

East Bridge University

Student–Faculty Engagement

STANDARD OPERATING PROCEDURE

Document Control

Document Title	Student–Faculty Engagement Standard Operating Procedure
Document Type	Standard Operating Procedure (SOP)
Process Owner	Office of Academic Affairs
Parent Policy	Student–Faculty Engagement Policy
Applicable To	All academic programmes — DBA, PhD, EdD, Applied Doctorate, MBA, M.ED
Version	1.0 April 2025
Review Cycle	Annually, or earlier if tools or workflow change

1. Purpose and Scope

This Standard Operating Procedure (SOP) sets out how East Bridge University (EBU) delivers each mode of student–faculty engagement defined in the Student–Faculty Engagement Policy. For each of the five engagement categories, it specifies the QS reference definition, EBU's implementation, the step-by-step operating procedure, and the evidence that shall be maintained.

This SOP is operational in nature and is owned by the Office of Academic Affairs. It applies to all faculty, supervisors, tutors, and programme staff responsible for delivering engagement, and to all enrolled doctoral students.

2. Related Policy

This SOP operationalises the Student–Faculty Engagement Policy, which sets out the University's commitment, scope, and governing principles. Where this SOP and the parent policy are read together, the policy governs intent and the SOP governs execution. Any change to the engagement guarantees or scope must be made in the policy; procedural and tooling changes are made in this SOP.

Reference

- Parent policy: Student–Faculty Engagement Policy (Office of Academic Affairs).

3. Scheduled One-to-One Conversations

EBU Implementation

Every enrolled student may request a one-to-one academic meeting with a faculty member. Each doctoral student is assigned a named supervisor and meets with that supervisor at a minimum frequency of once every four to six weeks. Zoom is the primary synchronous platform for substantive one-to-one engagement; institutional email is used for scheduling, clarification, and written feedback.

Procedure

1. The student submits a consultation request through institutional email to the faculty member or the relevant programme office.
2. The faculty member acknowledges the request within two working days.
3. A one-to-one meeting is scheduled and confirmed via a Zoom calendar invitation within five working days.
4. The synchronous meeting is held on Zoom; doctoral supervision follows the standing schedule agreed at the start of each academic period.
5. The meeting is recorded in the Doctoral Supervision Log (Advisors' Panel), capturing student details, supervisor, date, mode, topic discussed, and agreed next steps.

Evidence Maintained

- Zoom calendar invitations and attendance records.
- Doctoral Supervision Logs maintained per student.
- Written feedback issued via institutional email.

4. Live Tutoring

EBU Implementation

EBU conducts scheduled live tutoring sessions as part of the doctoral programme. In each session, doctoral students engage with course material under the guidance of a faculty member or academic leader, in line with the sessions scheduled within the programme syllabus.

Procedure

1. A live tutoring session is scheduled in accordance with the programme syllabus.
2. An email invitation is issued to participants, notifying them of the session and confirming attendance.
3. A promotional banner is circulated to communicate the session to the wider student cohort.
4. The session is held live under the guidance of a faculty member or academic leader, with active student participation.
5. Screenshots are captured during the live session to evidence participation, and the session is recorded in its entirety.
6. All supporting materials are archived for quality assurance and audit.

Evidence Maintained

- Email invitation through which participants were notified and the session confirmed.
- Promotional banners used to communicate the session to the cohort.
- Screenshots captured during the live session showing active participation.
- Full recording of the session in its entirety.

5. Live Streaming Course Video

EBU Implementation

EBU delivers live, pre-scheduled live-stream webinar lectures which students attend in real time. These sessions are held in Zoom and form part of the scheduled teaching provision of the programme.

Procedure

1. A live-stream webinar lecture is pre-scheduled and published to the student cohort.
2. Students are notified of the date, time, and Zoom access details in advance.
3. The lecture is streamed live via Zoom at the scheduled time, with students attending in real time.
4. The session is recorded for record-keeping.

Evidence Maintained

- Published lecture schedule and Zoom invitations.
- Session recordings retained for reference.

6. Pre-Recorded Course Video

EBU Implementation

The EBU Doctorate course portal provides a structured and comprehensive learning experience through its Videos module, located under the Subject & Content section. The portal includes multiple research-focused units designed to guide doctoral learners through every stage of academic research and thesis development. The LMS interface is organised in a user-friendly format, enabling students to navigate the coursework and access their academic resources conveniently and at their own pace.

Procedure

1. Pre-recorded course videos are produced for the research-focused units of the doctoral programme.
2. Videos are uploaded to the Videos module under the Subject & Content section of the course portal.
3. Content is organised by research unit to support structured, stage-by-stage progression through the research and thesis development process.
4. Students access the videos on demand through the LMS at their own convenience.

Evidence Maintained

- Videos module under the Subject & Content section of the course portal.

- Listing of research-focused units available to learners.
- LMS navigation showing student access to the video resources.

7. Faculty Assessment

EBU Implementation

Student feedback is an essential component of the Executive Doctoral Programme. Feedback is collected from both one-to-one and group sessions, carefully reviewed, and valuable suggestions are incorporated to further strengthen and improve the programme.

Procedure

1. A faculty feedback instrument is made available to students for one-to-one and group sessions.
2. Students complete the feedback, providing their assessment of teaching and academic support.
3. The Office of Academic Affairs reviews the collected feedback.
4. Valuable suggestions are incorporated into faculty development and programme improvement planning, and resulting changes are documented.

Evidence Maintained

- Completed student feedback from one-to-one and group sessions.
- Feedback review summaries.
- Records of programme improvements informed by student feedback.

8. Evidence Management

Evidence for each category shall be collected, dated, and archived as it is generated. Evidence is retained for a minimum of two years, consistent with the reference framework's evidence window, and stored in a manner that respects student confidentiality and complies with applicable data protection requirements. The table below summarises the evidence held per category.

Category	Evidence Retained
One-to-One Conversations	Consultation calendars, Zoom invitations, attendance, supervision logs
Live Tutoring	Email invitations, promotional banners, participation screenshots, full recordings
Live Streaming	Schedules, Zoom invitations, attendance records, recordings
Pre-Recorded Video	Videos module inventory, unit listing, LMS access evidence
Faculty Assessment	Completed feedback, review summaries, improvement records

9. Document Review

This SOP shall be reviewed annually, or earlier where changes to platforms, tools, or workflow require it. Review is conducted by the Office of Academic Affairs. Changes to the engagement guarantees or scope are made in the parent Student–Faculty Engagement Policy rather than in this SOP.

Prepared / Reviewed by	Date
Office of Academic Affairs <i>Process Owner</i>	

— End of Standard Operating Procedure —



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