



COVID-19 Challenges – Pakistan

May 7th 2020

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Agenda

1. Background
2. Challenges
3. Our Response
4. Smooth Sailing?
5. Suggestions for NRENs

Background – Pakistan Context



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Challenges

- Design assumes everyone is on-prem
- Users all connecting from home
- 50% of Universities w/o LMS
- 70% of Universities w/o VC solutions
- Faculty have no / little experience with virtual instruction
- Students aren't used to online learning
- WE WEREN'T READY FOR THIS

Digital Divide

- 1 Limited Bandwidth
- 2 Limited Coverage
- 3 Affordability
- 4 Lack of devices
- 5 Power disruptions

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Our Response

What we are doing

- Policy / Guidelines for online learning / readiness
- Rollout of Microsoft Teams
- Exploring central Zoom licenses
- Offering hosted Moodle to Universities
- Taleem bundle – subsidized data bundle for students & faculty
- Launching students survey to gauge their online readiness
- Reduction of taxes on mobile data
- Obtaining discounts from our bandwidth providers
- Central agreement with edX

What we have done

- Deployed shared HA Moodle instances
- Deployed shared BigBlueButton instance
- 20+ universities migrating to hosted Moodle
- 12+ staff trained on Moodle (learn.moodle.org)
- MS Teams rolled out to 50+ universities
- Data collection on online readiness of universities

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Smooth Sailing?

- Synchronous vs. Asynchronous
- MS Teams VC capability not quite there yet
- Took us time to get Moodle HA setup
- No online helpdesk / call center
- No online testing / proctoring solution
- No CRM tool – how do we keep track of everything?
- Skillset of existing staff
- Most universities don't have VPNs setup

Twitter trends

1

#supendonlinelearning

2

#wewantsummerbreak

3

#wewantfeereduction

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Suggestions

Capacity Building & Policy

- Training on Cybersecurity
- Help Universities establish data protection policy
- Training for Faculty on digital teaching
- Partner w/ Universal Services Funds to bridge the digital divide
- Create awareness of opensource tools & provide training
- Encourage Universities to move to blended learning / flip classroom

Opportunities

- Build partnerships with Universities
- Move to eduGain to access to central resources
- Explore centrally deployed VPNs
- Leverage your infrastructure by offering hosted solutions
- Build up internal capability (developers & devop engineers)
- Build the community through discussion boards / mailing lists
- **Ask the government for more funding!!**