Creating a 360 Degrees View of a University Student

By Patrick Mwesige: Managing Director for Kanara Solutions Uganda
1. About Kanara Solutions and Adapt IT.

2. The benefits of a 360 degrees view of a Student.

3. The nine building blocks required to enable such a view.

4. Some of Adapt IT capabilities and system modules enabling such a view.

5. The nine data category types of student data.

6. How we can help you start this Journey.

7. For further information
About Kanara Solutions

• Patrick Mwesige is the Managing Director for Kanara Solutions East Africa

• Kanara Solutions is a registered company in Uganda, offering ICT Consultancy services to Higher Learning Education Institutions and Infrastructure Structure Asset Management for Asset Intensive Industries such as Energy, Mining, Manufacturing etc.

• Kanara Solutions has offices in Uganda, South Africa and soon to open up in Tanzania. Kanara Solutions is a Channel Partner for Adapt IT in Uganda and Tanzania.

• For further information on Kanara Solutions please visit our website at kanarasolutions.co.za.
About Adapt IT

- 1000+ employees
- Are in 53 countries in Africa and Worldwide,
- JSE listed ADI Software and Services Provider,
- 75% Market Share of Universities and TVET’s in Southern Africa
- Have been in the Higher Education Sector ± 33 years
- National offices Johannesburg, Durban, Cape Town
- International offices: Mauritius, Botswana, Kenya, Ireland, Australia and New Zealand,
- Strategic Partners to: Microsoft | Oracle | IBM | SAP
About Adapt IT – different sectors we are in

Sector for today’s presentation

- EDUCATION
- FINANCIAL SERVICES
- COMMUNICATIONS
- MANUFACTURING
- ENERGY
- HOSPITALITY
Examples of problems we resolve in Higher Education Sector

Inefficient processes for
• Student Admission
• Course enrollment
• Student Billing & loan Management etc.

Compliance and Regulatory Reporting Challenges

Counterfeiting of Academic Certificates

Lack of a single integrated central platform to communicate with students, faculties, staff & management

Limited self service capability for students, faculties, staff, management and 3rd Parties?

Limited System integration to 3rd party solutions like Banks, Mobile Money etc.

Managing Data across multiple Campuses and Programmes

Un-coordinated view of student data throughout the student life cycle from Prospectus to Graduation and eventually Alumni

Outdated IT platforms That cannot handle the Future Vision of the institution

Theme for today’s presentation
Examples of Institutions we have resolved such problems for

- 21 of the 50 TVET Colleges in South Africa,
- 17 of the 26 Public Universities in South Africa,
- 3 of the 7 Public Universities in Ireland,
- 2 Institutions in New Zealand,
- 7 Universities in Southern Africa,
- 5 Universities in Western and Eastern Africa.

- University of Johannesburg (ranked in the top 15 African Universities)
  - Using the system for more than 30 years
  - Using the student administration system
  - Registering more than 50 000 students annually

- University of Kwazulu-Natal (ranked in the top 15 African Universities)
  - Using the system for more than 25 years
  - Using the complete solution of the ITS Integrator system
  - Registering more than 35 000 students annually

- University of Ghana (ranked in the top 15 African Universities)
  - Using the system for more than 20 years
  - Using the complete solution of the ITS Integrator system
  - Registering more than 35 000 students annually

- University College Cork (ranked in the top 400 Universities in the World)
  - Using the system for more than 15 years
  - Using the student administration system
  - Registering more than 25 000 students annually

- Dublin City University (ranked in the top 500 Universities in the World)
  - Using the system for more than 15 years
  - Using student administration system
  - Registering more than 18 000 students annually
Topic: Creating a 360 degrees view of a University Student
This 360 degrees view is based on the ability to automatically track a student’s activities throughout his/her life cycle.
The benefits of a 360 degrees view of a Student

• It proactively drives student success as Student data is in one place thereby enabling one to apply real-time analytics and AI. This real-time analytics opens up a world of possibilities, including timely engagement with at-risk students, personalized student journeys, ongoing optimization of the student experience etc.

• Can enable development and delivery of new business models and new revenue streams for the University,

• It provides contextual information on students based on their behaviors, intentions, and locations. With a 360-degree view of your student data, you could analyze the influence that student communities and improved social integration have on academic success – and identify the times when students are most productive online
The benefits of a 360 degrees view of a Student

• *It increases a team’s efficiency* as data is there for everyone else who needs it. That means less time and effort for every other team thereby improving collaboration.

• It can guide students each with an *insight-driven path* toward their educational success.

• It will leverage new *interactive learning models* by using digitally augmented reality and virtual reality technologies,

• Last but not least creating a 360 degrees view of the student is one of the steps towards the evolution to a *Smart campus* of the future—the next-generation campus that continually modernizes iteratively over time. *(refer to next slide outlining the journey and steps towards a Smart Campus)*
Achieve more.

The Journey and Steps towards a Smart Campus

Stage 0
Adhoc
This entails
• reactive management,
• conflicting student data management,
• manual processes etc.

Stage 1
360 Degrees Student View
To include
• digital channel usage,
• 3rd party system integrations,
• automated timetabling,
• connected campuses etc.

Stage 2
Smart Learning
To include
• flexible learning spaces accessible from anywhere via the web,
• collaborative student learning,
• lecture recording and archiving for ill or absent students,
• long distance learning

Stage 3
Smart Security and Safety
To Include
• use of video surveillance for both security and class or exam attendance
• smart lock and access
• asset tracking

Stage 4
Smart Campus Living Apps
To include
• smart id cards,
• smart payments,
• smart building automation for connected heating, air conditioning, ventilation and safety,
• smart lighting,
• smart transit and parking,
• smart location apps to direct students and visitors on campuses,

Stage 5
The Internet of (Campus) Things
To include
• student connectivity everywhere and anywhere
• hassle free access to the Internet
• personal student network in residence halls and facilities for students to stream video from their iPads over Wi-Fi, play video games with friends down the hall, connect to personal printers without scrolling through dozens of networks and devices.

Topic for today’s presentation
The nine building blocks that enable the 360 degrees view of a Student

1- Use of Digital Channels to communicate with students, faculties, staff, management and 3rd Parties

2- Creation of a Digital Student with Self-Service Capability for most activities at the Institution

3- System Integration to 3rd Party Plug-Ins, Banks, Mobile Money etc.

4- Smart classroom management to track student absenteeism

5- Smart Teaching and use of automated Technology for timetabling of Lectures and Examinations

6- Smart Hostel and Dinning Logistics and services provisioning

7- Connected Campuses

8- Automated student Financial administration for managing student debtors, financial credit and bursaries

9- Automated Operations for Regulatory Reporting and Human Resources Capital Management
Some of Adapt IT’s capabilities that enable such a view

1. We provide **DIGITAL CHANNELS** that enable Student Self Service, Lectures Self Service, Staff Self Service.

2. We enable **3rd PARTY PLUG INS and INTEGRATION CAPABILITIES** to Banks, Accounting Systems, Learner Management Systems (LMS), Library Solutions etc.

3. We provide **STUDENT PROSPECTUS and RELATIONSHIP MANAGEMENT** to enable Prospectus Management, Student Information Management, Student Relationship Management and Student Compliance Management.

4. We enable the management of the **STUDENT ACADEMIC LIFE CYCLE** all the way from Student Financial Aid, Student Timetable, Examination Results, Distance Learning, Student Billing / Debtors, Attendance Register, Academic Calendar, Student Health etc.
Some of the Adapt IT’s capabilities that enable such a view cont..

We have digitized the ACADEMIC MANAGEMENT FOR THE LECTURERS with automated Academic Planning, Student Attendance tracking, Management Reports, Class Timetable, Exams Management, Research Admin, Student Appeals Mgt etc.

We enable GRADUATION MANAGEMENT including Student Identification, Student Graduation Planning and Student Communication regarding Graduation.

We provide STUDENT ALUMNI MANAGEMENT to enable Sponsor Contributions, Alumni Communication, Old Student Data Management, Events Scheduling etc.

We provide FINANCIAL MANAGEMENT with Capabilities such as General Ledger, Fixed Asset Mgt, Cash Management, Accounts Rec & Payable Mgt, Budgeting, Procurement and Supply Chain etc.

We provide HR MANAGEMENT capabilities such as Personnel System, HR Self Service, Payroll Mgt, Salary Budgeting etc.
The nine category types of Student Data that can be derived as a result of the outlined capabilities:

**Examples of Student Admissions Data include**
- Application Yield/Conversion
- Cost Per Lead
- # of Applications (All Types)
- # of Leads/Inquiries
- Applications by international students
- # of responses per advertisement
- Special Admittance
- Student Profile (Race, Gender, Geography)
- # of Traditional transfers

**Examples of Student Retention Data include**
- Persistence: First Year
- Persistence: Other
- Persistence: Overall
- Retention: Academic Unit
- Retention: Adult
- Retention: First Year
- Retention: Graduate
- Retention: Overall
- Retention: Special Populations
- Retention: Student Profile
- Retention: Traditional
- Retention: Transfer

**Examples of Student Enrolment Data include**
- Academic Program Enrollment
- Adult/Age Enrollment
- Commuter Enrollment
- Dual Enrollment
- Enrollment by Class Level
- Enrollment by Developmental Students
- Enrollment by Ethnicity/Race
- Enrollment by Financial Aid/Scholarship

Achieve more.
Adapt IT’s System Modules that enable such a view

Core Systems
- User Access Control
- Business Process Driver
- Document Storage and Retrieval
- Surveys & Questionnaires
- Routing System
- Identification Card Interface
- Communication via printed document, e-mail and SMS

Student Management
- **STUDENT MANAGEMENT**
  - Student Administration (incl. Self-Service & Mobile)
  - Lecturer Self-Service
  - Distance Education
  - Co-operative Education
  - Research Administration
  - Alumni Management
  - Health Management

- **STUDENT FINANCIALS**
  - Student Debtors
  - Bursaries and Loans

Financial Management
- **FINANCIAL MANAGEMENT**
  - Financial Structures
  - General Ledger
  - Accounts Receivable
  - Income and Expenditure Budgeting
  - Finance Self-Service
  - Asset Management (incl. Self-Service & Mobile)
  - Procurement Management

CASH MANAGEMENT
- Counter System
- Banking Interface

Human Resources Management
- Personnel System
- Salary System
- Salary Budgeting System
- Personnel Self-Service
- ITS InfoSlips for Payslips

Resource Management
- Contact Management
- Print Costing
- Meal Bookings and Point of Sale
- Venue Reservation
- Vehicle Reservation
- Mobi Elections

Timetabling
- **Timetabler**
- **Timetabler Live**
- **Timetabler Automation**
- **Timetabler Attendance**
- **Timetabler Pay Claim**
- **Timetabler Utilities**

- **Timetabler Room Booker**
- **Timetabler Web Publisher**
- **Timetabler Autocal**
- **Timetabler Notification Service**
- **Timetabler Course Scheduler**
- **Timetabler Exam Scheduler**

3rd Party Plug-ins and Interfaces
- Education Ministry
- MyGate
- Vericred
- IntelliCard
- StudySpend
- Eduloan
- Moodle/Blackboard
- MyMarket

MIS and Reporting
- Metadata Data Layer
- Management reports via Self-Service
- JasperSoft

3rd Party Plug-ins and Interfaces
- CELCAT Timetabler
- FIHRST
- FoneWorx
- Sierra Library system
- Innopac Library system
- Real Pay
How we can help you start this Journey

We can start off with a gap analysis that will enable us to understand the needs that your University has. The key issues we will try and look out for in this gap analysis will include among others

1- Channels and Communication
   • Is University able to communicate with students, faculties, staff, management and 3rd Parties using a single yet integrated central platform?
   • How is University’s self service capability for their students, faculties, staff, management and 3rd Parties?

2- System Integration and 3rd Party Plug-Ins
   • How does the University integrate to 3rd parties like Banks, Mobile Money etc.?
   • How do they manage data across various Campuses and Programs?
   • How can they improve their business processes through one Uniform Integrated Platform?

3- Prospect and Student Relationship Management
   • Can the university track their student interaction with the institution throughout the Prospect from enquiries, admission, and registration eventually to graduation?
How we can help you start this Journey cont..

4-Academic Management
- How does the University manage Student Absenteeism?
- How efficient is the timetabling both for normal Lectures and Examinations?
- How efficient is the University at managing their Student Debtors, Financial Credit and Bursaries?

5- Non-Academic Management
- How do we improve the financial accountability and transparency in the institution?
- How can we ease the process of Regulatory Reporting to the Ministry of Education?
- How automated are the Human Resources Capital Management processes at the University?

The outcome of the gap analysis exercise will be an institutional technology roadmap with costs and way forward.

PLEASE COME AND VISIT OUR STAND
For Further Information Contact

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