



## Leveraging Information Technology For Higher Education Transformation

*Oracle Campus Solutions for HEC Affiliated Universities in Pakistan*

### Summary

According to Dr Sohail Naqvi, Executive Director, Higher Education Commission, "With Oracle PeopleSoft Campus Management Solutions (CMS), everything is now generated electronically and is available over the Web, which is a tremendous boon for the universities. The headaches of generating admission lists and doing all administrative tasks manually are eliminated. We were impressed by the functionality of Oracle's Solutions."

Higher Education Commission (HEC) of Pakistan is the primary regulator of higher education in Pakistan. HEC is responsible for higher education policy, quality assurance, degree recognition, development of new institutions and uplift of existing institutions in Pakistan. It also facilitated the development of higher educational system in the country. Its vision is for the transformation of institutions of higher education in Pakistan into world class seats of learning, equipped to foster high quality education, scholarship and research, to produce enlightened citizens with strong moral and ethical values that build a tolerant and pluralistic society rooted in the culture of Pakistan. The HEC has played a leading role towards building a knowledge based economy in Pakistan by giving out hundreds of doctoral scholarships for education abroad every year.

To Miss Sarwat Ameen, Program Manager CMS, at DUHS, one of the early adopters of the Oracle Campus Solutions, before implementing CMS, everything was manual while data were distributed to different people and administrators at DUHS were not able to collect verified data from one person. For example, attendance of the students was marked manually and it took a long time for them to know what attendance percentage was for each semester. Almost all HEC affiliated universities had all been in situations similar to DUHS, where the various administrative processes

### **Organization Profile**

Higher Education Commission of Pakistan (HEC)  
[www.hec.com.pk](http://www.hec.com.pk)

HEC is the primary regulator of higher education in Pakistan.

### **Sector**

Higher Education

### **Key Results**

#### Benefits

- Students, faculty members and alumni of participating HEC affiliated universities now enjoy unprecedented saving of time in transacting with any administration department on and off campus via self service from enrolment to receiving grades, from scripting to grading, and from alumni record updating to contribution. For some campuses, a student could now receive his/her degree in a week which previously took 6 to 12 months.
- Administrators can now electronically access administrative records and respond to queries and transaction requests with ease, speed and accuracy. For example, one can have exact attendance percentages at the end of each semester and can even restrict the students who have not paid their fees.

### **Oracle Products**

- PeopleSoft Enterprise Student Administration
- PeopleSoft Enterprise Campus Self-Service
- PeopleSoft Enterprise Grade Book
- PeopleSoft Enterprise Portal
- PeopleSoft Enterprise Contributor Relations

or legacy systems in use have been disparate or operating in silo and substantially affected the smooth running of the day-to-day administrative operation of the university. HEC recognized that this common situation, if not corrected, would certainly impede the growths of most of its affiliate universities and run contrary to its core vision of transforming the institutions of higher education in Pakistan into world class seats of learning. It then set out in search of a solution that could effectively address the various administrative pain points faced by almost of its affiliates in campus administration and management.

HEC selected Oracle as their technology partner to support HEC's vision to facilitate universities with the Information Management Systems that drive the higher education institutions in Pakistan to pursue new avenues of growth and operating model. In this context, HEC has taken first step and launched pilot project to implement internationally rated off-the shelf Oracle based Campus Management Solution in six geographically and subject-wise, diversified public sector universities. And has the plan to go for the implementation of campus as well as ERP solution in all the universities/institutes thereafter.

The six public sector universities/degree awarding institutes encompass medical, engineering and general multiple subjects of study and they are:

1. Quaid-i-Azam University, Islamabad
2. Punjab University, Lahore
3. NWFP University of Engineering & Technology, Peshawar
4. Balochistan University of Information Technology and Management Sciences, Quetta
5. DOW University of Health Sciences, Karachi
6. Islamia University, Bahawalpur

Tender to procure the said solution was floated in October, 2006 and after the meticulous evaluation of the International implemented Solutions, Contract Agreement was signed with M/s Techlogix on May 22, 2007 to implement Oracle's PeopleSoft Campus Management Solution. It took about 2 years for the implementation of the selected CMS modules.

Since then, the Oracle Campus Management Solutions implemented at the 6 pilot sites have in varying degrees, yielded positive impact on the administration and management of the pilot campuses. Students, faculty members and alumni at the 6 pilot campuses now enjoy unprecedented saving of time in transacting with any administration department on and off campus via self service, from enrolment to receiving grades, from scripting to grading, and from alumni record updating to contribution. For some campuses, a student could now receive his/her degree in a week which previously took 6 to 12 months.

Administrators at the 6 pilot campuses can now electronically access administrative records and respond to queries and transaction requests with ease, speed and accuracy. For example, one can have exact attendance percentages at the end of each semester and can even restrict the students who have not paid their fees.

### **The Results**

At DOW University of Health Sciences (DUHS) in Karachi, according to Miss Sarwat Ameen, Program Manager CMS, time has been saved in many issues and paper handling has been removed in many areas. Exact data availability at one place has been observed. Defaulter students have been blocked to appear in examinations. Decisions have been made on real time basis.

In all, DUHS has achieved high utilization of the CMS modules with tangible benefits as shown below:

S/R	CMS Module	Quantifiable Improvement	Before Implementation	After Implementation	% Utilization of the Module
1	<b>PSFT Enterprise Student Administration</b>	1.1 Average time taken to process a student application 1.2 Average time taken to notify a student of successful enrolment  1.3 Average time taken to process a student fee payment 1.4 Average time taken to check if a student has paid the fee  1.5 Average time taken to verify the attendance of a student in class 1.6 Average time taken to process any student enquiry via various touch points, e.g., over the counter or on the phone.	7 - 30 days  3 - 4 days  1 - 2 day(s) 30 - 60 min 10 - 20 min 30 - 60 min	20 - 30 min  20 - 30 min  10 min 5 min 5 min 10 - 20 min	<b>70%</b>
2	<b>PSFT Enterprise Campus Self-service</b>	2.1 Average time taken to enrol for a course by a student 2.2 Average time taken to update personal details by a student 2.3 Average time taken to check class enrolment results by a student 2.4 Average time taken to verify any fee payment status by a student  2.5 Average time taken to apply to change a course by a student 2.6 Average time taken to schedule for a meeting with a faculty member by a student	1 - 2 hrs 30 - 60 min 30 - 60 min 30 - 60 min 60 - 120 min -	20 - 25 min 5 - 10 min 5 - 10 min 5 min 10 - 15 min 10 - 15 min	<b>40%</b>
3	<b>PSFT Enterprise Grade Book</b>	3.1 Average time taken to release a course grade of a student 3.2 Average time taken to submit a course grade by a faculty member 3.3 Average time taken to check a course grade by a student 3.4 Average time taken to submit a request for the review of a course grade by a student  3.5 Average time taken to notify a faculty member to review a course grade and receive the result of the review 3.6 Average time taken to release the full transcript of a term exam results of a student	30 days - 3 - 4 days 1 - 30 days - 2 - 3 months	1 week - 10 - 15 min 1 - 2 week - 1 week	<b>60%</b>
4	<b>PSFT Enterprise Portal</b>	4.1 Average time taken to prepare and publicise a course curriculum 4.2 Average time taken to collate the number of enquiries received about a course curriculum  4.3 Average time taken to prepare and dissemination class information for a course 4.4 Average time taken to prepare and publicise the list of the faculty members for an academic term/calendar year	3 - 4 days 3 - 4 days 1 - 2 day(s) -	10 min 10 min 5 min 5 min	<b>60%</b>
5	<b>PSFT Enterprise Contributor Relations</b>	5.1 Average time taken to prepare and disseminate information bulletin to alumni	1 day	10 - 15 min	

		5.2 Average time taken to process any enquiry by an alumni	3 - 4 hrs	10 - 15 min	50%
		5.3 Average time taken to update the profile and personal information of an alumni	1 - 2 hrs	5 - 10 min	
		5.4 Average time taken to process any gift/financial contribution from an alumni	1 day	15 - 20 min	
		5.5 Average time taken to collate the enquiry information of the alumni	1 - 2 hrs	5 - 10 min	
6	<b>Accommodation System</b>	6.1 Average time taken for a student to check the availability of an accommodation	3 - 4 hrs	15 - 20 min	50%
		6.2 Average time taken for a student to apply for an accommodation	3 - 4 hrs	5 - 10 min	
		6.3 Average time taken to process an application by a student for an accommodation	2 - day	4 - 5 hrs	
		6.4 Average time taken to check the payment status for an accommodation by a student	30 - 60 min	10 - 15 min	
7	<b>CollegeNet Scheduling System</b>	7.1 Average time taken to prepare and disseminate a schedule for a class, a meeting, etc	3 - 4 hrs	10 - 15 min	80%
		7.2 Average time taken to solicit responses to a schedule for a class, a meeting, etc	1 - 2 hrs	10 - 15 min	
		7.3 Average time taken to book facilities for a class, a meeting, etc	2 - 3 hrs	10 - 15 min	

At Islamia University, Bahawalpur (IUB), according to Aurang Zeb, Project Director & Manager CMS, CMS has streamlined information flow and optimized productivity of the university resources as well as improved the quality of services. The convergence of new, integrated, Web-based technologies and a student-centric focus create opportunities to manage the student lifecycle effectively. Users can communicate and share information across departments, organizations, systems and campuses. PeopleSoft Student Administration effectively connects the student data within the institution, and PeopleSoft Contributor Relations Solutions put key information about donors and prospects directly in the hands of the development staff. PeopleSoft Campus Self Service provides users with the information they need.

In all, CMS provides superior integration of the diverse systems within IUB, while maintaining the security and stability of its environment. Integration makes using the system easier for all users as they would not need to learn to work in many different environments. Day-to-day activities are easier for everyone, from students to faculty to administrators. Through every phase of the student lifecycle, PeopleSoft Campus Solutions offers the functionality to help achieve the objectives of IUB.

Through recruiting and admissions, IUB can now enhance the quality and diversity of applicants and first-year students. Through student services, IUB can improve student graduation rates and create a more positive experience for students. Through alumni relations and fundraising, IUB can now strengthen relationships and involvement, increase lifelong giving, and encourage lifelong learning and so on.

Today, even though with a lot of challenges and hurdles, IUB CMS team is making it possible to support the faculty and administration to manage the entire student lifecycle easily and effectively.

Similar success stories have been circulating around the 6 pilot campuses, and since then, more universities in Pakistan such as the following have joined the band wagon having implemented the various CMS modules:

- Institute of Business Administration (IBA) Karachi (also implemented the Student Admin Integration Pack (SAIP))
- Institute of Business Administration (IBA) Sukkur (also implemented the SAIP)
- Aga Khan University (Campus + Financial Management + Supply Chain + HCM ) as a global rollout of Pakistan
- Habib University Foundation recently selected Campus Solution, with Financial Management, Supply Chain, HCM, CRM, and Alumni Management
- Institute of Business Management recently selected Campus Solution with Contributor Relations
- National University of Sciences & Technology recently selected Campus Solutions with Higher Education MDM, Financial Management, Supply Chain, HCM, and Contributor Relations
- Lahore University (LUMS) (a private university that was not funded by HEC; also implemented HCM)

### **Conclusion**

With CMS implementation that supports the future of the online campus, HEC targets to bring more efficiency to every process across the student life cycle and streamline the infrastructure on which this cycle depends that helps to meet the challenges of future. HEC sees CMS as the tool to remove the barriers to business/administration to manage and carry better relationships with students – from the earliest recruiting stage graduation and then alumni relation providing a *Total Solution*.

Deployment of such system also helps out management and authorities to access and communicate statistical reports based on real time data for the strategic forecasting, planning and decisions. Analysis and preparation of working plan on the basis of results from such reports have enabled institutions of higher education and research to operate more efficiently, provide services to their constituents, be prepared for new missions, and maximize return on their technology investment.

HEC is pleased with the success of the Oracle CMS implementation among its affiliate institutions in Pakistan thus far.