

## ILC Monitoring Framework (Draft)

### Background

The Government of Bangladesh (GoB) adopted a comprehensive National Education Policy (NEP) in 2010. One of the priority areas noted in the NEP is to adopt modern and innovative practices in teaching and learning processes in schools. Under this priority, the use of Information and Communication (ICT) in teaching and learning processes has been emphasized. Therefore, the comprehensive ICT Infrastructure is being created in 640 secondary institutions under Secondary Education Sector Investment program (SESIP) for better quality of secondary education.

ICT Learning Center (ILC) is a flagship component of SESIP as because it is very contemporary and remarkable steps to create modern and knowledge society by way of enhancing the quality of secondary education. ILC is a crossbreed platform of IT infrastructure (hardware, software and network), e-learning materials and pedagogy, electric and civil works, which should remain active jointly for ultimate result. SESIP deployed thousands of computers, computer peripherals and electric equipment at 640 ILCs as per MOE approved ILC Implementation Plan. These technical items need continuous support for remaining functional as well as ensuring ultimate result of ILCs.

The continuous problem-solving efforts are required for sustainable operations of ILCs. The Zonal Offices are being considered as the supervisory points of addressing all issues in these regards. Due to that, a team will be formed for overall supervision of ILCs' operationalization at respective Zonal Offices headed by Zonal Director and other members to be as follows:

1. Assistant Director, Secondary, Zonal Office
2. Programmer, Zonal office
3. Research Officer (1), Zonal Office
4. Assistant Inspector (1), Zonal Office
5. Assistant Programmer, Zonal Office
6. Assistant Maintenance Engineer, Zonal Office

### Roles of the team in keeping ILCs functional

- a) A monthly report will be prepared by consolidating monthly reports<sup>1</sup> of District Education Offices (DEOs) on the sustainable operationalization of ILCs and the report will be send to SPSU for immediate actions. The monthly report will be prepared based on the current status of civil and electric works, furniture arrangements, computers and its peripherals;
- b) Allocated budget for ILC operationalization will be placed at Zonal Offices for reimbursement. Zonal offices will be considered as the cost centres of ILCs.
- c) ILC institutions will be paid for the connectivity of dedicated broadband Internet from respective zonal office. ILC institutions will be paid once for establishment cost and monthly bill for Internet connection with subject to submission of bill/invoice properly.
- d) ILC institutions will collect quotation<sup>2</sup> from local Internet Service Provider (ISP) for establishment of dedicated broadband internet connectivity and submit to Zonal Office for approval. The work order will be issued based on the approved quotation and head

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<sup>1</sup> Assistant Programmers of DEOs are responsible to produce monthly report on ILC operationalization.

<sup>2</sup> Quotation will be collected based on approved specifications, which will be send to ILC institutions with a official letter.

of institutions will submit invoice to zonal office for payment. The ILC institutions will collect quotations for Internet connectivity based on the following specifications: Any one of following 3 types of Internet connectivity are to be procured to ILCs; the types are:

- I. SESIP will provide monthly cost for the dedicated full duplex Internet connectivity, where available, maximum amount will be paid Tk. 3000.00 per month. The establishment cost for connectivity will be provided to institutions once but not more than tk. 5000.00.
  - II. SESIP will provide monthly cost for the shared Internet connectivity (Broadband), where dedicated full duplex Internet connectivity is not available, maximum amount will be paid Tk. 3000.00 per month. The establishment cost will be provided once but not more than tk. 3000.00.
  - III. Modem connection, where dedicated and shared broadband connectivity are not available. Tk. 2000.00 will be provided monthly. No establishment cost will be provided.
  - IV. Each institution should have only one Internet connectivity to provide bandwidth across the school campus. This new bandwidth may be added with existing bandwidth.
- e) Head teachers of ILC institutions will send requisitions for required technical support to Zonal Director via District Education Office. Zonal office will undertake necessary steps to provide requested supports with prior vetting from SPSU/EMIS/IMS specialist.
- f) The team will monitor the functionality of web-based help desk system whether it being used properly and effectively.
- g) The team will provide required guidelines to ILC institutions time-to-time for better performance of ILCs.
- h) The team will provide support to ILC institutions for claiming warranty through Assistant Programmers<sup>3</sup> of District Education Offices (DEOs) and will oversee the progress of warranty claim. In case of unusual delay the team will negotiate with supplier to settle the issue. The unsettle issues will be sent to SPSU for urgent solution.
- i) The zonal team will address any kind of ILC related problems/issues for solution (administrative, technical, pedagogical, connectivity), if they fail to resolve then the unresolved issues will be sent to concern office as follows:  
Sector Program Support Unit (SPSU) for Administrative and Logistic issues;  
EMIS/EMIS Specialist for Technical and Internet related issues;  
NCTB/Senior ICT Education Specialist for pedagogical issues;  
Sector Program Support Unit (SPSU) for civil and electric works and furniture arrangement related issues;
- j) The team will provide support to SPSU in organizing ILC related training/workshops.
- k) The team will take necessary actions to raise awareness for digital penetration and adoption among ILC stakeholders in association with other field level stakeholders.
- l) The team will visit ILCs individually or jointly to examine the performance and momentum of ILCs towards digital penetration and adoption of ICT into teaching and learning processes in the modern classrooms<sup>4</sup>. The team will also supervise ILC visits<sup>5</sup> of Assistant Programmers of District Education Offices (DEOs) and provide support for development of monthly report.

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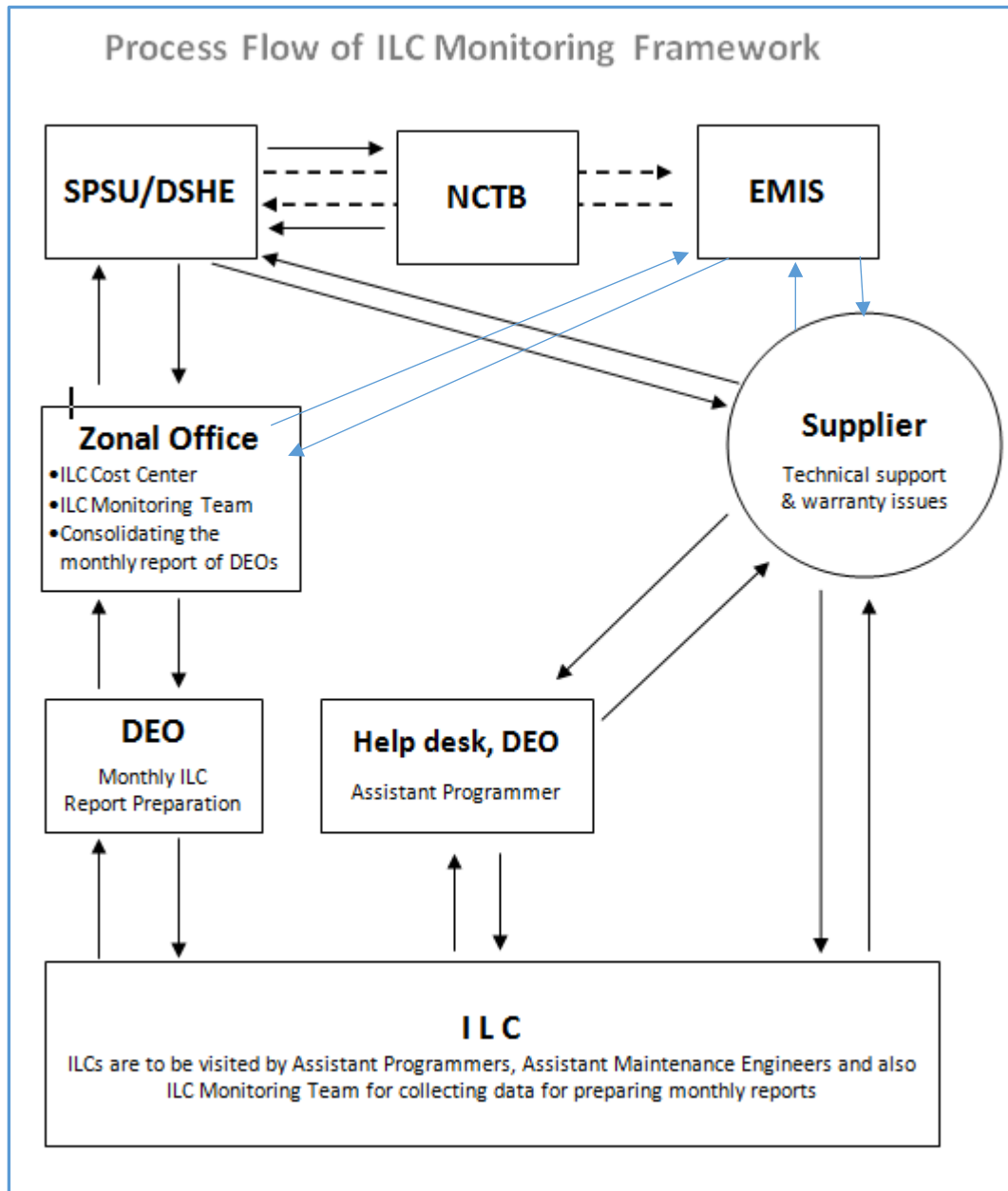
<sup>3</sup> Assistant programmers are desk officers of web-based help desks;

<sup>4</sup> ILC denotes equipped classroom;

<sup>5</sup> Assistant programmers and Assistant maintenance Engineers are now entitled for ILC visits;

- m) The head of the team, Zonal Director, will assign Assistant Programmer or Assistant Maintenance Engineer of zonal office temporarily to District Education Office (DEO), where the concern position is laying vacant.

#### Process flow of ILC Monitoring Framework



Towards establishment of sustainable functional ILC, SESIP already completed following key milestones:

- (i) MOE-approved ICT Learning Centre Implementation Plan which suggests a unified modality for use of ICT in secondary school in 2015;
- (ii) Refurbishment of a room in selected 640 schools, including madrasahs, was completed in 2017;
- (iii) Equipment to 270 ILCs were supplied and installed;
- (iv) Equipment to 370 ILCs will be supplied and installed by the end of June 2018;

- (v) MOE contracted with a consulting firm (SD-13) for development of e-Learning modules of 12 subjects of the grades VII and VIII;
- (vi) MOE contracted a firm (SD-11) for e-learning campaign through web portals and mobile apps and other electronic and print media;
- (vii) MOE contracted a firm (SD-10) to develop RELM and web-based monitoring system for ILC operationalization;
- (viii) Day-long orientation workshop for Assistant Programmers and Maintenance Engineers of field offices;
- (ix) 2-day orientation program for the head teachers and ICT teachers of 270 ILCs where equipment already supplied and installed completed
- (x) 2 day orientation program would be continued for the head teachers and ICT teachers of 370 ILCs;
- (xi) Manual prepared for a 6-day detailed training of ILCs teachers targeting completion by June 2018; and
- (xii) Overseas training for head teacher and ICT teachers of the ILCs was commenced on December 2017.
- (xiii) Prepared draft policy in the use of ICT in education;

The activities are underway for establishing full-featured functional ILCs, which are mentioned below:

- (i) 29000 teachers are to be trained on teaching and learning process using ICT tools;
- (ii) Drafting of a comprehensive training manual for ILC key stakeholders is underway;
- (iii) Equipment to 370 ILCs will be supplied and installed;
- (iv) Establish and configure of network at 640 ILCs;
- (v) Establish broadband dedicated connectivity with Real Internet Protocol (IP) at 640 ILCs;
- (vi) Establish web-based monitoring system and Repository of E-learning materials (RELM);
- (vii) Development of e-learning materials for the grades of VII and VIII;
- (viii) E-learning campaign through internet, electric and print media;
- (ix) Digital contents for grades VI, IX and X will be placed in central repository and local servers of 640 ILCs;
- (x) E-learning guidelines and ILC sustainability plan preparation is underway;