Standard Operating Procedure (SOP)

Virtual Classroom Scheduling and Session Management

This SOP details the procedures for **virtual classroom scheduling and session management**, covering the steps for booking online classes, managing session timings, coordinating with instructors and participants, utilizing virtual classroom platforms effectively, handling technical issues, ensuring attendance tracking, and maintaining proper session documentation. The goal is to streamline the virtual learning experience, enhance communication, and ensure productive and well-organized online educational sessions.

1. Purpose

To outline efficient, standardized procedures for scheduling, managing, and documenting virtual classroom sessions to support a productive online learning environment.

2. Scope

Applies to all staff members, instructors, and participants involved in the organization and delivery of virtual classroom sessions.

3. Responsibilities

Role	Responsibility
Administrator	Scheduling sessions, sending invitations, managing platform settings, and overseeing documentation
Instructor	Preparing session materials, leading sessions, and tracking attendance
Participant	Attending sessions, responding to invites, and providing feedback
Technical Support	Assisting with platform access and resolving technical issues

4. Procedure

1. **Session Scheduling**
   - Identify session requirements (topic, instructor, number of participants, duration).
   - Select appropriate date(s) and time(s) in coordination with instructor and participants.
   - Book virtual classroom platform (e.g., Zoom, Microsoft Teams, Google Meet) considering platform capacity and required features.

2. **Invitations and Communication**
   - Send calendar invitations with session details and joining instructions at least 3 days in advance.
   - Include session agenda, required materials, and relevant links.
   - Set automated reminders 24 hours and 1 hour before the session.

3. **Session Preparation**
   - Ensure all session materials and digital resources are uploaded/shared in advance.
   - Test the virtual classroom platform settings (audio, video, screen sharing, breakout rooms, etc.).
   - Instructors and administrators perform a technical run-through if needed.

4. **Session Management**
   - Commence session punctually according to the scheduled time.
   - Facilitate participant entry, introduce session norms, and confirm attendance.
   - Monitor participant engagement, manage discussions and logistics.
   - Address technical issues and manage session flow as required.

5. **Attendance Tracking**
   - Use platform attendance features or manual sign-in to track participation.
   - Download or document attendance records immediately after session.

6. **Session Documentation**
   - Record session (with participant consent) if appropriate and permissible.

- Save session chat logs, shared files, notes, and attendance sheets securely.
        - Summarize key discussion points or action items, and circulate minutes if required.
    7. **Feedback and Improvements**
        - Distribute feedback forms to participants and instructors after the session.
        - Review feedback regularly to refine scheduling and management processes.

5. Handling Technical Issues

- Provide participants with troubleshooting guidance prior to the session.
- Have technical support available during sessions for prompt assistance.
- Maintain a backup communication channel (e.g., email, messaging app) in case of platform failure.

6. Records Management

- Store all session documentation, recordings, and attendance logs according to organizational policies.
- Ensure compliance with privacy and data protection regulations.

7. Revision & Review

- Review this SOP annually or as needed based on feedback and changes in technology or procedures.