



Education and Culture DG

# *Innovation and Knowledge Management towards eStudent Information System - iKnow*

**Marjan Gusev**

**University "Sts. Cyril & Methodius"  
Fac. of Nat. Sciences & Mathematics  
Institute of Informatics**



# iKnow project objective

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- Wider objective is to modernize student activities within University Management by innovative and knowledge management IT supported design with eServices capable to integrate in future eGovernment services in Europe and approaching Information Society with knowledge based economy.



# iKnow specific project objective

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- enrolment process,
- identity management,
- university services and resources usage
- Europass CV, ECTS, diploma supplement and other certification issuing
- student activities, registration and schedules of classes and assignments,
- academic results



# iKnow goal

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- The goal is not just to change the paperwork with electronic services, but to re-design workflow processes by innovate and knowledge management technologies.



# iKnow project Workpackages

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- 1. eStudent Management System
- 2. Assessment and Certification
- 3. Dissemination
- 4. Sustainability
- 5. Quality control
- 6. Management



# iKnow goals

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- 1) use best practices and knowledge expertise of EU partners,
- 2) to specify user requirements;
- 3) to develop a design for new eStudent Information system;
- 4) to promote the system within Integrated University;
- 5) to introduce new equipment and environment to realize the process; and
- 6) to enable sustainability and disseminate the results.



# Objective

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- This project addresses the realization of the student services.
- At present, at most of the public universities (with more than 80% of students) the student administration is still distributed and the primary top task of the university management is realization of integrated university.



# How to find solution

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- re-design of workflows to fit into a new environment by new innovative and knowledge management techniques.





# Student booklet → electronic version

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- University legislation sets usage of a student booklet, where all student activities are noted, signed and stamped, and we plan to change this to a new electronic environment. Within these innovations there will be no queuing for students, to stamp there booklet and to register with special application forms, avoiding huge delays, unnecessary overhead operations.



# Usage of innovative solutions

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- The proposed system functions as web application and be realized as service oriented architecture, allowing possibility for easy and transparent access via Web and easy exchange with Ministry of education.
- Social networks and collaboration tools are also innovative technologies to be used for student services.



# Contractor and coordinator

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- **Contracting Institution:**
- LSBU – London South Bank University, UK
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- **Coordinating Institution:**
- UKIM - University Ss Cyril and Methodius, Skopje, MK



# Partners

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- UDO – University of Dortmund, DE
- ULJ – University of Ljubljana, SI
- UKLO – University St. Clement Ohridski, Bitola, MK
- UGD – University Goce Delcev, Stip, MK
- SEE – South Eastern Europe University, Tetovo, MK
- EURM – European University, Skopje, MK
- FON – FON University, Skopje, MK



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- End dec – draft tech spec
  - Feb meeting in London – approval
  - March meetings – last changes
  - Mid March tender started
  - Mid May winner
  - Mid June delivery of enrolment module
  - 1 year for complete implementation



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- Each domestic partner to produce draft of functional requirements (max.10 pages) until 1<sup>st</sup> week of dec
  - Docs to be on google docs
  - Second week of dec – visits to Tetovo and Stip



# WP1 - (DEV) eStudent Management System

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- eEnrollment,
  - eStudent activities,
  - eStudent identification and accounting,
  - eStudent services and LMS access
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- realized by identification, requirements analysis and design



# WP2 – (DEV) Assessment and certification

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- eAssesement Management System;
- Europass CV, ECTS and Diploma Supplement;
- Register of eSkills & certificates
  
- realized by identification, requirements analysis and design





# WP3 - (DISS) Dissemination

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- dissemination strategy,
- project web site,
- social networking channel,
- events,
- presentations to prospective students and government



# WP4 - (EXP) Sustainability

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- sustainability plan,
- equipment purchase and implementation for infrastructure sustainability,
- HR sustainability and budgeting,
- legal sustainability



# WP5 - (QPLN) Quality control

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- methodology with key performance indicators,
- monitoring of activities,
- quality of deliveries and dissemination



# WP6 - (MNGT) Management

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- planning,
- reporting,
- Board meetings,
- matching performance indicators