



## Chapter I

### General provisions

#### Article 1. Field and purpose of regulation

1. **Rule of administration of e-learning** (hereinafter - the rule) defines rules for planning educational process, electronic teaching and learning method, as well as continuously and effectively managing the learning process and implementing its administration by using the electronic platform, modern information technologies and e-learning resources in East Europe University LLC (hereinafter - the University).
2. The purpose of this rule is to create appropriate conditions for e-learning to be carried out in a synchronous and / or asynchronous manner continuously and efficiently; To be given the students and staff the opportunity to use the personalized and flexible ways of teaching-learning (in time and place) that will ensure the achievement of learning outcomes defined by the relevant training courses.
3. The rule is developed in accordance with the current legislation and regulations of the University.

#### Article 2. Resources of e-learning

1. E-learning at the University should be implemented through the East European University Teaching Process Management Platform - EEU-EL and Microsoft Teams Distance Learning Office 365 A1 Licensed Program, which integrates various applications such as Class Notebook, Forms, Digital board (WhiteBoard), Training Schedule (Calendar) and etc.
2. The following electronic means should be used for communication during the e-learning process: Microsoft Teams, East European University Teaching Process Management

Platform - EEU-EL, MS Group's e-mail system, the university's official online chat site „Chat with us”, the corporate e-mail „Outlook”.

3. The provision of library resources is carried out in the electronic catalog of the University Library (OPAC) by remotely retrieving, booking and subscribing educational resources, ensuring the right of open access to international electronic library databases. with the ability to use electronic libraries and virtual library space / rooms created in EEU-EL and Microsoft Teams programs;

## Chapter II

### Planning and administering the e-learning process

#### **Article 3. Electronic Learning Development and Technical Support Group**

1. In order to continuously and effectively plan and implement e-learning at the university, a permanent group for the development of e-learning and technical support (hereinafter - the support group) is established by the order of the Rector.;
2. Composition of the support group consists of:
  - a) Head of the Department of Education;
  - b) Head of Continuing Education Service;
  - c) Deans or Deputies of the Faculties;
  - d) Head of Information Technology Service.
3. Students, academic staff and / or other persons may be included in the support group, the decision is made by the Rector of the University in this regard.
4. **The main functions of the support group are:**
  - a) Introduce e-learning resources and take care of improvement to ensure e-learning;

- b) Develop e-learning rules / standards, textbooks, guidelines / instructions and coordinate / provide delivery to the target audience;
- c) Organizing and conducting trainings for the university administration, academic and invited staff and students and, if necessary, individual consultations;
- d) Coordination, monitoring and appropriate response to identified deficiencies / needs in the provision of distance learning services;
- e) Develop recommendations for the development of e-learning / support services and submit them to the Rector.

#### **Article 4. Electronic teaching process**

1. Prior to the start of the academic semester, the head of the faculty administration and the educational program will determine the list of training courses for each educational program, which must be implemented in the form of e-learning.
2. The list of training courses provided for in paragraph 1 of this Article, with reference to the implementing staff and their hourly workload, shall be sent to the Rector upon the recommendation of the Dean of the Faculty, who shall issue an order on the semester workload of the academic / invited staff.
3. The faculty administration ensures the registration of e-learning courses in Microsoft Teams and EEU-EL in the format of e-learning before the start of the academic semester, the creation of relevant virtual lecture / seminar spaces for each course and the registration of students for academic registration..
4. The teacher will place the compulsory study material provided by the syllabus of the training course in the virtual space provided for the relevant training course in Microsoft Teams and EEU-EL. The administration of the faculty, in turn, is obliged to organize and monitor the process.



5. The e-learning process is carried out in accordance with the time, duration and syllabus of the course provided for in the study schedule. The process is organized and supported by the faculty administration.
6. Virtual counseling spaces are created for students and teachers at Microsoft Teams in order to provide uninterrupted and efficient services and administer ongoing processes; Also, the resources mentioned in paragraph 2 of Article 2 of this Rule shall be used for communication.
7. Extracurricular activities planned at the university (certification courses, public lectures, trainings, etc.) can be carried out remotely by using electronic platforms..
8. The e-learning process is monitored by the Department of Education of the University.
9. The rules of behavior of the parties involved in the e-learning process are set out in the online etiquette guide “**Netiquette**” which is approved by order of the Rector..
10. To maintain the quality of education and the sustainability of the program during a global or national emergency (for example, a pandemic), University faculties, taking into account the specifics and sectoral characteristics of the programs, can develop and approve the appropriate plan/concept for the implementation of distance/semi-distance learning by order of the dean with appropriate modification of the curriculum (the mentioned plan should not change - the goals of the educational program, the learning outcomes provided for by the educational program and the qualification to be awarded).

#### **Article 5. Student Assessment**

1. In e-learning, students are assessed according to the assessment components, methods, and criteria set by the university. Electronic student monitoring of current and final grades is monitored by the faculty.
2. Intermediate and final written examinations for e-learning courses will be conducted remotely using an appropriate e-platform to ensure the principle of objectivity and good faith; The final written exam in electronic format will be conducted by the University Examination Center.

#### **Article 6. Student support**

1. Depending on the specifics of the courses and the justified needs of the students, it is possible to develop an individual curriculum and / or provide access to the Internet to ensure involvement in distance learning..

2. The individual curriculum will be developed in accordance with the “Rules for Developing an Individual Curriculum” in force at the University.
3. Developing an individualized curriculum may increase semester workload, adding semester / extend study

#### **Article 7. Training and consulting of staff and students**

1. In order to implement the e-learning process of the University smoothly and effectively, trainings are being held for the staff and students in the use of the e-learning resources introduced at the University. It is also possible to provide individual counseling if needed.
2. The permanent team will provide training for staff and students and provide them with instructions on e-learning, short textbooks and video tutorials..

#### **Article 8. Complaint regarding the e-learning process**

1. The parties involved in the e-learning process have the right to apply to the Rector of the University with a complaint.
2. The complaint must be sent through the electronic platform "EEU-EL" in the correspondence field from the category "Complaint on distance learning".
3. The complaint must include a substantiated claim.
4. According to the decision of the Rector, the relevant structural unit of the University responds to the complaint within its competence. If necessary, in order to respond to the complaint, it is possible to set up a commission by order of the Rector.



### **Article 9. Research on the Satisfaction of the E-Learning Process**

1. The University Quality Assurance Service conducts research on the satisfaction of the e-learning process and develops relevant recommendations based on the analysis of the results obtained.

### **Article 10. Student Rights and Duties**

#### **1. The student has right:**

- a) To receive educational services of the University remotely, using the e-learning resources provided for in Article 2 of this Rule
- b) To receive timely and complete information about e-learning at the University;
- c) To receive timely relevant online instructions / guidelines and other materials on the use of electronic resources in order to engage them smoothly in the learning process
- d) To receive timely and qualified consultation on any matter related to the e-learning process
- e) To participate in extracurricular activities planned at the University remotely, using the e-learning resources provided for in Article 2 of this Rule;
- f) To use the student services of the University remotely, using the resources provided for in Article 2 of this Rule;
- g) To use the library and information resources of the University;
- h) In case of difficulties arising in the teaching-learning process, which cannot be eliminated, request the development of an individual curriculum.



**2. The student is required to:**

- a) Follow the rules set out in the University's Code of Behavior “**Netiquette**” and other regulatory acts of the University;
- b) Learn on the University's educational program remotely, using the e-learning resources provided for in Article 2 of this Rule, in compliance with the requirements of the relevant program, as well as participate remotely in lecture and seminar work, intermediate assessments and exams.

**Article 11. Rights and Duties of a Teacher****1. The teacher has the right:**

- a) To require the creation of appropriate conditions for the implementation of e-learning;
- b) To receive timely and complete information about e-learning at the University;
- c) To obtain appropriate online instructions / guidelines in a timely manner to register on the e-platform for the implementation of relevant training courses;
- d) To receive timely and qualified consultation on any issue related to the learning process;
- e) To delete the video / audio recording of the lecture in the Microsoft Teams program only 48 hours after the lecture;
- f) To require the University to provide relevant e-learning resources (Internet, learning environment) for the purpose of continuous e-learning

**2. The teacher is obliged:**

- a) To carry out the educational and consulting work established for him /her during the semester and to carry out teaching (lectures-seminars) in a remote format, by using the resources provided for in Article 2 of this Rule, in accordance with the syllabus of the subject;





- b) To give students quality education, to guide students in the process of preparing and processing written papers, give consultations on the issues provided for in the syllabus of the training course in a remote format, using the resources provided for in Article 2 of this Rule;
- c) To evaluate students in accordance with the components, methods and criteria of e-learning assessment established by the University;
- d) Compulsory study material provided by the syllabus of the training course should be placed in Microsoft Teams and EEU-EL, in the virtual space created for the training course;
- e) To make a video / audio recording of the lecture in the Microsoft Teams program and provide the student with access to it for at least 48 hours. Also, inform students in advance that the lecture is being recorded.
- f) To follow the rules set out in Guideline “**Netiquette**” for online behavior.

#### **Article 12. Internet etiquette and protection of personal data**

1. The rules of conduct of the parties involved in the process of e-learning at the University are regulated by the online Guideline “**Netiquette**”, which is approved by the Rector's order. Violation of the “**Netiquette**” will lead to disciplinary action.
2. Student / staff personal data may be processed for the purpose of continuous and effective implementation of the e-learning process..
3. The principle of personal data protection should be observed in the process of e-learning. Online lecture-seminars and other materials reflecting online teaching (photo, video image) are personal data of the person. Their disclosure is permitted only with the prior consent of the persons involved.

4. The recorded e-lecture entry can only be used for internal university use (monitoring, quality control, learning). It is not allowed to publish it on the Internet in any form.

### Chapter III

#### Final Provisions

#### Article 13.

1. The rules of e-learning are approved by the order of the Rector of the University.
2. The abolition of e-learning rules, changes in it are carried out by the order of the Rector of the University.

