R E P O R T

on the Workshop on

"Role of Information Technology in University Management"

(October 16 – 20, 2001)

organized by

Jamia Millia Islamia (JMI) and Association of Indian Universities (AIU)

held at

Jamia Millia Islamia, New Delhi

The Workshop on "Role of Information Technology in University Management," jointly organized by Jamia Millia Islamia (JMI) and Association of Indian Universities (AIU), was held at Jamia Millia Islamia, New Delhi from October 16–20, 2001. The objectives of the Workshop were as follows:

1. To sensitize administrators about the recent developments in Information Technology;

2. To train the administrators with the use of computers and application of Information Technology in improving the quality and efficiency of university management;

3. Planning for future application of Information Technology in realizing the goals of the university;

4. Assessment of training needs for various uses of computers and application of Information Technologies in administrative, pedagogical and research activities of universities and software requirements thereof.

Thirty participants attended the workshop from various universities, covering all the parts of the country. They included nine Registrars, two Finance Officers, one Controller of Examinations, and their deputies.

Introductory Session:

In the Introductory session of the Workshop, the participants from various universities introduced themselves. Thereafter, Prof. B.B. Dhar, Director (Research), AIU, gave a brief introduction about the workshop, highlighting the importance of computerization and Information Technology in Higher Education. He stressed that it is the university administrators who are the driving force for bringing efficiency in the system. The important areas are automation of offices, admissions and examinations which may be achieved through computerization and networking the offices and departments. It is, therefore, necessary to sensitize the administrators who have the important role in implementing decisions. Prof. Zahid H. Khan, Hony.

Director Computer Centre, JMI and Coordinator (Workshop) gave a presentation on the recent and ongoing activities in Information Technology in Jamia Millia Islamia. This included the launching of the Jamia Website in November 2000, putting admission related information on the Website, display of admission results on Internet, collaboration with Britannica India for displaying on their own Website research papers published by the faculty members of Jamia, Campus-wide LAN in the university, IT courses in the Faculty of Natural Sciences and Faculty of Engineering & Technology, providing computer training to office staff, faculty members and officers of the university, and the steps taken by the university in the automation of the offices, etc. He also mentioned about and the future vision of the university in this field of IT, such as establishing a Multimedia Lab in the Computer Centre, Extension of the LAN in the entire campus, and development of a Software Technology Park in the university.

Inaugural Session:

The inaugural session of the workshop was held on October 16, 2001 at 11:30 A.M. at Jamia Millia Islamia, New Delhi in which Professor Ashoka Chandra, Special Secretary, Department of Education, Ministry of Human Resource Development, Government of India, was the Chief Guest. The programme started with the Welcome Address by Prof. Zahid H. Khan, Hony. Director, Computer Centre, Jamia Millia Islamia. Welcoming the Chief Guest, he mentioned that Prof. Chandra, in spite of being busy in some other programme the same forenoon, agreed to come to Jamia to inaugurate the Workshop and the university was privileged to have him here. Prof. Khan also welcomed and appreciated Prof. K.B. Powar, Secretary General, AIU and Prof. B.B. Dhar, Director (Research) AIU for selecting Jamia Millia Islamia for organizing the workshop and the keen interest shown and initiative taken by them right from the announcement of the Workshop. He also appreciated Mr. Syed Shahid Mahdi, Vice-Chancellor, Jamia Millia Islamia for making all out efforts that brought IT awareness throughout the university through various initiatives and IT-related programmes that took the university to the new heights. Prof. Khan also appreciated Mr. M.N.A. Chaudhary, Pro-Vice Chancellor - Registrar, Jamia Millia Islamia, who provided all the university support for organizing the workshop. Welcoming the participants in the Workshop, Prof. Khan hoped that they will have a pleasant stay at Jamia during the Workshop.

Professor B.B. Dhar, in his address, emphasized about the impact of computerization and Information Technology on various walks of life that has significantly contributed to the development in the industry in general. He stressed that the management in Higher Education can not escape this impact, though the impact is still a far cry, partly due to lack of motivation on the part of university administrators. Professor Dhar mentioned that the management of university administration has two components, viz., academic and administrative, both of which need to be efficient. For this, it is essential that the administrative set up be tuned to faster planning and execution of programmes. This may be achieved

through the use of IT in various sectors of the university, right from admissions to examinations.

Professor K.B. Powar, Secretary General, AIU, in his opening address, mentioned that some ten years back, the Association of Indian Universities decided to organize IT related programmes on annual basis and the first such workshop was held in 1992. Since then, annual workshops on IT related themes are organizing regularly. Emphasizing the need of Information Technology in universities, he gave some specific examples on the lack of availability of centralized data with universities, which results in the failure of correct information provided by them when required by AIU. Prof. Powar mentioned that more than 30 % of the Indian Universities do not have even the basic infrastructure. For efficient functioning of universities, office automation and establishing of local area network for linking the various departments and offices is a must, Prof. Powar emphasized.

Professor Ashoka Chandra, in his Inaugural Address, appreciated the efforts made by Jamia in the last two years on various academic fronts, including Information Technology. He emphasized the importance of designing electronic tools for technical development in the field of IT. Quoting figures from various developed countries, he pointed out that the real factor for economic growth is the technical capability of a country. In particular, he emphasized that Higher Education is crucial for technical development. Apart from Higher Education, the country should also focus on Primary Education, Secondary Education and Technical Education. Professor Chandra highlighted the need of investment in Higher Education as it gives higher return which is even much higher than that achieved from the industrial sector. The increasing requirement of funds for Higher Education necessitates that the universities should generate their own resources and, in fact, 80% of resources should come from outside. He pointed out that the investment on R&D in India is far too low as compared those in the developed countries and, in some cases, even lower than the countries like China and Korea. He stressed the need to produce more scientific and technical manpower for which we need to have many more universities with larger students populations. Apart from this, there is a need to have a Technical Manpower Information System for the entire country. Professor Chandra pointed out that the technical development of any country requires a match between the organizational values and the social values which, unfortunately, is not true for India. On IT-based education, he mentioned that the Ministry of Human Resource Development has made a massive plan for Web-based education in the Xth Plan and suggested that the Jamia should respond to growth and adopt new ways to deal with the programmes related to education in the country.

In his Presidential address, Mr. Syed Shahid Mahdi, Vice-Chancellor, Jamia Millia Islamia, highlighted the steps taken by him during the last two years in spreading

IT in all the spheres of the university, starting with a one-day workshop on "IT for All" that sensitized the entire university. He also talked about the introduction new IT courses of BIT in the Department of Computer Science and B.Tech. (Computer Engineering) in the Faculty of Engineering and Technology. In addition to this, various departments of the university, like Department of Economics and Department of Commerce & Business Studies have enriched their courses by introducing IT components in their syllabi. Departments in the Faculty of Natural Sciences, such as Department of Physics and Department of Geography already have introduced IT components in their curricula. A new course of TV Journalism has recently been started by the Department of Hindi in collaboration with the Departments of Urdu and English, MCRC and Computer Centre. The Vice-chancellor mentioned that the first phase of computerization in the university has already been completed by adding 250 computers in the current year. Also, computerization of the library is also in full swing. Office automation and computerization of examinations is also in progress. Forty percent of the campus is already connected through LAN and the remaining sixty percent of the departments and offices will be networked by the end of March 2002. All this is being done with very limited resources and commitment of the faculty members and limited staff of the Computer Centre. Mr. Mahdi also mentioned about an excellent report on Information Technology prepared by the Ministry of Human Resource Development under the guidance of Professor Ashoka Chandra. The Report includes the name of Jamia Millia Islamia along with those of other institutions. He emphasized that the Report is very timely and its recommendation must be implemented by the Government.

Presenting the Vote of Thanks, Mr. M.N.A. Chaudhary, Pro Vice-Chancellor-Registrar, Jamia Millia Islamia, mentioned that Prof. Ashoka Chandra, in spite of his very busy schedule, agreed to come to Jamia to inaugurate the Workshop. Mr. Chaudhary also thanked Prof. U.B. Powar and Prof. B.B. Dhar for providing this opportunity to Jamia to host the Workshop. He also thanked the members of the Organizing Committee of the Workshop and his own team in the Registrar's office for making the necessary arrangements for the Workshop.

Technical Sessions:

The entire Workshop was divided into ten Technical Sessions, viz .,

i.   General

ii.   Information Technology

iii.   Office Management Software

iv.   Demonstration/ Hands- on -Training

v.   Computer for Campus Administration

vi.   Current Trends in E-Learning

vii.   Libraries in the IT Age

The first Technical Session started with a talk by Prof. B.B. Dhar (AIU) on the topic "Why Computerization and Information Technology in Higher Education?" in which he mentioned that the management in university administration has two important components, viz., Academic and Administrative and emphasized that the constant changing scenario in education demands an effective administrative set up tuned to faster planning and execution of programs. For this, modern tools like Information Technology are of great help in improving the university system. He further mentioned that the first and most important thing is to improve the examination system methodology and research and teaching in universities and suggested that computerization may lead to improve the efficiency and delivery in the university system by creating data bank and linking various departments and offices of the university. Prof. P.S. Grover (Computer Centre, University of Delhi) delivered a talk on "E-Governance in the University Administration" in which he recommended for creating Websites for universities and departments; setting up Web-enabled services and facilities like results on the Web, applications of various courses via Web, putting information bulletin on the Web; automation of the entire procedure of various sections, e.g. Establishment, Finance, Examinations; and setting a LAN of PCs in different section of the university and providing necessary software to improve their functioning.

The next two sessions were on Information Technology and Office Management Software in which Dr. Khurram Mustafa and Mr. S.K. Naqvi (Department of Computer Science, JMI) delivered talks on "IT Hardware and Peripherals and Software Tools" and demonstrated the effective use of MS-Word and MS-Power Point. The usefulness of   MS-Excel was demonstrated by Dr.Furqan Quamar (Department of Commerce and Business Studies, JMI) by citing certain specific data relevant to the university. This was followed by a session on Hands-On-Training by the participants.

In the session for "Computer for Campus Administration", Mr. M.N.A. Chaudhary, (PVC-Registrar, JMI) made a detailed presentation on "Office Automation – A Case Study of Jamia." He discussed about the various stages and the processes involved in identifying a suitable company for developing MIS package for Office Automation in Jamia; right from inviting tenders, discussions with the vendors, and final selection of the vendor by the IT Core Group of Jamia for the award of contract. This was followed by a presentation on "Computer Network and Its Needs" by Prof. Moinuddin (Department of Electrical Engineering, JMI).

In order that university administrators may be enlightened with the latest trends in

learning techniques, Prof. S.I. Ahson (Department of Computer Science, JMI) delivered a talk on "Exploring New Technologies for E-Learning" in which he discussed about Virtual Labs, Virtual Meetings, Online Virtual Educational Environments, Virtual Interactive Books, e-Books, Virtual Websites, and Digital Innovative Learning using Robots. A presentation on "Distance Learning and Its Management through Internet" was given by Mr. Soumya Kanti (Educomp).

Realizing the importance of libraries in universities, an exclusive session was organized on "Libraries in the IT Age" in which Prof. R. Satyanaryan (IGNOU) delivered a comprehensive lecture on "The Role of IT in the Management of University Libraries." Mr. Alsaad Ishaq (Department of Computer Science, AMU Aligarh) made a presentation on "On-line Periodical Section – A Case Study" in which he discussed about the computerization of the Periodical Section of Z.H. College of Engg. & Technology, AMU Aligarh. Also, the participants were given a Presentation-cum-Demonstration of the Library Information System currently in operation in Dr. Zakir Husain Library, Jamia Millia Islamia by Mr. Khalid. K. Farooqui (Offg. Librarian, JMI) and Dr. M.N. Doja (Department of Electrical Engg., JMI).

Keeping in view the importance of Website for universities, a session was exclusively devoted to "Empowerment of Universities through Website" in which Mr. S.K. Naqvi (Department of Computer Science, JMI) gave a detailed account of the various stages in the development of a Website, with special reference to the Jamia Website which contains information about its faculties, departments, courses of study, research, resume of faculty members, notices, advertisements etc., including information about the ongoing workshop, which the participants found to be very fascinating. Dr. Sanjay Mishra (Commonwealth Educational Media Centre for Asia) discussed about some "Basic Concepts and Practices of Web-Based Education". Mr. C.N. Sinha (Onward Education) made an online demonstration of "Courseware Development on Web" using Internet.

The next session was exclusively for the participants for presenting "Case Studies" of their own institutions in which they discussed about IT-related activities and the infrastructure facilities available, problems of implementing IT, lack of funds, issues related to maintenance of computers and poor bandwidh etc.

In the Concluding Session, there was a general discussion in which the participants presented their views about the workshop, lectures, demonstration, hands-on-training, and the facilities etc. On the whole, they were very much satisfied with the entire programme of the Workshop and appreciated the efforts made by AIU and Jamia for organizing such an important event that provided them a fresh vision. The participants were also provided a Proforma for Feedback on the Workshop asking information about structuring of the programs, hospitality during the Workshop, overall assessment and specific comments/suggestions. An Analysis of

the Participants' Feedback is given at the end of this report.

This was followed by the Valedictory Session chaired by Mr. Syed Shahid Mahdi, Vice-Chancellor, JMI in which Prof. B.B. Dhar (AIU), once more emphasized about the significance of this Workshop as it provides a guideline for other universities and hoped that the participants will carry with them a message back to their own institutions as to how they should proceed in implementing IT in their institutions. Prof. Zahid H. Khan, appreciated the participants for their cooperation during the entire period of the workshop. He also appreciated Prof. B.B. Dhar for his valuable advice from time to time and frequent discussions prior to the Workshop. Mr. Syed Shahid Mahdi, Vice-chancellor, JMI, in his address, remarked that whatever facilities were available in Jamia were made available to the participants and hoped that this workshop should have sensitized them enough to bring the message of IT in their own universities.` He also advised that all the universities should impress upon the Government to implement the IT related plans visualized by MHRD for the Universities and Institutions of Higher Learning . At the end, Dr. Usha Rai Negi, (AIU), thanked Jamia Millia Islamia and, especially its Vice-Chancellor, Mr. Syed Shahid Mahdi, for providing all the facilities needed for the Workshop and to Prof. Zahid H. Khan and his colleagues in Jamia for organizing the Workshop and making it a great success.

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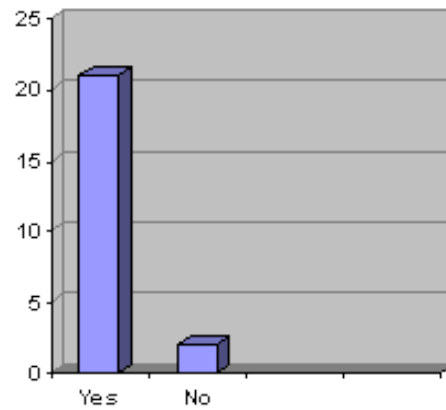## Participants' Feedback Analysis Report

Total Number of Participants in the Workshop : 30
Number of Participants who submitted the Feedback Report: 23

1. **Was the entire programme of the Workshop properly structured?**
   Yes: 21
   No :   2

2. **Quality of Talks/Presentations**
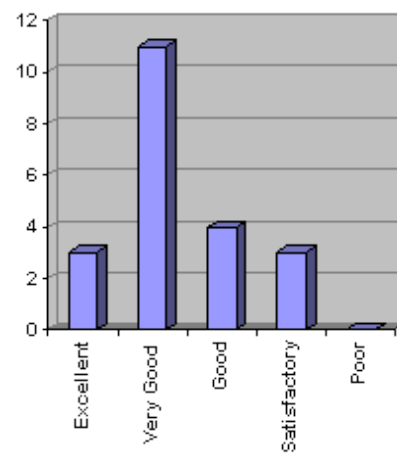   Excellent   :   3
   Very Good   :   11
   Good   :   4
   Satisfactory :   3
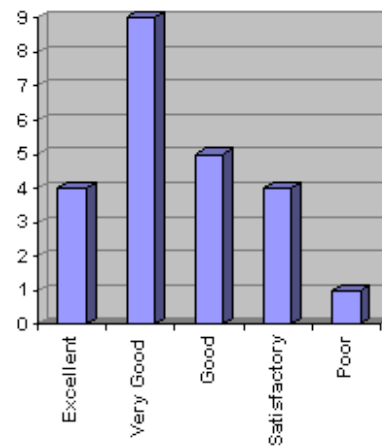   Poor   :   0

3. **Hospitality in the Workshop**
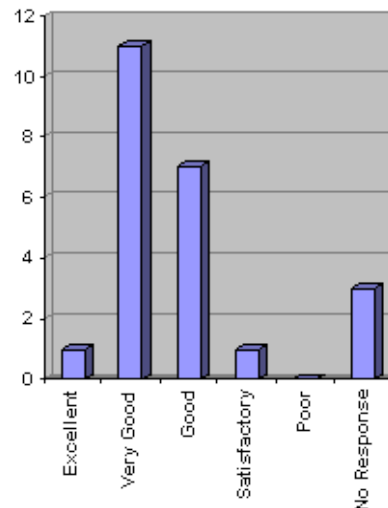   Excellent   :   4
   Very Good   :   9
   Good   :   5
   Satisfactory :   4
   Poor   :   1

4. **Overall Assessment about the Workshop**

Excellent	:	1
Very Good	:	11
Good	:	7
Satisfactory	:	1
Poor	:	0
No response	:	3

5. **Specific Comments/ Suggestions:**
   (The numerals in brackets at the end of each statement represent the number of participants who made the comments / suggestions)

(i) The Inaugural session should have been in a better place [1].

(ii) One day before start of the workshop, some body should have been assigned to attend phone calls in the evening/ night [1].

(iii) Speakers should have been persons of high profile with maximum experience in the field of IT management [1].

(iv) Workshop should be oriented keeping in mind the value of manpower, time and the advantage of the workshop to individuals and to the society [1].

(v) Much stress should have been given on administration and management for practical point of view [1].

(vi) The workshop should be organized frequently covering various topics [1].

(vii) The participants have been provided with basic literature on computer operations [2].

(viii) More hands-on-training and practical sessions required [4].

(ix) Such type of programmes may be organized by Jamia *frequently* and various other topics like Administration, Finance and Management be covered [1].

(x) Office automation, once implemented in JMI, may be exposed to other universities for its adoption [1].

(xi) The period of the workshop should have been 3 to 4 days more [1].

(xii) During the workshop, one day should have been kept reserved for "*Delhi Darshan*" [1].

(xiii) Lodging facility may be arranged close to the venue of the workshop [1].

(xiv) A TV in the Jamia Guest House, to keep the participants engaged in the evening, would be much welcomed [1].

(xv) The autonomy of universities in Haryana and in some other states has been badly eroded for which the AIU is requested to take remedial steps [1].

(xvi) AIU may try to interconnect all the universities through network as early as possible [1].