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Best Practice 1

1. **Title of the Practice:** Seamless Learning: Leveraging Online E-Content, Google Classroom, Zoom, and Google Meet for Online Classes and Collecting Student Feedback through Phone and Online Surveys

2. **Objectives**

To ensure the continuity of academic activities and student learning during the Covid-19 pandemic and lockdown, the following measures can be taken:

1. Maximize student participation in online classes to ensure that students do not miss out on any important learning opportunities.
2. Ensure regularity of students by tracking attendance in online classes. Regular attendance is crucial for students to fully understand all the topics of any subject as they are often interrelated.
3. Maximize interactions with students as they are not able to come to college. Provide regular opportunities for students to ask questions, clarify doubts and engage in discussions with their peers and faculty members.
4. Provide notes and study materials in the form of e-content on the college website so that students can access them from anywhere and at any time.
5. Take feedback from students regularly to maximize their participation in online classes. Use this feedback to improve interactions with students, boost their morale and involve them in the teaching-learning process.
6. Motivate faculty members during this challenging time so that they can utilize their time in the teaching-learning process and maintain their enthusiasm, rather than feeling disappointed and depressed.

3. **The Context:**

The current higher education system places a strong emphasis on academic performance and achievement. In professional and technical courses, both continuity and regularity are essential for understanding the course content. However, the COVID-19

pandemic has disrupted traditional classroom learning, making online classes the only feasible solution in a socially-distanced world where neither students nor teachers can attend college.

To adapt to this challenging situation, colleges have turned to online tools such as Google Classroom, WhatsApp groups, Zoom, and Google Meet, as well as regularly uploading e-content to the college website. This allows students to access study materials from anywhere, anytime, as per their convenience.

To foster better interactions and engagement with students, colleges are also collecting feedback through online surveys and phone calls from teachers. These responses are recorded and used to improve the online learning process and incorporate suggestions from students, making them feel more involved in the teaching-learning process.

By leveraging technology and student feedback, the higher education system can continue to provide quality education, even amidst the ongoing pandemic.

4. The Practice:

To ensure continuity of academic activities, teachers have created their classes and passwords on the Google Classroom app. The class details and passwords are then shared with all students via SMS, allowing them to join the class. According to a set time schedule made by the department, teachers send an online link to Zoom classes on the Google Classroom app, which students can attend from the comfort of their homes, using mobiles or laptops. Teachers also maintain attendance registers for each class.

To supplement the learning experience, teachers regularly upload e-content on the Google Classroom app as well as the college website. They also conduct interactive sessions with students using Zoom and Google Meet apps, enabling effective communication and clarifying doubts. Feedback from students is obtained through phone calls, WhatsApp groups, and the Google Classroom app, with suggestions being incorporated to improve the quality of teaching-learning processes.

Quizzes and seminars are organised using Google Forms and Zoom meetings, while students submit their assignments on the Google Classroom app. Internal evaluations and quizzes are conducted online using Google Forms, Zoom sessions, and as per the guidelines provided by the university and government. Teachers also record daily attendance in attendance registers during Zoom classes.

By leveraging technology and various online tools, the education system can continue uninterrupted, even in a pandemic situation, enabling students to access quality education from the safety of their homes.

5. Evidence of Success:

The e-contents uploaded by teachers are available on the college website, providing students with easy access to them. Students can also provide feedback through forms available in their respective departments. Additionally, information about classes, schedules, and other updates are available on the Google Classroom app.

Attendance registers are maintained by teachers to ensure regularity and monitor attendance. Teachers are motivated to teach online, and students are encouraged to attend classes, as the number of participants has increased. Feedback from students, teachers, and parents has been overwhelmingly positive, indicating that the online learning process is effective and meeting the needs of all stakeholders.

6. Problems Encounter:

It's great to hear that the process is running smoothly, but slow network connectivity can be a challenge for students and faculty alike. It's important to address this issue to ensure that everyone has access to the necessary resources for effective online teaching and learning. One solution could be to invest in improving the ICT infrastructure, such as upgrading internet speed and providing access to electronic gadgets, especially for students in rural areas. Additionally, providing training and support for faculty and students to optimize their use of technology can also be helpful in overcoming connectivity issues.