

Higher Education Commission Automates Student Administration at Pakistan Universities



Higher Education Commission
Islamabad, Pakistan
www.hec.gov.pk

Industry:

Education & Research

Employees:

700

Oracle Products & Services:

PeopleSoft Enterprise Campus
Solutions

- Student Administration
- Academic Advisement
- Campus Community
- Financial Aid
- Recruiting and Admissions
- Student Records
- Campus Self Service
- Gradebook
- Contributor Relations

Oracle Database

Oracle Real Application Servers

Oracle Partner:

Techlogix
www.techlogix.com

“Everything is generated electronically and is available over the Web, which is a tremendous boon for the universities. The headaches of generating admissions lists and doing all administrative tasks manually are eliminated.” – Dr Sohail Naqvi, Executive Director, Higher Education Commission

The Higher Education Commission (HEC) was established by the Government of Pakistan in 2002. Since then, the HEC has undertaken a five-year reform process to turn Pakistan’s universities into world-class centers of education and research and development. Today, the HEC is investing in the development of 124 private and public institutions across Pakistan.

A key part of this reform process was the deployment of computers and high-speed networks across all these universities. However, despite the introduction of new technology, managing student information was a manual and time-consuming process. Everything related to student administration, including enrolments, fee records, and exam results, was handled by different departments at each university.

“Student recruitment and administration and the distribution of information took far too long,” said HEC executive director Dr Sohail Naqvi. “Every item was standalone. One university office would handle admissions, one would handle student fees, and another would compile students’ results.

“Everything was done on paper or using Microsoft Excel spreadsheets. There was no common platform between the universities and it was quite chaotic as department staff had to check and re-check information,” said Dr Naqvi.

In early 2007, the University of Engineering & Technology in Peshawar and the Dow University of Health Sciences in Karachi were selected to participate in a pilot project to automate their student administration and management processes.

After a rigorous selection process, the HEC turned to Oracle’s PeopleSoft Enterprise Campus Solutions to automate the student

Key Benefits:

- Improved efficiency by automating student administration process with Web-based system
- Enabled students to apply for admission and financial aid, view exam results, course and grade history, evaluate transfer credit, and pay fees online
- Enabled staff to track fee payments, create class assignments, calculate grades, and assess student progress online
- Provided platform to speed up the distribution of general information to students
- Enabled students to receive their degrees within a week, rather than wait up to 12 months

administration process and provide real-time information to students and faculty staff at the two universities.

The universities deployed the PeopleSoft Enterprise Student Administration, PeopleSoft Enterprise Campus Self Service, PeopleSoft Enterprise Gradebook, and PeopleSoft Enterprise Contributor Relations modules. The system runs on Oracle Database 10g and Oracle Real Application Clusters.

Student Administration Information Delivered Fast

Using the Web-based PeopleSoft Enterprise Student Administration system, thousands of students and staff at the two universities can access administration records, financials, class timetables, and exam results in seconds.

Students use the PeopleSoft Enterprise Campus Self Service module to apply for admission, change enrolments, request transcripts, view course and grade history, and evaluate transfer credit.

“University staff can also easily track students who have paid their fees and those who have not,” said Dr Naqvi.

“Professors, academic advisors, and administration staff spend much less time on administrative tasks. For example, it previously took six to 12 months for some students to receive their university degrees. This process now takes no more than one week.”

Faculty staff also uses the PeopleSoft Gradebook module to create class assignments, calculate grades, and assess student progress, eliminating the manual process of recording results on paper.

Improved Efficiency with Electronic Records

Both universities now have clear, documented student administration processes that are generated electronically. This improves overall administration efficiency and brings an “automation” culture to the universities, said Dr Naqvi.

“Students, for example, need to attend a certain percentage of their classes. These numbers can’t be changed once they are fed into the system, which brings a lot of transparency into the student administration process.

“Everything is generated electronically and is available over the Web, which is a tremendous boon for the universities. The headaches of generating admissions lists and doing all administrative tasks manually are eliminated,” he said.

Distributing information to students throughout the campuses is also made easier. “The universities have thousands of letters and other documentation to send out to students each semester. Templates are available online that speed up this process,” said Dr Naqvi.

The Future

A further four universities are currently implementing the PeopleSoft solution. The Balochistan University of IT & Management Sciences in Quetta, Punjab University in Lahore, Quaid-e-Azam University in Islamabad, and Islamia University in Bhawalpur are expected to go live by July 2009.

There are also plans to extend the PeopleSoft system beyond student administration. “There are many large educational institutions throughout Pakistan—the largest has 30,000 students—that need help automating their financial management and human resources functions,” said Dr Naqvi.

“We will be looking at some additional projects in the future.”

Why Oracle?

In 2006, HEC formed an expert group to map out the problem and design the requirements. The group built a specification document and went to tender. HEC created a performance matrix and evaluated proposals from Oracle, SAP, and a number of solutions developed by local organizations.

“We were impressed by the functionality of Oracle’s PeopleSoft Campus Solutions,” said Dr Naqvi.

HEC selected Oracle Partner Techlogix to deploy the solution. “There were many university processes that had to be modified and Techlogix provided the expertise that we needed. The project simply would not have succeeded without Techlogix’s assistance.”

Implementation Process

Techlogix kicked off the project in mid-2007. The company trained IT staff and administrators from both universities on how to feed student records from current and previous semesters into the system. Data was verified, checked, and double-checked before it went live.

The implementation went live at both universities in July 2008.

Advice from Higher Education Commission

- Ensure that all relevant staff across the university are committed to the project.
- Use a local partner with a strong technical competence.

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