



Grand Asian University, Sialkot

LMS & Digital Literacy Policy

(2025)

ALIGNED WITH UNITED NATIONS
Sustainable Development Goals 2030



SDG 4

QUALITY EDUCATION

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

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1.2 SCOPE

For the purposes of this policy, the following definitions shall apply:

- i. "LMS" (Learning Management System) refers to the university's web-based digital platform for course delivery, content management, assessment, and resource administration.
- ii. "Digital Literacy" denotes the ability to use digital technology effectively, responsibly, and transparently for learning, communication, and problem-solving.
- iii. "OER" (Open Educational Resources) means freely available educational materials that can be used, adapted, and redistributed without restriction.
- iv. "CTL" (Center for Teaching and Learning) means the body responsible for faculty development and pedagogical support.
- v. "Digital Champions" means student volunteers trained to support peers in LMS use and digital literacy skills.
- vi. "Open Access" means any work of digital content and platforms to be usable by all individuals, including those with disabilities.

1.4 KEY POLICY STATEMENTS

Full faculty and staff shall have access to the LMS and participate in digital literacy training.

1.5 ROLES

All faculty and staff shall have access to the LMS and participate in digital literacy training. The LMS shall be used for course delivery, content management, assessment, and resource administration. The LMS shall be used for course delivery, content management, assessment, and resource administration. The LMS shall be used for course delivery, content management, assessment, and resource administration.



LMS & DIGITAL LITERACY POLICY

The LMS and Digital Literacy Policy shall come into force with immediate effect for all programmes of the Grand Asian University Sialkot (GAUS) and shall be applicable to all faculty members, staff, and students.

1.1 PURPOSE

To ensure the effective, inclusive, and responsible use of GAUS's Learning Management System (LMS) and to build foundational digital literacy across the university community, in support of the HEC Digital University Vision.

1.2 SCOPE

This Policy applies to all members of the GAUS community engaged in digital learning, content delivery, assessment, or LMS administration, including:

- i. All full-time, part-time, visiting, and contractual faculty members;
- ii. All administrative, support, and technical staff involved in LMS management;
- iii. Students enrolled in any degree, diploma, or certificate programme;
- iv. Library and Centre for Teaching and Learning (CTL) staff responsible for digital content curation and support.

1.3 DEFINITIONS

For the purposes of this Policy, the following definitions shall apply:

- i. "LMS" (Learning Management System) means the university's designated digital platform for course delivery, content management, assessment, and academic communication.
- ii. "Digital Literacy" means the ability to use digital technologies effectively, critically, and responsibly for learning, communication, and problem-solving.
- iii. "OER" (Open Educational Resources) means freely available educational materials that can be used, adapted, and redistributed without restriction.
- iv. "CTL" means the Centre for Teaching and Learning, responsible for faculty development and pedagogical support.
- v. "Digital Champions" means student volunteers trained to support peers in LMS use and digital literacy skills.
- vi. "Accessibility" means the design of digital content and platforms to be usable by all individuals, including those with disabilities.

1.4 KEY POLICY STATEMENTS

The following key statements shall govern the use of the LMS and promotion of digital literacy at GAUS:

LMS Adoption:

- i. All credit-bearing courses must maintain an active LMS presence at all times, including a published syllabus, course materials, submission links, and a gradebook.
- ii. Faculty members shall post all course updates and announcements at least 48 hours before relevant deadlines and shall respond to student queries through the LMS within three (3) working days.



- iii. Downloadable PDF versions of all core course materials shall be provided to accommodate low-bandwidth access conditions.
- iv. Alternative submission via SMS or institutional email shall be permitted where the LMS is confirmed to be inaccessible.

Digital Pedagogy:

- v. All newly appointed faculty members shall complete an LMS orientation session before the commencement of their first semester.
- vi. Annual refresher training shall be provided to all faculty through peer-facilitated workshops coordinated by the CTL.
- vii. Faculty are encouraged to integrate OER and free interactive digital tools into their teaching practice.
- viii. Assessments shall include a mix of online and offline components to ensure equitable access for all students.

Student Digital Literacy:

- ix. All newly enrolled students shall complete a mandatory LMS orientation module covering navigation, academic integrity, digital submission, and troubleshooting.
- x. A 'Digital Help Desk' staffed by trained student mentors and IT support staff shall be available at the Library and IT Office.
- xi. Students shall be encouraged to develop critical evaluation skills for online sources through structured library programmes.

Accessibility:

- xii. All digital content uploaded to the LMS shall include appropriate accessibility features, including alternative text for images, captions for video content, and legible font sizes.
- xiii. Upon request, alternative formats of any course material shall be provided within five (5) working days for students with documented disabilities.
- xiv. The LMS platform shall be configured to ensure mobile-responsive design for all users.

1.5 ROLES & RESPONSIBILITIES

- i. Centre for Teaching and Learning (CTL): Deliver LMS and digital pedagogy training, share digital teaching resources, and monitor system-wide LMS adoption rates each semester.
- ii. IT/LMS Administrator: Ensure LMS uptime, security, regular backups, and timely technical support; escalate critical outages within two (2) working hours.
- iii. Faculty: Maintain quality course content, use LMS analytics to identify at-risk students, and actively support diverse learners through accessible and inclusive content.
- iv. Students: Engage responsibly with LMS content, complete the mandatory digital orientation, and promptly report any technical issues to the Digital Help Desk.
- v. Library: Curate and promote OER collections, conduct information literacy sessions, and support students in evaluating digital information sources.
- vi. Vice Chancellor: Provide institutional leadership on digital education, approve significant LMS policy changes, and ensure alignment with HEC digital directives.



1.6 CONDUCT PROCEDURE

The following procedure shall be observed upon detection or reporting of a suspected violation:

Reporting:

- i. Any member of the GAUS community may report a suspected violation to the relevant Department Head, CTL, or Registrar's Office or via the anonymous physical drop-box maintained by the Registrar's Office.
- ii. Reports shall be acknowledged within 48 working hours and assigned a case reference number by the Registrar's Office.

Investigation:

- iii. Upon receipt of a complaint, the relevant Committee shall convene within ten (10) working days.
- iv. The Committee shall have authority to interview relevant parties and access all documentation pertaining to the case.
- v. The Committee shall be permissible to conduct one or more than one session to investigate and probe the matter.
- vi. Investigations shall be completed within thirty (30) working days from the first sitting; extensions may be granted by the Vice Chancellor.
- vii. The quorum for a meeting of the Committee shall be a minimum of three members.
- viii. In the event all members disagree among themselves, the case shall be referred to the Vice Chancellor for decision.

Decision & Notification:

- ix. The recommendations and report of the Committee shall be submitted to the Vice Chancellor, who shall have power to accept, reject, or modify the recommendations.
- x. The final notification of each case shall be published by the Registrar's Office and communicated to all concerned parties.

1.7 RIGHT OF APPEAL

The affected party shall have the right to submit an appeal against the first decision to the Appellant Committee within fifteen (15) days of publication of notification, failing which the first decision shall be considered as the final decision.

1.8 IMPOSITION OF PENALTIES

The following penalties may be imposed regarding LMS and digital literacy policy violations, singly or in combination:

- i. Formal written warning recorded in the personal file;
- ii. Mandatory remedial LMS or digital literacy training;
- iii. Temporary suspension of LMS access privileges;
- iv. Cancellation of relevant digital submission or assessment;
- v. Suspension from duties or academic activities for a defined period;
- vi. Termination of employment or expulsion from the University;
- vii. Any other penalty as deemed appropriate by the Vice Chancellor in light of the circumstances of the case.

1.9 MONITORING & COMPLIANCE



- i. A semester-wise LMS usage and compliance report shall be prepared by the CTL and IT Office and submitted to the Academic Council.
- ii. Student and faculty feedback on LMS effectiveness shall be collected through existing course evaluation forms each semester.
- iii. Login rates, submission completion rates, and low-adoption courses shall be tracked and addressed through targeted faculty development support.
- iv. Non-compliance with LMS requirements by faculty shall be escalated to the relevant Dean where persistent.

1.10 IMPLEMENTATION

- i. Free Moodle and Google Educator certification courses shall be leveraged for faculty digital pedagogy training; peer coaching circles shall be established within each faculty.
- ii. The HEC National Digital Library, NPTEL, and Coursera audit-mode resources shall be promoted to students and faculty as primary OER sources.
- iii. A Student 'Digital Champions' programme shall be established on a voluntary basis, with participants receiving a university-issued certificate of recognition.
- iv. Low-adoption courses shall be identified through LMS analytics and targeted for priority support each semester.

1.11 REVIEW & AMENDMENT

- i. This Policy shall be reviewed annually by the the Registrar's Office, CTL, and Academic Council.
- ii. All amendments shall be aligned with current HEC guidelines and applicable national legislation.
- iii. Proposed amendments shall be submitted to the Vice Chancellor for approval before coming into effect.
- iv. The revised Policy shall be communicated to all stakeholders and updated on the GAUS official website within fifteen (15) days of approval.

Prepared By: Registrar's Office, GAUS

Signature: _____

Date: _____



Approved By: Vice Chancellor, GAUS

Signature: _____

Date: _____