



## Policy and Procedure

<b>Policy No</b>	PL.AA. ONLE.02	<b>Version No</b>	Two
<b>Policy Title</b>	Online Learning		
<b>Owner</b>	Academic Affairs		

### PURPOSE

The purpose of this policy is to establish the process for the delivery of online teaching and learning at Mohammed Al-Mana College for Medical Sciences (MACHS). In addition, this policy ensures effective remote delivery of courses during needed circumstances.

### DEFINITIONS

- **Online Education**

Online education is defined as a delivery of educational courses which uses wide range of educational and telecommunication technologies including satellite and web-based technologies which incorporates learning management systems (LMS) with synchronous and/or asynchronous modes of communication.

- **Asynchronous Communication**

Asynchronous Communication is a mode of telecommunications in which a simultaneous presence of individuals is not required for communication to take place. Examples are e-mail, discussion forums, and recordings.

- **Synchronous Communication**

Synchronous Communication is a mode of scheduled direct telecommunication in which a simultaneous presence of individuals is required for communication to take place. Examples are web-based tools such as online Chat and web conferencing.

- **Blended Courses**

Blended classes provide an opportunity to take advantage of both online learning and face-to-face interaction utilizing Video Conferencing and/or a LMS.



## POLICY STATEMENTS

### 1. Principles

- All courses under the programs offered in MACHS are encouraged to use online learning (sometimes called e-Learning), as a method for enhancing the interaction between the faculty and their students on a regular basis in addition to increasing student's engagement.
- Online learning will take place for courses after approval of departmental and central curriculum committees and as per guidelines of the LMS committee.
- Online learning can be applied to theory courses or to the theoretical parts of courses that include theory and practice.
- Online learning can be applied as a blended learning technique along with other in-person teaching strategies as stated in the course specification.

### 2. Course Content and Delivery

- For blended courses, online content percentage should be approved by curriculum committee as per course specifications.
- Attendance should be maintained automatically through the integration of the LMS with the Student information system and the same college general Student attendance policy shall be applied.
- Concurrent online attendance through online classes is equivalent to regular attendance
- All online lectures should be recorded.
- Students undergoing online courses should take their exam assessments in the college if they are requested to do so.
- In approved emergency situations when courses cannot be conducted in the college, faculty will deliver courses online via the college LMS system.
- At least 10-15 % of the course content should be provided and shared with the public community via the appropriate platform.
- The maximum capacity of online classes should not exceed the capacity of regular classes.

### 3. Academic Standards, Integrity, Copyright and Privacy

- All MACHS policies and procedures that ensure the quality of education must be applied on online courses such as peer class observation, exam review, etc.
- All course content delivered online must be revised and up-to-date.
- Online course materials should not violate national laws.
- To prevent impersonation, online courses must conform to the college policy on Academic Dishonesty/Cheating (PL.EC.ADCH.01). Instructor must turn on the check plagiarism feature on Google Classroom for any assigned assessment. Impersonation of student identity should be eliminated by practices after approval from the examination unit (e.g. turning on webcam, voice recording, etc.)
- Much like teaching in the classroom, blended learning or fully online teaching must observe the institutional policies for copyright and intellectual Property (PL.SU.INPR.01).
- All faculty, regardless of mode of delivery, must comply with Confidentiality Policy of the college to protect student privacy. Moreover, they must also observe the MACHS confidentiality agreement and the computer use agreement they have signed.
- In case of publishing or using recorded online classes for future semesters, explicit agreement from the students must be sought.



#### 4. Student and Faculty Technology Support/Training

- a. The college should offer workshops to equip faculty members and students with technological and teaching skills in online learning environments
- b. Faculty should undertake all online teaching workshops offered by the college and should have access to the relevant guides before starting online teaching.
- c. Students should receive tutorials and workshops offered from the LMS committee before starting the online course.
- d. Students can raise queries or questions for the instructor and get feedback on the LMS platform, college email, or via appointment with the instructor during posted office hours.
- e. The college should have a support team to ensure that students and faculty receive the necessary technical and educational assistance while online courses are being offered.

#### 5. Evaluation and Assessment

- a. Criteria for student success in online instruction should be held to the same standard as used in face-to-face classes and must be clearly communicated to the students.
- b. Faculty evaluation process should recognize online and classroom-based teaching as equally important, thus, must follow similar appraisal system.
- c. For the purpose of reviewing e-learning practices, a college-wide surveys for both students (Students E-Learning Experience Survey) and faculty (Faculty E-Learning Experience Survey) are conducted periodically.

#### 6. Students Services

- a. All services offered to students who undertakes regular classes shall be offered to students of online courses such as academic advising, psychosocial counselling, grievance, access to library services, and extracurricular activities.
- b. The e-learning committee should have a function of collecting feedback from students regarding their online learning experience.

### PROCEDURES

1. For approved courses, the faculty will create an account via MACHS email using the approved LMS platform.
2. The faculty uploads course specification, course plan, rubrics, lectures, and any required reading materials for the student.
3. The faculty should add all the students via their MACHS emails.
4. The faculty adds the Head of department and course coordinator as Co-teacher/observer for peer observation through the IT department.
5. The faculty opens a live conference in order to conduct the lecture as per schedule. Availability of network, audio and visual requirements must be tested and ready.
6. The faculty should make sure that attendance for every lecture is recorded.
7. Assignments, discussions, quizzes and continuous assessment are conducted as per plan.
8. The faculty must turn on the alert system to be notified about any online communication
9. The faculty must ensure that they are in a quiet area while conducting the lecture.



10. Instructor of the course must ensure understanding of Weekly Schedule, modules, assessment plan by students for each course.
11. Students must refer to the course syllabus for course requirements, conditions and contract information.
12. A plan to have 10-15 % of the course content identified and prepared in collaboration with faculty and students in a PDF format or video format (with MACHS logo) will be posted to the public community at the end of the course via the appropriate platform after validating the content.

## APPLICABILITY

This policy is applicable to all programs in MACHS.

## RESPONSIBILITIES

### • Students

1. Students are accountable for the availability of a computer laptop, or any device to access LMS. In addition to a reliable internet connection.
2. Students have to read the LMS student's guidebook and watch supporting LMS videos.
3. Students should create their own account in the designated LMS platform, using their MACHS student emails only for verification.
4. Each student must self-enroll in his/her registered courses online using the LMS course link provided by the instructors.
5. Students must attend online courses for synchronous lectures, complying with the regular class-based attendance policy.
6. Students must participate in synchronous and asynchronous communications such as discussion forums.
7. Students are encouraged to turn on the alert system to be notified about any online communication.
8. Students should submit the course requirements such as discussion, presentations, projects, etc. according to the due dates through LMS.
9. In case there is an online exam or quiz, students should be ready to submit it on time and follow the online exam instructions.
10. For LMS issues, students should contact the LMS support team through email or phone.
11. For email issues, students should contact the IT support team through email or phone.

### • Faculty

1. Must read LMS faculty guidebook and supporting LMS videos and attend any training workshop.
2. Record lectures and upload them with course materials.
3. Record student's attendance.
4. Create online exams and assignment that comply with the Examination Unit regulations and guidelines.
5. For LMS issues, faculty should contact the LMS support team through email.
6. For email issues, faculty should contact the IT support team through email.



- **IT Department**

1. Validates student accounts and permissions.
2. Coordinates with the Registrar's Office to add students to online class offerings based on student program requirements.

- **Head of Departments**

1. Confirms all online courses are created and running smoothly by their faculty.
2. Periodically and randomly enters or assigns a peer to enter faculty online courses to observe.
3. Ensures the department faculty follow all rules and regulations concerning attendance, exams, and assessments.
4. Reviews any major issues or concerns raised by students or faculty.
5. Updates faculty on any changes in the online grading procedures.
6. Updates VDAA with department progress and any difficulties with the distance learning.

- **Examination Unit**

1. Regulates and monitors online examinations.
2. Ensures credibility of online exams and reviewing some exams randomly.
3. Investigates any reported issues with online exams.
4. For any student whose involvement is confirmed in any type of exam leakage before, during or after the examination, the case will be dealt with according to the Exam Leakage policy (PL.EU.EXLE.01).

- **Learning Management System (LMS)**

1. Assists the College in the development and support of course modules procedures.
2. Provides a variety of support functions to faculty and students related to data management, LMS, and general operations of the distance learning.
3. Develops, maintains and operates various technologies for the delivery of instructional and/or interactive courses.
4. Researches and resolves LMS functionality issues.
5. Provides and develops roles, security, and enrollment management.
6. Reviews and improves system operations practices.
7. Provides immediate response to problems and emergency situations affecting normal operations.
8. Creates training courses on a regular basis, keep track of freshly uploaded relevant courses.

- **Vice Dean of Academic Affairs**

Reviews the process of e-learning.

## **DISSEMINATION**

This policy shall be disseminated to all work units and committees through the official email. The same policy shall also be published in the MACHS Organization and Policies Manual for reference.



## REVIEW

This policy should be reviewed and updated in the following cases:

1. Problems in applying the policy.
2. The policy could not handle arising problems.
3. 3 months -after first year of implementation.
4. 2 years passed without revision of the policy.

Recommendations should be forwarded to the College Council through the Policy Owner.

## APPROVALS

Name / Title	Signature	Date
<b>Dr. Yousef Alhashem</b> <i>Vice-Dean for Quality Affairs</i>		19-Aug-2021

Approved by Quality Unit, Meeting No. 12

Date: 10/8/2021