

**TEMPUS project JPGR 511342 - iKnow**



**Education and Culture DG**

**Innovation and Knowledge Management towards  
eStudent Information System – iKnow**

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**12<sup>th</sup> Workshop on Awareness raising and enabling  
sustainability**

**Report and conclusions**

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**Date and time – Meetings held on 25-26.10.2011**

**Location – UKIM, Ohrid, Congress Centre**

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### **Contracting Institution:**

LSBU – London South Bank University, London, UK

### **Coordinating Institution:**

UKIM - University Sts Cyril and Methodius, Skopje, MK

### **Participating Institutions:**

UKLO – University St. Clement Ohridski, Bitola, MK

UGD – University Goce Delchev, Stip, MK

SEE – South Eastern Europe University, Tetovo, MK

EURM – European University of Republic Macedonia, Skopje, MK

FON – FON University, Skopje, MK

UDO – University of Dortmund, DE

ULJ – University of Ljubljana, SI

# Report of 12<sup>th</sup> Workshop on Awareness raising and enabling sustainability

**Project Title:** Innovation and Knowledge Management towards eStudent Information System – iKnow

**Author of document:** Marjan Gusev – project coordinator

**Checking:** Shushma Patel – project contractor

## Participants

UKIM – Prof. Dr. Velimir Stojkovski

UKIM – Prof. Dr. Marjan Gusev

UKIM – Prof. Dr. Dejan Gjorgjevikj

UKIM – Prof. Dr. Ivan Chorbev

UKIM – Mr. Goran Muratovski

And 64 other representatives from 22 UKIM Faculties

## Welcome note

Welcome note was addressed by host – UKIM rector Prof. D-r Velimir Stojkovski giving accent on importance of this project to UKIM university priorities

## Introduction and presentation

Prof. D-r Marjan Gusev as project contractor has presented project objectives and gave details about project implementation. The main purpose of this workshop was the need of change of attitude to realize the electronic versions of student services, avoiding paper documents.

## New workflow procedures

The first session was about new workflow introduced for enabling student services. Prof. Gusev has presented slides how the workflow is realized now, and what are the changes that this system brings in the system. The final goal is to achieve complete electronic workflow, eliminating any paper exchange among students and service department. However, although the software enables this kind of workflow, according to the existing legislation, UKIM has decided to realize simplified version of paper delivery to keep track of all requires signed on paper form by students and kept in their files. This will happen at the beginning of the semester only, when the student should sign necessary papers and leave them at department (it is also expected that all information is also processed electronically). All other processes are planned to be realized completely electronically.

Prof. Gusev has also addressed the need of introducing electronic payment as eligible instrument, although at this moment, legislation is preventing of using other banks then the National Bank, which does not provide these services for university.

All these legislative problems were addressed and rector has committed himself to start a procedure for recognition of these necessary elements in order to make electronic student services.

There was extensive discussion about new procedures by all participants, and a lot of specifics for all faculties were discussed.

## **New roles and responsibilities**

The second session was about responsibilities for individual roles in the project. Prof. Gushev has presented what will be the new roles and what will be their tasks. Implementation of new electronic services eliminates a lot of paper work, and there were comments that this system might actually produce a situation where several officers will be fired.

There was a special accent on what university responsibility is and what will remain as faculty responsibility. Some commented that the system will be alive if all staff will take active part in all activities, including administration of academic results, administration of study programs, students etc.

The discussion took place for all faculties, addressing their specific needs and characteristics.

Prof. Gusev has also presented deadlines where all faculties and university administration will populate information in the system about study programs, resources, schedules, exams, and students to make available live system testing with students enrolled this year. If the system satisfies the performances in the January and February period then it will have final acceptance by project management.

## **Software demonstration**

Prof. D-r Ivan Chorbev has demonstrated the software explaining all main roles, as university administrator, student, professor and officer in student services.

The demonstration was followed with series of questions and brainstorming about different aspects.

## **Conclusions**

There were 69 participants (37 female and 32 male) from 23 different Faculties at UKIM. Two day workshop about enabling sustainability and raised awareness all UKIM faculties included two presentations and live demonstrations of software, followed by extensive discussions and brainstorming sessions. The main topics were explanation of new workflow procedures and roles and responsibilities with the new system.

The raised awareness also included roles and responsibilities of all stakeholders and deadlines for specific actions in order to enable extensive system check and usage. Several questions were raised about specifics of faculties and possible ways to realize the software solution. A document of raised discussions and answers is available in Macedonian Language). 127 bugs were notified for the software in the bug reporting system as result of presentation and raised questions.