

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

Quality control of iKnow project

Ivan Chorbev
Magdalena Kostoska
Ana Madevska Bogdanova
University “Sts. Cyril & Methodius”
Faculty of Computer Science and
Engineering

Objective

- The general objective is to perform quality control of the iKnow system - the enrollment process, on the students from the University
- To improve student's processes and experience with their help.

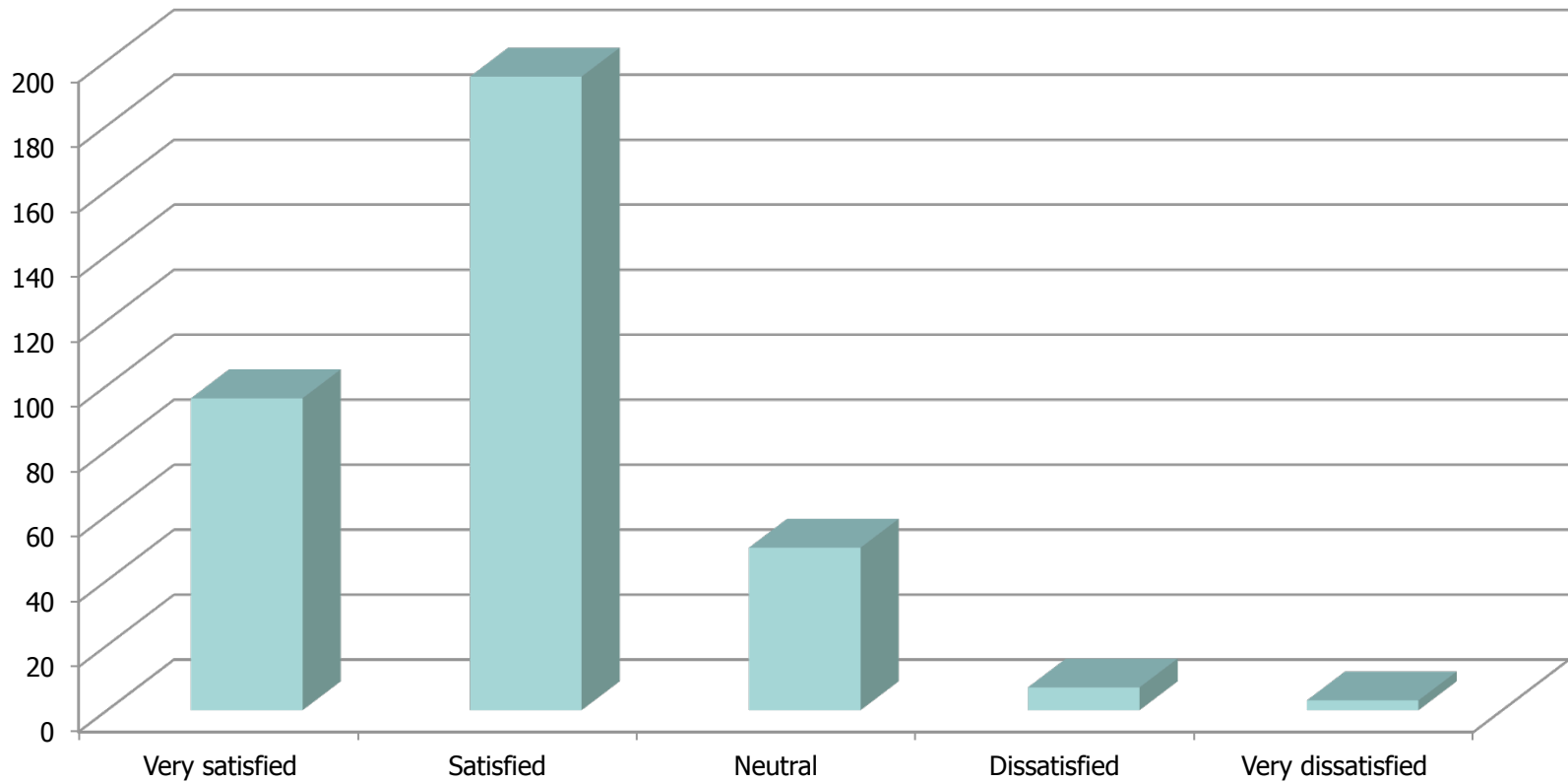
iKnow Quality Control

- As a part of the Last delivery: external quality audit
- Reports surveys with user satisfaction and feedback analysis

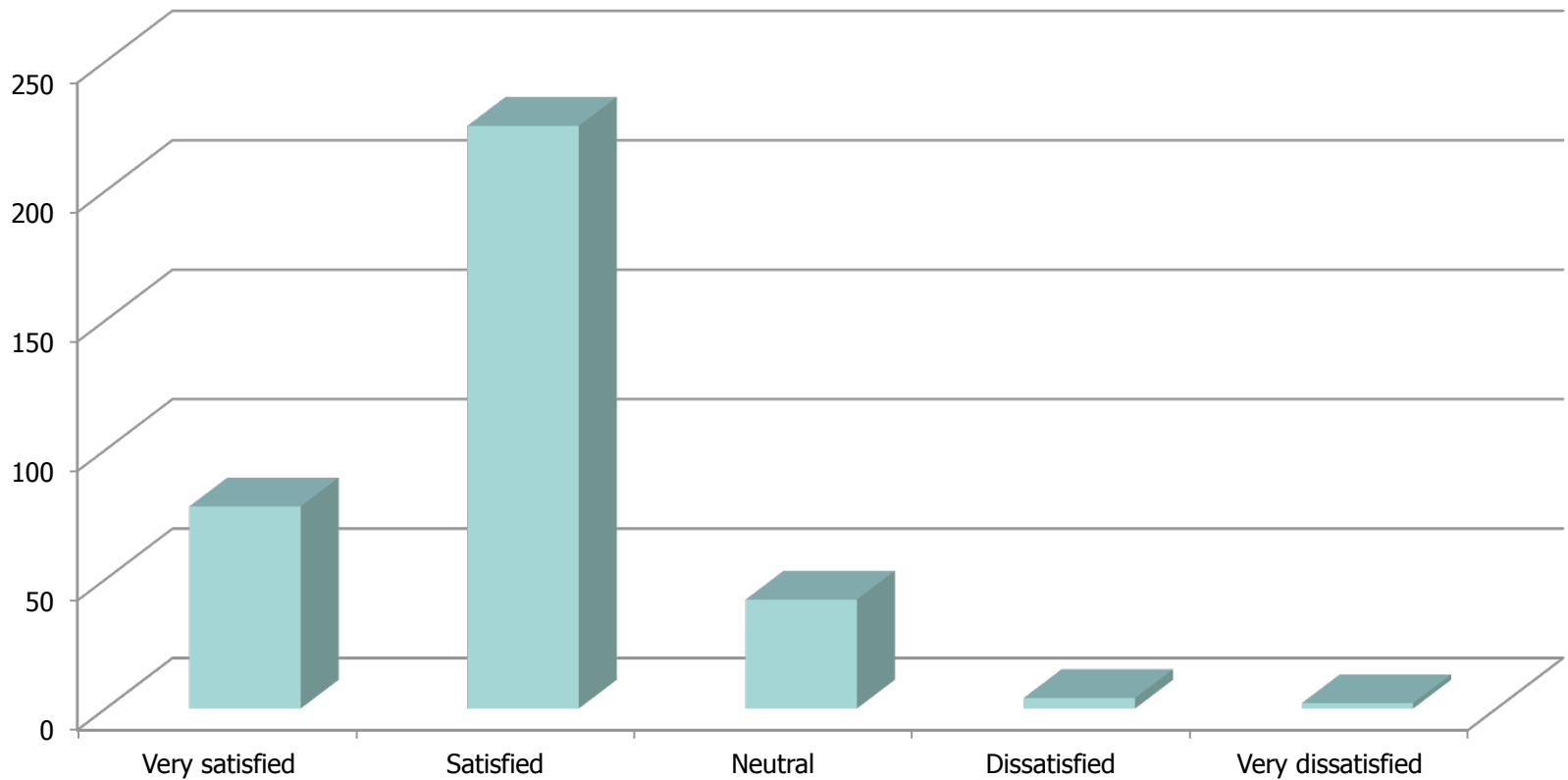
The survey

- Anonymous survey
- 8 questions regarding:
 - General system overview
 - Usability
 - Navigation
 - Exception and status handling
 - Quality and structure of information
- 360 users participated

1. Overall how satisfied are you with iKnow system?



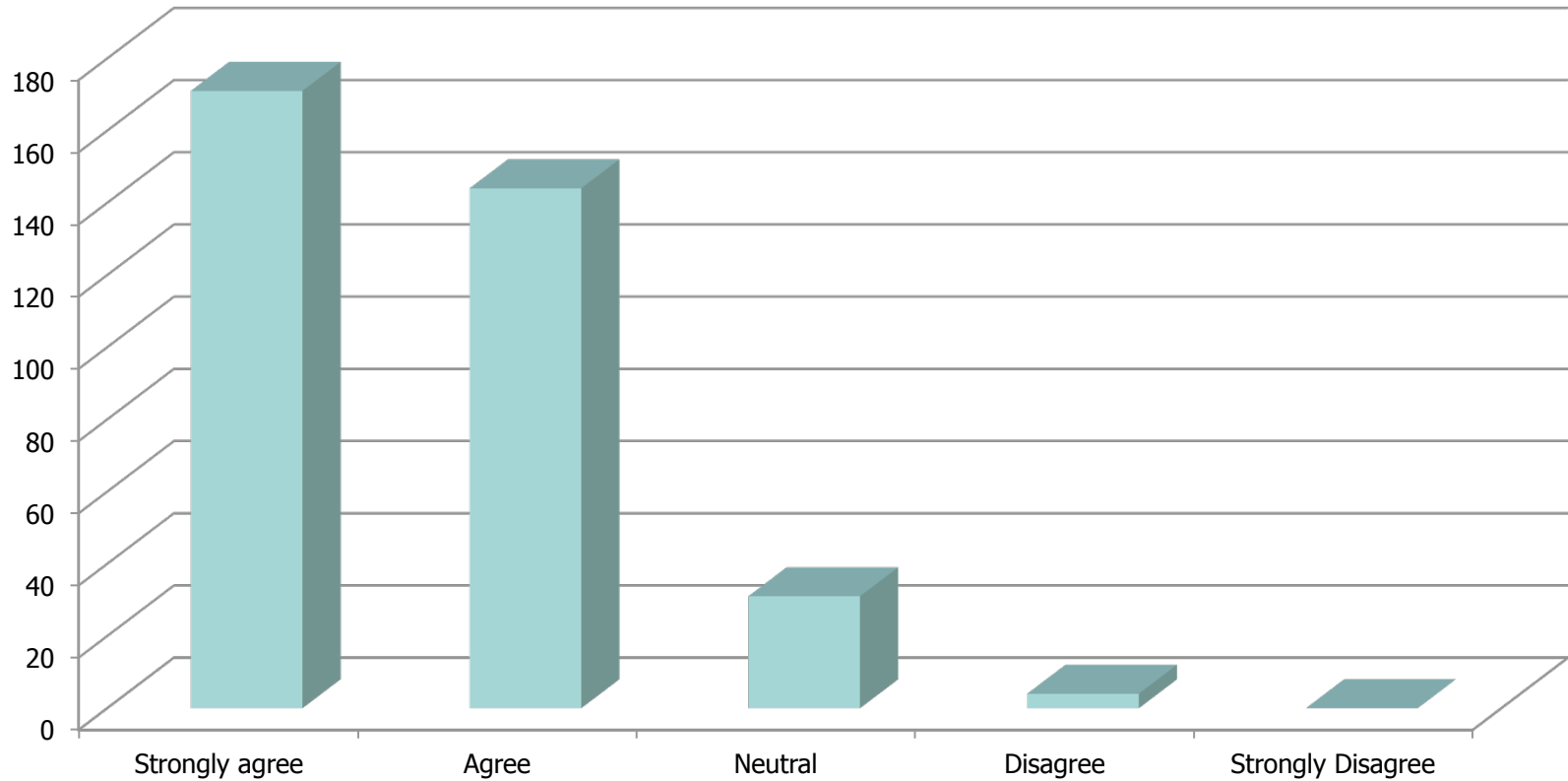
2. How do you evaluate the support that the system gives you as a student?



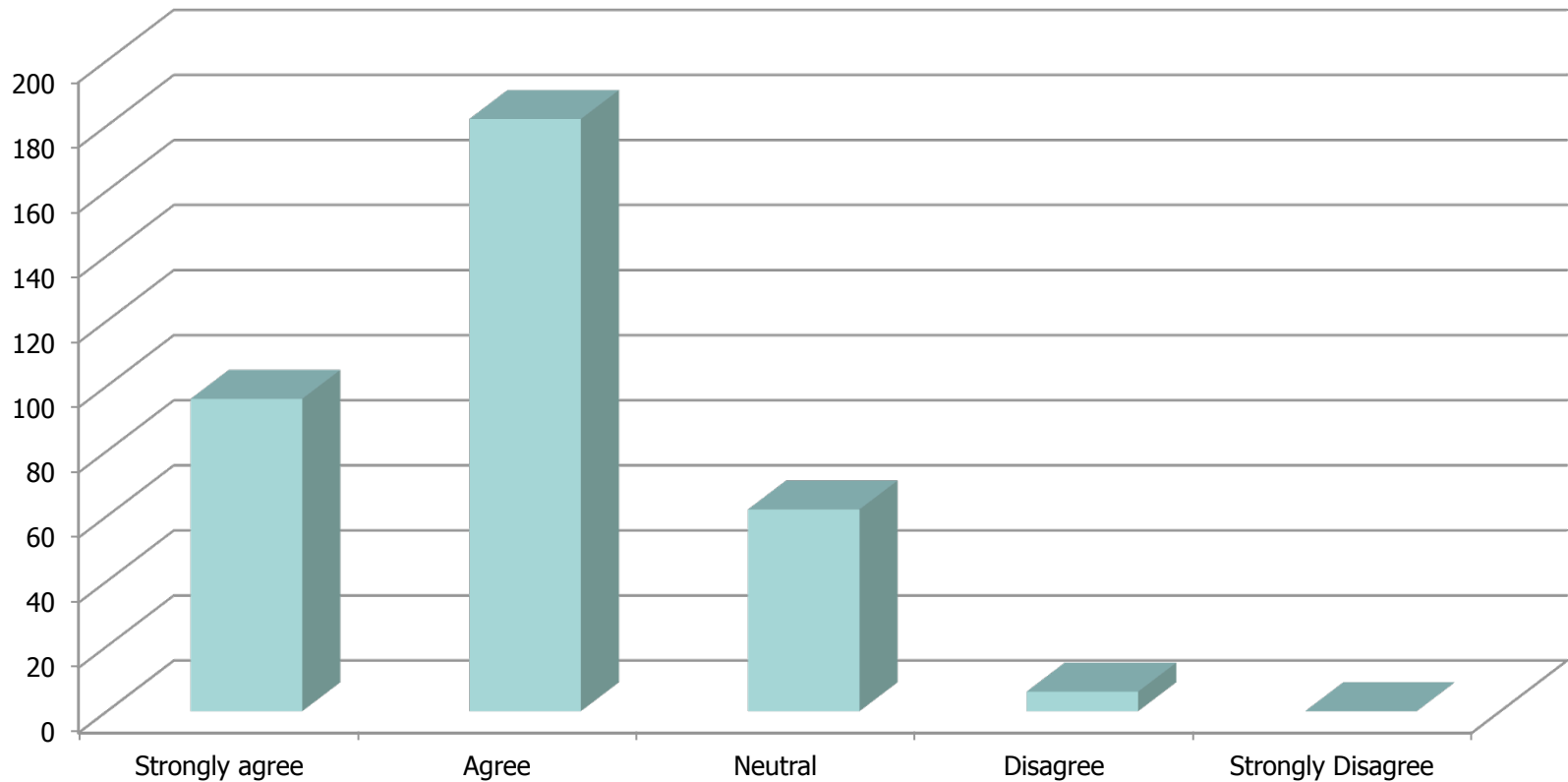
3. Do you support future usage of this system with enhanced functionalities?

- For this question a text input was offered
- Most of the comments:
 - Yes (in more than 50% of the given answers)
 - Suggestion to use this system for university or faculty events information, schedule information, semester enrollment (remember this students just enrolled faculty 😊), exams application etc...
 - Some of these students complained since some information were filled in the system, and then again in another documents

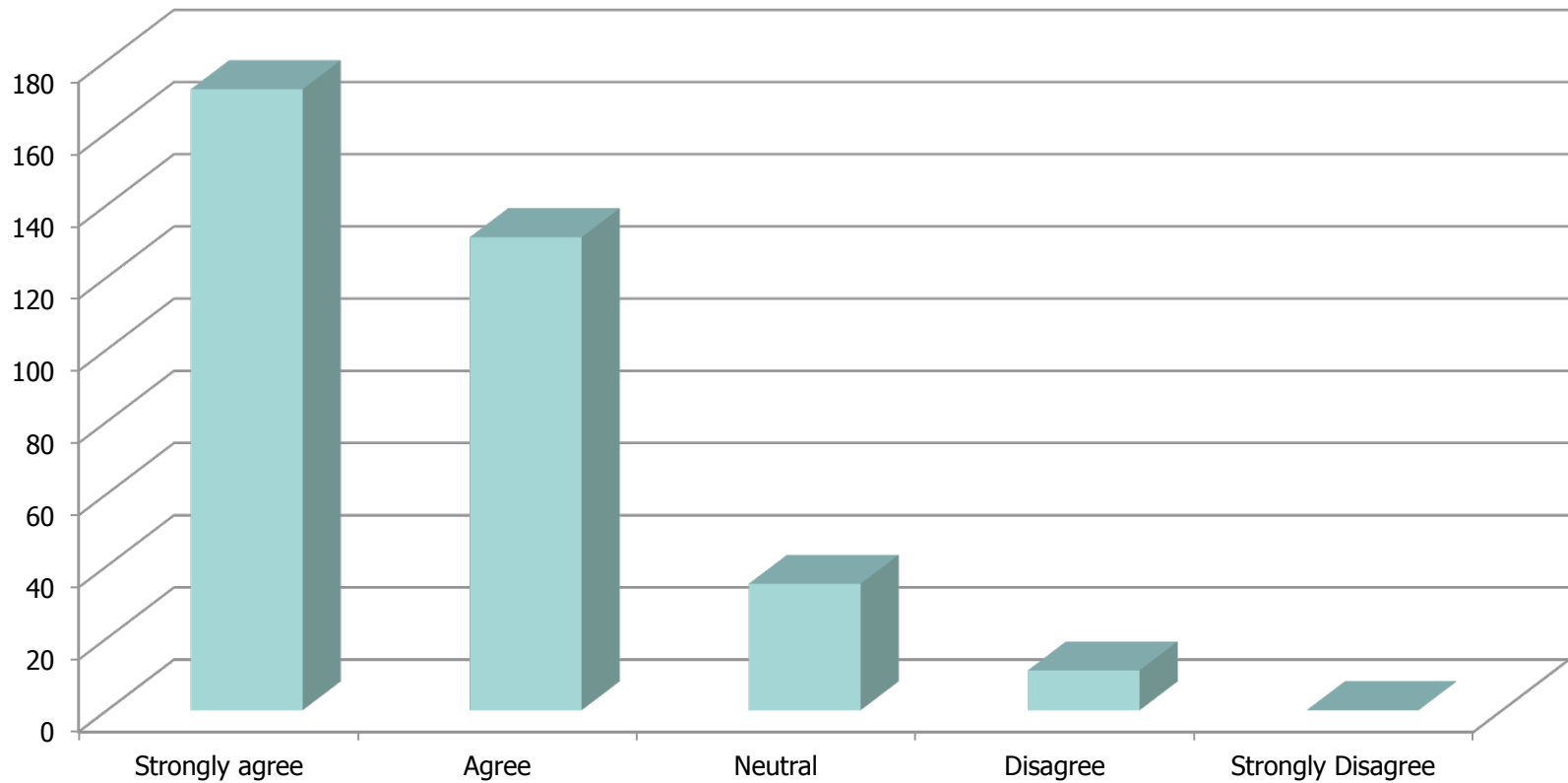
4. The browser displays all information correctly?



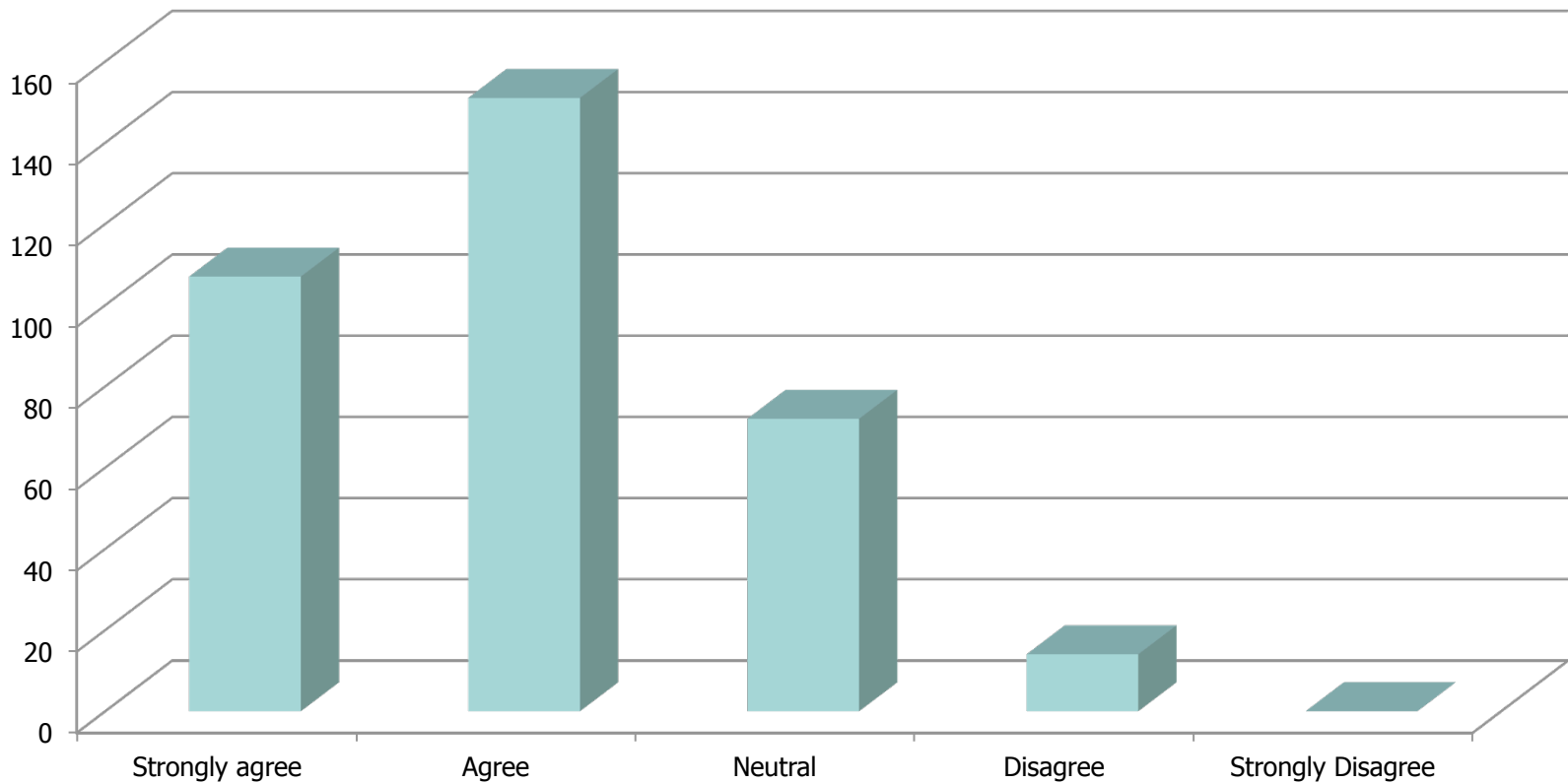
5. The system shows consistent look and feel.



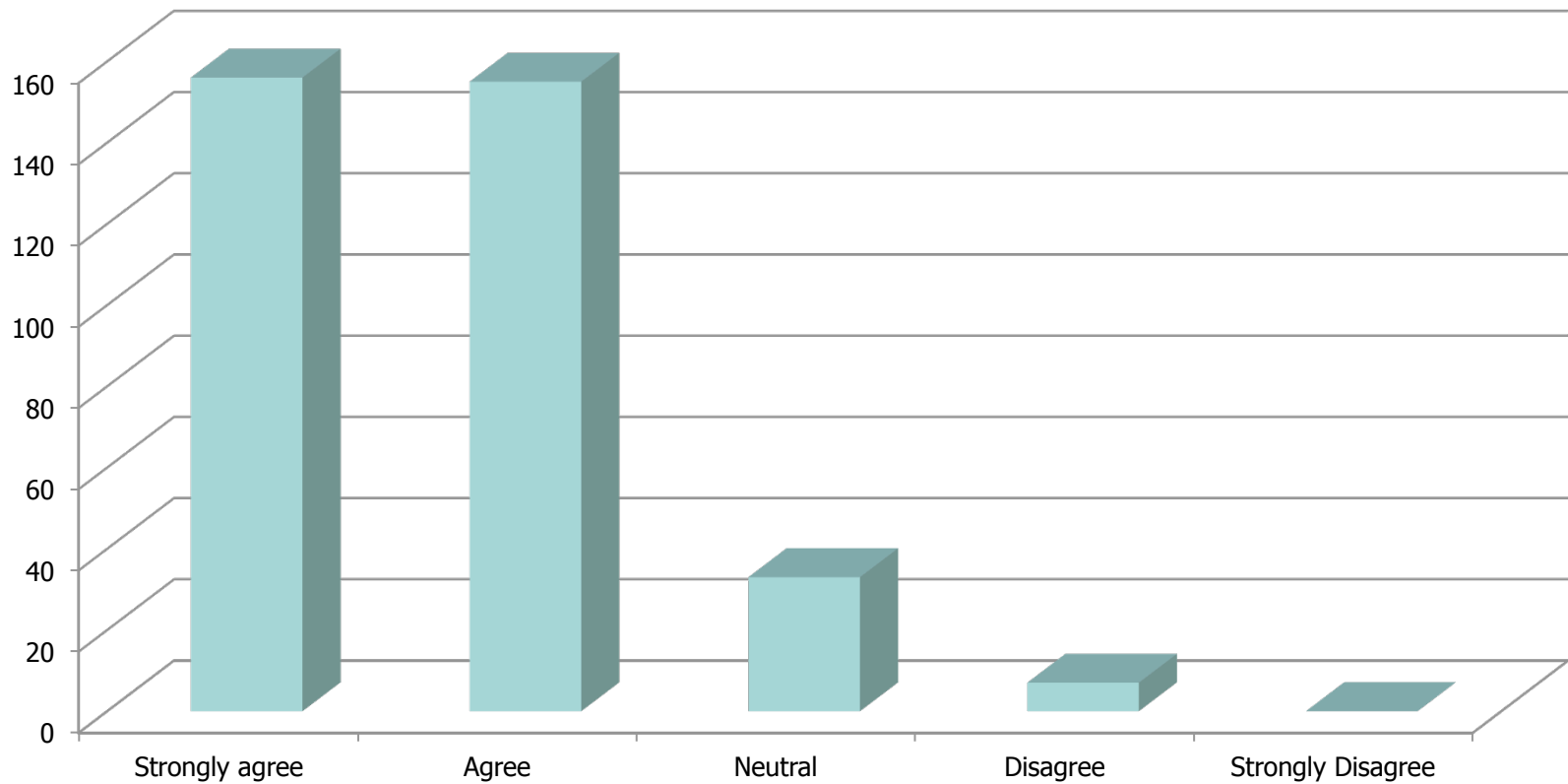
6. The messages the system communicates are clear and descriptive



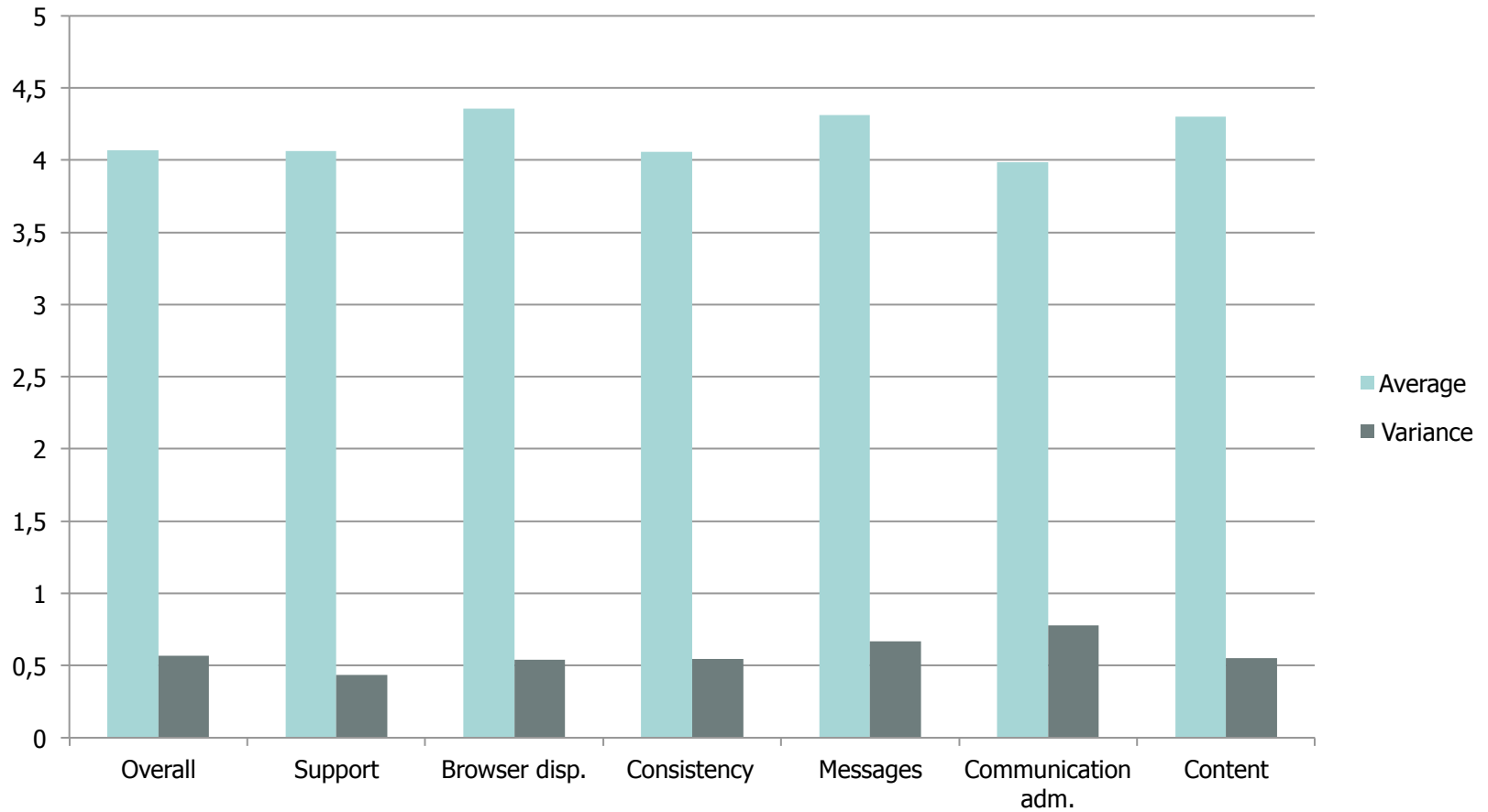
7. There is an easy channel available for help and to communicate with an administrator



8. The content is understandable and is up to date



Survey results overview



Conclusion

- The general average grade of the iKnow system is 4.16
- All of the answers (except for one) have grade greater than 4

Questions?

