Student Tracking and Monitoring Systems

Madiny Darries
ICS Director
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mdarries@uwc.ac.za
Objectives of Strategic Plan

- Reduce the attrition rate, monitor student flow, and improve the time-to-degree.
- Improve throughput, graduation rates and service delivery for all categories of students.
- Providing a safe, supportive and dynamic learning environment that respects and values student diversity and equity.
- Strive towards increased employability, graduate placement and students onward progression into the world of work.
- Successful development, leadership, capacity building and improved quality of student life support by a holistic care, nurturance and advocacy in matters affecting students’ well being.
UWC Context

- Apartheid legacy. So called “Black Institution”
- Large portion of students are from rural areas of South Africa
- Very diverse student population
- Literacy: Computer, writing and speaking
- Constrained in terms of resources. Financial and Human
- Antiquated I.T systems and infrastructure but have come a long way in the last three years.
- Barriers to entry is lower in order to make HE more accessable.
In is the intention to build a customer management center and to develop systems around this central focus on the customer. SEMS forms part of a broader focus to re-engineer our institution, processes and systems as an enterprise focused on delivering better services to our customers. Students, parents and sponsors as well as other stakeholders such as faculty, lecturers, other internal staff, government, partners, suppliers should benefit from the use of technology to improve customer interaction and management.
Enterprise Architecture is a holistic approach involving people, processes and systems. It is aimed at aligning business and enterprise capability through a model that is gradually being adopted as a new business and IT model in both public and private sectors. Legislated for adoption by the United Stated Federated Government in the late 1990s, it is also being implemented by the South African government throughout its agencies and local government structures. The adoption of Enterprise Architecture by the University of the Western Cape (UWC) means that unlike the past approach of building applications supporting silos, SEMS is a part of an enterprise-wide system that seeks the integration of information and alignment of business processes across the enterprise. It will help in transforming the administration of the institution and student information from that of a governance model centered on traditional educational institutions to best practices developed in the management of public and private enterprises. Enterprise Architecture focuses on aligning 4 knowledge domains: business architecture, information architecture, application architecture and technology architecture. This approach provides a holistic approach that is beyond internal systems focus but seeks to address the holistic view of people, processes and systems.
Integrated Student Tracking

The development of a “student tracking and referral/early warning system” is a critical tool in order to identify students at risk. Such a system should be able to track individual students’ performance from entry to exit; automatically identify students at risk and apply appropriate intervention strategies; notify student mentor/advisor and individual students.

Identify exceptional students. Other trends and analysis such as modules that have unusually high failure rates.
Tracking and Monitoring

- Support: psychological
- Marks
- Academic activities
- Fees
- Learning portfolios
- Alert
- Mentoring

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Tracking

- Finance
- Academic activities
- Enroll info

LMS
- Marks
- Rules
- Student Tracking
- Advice
- Automation
- Mentoring

WWW
Business Process

Academic Year

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Begin

Duration

End

Academic Phases  Begin  Duration  End

Processes

- Student Recruitment
- Pre-Registration
- Application
- Admission
- Registration
- Teach Learn and Assess
- Tracking and Retention
- Student Enquiry
- Communicate with Student
- Discipline Student
- Support Student
- Maintain Student Account
- Manage Curricula
- Manage Logistics and Facilities
- Manage Student Income

Promotion
Convocation and Graduation
Work Placement
Audit and Archive
Alumni Relations

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### Program Schedule

<table>
<thead>
<tr>
<th>Phase</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
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<tbody>
<tr>
<td>Baseline</td>
<td>1-2 Months</td>
<td>2005-06-01</td>
<td>2005-08-01</td>
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<tr>
<td>Release 1</td>
<td>3 Months</td>
<td>2005-07-01</td>
<td>2005-10-01</td>
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<tr>
<td>Release 2</td>
<td>6 Months</td>
<td>2005-10-01</td>
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<tr>
<td>Release 3</td>
<td>6 Months</td>
<td>2006-06-01</td>
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Where are we today

Marks Administrations System

- Release 1 and 2 complete. 95% of functional and business requirements met. System live and currently being implemented at an institutional level.
- Student Contact Centre – Live end November 2005
- Release 1: Pre-Registration, Applications, Student Enquiry
- Release 1: Student Portal and Call Center
- Release 1: Portal and Web Services Platform
- Change Management
- Staging and Production Infrastructure
- User Test and Acceptance
- Training
- Specification: Release 2 - Process, UI, Information
FOSS Strategy

For any I.T solution UWC will first look towards an open source solution before going for a proprietary solution.

As an HE Institution we believe that we have an obligation to innovate.

Knowledge and web-based learning system (KEWL) developed by UWC. Is fully open source and run in a number if HEI in Africa. Also feeds into the Tracking System.
The scope of the Marks Administration system is the capture, retention and publishing of marks obtained by students for exercises that form part of continuous assessment throughout a semester or year as well as the mark obtained for their final evaluation exercise or examination.

A successful solution would:

Ensure the consistent application of a single set of assessment rules
Form the basis for a broader system for tracking students’ performance
Retain assessment marks in a secure manner
Assure the integrity of assessment marks as far as possible and not include measures that could compromise this

Be successfully accepted and utilized by the university’s community.
Thank You!