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NOTIFICATION

Subject: Standard Operating Procedure for Dow Assessment System-QBank Module

With the approval of the Vice Chancellor, the Standard Operating Procedure for Dow Assessment System-QBank Module is hereby notified to all concerned for information and strict compliance with immediate effect.

Dr. Ashar Afaq
Registrar

Copy to:

1. All Heads of constituent Institutions of DUHS.
2. All Heads of affiliated Institutions of DUHS.
3. The Director, Digital Learning Centre, DUHS.
4. The Director, QEC, DUHS.
5. The Director, ICT, DUHS.
6. The Deputy Director, Digital Learning Centre, DUHS.
7. The Advisor to the Vice Chancellor, DUHS.
8. The Controller of Examinations, DUHS.
9. The Incharge Coord & Protocols to the Vice-Chancellor, DUHS.
10. The P.A. to the Pro-Vice Chancellor, DUHS.
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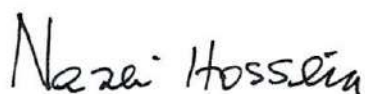
DOW UNIVERSITY OF HEALTH SCIENCES



STANDARD OPERATING PROCEDURE

For Dow Assessment System- QBank Module

	NAME	DESIGNATION	SIGNATURE	DATE
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DISTRIBUTION LIST

The following personnel are on the controlled distribution list:

- Vice Chancellor
- Pro-Vice Chancellor(s)
- Registrar
- Controller Examination
- Director ICT
- Chairperson, Dow Assessment System Software Committee
- Members Dow Assessment System Software Committee
- Directors/Heads of Institutes & Colleges



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LIST OF ABBREVIATIONS

CMS	Campus Management System
CoE	Controller of Examinations
DAS	Dow Assessment System
ICT	Information & Communication Technology
OTP	One-Time Password
POC	Point of Contact
Q-Bank	Question Bank Module
SMS	Short Message Service

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1. PURPOSE

This standard operating procedure establishes a secure, standardized, and transparent framework for the creation, multi-level review, and banking of assessment items within the Dow Assessment System (DAS) Q-Bank Module. It ensures alignment with HEC's Policy for Open and Distance Learning (ODL), Dow University of Health Science's Policy for Examinations and Online Assessment.

2. SCOPE

- 2.1 Applies to all undergraduate, postgraduate, and continuing education programmes that utilize DAS for assessment and item management.
- 2.2 This SOP covers internal and external faculty engaged as Constructors, Reviewers, or Administrators.
- 2.3 This policy extends to technical, administrative, and quality assurance staff supporting DAS operations.
- 2.4 This policy encompasses on-campus and remote access to DAS via approved web browsers.

3. RESPONSIBILITIES

3.1. DAS Administrator (QBank Administrator)

The DAS Administrator (QBank Administrator) shall configure, administer, and maintain the Digital Assessment System (DAS), including system parameters, academic programmes, disciplines, subjects, modules, workflow configurations, and other static data required for the effective operation of the system.

3.2. The DAS Administrator shall upload the approved Table of Specifications (TOS), discipline-specific topics, assessment blueprints, and other approved academic information into the DAS following submission by the respective Chairperson after approval by the Board of Studies (BoS). The DAS Administrator shall not modify academic content without written authorization from the respective Chairperson.

3.3. The DAS Administrator shall create and manage workflow chains, monitor the progress of assessment items throughout the review process, generate system activity and audit reports, provide technical support to users, and ensure the smooth operation of the question bank workflow. The DAS Administrator shall not approve faculty registrations or assign departmental user roles.



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Chairperson

3.4. The Chairperson shall develop the discipline-specific Table of Specifications (TOS) in consultation with the departmental faculty, ensuring that it is aligned with the approved curriculum, learning outcomes, and assessment blueprint. The completed TOS shall be verified by the designated Medical Education representative and submitted to the Board of Studies (BoS) for approval. Following approval by the BoS, the Chairperson shall submit the approved TOS to the Academic Council for institutional approval. Upon receipt of Academic Council approval, the Chairperson shall forward the approved TOS and discipline-specific topics to the DAS Administrator (QBank Administrator) for uploading into the Digital Assessment System (DAS).

3.5. Following upload of the approved topics into the DAS, the Chairperson shall verify that all uploaded topics accurately reflect the approved Table of Specifications (TOS) before initiating faculty registration within the system.

3.6. The Chairperson shall serve as the approving authority for all faculty registrations within the department. The Chairperson shall verify and approve or reject faculty sign-up requests, maintain an accurate list of departmental faculty members registered on the DAS, and ensure that faculty members who have retired, resigned, transferred, or otherwise left the department are designated as **Inactive** within the system.

3.7. The Chairperson shall assign departmental user roles and nominate reviewers for the Digital Assessment System. All registered faculty members shall automatically be assigned the role of Item Constructor. The Chairperson shall appoint Content Reviewers from among eligible faculty members. Departments are encouraged to nominate as many qualified reviewers as possible, as a larger reviewer pool improves workflow efficiency, reduces turnaround time, distributes workload equitably, and ensures continuity of the review process. When a reviewer is unavailable due to leave, vacation, illness, retirement, or any other reason, the Chairperson shall promptly reassign the review responsibilities to another qualified reviewer to avoid delays in the assessment process.

Item Constructor

3.8. All faculty members registered on the DAS shall function as Item Constructors by default. Item Constructors shall develop assessment items in accordance with the approved Table of Specifications (TOS), learning outcomes, institutional assessment policies, and accepted item-writing guidelines. Item Constructors shall submit assessment items through the DAS workflow, respond to reviewer feedback, revise items where required, and resubmit them for further review.

Content Reviewer

3.9 The Content Reviewer shall perform the first-level review by evaluating the scientific accuracy, factual correctness, curricular alignment, relevance to learning outcomes, grammar, spelling, terminology, and overall quality of each assessment item. The reviewer may approve the item for the



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next stage or return it to the Item Constructor with documented comments and recommendations for revision.

Structural Reviewer

3.10. The Structural Reviewer shall perform the second-level review from a medical education and assessment perspective. This review shall evaluate the structural quality of each Multiple Choice Question (MCQ) or Best Choice Question (BCQ), including the clarity and relevance of the stem, appropriateness of the lead-in question, quality and plausibility of distractors, homogeneity of options, absence of technical flaws or cueing, cognitive level, fairness, and compliance with accepted item-writing principles. Where deficiencies are identified, the reviewer shall return the item to the Item Constructor with detailed recommendations for revision.

Final Reviewer

3.11. The Final Reviewer, who shall ordinarily be the Subject or Specialty Chairperson shall conduct the final comprehensive review of each assessment item, ensuring content accuracy, structural integrity, curricular alignment, grammatical correctness, technical accuracy, and compliance with institutional assessment standards. The Final Reviewer shall approve items for banking, return items to any previous review stage for revision, or permanently delete items that fail to meet the required standards.

ICT Directorate

3.12. The ICT Directorate shall maintain the Digital Assessment System infrastructure, including servers, databases, cybersecurity measures, user authentication services, backups, disaster recovery mechanisms, software updates, and secure system integrations to ensure continuous, reliable, and secure operation of the system.

Quality Assurance of the Question Bank

2.13. The Chairperson and the QBank Administrator shall jointly be responsible for maintaining the quality of the institutional question bank. The Chairperson shall ensure that assessment items developed within the department comply with the approved Table of Specifications (TOS), curriculum, learning outcomes, and institutional assessment policies. The QBank Administrator shall oversee adherence to the approved DAS workflow, maintain the integrity and consistency of the institutional question bank, monitor item progression through all review stages, and coordinate quality assurance activities across all participating departments.

Post-Examination Psychometric Analysis

3.14. The QBank Administrator shall oversee and coordinate post-examination psychometric analyses in collaboration with the nominated faculty members from the Examination Department. These analyses shall include, but not be limited to, item difficulty index, discrimination index, distractor

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efficiency, reliability analysis, test statistics, and other psychometric and quality assurance indicators. The QBank Administrator shall prepare and disseminate analytical reports and recommendations to the Examination Department and Chairpersons to facilitate continuous improvement of assessment quality and the institutional question bank.

Confidentiality and Information Security

3.15. All users of the Digital Assessment System, including Chairpersons, Item Constructors, Reviewers, the QBank Administrator, ICT Directorate personnel, and Examination Department staff, shall maintain the confidentiality, integrity, and security of all assessment materials and user credentials. Assessment items and examination content shall not be copied, downloaded, shared, disclosed, or used for purposes other than those authorized under this Standard Operating Procedure. Any unauthorized access, disclosure, modification, or misuse of assessment materials or system data shall constitute a breach of institutional policy and shall be subject to appropriate disciplinary action.

3.16 The Quality Enhancement Cell (QEC) will audit adherence to this SOP.

4. PROCEDURE

POLICY STATEMENT

a. General Requirements

- 4.1.1 DAS shall be hosted on DUHS approved servers with HTTPS encryption and role-based access control.
- 4.1.2 All users must authenticate via examination department provided credentials and dual factor verification (email link).
- 4.1.3 System roles (Constructor, Reviewers, Admin) shall be assigned only after approval through the *Verify Sign-up* workflow.
- 4.1.4 Annual orientation sessions on item writing standards and DAS functionality are mandatory for all roles.
- 4.1.5 A quarterly mock run will be conducted to detect technical or process gaps.

4.2 Invitation and Item Construction Workflow

- 4.2.1 The DAS Admin selects programme, year/semester, course module, specialty, and item counts; sets submission deadline; and selects Constructors.
- 4.2.2 The DAS system auto-allocates item quotas equally among selected Constructors and issues email/SMS invitations.
- 4.2.3 The Constructor must *Accept* or *Decline* within 72 hours. Declined chains revert to *Pending* status for reassignment.
- 4.2.4 Accepted chains appear in the *Item List* with *Drafted* status. Constructors may *Save as Draft* or *Submit*.

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4.2.5 If *Auto-Trigger* is enabled, items move directly to Content Review upon submission; otherwise, Admin verifies and forwards.

4.3 Multi-Level Review Process

Level	Statuses	Permitted Actions	SLA
Content Review	<i>Pending, In Review</i>	Accept, Reject, Edit, Return to Constructor, Submit to Structural	5 working days
Structural Review	<i>Pending, In Review</i>	Accept, Reject, Edit, Return to Constructor, Submit to Final Review	3 working days
Final Review	<i>In Final Review</i>	Bank, Return to any previous level, or delete the item	7 working days

Banked items become part of the active Q-Bank and are visible only to authorized academic staff.

4.4 User Management and Access Control

- 4.4.1.1 Sign-Up Verification** – All new users remain *Inactive* until verified by Q-Bank Admin or Final Reviewer.
- 4.4.1.2 Role Assignment** – Roles are granted based on designation, specialty alignment, and completion of DAS orientation.
- 4.4.1.3 Specialty & Institute Mapping** – Admin maintains up-to-date specialty and institute affiliations for accurate invitation targeting.
- 4.4.1.4 Audit Logs** – Login, logout, and item action logs are retained for a minimum of five years.

4.5 Code of Conduct

- 4.5.1** All users shall adhere to DUHS Academic Integrity and Data Protection policies.
- 4.5.2** Item content must remain confidential; external sharing is prohibited.
- 4.5.3** The exam will not commence before the scheduled time.
- 4.5.4** Reviewers shall provide constructive, unbiased feedback.
- 4.5.5** Any attempt to plagiarize or recycle copyrighted material will result in disciplinary action as per the code of conduct and academic integrity policies of DUHS.

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4.5.6 Professional decorum is expected in all system communications.

4.6 Contingency and Quality Assurance

4.6.1 System Downtime – ICT shall notify stakeholders and restore services within four hours; deadlines extend proportionally.

4.6.2 Data Loss – Nightly backups and weekly off-site backups ensure recoverability.

4.6.3 Item Analysis – Difficulty Index, Discrimination Index, and Cronbach's Alpha are computed semi-annually; items falling outside acceptable thresholds are flagged for review.

4.6.4 Security Incidents – Suspected breaches trigger immediate password resets and forensic audit by ICT.

4.6.5 Continuous Improvement – Findings from analytics and audits feed into reviewer training and system enhancements. Faculty/Invigilators must maintain professional decorum and be vigilant in detecting exam misconduct.

5 RELATED DOCUMENTS:

- Annexure A (Q-Bank Operational Checklist)
- Annexure B (Workflow Diagram)



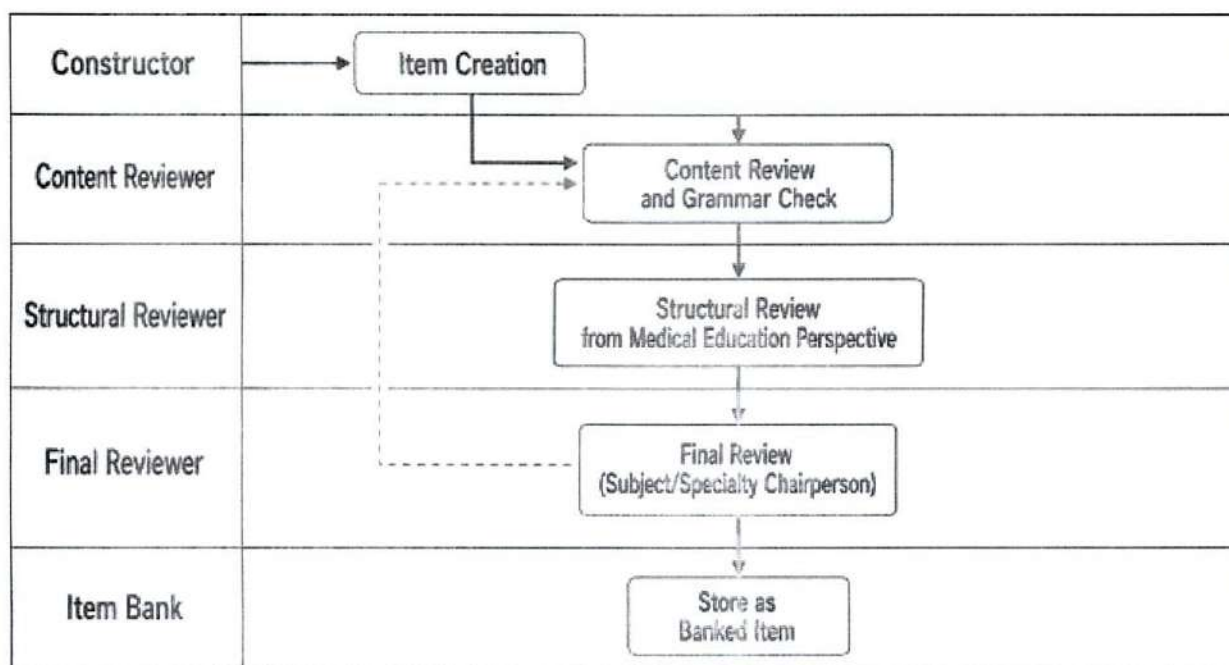
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Annexure A Q-Bank Operational Checklist

S. No.	Parameter	Status (Yes/No)
1	Approved Table of Specifications (TOS), assessment blueprint, and discipline-specific topics received and uploaded into DAS	
2	Uploaded TOS and topics verified by the Chairperson	
3	Academic programme, discipline, subject, module, specialty, and other static data verified	
4	Faculty registrations verified and approved by the Chairperson	
5	User roles (Constructor, Content Reviewer, Structural Reviewer, Final Reviewer) assigned and verified	
6	Mandatory DAS orientation completed for all assigned users	
7	Workflow chain created with programme, semester, module, specialty, item count, and submission deadline configured	
8	Constructors assigned and invitations issued through DAS	
9	Submission deadlines communicated to all assigned Constructors	
10	Content, Structural, and Final Reviewers assigned and verified	
11	Invitation acceptance and workflow status monitored	
12	HTTPS encryption, authentication, and role-based access controls verified	
13	System backup, disaster recovery, and cybersecurity measures confirmed	
14	Audit logs enabled and system activity monitoring verified	
15	Confidentiality and information security requirements acknowledged by all users	
16	Quarterly mock run or system readiness check completed (where applicable)	
17	Contingency plan for downtime, backup restoration, and security incidents communicated	
18	Psychometric analysis configuration (Difficulty Index, Discrimination Index, Distractor Efficiency, Reliability/Cronbach's Alpha) validated	
19	Quality assurance review completed and workflow compliance verified	
20	Q-Bank declared operational and ready for item construction and review	

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Annexure B (Workflow Diagram)



- **RELATED RECORDS**

- Policy for Student Code of Conduct
- Policy for Academic Integrity
- HEC's Policy for Open and Distance Learning (ODL)
- Policy for Examinations and Online Assessment.
- Policy for Digital Learning Centre and Smart Classroom