Terms of engagement

The purpose of this document is establish certain fundamental understanding between the two engaging partners towards a common cause of Children Education in the Rural locations across different parts of India

PARTNER NGO - eVidyaloka Educational Services



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# General Information

## Purpose

The purpose of this Service level agreement is to establish a cooperative partnership between the <Partner NGO> and eVidyaloka Trust to provide Quality education to the children of the identified Village

* Outline the Infrastructure and Education services to be offered
* Define the Operation parameters
* Resource requirements – Roles & Responsibilities
* Quantify and measure service level expectations;
* Learning Measures Quarterly basis
* Define mutual requirements and expectations for critical processes and overall performance;
* Ensure periodic communication
* Financials – Cost sharing

## Scope

eVidyaloka Trust shall offer Educational Services to the Children of Govt School, of the identified village. Academic, in subjects – Science, Mathematics and Basic English, based on Local State board curriculum. This will be with the support of Teacher Volunteers through set up of Digital Class room & through SKYPE online teaching for Classes V to VIII Class Children

**Roles & Responsibilities:**

<PARTNER NGO> will work closely with the school administration and will be the local sponsor of the project, supporting the activities like availability and safety of children, physical infrastructure upkeep, local utilities like Electricity, Water and Internet maintenance and any other local logistics support required for the project.

eVidyaloka will be responsible for all the **Remote** management activities ranging from Sourcing and managing the Teachers, Class schedules, Content management, Operations governance, evaluations, managing feedbacks etc.

# Infrastructure

## Digital Class room setup

A typical eVidyaloka digital class room consist of the following:

1. Computer (CPU)
2. 32” LCD TV
3. Webcam (with in-built Microphone)
4. Cables to connect
5. Internet Modem
6. Electrical utilities and Inverter systems
7. Furniture’s and Interiors

<PARTNER NGO> will work with the concerned school administration, to identify the Class room, the essential furniture; recommended interiors for the Class Room, along with the Inverter for power back up.

eVidyaloka Trust has provided the LCD TV, WEBCAM, for set up for the Digital Class room and these assets will be tracked in the books of eVidyaloka Trust.

<PARTNER NGO> will ensure the assets to be in working condition & maintain safe upkeep for the purpose of classroom and will inform eVidyaloka Trust for disruptions due to any reason beyond control of <PARTNER NGO>.

<PARTNER NGO>-eVidyaloka will use the Digital Classroom for only intended purpose and not for any other activities unless agreed by both the parties.

## Connectivity - Internet

<PARTNER NGO> will be responsible for availability of Internet through wired Broadband and on an ongoing based to ensure the availability for conduct of classes. <PARTNER NGO> –eVidyaloka Trust will agree on Financials on Reimbursement of cost and will be covered in Finance Schedule later in this document

## Electricity - Power

<PARTNER NGO> will ensure Power & Backup as necessary during the available times from the school administration for the conduct of classes and will agree on Basic Minimum cost for the Power to be absorbed by <PARTNER NGO>

## Insurance

<PARTNER NGO> will be advised to take General insurance for the Assets of <PARTNER NGO> & eVidyaloka Trust in School premises. Cost for insurance will be shared as appropriate as per the agreement.

# Operations

## Hours of Operations

eVidyaloka Trust will work with the assigned coordinator from the school to schedule the Skype classes in consultation with the team of <PARTNER NGO> who will work with the Children & School authorities to get minimum of 2 hours every day to schedule 2 classes per subject per week.

eVidyaloka classes typical hours of operation could be as following, through the week.

In School : 9 am to 5 pm

Near School: 5pm to 8 pm

eVidyaloka classes will not be scheduled during approved holidays, Local festival, unless explicitly requested by the local administration/partner. Classes may be adjusted due to System/Power outages, Local emergency situations.

## Academic Calendar

eVidyaloka Trust will follow the Academic Calendar of June 15th to March 31st to schedule classes and the months may change based on local considerations.

eVidyaloka classes will not be scheduled during exams & compensatory classes may be scheduled during weekend prior or post examination.

## No of Children

<PARTNER NGO>-eVidyaloka eclassroom is planned for an optimum size of 15-20 children per classroom for 5th 6th, 7th and 8th Grade. In case there are not enough children in any of the Grades to meet minimum criteria of 15 Children the same may be taken up for discussion and agreed on case to case basis and necessary exceptions. eVidyaloka Trust in order to sustain the program will be offering this to minimum of 45 children on overall basis.

## Curriculum

Local State board approved syllabus will be followed. eVidyaloka will offer the curriculum for 5th to 8th Grade – Science, Mathematics & Basic English.

eVidyaloka will support online teachers with content repository to include (Lesson plan, Transliteration of key words for topic in Telugu, Videos & Pictures to show to children, Worksheets for the class)

eVidyaloka will publish Quarterly Curriculum to be covered to <PARTNER NGO> team in the month of June, October & January for a typical Academic year

eVidyaloka Trust will take inputs and Feedbacks to customize curriculum where possible

## 

## Class Coordinator – <PARTNER NGO>, <identified village>

<PARTNER NGO> will work with the local administrator to assign a Class Coordinator to work with the eVidyaloka Team and will require the following support

1. Will have access to Email, Skype and a contact phone (preferably a Mobile number)
2. Work with eVidyaloka Class Administrator in Finalizing Class Schedule
3. Enroll children to the program and provide names to eVidyaloka Team
4. Class coordinator need to be trained to operate Computer, LCD TV and should be trained to send email & report in excel sheet.
5. Ensure children attend classes regularly & take attendance. The attendance need to reported weekly in excel sheet by a mail ( Format will be provided by eVidyaloka Trust
6. Upkeep of class neatness and discipline of children during the class
7. <PARTNER NGO> Coordinator will do Children supervision and take care of local safety. In case a child is not feeling well, will ensure the children take adequate rest and not attend classes.
8. Engage with eVidyaloka Class Administrator on weekly basis to share feedback about the program and agree to work on action plans for continuous improvement.
9. Maintain eVidyaloka Trust assets and report for any issues proactively.

## eVidyaloka Class Administrator:

eVidyaloka Trust will have a Volunteer Class Administrator for <identified village> centre who will work closely with local Class coordinator and communicate over Mobile, Skype & Email as necessary

eVidyaloka will identify Class Administrators as per due diligence process with an ability to interact in Local language. Class Administrator role is a voluntary role and eVidyaloka Trust will change the Administrator as appropriate due to reasons such as Discontinuance, Language challenges, Timing challenges etc. eVidyaloka Trust will ensure the continuity of the classes and provide backup resource as necessary informing <PARTNER NGO> accordingly.

**Key responsibilities**

1. Scheduling classes in consultation with <PARTNER NGO>-<identified village> Class coordinator
2. Work with volunteers to assign classes and communicate to them to be on time for the class
3. Collate the Attendance and feedback working with <PARTNER NGO> coordinator on weekly basis
4. Plan for backup Teacher in case Scheduled teacher is unavailable to take classes or plan for backup classes later the same or next week
5. Ensure topics are being delivered as planned
6. Update Operations Report (Dashboard) and participate in Meetings as necessary
7. Identify areas of improvement and work on action plans

**Children Information**

eVidyaloka Trust will enroll children for the program and enlist the Children name against the Class in eVidyaloka Portal [www.evidyaloka.org](http://www.evidyaloka.org) and capture information about children interest, progress, areas of improvement and other actively strictly confined to the learning purpose at eVidyaloka.

eVidyaloka Trust will keep this information confidential and will not use this information without permission of <PARTNER NGO> Managing Trustee and the School Administration for any Media or Other publications.

# MEASURES

## Teacher Feedback

eVidyaloka Trust will listen to Teacher Feedback on the progress made by children and make it available for <PARTNER NGO> – <identified village> in the portal or send an consolidated email once a quarter by Teacher.

## Class Worksheet

Completion of Class worksheet on time and also participating in the Class sessions will be observed and feedback will be shared with <PARTNER NGO>- <identified village> team.

## OnTime Classes & Quality Teachers

eVidyaloka will also measure On time commencement & completion of classes and periodically asses the Quality of Teachers through internal review mechanism.

## Children Attendance

80%

## Quarterly Learning Assessment

<PARTNER NGO> – <identified village> Children will be done a Quarterly Assessment on an Objective based questions ( One Liner, Multiple choice questions, Fill in the blanks) in the Local language for Subjects Science & Mathematics by eVidyaloka Trust.

eVidyaloka Trust will administer the Assessment for Children who are having a minimum attendance of 80% for the classes.

<PARTNER NGO> Class coordinator will assist in administering the Test and send the Assessment sheets to eVidyaloka Trust for valuation and sharing the results.

## Rewards - Motivation

<PARTNER NGO> & eVidyaloka Trust will agree on Rewards- Prizes for children performing well as appropriate on time to time basis.

<PARTNER NGO> & eVidyaloka Trust will also time to time recognize the good efforts of Volunteers by acknowledging by way of an email as appropriate.

# PERFORMANCE REVIEW

## Monthly Review

Program Supervisors and Coordinators of **<PARTNER NGO>** & eVidyaloka Trust will review the Class operations and bring up the highlights and areas of improvements to the management of the respective organizations.

## Quarterly Review

<PARTNER NGO> – eVidyaloka Trust will review the program once a quarter to understand the Highlights, Lowlights and areas of improvement. The team will agree on action plans to improve areas where necessary.

Wherever possible eVidyaloka Trust will do a Face to Face discussion or facilitate the same through SKYPE call attended by one of the Management committee team of eVidyaloka Trust

The outcome of the review will also be shared with the concerned person in the <PARTNER NGO> Foundation

**Exit plan:**

Program will be periodically reviewed as mentioned above, against the purpose and objectives of both the organization. In the event of either one of the partners decide to exit, the eVidyaloka digital classroom Assets, as-is, will be handed over back to eVidyaloka Administration. The terms will also be reviewed annually for subsequent renewals.

# FINANCIALS

## Monthly Operating Expenses

<PARTNER NGO>– eVidyaloka Trust will agree on cost sharing basis on Monthly basis to be supported by eVidyaloka Trust for the program. This will be covered in the Offer document

(Name) (Venkataramanan Sriraman)

Authorized Signatory, <Partner NGO> Trustee, eVidyaloka Trust

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