

# LUMINUS EDUCATION RESPONSE TO COVID-19 PANDEMIC

March 2020

**LTUC**

كلية لومينوس الجامعية التقنية

**LUMINUS TECHNICAL  
UNIVERSITY COLLEGE**

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EDUCATION FOR EMPLOYMENT

## 01

- Form a Transformation Team and relevant Taskforce teams
- Provide all Call Centre staff – including UNICEF Helpline – with tools, training and connectivity to work from home
- Provide teaching staff with tech to work from home – laptops, routers and internet packages
- Teachers fully online from home as of March 20th
- Provide update training to ensure all staff are able to use the technology efficiently
- Accelerate instructional design support for teachers
- Set up a helpline and train Call Centre staff to provide first line tech support for students
- All team meetings via Teams and Zoom

## 02

- First virtual classes begin for 2, 3, 4 years programmes – 85% enrolled by the end of the week, 4700 classes conducted
- Survey students to determine barriers to attending classes – connectivity came top of the list
- Start procurement with internet providers, Zain available by the end of the week, bundles - 100 GB high speed
- Planning starts for short courses
- Cameras and other technology issued to teachers to allow them to develop virtual content
- Call Centre operating from 8:30am to 10:00pm
- Secured 300 laptops for students and teachers to ensure seamless delivery of online education

## 03

- Start development of content for Foundation programmes for short courses – study skills, life skills, career readiness etc.
- Provide additional internet bundles from Orange and Umniah - a total of 5120 so far
- Virtual counselling sessions & selection committee interviews being conducted
- Complete survey of all 2,000 short course students to identify tech needs
- Start on-going planning for new normal post crisis
- Food parcels for most vulnerable started, refund of service payments