Chapter 12: Academic Information Management

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Structures and Responsibilities

Education Technologies Division
The Division is responsible for the sustainable provision of core IT infrastructure, application services, and knowledge management systems across all HCT campuses to support academic research, teaching and learning and administrative services. Key responsibilities of the Division include:

- IT operations and infrastructure support
- IT Applications development and quality assurance
- IT planning, coordination and Enterprise System support

Teaching and Learning Department
The Unit maintains the Blackboard Learning Management System used by Academic Faculties.

Institutional Research (IR) Unit, Organizational Effectiveness Department
The IR Unit develops and maintains the on-line Institutional Effectiveness Management System.

Programme and Curricula Department, Academic Affairs
The Department manages the curriculum management system used for academic programs and courses.

Information Sources

Intranet Portal
The point of access for the HCT’s information systems for students and staff is the Intranet Portal. The Portal provides access to Academic and Administrative Unit information; hosts the policy and procedure manual, HCT catalogue, and Student Handbook; and provides links to the key information systems below.

Curriculum Management System (CMS)
The curriculum management system (CMS) is an on-line facility managed by the Program and Curricula Department, Academic Affairs. The CMS provides for:

- Curriculum editing & approval processes
- System-wide access to curriculum information such as program mission, matrix and ideal semester, learning outcomes, delivery framework, assessment strategy, teaching and learning strategy, educational resources, co/pre-requisites.
- Publication of course catalogues, course outlines, and curriculum maps
Before new or modifications to programs and courses are implemented, the new information must be entered into the CMS. The following are involved in the CMS process:

- **Resources Reviewer**: reviews required resources for introducing or changing programs or courses
- **System Editor**: ensures the curriculum management system is properly updated
- **System Registrar**: enters new information for student registration, progression, and graduation into HCT systems.

**Learning Management System (LMS)**

The LMS, Blackboard Learn, apart from providing on-line delivery and learning also contains a collection of administrative tools and reports to monitor retention, student performance on goals, student access and activity, student participation, and access logs - managed by the Teaching and Learning Department, Education Technologies Division.

**Student Information System (Banner)**

The Education Technologies Division is responsible for the Banner software application to maintain its student, alumni, financial and personnel data with the objective of empowering stakeholders with the information they need and to facilitate evidence-based decision making processes at the campuses. To provide data to stakeholders the HCT employs standalone reporting solutions (SAP Business Objects and Tableau) providing integrated business intelligence and analytics for decision makers. Business Intelligence provides a number of Finance and HR reports from Banner.

**Gradebook**

The Gradebook is an on-line system for recording the results of course assessments. The course assessments contained in Grade Book are downloaded from the assessment strategy in the approved Course Outline.

When downloaded to Gradebook, the assessment strategy is submitted to the program chair for verification and approval. Once approved, the assessment strategy may not be changed, unless opened for editing by the program chair. Course leaders may add appropriate sub-assessments for an assessment.

**Reports**

The Education Technologies Division has developed dashboards and various operational reports that the campuses run on demand. These reports were developed in consultation with key stakeholders.

The following are examples of reports available on the HCT portal:

- student attendance
- admission
- student grades
- assessment reports
- schedules
- course registration
- mid-semester progress
- program choice
- at-risk students
- graduation details
Institutional Effectiveness Management System (IEMS)

IEMS is an on-line resource developed and maintained by the Institutional Research Unit. The IEMS contains a number of dashboards and reports providing results and analysis in key areas to inform decision making, planning, and quality reviews of programmes and services. All staff ranked Programme Chair or above have access to the IEMS.

Dashboards

Academic Dashboard
This dashboard includes data in the following areas:

- Admissions
- Scheduling (Timetabling)
- Enrolment
- Revenue from Federal Government
- Faculty Workload
- Sections (Classes)
- Market Share
- Yield Rates
- Foundations Programme
- On-time graduation
- Graduate employment

Administration Dashboard
This dashboard includes data in the following areas:

- Information Systems and Technology
- Emiratization
- Employee Turnover
- HR Metrics
- Classroom Utilization
- Budget utilization

Academic Programme Review Dashboard
This dashboard includes data in the following areas:

- Instructors with doctorates
- Student enrolment
- Student attrition
- Class absences
- GPA
- Graduate numbers
- Graduate employment

IEMS System Surveys Reports

As input to its continuous quality improvement and planning processes, the HCT regularly conducts a number of system wide surveys to collect stakeholder feedback. All system-wide surveys are administered on-line by the Office of Organizational Excellence.

The system wide surveys are controlled by the System Survey Review Committee (SSRC), a sub-committee of the Institutional Effectiveness Committee (IEC). The committee regularly reviews the system surveys and makes necessary modifications as required. The SSRC is composed of representatives from colleges, Academic Faculties, and Central Services.
The IEMS contains results and analysis for the following:

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<th>Satisfaction Surveys</th>
<th>Frequency</th>
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<tbody>
<tr>
<td><strong>Survey</strong></td>
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<tr>
<td>Industry / Employer Satisfaction</td>
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<td>Graduates</td>
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<td>Student Exit (graduating students)</td>
<td>Every Semester</td>
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<td>Faculty course evaluation</td>
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<td>Services Survey (Students)</td>
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<td><strong>Areas</strong></td>
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<td><strong>Areas</strong></td>
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<td>Educational Technology</td>
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