Chapter 10: Teaching and Learning Resources

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Structures & Responsibilities

Office of the Deputy Vice Chancellor Academic Affairs

Program and Curricula Department

The Curriculum Development section is responsible for verifying that the teaching and learning resources identified by the Faculty Academic Committee (FAC) are appropriate and current for proposed new courses or changes to existing courses the course.

Academic Faculty

Faculty Academic Committee (FAC)

The FAC is responsible for the identification of e-textbooks, Library Resource Center (LRC) materials, facilities, software, and hardware requirements for program content courses.

Program Chair

The Chair liaises with campus Heads to ensure that educational resources and facilities are adequate for the effective delivery of courses.

Course Team

The Course Team evaluates the educational resources required to deliver a course, identifying issues, and recommending improvements to the FAC.

Campuses

Dean of Academic Operations (DAO)

The DAO is responsible for ensuring that the campus infrastructure is adequate to support effective academic program delivery. This includes oversight of the learning resources, labs, and workshops provided by the campus.

Head of Campus Operations (HCO)

The HCO is responsible for overseeing and supporting non-academic support services at the campus including IT services and facilities.

Health and Safety Committees

System Health and Safety Committee

The System Committee has consultative, executive, and audit functions to support campuses in ensuring that relevant policy and procedures are implemented across the system, and reviewed and updated as required. The System Committee meets once per semester.

Campus Health and Safety Committee

Each campus has its own Health, Safety and Environment Committee that is responsible for facilitating compliance with policy and procedures and providing appropriate information and
training to students, staff, and other stakeholders. The Campus Committee meets at least twice per semester.

Teaching and Learning Department, Education Technologies Division
The Department develops and delivers technical services to enhance and support teaching and learning across the institution including Blackboard Learn (Learning Management System), supporting technologies (such as Creative Eye), content authoring tools. The Department also provides support to campus Independent Learning Centres.

The Department collaborates with academic faculties in the co-creation of educational resources and provides a range of training and professional development opportunities to train faculty in the effective use of a wide range of educational technologies.

Educational Technology Advisory Committee
The Committee reviews and recommends to the IT Steering Committee on Educational Technology strategic planning, major projects, policies, performance, and priorities between Central Services and the campuses and assists to ensure business alignment, effective strategic planning and oversight of Educational Technology Performance.

Information Technology Steering Committee
The Committee advises the Executive Committee and other standing committees of the HCT on all issues related to technology development and implementation and to help ensure business alignment, effective strategic IT planning and oversight of IT performance.

Processes
Course Educational Resources
Course Outline
The respective Course Outline stipulates the Required Educational Resources and Additional Educational Resources for each course. Course Outlines are developed by faculty and approved by the Faculty Academic Committee.

Course Quality Review Process
The Process involves a critical evaluation of the teaching and learning resources for each course. For further information refer to the section ‘Course Quality Review’ in this manual.

Surveys
Program Chair Survey
The Survey requires Program Chairs to evaluate and give feedback including recommendations on the adequacy of educational resources for each program offered by their respective academic faculty at the campus. The survey is run at the end of each academic year.

Faculty Course Evaluation Survey
The Survey provides an opportunity for faculty to evaluate and give feedback including recommendations on the adequacy of course resources. The survey is open to all faculty teaching the course (i.e. the course team) and is run at the end of each semester.

Library Technical Services
Budgeting
Electronic resource budgets are based on core databases that are required for programs, secondary databases that are reviewed annually, and projected electronic resource purchases that fill gaps or are deemed as necessary additions for programs.
Databases
The HCT libraries select and maintain databases for a variety of levels. Each database is broken down into its subject level with a brief description of what the database offers. The HCT central library staff work with teaching faculty and academic deans to review databases and select content based on the needs of academic programs.

The HCT offers a trial database selection form as well as a method for students and teaching faculty to comment and review current resources being trialled. Resources are reviewed on an annual basis in conjunction with Academic Deans and librarians with decisions on renewal based on feedback and cost per use data created from the libraries central system.

Surveys
Student Services Survey
The Survey provides an opportunity for student to express their satisfaction with Library resources and services.

Staff Services Survey
The Survey provides an opportunity for faculty to express their satisfaction with Library resources and services.

Educational Technology Surveys
Student Services Survey
The Survey provides an opportunity for student to express their satisfaction with Classroom technology (e.g. computer, projector, smartboard).

Staff Services Survey
The Survey provides an opportunity for faculty to express their satisfaction with Educational Technology resources and support services.

Information Technology Security
The HCT gives high priority to the integrity and confidentiality of its systems and data. The HCT’s Enterprise application team and the Infrastructure team have taken all possible measures to ensure security:

- HCT’s network has 2 layers of firewall to protect its enterprise applications.
- Every HCT employee is given a username and password to access the systems, applications, servers, services, domain, etc. on a ‘need-to-know’ basis after the approval/authorization from the HR department.
- Users are authenticated using Active Directory.
- All staff and students access to any enterprise applications are based on their login and the roles assigned.
- Access is withdrawn when the employee leaves the organization and/or if a user’s contract comes to an end, and/or upon a request from the manager of the concerned department.

Services and Support
Help Desk
The HCT has implemented a service desk application, to capture the customer’s request and to ensure that all the stakeholders are supported.
For any service request the HCT staff and students can use the HCT Help desk applications. The IT team continuously monitors the system and assigns the task to any relevant engineer to assist the user immediately.

**Surveys**

**Student Services Survey**
The Survey provides an opportunity for student to express their satisfaction with IT services and support, and access to HCT/Portal applications e.g. SharePoint, Blackboard, Library, Gradebook, and Attendance.

**Staff Services Survey**
The Survey provides an opportunity for faculty to express their satisfaction with IT services and support

**Educational Facilities**

**Health & Safety**
There is a Health and Safety Coordinator at each campus to facilitate and ensure compliance with policy and procedures, and to communicate on related matters with students and staff.

All HCT campuses are inspected by the Civil Defence Authority regarding building code compliance and safety.

**Special Needs Accommodation**
All buildings in the campuses are provided with ramp access and disabled friendly facilities in toilets in line with local statutory authorities’ rules/ regulations. Two story and above buildings in the campuses are equipped with elevators.

Security guards and helpers are suitably trained to help people with disability to go about their movement at the campus.

**Surveys**

**Student Services Survey**
The Survey provides the opportunity for students to rate their satisfaction and give feedback on the adequacy of special needs accommodation.

**Staff Services Survey**
The Survey provides the opportunity for faculty to rate their satisfaction and give feedback on the adequacy of facilities (such as classrooms) used in delivering programs.

**Policy and Procedures**

**GP304 Environment Health and Safety**

**GP 404 Information Technology Security**

**GP404.6 IT Equipment Hardware Procedure**

**GP404.7 Software Upgrade Procedure**