

1. Title of the Practice

Automation of Academic and Administrative Management of University

2. Objectives of the Practice

The Veer Narmad South Gujarat University is committed to impart quality education to the students and effective academic services to all its stakeholders. In order to provide transparent, accurate and timely academic administration, the VNSGU has been implementing University wide automation system. The general objectives of the automation are;

- (a) To develop a seamless computerized system to carry out all the activities of a student life cycle including the alumni of the University.
- (b) To manage the human manpower and their activities and record effectively.
- (c) To provide effective student and activities management of a department and affiliated colleges.

3. The Context

With increase in the number of students enrolled (about 5000 students on campus and around 2,50,000 in affiliated colleges), colleges affiliated (more than 200) and programs offered (93 on campus and more in colleges), the University was facing problems in timely admission, conducting examination and declaration of results. The situation became worst with limited administrative staff. It needed a system that enables timely, accurate and transparent admission process, efficient, errorless and timely declaration of results and administration that is swift and effective. Financial management and administrative processes, conveying of decisions and action taken also needed attention. It is in this context that implementation of ERP system was considered as an alternative for solving not only the above mentioned problems but also provided faceless and contact less efficient and transparent system to help all the stakeholders.

The Practice

The University has successfully implemented a flexible seamless ERP system entire student life cycle management, human resource management and for many other academic and administrative management processes. This computerized system consists of all the major activities of the University Management. The automation of all the processes brought in the speed, accuracy, transparency, and it has also increased the level of belief for the University system among the students. As soon as any student is enrolled in a program he is assigned a unique Student Permanent ID (SPID) through which his data can be traced throughout his studentship and also after passing out from the University. All the students, after registration, can login to the ERP portal through his SPID. Similarly, all the employees of the University are also provided with their unique ID though which they can also login to their respective dash board. The students, teachers, administrative, technical and support staff have access to the system wherein their related required services are available. Likewise all the University departments and the affiliated colleges also have their unique login ID, through which the HoDs, principals, and administrative staff of departments and colleges login to the portal to utilize their related services.

The following tasks are seamlessly automated;

1. Centralized / cut-off base decentralized / counseling based online admission process
 - a. Admission form Filling Through Applicant Login
 - b. Merit list declaration
 - c. Seat allocation
 - d. Token fee payment from applicant login
 - e. Admission cancellation from applicant login
 - f. Computerized registration/enrollment process
2. Department management
 - a. Student Fee Management*
 - b. Internal Mark Management
 - c. Attendance Management*
 - d. Departmental Activity Record Management
 - e. Dead Stock Register*
 - f. Students Management
 - g. Issuance of various certificates like confide, transcript etc.*
 - h. Student's union activity management
3. Student Dashboard
 - a. Internal Marks
 - b. External Marks
 - c. Scholarship form filling*
4. Automated examination Process
 - a. Examination Form generation
 - b. Examination Time Table Management
 - c. Hall Ticket Generation
 - d. Result Processing and declaration
 - e. Mark sheets Generation
 - f. Re-assessment Management
 - g. Convocation Data Management
5. Human Recourse Management
 - a. Employee's Record Management
 - b. Leave Management
 - c. Activities Record Management
 - d. Circulation of Notice, circulars, salary slips, tax documents etc.
 - e. Salary Statement creation (payroll)
6. Project and Placement Management
 - a. Students' Project Management
 - b. Final Placement Management
7. Hostel Management
 - a. Hostel Admission
 - b. Room Allocation
 - c. Fee Record Management
8. Feedback Management
9. Alumni Portal

10. Recruitment Management
(* module is ready for implementation)

The University ensures the effective utilization of the automation. For its optimal use University arranges number of workshops and training programs.

4. Evidence of Success

Prior to automation, the University was having some legacy systems only for result preparation of different programs individually. The automation system was not in place for the general administration. Before academic year 2018-19, the university had implemented centralized admission process for the UG programs of the affiliated colleges situated in the Surat city only and for the PG programs. With the adoption of ERP, the University successfully implemented centralized admission process for all UG and PG programs for all the departments and the affiliated colleges through a single application form (program wise) for UG and PG. This resulted into convenience and less expense for the students. This system is entirely a contact-less system as the verification, query resolution, payment etc. are also automated. The University ERP has a provision of an informative dashboard for the students and teachers. Through this dashboard, the teachers can directly input internal and external marks from their account ID. This has removed the third person involvement in the examination process. The HRMS module successfully maintaining the activities record of teachers and it also maintain the leave records of individual employees. The entire leave application and approval process is automated. The document management has become very convenient for the teachers. During the COVID-19 pandemic, the University distributed all the salary, PF and Income Tax related documents to the employees in time. The University ERP also has a module for managing a department. This module has a feature for internal mark entry, student management, department activity record management etc.

5. Problem Encountered and Resources Required

The implementation of University ERP is a herculean task that started with the requirement gathering from various teaching and administrative departments and its understanding. The major task was to convince the need of the automation system to the officers and other employees for availing the information. Once the information gathered and requirement specifications was made ready, the next task was to convince the decision making bodies to allocate sufficient funds for implementation of the system. The sharing and making the developers understand the business intelligence was the next big challenge that took thousands of hours of meetings and deliberations. At the time of implementation of a module when it was completed the next problem was to prepare and train the stakeholders for using the system. The University conducted and still conducting a series of training sessions for teachers, administrative employees of the University and affiliated colleges, and also for the students. For the smooth usage of the automation system, the University has a well-equipped computer pool .

Mindset

Business knowledge

Technoshevy

Resources

Trained Manpower, IT infrastructure,