

# Quality Guide for Reviewers

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# Introduction

This guide explains how to correctly fill out the Quality Review Form to ensure accurate, fair, and automated scoring. It also outlines how to handle issues, how deductions are applied, and provides a full list of approved subcategories for writing structured comments and flags also on how to use the sheet.

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## Quality Sheet

 DEMO

### The Quality Check tab

helps track all assigned reviews and their completion status. Key columns include:

- **Columns A- C:** Tutor data (ID, name, assigned mentor).

A	B	C
1	Name En	Mentor
2 Tutor ID		
4 T-2572	Donya Sayed Ahmed Abd-Elgany	Abdelrahaman
5 T-6042	mustafa said mohammed sayed	Abdelrahaman
6 T-3655	Terevena Reda Amin Giris	Abdelrahaman
7 T-6311	Ahmed Ali Farhan Soliman	Abdelrahaman
8 T-3857	Abdelrhman Tarek Mohamed Mostafa	Abdelrahaman
9 T-3793	Ahmed Refat Galal El-din Mohamed	Abdelrahaman
10 T-3314	Demiana Magdy Fawzy Shokry	Abdelrahaman
11 T-3183	Shimaa Ramadan Abdalrhem Makram	Abdelrahaman
12 T-5983	Mohamed Yasser Mohamed Hosni	Abdelrahaman
13 T-2674	Rahma Moustafa Gharib Mahmoud	Abdelrahaman
14 T-3777	Zainab Fadil Mohamed Hossien	Abdelrahaman
15 T-3662	Habiba Ahmed Attia Abobakr	Abdelrahaman
16 T-2489	Emad Mahmoud Omar El Farouk	Abdelrahaman
17 T-3681	Rana Osama Ibrahim Mohamed	Abdelrahaman
18 T-3271	Habiba mostafa Ahmed hassanien	Abdelrahaman
19 T-3380	Muhammed Abdo Mahmoud Salama	Abdelrahaman

- **Column D:** The assigned reviewer is responsible for conducting the session review.
- **Column E:** Role selection (Mentor/Coordinator).
- **Column F:** Group ID of the session being reviewed.
- **Column G:** to check after submitting the form so it will be counted as done

	A	B	C	D	E	F	G
11	T-3793	Ahmed Refat Galal El-din Mohamed	Abdelrahaman	Yomna Tarek	Mentor	G-12345	<input checked="" type="checkbox"/>
12	T-3314	Nouran Mandy Fawzy Shokry	Abdelrahaman	Yomna Tarek			<input type="checkbox"/>

## Group ID Selection Rule

- If a tutor is reviewed in **Weeks 3 & 4**, the next reviewer in **Weeks 5 & 6** must select a different **Group ID** than the first reviewer.
  - If a tutor is reviewed again in **Weeks 7 & 8**, the reviewer must choose a different **Group ID** than both previous reviewers.
  - Example:
    - **Week 2:** Mohamed Elsayed reviews Tutor **T-1234** under **Group ID A**.
    - **Week 3:** Nouran (Reviewer 2) must select **Group ID B** (different from A).
    - **Week 4:** If another reviewer (Reviewer 3) is assigned, they must choose **Group ID C** (different from A and B).
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## The Counts tab:

To track your assigned quality review sessions. It includes:

- The total number of sessions assigned to you
  - Your progress
  - Your target completion count
  - A leaderboard showing reviewers who finish on time
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## Edit Hub Tab:

Use this tab if you submitted the form with a mistake or need to make modifications.

For example, suppose you forgot to add a negative comment. In that case, you can replace the entire "Negative Comments" section with the updated version, along with the correct data related to that session.

### Important:

Once a form is submitted without a flag, you cannot edit the response to add one later, even after assurance.

However, you can edit the response sheet to change an existing flag from

Red → Yellow

Red → None

Yellow → Red

Yellow → None

Both → Red

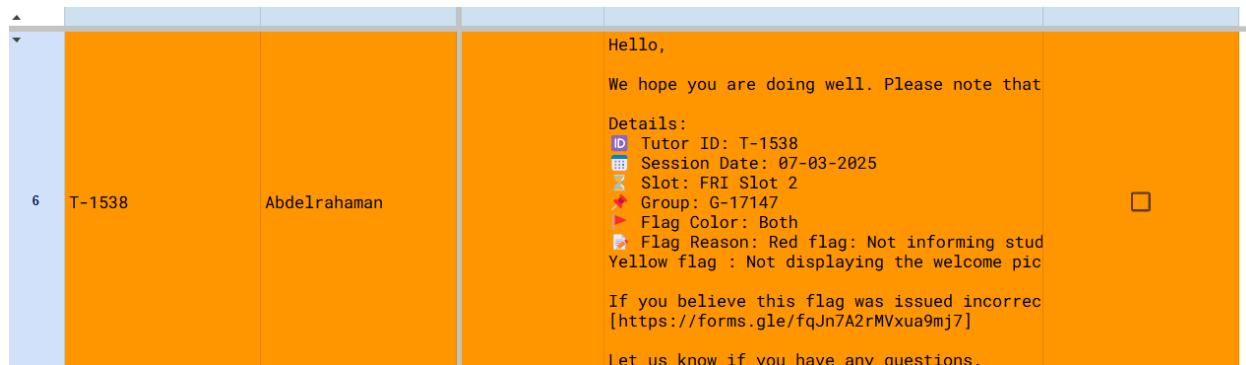
Both → Yellow

Both → None

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## Flag tab

- Mentors must **check the Red Flags tab** and inform their tutors about any flags they have received ASAP.
- You will find Col Message, which contains the message so you can send it directly to the tutor and contains a form so the tutor can fill it out if they think the flag was issued incorrectly.



- Once the tutor has been informed, **check the corresponding box** next to their name to confirm acknowledgment.

1	TUTOR ID	MENTOR	REASON	Record link	flag screenshot	TUTOR INFORMED
24	T-2191	Marwa Elsayed	MARWA			<input checked="" type="checkbox"/>
25	T-1243	Nouran Hamza	Failure to implement the assigned project	<a href="https://forms.gle/smnFLmZWeiNm/open?id=1ayV2G_pJhN1O">https://forms.gle/smnFLmZWeiNm/open?id=1ayV2G_pJhN1O</a>		<input checked="" type="checkbox"/>

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# Review Form

How to Use the Review Form:

## **Check the Tutor's History Before Reviewing:**

- Always **check the previous reviews** for the same tutor.
  - If an issue has already been flagged or commented on before, and it **repeats**, this affects **how you enter the issue and how many points are deducted**
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## **Check the Session Issue Form**

Before selecting a comment or writing a flag, you **must check the Session Issues Form** for the specific session being reviewed.

### Example of a Valid Justification (No Flag):

- **Issue:** The Tutor joined the session late
- **Justification:** "The dashboard was down."
-  **Confirmed downtime → No flag should be added**

### Example of an Invalid Justification (Flag Required):

- **Issue:** The Tutor joined the session late
  - **Justification:** "I overslept."
  -  **Unacceptable reason → Flag should be added**
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## **Check if the Tutor Was Informed About the Previous Flag**

Before changing a **yellow flag to red**, make sure the tutor has already been **informed about the previous flag**.

- If the tutor **was not informed**, do not change the flag to red. You may still issue a **yellow flag**.
- If the tutor **was informed before the session you are reviewing**, and the issue is **repeated**, change the flag from **yellow to red**.

This ensures fair treatment and accurate deductions.

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## Yellow Flags vs Red Flags vs Regular Comments

Regular Comments:

- Use when the issue appears for the first time and is not flaggable. Add in the comments section only.

Yellow Flag:

- Use when the issue is flaggable, but it's the first occurrence. Write the issue in both the comments and the yellow flag section.

### Example:

None

Comment chosen

S - Dress Code: Kindly ensure a professional appearance, including a well-groomed presentation and adherence to semi-formal/formal attire, during sessions.

Yellow Flag sentence:

### Example:

**Yellow Flag - Dress Code:** The instructor was wearing pajamas during the session. Kindly adhere to our dress code policy. [Full session]

## Red Flag:

- Now it's a **repeated issue**.
- Write it as a **red flag** in the Red Flag section.
- Use the **same comment** that was used previously to ensure the system applies double deductions.
  - (e.g, "S - Camera Quality: Please note that it is mandatory to keep the webcam activated throughout the entire session.")

### Example:

None

**Red Flag - Camera Quality:** The instructor turned off the camera during the session. Kindly note that the camera should remain on throughout the entire session to ensure effective communication.  
[00:30:50 - 01:30:20]

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## Repeated Red Flag:

- Again, **reuse the same comment from the comment session** used before to trigger an even higher deduction.
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## Write Structured Comments (in Comments Section)

For each issue, write your comment in this format:

None

[Category Letter] - [Subcategory Name]: [Clear, professional description of the issue]

### Example:

None

**T - Project Implementation & Activities:** Students didn't follow the planned activity, and the tutor didn't guide them back on track.

 **Important:**

- **Only use the approved subcategories** listed below.
- If the issue isn't listed in the form:
  1. First, search for it in the **DEMI Quality Comment Bank**.
  2. If it's not found, follow this format:

None

[Category Letter] - [Subcategory Name]: [Positive aspect] + [Identified issue] + [Suggestion for improvement or how it affected the session]



## How Deductions Work (Automatically by Script)

Issue Type	Deduction Logic
First-time comment (non-flag issue)	-1 point from score
First-time Yellow Flag	-1 point from score
Red Flag (previous yellow flag)	-1 point (comment) + -1 point (red flag) = -2 total
Repeated Red Flag	-2 from repeated comment + -1 red flag = -3 total

 **Why it matters:** The script automatically checks if the same comment has been added before. If so, it applies to increasing deductions.

 **Using the same wording** allows the system to **track and score it correctly**.



## Example Review Entry

### Comments Section:

None

T - Class Management: The session lacked clear guidance, causing students to work in different directions.

S - Homework: Homework was not reviewed or followed up on during the session.

### Red Flag Section:

None

Red Flag - Dress Code: The tutor wore a hoodie and appeared unprofessional. [Full session]



## Approved Subcategories (for Copy-Paste Use)

Paste these exactly in your comments or flag entries:

None

Camera Quality

Microphone Quality

Environment

Internet Quality

Dress Code

Voice Tone & Clarity

Language Used

Session Initiation & Closure

Friendliness

Session study

Project software & slides

Knowledge About Subject

Slides and project completion  
Tools used and Methodology  
Homework  
Class Management  
Student Engagement  
All Student's Involvement  
Session Synchronization  
Project Implementation & Activities

## ⚠ Common Mistakes to Avoid

- ✗ Using category names that are not on the list
- ✗ Writing vague or unstructured comments
- ✗ Rewording repeated issues — this breaks the deduction tracking
- ✗ Forgetting to check the tutor's history
- ✗ Mixing red/yellow flags or using both sections at the same time for the same issue
- ✗ Tutor ID must be written in the format **T-XXXX** (with a capital "T") to ensure the deduction is properly recorded by the system.
- ✗ Forgetting to check whether the tutor had already been informed about the flag before the session you are reviewing.
- ✗ Not checking the Mentorship session before reviewing a session
- ✗ Checked a session as reviewed, while it's not submitted

## 📌 Final Notes

- Always keep comments **objective, clear, and professional.**
- Use complete sentences and explain both **what happened** and **why it matters.**

If you're unsure whether an issue counts as a yellow/red flag, consult your mentor or the DEMI Quality Team.