A temporary, expedited process has been introduced for approving changes to courses or programmes related to Responsive Blended Learning and changes being introduced temporarily due to COVID-19 for 2020/21.

https://www.hw.ac.uk/uk/services/docs/academic-registry/approvals-covid19-rbl-process.pdf

This guide provides information for Schools on making changes to programme and course structures:

1) COVID-19 changes: Responsive Blended Learning; programme/course structures;
2) Accessing reports on programme/course structures;
3) Deadline dates;
4) Changing programmes/course structures on PAMS/Banner;
5) Other (non-COVID) changes to programmes and courses;
6) Next stages and critical processes.

Deadline for completion of all COVID19-related changes on PAMS: **27 June 2020**.

Please see the summary diagram in Appendix 1.

### 1. COVID-19 Changes: Responsive Blended Learning; Programme/Course Structures

In response to COVID-19, temporary arrangements have been put in place for expediting the approval of two categories of changes to programmes and courses, as summarised in the related approvals process:

1) Changes to programme and course structures due to COVID-19
2) Changes to course delivery and assessment through Responsive Blended Learning

See diagram in Appendix 1 for a summary of the process.

**Key Information:**

This guidance is provided to help Schools in making changes on PAMS to programme and course structures for academic year 2020/21 due to COVID-19. All PAMS changes should be made by **27 June 2020**.

Changes to course delivery and assessment through Responsive Blended Learning are supported through the Learning and Teaching Academy’s guidance. Such changes, although significant, do not require University approval; instead a one-page summary from each School is due by **31 July 2020**.

Both processes are outlined in detail below.

### Changes to Programme and Course Structures

The following are typical of the programme and course structural changes which Schools will be making temporarily in response to COVID-19:

- a change to the semester in which a course is being offered;
- withdrawal of a course;
- introduction of a replacement course;
- amalgamation of courses;
- a change to the start/re-start date of a programme;

It is recognised that Schools might also be using the opportunity to effect changes related to portfolio review, and to make permanent changes, eg withdrawing programmes or withdrawing courses.
All such changes should be finalised on PAMS by Schools by **27 June 2020**. A fast-track approval will then follow for those changes which require approval by the University Studies Committee (**see section six below**).

### Changes to Course Delivery and Assessment due to Responsive Blended Learning

Changes to course delivery and assessment through Responsive Blended Learning are supported through the Learning and Teaching Academy's guidance. Such changes, although significant given that they affect whole programmes, do not require approval by the University Studies Committee.

They do, however, need to be summarised by Schools and communicated to Academic Quality as part of the University’s quality processes in relation to COVID-19, including communication to KHDA and MQA.

A **one-page proforma has been created to help Schools summarise RBL-related changes (see Appendix 2)**. Each School should use the proforma to provide a short narrative (1 page max) of its School-specific approaches to Responsive Blended Learning, ie where delivery approaches have been changed (and possibly assessment). The narrative should include any accreditation-specific requirements (the MQA and KHDA must be notified of all such modifications).

There is no requirement for changes to delivery and assessment for 2020/21 to be made on PAMS, unless a School wishes to do so.

School summaries of RBL and accreditation requirements should be returned to Katrina Wallace (K.Wallace@hw.ac.uk), Clerk of the University Studies Committee, by **31 July 2020** (**see section six below**).

### 2. Accessing Reports on Programme/Course Structures

Programme and course structure reports will be distributed to Schools via the MS Teams site *Programme and Course Structures 2020/21*. The following individuals have been added to the Teams site so that they can access their School-specific reports: Director of Learning and Teaching; Director of Academic Quality; Learning and Teaching Manager. The site is publically accessible so that anyone can be added, as Schools may wish a larger group of individuals to have access to the reports.

Programme and course structures reports have been saved as School-specific spreadsheets and were posted on the Teams site on **28 May 2020**.
Academic Quality
COVID-19 Policies and Procedures

Programme and Course Structures for 2020/21: Guidance on Making Changes

Information contained in Programme and Course Structure Spreadsheets

Programme Structure reports have been run from OBI and saved into a School-specific spreadsheet for ease of reference. The data shown relates to 2020/21 year, for all programmes which are open to admission and/or enrolment in Banner. Each stage of a programme is shown, listing the mandatory and optional courses, and the campus(es) where the courses are available.

The OBI report does not provide details of semesters in which courses are offered. For that reason, the PAMS programme descriptor url has been added as a hyperlink to the spreadsheet against the first line of each programme. Clicking on the hyperlinked programme title will provide access to information about semesters.

Making Use of Programme and Course Structure Spreadsheets

Each School-specific spreadsheet features a column to enable Schools to record when each programme has been reviewed.

The “YES reviewed” feature also enables Katrina Wallace, as Clerk to the University Studies Committee, to track progress. If any School does not seem to be making sufficient progress, Katrina will make contact to enquire if assistance is needed; likewise, any School can contact Katrina for assistance. See Section 6 below on the need to ensure without exception that the deadline of 27 June 2020 is met.

Master versions should remain on the Programme and Course Structures 2020/21 Teams site to enable the Clerk to USC to review progress and to identify if a School might need assistance.
3. Deadline Dates

The typical changes which Schools are likely to make due to COVID-19 are:

- a change to the semester in which a course is being offered;
- withdrawal of a course;
- introduction of a replacement course;
- amalgamation of courses;
- a change to the start/re-start date of a programme;

In addition, Schools might use the opportunity to progress some of their planned portfolio review activity to make changes for 2020/21:

- withdrawal of a course due to portfolio review;
- withdrawal of programme due to portfolio review.

Schools may wish to set their own internal deadlines for completing the review and revision of programme structures, ensuring that consultation has taken place, where relevant, with other Schools, with the overall aim of ensuring that all modifications are on PAMS by 27 June 2020 (see next section on PAMS).

Any other modifications, eg introducing a new programme or a new mode of study into an existing programme, should be progressed through the University’s standard approval process in accordance with published timeframes (see Summary Diagram in Appendix 1).

The deadline date of 27 June 2020 is both final and critical. Programme and course structural modifications must be completed in PAMS to enable the following processes to commence: timetabling (physical and virtual); online programme enrolment; course registration; registration on Vision courses (including Vision-based induction courses for new and returning students).

Schools should contact Katrina Wallace (k.wallace@hw.ac.uk) immediately to request assistance if they believe that they will not make the above deadline. Katrina will contact Schools regularly during June to discuss progress.

4. Changing Programme/Course Structures on PAMS/Banner

Schools should undertake COVID-19 modifications and portfolio review withdrawals on PAMS, as per standard processes and guidance on making changes in PAMS by 27 June 2020.

It is essential that changes are made directly on PAMS as this ensures that both Schools and students (new and continuing) have the most up-to-date and accurate information to hand during online enrolment.

While withdrawals of programmes and courses due to portfolio review are permanent changes, it is recognised that COVID-19 modifications are likely to be, in most cases, temporary for AY 2020/21. PAMS provides functionality to revert to pre-COVID structures for 2021/22.

Appendix 3 provides detailed guidance on making temporary changes in PAMS.
In the case of temporary changes for AY 2020/21, once the relevant modifications have been made in PAMS, Schools should undertake modifications at the same time for 2021/22 to enable the programme/course to revert to pre-COVID approved details.

Schools may wish to consider concentrating on the population and approval of information in PAMS first to assist them in making the deadline of 27 June. The updating of Banner can be done after the 27 June deadline but must be done by **10 July** to enable Banner records to be correct in time for Dubai enrolment starting on 14 July 2020.

**Changes required for Banner for temporary course semester changes**

As PAMS does not inactivate crns in Banner when a semester change takes place, Schools must remember to inactivate the old crns for AY 202021. Once the crn rollover has taken place in Banner (usually mid/end October) then Schools will be required to close the crns created for COVID-19. Schools will then need to create crns for 2021/22 for the original semester. See Appendix 3 for further details.

### 5. Other (non-COVID) Changes to Programmes and Courses

All other programme and course modifications, eg introducing a new programme or a new mode of study into an existing programme or permanent January starts, are required to go through the University’s **standard approval process** in accordance with published timeframes and will be considered at a scheduled meeting of the University Studies Committee. or, if required, at an additional meeting of USC or by correspondence. Additional meetings of USC or consideration by correspondence might be required in the case of new/modified programmes being offered from 2021/22 as a result of the portfolio modernisation activity (see Summary Diagram in Appendix 1).

### 6. Next Stages and Critical Processes

There are key processes which are critically dependent on finalisation of programme and course structures, and for AY 2020/21, these processes are all the more fundamental, given how much they underpin a successful start for new and continuing students.

**Review and Approval of Changes**

All programme and course changes should be finalised on PAMS by **27 June 2020**. By the same date, all Directors of Learning and Teaching should have agreed to course changes which impact on other Schools.

Katrina Wallace (K.Wallace@hw.ac.uk), Clerk of the University Studies Committee, will review the changes on PAMS through the standard notification process and will contact Schools if required. This review will be undertaken as and when changes are processed on PAMS, and will not be held over until after 27 June 2020.

A fast-track approval will follow for those changes which require University approval, ie withdrawal of a programme due to portfolio review. The Chair of the University Committee for Quality and Standards and the Chair of the University Studies Committee will take collective Chairs’ action in approving the structural changes by **30 June 2020**.

**Critical Processes: Timetabling, Online Enrolment, Vision Registration**

The deadline date of **27 June 2020** is both final and critical (see note in Section 4 about updating Banner after 27 June if Schools are pushed for time). Programme and course structural modifications must be completed in PAMS to enable **timetabling** to commence (all the more challenging for AY 2020/21 due to social distancing measures and the need to timetable both in-person and online classes across all 5 campuses and all modes of study). At the first stages, timetablers need to know what courses are being offered, and then what types of learning events (physical and virtual) need to be timetabled within each course.
Completed structural information is also essential for online enrolment (programmes), which commences mid-July in Dubai, and for course registration. There will be no opportunity for students to “attend” classes in person while any enrolment errors, such as missing courses or course changes, are sorted out (as often happens). Structural information must be completed and verified before enrolment commences.

In addition, since all learning and teaching will be delivered via Vision through Responsive Blended Learning, it is essential that students are enrolled on the correct courses (in Banner and in Vision) prior to the start of Welcome Week, particularly since there will be pre-teaching induction courses (based on Vision) to introduce both new and continuing students to RBL.

Finally, prompt completion of structures by 27 June 2020 will ensure that only those courses which are going through RBL, ie being offered in 2020/21, will be taken forward through the Vision rollover in early July. In this way, Schools will be able to target effort/workload on Vision having removed all courses not being delivered next academic year and having confirmed their 2020/21 provision at a sufficiently early stage.

Requesting Assistance

If any School reaches a point during June 2020 when it seems unlikely that all changes will be processed via PAMS by 27 June, Katrina Wallace, Clerk to USC, should be contacted immediately (k.wallace@hw.ac.uk). Assistance will be provided by drawing in other trained PAMS users to help Schools meet the deadline, given its criticality for other processes (timetabling, programme enrolment, course registration, Vision access). Please do not delay in requesting assistance.

School Summaries of RBL Changes and Accreditation Requirements

School summaries of RBL and accreditation requirements should be returned to Katrina Wallace (K.Wallace@hw.ac.uk), Clerk of the University Studies Committee, by 31 July 2020.

A one-page proforma has been provided for Schools to summarise RBL-related changes (Appendix 2)

The Chair of the University Committee for Quality and Standards and the Chair of the University Studies Committee will take collective Chair’s action in approving each School’s approach by 7 August 2020.

Notification of the approval of both Chairs and the collated School summaries will be circulated to UCQS and USC for information and also to Academic Quality. Schools will be notified of any comments. School summaries will be appended to the SFC Quality Report.

Academic Quality, Planning Office, Information Services, School of Energy, Geoscience, Infrastructure and Society; School of Mathematical and Computer Sciences
28 May 2020
COVID-19 Approvals Process: 2020/21 Programme and Course Modifications

**2020/21 Course delivery/assessment changes due to Responsive Blended Learning**
- ONE-PAGE GENERATE
  - Summarise School-specific RBL approaches and accreditation requirements

**School to send summary to K. Wallace, Clerk to USC, by 31 July 2020**
- School (+ University) summaries approved by Chairs of USC + UCGS
- School (+ University) summaries sent to USC, UCGS and AG for information
- School notified of any comments
- Summaries appended to USC Quality Report

**Other COVID-19 Changes to Courses + Programme Structures for 2020/21**
- Change of semester for courses
- Withdrawal of a course
- Introduction of replacement course
- Amalgamation of courses
- A change to the start/re-start date of a programme

**Programme/Course Withdrawal from 2020/21 due to Portfolio Review**
- Permanent programme or course withdrawals from 2020/21 due to portfolio review
- School to make changes on FAMS/Banner and consult with other schools by 27 June 2020
- Changes reviewed K. Wallace, Clerk to USC

**All other changes to programmes and courses**
- New programmes new modes of study, programmes with January start date as permanent change, and all other changes
- School to make modifications on FAMS/Banner as per standard approvals process and by specified deadlines
- Changes reviewed by K. Wallace, Clerk to USC
- Programme proposals to be considered by USC at a scheduled meeting or additional meeting by correspondence
- Schools notified of approval or requests for re-submission
- Changes made live on Banner

*Full details are provided in Summary of 2020/21 Approvals Process and Guide to Making Course Changes 2020/21*
School Summary of Responsive Blended Learning Changes

Please use this proforma to summarise changes to delivery and assessment made as part of Responsive Blended Learning. There is no need to detail these changes course by course or programme by programme, rather a narrative should be provided of the types of modifications made to delivery and assessment.

Please ensure that you take account of MQA and KHDA requirements, as both organisations need to be informed of changes to delivery and assessment.

<table>
<thead>
<tr>
<th>School</th>
<th>Contact Details for RBL Summary</th>
</tr>
</thead>
</table>

School summaries of RBL and accreditation requirements should be returned to Katrina Wallace (K.Wallace@hw.ac.uk), Clerk of the University Studies Committee, by 31 July 2020
## Making Modifications on PAMS and Banner for Temporary 2020/21 Changes

The following guide provides information on how to make temporary changes in PAMS and Banner for AY 2020/21.

**PAMS: 27 June 2020; Banner: 10 July 2020.**

**COVID-19 Programme + Course Changes – Guidelines for PAMS and Banner changes**

Briefing Session: Thursday 4th June 2pm; Monday 8th June 4pm; Wednesday 10th June 3pm

*IMPORTANT*
- PAMS changes must be completed by Schools by 27 June 2020
- Banner Changes – these can be done after 27 June 2020, but must be done before 10 July 2020 in time for enrolment opening

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COVID-19 Programme + Course Changes – Guidelines for PAMS and Banner changes

Briefing Session: Thursday 4 June 2pm; Monday 8 June 4pm; Wednesday 10 June 3pm

*IMPORTANT*

PAMS changes must be completed by Schools by 27 June 2020

Banner Changes – these can be done after 27 June 2020, but must be done before 10 July 2020 in time for enrolment opening

SECTION 1

PAMS
changes must be completed by Schools by 27th June

PART A Change of Semester for Courses for COVID 19, AY 2020/21 only

Course:
Create a course modification for 202021 and do these 5 actions:

- Course coding page - update to include new semester
  - Note: There is no need to remove the existing approved semester location ticks
- Assessment page - use ‘Update’ to change the assessment to the new semester
  - There is no need to change the reassessment entry
- Modification details page
  - Details of Modification: detail everything that is being modified
  - Reason for Modification: state clearly that this change is for COVID 19, AY 2020/21 only
- Approve
- Note which programmes will be affected by these changes (use Programmes Using Course page)

Programme:
For EACH affected programme create a programme modification for 202021 and do these 3 actions

- Modification page
  - Tick Category and change being made
  - Rationale for Modifications: state clearly that this change is for COVID 19, AY 2020/21 only
  - Details of Modification: detail everything that is being modified
- Update the programme structure page
- Update the composition and stage notes if required

*IMPORTANT* Schools must now create a modification for 202122 for both the course and any programmes these courses are on to revert all the information back to the pre-COVID-19 state

- When approving the course – use APPROVE NO PUSH

PART B Temporary Withdrawal of Course for COVID 19, AY 2020/21 only (i.e. a suspension of offering)

For each programme affected by a temporary course withdrawal (reference Programmes Using Course)

- Create a programme modification for 202021
- Modification page
  - Tick Category and change being made
  - Rationale for Modifications: state clearly that this change is for COVID 19, AY 2020/21 only
  - Details of Modification: detail everything that is being modified
- Update the programme structure page
- Update the composition and stage notes if required

*IMPORTANT* Schools must now create a programme modification for 202122 for any programmes these courses are on to revert all the information back to the pre-COVID-19 state.
**PART C Introduction of replacement course for COVID 19, AY 2020/21 only**

For each programme affected by a replacement course (reference Programmes Using Course for the course being replaced)

- Create a programme modification for 202021
- Modification page
  - Tick Category and change being made
  - Rationale for Modifications: state clearly that this change is for COVID 19, AY 2020/21 only
  - Details of Modification: detail everything that is being modified
- Update the programme structure page
- Update the composition and stage notes if required

*IMPORTANT* Schools must now create a programme modification for 202122 for any programmes these courses are on to revert all the information back to the pre-COVID-19 state

**PART D Amalgamation of courses for COVID 19, AY 2020/21 only**

Course:
- A new course will need to be created for 202021 (follow current process)

Programme:
- Create a programme modification for 202021
- Modification page
  - Tick Category and change being made
  - Rationale for Modifications: state clearly that this change is for COVID 19, AY 2020/21 only
  - Details of Modification: detail everything that is being modified
- Update the programme structure page
- Update the composition and stage notes if required

*IMPORTANT* Schools must now:
- Following current process, withdraw the course for 202122 as this was only created for COVID 19, AY 2020/21
- create a programme modification for 202122 for any programmes these courses are on to revert all the information back to the pre-COVID-19 state

**PART E Change to the start/re-start date of a programme for COVID 19, AY 2020/21 only**

- Create a programme modification for 202021
- Modification page
  - Tick Category and change being made
  - Rationale for Modifications: state clearly that this change is for COVID 19, AY 2020/21 only
  - Details of Modification: detail everything that is being modified
- **DO NOT AMEND THE PROGRAMME STRUCTURE PAGE**
- Attach a paper stating reason for change to start date and detail clearly the programme structure and timeline for exams etc.
- Composition and Stage Notes – schools may wish to add in additional information here for the non-September intake

**SECTION 2**

**Banner**

Changes can be done after **27 June**, but must be done before **10 July** in time for enrolment opening

**PART A Change of Semester for Courses for COVID 19, AY 2020/21 only**

- If the course is not offered at multiple levels then the new crn will be created automatically in Banner when the course is approved and pushed
• If offered at multiple levels then new crn will need to be created in Banner manually by Schools
• Schools need to inactivate any crns not required for 2020/21 in Banner (do not close – use 'I' not 'X'), this will ensure that they are not available for enrolment for 2020/21

After the crn rollover in October, which creates the 2021/22 crns
• Schools will need to reinstate the original inactivated crns for 2021/22 (change ‘I’ to ‘A’) and close the 2021/22 crns created for 2020/21 COVID 19 (change A to X)

PART B Withdrawal of Course for COVID 19, AY 2020/21 only (suspension of offering)
• Schools need to inactivate any crns not required for 2020/21 in Banner (do not close – use 'I' not 'X'), this will ensure that they are not available for enrolment for 2020/21

After the crn rollover in October, which creates the 2021/22 crns
• Schools will need to reinstate the original inactivated crns for 2021/22 (change ‘I’ to ‘A’)

PART C Introduction of replacement course for COVID 19, AY 2020/21 only
Banner changes will have been picked up under the other sections

PART D Amalgamation of courses for COVID 19, AY 2020/21 only (new course will be created)
• If the course is not offered at multiple levels then the new crn will be created automatically in Banner when the course is approved and pushed
• If offered at multiple levels then new crns will need to be created in Banner manually by Schools

After the crn rollover in October, which creates the 2021/22 crns
• Schools will need to close the 2021/22 crn created for 2020/21 COVID 19 (change A to X)

PART E Change to the start/re-start date of a programme for COVID 19, AY 2020/21 only
No Banner changes required