



E-LEARNING GUIDE & POLICY

معارف للتعليم والتدريب
Ma'arif For Education and Training



مدرسة الروابي الخضراء العالمية

GHS



شركاء في التربية
Partners in Education

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E-LEARNING GUIDE

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Ma'arif E-Learning Policy

Ma'arif E-Learning Policy

1. INTRODUCTION

In accordance with our vision and mission, Ma'arif takes pride in offering an all-inclusive and comprehensive online learning experience for its students. . Through the online-learning program, it aims to serve the community amidst the current unprecedented COVID -19 global challenge. The program aims at engaging students, parents, teachers and other Ma'arif staff members in building a larger e-learning community that will educate all its key-members. Ma'arif aims at providing a high-quality education to all its pupils to ensure that all the students under its care are not only receiving their academic entitlement, but also are kept well during this global crisis. Ma'arif E-learning program has been developed based on the principles of academic excellence, quality support and open communication between home and school. This policy must be read and applied in accordance with other relevant policies at Ma'arif, such as the Assessment and Marking Policy, MLGOP, Behavior Policy etc.

2. AIMS AND OBJECTIVES

This Policy aims to:

- Ensure safety and well-being of all our students and teachers.
- Support and encourage all our students to continue their education during the pandemic period.
- Enhance the scope of e-learning in all Ma'arif schools.
- Make students independent learners.
- Take teaching and learning beyond the classrooms and buildings.
- Identify and address staff and student needs in teaching and learning online.
- Encourage and support the use of technology in learning environments.
- Encourage the sharing of effective technology-enhanced teaching and learning practices among staff.
- Identify, provide, expand, and coordinate the development of curriculum and other programs to meet the needs of e-learners.
- Provide and develop a comprehensive e-assessment system to gauge the impact of e-learning.



3. PROTOCOL

- This protocol covers occasions that may require full or partial school campus closure when students remain at home for the day or even a protracted time and access the curriculum through both synchronous and asynchronous lessons online. Full or partial online learning may occur because of many eventualities and reasons including, but not limited to, outbreaks of disease or weather conditions that may affect the safety of students.
- The protocol to follow outlines how Ma'arif schools will deliver effective instruction through both synchronous and asynchronous learning, expectations of learning in terms of online etiquette in both delivery and receipt of lessons, frameworks of measurement and assessment, and student and staff wellbeing.
- Online Learning will be offered in two delivery methods:
 - > **Synchronous lessons:** lessons where teachers and students interact online in real time.
 - > **Asynchronous:** uploaded lessons and assignment for students to access on their own time.
- The timing of the school day is determined according to the approved school timetable. All stakeholders, including students, teachers, and parents, are informed of the approved timetable for each grade stage through the approved communication channels.
- Students log in to Microsoft TEAMS through their MLG accounts.
- Students log in to the lesson platform 5 minutes prior to the start of the lesson.
- Attendance will be checked and logged for each lesson.
- Weekly plans will be shared with students and parents prior to the start of the week.
- Students/ parents should check MLG and their inbox to receive updates and news



4- TIMETABLE

A school timetable is provided to meet the learning needs and cater for the academic pathways of the students. In addition to this, the timetable should guarantee an organized use of the available staffing resources.

5- GENERAL GUIDELINES

- The timetable cycle consists of five days, and organizes the scheduling of synchronous and asynchronous lessons.
- Timetable construction considers the changeover between sessions and allows for some time between sessions to ensure effective transitions.
- The needs of the students should be the key priority when developing the timetable.
- The process of timetabling should ensure fairness among all teaching staff.
- Timetables prepared by the school and communicated with all stakeholders
- Timetables are posted on MLG and on WhatsApp groups for the convenience of the students.
- Stakeholders will be informed immediately of any change that occurs in timetables. Changes should be announced via the official channels.
- Where required, in exceptional circumstances, teaching may be scheduled outside of core hours. Students/parents will be consulted, and the timetable will be communicated in advance.
- Both students and teachers should adhere strictly to the timetables provided.
- Failure to adhere to timetables will result in marking the relevant person as absent (teacher or student).



6- VIRTUAL CLASSROOMS AND CLASS CAPACITY

- Students will be assigned virtual classrooms on Microsoft Teams as per grade level and section.
- Special consideration will be given to SAT/Tahsili/Qudrat/CAIE support sessions: Additional lessons will be scheduled, and additional lessons will be added to this purpose.

7- DISTRIBUTION OF LESSONS AND LESSON DURATION

- The Students from Gr 112- receive 39 lessons per week (synchronous and asynchronous lessons).
- The duration of each synchronous lesson is not less than 40 minutes for the primary, intermediate and secondary stages.
- The KG Students receive 39 lessons per week (synchronous and asynchronous lessons).
- The duration of synchronous lessons is not less than 30 minutes for the kindergarten stage.
- The quota of the synchronous and asynchronous lessons has been distributed considering the weight of each subject.

8- LESSONS

- Lesson structure and delivery adhere to the standards and policies approved by the Ministry of Education (MoE) and international best practice in terms of a student's normal day-to-day learning, i.e. student-centred active approach that encourages development of transferable skills such as collaboration and communication.
- The Physical Education (PE) department will record sessions that will be uploaded on the school platform along with the necessary instructions. Some PE lessons will be synchronous.
- Teachers are aware that different students learn in different ways and as such they are mindful of the length of tasks and activities set during a lesson. There will be a variety of methods and approaches to teaching, appropriate to the age group of the students
- If a teacher is absent, a substitute teacher and a program will be set up to ensure the continuity of the teaching and learning.

9- WHAT TO EXPECT DURING SYNCHRONOUS LESSONS:

- Live streaming of lessons with real-time interaction of 40 minutes.
- Students building connections with the teachers and each other.
- Relevant material prepared and uploaded at least 24 hours ahead of the scheduled synchronous Lesson, and which is meant to initiate discussion on the topic.
- Teachers use a variety of resources necessary for differentiated instruction.
- Teachers using interactive features to capture discussion and engage students.
- Lessons will be recorded for later reference by students and parents, and for quality assurance and safeguarding purposes.
- Recorded lessons will be made available right after the session for future reference.
- Lessons will be accompanied by associated activities that may include instant messaging, live chats and live presentations.

10- WHAT TO EXPECT DURING ASYNCHRONOUS LESSONS:

- Flexibly paced lessons.
- Offline access to lessons anytime.
- Material uploaded according to the timetable provided.
- Associated activities (may include discussion boards, quizzes, polls, recorded audio or video, and digital documents).
- Students have access to teachers during scheduled office- hours to raise questions, discussion or ask for further support pertaining to the uploaded lessons and their learning.



11- CODE OF CONDUCT

> ATTENDANCE AND PUNCTUALITY:

Students are expected to:

- Attend all classes on time
- Wear school uniform (for students in Grades 1 – 12)
- Only use their own account and not impersonate another student
- Sit in a quiet area free from noise and sources of distractions (such as a television)
- Inform the school administration in the case of absence

> DEMEANOUR DURING LESSONS:

Students are expected to:

- Keep their microphones muted until given permission to operate it
- Click 'raise hand' to request to interact with the teacher
- Operate the microphone and respond to the teacher when spoken to
- Use the chat box according to the instructions of the teacher
- Not to post any link or distracting material in the chat box
- Not to make and distracting noise when using the microphone
- Speak and write respectfully
- Use the camera according to teacher's specific instruction
- Respect the privacy of their homes and the homes of others
- Not to cause distraction on the video camera
- Not to operate the 'screen sharing' feature without permission from the teacher
- Not to cause any distraction whilst using the online pen and whiteboard
- Not to display anything inappropriate either by screen sharing or webcam.
- Violators of the provisions of this policy will held accountable per the MOE Code of conduct by law



12- ASSESSMENTS

- Students will be exposed to a variety of online formative and summative assessments including continuous evaluation.
- Students' engagement and participation during the live streamed lessons and timely submission of homework, projects, and researches are part of their assessment and evaluation.
- Students may be called to attend and conduct a paper- pen assessment on the school premises.
- All the MoE directives pertaining to assessments will be adhered to.

13- CYBER BULLYING:

- The school recognizes that a bullying incident should be treated as a child protection concern. Thus The necessary measures will be taken to protect students in accordance with the school internal regulations, and the regulations of the Ministry of Education and the relevant Saudi authorities

1.1 GROWING DEMAND FOR ONLINE EDUCATION

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1.2 IMPACT OF COVID-19 OUTBREAK

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DEVICES & TOOLS

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2.1

DEVICES SPECIFICATIONS

Maarif services for online education operations support various types of desktop and laptop devices and computers; Here is the minimum recommended for the most important specifications.



Windows devices

- Processor: Core i3 2 GHz or equivalent
- RAM: 4 GB RAM or greater
- Hard Disk: 3 GB of free space is available



Mac devices

- Processor: Core i3 2 GHz or equivalent
- RAM: 2 GB RAM or greater
- Hard Disk: 3 GB of free space is available



IOS devices

- IOS 10 or later
- iPad 5th generation or later
- iPad Pro 2nd generation or later



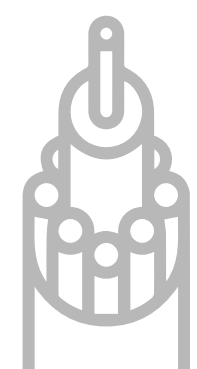
android

Android devices

- The last three official versions of Android



2.2



USING THE FIBER INTERNET

If fiber internet is available in your residential area; we encourage users and beneficiaries of online education services to subscribe for fiber and use it instead of relying on mobile data. The advantage of fiber:

- Speed and stability.
- High load capacity.
- Flexibility to upgrade if needed.

2.3

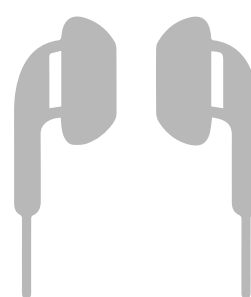


RECOMMENDATIONS FOR WI-FI ANTENNA

Kindly follow those practices below regarding the Wi-Fi antenna in study location for online education:

- Choose a high place in the middle of the house to get the strongest antenna signal.
- Make sure to change the direction of the antenna till you get the best possible signal quality.
- If there is a slow speed; you can restart the router or switch to a faster browser.

2.4



USING OF HEADPHONES

It is preferable to use high-quality headphones to preserve your privacy during study time and to avoid inconvenience. And make sure to charge it every day if it is wireless.



THE ENVIRONMENT PREPARATION

3

HERE ARE SOME IMPORTANT PRACTICES TO IMPROVE YOUR ONLINE EDUCATION EXPERIENCE.

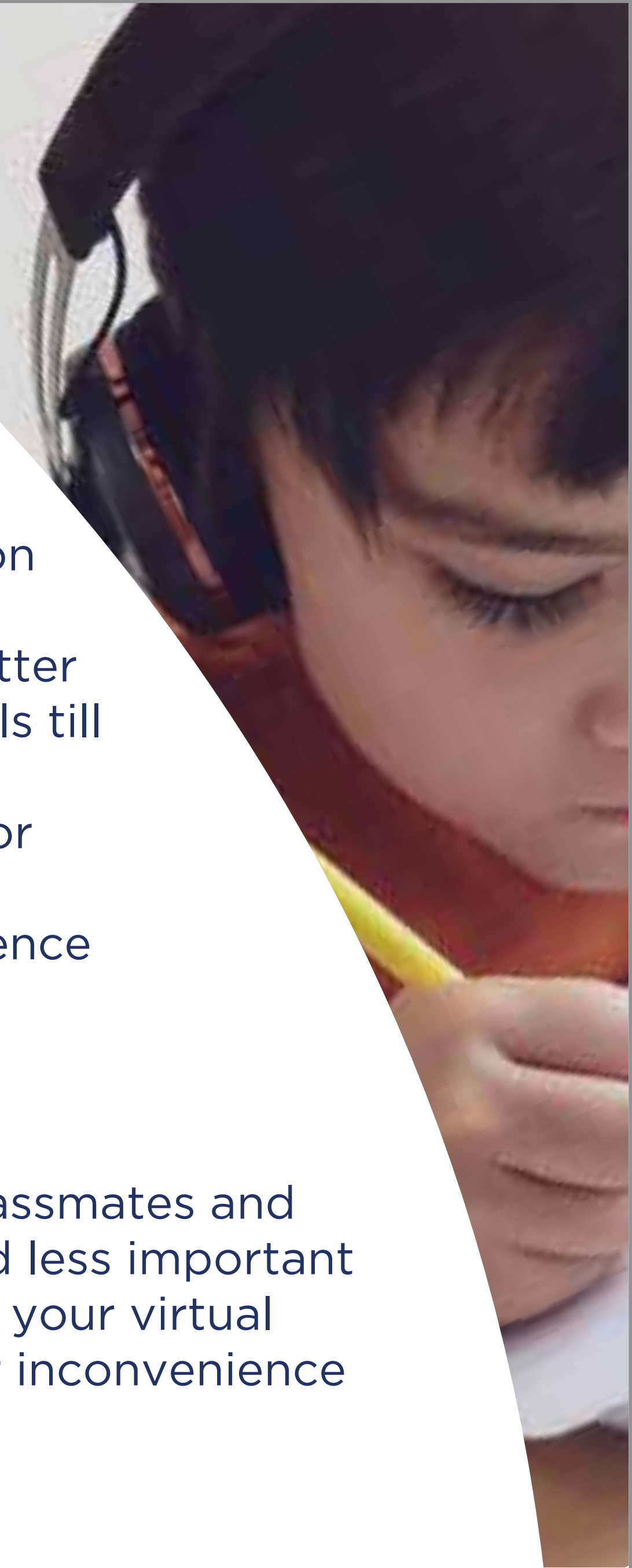
3.1 PREPARE FOR TECHNICAL CHALLENGES

You may face some technical challenges when preparing for your online education experience. Increasing the level of your technology awareness will help you to understand the challenges, and to deal with them, as well as to describe them better to the Ma'arif Schools' support team through the various student support channels till being resolved.

Also, you should not be shy if you have difficulty in understanding some foreign or technical terms, and you have to ask for help from teachers, the support team, or others from your family to translate or explain the terms. This is normal and evidence of your awareness.

3.2 GIVE OTHERS A CHANCE

If one of your family members is in a live lecture or direct communication with classmates and teachers online; do not consume internet bandwidth at home on unnecessary and less important activities like entertainment, ...etc. Also it's important to inform your family about your virtual classes schedule, printing it and hanging at home to avoid any embarrassment or inconvenience during those times.



3.3

USE THE APPROPRIATE BROWSER

The online education tools that Maarif provides to its students supported by the various Internet browsers. However; we do recommend using the Google Chrome browser for better experience and avoid opening multiple browser windows or tabs at a time unless it is mandatory.

3.4

DEDICATE A SPACE TO STUDY

Dedicate a private study space with good lighting and ventilation other than a sleeping place will give you more focus for online education. It's important to put the device or computer in a position that preserves the privacy of your family if you open camera or microphone.

3.5

HEALTHY HABITS OF SYNCHRONOUS LEARNING

We recommend adopting the following habits during live lectures and direct online communication:

- Make sure to turn off the camera before the start of the lesson, through Microsoft Teams; and not to open it unless needed and in a manner that does not harm the privacy of the home. You can put a sticker over the camera.
- Make sure to turn off the microphone before the start of the lesson through Microsoft Teams; and not to open it unless being requested by the teacher or when you have questions to ask in order to avoid disturbing the attendees.
- When the lecture or direct online communication ends; kindly make sure to press the button to end the communication in order to avoid the broadcast from your side unintentionally.



CYBER SECURITY

4

To contribute for raising your security awareness and protecting your information and equipment, as well as your privacy, and the privacy of your home; we put in your hands a set of practices to achieve a safe online education experience.

4.1 PROTECT THE INTERNET AT HOME

It is important to review the router settings for your home using the instructions of your device in order to apply the following settings:

- Enable encrypted wireless communications by activating the WPA3 feature, or WPA2 if it is not available. Turn off the weak WAP feature.
- Turn off the “Remote Management” feature to prevent others from changing your device’s settings from outside the home.
- If the factory password used to manage the router’s settings is weak (such as admin or password), change it to a strong password that contains numbers, special characters, and uppercase and lowercase letters. If the password printed on the device looks complicated and difficult to remember, then you can use it.



4.2 PROTECT YOUR COMPUTER OR LAPTOP

It is important to perform the following practices:

- Using licensed operating systems and applications on your devices used in the online education. Maarif provides its students with the ability to download original copies of Microsoft office suite for five different devices free of charge using your MLG account. The instructions are available on the parent's MLG accounts once they accessed it.
- Automatic update of operating systems and applications will help your device run online education efficiently and stay protected.
- Activate and use the anti-virus or protection program feature in your device, and make sure to follow its instructions to ensure it is updated automatically to keep pace with the latest detected threats.
- Turn off all unnecessary communication services and turn them on only when necessary, such as Bluetooth and Hotspot, as they drain your device's battery and may open vulnerabilities that hackers can exploit.

4.3

BEWARE EMBEZZLEMENT IN ONLINE EDUCATION

Often this phenomenon occurs as follows:

- The attacker calls a parent by phone as a representative for online education of your school.
- Requests for bank ATM or Visa card information in order to activate children's' accounts in the system. This is what we never do across Maarif schools when communicating with parents.
- A text message with a verification number is sent to the parent's device.
- The attacker requests the message, and after receiving it, s/he charge directly the parent's bank account

4.4

FIRST EXPERIENCE

One of the most important tips that should be followed upon the first use of online education services is to change the password with best practices, such as choosing long passwords consisting of letters, numbers and special characters. This feature is available from within your account on the MLG. You can also recover your forgotten login data through the "Forgot your login data?" service. In both cases, you will receive an activation code to your registered mobile number to ensure privacy, then another message will follow with the login details on your mobile phone as well.

MLG LOGIN

How to get an account in from (MLG) in case you forget it or if you are a new user

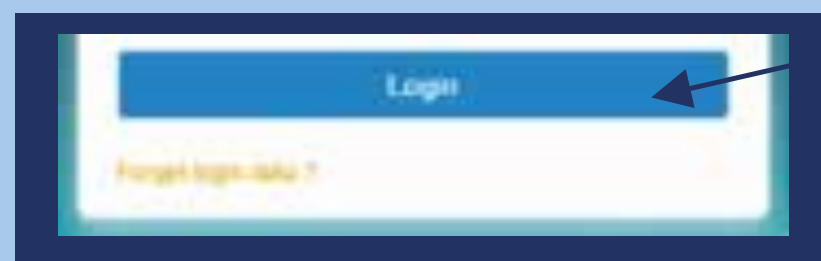
DEAR PARENT/GUARDIAN,

We are pleased to introduce Maarif Learning Gateway (MLG) that offers you an opportunity to follow your child's day-to-day learning

HOW TO GET STARTED?

As a parent helping your child make the most of learning, MLG offers the right tools for you and your child. It all begins with a simple log-in at the web site.

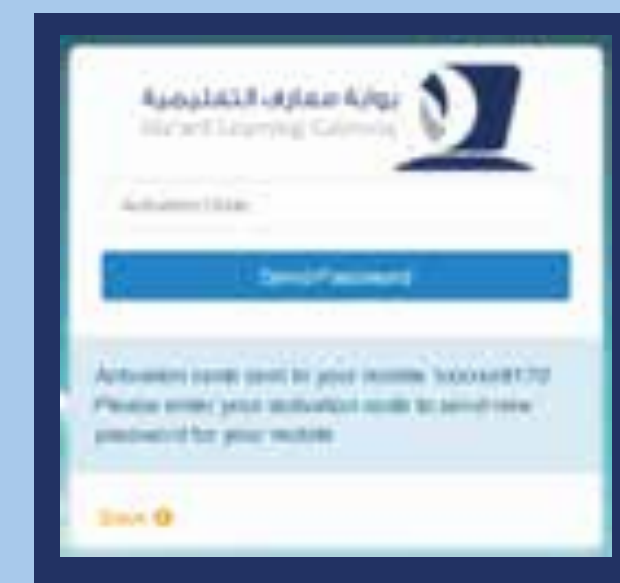
THEN CLICK ON "FORGOT LOG-IN DATA?".



<https://mlg.maarif.com.sa>



Then enter your child computer number, which can be found on the bill from the school or can be taken from the Homeroom teacher. Then press the button "Send Activation Code".



Then enter the activation code that you received via an SMS on the mobile number registered in the school records, and then click on the button "Send Password".

Finally, you will receive the log-in information for the educational portal (username and password) via an SMS on your mobile, so your child can access the educational portal very easily.

SYNCHRONOUS LEARNING TOOLS

5



مؤسسة البحوث العالمية



بوابة معارف التعليمية
Ma'arif Learning Gateway



Maarif provides its students with synchronous learning services through integrating MLG with the Microsoft Office package including Microsoft Teams to provide synergized package of synchronous learning services to the target audience. There are many services like:

5.1

LIVE LECTURES

An ideal simulation of the classroom, according to the class schedule, with the teacher explaining the full educational capabilities of presentations, an interactive whiteboard, explaining the curriculum, and utilize technology in displaying various educational resources.

5.2

DIRECT COMMUNICATION

Creative tools through chat and positive usage of the attachment tool, emoji, using "Raise your hand" feature for participation or asking questions, and student interaction by sharing their screens and files with the teacher and colleagues, with ability for student groups as well.



5.3 **ARCHIVED LECTURES**

Ability to record and archive all lectures for review, rerun and benefit of students in case of late attendance or absence for special circumstances. All classroom activities are existing per subject course.

5.4 **ENRICHMENT MATERIAL**

Every lesson has related enrichment academic content with variety of formats, including presentations, additional explanations, and audio-video materials for each lesson.





ASYNCHRONOUS LEARNING TOOLS

6

MLG provides its students with an integrated package of services that support digital transformation of Maarif schools and the continuity of online education process for its students. There are many services like:

6.1

LEARNING RESOURCES

Digital library for enrichment resources related to each educational lesson and skill in a variety of formats (photos - documents - videos - YouTube links) according to a tree classification per subject course, with browsing, viewing, and downloading features.

6.2

ONLINE ASSIGNMENTS

Auto-grading assignments for each lesson with the model answer after participation, research projects and sheets, detailed reports and average scores for each subject and the overall average of performance during selected period.

6.3

SELF-ASSESSMENT

Enabling the student to self-evaluate their performance according to the assignments that previously assigned from their teachers with multiple trials and log of all results and tracking the rate of improvement to benefit in revisions especially before performing the periodic tests.



6.4

STANDARDIZED TESTS

Standard periodic tests to measure educational loss during the annual vacation and before and for assessments throughout the semesters to determine the academic level of each student and develop appropriate a personalized improvement plan individually. A detailed graph report is available for the parent.

6.5

NEWS AND ANNOUNCEMENTS

Continuous communication with any school important matters, events, activities, weekly plans, with features of searching, arranging, browsing, and downloading their attachments.

6.6

E-CALENDAR

A whole calendar for whole academic year activities and events, the ability to browse by day, week and month, easy navigation between periods. All events with the date, place, pictures, and attachments.



6.7

DISCUSSION ROOMS

Discussion room per class level between the student and his classmate under the supervision of the teacher with the features of searching, browsing, downloading, and sharing of enriching materials.

6.8

STUDENT PORTFOLIO

A fully integrated student record that includes photos and videos albums and video events, in addition to the student's academic achievements, score record in all school assessments, and a graph of academic and behavioral performance per subject.

6.9

SURVEYS

Continuous communication to get opinions about online education and the educational directions of the school and collect constructive feedback from educational partner (Parents).

6.10

OFFICE 365

Take advantage of the Office 365 package in the learning and other aspects, as well as the supported educational games through Minecraft that are prepared for the student.





STUDENT SUPPORT

7

7.1

SCHOOL PHONE NUMBER

Contact the school over the phone to get quick support and correct directions regarding online education.

7.2

WHATSAPP GROUPS

Welcome to direct and permanent communication via the WhatsApp group for urgent information and to share files and photos if needed.

7.3

TECHNICAL SUPPORT EMAIL FOR MLG

Continuous communication and quick replies via unified e-mail and collecting important and confidential data in a short period of time.
mlgsupport@maarif.com.sa

7.4

TECHNICAL SUPPORT SYSTEM ON MLG

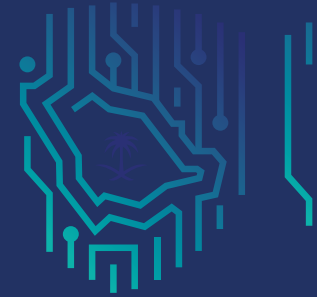
The MLG technical support system allows opening a ticket for any technical challenges of the MLG modules and ensures the automatic receipt of communication data and accurate follow-up of the ticket resolving within a short period.

7.5

CALL CENTER

We are pleased to get your calls via the our unified number 920009917.

THANK YOU FOR YOUR COOPERATION



الهيئة الوطنية للأمن السيبراني
National Cybersecurity Authority



المركز الوطني للإرشادي
للأمن السيبراني
SAUDI CERT



وزارة التعليم
Ministry of Education

معارف للتعليم والتدريب
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