

# Erasmus+ Seminar on “Student Management Systems”

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Conference Room at Ministry of Education and Higher Education, 11<sup>th</sup> Floor, Beirut, Lebanon, *Tuesday 23 July 2019.*

**Workshop** facilitated by *Eva Seiler, University of Zurich*

SWOT analysis for successful Management System

- Short introduction (10 minutes)
- Topic Selection (10 minutes)
- SWOT analysis by different groups (60 minutes)
- Presentations of the different groups (30 minutes)
- Conclusion (10 minutes)

**Attendants were divided into 4 groups of around 10 people each including students.**

## Group 1

**Topic selected:** Integration of LMS into the education system at institutional level.

**Strengths:** Documentation/Repository, accessibility, challenging then knowledge of the student in a certain topic, reporting (learning outcome), better communication, maximising engagement through reward system, pool of data to be used, assessment.

**Weaknesses:** Authenticity of the user and the content posted, resistance of Faculty (faculty dependent), maintaining an e-learning support unit, limited interaction between student and instructor, cost of the system and its integration.

**Opportunities:** Reaching out to broader candidates, more profit even to other type of institutions.

**Threats:** Keeping up with the evolution of technology, some communities and cultures still do not accept on-line or blended learning.

## Group 2

**Topic selected:** National Student Records’ Registry and Directory: Tracking, Authentication, Validation and Recognition

**Strengths:** Advanced records at the level of universities, repository at national level by Ministry, Efficient school records systems, good educational qualities, unified minimum admission requirements.

**Weaknesses:** Repository (not transparent process and procedures, not organised, not automated, not updated, low reliability due to not validating information), lack of

awareness and connectivity at university, lack of resources, technical infrastructure (internet facilities etc.).

**Opportunities:** Oversight to avoid fraud at validation, National Information System, allows informed decision making (statistics, KPIs ect.), facilitates mobility and recognition, step towards digital government.

**Threats:** Non-uniform grading systems, system security (information privacy and confidentiality), competitive systems (reticence to provide information at the level of universities), lack of funding to implement and sustain, compliance with international standards.

### **Group 3**

**Topic selected :** Adopting standard SMS

**Strengths:** Cost lower than in-house application (long run), availability of documents and manuals, less technical problems (bugs, etc.).

**Weaknesses:** Less flexibility and control, lack of customisation, lack of human capital (resources).

**Opportunities:** Learning from others' previous experiences, simpler user experience, more built-in governance, direct compliance with new practices and regulations in higher education.

**Threats:** Availability of the providers, weak data privacy, version upgrade enforcement.

### **Group 4**

**Topic selected:** Access to online registration

**Strengths:** Availability of information for better planning by students, eco-friendly, easy communication (work from home), better planning for students (BI/AI), decision making by administrators.

**Weaknesses:** Advising issues, no or slow connection implies delayed registration, system overloaded by concurrent session, inaccurate course offering.

**Opportunities:** BI and AI advancement, technical evolution.

**Threats:** Local internet connection very slow, privacy and security (medical record, financial record, phone numbers etc.) sudden change between school and university systems.