



Title: E-learning & Distance Education Procedures

Code: GU-PL77DE

Version: 3.1

Date of Issue: 2023

Effective Date: November 2023

Approval Authority: University Council

Document Owner: Vice President for Academic Affairs

Review: The procedures are subject to periodic reviews as per amendments
of E-learning & Distance Education Policy

1. Purpose

The purpose of this document is to describe the procedures to be followed in implementing E-learning & Distance Education Policy. It also describes the guidelines regarding how to plan, design and implement online teaching, learning and assessment practices consistently across the academic programs achieving intended learning outcomes.

2. Scope

This document applies to all types of distance teaching, learning and assessment activities in all academic programs.

3. Acronyms

BQA	Education and Training Quality Authority
CILOS	Course Intended Learning Outcomes
HOD	Head of Department
HEC	Higher Education Council
GU	Gulf University
PILOS	Program Intended Learning Outcomes
IT	Information Technology

4. Definitions

Distance Education: Distance education, e-learning and online learning is a form of education in which the main elements include physical separation of teachers and students during instruction and the use of various technologies to facilitate student-teacher and student-student communication. They are not all the same, e-learning or Virtual Learning Environment is practiced generally. Distance education is applied when face to face communication and delivery is not possible, or it is the style of education provided by the Higher Education.

Course Intended Learning Outcomes: Course Intended Learning Outcomes describe the knowledge, skills and attributes envisioned to be achievable by students who have been enrolled in a course. CILOs, therefore, contribute to PILOs.

Instructor: An instructor is an individual appointed by Gulf University to teach on its courses.

Learning: Learning is understood to encompass the knowledge and skills that result from engagement with the teaching activities planned and designed for a program of study. Learning is cumulative and can manifest itself in many forms and assessment needs to take account of this. New learning builds on and expands existing learning.

Learning Outcomes: Learning outcomes state what a student should be able to do by the time they have completed the course or program for which the outcomes are set. Outcomes can include knowledge, skills, and attitudes. The attainment of an outcome is determined through the assessment process.

Plagiarism: Plagiarism is the copying of ideas and content from another source without appropriate referencing. This can include the copying of work from another student. Where plagiarism has been detected in any assessment, the Plagiarism Policy and Procedures must be implemented.

Program Intended Learning Outcomes: Program Intended Learning Outcomes describe the knowledge, skills and attributes envisioned to be achievable by students who have followed a program of study. Demonstration of achievement of PILOs is a necessary requirement for the award of a qualification associated with a program.

Student: A student is any individual who is formally registered in a program offered by Gulf University.

5. General Guidelines on E-learning & Distance Education

- 5.1 Gulf university shall manage and retain all data at academic and administrative level while implementing e- learning and distance learning.
- 5.2 Academic staff shall be equipped with required skill in delivering online lecture and conducting online assessment with adequate support and training from IT department.
- 5.3 GU shall maintain transparency in publishing online education related information in websites and published reports.
- 5.4 GU shall implement distance education to be aligned with GU Teaching Learning Policy and Procedures in case of need and face to face communication is not possible.
- 5.5 GU shall follow appropriate monitoring and supervision of the online learning system to ensure effective completion of tasks.

- 5.6 Distance education shall promote the self-learning of students and shall expose multiple learning options. Students shall actively participate and engage in collaborative tasks similar to traditional face to face learning experience.
- 5.7 Distance teaching, learning and assessment practices shall not create difficulty for the special need students in getting similar learning experience.
- 5.8 Online assessment practices shall follow regular verification and moderation procedures along with opportunity for students to apply for deferred exam or assessment appeal.
- 5.9 Course instructors shall provide constructive feedback to the students during the course work to know about the progress and achievement. Interaction between the instructor and student is regular and substantive.
- 5.10 GU shall ensure confidentiality and data protection once assessments are submitted online, while ensuring that the plagiarism policy is applied to student work.

6. Procedure Details

6.1 Planning Stage:

- 6.1.1 Before the beginning of the semester Admission & Registration Unit shall enable and support the staff to create online courses for each instructor in the Learning Management System. Instructor shall upload the course specification, lecture materials, lesson plan and complete the mapping of CILOs to PILOs for the specific course. Instructor shall design and prepare the course content and online lecture appropriate the distance learning. Admission & Registration Unit shall assign the students in the Learning Management System for the enrolled students to access the course materials, assignment and to chat with the instructor. Instructor and students shall access the Learning Management System with the unique user id and password assigned by IT.
- 6.1.2 For the purposes of distance teaching, learning and assessment, each instructor shall create his/her own class in online application (Microsoft Teams). Instructor shall receive the list of registered students for each course from Admission & Registration Unit and assign each student in the class.
- 6.1.3 IT shall provide training/ workshop to the instructors and students to use the available e resources and to access distance learning. IT shall conduct group and individual training sessions for students on e-learning and distance learning platform, in addition to the Training Video Tutorials accessible through Gulf University Video Channel.
- 6.1.4 IT shall provide technical support for students and staff thorough: Helpdesk System, Instagram, IT Helpdesk Email & IT Helpdesk Phone.

6.1.5 IT shall provide information about the security and safety of personal data of the users of e-learning and distance learning platform.

6.1.6 Staff Professional Development Unit in collaboration with Teaching Excellence and Technology Center shall arrange training and workshop session for distance education and how to enhance the capability of the course instructors to design the course content and assessment while delivering the course.

6.2 Implementation Stage:

6.2.1 During the implementation stage, course instructor shall deliver the online lecture following strictly the schedule of the courses. Instructor shall follow consistently the course management plan and lesson plan to deliver online lecture, conduct online assessment following the assessment scheme. This shall be implemented when face to face learning is not possible and as complementary mode of teaching and learning in normal situation.

6.2.2 Students shall regularly attend the session and engage in individual and group task remotely. Students shall communicate with the instructors during the class and after class hours through live discussion, chat, posts, email, and social media. Students shall communicate with the classmates in the above-mentioned channels.

6.2.3 Students shall receive regular communication from the instructor regarding the tasks, assessments (quiz, online test, assignment, case study, project, essay, research, oral presentation, report etc.) to be conducted. Guidelines for each assessment and class activity shall be clearly communicated to the students in the distance learning platform.

6.2.4 Course instructor shall follow the formal dress code while delivering online lecture and interacting with the students via webcam.

6.2.5 Online classes shall be recorded, and students' attendance shall be marked day to day by the instructors to be updated in Learning Management System. Students shall follow the attendance requirements of the university and inability to meet the attendance requirement shall lead to actions namely warning letter and assigning (W) or (WF) grades for the course as per the regulations.

6.2.6 IT shall prepare the list of classes conducted online daily and shall share the list with Admission & Registration Unit. The Admission & Registration Unit shall track the regularity of online lectures and shall report to the concerned HOD weekly basis in case of any irregularity in providing distance education. Admission & Registration Unit shall report also to the deans on the college level and shall communicate the cases of concern with the Vice President for Academic Affairs at university level. University Teaching Learning and Assessment Committee shall receive monthly report from each instructor

regarding student attendance, percentage of topics covered, and percentage of assessment completed so far. University Quality Assurance Committee shall be updated about the smooth conduct of online teaching, learning and assessment.

- 6.2.7 Course instructor shall design assessment tasks/questions that fit the nature of online assessments focusing on creative thinking skills, problem-solving, presentation of examples, and practical application, project-based learning while ensuring the mapping of the assessment to the learning outcomes. Instructor shall specify a specific time for each question/task, while monitoring students via webcam, sharing screen with the instructor to avoid cheating and plagiarism.
- 6.2.8 College Teaching, Learning and Assessment committee shall conduct internal verification to ensure the validity, reliability and consistency of the assessment and the suitability of time to complete the task/question. Midterm and final assessment shall be sent for external verification once it is verified by College Teaching Learning and Assessment Committee.
- 6.2.9 Students shall receive adequate training and practice tests before appearing for online tests with grade. Students shall undertake his/her full responsibility to arrange technical requirements namely, laptop, desktop, good internet connection, peaceful environment to appear for the online test. Students should allow the instructor to monitor the identity and movement of the student during test through webcam and sharing screen.
- 6.2.10 Course instructors shall provide formative feedback to the students, support them to be familiar with the online quiz, assignment, case study, project etc. and prepare them for the final assessment.
- 6.2.11 Course instructor shall prepare the assessment grading pattern in the Learning Management System. Once the assessment is conducted, course instructor shall enter the grades for each assessment linked to measured CILOs for each student to generate final grade of each student for the course.
- 6.2.12 Course instructor shall provide online office hours to the students devoted to support the students in the form of tutorial, doubt clearing session or any other academic guidance. Faculty profile in online learning platform shall specify the online office hours for each faculty dedicated to providing support to the students.
- 6.2.13 Academic advisors shall create a class in the distance learning platform and add all the advisees to communicate with them. Academic advisors shall meet the students online, discussing their requirements, suggest courses for the next semester considering the progression and the study plan. Students shall communicate with the advisors as and when required or notified in the online platform.

6.2.14 Students and instructors shall receive technical support from IT in implementing distance learning across the programs.

6.3 Review Stage:

- 6.3.1 Institutional Performance Measurement Office shall collect and arrange data and statistics related to distance teaching, learning and assessment in collaboration with IT.
- 6.3.2 Institutional Performance Measurement Office shall prepare utilization report of e resources, online teaching, learning and assessment.
- 6.3.3 University Teaching Learning Assessment Committee shall monitor the effective utilization of distance education to provide quality education.
- 6.3.4 University Quality Assurance and Development Center shall prepare a comprehensive report on the effectiveness of e-learning and distance education through audit, discussion in meetings, utilization report of distance education.

7. Responsibilities

Students are responsible for:

- Following this document appropriately.

Instructors are responsible for:

- Implementing this document appropriately.

Heads of Departments are responsible for:

- Ensuring that all faculty members and students are fully informed of this document.
- Ensuring that this document is appropriately implemented.

Deans are responsible for:

- Ensuring that all faculty members and students follow this document.
- Ensuring that this document is appropriately implemented.

College Teaching Learning and Assessment Committee is responsible for:

- Appropriate implementation of this document.

University Teaching Learning and Assessment Committee is responsible for:

- Appropriate implementation of this document.

The Vice President for Academic Affairs is responsible for:

- Appropriate implementation of this document.

The University Policy Development and Review Committee is responsible for:

- Systematic review of the effectiveness of this document as custodian

8. Related Policies

- Assessment Policy
- Disability Policy
- Plagiarism Policy
- Teaching and Learning Policy

9. Related Procedures

- Assessment Verification and Moderation Procedures
- Conduct of Examinations Procedures
- Deferred and Late Assessment Procedures
- Plagiarism Procedures
- Students Enrolment Procedures
- Teaching and Learning Procedures

10. Related References and Standards

BQA	Institutional Review Handbook.
BQA	Programs-within-College Reviews Handbook.
HEC	Academic Regulations