Online Teaching, E-Administration and Computerisation in the University

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A-presentation at the 2023 Workshop for Deans, Designated Directors, Heads of Department, Deputy Registrar organised by the University at the Academic Publishing Centre, University of Lagos, on Tuesday, August 22, 2023.

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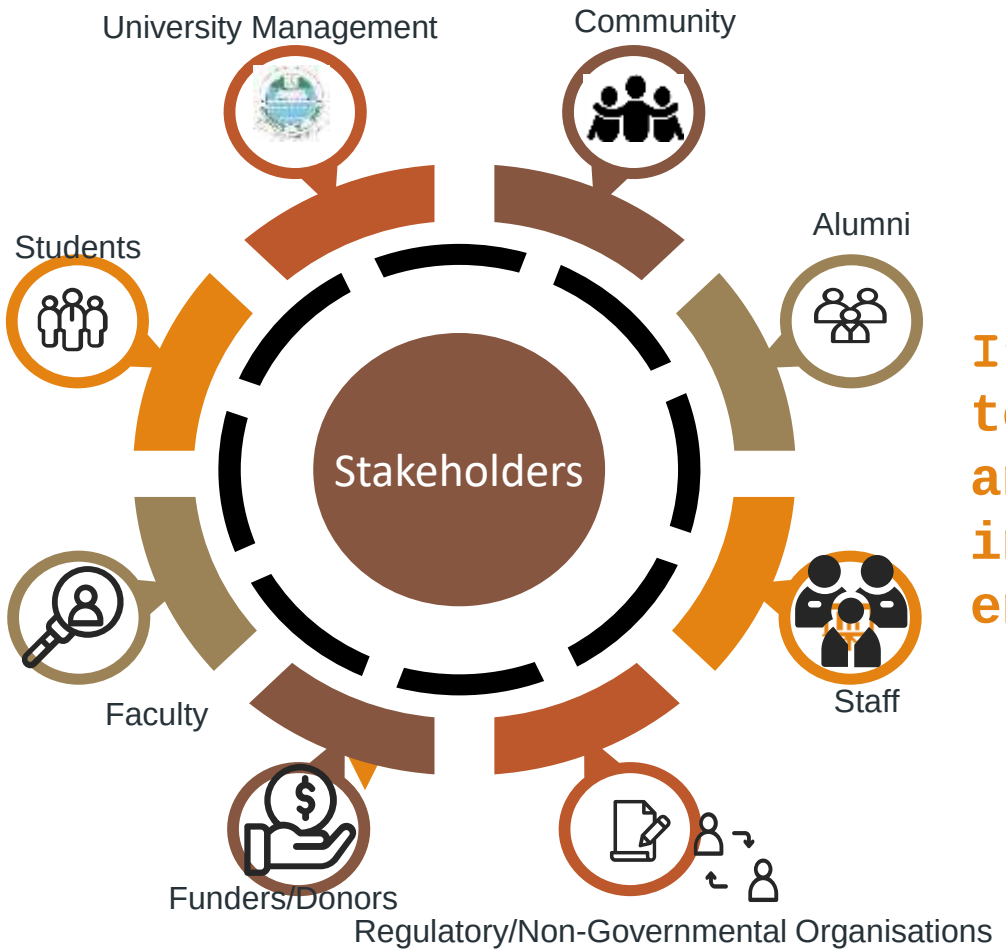
02 E-Administration: route to efficiency and improved productivity

03 Computerisation: automation of university processes and services for global competitiveness

04 Interaction and feedback

Why are we here?



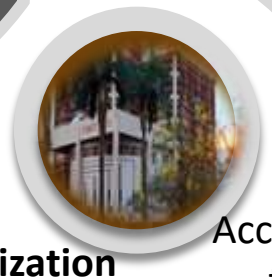
It's about the imperatives of deploying technology to drive university processes and deliver services to all stakeholders in the higher education (UNILAG) enterprise

Why deploy technology in the University?

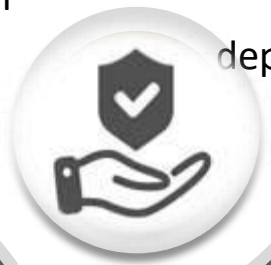
Consequence of Covid-19 Pandemic
Loss of academic calendar/ worsen financial position of the university

Fastest route to internationalization
Expand access and international collaboration

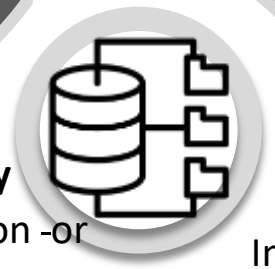
Inject efficiency into University Administration
Prompt completion of initiated task, retrieval of information and saves cost, ultimately



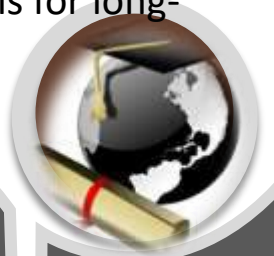
Improves service delivery
Access to service is not location -or time dependent, e.g., online application of certificate



Preservation of institutional repository
Digital preservation of deposited/generated materials for long-term availability



Positioning the University for global competitiveness
Improves ranking, visibility and global reputation



Automation does not take job away, rather it strengthens processes and delivers efficiency

Online Teaching/Learning

Before COVID-19 Pandemic, Online teaching was very limited globally, but the Pandemic took 1.5 billion students to online education.

It appears that online teaching has come to stay and represents the future of education across the spectrum

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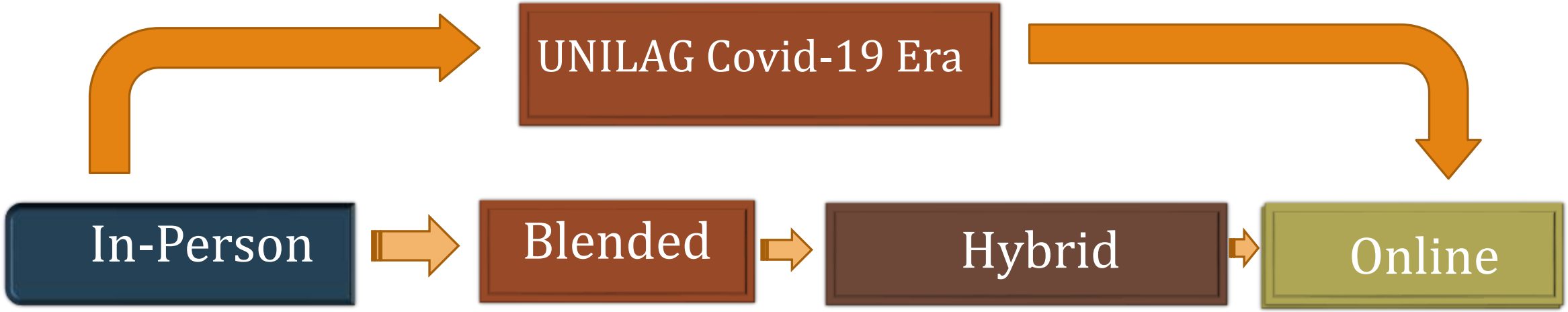
Different Methods of Curriculum Delivery

Characterized by amount of time spent in physical space against online



Traditional

All learning activities are implemented in a face-to-face classroom settings (essentially the pre and now, post-covid experiences)

Significant amount of learning activities are implemented in face-to-face classroom setting, some materials are available online, limited time for online instructions (discussion forum)

Significant amount of learning activities have been moved online; time traditionally spent on classroom activities reduced but not eliminated.(laboratory/studio sessions)

All learning activities are conducted online

Post-Covid-19
Some aspects of online teaching has come to stay in the university

Challenges of online teaching/learning

Yes, online teaching/learning has enabled a new world for knowledge acquisition and dissemination;

Yet, penetration and adoption are bedeviled with challenges

Challenges of Online Teaching

Engaging Students

How do we ensure that students are not distracted?

1

Feeling lost

How can we quickly recognized lost learners and assist them rediscover themselves?

2

Networks/Power/ Poor Tech Knowledge

In this part of the globe, inadequate infrastructure and low technology knowledge are obstacles to the adoption of online teaching

3

Time-consuming resources/feeling of isolation

Data provisioning, overwhelming schedule and Computer technology addresses the challenges and techniques related

4

Communication challenges

How to build learners' intimacy and connection whilst addressing communication barrier (asynchronous learning challenge)

5

Other challenges

- Technical difficulty with online learning tools
- Growing population of passive students

Addressing Challenges of Online Teaching: Transitioning

01

Purposes of Transitioning

Help both students and faculty see guidelines and principles that govern educational practices, funding, and regulations to improve learning outcomes and achieve educational goals.

02

Strategies

Management and decision-making processes for educational institutions and systems to ensure effective administration and policy implementation.

03

Activities

A wide range of activities to stimula traffic and engagement with the new digital platform

Purpose of Transitioning

Faculty

- Move curriculum over and develop courses timely
- Learn and adapt to new technologies with minimal difficulty.

Students

- Prepare students by providing orientation to new environment.
- Provide opportunity for technical support when needed
- Promote independent learning.

Strategies for Transitioning

- Move lecture notes to online environment.
- Introduce students to online environment in face-to-face lab
- Provide resources on posting and other online best practices
- Add activities that would help students quickly adopt and adapt to online culture
- Shorten class time
- One may choose to eliminate one class per week.
- Activate online feedback and revisions before submitting assignments
- Assign collaboration assignment with other course facilitators
- Encourage more digital communications such as emails, chats, discussion forum, etc.
- And more significantly, set-up a community of practice particularly for faculty

Activities (Transitioning)

A wide range of activities to stimulate traffic and engagement with the new environment; these include:

- Discussion forums
- Article critiques
- Social forum or question forums
- Group problem solving
- Group reports
- Responding to hypothetical situations
- Peer editing
- Listing of resources

Institutional Framework for Transitioning

- **Request for course migration process**.
- **Technical support and training (who, when, how)**
- **Pedagogical support and education (who, when, how)**
- **Course environment standards (navigation, colour scheme, required documents/resources, etc)**
- **Quality Standards**

  (review in the area of content, course design and instruction)

Factors influencing choice of online Teaching Platforms

Content and Content Management

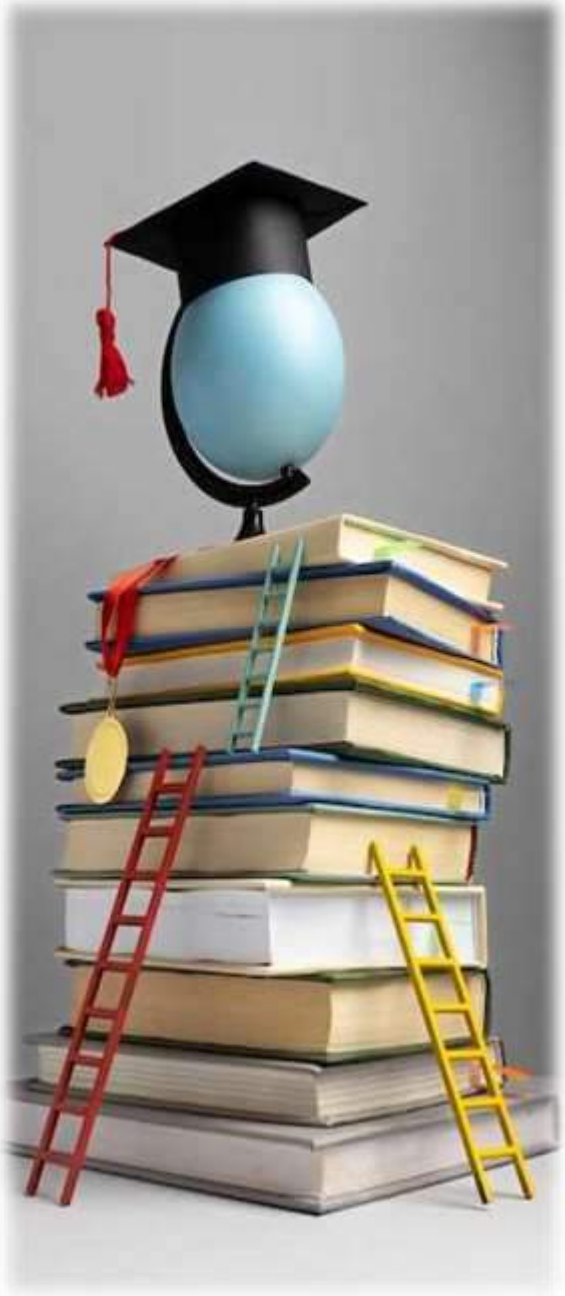
01

Offer a wide range of undergraduate and graduate degree programs.

Platform (Proprietary or Open Source)

02

Depends on needs, closed (bespoke) or collaborative



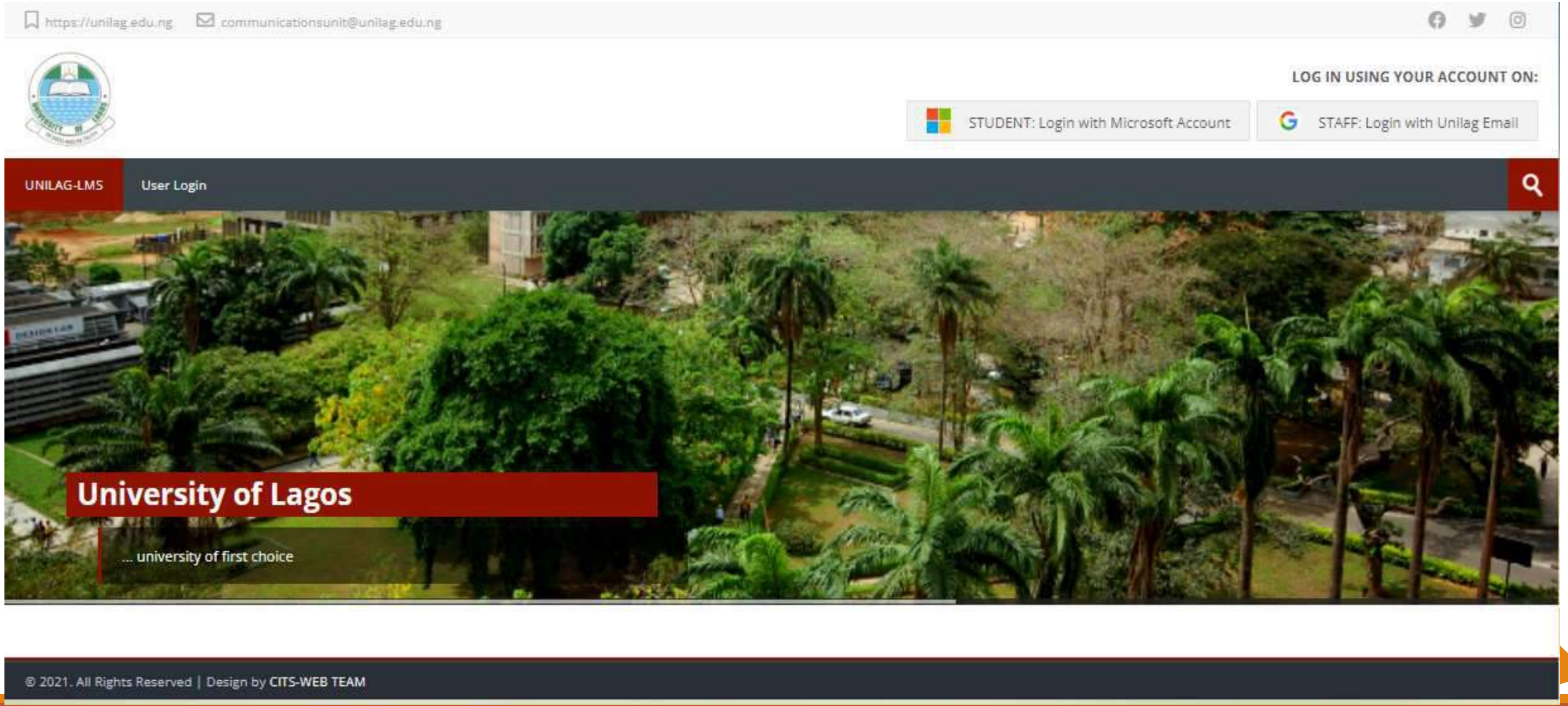
Ease of Navigation or third party application (Plug-in)

03

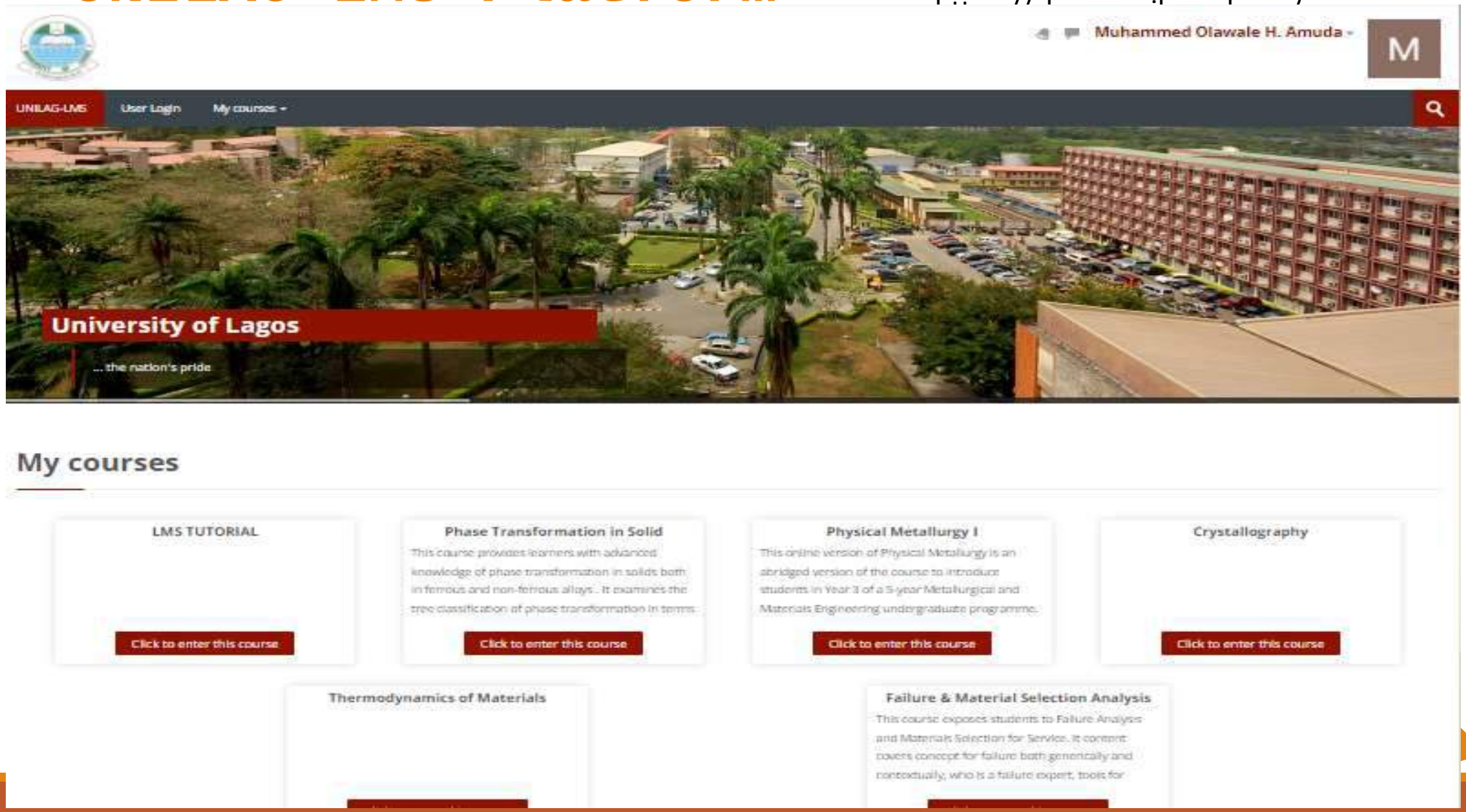
More than 800 platforms but 19 are very popular and common both in the open-source and proprietary categories.
Moodle, Blackboard, Canvas, Microsoft Education, etc.

UNILAG LMS Platform

https://vlearn.unilag.edu.ng/



UNILAG LMS Platform



E-Administration

(deploying network resources and application software to drive administration with minimal human interference providing capacity for data logs and analytics)

(Our Current Realities)

01

Analogue and Paper-based; document lost in transit

02

Turn-around time is extremely slow (at the minimum 72-hours)it has no respect for time exigency

03

Difficult to identify weak point in the process and service chain

04

Drains university resources/grossly inefficient (Huge expenditure on stationeries, not to mention personnel)

05

Incapable to provide real-time information/analytics about the university ecosystem

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Gradual deployment of E-Application (paperless initiative)

Some 6-7 years ago, a bit of e-administration was introduced with all aspects of students' administration (pre-admission screening, admission, registration, academic records, accommodation, students' election, etc.

01

Students Administration

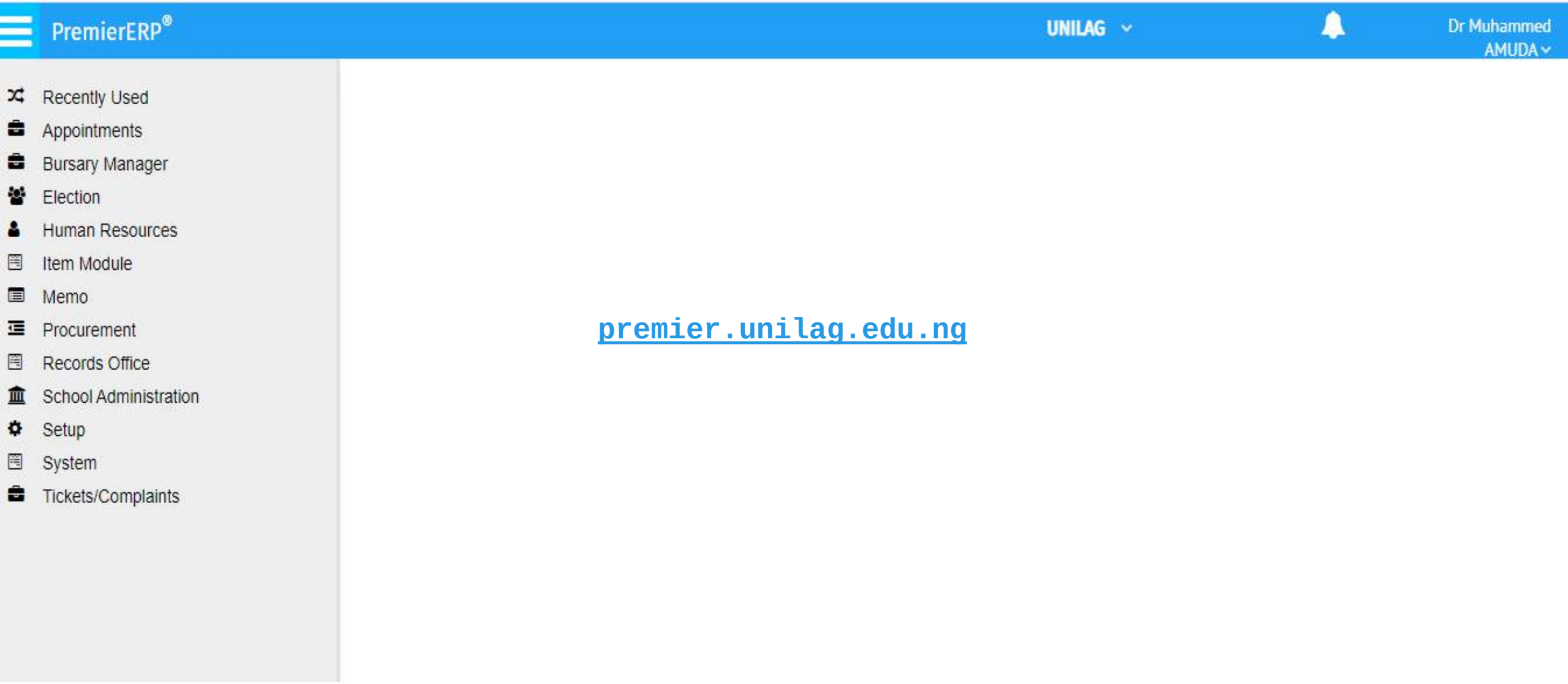
02

Human Resource Management and some aspects of Bursary, E-procurement & Item module

03

E-memo and possibly e-minutes

Premier Landing Page



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Automation of University Processes/Services)

Driven by internet accessibility than intranet (e-administration)

01

Multi-campus university without barrier and open governance

02

Facilitates internationalization and improved quality of curriculum

03

Enable high capacity video conferencing and streaming

04

Improves efficiency, productivity, reduced cost and greater societal impact

05

Increase faculty reputation, quality and visibility for the University

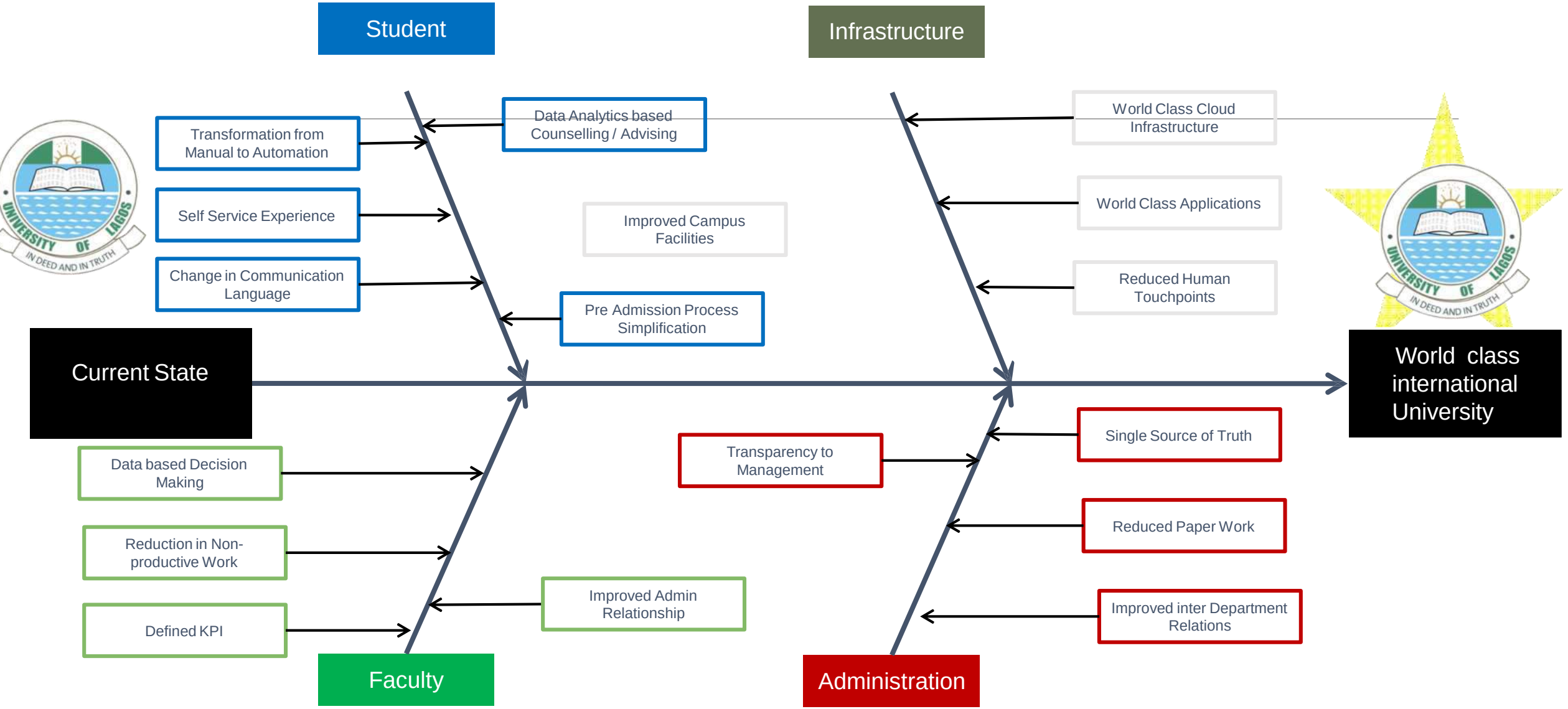
The UNILAG Ecosystem

		Administration	Academics and Research	Finance	Security
UNILAG Community	Staff	i. Office of the VC and DVCs ii. Registry a. Human Resource b. Council Affairs c. Senate and Ceremonies iii. Legal Unit iv. Procurement Unit v. Housing Unit vi. Directorate of Works and Physical Planning vii. Communications Unit and Protocol viii. Medical Centre ix. Alumni Relations and Advancement x. Properties (allocation and management) xi. University Press and Bookshop xii. Academic Publishing Centre	i. University Library ii. Directorate of Academic Planning iii. Directorate of Academic Affairs iv. Research Management Office v. Innovation and Technology Management Office vi. Academic Units (Faculty and Departments), Research Centres and Institutes	i. Bursary a. Treasury b. Budget c. Expenditure Control d. Audit e. Credit and Advances	i. Incident reporting and tracking ii. Access control iii. Seamless interface with security agencies
	Student	i. Directorate of Student Affairs a. Hostel and student accommodation b. Counselling Unit c. Students' Associations ii. Student Records (Certificate and Transcript)	i. Students' registration ii. Course advisorship iii. Examination results processing	Student Account and Payment	
Public		i. General information about the University ii. Endowment	i. Directory of Experts ii. Partnerships and Collaboration	External payment and receipt	

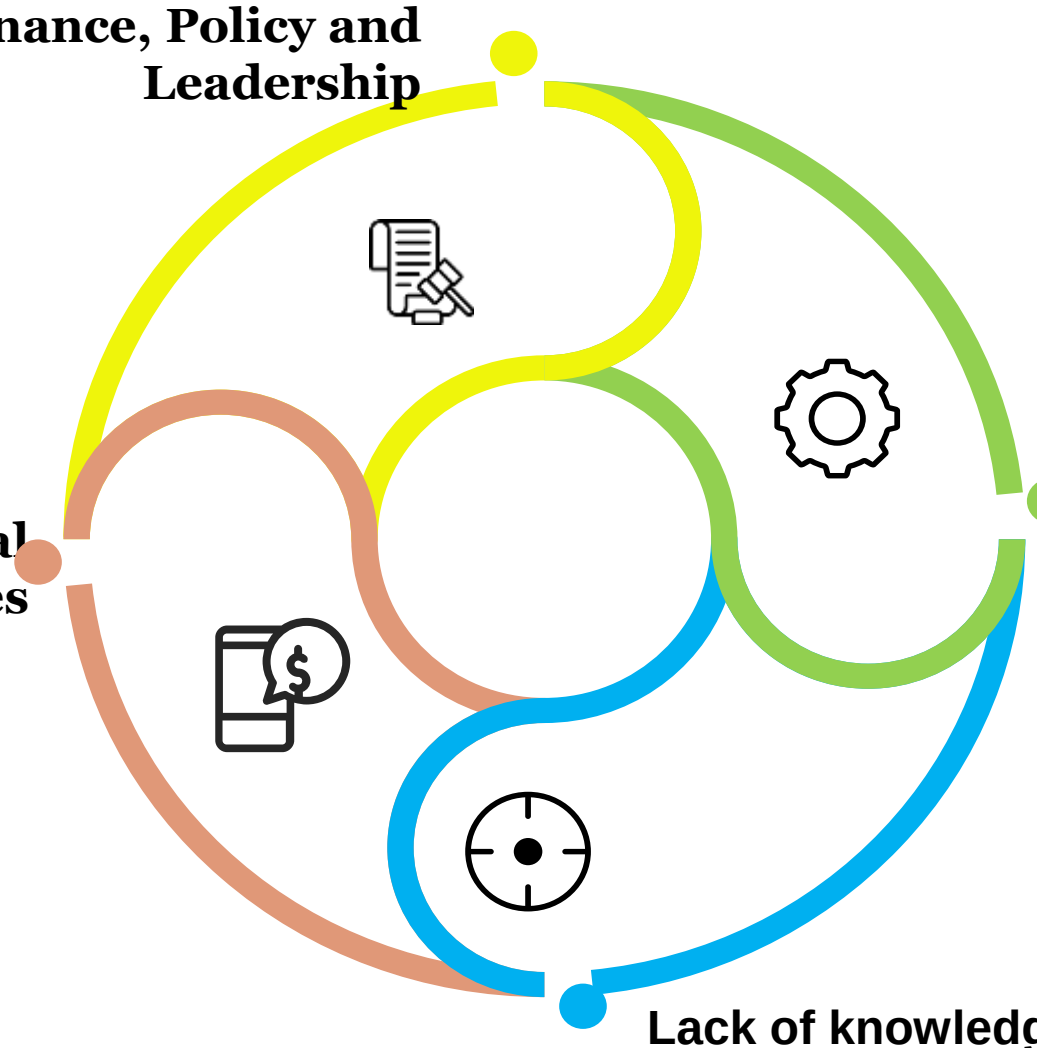
Considerations in University Automation Process

- Admissions and studentship lifecycle including registration, records, and academics
- Registry and administration including e-memo and e-meetings
- Financial planning and accounting including grant management
- Full human resource planning and information system
- Academic Affairs and academic planning
- Student Affairs and hostel administration
- Student Accounts
- Information Technology & Security
- Facilities Management
- Business intelligence including data management and procurement
- Examinations management
- Medicals
- Interface with the public including regulatory bodies and corporate organisations

Digital Transformation Paradigm for the University



Automation Constraints



Governance, Policy and Leadership

Financial resources

Deployment & implementation of inappropriate technology/infrastructure/solution architecture

Lack of knowledge, Human resource, culture and sustainability

Concluding Remarks

- Online teaching is the future of higher education (it is a gold-mine) but it must be properly transitioned into. Teaching units and the superintending Deans should as a matter of urgency kickstart a transition programme in their various faculties.
- To be globally competitive, UNILAG must automate and the process has started but before full maturity, e-administration particularly in memo, minutes of meetings, Bursary and HRMD should be explored and this should be enforced. Our current Premier ERP should be optimized.

- Our future is assured in a fully digitalized University of Lagos; and all of us as leaders in our various units have roles to play.

Thank You All for the opportunity to be part of this!

Q&A