



**INNOVATION AND KNOWLEDGE MANAGEMENT  
TOWARDS eSTUDENT INFORMATION SYSTEM**  
Project Tempus JPGR 511342 - iKnow

## Quality control: Self-evaluation report

## Self-evaluation form and procedure

- Procedure
  - The form should be used by the Macedonian partners to self-evaluate the level of goal achievement for the different parts of the project

<b>Partner name:</b>	
<b>Partner acronym:</b>	
<b>Partner role:</b>	
<b>Date of self-evaluation:</b>	
<b>Responsible person:</b>	
<b>Contact information:</b>	
<b>Date:</b>	
<b>Comments:</b>	

- Design
  - The form's design is based on the technical specifications of the enrolment module and the E-Student Services System
  - General sections and detailed sections for the different modules

## Form layout

	TEMPUS project JPGR 511342 - iKnow	Quality Control
	Form for self-evaluation report	Rev: 0.2

### 1 General scope and status of planned implementation of iKnow results

*Please give an overview on which modules and procedures you have implemented (or are planning to implement) in your institution. Also give the reasons when individual functionalities have not been implemented. For each module and procedure, describe the current status, open issues, and the future timeline. Mention particularities of your institution such as specific existing systems or legal regulations.*

## 1) Overall implementation status

- Please give an overview on which modules and procedures you have implemented (or are planning to implement) in your institution.
- Also give the reasons when individual functionalities have not been implemented.
- For each module and procedure, describe the current status, open issues, and the future timeline.
- Mention particularities of your institution such as specific existing systems or legal regulations.

## 2) General software quality impression

- Please describe the general quality and applicability of the delivered software and documentation.

## 3.1. Detailed evaluation of the enrolment module

- 3.1. Enrolment module overall status
  - Please describe the general status and quality of the enrolment module as well as the current status of the implementation at your institution.
  - Mention open issues in the implementation process.
  - If applicable, report on practical experiences so far with the enrolment module.

## 3.1.1 Functional requirements

- 3.1.1.1 Student interfaces
  - Describe the quality and status of the functionality for the student as described in the system specification. (The functionality includes features such as applicant registration, online application and complaint forms.)
- 3.1.1.2 Application processing, ranking and reporting
  - Describe the quality and status of the functionality for processing the applications, ranking the applicants as well as the reporting functionality as described in the design specification.
- 3.1.1.3 Application and management functionality
  - Describe the quality and status of the management functionality of the enrolment module as described in Section 2.2 of the system specification of the enrolment module. The functionality includes for example the creation of accounts, the management of master data, study programmes, ranking rules and other functionalities available for the system administrator and the management of the application procedure

## 3.1.2 Non-functional requirements

- 3.1.2.1 Usability and response times
  - Describe issues related usability and ease of use and response times
- 3.1.2.2 Documentation and support
  - Describe the quality and issues related to the system documentation (end user and administrator) and professional support.
- 3.1.2.3 System stability and reliability
  - Describe issues related to the stability and reliability of the software



## 3.1.3 Organizational issues

- 3.1.3.1 Changes in administrative procedures
  - Describe the changes to your existing enrolment processes which are necessary for the implementation of the enrolment module.
  - Mention open issues and necessary further steps.
  - Also describe who the “owner” of the enrolment process in your institution is and who is responsible for the enrolment module.
- 3.1.3.2 Migration of old data, interfaces to other systems
  - Describe which data has been migrated to the enrolment module. In addition, list other systems to which the enrolment module is connected via software interfaces.
- 3.1.3.3 Status of archiving
  - Describe how archiving of the digital information of past enrolment terms is organized in your institution.

## 3.1.3 Organizational issues

- 3.1.3.4 Other affected processes in the institution
  - Describe where manual steps and paper-based documents are required and where further organizational and legal changes are necessary
- 3.1.3.5 Implementation barriers
  - Describe unexpected problems when implementing the module in your institution
- 3.1.3.6 In-house training and support
  - Describe what training measures have already been done in your institution with respect to end user training and support.
- 3.1.3.7 In-house system maintenance and hosting
  - Describe how software maintenance is organized in your institution and which organisational units are responsible for software updates, disaster recovery etc.

## 3.1.3 Organizational issues

- 3.1.3.8 Business value, cost effects, key performance indicators
  - Describe in detail which effects the enrolment module will have from an economic perspective.
  - What are expected savings, e.g., in terms of number of employees no longer needed for the manual processing of the applications?
  - Describe how your organization is planning to measure the success of the implementation of the software module.

## 3.2 E-Student Services System overall status

- Please describe the general status and quality of the e-student services system as well as the current status of the implementation at your institution.
- Explicitly list the modules implemented in your institution according to section 1 of the specification document.
- Mention open issues in the implementation process and describe the reasons for not implementing individual modules.
- If applicable, report on practical experiences so far with the services system module.

## 3.2.1 Functional requirements

- 3.2.1.1 (SCH) Module for study programs and schedules
  - Describe the status and quality of the system's functionality regarding the module for study programs and schedules in particular:
    - Defining student programs, courses, prerequisites and rules for studies
    - Mapping of faculty staff to courses
    - Equivalence of courses, modules and programs
    - Schedule – mapping groups, rooms and teachers
- 3.2.1.2 (SAM) Student activities module
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Enrolment in a semester and selection of courses
    - Forming groups

## 3.2.1 Functional requirements

- 3.2.1.3 (ADM) Module for the administration
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Administration of faculties and accredited study programs
    - Administration of members of the faculty
    - Administration of classrooms, rooms and laboratories
- 3.2.1.4 (ACR) Module for administration of academic results
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Administration of courses taken
    - Completing semesters
    - Administration of exams
    - Administration of earned ECTS credits and grades from exams passed

## 3.2.1 Functional requirements

- 3.2.1.5 (PID) Module for personal identification and access control
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
  - Identification (RFID or similar card)
  - Authentication system
  - Access control
- 3.2.1.6 (REC) Module for personal records of students
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
  - Photographing and issuing cards
  - Personal records for students

## 3.2.1 Functional requirements

- 3.2.1.7 (PRS) Module for presence monitoring and student activities
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Schedules for each student
    - Presence monitoring/ Attendance recording
- 3.2.1.8 (EPY) Module for electronic payment and use of resources
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Administration of payments by the students
    - Administration of the use of resources (library, Internet, photocopying)
    - Administration of the use of learning systems (LMS)



## 3.2.1 Functional requirements

- 3.2.1.9 (REP) Module for Reporting
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Reporting about successfully completed student activities
    - Quality of completed courses (GPA)
    - Electronic access to university record system
    - Issuing of diploma supplement and other certificates
    - Updating alumni data
    - Reporting about skills and knowledge
    - Issuing documents
    - Issuing other papers
    - Reports for the University management

## 3.2.1 Functional requirements

- 3.2.1.10 (EXS) Reports for the Ministry of Education and exchange of information with other systems Interface to exiting systems
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Exchange of information with the Ministry of education
    - Integration with the e-system of Student Administration Office and the e-system for
    - Student personal file overview
    - Exchange od data and reports with the Statistical Office of Republic of Macedonia

## 3.2.1 Functional requirements

- 3.2.1.11 (SAC) Module for Other Student Activity
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Administration of completed student mobility cases
    - Change of study program by students
    - Submitting for a master thesis or a PhD
    - Submitting for a diploma thesis

## 3.2.1 Functional requirements

- 3.2.1.12 (CER) Module for Certificates, Europass CV, Erasmus, ECTS, Diploma Supplement
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Implementation of ECTS (European Credit Transfer System)
    - Administration of ECTS
    - Issuing documents and assisting mobility
    - Issuing other diplomas
    - Assisting employment
    - Updating Europass CV

## 3.2.1 Functional requirements

- 3.2.1.13 (QUA) Module for Quality of the Education
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Administration of polls
    - Implementation of electronic log of completed classes
    - Implementation of a system for complaints and compliments
- 3.2.1.14 (ALU) Module for Alumni Students Data Collection
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Administration of alumni students
    - Management of CV, record of employment and career progress
    - Possibility for the alumni student to maintain their profile

## 3.2.1 Functional requirements

- 3.2.1.15 (XWS) XML Web Services to enable the Ministry of Education and Statistical Office access to the data
  - Describe the status and quality of the system's functionality regarding this module with respect to the following functionality
    - Defined XML files to be response to the call of the web services instead of ready paper reports

## 3.2.2 Non-functional requirements & organizational issues

- 3.2.2.1 Usability and response times
- 3.2.2.2 Documentation and support
- 3.2.2.3 System stability and reliability
  - 3.2.3.1 Changes in administrative procedures
  - 3.2.3.2 Migration of old data, interfaces to other systems
  - 3.2.3.3 Status of archiving
  - 3.2.3.4 Other affected processes in the institution
  - 3.2.3.5 Implementation barriers
  - 3.2.3.6 In-house training and support
  - 3.2.3.7 In-house system maintenance and hosting
  - 3.2.3.8 Business value, cost effects, key performance indicators
- Space for comments

- Thank you for your attention!