UNIVERSITY OF NAIROBI
ICT CENTRE

POSTGRADUATE STUDENT TRACKING SYSTEM

Director ICT Centre
February 2019
Introduction

• In discharging its mandate, Graduate School (GS) is expected to coordinate with the relevant Faculty/School/Institute/Department to monitor progress of each postgraduate student and make appropriate recommendations to Senate.

• Over the years, the number of postgraduate students has grown to unprecedented levels posing numerous challenges in record keeping and tracking.
Key Objectives

- Maintain an accurate and easily retrievable record of the progress of each postgraduate student
- Keep track of the students’ contact with their supervisors through easily retrievable records of submitted progress reports
- Track and accurately determine registration expiry for each postgraduate student
- Maintain accurate and easily retrievable records of postgraduate students population
- Provide management with reports to aid in continuous process improvement
Functional Requirements

• Track student progress - real-time status reporting of the student’s academic progress from coursework completion to issuing of letter of award

• Provide a two-way communication mechanism between the student and the supervisor for submission of progress reports and receipt of feedback

• Send reminders/alerts to examination officers, students or supervisors whenever action is needed from them

• Keep track of students’ contact with their supervisors through easily retrievable records of submitted progress reports

• Validate each step in the process of tracking students’ progress i.e. getting to know what has been forwarded to GS or department
Actors Workflow

**Student**
- Submit Proposal
- Submit Progress Report
- Submit Thesis

**Supervisor**
- Approve all student submissions

**Department/School/Faculty**
- Administrator Assign supervisors
- Chairman/Dean approve student submissions from supervisors

**Graduate School**
- Verify Submission s by faculty
- Archive submission s from the faculty
Snapshot of System – Student Dashboard

Postgraduate Tracking System

You can submit your thesis proposals, progress reports and many more, just click on the relevant item.

- Submit Proposal
- Submit Progress Reports
- Submit Corrected Thesis
- Examination Intent
- Submit Thesis For Examination
- View Assigned Supervisors
Adopted Implementation Method

• Implementation has followed a pilot approach
  - Initial pilot at CBPS in May 2016
  - CHS in August 2017
  - ODeL October, 2017
  - Currently CEES

• Pilot implementation has the advantages of:
  - Reduced risks of failure, resistance and other unforeseen issues
  - Improved processes – project team has an opportunity to evaluate the system’s capabilities and make changes that streamline and improve processes
<table>
<thead>
<tr>
<th>ITEM</th>
<th>ACTION</th>
<th>RESPONSIBILITY</th>
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</table>
| System commissioning at College | Commissioning and agreement on implementation plan | • DVC RPE  
• College Principal  
• Director Graduate School  
• Director ICTC |
| Training | Deans/Chairs of Departments | • College Principal  
• Director ICTC |
| | Administrators/Postgraduate Committee, Course Coordinators | • College Principal  
• Director ICTC |
| | Supervisors and Student sensitization | • DVC (RPE)  
• Principal, CEES  
• Director GS  
• Dean/Directors  
• ToTs |
## Adopted Implementation Method - Cntd

<table>
<thead>
<tr>
<th>ITEM</th>
<th>ACTION</th>
<th>RESPONSIBILITY</th>
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<tbody>
<tr>
<td>System configuration</td>
<td>• System setup&lt;br&gt; • Assignment of user rights and privileges</td>
<td>• Director ICTC&lt;br&gt; • Deans/Directors</td>
</tr>
<tr>
<td>System Go-Live</td>
<td>• Full usage of system by schools/faculties</td>
<td>• DVC (RPE)&lt;br&gt; • Principal, CEES&lt;br&gt; • Director GS</td>
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<tr>
<td>System usage monitoring</td>
<td>• Ensure compliance to 100% system usage by all schools and postgraduate student</td>
<td>• DVC (RPE)&lt;br&gt; • Principals&lt;br&gt; • Dean/Directors&lt;br&gt; • Director GS</td>
</tr>
<tr>
<td>Technical system support</td>
<td>• Ensure the system is up and running&lt;br&gt; • User accounts created</td>
<td>• Director ICTC</td>
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Achievements

- Students are able to easily upload their work
- Improved accountability by the various actors
- Easy to track the progress of a student provided all the necessary steps have been undertaken.
- Enhanced communication between students and their supervisors through email alerts.
Implementation Challenges

- Changing Regulation requirements
- Lack of full ownership of the entire process
- Slow adoption of the system by the various units
- Limited data storage resources yet so many file uploads e.g. proposals, amended versions of proposals, letters of corrections, thesis etc.
- Inadequate feedback from the users regarding system usage