



ONLINE EDUCATION POLICY

(This policy is based upon the guidelines/SOPs issued by HEC from time to time during the wake of Covid-19 and, best national /international online educational Practices)

**SHAHEED BENAZIR BHUTTO WOMEN UNIVERSITY
PESHAWAR**

SHAHEED BENAZIR BHUTTO WOMEN UNIVERSITY PESHAWA

ONLINE EDUCATION POLICY

1. RATIONAL

This policy is formulated to prepare the systems of Shaheed Benazir Bhutto Women University, Peshawar (SBBWUP) to be able to offer effective online teaching as a substitute for regular classes in these extraordinary circumstances in wake of the COVID-19 Pandemic. SBBWUP is committed to provide quality education regardless of the delivery format. This policy focuses specifically on the best practices and strategies for online course delivery either in synchronous or asynchronous mode.

This policy is additionally designed to assist SBBWUP, in wake of the COVID-19 Pandemic, in the fulfillment of its educational mission and role in accordance with all applicable Statutes, rules and regulations already promulgated by the university.

2. OBJECTIVES

The objectives to formulate this policy are:

- i. To ensure continuation of the academic activities using online resources, and that the impact of the necessary disruption on the students' learning is minimized.
- ii. To protect the quality of teaching from being compromised.
- iii. To streamline the internal processes of online teaching and learning environment through the provision of improved digital means including IT infrastructure, training of teaching faculty and library online readiness.
- iv. To streamline the process of students' online access and to adjudicate students' problems if any.

3. SCOPE

This Online Education Policy shall apply to all the departments of SBBWUP in the delivery of online education.

4. DEFINITIONS OF POSSIBLE MODES OF DELIVERY

- i. Online/virtual education is defined as a delivery of educational courses and programs which uses a wide range of educational and telecommunication technologies including satellite and web-based technologies which incorporates learning management systems with synchronous and/or asynchronous modes of communication. This mode of delivery requires special techniques of online/virtual course design and grounded instructional techniques to enhance online/virtual students learning outcomes, as well as special organization and administrative arrangements.
- ii. 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, text messaging, and recordings. With these technologies, students can communicate at their own pace using web-based tools such as online Chat and web conferencing.

- Vice Chancellor, Allama Iqbal Open University, Islamabad.
- ii. Dr. Muhammad Mohsin Khan
Director, Institute of Management Sciences, Peshawar.
 - iii. Dr. Saleem ur Rehman
Vice Chancellor, Sarhad University of Science and Information Technology, Peshawar.

5.1. TERMS OF REFERENCE OF ONLINE ACADEMIC COUNCIL (OAC)

The Online Academic Council Shall:

1. Approve online courses, teaching faculty and, online resources, to be placed on LMS.
2. 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.
3. Certify that HODs/departments have well prepared their online courses as per the instructions prescribed by the Technical Committee/IT policy and that they are available to students through LMS/ software.
4. Ensure that the faculty members teaching online course(s) have received relevant and mandatory trainings.
5. 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.
6. Certify that the faculty and students have access to the relevant software(s) required for online education and all the required infrastructure for this purpose has been established.
7. Solicit student feedback on the performance of the course.
8. Certify that assessment and evaluation system for online courses is in place in line with the guidelines issued by HEC.
9. 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.

5.2. STANDARD OPERATING PROCEDURE FOR ONLINE ACADEMIC COUNCIL TO CERTIFY COURSE AS READY FOR ONLINE DELIVERY

1. Faculty will design and prepare the course as per instructions / guidelines of the Technical Committee and present to the HoD.
2. The HoD will ensure that all HEC requirements have been met by the faculty members and recommends, in consultancy with the Technical Committee, for approval.
3. The Dean will initiate it to the OAC for a decision.
4. The OAC will forward the data and approval on a case to case basis.
5. In case of problem, the HoD and faculty members shall address the problem(s).
6. If the HoD and/or faculty member obtain approval through misappropriation of facts, action shall be initiated against them.

6. ONLINE COURSE

The curriculum and instruction of online/virtual courses shall be fully comparable in rigor to the same curriculum delivered on the SBBWUP campus. The following information shall be provided to the students ahead of time:

- i. The course introduction,

- ii. The learning objectives,
 - iii. The evaluation/ grading policy,
 - iv. Course prerequisites (if any),
 - v. Course requirement or rules (if any),
 - vi. The textbooks or other required readings,
 - vii. The key dates, the time and venue (physical or virtual) of class meetings,
 - viii. The lesson plan (together with the assigned readings for each lecture),
 - ix. The assignments, and if possible any PPTs or handouts.
- The OAC (or equivalent body) shall ensure that all these conditions have been met before authorizing an online course

7. FACULTY

Online teaching has completely different characteristics and requirements from face to face teaching. Factors determining the readiness of faculty include the following:

1. Faculty members who will offer online instruction must take a training course (online of course) on this subject.
2. **Faculty members must be prepared to start online classes in all respects e.g. that they have to install all technical software they need and they must know how to use them.**
3. **Faculty members must be able to provide resource bank/ reading material to the students of their relevant course**
4. As part of good practice, faculty members may be requested to do a dry run of the course to test the system for any unforeseen problems.
 - The OAC (or equivalent body) shall satisfy itself that a faculty member desirous of teaching an online course has passed such a training program.

8. LIBRARY

It shall be the responsibility of university to:

1. Enable students to access not only the course material (through the LMS), but also all required readings and associated materials (optional readings, audiovisual materials, or literature or data needed for course-related research) through a library or resource center.
2. Assure students' access electronically, either through HEC's digital library subscription or through standalone arrangements.
 - The OAC (or equivalent body) shall certify that the resource bank and library system is online ready.

9. TECHNOLOGY

It shall be the responsibility of university to:

Have necessary arrangements made to have mandatory IT facilities including technological packages and infrastructure to ensure successful online delivery including the software for LMS, classroom meetings (e.g., Microsoft Teams, Zoom, Google Classroom, etc.), examination systems, and so on.

- The OAC (or equivalent body) should certify that the university has access to the relevant software and infrastructure, has made it available to all students and faculty

members, and arranged tech support through the OIT or otherwise for trouble shooting as needed.

10. STUDENTS

1. It shall be ensured that all participants will be able to access the course from their homes or other venues.
2. There shall be an introductory arrangement with the students before the start of a course.
3. In order to obtain full information on the complaints faced by the students and to resolve the issues the university has constituted “Grievance Committee” (GC).
4. The Grievance Committee will comprise of the following:
 - i. All HoDs / Incharges
 - ii. BS Coordinator (For BS Programs)
 - iii. Director Advance Studies and Research Board (for Master, M/Phil & Ph.D)
 - iv. Deputy Director QEC

10.1. TERMS OF REFERENCE OF GRIEVANCE COMMITTEE

1. Receive complaints from participants regarding online course delivery.
2. Investigate received complaints.
3. Respond to complaints from participants in a timely manner;
4. Inform relevant personnel to address and resolve the issue raised, if deemed justifiable and feasible.
5. Report the complaint data to OAC.

ROLES AND RESPONSIBILITIES

1. Dean.

- i. 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 Academic Council (OAC).
- ii. Ensure that the course repositories and the pedagogies being followed are in line with International/HEC/University online and assessment standards.
- iii. Regular feedback about availability and suitability of Course Repositories from HODs / incharges/ Coordinators.

2. HODs/ Incgarges/ Coordinators of Departments.

HODs/Incgarges/ Coordinators of Departments will:-

- i. Ensure that the concerned resource person has prepared herself efficiently and effectively for the course to be delivered through synchronous or asynchronous modes.
- ii. Develop and maintain departmental internal mechanism to monitor the efficient and effective online delivery of the course as per the schedule.
- iii. Ensure that course packs are well prepared as per the guidelines provided by Technical Committee.
- iv. Ensure that all relevant material, quizzes, assignments and course packs of every course are timely uploaded on LMS.

- v. Ensure that students are attending the classes online and are receiving the relevant material.
- vi. Keep Liaison with IT Section for the related issues.
- vii. Maintain the data base of students of respective courses along with their contact details.
- viii. Ensure online posting of courses through E-registration system.
- ix. Ensure that student's queries and complaints, if any, are timely entertained.
- x. Coordinate with teachers and students and monitor the overall process of online teaching.
- xi. Closely monitor the effective delivery and feedback of students including their locations, IT/internet service quality and availability/access to the Course Repositories.
- xii. Submit weekly online teaching activities / performance reports to QEC and Monitoring Section.

3. Information Technology Centre (ICT).

- i. Ensure the availability of relevant hardware and software required for effective and efficient online teaching.
- ii. Ensuring all time functioning of LMS and its accessibility to faculty as well as the students.
- iii. Maintenance and security of repositories as well as exams and new admissions etc.
- iv. Ensure making necessary arrangements for training of faculty on LMS, relevant software(s) and online teaching and its application for online teaching.
- v. Ensure the digital binding of all the faculty members with their respective courses (which they are teaching) and students (to whom they are teaching).
- vi. Update the daily status of students, faculty and course registration details.

4. Library.

- i. Librarian shall ensure that library system is online ready and students' needs are met electronically, either through HEC's digital library subscription or through SBBWUP standalone arrangements.
- ii. 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 librarian may ask departments to identify and prepare materials appropriate for their respective courses and submit to Library in Soft form.

5. Academics Section.

- i. Formulate a comprehensive policy to start online teaching effectively.
- ii. Develop a mechanism / constitute a Grievance Committee to compile the data regarding any complaints or suggestions by students or faculty and send to concerned department for necessary action.
- iii. Academic Section, shall maintain the data of online courses certified by OAC.

6. Affiliations & Monitoring Section.

- i. Monitor the attendance of students in the classes in coordination with the teachers and ICT.

- ii. Ensure that courses are properly delivered /completed as per the schedule.
- iii. Ensure the delivered courses are approved from the OAC as are delivered.

7. **Quality Enhancement Cell (QEC).**

- i. Provide technical training to HoDs and faculty for online teaching.
- ii. Obtain weekly online teaching performance activities indicating the effectiveness, complete delivery and students' feedback from respective HODs / incharges.
- iii. Monitor overall online readiness and delivery of teaching and learning process in the University in coordination with Academic Section & ICT.
- iv. Monitor the adherence of all quality parameters for online (education) teaching in the university as per HEC standards.

8. **Examination Section.**

- i. Based on the HEC guidelines, Controller of Examinations shall prepare an Online Exam/Assessment Policy in coordination with QEC and ICT.
- ii. The Exam/Assessment Policy shall be presented by Controller of Examinations in the Online Academic Council (OAC) meeting as and when necessary.
- iii. Assessment Instructions to be issued to all HoDs / incharges well before the conduct of Exams.
- iv. Examinations Section shall prepare timely results for promotion of existing students and the enrollment of new students in coordination with all the departments and Admission Section.

NOTE:

This policy needs to be circulated/communicated to all stakeholders (students, faculty members and all concerned academic and administrative staff), through LMS/emails, and putting it on SBBWUP website. This policy will be made a part of the main SBBWUP policies after getting through the relevant statutory bodies, for its approval.



SHAHEED BENAZIR BHUTTO WOMEN UNIVERSITY PESHAWAR
REGISTRAR OFFICE (ACADEMICS SECTION)
Main Campus, LandaySarak, Charsadda Road, Larama
Email:academics@sbbwu.edu.pk; Phone .No: 091-9224707-08, Fax: 091-9224707

DEPTMENT: _____

PROGRAM: _____

SEMESTER _____

COURSE & CODE: _____

FACTORS DETERMINING THE COURSE READINESS FOR ONLINE TEACHING				
1.	COURSE			
		YES	NO	REMARKS
i.	The course introduction, Giving background for the course.			
ii.	The learning objectives.			
iii.	The evaluation/ grading policy.			
iv.	Course prerequisites (if any),.			
v.	Course requirement			
vi.	The textbooks or other required readings,			
vii.	The key dates, the time and venue (physical or virtual) of class meetings			
viii.	The lesson plan, Divide entire course into lectures (together with the assigned readings for each lecture),			
ix.	The assignments, list the schedule of when assignment will be due and if possible any PPTs or handouts.			
2.	FACULTY			
i.	Faculty member (s) who has to offer online instruction to has attended a training course (online of course) on this subject.			
ii.	Faculty members must be prepared to start online classes in all respect e.g. that have installed all technical software they need and they know how to use them.			
iii.	They are able to provide resource bank/ reading material to the students of their relevant course.			
3.	LIBRARY			
i.	SBBWUP has access to HEC Digital library resources			
ii.	SBBWUP has devised a mechanism to provide participants access not only to course material			

	(through the LMS), but also all required readings and associated materials (optional readings, audio-visual materials).			
4.	TECHNOLOGY			
i.	Have necessary arrangements been made to have mandatory IT facilities including technological packages and infrastructure to ensure successful online delivery including the software for LMS, classroom meetings (e.g., Microsoft Teams, Zoom, Google Classroom, etc.) and examination systems.			
5.	STUDENTS			
i.	Is it ensured that all participants will be able to access the course from their homes or other venues.			
ii.	No of students registered for course			
iii.	No of students ready to take online classes and have computer/smart phone and internet facility			
iv.	No of students who do not have facilities required for online education			
v.	Has a senior official been designated as a point of contact for communication and coordination with students.	√		
vi.	Is there a back-up plan in place if there are issues with the synchronous mode.	√		
vii.	Engagement with Students before the start of course.			

1. The course is recommended as online ready.

2. The course is not recommended as online ready.

Technical Committee

1. Controller of Examinations _____
2. BS Coordinator _____
3. Dr. Neelum Goher _____
4. Deputy Director IT _____
5. Registrar _____

Vice Chancellor



<http://sbbwu.edu.pk>

SBBWU Guidelines for using ICT for Online Learning.

(These guidelines are based upon the approved working papers/SOPs issued by HEC from time to time and, best international online educational Practices)

Shaheed Benazir Bhutto Women University, Peshawar

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1. Introduction and Background

In the wake of COVID-19 pandemic, IT Centre 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, IT Centre intends to ensure continuation of quality education for students using online resources either in synchronous or asynchronous mode.

Online instruction requires specialized technological packages and technological infrastructure, including the software for LMS, classroom meetings (e.g., Microsoft Teams, Zoom, Google Classroom, etc.)

2. Technology Options and Recommendations

Based on the HEC recommendations and our requirements produced below we opted for MS Teams and Google Classroom to be given as option for online learning: [Annexure D – Getting started with MS TEAMS](#).

Recommendations

After evaluating the various options available, the following table summarizes the recommendations of the committee:

University Size	Services Needed	Universities without LMS	Universities with LMS (VC not included)	Universities with LMS (VC included)
Small (<5K students)	LMS	MS Teams	Existing LMS	Existing LMS
	Video Con	MS Teams	MS Teams	Existing VC
Medium (5K to 10K students)	LMS	Moodle	Existing LMS	Existing LMS
	Video Con	MS Teams	MS Teams	Existing VC
Large (>10K students)	LMS	VULMS	Existing LMS	Existing LMS
	Video Con	Adobe Connect	MS Teams	Existing VC

3. Annexure A – Technology Solutions

1. Microsoft Teams (MS Teams) for Education

Overview: Microsoft Teams is a digital hub that brings conversations, meetings, files, and apps together in one place. MSTeams provides a lightweight LMS that has the very basic features needed for virtual instruction. It also includes the necessary video conferencing capabilities necessary to deliver live lectures.

Licensing: MSTeams is included in the PERN subscription. PERN subscribers already have access to the Teams platform. Before using Teams, please check to ensure that you are subscribed to PERN with the appropriate number of faculty and students.

Infrastructure Requirements: None for Universities with valid PERN subscriptions. Please check your PERN agreement for details. For Universities not on PERN, the HEC will cover student licenses for the next 6 months; however the University must cover the licensing for faculty (~2 USD / month).

Note: All Faculty will keep their data in their MS Teams and One Drive for future purpose and sharing.

2) Technology Implementation MS Teams

a. It was thus recommended at our University to initiate the setup of Microsoft Teams immediately – see Annexure E – Getting started with MS TEAMS.

4. Annexure C – Video Conferencing Solutions

Features	MS Teams	Adobe Connect	Zoom	Webex	BigBlueButton
Max number of participants	250	200	500	100	100
Time limit	None	None	None	None	None
Mute All Feature	✓	✓	✓	✓	✓
Create Named Room	✗	✓	✓	✓	✓
Whiteboard	✓	✓	✓	✓	✓
Sharing of Desktop	✓	✓	✓	✓	✓
Breakout Rooms	✗	✓	✓	✓	✗
Support for Mobile	✓	✓	✓	✓	✓
Recording	✓	✓	✓	✓	✓
Seamless Integration of recording with LMS	✗	✗	✗	✗	✓
Costs (monthly / room)	\$0	\$20	\$20	\$20	-
Note: BigBlueButton is an opensource solution that can be self-hosted and requires no commercial bandwidth when all clients are on the local network (e.g. Universities internal network or PERN)					

5. Annexure B – LMS Features & Cost Estimates

LMS Features	MS Teams	Moodle	VU-LMS
Course Management	✓	✓	✓
Forums	✓	✓	✓
Quiz Tool w/ Grading	✓	✓	✓
Assignment Submission w/ Time Limit	✓	✓	✓
Integration w/ Plagiarism Software	✓	✓	✓
Active Directory Integration	✓	✓	✓
Online Help Documentation	✓	✓	✓
Mobile Support	✓	✓	✓
Offline Access to Course Materials	✓	✓	✓
Community Online Support Forums	✓	✓	✗
Messaging	✓	✓	✗
Live Chat	✓	✓	✗
Catalogue Management	✗	✓	✓
Gradebook	✗	✓	✓
Teacher Evaluations	✗	✓	✓
Attendance Sheet	✗	✓	✓
Admin Reports	✗	✓	✓
Course Reports	✗	✓	✓
Self Enrolment	✗	✓	✓
Gamification	✗	✓	✓
Easy to Integrate with existing systems	✗	✓	✗
Customizable	✗	✓	✗
Costs			
Annual Subscription	\$0	\$0	\$24,000
Annual IT Support (HR)	\$0	\$12,000	\$0
Annual Infrastructure			
Less than 5000 Students	\$0	\$5,000	\$5,000
Between 5000 to 10000 Students	\$0	\$7,500	\$7,500
Between 10000 to 20000 Students	\$0	\$15,000	\$15,000
More than 20000 students	\$0	\$25,000	\$25,000
Note: <ul style="list-style-type: none"> • All costs are estimates, actual costs may vary. • Microsoft Teams licenses are included in the PERN subscription. 			

6. Technology Implementation Google Apps

1. **Google for Education** is a service from [Google](#) that provides independently customizable versions of several Google products using a [domain name](#) provided by the customer. It features several [Web applications](#) with similar functionality to traditional [office suites](#), including [Gmail](#), [Hangouts](#), [Google Calendar](#), [Drive](#), [Docs](#), [Sheets](#), [Slides](#), [Groups](#), [News](#), [Play](#), [Sites](#), and Vault.

It was thus recommended to utilize Gapps for students alongwith Faculty and staff and students accounts would be created to utilize their University official email accounts to utilize it for email and usage of allied apps and further use these ID,s for registering on MS Teams.

- Students will be allocated email accounts based on their Enrollment numbers verified through Affiliation and Monitoring Section by their Departmental Heads.
- Students email accounts will be on format: enrollmentnumber@deptname.sbbwu.edu.pk
- Students Email accounts credentials will be shared to HoD's, where they will further disseminate them to students of their departments.

7. Annexure D– Getting started with MS TEAMS

1. Contact our System Support Engineer (salma.gohar@sbbwu.edu.pk) for the setup of user accounts for Faculty.
2. Students email accounts with respective email address and passwords will be shared with HoD's.
3. Guide on how to set up classrooms and assignments using Microsoft Teams
 - a. How to create a new classroom using Microsoft Teams: [Watch video*](#)
 - b. How to give assignments to students using Microsoft teams: [Watch video*](#)
 - c. How to setup classrooms using School/University Data Sync: [Watch video*](#)
4. How to use Microsoft Teams to host classrooms online
 - a. How to use Share option to deliver the training content: [View link](#)
 - b. How to use Whiteboard to make the training interactive: [View link](#)
 - c. How to record the meeting for replay and for your knowledge base: [View link](#)
5. Set up Microsoft Teams Live Events for large seminars
 - a. How to plan and schedule a live event: [Watch video](#)
 - b. How to attend a live event: [Watch Video](#)
 - c. How to moderate a Q&A: [Watch Video](#)

8. ICT Acceptable Use Policy of SBBWU

In general, acceptable use means ensuring that the information resources and technology of the University are used for their intended purposes while respecting the rights of other computer users, the integrity of the physical facilities and all pertinent license and contractual agreements. If an individual is found to be in violation of the Acceptable Use Policy, the University may take disciplinary action, including restriction of and possible loss of network privileges or more serious consequences, up to and including suspension, termination, or expulsion from the University. Individuals may also be subject to federal, state and local laws governing many interactions that occur on the University's networks and on the Internet. These policies and laws are subject to change as state and federal laws evolve.

Purpose

This policy applies to all users of computing resources owned or managed by the SBBWUP. Individuals covered by the policy include (but are not limited to) University faculty and visiting faculty, staff, students, alumni, contractors, volunteers, guests or agents of the administration, and external individuals and organizations accessing network services via the University's computing facilities.

Computing resources include all University-owned, licensed, or managed hardware and software, University assigned user accounts, and use of the University network via a physical or wireless connection (including PERN), regardless of the ownership of the computer or device connected to the network.

These policies apply to technology whether administered in individual departments and divisions or by central administrative departments. They apply to personally owned computers and devices connected by wire or wireless to the University network, and to off-site computers that connect remotely to the University's network services.

Requirements

In making acceptable use of resources, individuals covered by this policy must:

- Use resources only for authorized purposes.
- Protect their userid(s) and system from unauthorized use. Each individual is responsible for all accesses to University information resources and technology by their userid(s) or any activity originating from their system. An individual's userid and [password](#) act together as their electronic signature.
- Access only information to which they have been given authorized access or that is publicly available.
- Be considerate in the use of shared resources. Refrain from monopolizing systems, overloading networks with excessive data, degrading services, or wasting computer time, connection time, disk/bandwidth space, printer paper, manuals, or other resources.
- Restrict personal use of the University's information resources and technology to incidental, intermittent and minor use that is consistent with applicable law and University Policy
- In making acceptable use of resources, individuals covered by this policy must not:
- Gain access to or use another person's system, files, or data without permission (note that permission from an individual user may not be sufficient – some systems may require additional authority).
- Reveal a password to any other individual, even those claiming to be an IT support technician (over the phone or in person). If, in the professional judgment of the user, it is necessary to share a password with an IT support technician or any other individual, the password must be changed

as soon as possible thereafter. Once shared, a password is considered compromised and must be changed immediately. Alternatively, the appropriate Helpdesk may be contacted for assistance with giving others appropriate authority to access an individual's files or e-mail on their behalf.

- Use computer programs to decode passwords or access-control information.
- Attempt to circumvent or subvert system or network security measures.
- Engage in any activity that is intended to harm systems or any information stored thereon, including creating or propagating malware, such as viruses, worms, or "Trojan horse" programs; disrupting services; damaging files; or making unauthorized modifications to University data.
- Make or use illegal copies of copyrighted software, store such copies on University systems, or transmit them over University networks.
- Use e-mail, social networking sites or tools, or messaging services in violation of laws or regulations or to harass or intimidate another person, for example, by broadcasting unsolicited messages, by repeatedly sending unwanted mail, or by using someone else's name or userid.
- Waste shared computing or network resources, for example, by intentionally placing a program in an endless loop, printing excessive amounts of paper, or by sending chain letters or unsolicited mass mailings.
- Use the University's systems or networks for commercial purposes; for example, by selling access to your userid or by performing work for profit with University resources in a manner not authorized by the University.
- State or imply that they speak on behalf of the University or use University trademarks and logos without authorization to do so.
- Violate any applicable laws and regulations or University policies and procedures that govern the use of IT resources.
- Transmit commercial or personal advertisements, solicitations, endorsements or promotions unrelated to the business of the University.
- Use "auto-forward" rules to send business e-mail to a non-University e-mail account if the e-mail contains any legally restricted and/or confidential information.
- Send or receive legally restricted and/or confidential information via the Internet without making reasonable accommodations for the security of such information.
- Modify, without proper authorization, any of the University's information resources and technology, including the work products of others.

Note for Head of the Teaching Departments.

As per University office order No. 5232/Estt./SBBWUP/2017 dated 21-11-2017, In the wake of National Action Plan (NAP) and on directives of the Security Agencies as communicated by HEC for maintaining Network/Info. Security, provision of information by the Coordinators/Incharge of the Departments to IT Centre on regular basis through official medium about the students, who fail to promote, leave University, migrate, freeze their semester, complete their session or as and when required. Any of the illegal usage (email/internet) by any not reported or those students who left the University will be the sole responsibility of the Coordinator of the Departments.

9. Copyright Materials:

All of the Faculty is requested to identify and mention source of the material copied or downloaded from Internet or from somewhere and should ensure that have given credits/links to the actual Author of the material and mentioned them in start and end of their Teaching materials as a courtesy.

10. Data Packages by Telecom Operators

Telecom Operator	
ZONG	https://www.zong.com.pk/work-from-home-bundle
MOBILINK	https://jazz.com.pk/prepaid/work-from-home-bundle
UFONE	https://www.ufone.com/super-internet-plus/
TELENOR	https://www.telenor.com.pk/personal/internet-offers-personal/internet/weekly-6-to-6-offer/

11. Help and Support

Must to Remembered

1. Google and Microsoft are two different platforms therefore:
 - (a) To login to Gmail, Google Classroom, Google meet/Hangout use your complete Username/Email ID is required e.g
ENROLLMENTNUMBER@DEPTNAME.SBBWU.EDU.PK e.g
abc@cs.sbbwu.edu.pk
 - (b) To login to MS Teams, O365 apps and other Microsoft office Apps your complete Username/Email ID is required e.g
ENROLLMENTNUMBER@DEPTNAME.SBBWU.EDU.PK e.g
abc@eng.sbbwu.edu.pk
 - (c) Passwords can be different for both Gmail and MS Teams and must be changed and saved in a notebook or dairy and secured from unauthorized use.
 - (d) To change your default Microsoft MS Teams Password use URL
<http://pcp.pern.edu.pk>
 - (e) To change your University default Gmail Email ID password use this [link to Video](#)

2. Contact/Focal Persons for Help and Support

NOTE: It is mandatory for students to request for support, if any, using their University Email accounts, otherwise no support will be extended.

Please subscribe channel for how to videos/Tutorials and Helping material: [Link to Channel](#)

Departments	Focal Person for Support	Mode of Communication
<ul style="list-style-type: none">• Management Science,• Physics,• Law,• Health and Physical Education• Economics	Miss Sana Salim (sana.salim@sbbwu.edu.pk) and Respective Class Teacher	MS Teams, Email and Hangout App from official email account by students
<ul style="list-style-type: none">• Computer Science• Fine Arts• Zoology• History	Miss Rozina Zahirullah (rozinazahir@sbbwu.edu.pk) and Respective Class Teacher	MS Teams, Email and Hangout App from official email account by students
<ul style="list-style-type: none">• Bioinformatics• Microbiology• Biochemistry• Chemistry	Miss Abnash Zaman (abnashzaman@sbbwu.edu.pk) and Respective Class Teacher	MS Teams, Email and Hangout App from official email account by students
<ul style="list-style-type: none">• English• Islamiyat• Urdu• Political Science	Miss Noreen Nazar (noreen.nazar@sbbwu.edu.pk) and Respective Class Teacher	MS Teams, Email and Hangout App from official email account by students
<ul style="list-style-type: none">• Mathematics• Statistics• Psychology• Education• Pakistan Studies	Miss Sidra Niaz (sidraniaz@sbbwu.edu.pk) and Respective Class Teacher	MS Teams, Email and Hangout App from official email account by students
All HODs and Administrative Officers	Miss Salma Gohar (salma.gohar@sbbwu.edu.pk)	Message, WhatsApp, Ms Teams, Email (From official Email account), Call

12. SBBWU access to Library and Digital Library through VPN

IT Centre has already established a VPN server in the past and now in the present pandemic has provisioned VPN access to all of the Faculty and students for accessibility of Library of the University and Digital Library of HEC

Institutional Link for Digital Library: <http://www.digitallibrary.edu.pk/frontier-wom-uni.html>

[How to Connect VPN for accessing Digital Library of HEC link to Guide](#)

[To change your Eduroam \(University Wifi username password\) send support email on
vpn@sbbwu.edu.pk](#)

[End of this Dynamic Document Version 1.0](#)

[Please remember you can login to VPN using
your University Wifi username and password
that you were using in the University](#)

ATTENDANCE POLICY & MANAGEMENT SYSTEM FOR ONLINE

CLASSES

1. Online attendance is measured by the academic engagement of the students with the course content, course tools, course instructor, and with the peers attending the same course.
2. The University has a 75% attendance requirement for each course (theoretical and practical); there are no excused absences.
3. Student will be required to log into the classroom. In this distance learning program/online classes, student's attendance will be tracked by their participation in the discussion forum, completion of e-mail assignments and other activities as assigned. Student must participate in the discussion forum, however if they fail to post a single response during the class discussion, they will be considered absent.
4. Attendance sheets will be prepared by Monitoring & Affiliation Section which will be provided to all teaching Departments for all the courses separately. The following points must be ensured in particular by the course instructor:
 - ✓ All particulars to be filled completely and correctly.
 - ✓ No changes will be allowed once the attendance sheet is uploaded.
 - ✓ The attendance sheet shall be uploaded within thirty minutes after the completion of the class.
 - ✓ No. of lectures delivered should be very clearly mentioned.
 - ✓ Names of the repeater students should be written after the verification from admission section.
 - ✓ No abbreviations or symbols are allowed to be used in this report.
 - ✓ "P" should be used to denote Present and "A" should be used for absent.

If they find any ambiguity, course Instructor must inform the Monitoring & Affiliation section through an email.

5. Attendance in this Internet-driven course is based on the timely submission of daily attendance by the course Instructor on the online classroom forum. Students will be marked "P" for 'attending' the class each time.
6. Students who remain absent from the online classes for one week without intimation shall be reported by the concerned teacher to the Head of the Department who shall issue a warning letter to the students in writing. In case the student remains absent for the second consecutive week she shall be issued a struck off notice by the department, (with the approval of the Dean) the copy of which should be forwarded to all concerned administrative departments.
7. **Repeater students:-**
 - ✓ A student detained from taking examination on the ground of attendance shortage in a single Course or more courses shall be required to registrar for that course or courses when offered and shall attend the online classes regularly in order to fulfill the attendance requirement.
 - ✓ A student applying to repeat a course or courses will download the Repeater's Registration Performa from the University's website which shall be submitted directly to Examination Section to verify the eligibility criteria after which it will be forwarded to Admission Section to verify whether the student has submitted the

Repeater's fee Further more they will also notify official list of registered repeater students to the concerned offices/departments will give timeline to Repeater students for their Registration in repeating courses.

- ✓ However regular classes are not mandatory for the students with improvement cases and repeater students, who had already appeared in final term exams of a particular course(s) and failed to pass them.

8. **Semester Freezing (SF):**

Due to unavoidable circumstances faced by students on account of prolonged illness, or any other genuine problem, SF may be granted. This option will be exercised only once during the entire course of studies. The SF will be granted by the Vice Chancellor on recommendation of Incharge of the Department subject to the following:

- ✓ SF shall not be allowed in 1st Semester.
- ✓ SF once sanctioned shall not be cancelled as a whole or a part thereof.
- ✓ After availing SF the syllabus in vogue will be followed.
- ✓ The student after availing SF shall be readmitted to the same semester as per prescribed procedure.
- ✓ A student availing SF shall be required to pay 20% of the tuition fee for retention of her registration.
- ✓ SF shall not be permissible after midterm examinations.

The SF shall not affect the total duration prescribed for completion of program as prescribed in these regulations. During SF the student concerned shall not claim any facilities or benefits even the benefits enjoyed shall cease. Such student will continue after expiry of SF but shall not be considered for any award or distinction on completion of degree.

Student will submit online application for Semester Freezing to Incharge of the Department. She will then forward that application along with her comments to Affiliation & Monitoring Section for further processing. If it is approved by the Competent Authority/Dean, then student shall be informed through email or online notification.

8. Eligibility of students to appear in the final exams will be communicated by Affiliation & Monitoring Department before the commencement of Final Exams through online accumulative attendance record mechanism.

LIBRARY SOPS FOR ONLINE CLASSES.

1. Library will provide access to HEC digital library to all registered users at their home through university IT center.
2. The IT center will provide username and Id to faculty and students and they will login from home and will be able to use digital library of HEC where the required material is provided. (In case any issue found library staff will be available for help.)
3. All other e- resources that are needed by the faculty or students will be provided timely when informed.
4. Some free online e-books links will be provided to users time to time from which they can fulfill their needs.

QEC POLICY/SOPs

Policy on Teacher and Course Evaluation by Students

1. The Teacher evaluation by students and the course evaluation by the students will be conducted for all teachers and all courses. The result complied will be forwarded to the Incharge of the department for review. Any grievance found will be taken up by the concerned Incharge of the department and will be addressed with intimation to QEC. Any matter that is not under direct control of the Incharge of the department will be forwarded, by the Incharge of the department, to Student Grievience Redressal Committee at the earliest without any delay.
2. Liaison with accreditation councils with respect to online mode of learning.

ADMISSION POLICY

Admission Policy:

The pandemic Covid-19 has effected the educational activities as the colleges are closed and the examination are called off. Consequently, Inter Board Committee of Chairmen (IBCC) has decided that student will pass Grade 12 exam on the basis of their Grade 11 academic performance. Therefore in current scenario, the following mentioned assessment criteria is proposed for **Calculating BS- Admission Merit**:

1. In case of BS-Programmes, entry test is not Mandatory/ failure to conduct entry Test due to pandemic Covid-19)::

Criterion	Weightage in Merit Aggregate
Matric : Marks/Percentage	30%
HSSC Part 1: Marks/Percentage	50%
HSSC Part 11/ Marks/Percentage	20%

1.1 In case of A or O Level Stream, entry test is not Mandatory .

Candidates with A or O level will be required to submit IBCC equivalent certificate and their letter grade will be considered in marks as mentioned in their IBCC equivalent certificate

Criterion	Weightage in Merit Aggregate
O Level : Marks/Percentage	60%
A Level Part Marks/Percentage	40%

2. In Case of Undergraduate Programmes , entry test is Mandatory :

Criterion	Weightage in Merit Aggregate
HSSC Part 1: Marks/Percentage	60%
Entry Test: Marks	40%

3. Conditional Admission:

- 3.1 If results delayed, conditional/ provisionally Admissions will be offered to the candidates and their admissions will be confirmed as soon as results arrive

3.2 Admission of candidates, who are unable to score 45% or above aggregate marks in their intermediate examination or equivalent qualification, will be cancelled.

4. Admission Schedule:

14 weeks (exclusive of exams weeks) semester duration is proposed due to future uncertainty

Activity:	Date
Admission Announcement	1 st August, 2020
Last Date of Admission Forms Submission	28 th August, 2020
Entry Test	7 th Sept-11 th Sept, 2020
Provisional Admission	14 th -18 th Sept, 2020
Confirmation of Admission	24 th September, 2020
Classes Start	28 th September. 2020
Classes End	15 ^h Jan, 2021
Final Exams	17 ^h -22 nd January, 2021
Results	27 th January, 2021

It is placed for review and approval, accordingly.

ONLINE EXAMINATION POLICY DURING COVID-19 PANDEMIC LOCK DOWN

Following are the policy guidelines suggested to be implemented during this lockdown situation.

- Online classes for BS, MS/MPhil and PhD will start in the first week of June 2020.
- Academic calendars for BS, MA/MSc, MS/MPhil and PhD have been prepared and communicated to the concerned for this duration.
- Final exams of the currently enrolled students of 1st and 3rd semester of MA/MSc session (2018-2020,2019-2021) will be conducted online in the 1st and 2nd week of June 2020 while their result will be declared by the end of the 2nd week of June.
- The mode of examination would be a combination of Open Book and Online Viva Voce Examination with External Examiner as per HEC guidelines provided.
- Only Pass/Fail grade will be awarded and there will be no effect on the CGPA of the student.
- Online classes of 2nd and 4th semester of MA/MSc will start from the third week of June.
- Academic penalty (if any) i.e. probation/ struck off will be suspended, and no student will be expelled based on the result of the current semester.
- Details of format of online exam will be shared before the exam.
- In case the lockdown ends on 15th July 2020, BA/BSc Annual Examination 2020 Part-I and Part-II will be scheduled to be conducted in the third week of July 2020 and to be concluded within one month of time along with the Practicals.
- The Result for BA/BSc Annual Examination 2020 will be declared by the end of October 2020.
- Online thesis submission will be allowed to the students of BS, MA/MSc, MS/MPhil and PhD from the first week of June 2020.
- Theses submitted for evaluation (BS, MA/MSc, M.Phil/MS, PhD) will be sent to the Examiners for evaluation through email.
- Online viva of those students of MA/MSc session 2017-2019 who have already submitted their thesis for evaluation will be conducted from 1st week of June under the HEC guidelines provided for online viva voce Examination.

- Under the policy guidelines provided by the HEC, the online viva of M.Phil/ MS/ PhD, students who have submitted corrected copy of their thesis after incorporating the changes suggested by the Examiners will be arranged from the first week of June and onwards.
- Viva Voce examination of the awaiting students of session 2017-2019 and 2015-2019 of Master and BS program respectively will be conducted online so that their precious time can be saved.
- The pending meetings of Graduate Studies Committee previously scheduled in the month of March and afterwards will be conducted online so that the students do not suffer due to this pandemic situation.
- The meeting of Advanced Studies and Research Board will be called online for the students whose degree time will be ended in June 2020.
- Beside the above mentioned subject matters, any pending or urgent issue shall be resolved online after taking approval from the competent authority.