

TEMPUS project JPGR 511342 - iKnow



Tempus

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

**20th Workshop on Experiences of iKnow
Implementation**

Report and conclusions

**Date and time – Meeting held on 14.09.2012 in parallel to the
ICT Innovations conference**

Location – UKIM Congress Center, Ohrid

Content

Report of 20th Workshop on Experiences of iKnow Implementation	3
Participants.....	3
Introduction and presentation	4
Conclusion	5

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 20th Workshop on Experiences of iKnow Implementation

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

Author of document: Marjan Gusev – project coordinator

Checking: Shushma Patel – project contractor

Participants

LSBU – Prof. Dilip Patel

LSBU – Prof. Shushma Patel

QSP – Dr. Norbert Jesse

ULJ – Prof. Jurij Tasic

ULJ – Prof. Urban Burnik

UKIM – Prof. Dr. Marjan Gusev

UKIM – Prof. Dr. Ivan Chorbev

UKIM – Prof. Ljupco Antovski

UKIM – Mrs. Magdalena Kostoska

UKIM – Mr. Sasko Ristov

UKLO – Prof. Pece Mitrevski

UKLO – Prof. Goce Manceski

UGD – Prof. Zoran Zdravev

SEEU – Prof. Bekim Fetaji

FON – Prof. Sime Arsenovski

FON – Prof. Slavcho Chungurski

and other interested participants at the conference ICT Innovations

Introduction and presentation

This event was organized as a special session parallel to the 4th International Conference ICT Innovations 2012 conference held in Ohrid from 12-15th September. There was a special workshop devoted to presentations of results of realization of the iKnow project and also the final project management meeting was held to analyse the results and make conclusions for the realized activities during the project lifetime. These conclusions will be send to stakeholders and members of the Steering Committee to make final approval of the project results.

Prof. D-r Marjan Gusev as project contractor has addressed the audience with details about the status of project implementation and realization of the iKnow project, especially for implementation of the electronic enrolment at UKIM this academic year. It also requires change of attitude and workflow procedures.

The first presentation on the workshop was given by prof. Ivan Chorbev about implementation of project results at UKIM. He presented details of implementation and add-ons made by the University to enable quality environment and sustainability. The enrolment process has finished in first two cycles and the third is on-going. Prof. Chorbev has presented statistical data about number of applications, enrolment, number of transactions etc. The overall success was realization of transactions for more than 7000 applications in three cycles (the last cycle was on going). He presented details of transactions performed per day and how the relevant issues were solved.

Prof. Gusev has given a report on the implementation phase and elaborated a lot of details that will enable sustainability and successful finalisation of implementation. He presented a very successful realization pointing out a lot of details, obstacles and problems that were addressed and solved during problem implementation. In addition to realization of implementation strategy and action plan realization he also presented details about realization of the dissemination strategy and action plan, pointing out how leaflets, social media, radio, TV, newspapers etc. ere used to raise awareness about the enrolment and project results.

Magdalena Kostoska has presented how social media was used for technical support, customer relationship management and quality control. She gave some statistical information for results of electronic questionnaires and interviews to estimate the quality of application of project results. The overall grade is 85% that shows a high level of user satisfaction of project implementation.

Prof. Pece Mitrevski has presented experience of implementation of project results at UKLO. They have used the system for enrolment this year and the number of applications compared to UKIM was approx. 30% since less students apply for this University. Although the system runs on a very modest server, they plan upgrade towards cloud enabled platform and to realize similar add ons. The overall satisfaction obtained by interviews and questionnaires is also on high level. Starting from this generation they will use the system in the forthcoming period.

Prof. Zdravev Zoran presented how project results have been applied at UGD. They use a system which implements all iKnow results and have shown some statistical information about usage of the system from early 2012 in both enrolment and electronic services.

Prof. Slavcho Chungurski has presented the results of implementation of iKnow results. They have decided to build their own platform according to the design

principles established with the iKnow project. He also presented statistical information about enrolment and usage of electronic student services.

Prof. Bekim Fetaji has presented the experience of SEE University. They have purchased the system several years ago and will use it with older generations of students. Once this new system is approved by the project consortium they will start using it from the next academic year.

The project Management Meeting followed the workshop.

Prof Gusev has presented the overall implementation status.

Prof. Dilip Patel has discussed several issues about realization of workpackage WP.5 – quality control. He also expressed his personal satisfaction of realized project results. Another dimension which makes this project a real success is the ratio costs/results commenting what are the expenses at London South Bank University for realization of electronic student services.

Dr. Norbert Jesse has given extra argument as evidence of the enormous energy and commitment of the project team to finalize the project as successful.

Prof. Urban Burnik was very pleased about successful finalisation of the project commenting that the implemented results now have more sophisticated solution than those used in University of Ljubljana.

Conclusion

All participants agreed that the project was successful, especially EU partners have commented that the project management was excellent and the results of implementation changing the culture and habits of administration and application of new sophisticated technologies is on high level, that this solution is more sophisticated than that in ULJ or that this solution is realized with at least 10 times less budget than theirs. All domestic partners expressed their satisfaction of overall achievement.

The last section was discussion dedicated for summary and initiation of spin offs and further collaboration, specifically since the ideas were born during realization of this project. Prof. Gusev reminded all partners that the project finishes on October 14th and all activities performed in the scope of the project has to be reported on time to prepare the final report.