

Guidelines for Quality Assurance of Synchronous Online Teaching

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Ratified by the University President on May 20, 2021
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- I. Guidelines for Quality Assurance of Synchronous Online Teaching have been issued to assure the quality of synchronous online courses in Wenzao Ursuline University of Languages.
- II. Synchronous online teaching refers to real-time teaching and learning in which teachers and students can communicate through communication networks, computer networks, video channels, and other transmission media in an interactive manner. WZU Cloud e-Learning or other synchronous online teaching platforms suggested by the school can be used as the teaching platform. Social networking platforms can be used to supplement the above teaching platforms, but cannot replace them.
- III. Teachers should post links of online teaching course and ground rules to Course Announcement area on Cloud e-Learning prior to the courses. Teachers should pre-teach key features of a synchronous virtual class and refer students to the prerequisite technical knowledge and ground rules. Emailing these announcements to students or posting them on individual teacher's social networking site is also required.
- IV. Teachers should record synchronous online teaching sessions and upload their links to Cloud e-Learning. Students may benefit from reviewing content later.
- V. Suggestions for synchronous online teaching are listed as follows:
 - (I) Do's:
 1. Teachers interact with students in real time.
 2. Teachers explain new concepts or lead discussions.
 3. Students reflect on the content, do exercises and receive feedback from teachers.
 4. During the teaching session, teachers should turn on their own cameras and ask students to turn on theirs at least during teacher-student interactions and discussions.
 5. Teachers take attendance and ensure a smooth synchronous online teaching session.
 6. Teachers should take attendance during the synchronous online teaching sessions and upload students' record of attendance and absence records in accordance with the regulations.
 - (II) Don'ts:
 1. Teachers ask students to complete assignments without live instructions.
 2. Teachers play videos to occupy most of their instructional time.
 3. Teachers use desktop share to demonstrate the content without

articulating new concepts or having interactive discussions with students.

VI. Departmental, (Graduate Institute), Center Faculty Evaluation Committee (hereinafter “Departmental Evaluation Committee”) should propose guidelines for lesson check of synchronous online teaching. Teachers need to provide the committee with the links of two recorded sessions, each from a different course. Those who are solely in charge of one course should prepare a recording of two sessions. The chairperson/director of each department (graduate institute) or center may assign the task to two of the committee members. They can feedback on one of the recorded online sessions provided by a teacher and fill out the “Quality Assurance Rubric for Synchronous Online Teaching” (Quality Assurance Rubric see attachment) form within two weeks after course observation. The original copy will be kept by the chairperson/director of each department (graduate institute) or center after being reviewed by the Dean of the Office of Academic Affairs and the Vice President. The duplicated copy should be sent to the teacher.

The committee members referred to previously shall be the faculty evaluation committee members and curriculum planning team members of the department (institute) or center.

Failure to provide video recordings will affect a teacher's scores in the university-level teaching indicators of the faculty performance evaluation.

In the event that a teacher is reported by parents or students to be ineffective when conducting synchronous online teaching for the second time in a row, the chairperson, dean or relevant administrative executives may conduct online synchronous lesson observation and make necessary arrangements.

VII. Each department (graduate institute) or center should arrange workshops for its teaching faculty to observe how teachers with Excellence in Teaching Award carry out their virtual classes and generate pedagogical implications accordingly.

VIII. Each department (graduate institute) or center should convene one or two teachers as experts to provide assistance and consultation before and during the execution of synchronous online teaching at Wenzao. Each department (graduate institute) or center can assign such consultations to its teachers in order to advance online teaching skills and strategies. Expert teachers can use these service hours to gain extra credits for their Department-Level Faculty Performance Evaluation.

IX. Teaching Quality Survey should include the statements relevant to synchronous online teaching.

X. Courses implemented based on ‘Implementation Guidelines for Distance Teaching and Learning’ should abide by the abovementioned guidelines.

If teachers apply for online synchronous teaching individually, they should follow the notices of these guidelines.

- XI. Any matters not stipulated herein should be conducted in accordance with the relevant regulations of the University.
- XII. The Guidelines become effective after being approved at the Executive Meeting and ratified by the President. Amendments must follow the same procedures.