoDs will ensure that training of the resource persons about LMS and related software(s) is conducted. Deans and HoDs are to ensure the participation of all the faculty members in training session.

i.   **Digital Binding**. All department/program coordinators in liaison with ICT Branch shall ensure that the digital binding of all the faculty members with their respective courses (which they are teaching) and students (to whom they are teaching) has been done.

j.   **Conduct of Lab Related Courses**. All lab related classes/lectures shall be recorded through lab demonstration by the lab instructor/teacher concerned. ICT Branch to provide necessary arrangements in the labs for the recording of lab demonstration and conduct of practical/demonstrations.

k.   **Delivery of Teaching Material**. Students who don't have the internet facility, will have the teaching material delivered at the addresses shared by them. The delivery of teaching material in the form of CDs, notes and so on should be carried out by DSA after obtaining students' data from the relevant department/academics branch.

8. **Roles and Responsibilities**

a. **Deans**

    (1)   Ensure the courses being offered for online education fulfill the requirements and standards set by the HEC/University for online education. A certificate signed by HOD and countersigned by respective Dean will be submitted to Online Course Authorization and Certification Committee (OCACC)

    (2)   Ensure that the course packs/repositories and the pedagogies being followed are in line with International/HEC/University online and assessment standards.

    (3)   Timely preparation and presentation to Online Course Authorization and Certification Committee (OCACC).

    (4)   Regular feedback about availability and suitability of Course Packs/Repositories from HODs and Coordinators.

b. **Heads/HODs/RDs, Coordinators of Departments**. All HODs/ RDs and coordinators of the departments will:-

    (1)   Ensure that the concerned resource person has prepared himself/herself efficiently and effectively for the course to be delivered through synchronous or asynchronous modes.

    (2)   Develop and maintain departmental internal mechanism to monitor the efficient and effective delivery of the course through both modes of teaching as per the schedule.

    (3)   Ensure that course packs are well prepared as per the guidelines provided in **Para 6B**.

    (4)   Ensure that all relevant material, quizzes, assignments and course packs of every course are timely uploaded on LMS.

    (5)   Ensure that students are attending the classes online and are receiving the relevant material.

    (6)   Liaison with ICT branch through their program coordinators.

    (7)   Maintain the data base of students of respective courses along with their contact details.

(8) Ensure online posting of courses through E-registration system.

(9) Ensure that student's queries and complaints, if any, are timely entertained. In case of internet connectivity issue, HoDs to ensure the provision of CDs of video recorded lectures to such students.

(10) Coordinate with teachers and students and monitor the overall process of online teaching.

(11) Closely monitor the effective delivery and feedback of students including their locations, ICT/internet service quality and availability/access to NUML's Central Course Packs/Repositories.

(12) Submit weekly online teaching activities / performance reports to Dir QEC / Academic through their Deans/Heads.

(13) Work in close liaison with regional campuses in term of syllabus coverage, assessment, and exams.

(14) Ensure delivery of Course Packs/References for Areas/Students Not Covered by Internet/ICT through DSA.

c. **Dir ICT/Branch**.
(1) Ensure the availability of relevant hardware and software required for effective and efficient online teaching.

(2) Ensuring all time functioning of NUML LMS and its accessibility to faculty as well as Regional Campuses and all the students.

(3) Maintenance and security of Central Repository/Course Packs as well as exams and new admissions etc.

(4) Ensure making necessary arrangements for training of faculty on LMS, relevant software(s) and online teaching and its application for online teaching.

(5) Maintain a Central Repository (soft copies of all recorded videos, lectures, seminars, demonstrations and its conversion to CD as well.

(6) Ensure the digital binding of all the faculty members with their respective courses (which they are teaching) and students (to whom they are teaching).

(7)   Update the daily status of students, faculty and course registration details on LMS to DG NUML.

d. **Dir Library**

(1)   Dir library to ensure that library system is online ready and students' needs are met electronically, either through HEC's digital library subscription or through NUML standalone arrangements.

(2)   NUML library shall maintain online data base of material appropriate for online courses along with associated material (optional readings, audiovisual materials, or literature or data needed for course-related research) so that students can access online. In this regard, Dir LIb may ask departments to identify and prepare materials appropriate for their respective courses and submit to Library in Soft form.

e. **Dir Academics/Branch**

(1)   Develop a comprehensive mechanism to ascertain the effectiveness of online teaching, the obstacles faced by the students in accessing online materials, including their location, the service quality in their area of residence, and their access to devices and connections.

(2)   Compile the data regarding any complaints or suggestions by students or faculty and send them to concerned branch /department for necessary action.

(3)   Academic branch in coordination with Dir QEC, shall maintain the data of online courses/Central Repositories/Course Packs being offered and ensure that courses are delivered/completed as per the schedule.

f. **Dir Quality Enhancement Cell & Complaints Adjudication**

(1)   Obtain weekly online teaching performance activities indicating the effectiveness, complete delivery and students' feedback from respective Deans/HODs, which should be regularly processed for the Rector's perusal.

(2) A proper feedback and complaint adjudication system should be instituted to ensure efficient functioning of NUML Online Education System for which separate instructions will be issued by QEC.

(3) Monitor overall online readiness and delivery of teaching and learning process in the University in coordination with Dir Academics & Dir ICT.

(4) Monitor the adherence of all quality parameters for online (education) teaching in the university as per International/HEC standards.

g. **Dir Exam/Exam Branch**

(1) Based on the HEC guidelines, Dir Exam should prepare an Online Exam/Assessment Plan in coordination with Dir QEC and Dir ICT.

(2) The Exam/Assessment Plan to be presented by Dir Exam in the Online Course Authorization and Certification Committee (OCACC) meeting as and when necessary.

(3) Assessment Instructions to be issued to all Faculties/Regional Campuses well before the conduct of Exams.

(4) Dir Exam to prepare timely results for promotion of existing students and the enrollment of new students in coordination with all the faculties and Dir Acad.

9. **General Guidelines for Faculty**

a. **Course Delivery through Synchronous/Asynchronous Mode:**

(1) Courses shall be delivered through both synchronous and asynchronous modes.

(2) Every faculty member will teach his/her course him/herself as per the original plan and will prepare and deliver the course as per the guidelines already issued.

(3) Faculty members may utilize video lecture recording facility established at the campus.

(4) However, the faculty members may use any other suitable media arrangements for the recording of lectures i.e. through Desktop

recording or PowerPoint with audio narration, etc. Quality of recording and use of maximum possible training aids may be ensured to facilitate the better understanding of lectures/contents by the students.

(5)   For synchronous mode, NUML E-classroom facility at campus can be availed or Zoom software may be opted for as it is integrated with the NUML LMS.

(6)   No recorded lectures will be posted on YouTube without the prior approval of the Dean/HOD.

(7)   All recorded lectures will be posted on the NUML LMS in the respective class folder.

b.   **Duration of Each Online Lecture/Video Scripts**

(1)   The lecture duration for both modes shall be as per the existing practice of face-to-face teaching. This is in line with the HEC credit hour policy.

(2)   A video lecture of 30-35 minutes shall be recorded and uploaded on LMS by the faculty member concerned. A mandatory 20-25 minutes Question and Answer sessions shall be held for every course delivered through asynchronous mode as per the schedule issued from June 1, 2020 onward. Course contents must be covered completely.

c.   **Judicious Use of LMS/Central Repository**

(1)   An easy to use Learning Management Systems (LMS) was deployed at the University two years back. With enhanced servers, LMS is fully functional on latest server with ample backup arrangements. An upgraded version of NUML LMS based on Moodle open source software is available.

(2)   LMS provides an extensive platform for learning to the faculty members and the students. Students can view and access their course schedules, course descriptions, online lectures, assignments, grades, quizzes and many other services. They can also complete online assignments and participate in group discussions, moderated discussions and live sessions. The teachers after providing all the above resources can monitor students' activities and can easily moderate online as well as offline classes.

(3)   All courses outlines, video scripts, course packs and teaching material /slides must be uploaded on LMS timely by the faculty members concerned.

(4)   For the synchronous mode of lecturing, a faculty member will have the following three options:

(a) Using Zoom Educational licensed Software.

(b) Using Google Hangout Software.

(c) Using MS Team Licensed software.

d.   **Intellectual Property and Copy Right**. All faculty members shall adhere to the NUML Intellectual Property Policy 2018. www.numl.edu.pk.

(This policy is issued with the approval of the competent authority)

Date: April 29, 2020

Dr. Nadeem Talib
Director QEC

Details of Programs/Courses

S.No.	Name of Program(s)	Semester	Course	Total Credit Hours of the Course	No. of Credit Hours Taught till the Closure of University	No. of Credit Hours Taught before 31 March, 2020.	Remaining (Balance Credit) Hours to be Taught from June 1, 2020 onwards	*Essential Credit Hours	Mode of Teaching	
									Synchronous (i.e. how many of remaining/essential credit hours to be taught through online Teaching)	Asynchronous (i.e. how many of remaining/essential credit hours to be taught through online Teaching)
1.	e.g. BBA	04	Research Methods	e.g. 60	25	09	26	e.g. 20	e.g. 08	12
			Course -2							

Note :- * For example out of remaining 26 Credit hours ,20 are essential which must be covered instead of all 26 Credit Hours.

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Details of Programs-Wise Courses, Contents ,Resource Persons, Mode of Teaching and Schedule for Essential /Remaining Credit Hours

Program	Semester	Name of Course	Contents	Names of Resource Person(s)	Mode of Teaching (Asynchronous/ Synchronous)	Date and Time of Teaching
e.g. BBA	04	Research Methodology	Literature Review Methodology Analysis	e.g. Dr. Talha		
	04	Course-2				