

Standard Operating Procedures (SOP) for Online Teaching, Learning and Assessment of the Classes for the College of Management Sciences (CoMS)

Introduction

The online class format is developed at Karachi Institute of Economics & Technology (KIET) so that when regular classes cannot be held due to circumstantial situations and/or campus facilities are closed by regulated authority, the academic activities may continue for students by offering semester courses on this alternative format. At KIET, online class format is an exception to cater for exceptional situations and not an alternative format to the in-class format that is used in normal situations.

Purpose

The objective of these Standard Operating Procedures (SOPs) is to provide a clear and concise procedure for the Vice Chancellor/President, Dean/s, the Directors/HoDs, the Area Specialist, the Faculty, and the Students on the responsibilities of each party in terms of activities involved and to be catered for. The procedures for creating and running online classes are highlighted here for reference and be shared with the concerned party for ensuring smooth operations of classes on this alternative format. Each party must have clear understanding of the procedures and the responsibilities that are assigned. The Institute must ensure sharing information related to academic activities and procedures with all concerned. The Vice Chancellor/President is responsible for the overall implementation and running of the system and the Dean/s is responsible for ensuring meeting academic standards.

Procedures

1. Online Courses Offering

- Online courses are offered by identifying courses that are to be offered online for the following semester by the concerned College. The College must take approval for the online readiness from the Online Accreditation Committee (OAC)/ Online Academic Council before displaying these courses on the website. The online courses are to be displayed on the KIET's website on the specified date given in the Academic calendar of the semester.
- Course format (online) must be clearly stated on the course sheet. Course IDs to be created and entered in the database by the concerned College staff. Course ID must also indicate the online format through a specific alphabet such as "O" in front of the number for later distinctions through records.

- After the display of online course/class schedule, announcement to the students are made through “Online Notice Board” section of the website and also through SMS on a specified date in the academic calendar.

Responsibilities

- The Director College must finalize the courses to be offered for the subsequent semester in advance. Program Managers/Student Counselors and faculty assist the Director College in identifying courses and schedule. Students’ applications for courses must also be taken into consideration.
- MIS personnel to ensure smooth running and available facilities for the online registration and resource deployment.

Timeline

- What the academic calendar specifies. Generally 8 weeks in advance to the following semester.

2. Registration in Online Courses

- Announcement to be made for the students that online registration be done through SRS system that is implemented in KIET. Students are offered the opportunity to add and drop courses in the specified Pre-registration time period through SRS.

Responsibilities

- Program Managers and academic staff of the concerned College handle queries of academic related issues and forward it to the Director College for resolution when required.
- Registration personnel handle the procedural online registration issues and solve it by themselves that are not academic related.
- MIS ensure smooth running of online system and availability of MIS personnel for solving technical glitches.

Timeline

- Announced dates of online registration on the Academic Calendar.

3. Online Class Conduct and Format

- Online class' course outlines shall be shared on KIET LMS by the College and shall be available for students. Academic staff of the concerned College makes sure about the availability of course outlines in the KIET LMS before the commencement of the following semester under the supervision of the Director College. To ensure "Online Readiness", Director College, Area Specialist and the faculty to ensure that the following is uploaded on the KIET LMS before the course can be started on its due date:
 - Learning Objectives and Textbooks and reference material shall either be separately defined and uploaded in the KIET LMS section of "Glossary" by the faculty or be included in the course outline and uploaded in the LMS before the starting of the semester. Course outline must be displayed in the LMS in the course ID section of the faculty.
 - Detailed lesson plan of lectures of the first 3 weeks shall be uploaded by the faculty before the starting of the semester in the "Lesson" section of the KIET LMS. Lecture plans and PPT (if used) shall be uploaded and be available in the LMS 3 weeks in advance to the planned lecture on that topic by the faculty.
 - Description of the system of evaluation such as exams (Midterms, finals, Project and Presentation, assignments format etc.) is to be defined by the faculty in the LMS. "Assignment" section shall have the assignments and their formats defined by the faculty on the corresponding dates of the semester. Project shall also be defined under "Assignment" with the headline "Project" and with the corresponding dates. Quiz shall be defined under the "Quiz" section of the LMS, however pop quiz may be later entered (within a week of the pop up quiz) for reference by the faculty. Midterm and final exam formats shall be discussed in the "Assignment" section on the corresponding dates of these examinations.

- Director College and Area Specialists to ensure and the faculty is to confirm that the faculty is following the corresponding dates identified in the LMS for lectures and other academic related activities and tasks.
 - The Faculty who is teaching an online course is responsible for uploading all academic content in the KIET LMS related to the online course that he/she is to use. A written undertaking shall be provided by that faculty for the confirmation of uploading of the required content in specified sections of the KIET LMS, as defined, to the College Director/HoD by the end of the term.
 - Textbook and reference book/s for a course shall be uploaded in the digital library before the commencement of the course.
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- Faculty informs the Director College and students in the beginning of courses of the tools to be used in the online classroom. Approval from the Director College must be taken in advance by the faculty. The tool must have at least audio recording and in-class chat options between faculty and students. Pre-defined tools by the College and the IT department may not need approval every time.
 - Director College to communicate use of any newly adopted tool by the faculty to IT personnel in advance for their opinion and possible implications.
 - Each online class must be recorded at least in audio format by the faculty for the whole class session for record.
 - Faculty make sure that Class ID is only reserved for registered students and must not allow anyone who is not registered in the online course.
 - Attendance for each online class shall be taken two times for each session, one in the beginning, and second after half way through the session.
 - Students who cannot be part of the session due to internet glitches may be asked to be available on WhatsApp or similar software on cellphone for the session. The faculty member accommodates such students through voice messaging and SMS due to realistic technical issues.

- Students to be told by the faculty to buy internet package on their cellphone in advance to cater for the internet non availability (if any) during the online session.
- Recorded session is to be uploaded by the faculty on KIET LMS within 3 days of the online session. Google drive maybe used for storing audio/video lectures by the faculty. Link of the recorded session be provided in the LMS.
- Lecture material and content of the online session be communicated by the faculty to the students at least three week in advance through LMS on specified dates under the option of “Lesson” in the edit mode of LMS. Lesson plans must be displayed in the Course ID section of the LMS.
- Online class session cannot be cancelled by the faculty on its regular slot before communicating and getting approval from the Director College.
- After approval, the faculty is to inform students about the cancellation of the online session.
- Makeup online class for the missed class on regular timings cannot be offered without prior approval from Director College by the faculty.

Responsibilities

- Director College has the overall responsibility for online class operations on its specified timings and availability of the faculty. Program Managers of each campus are responsible for day-to-day operations and provide daily reports to the Director College for analysis and reporting.
- The uploading of the course outlines in LMS is the responsibility of the academic staff of the College under the supervision of the Director College.
- Faculty is responsible for conducting online class on the specified timings and managing the online session/s.
- Faculty is responsible for ensuring proper conduct of the online session. Faculty must only allow students who are enrolled in his/her course and not allow anyone from outside.

- Faculty is responsible for communicating course outlines to the students in the beginning of the semester.
- Faculty is responsible for communicating online class cancellation and make up class schedule to his/her class students.
- Faculty is responsible for communicating session's lecture content to students by posting the content in the "Lesson" section of LMS on the course ID.
- Director College/HoD and the Area Specialist are responsible for timely monitoring of course LMS content through concerned campus Program Managers who are given authority to check faculty course ID in LMS for content monitoring and timely uploading.
- The College Director College, the Area Specialist and the faculty are responsible for promptly providing textbooks and reference books to the library in-charge for the online digital library of KIET.
- Library in-charge is responsible for ensuring availability of textbooks and reference material in the digital format for the digital library in the KIET LMS.

Timeline

- Prior approval of at least an hour in advance from the Director College shall be taken by the faculty for cancellation of the online class session.
- Makeup class session be scheduled by the College and communicated to the faculty 3 days in advance.
- Lecture content shall be posted at least 3 weeks in advance by the faculty in LMS for students to see.
- Course outlines be posted in the LMS a day before the commencement of the course in the semester. Textbooks and reference books shall be available in the digital library prior to the commencement date of that online course.

- Faculty is required to provide the written undertaking for the uploading of content in LMS before the commencement of the final exam of that online course.

4. Attendance in Online Classes

- Attendance is marked by the faculty in the class. Excel based attendance sheet is to be provided to the faculty for his/her course/s on which the faculty must do the marking of presence or absence. Excel attendance sheet must be forwarded to the concerned Program Manager for timely marking in the database through KIET LMS. Students must get awareness of their attendance in a class on weekly basis.
- If internet is unavailable to students or faculty due to electricity or other issues, student may inform the faculty through cellphone apps like WhatsApp about his/her presence. Faculty is to inform students in advance of this requirement.
- Faculty may instruct students to check their portal for attendance time after time for verification.
- Due to unexpected situation, if a faculty could not provide the attendance sheet within 3 working days to the Program Manager, the faculty contacts the Director College and sends an explanation to clarify in writing for the reason of this delay.

Responsibilities

- Recommended that faculty mark attendance timely in each class on the Excel based attendance sheet and forward the record to the concerned Program Manager for timely entered by the academic staff of the Campus.

Timeline

- On the day of the class. First activity in the session. Sending information on the same day to the concerned Program Manager.

Alternative Procedure

- The faculty marks the attendance of students directly into KIET LMS instead of sending Excel sheet record to academic staff for later entry. This alternative procedure would allow a quick update of students' attendance in database.
- Online software is to be linked to the KIET LMS for students to connect to the LMS before entering the online class session of software like Zoom. In this case attendance of students will automatically be marked in the LMS and will increase the security of the online class session for genuine participants. (Preferred)

Timeline for the Alternative Procedure

- On the day of the class. First activity in the session. Marking attendance directly into LMS.

5. Quiz, Assignment, and Project in Online Classes

- In online courses, quiz, assignments and project contents are required to be posted in the LMS in advance, and on specified dates, by the faculty under the "Quiz" and "Assignment" section available in the EDIT mode within the Course ID.
- Quiz, Assignment and Project reports must be taken in written format by the faculty. Faculty is to ensure that students post their copies of quiz and assignment in the specified time given by the faculty in his/her LMS course ID.
- Project does not have a separate section in LMS, so the faculty can post Project content in the Assignment but marked it Project in the heading.
- Faculty may also ask students to send their copies to the faculty provided email ID besides uploading on the LMS for record keeping.
- For oral presentations (VIVA) from students on assignments and project, a specific date, preferably multiple dates, to be announced by the faculty and specified in the LMS at least 1 month in advance to the presentation day/s. Students be given privilege by the faculty to give presentation on the later dates

if internet connection is an issue. Audio recording of the presentations must be submitted to the faculty by students and uploaded on LMS in the course ID.

Responsibilities and Timeline

- Faculty must upload information related to quiz at least one week in advance in online courses. Pop up quiz is not to be taken in online courses due to internet connection issue.
- Assignment is to be posted at least 1 month in advance to the specified submission date in the LMS for all students by the faculty.
- Project content and due date be posted by the faculty in the online course within the first 2 weeks of the commencement of the semester.
- Presentation date is to be specified by the faculty and communicated to students through LMS (Mandatory) and WhatsApp or email in the first 2 weeks of the commencement of the semester.

6. Examination Format in Online Classes

- Assignment based assessment/examination be used in the online courses and on the same day of the class scheduled timings and within the class time boundaries. A maximum of 12 hours shall be allowed to a student for solving online assessment/examination and submission of the assessment/exam paper to the faculty on the faculty's email address. The 12 hours timespan is allowed keeping in view of the technical glitches faced by the students during the online examination.
- Multiple-choice format may be used by the faculty but the weightage of the multiple-choice section for the online course assessment/examination shall not exceed 20% of the overall content and grading weightage. Prior approval from Director College/HoD and the Area Specialist must be taken by the faculty to include multiple-choice format in the assessment/examination paper of the online course/s.
- A faculty is to create separate sections for the assessments (Midterm and Final) with the heading "Assessment" in the LMS ID and upload the online

assessment/exam paper on LMS under “Assignment” section in “Add Activity” with the heading “Assessment Paper”. Assessment paper can only be ready for displayed to the students at the starting time of the assessment/examination slot of that course ID and not earlier. A faculty is also required to create uploading capacity of the assessment papers for students under “Assignment” in the same section with heading “Final Assessment Paper Upload Here”. Other pre-approved methods of uploading paper will be defined by the College Director and the faculty is required to upload paper on those formats for students’ multiple access points for the assessment paper during examination time slot.

Responsibilities

- Registration & Examination department is responsible for announcement of dates and scheduling of exams.
- Faculty is responsible for developing and uploading assessment/exam paper and getting advance approval of the assessment/exam papers from the academic HoAs/Area Specialists.
- Director College is responsible for ensuring timely entry into LMS of marks and results by the faculty.
- MIS is responsible for making sure that the online LMS works properly and no glitches cause delay in results.

Timeline

- As specified on Academic Calendar developed by the Registration and Examination department.

7. Tools for Online Classes

- Tools for conducting Online classes that are available and in use are:
 - a. Google classroom and Google meet
 - b. Zoom
 - c. Microsoft Teams
 - d. Cisco

- e. KIET LMS
 - f. WhatsApp only in combination with the above software
- New adaptations by the faculty must be approved in advance by the College Director and IT specialist of KIET.

Responsibilities

- The IT department is primarily responsible for recommending online class tools to the College.
- MIS is responsible for LMS development, query handling of LMS related issues from students and equipment upgradation on approval.
- Director College is responsible for communication with faculty and students of the College regarding tools in the online classes.

8. Faculty Training for Online Classes

- Faculty to be trained for procedures, methods and tools related to online classes in the beginning of each semester. The College to ensure availability of video/audio lectures and PPTs for the faculty.
- Each faculty shall be asked to attend online training sessions provided by HEC on its website. Faculty must confirm to the College of his/her attendance in these online training sessions by providing written undertaking to the College.
- Professional may also be hired to train faculty on technical tools for the online classes. One session of all faculty members from all colleges may be required to attend this training.
- IT and MIS department of KIET also present on the use of these tools recommended by them and on LMS features in the beginning of every semester.

Responsibilities

- IT department and Director Colleges to identify and verify the external professional on software tool training.

- Director Colleges are responsible to ensure faculty attendance. Written undertaking must be taken from the faculty for the online courses before the commencement of the semester.
- MIS and IT department are responsible for creating and delivering content on their presentations to the faculty on KIET LMS.

9. Students Guidelines and Responsibilities

- Students are responsible for regularly checking their student portal in LMS for their course attendance, course outline, contents and specified dates. The students may coordinate with respective course instructor and Program Manager for clarifications if required.
- Students are responsible for timely uploading their assignments on faculty email and on to the LMS within the specified dates given by the faculty. Students are also responsible for uploading their assessment (midterm and final examinations) on faculty email and LMS within the specified timings communicated on the notice boards. Without uploading of the LMS copy, a student will not get the result of the assessment.
- Students' assessment copies that are found plagiarized will be given "Zero" marks.
- Students are responsible for ensuring smooth operation of the online session and not giving online session ID to any foreign member who is not part of the session.
- Students shall be able to access course related text books and reference books in the online digital library that is available in KIET LMS.
- Students shall have the opportunity to provide their views and complaints through online complaint system in KIET LMS.
- All the students to ensure maintaining a minimum attendance of 75% for each online course in accordance with KIET'S policy of attendance in general.

- To comply with the HEC requirements by KIET, students are required to provide the following information in KIET LMS before registering in the online courses for the subsequent semester:
 - Place of residence.
 - Contact information (Email, mobile number, WhatsApp number)
 - Type of internet access (Landline, mobile)
 - Preferred mobile service provider (Jazz, Zong, Telenor)
 - Nature of devices (desktop, laptop, tablet, smart phone)

Responsibilities

- Students are responsible for duly uploading their assignments and exam copies on the specified platform for the faculty for evaluation.
- Students are responsible for providing correct information and data to KIET through LMS.
- The IT department is primarily responsible for recommending online class tools to the College.
- MIS is responsible for LMS development and equipment upgradation on approval. MIS personnel is responsible for initially checking students' queries on the online complaint system built in to KIET LMS and forwarding complaints of students to the concerned department and college promptly.
- Director College/HoD and the Area Specialist are responsible for communication with faculty and students of the College regarding tools in the online classes.

10. General Guidelines

- To ensure that all technical issues related to LMS are addressed timely by the MIS department.

- Keep records of all the complaints in the LMS system by MIS and forward it to the concerned College on Academic related issues. The online complaint system that is integrated into KIET LMS must be the key platform for solving queries related to online class matters of students.