


Category	Educational Programs	Policy Number	ACA-PRO-401	 جامعة زايد ZAYED UNIVERSITY
Classification	Public	Version	2.0	
Responsible Office	Provost	Policy Owner	Dean of Academic Affairs	
Date Approved	17 May 2023	Effective Date	17 May 2023	
Date Last Reviewed	12 May 2023	Due Date for Next Review	12 May 2026	

POLICY

E-learning: Online and Blended Learning

1. Purpose

To ensure that the decisions governing the administration of online and blended learning are consistent with accepted Zayed University standards and accreditation requirements.

2. Scope of Application

This policy applies to all undergraduate and graduate e-learning instruction at Zayed University.

3. Definitions

Blended Learning Course	A blended course is delivered with a mix of on-campus face-to-face classes combined with significant e-learning activities that are designed to be completed online synchronously and/or asynchronously.
Blended Learning Program	A blended program is a program in which less than 50% of its total credit hours are delivered online, and the rest are delivered face-to-face.
E-learning	E-learning is instruction that involves digital or electronic means of disseminating information or communication between students and instructors. E-learning instruction at Zayed University is offered in online and blended learning modes.
On-campus Learning Course	An on-campus course or program is one that is delivered on-campus in face-to-face classes.
On-campus Learning Program	An on-campus course or program is one that is delivered on-campus in face-to-face classes.
Online Learning Course	An online course is delivered entirely online with synchronous and/or asynchronous activities. Zayed University only offers online courses as part of a blended learning program.

Online Learning Program	An online program is a program in which 50% or more of its credit hours are delivered online, and the rest are delivered face-to-face.
Provost	Provost and Chief Academic Officer
University	Zayed University
VLE	Virtual Learning Environment
VP-CEO	Vice-President and Chief Executive Officer

4. Policy

Zayed University (“**University**”) addresses the needs of students by offering flexible instruction through varied technology-enabled learning modes (online, blended, or on-campus). These varied learning modes demand increased flexibility in instructional format, scheduling activities, and access to supporting technologies and services.

4.1 Students

Where a course is offered in more than one mode, undergraduate and graduate students may choose their preferred delivery mode for that course from amongst those offered when they register for them.

4.2 Courses and Programs

- 4.2.1 All credit-bearing courses have the same requirements regardless of the delivery mode. Courses must have the same learning outcomes, regular and systematic assessments, and opportunities for students to interact with the faculty member(s) teaching the course.
- 4.2.2 The design, delivery, and evaluation of courses offered in different learning modes is distinct, as is the way in which the achievement of student learning outcomes is assessed.
- 4.2.3 The Dean, or their designee, proposes the courses to be taught in blended or online modes after considering student demand, resources for course development and faculty availability.
- 4.2.4 Changing the learning mode of a course from on-campus to online or blended is a curriculum change that must be approved as a substantive course change.
- 4.2.5 Changing the learning mode of a program to a blended mode is a curriculum change that must be approved as a substantive program change.
- 4.2.6 Programs and courses are held in accordance with the dates published in the University Academic Calendar.

4.3 Faculty

- 4.3.1 All faculty teaching in blended programs must meet the same credentialing requirements in relation to their qualifications, training, and experience as faculty teaching in on-campus programs at Zayed University.
- 4.3.2 Programs delivered in blended modes must have core faculty and support staff who are full-time employees of Zayed University.
- 4.3.3 Decisions concerning blended learning curricula and program oversight involve faculty who are qualified academically to teach the subject and are proficient with e-learning pedagogy.
- 4.3.4 The University ensures that faculty are provided with support in e-learning instructional design.

- 4.3.5 Faculty teaching online and blended courses are expected to maintain the same standard of engagement with teaching and student support as faculty teaching on-campus courses at Zayed University.
- 4.3.6 Faculty members' workload and compensation is adjusted appropriately to account for time spent developing e-learning course or program materials.
- 4.3.7 Faculty are required to undertake professional development for e-learning, focused on advances in online or blended learning pedagogy and technology.
- 4.3.8 All faculty involved in an online or blended course, or a blended program, are involved in its ongoing development and evaluation.
- 4.3.9 The ownership and use of intellectual property created by Zayed University employees are governed by the University's policy on Intellectual Property regarding instructional work products and the use of teaching materials. All instructional work products created for the purpose of e-learning, including multimedia and other faculty-created materials, are owned by the creator and the University.

4.4 Supporting Resources

- 4.4.1 The supporting units in the University that are responsible for delivering campus-based support to students and faculty (e.g., IT, Library, Student Affairs) are responsible for providing comparable services to students attending online or blended courses.
- 4.4.2 The University maintains a Virtual Learning Environment ("VLE"), consisting of a learning or course management platform, related communications tools (e.g., for e-mail, videoconferences, or blogs), and support resources/services (e.g., electronic library resources).
- 4.4.3 The University provides training to faculty, staff, and students involved with e-learning courses and programs in the operation of the VLE.
- 4.4.4 The University provides sufficient technical support to students and faculty to ensure the effective delivery of e-learning programs and courses.
- 4.4.5 The University ensures that all students following online or blended courses have consistent access to the VLE, and to the library and other learning resources accessible through it.

4.5 Virtual Learning Environment

The University conducts periodic evaluation of the VLE and makes enhancements as required.

4.6 Budgeting

The University specifies in its annual budget the financial arrangements relating to its e-learning courses and programs.

4.7 Accessibility

The University is committed to supporting Students of Determination to acquire the same information independently, engage in the same interactions, and enjoy the same benefits and services as other students regardless of delivery mode.

4.8 Emergency Remote Learning

4.8.1 When on-campus or blended course(s) or program(s) were planned to be offered on campus, but due to some emergency (e.g., pandemic, or natural disaster) they need to be taught remotely, emergency remote learning mode may be enacted.

4.8.2 The on-campus schedule for faculty and students will be primarily maintained in an emergency remote learning mode, and synchronous and asynchronous online technology will be used to facilitate the remote teaching. Any changes introduced must be reflected in the e-syllabus.

4.8.3 The authority for making the decision to offer course(s) or program(s) in an emergency remote learning mode lies with the Vice-President and Chief Executive Officer (“**VP-CEO**”), or designee, on the advice of the Provost and Chief Academic Officer (“**Provost**”).

4.9 E-learning Manual

The University will develop and maintain an e-Learning Manual, which will include the following:

- a) an organization chart illustrating the parties responsible for e-learning courses and programs,
- b) a statement of faculty roles and responsibilities in the development and implementation of e-learning courses and programs,
- c) a description of the processes relating to the continuous development of e-learning materials for the institution, including overall project management, instructional design, content creation, design of assessments, etc.,
- d) an account of the assessment policies focused on maintaining the integrity of student work in the VLE,
- e) information on the systems and procedures for the security of testing and the authentication of examinees.

5. Related Policies and Laws

- ACA-REG-101 Undergraduate Enrollment and Registration
- ACA-REG-102 Undergraduate Student Attendance
- ACA-PRO-101 Academic Degree Program Specifications
- ACA-PRO-102 Designation of Courses and Periods of Study
- ACA-PRO-103 Curricula Approval and Revision
- ACA-PRO-106 Assessment of Academic Programs
- ACA-PRO-205 Final Examinations and Assessments
- ACA-PRO-301 Undergraduate Academic Appeals
- ACA-STU-102 Code of Student Conduct
- ACA-STU-103 Gender Segregation
- ACA-STU-201 Student Code of Academic Integrity
- ACA-STU-202 Student Conduct During Examinations
- ACA-STS-101 Undergraduate Academic Advising
- ACA-STS-102 Student Counseling Center Services
- ACA-STS-201 Undergraduate Student Career Services
- ACA-STS-401 Students with Disabilities
- ACA-GRA-201 Graduate Student Enrollment and Registration
- SUP-ITS-101 Computing Resources

- SUP-ITS-501 Electronic Learning Management System
- SUP-ITS-601 Equipment and Software Technical Support
- SUP-FAC-102 Faculty Credentialing
- SUP-FAC-201 Faculty Roles and Responsibilities
- SUP-FAC-202 Faculty Workload
- SUP-FAC-203 Faculty Performance Evaluation
- SUP-FAC-401 Faculty Professional Development
- UNI-LEG-302 Intellectual Property
- UNI-QAA-202 Accreditation of Academic Programs
- UNI-QAA-102 Academic Quality and Compliance
- UNI-QAA-201 Institutional Accreditation
- UNI-QAA-902 Institutional Effectiveness

6. Administration

This policy is administered by the Programs and Curricula Office.

7. Revision History

Date	Revision	Ver.
13 February 2025	Updated the document format.	
17 May 2023	President's Decision issued (PD#44 of 2023).	2.0
12 May 2023	Endorsed by the Executive Committee.	
1 May 2023	Endorsed by the Academic Council.	
27 February 2023	Endorsed by the Provost's Council.	
13 February 2023	Endorsed by the Deans' Council.	
1 February 2023	Updated to be in line with the latest CAA regulations on e-learning published in Fall 2022; modified to be relevant to the current University situation; and reworded where necessary for greater clarification.	
24 January 2023	Administrative change: <ul style="list-style-type: none"> • Updated the information header and policy numbers to be in line with the new format. • Updated the policy number from ACA-PRO-12 to ACA-PRO-401. 	
25 March 2021	President's Decision issued (PD#24 of 2021).	1.0
9 November 2020	New policy drafted.	