Reforming the Administrative Systems to Support the Academy

We placed much emphasis during the year on improving our administrative culture, processes and procedures to support teaching and learning in the academy. We reviewed systems and processes relating to student admission, orientation and graduation; those that facilitate employment, development and promotion of staff; as well as those that provide technical and professional support. Units such as the Library, Bursary, the Estate Management Division and the Registry conducted process reviews and restructured some of their operations to better facilitate efficiency. These initiatives paid dividends and we can report a number of achievements, among them:

Student Administrative Services Section (SASS)

Start-up of operations was in Semester I of 2007–08. SASS offers students the convenience of a seated waiting area and personalized service by a team of trained customer service representatives. Our student survey findings reveal positive feedback and a call centre to handle student queries will be added to the services.

An International Students Office

Established as a department of the Registry, this Office will be dedicated to recruiting, orienting and admitting all international students studying at Mona

on a full-time or exchange basis. Dedicated service to our international students will not only lead to enhanced responsiveness to their unique needs, but will also enable concerted marketing efforts to grow our international student population.

The Bursary Online Student Services (BOSS)

Officially launched in January 2008, BOSS offers students the convenience of a number of services online. These include:

- requests for special payment arrangements
- online queries about balances and the like, with responses and resolution within 24 hours, and
- requests for refunds

Work started towards moving Mona to a cashless Campus. The aim is to have students make payments for all services via cash cards, reducing the risk of loss of cash and enabling automatic inflow of transactions into the Banner Finance System.

Student Administration System (SAS)

Version 7 of the market leading software in student administration, Banner Student, was launched at the beginning of the 2007/08 academic year, representing a momentous step for the Campus in moving towards greater integration between academic and administrative operations. This system will not only provide improved functionality, but will also facilitate greater streamlining. It serves too, as the basis on which processes related to the student lifecycle are currently being reviewed.

PeopleSoft Human Resource (HR) Management System

We initiated an upgrade to PeopleSoft 9.0. As with Banner Student, the system will be used to guide the internal processes and structures in order to ensure greater alignment with best practice in HR administration.