

Title of the Policy: E-Governance policy

Shoolini University

1.0 Overview

Shoolini University has a mandate to deploy the most cutting edge solutions in ICT to be able to provide its students and stakeholders an efficient framework for digitally conducting all operations. Further, as ready-made systems are unable to meet the specific needs of our stake-holders – the University as a policy will encourage development of technology through its insource specialists as well as with deep partnerships with specific technology companies who are identified to provide state of art solutions.

2.0 Objective:

The objective of the University's e-Governance policy is as follows:

- 2.1** Ensuring a well-thought through policy and framework towards e-governance
- 2.2** Implementation of E-governance in various functions of the institution
- 2.3** Achieving efficiency in the functioning of the University
- 2.4** Promoting transparency and accountability
- 2.5** Achieving paperless administration of the institution
- 2.6** Facilitating online internal and external communication between various entities of the institution
- 2.7** Providing easy access to information
- 2.8** Making the institution visible nationally and globally

3.0 Policy:

To provide simpler and efficient system of governance within the institution, for all stakeholders including the administration, faculty and teachers: it is decided to adopt and implement e-governance in across all core areas of functioning of the University.

The University has a thought through architecture already for e-governance in key aspects of functioning like library, accounts, etc. Going forward, the university plans to further build on its e-governance policy and implementation.

4.0 Core areas for E-governance:

For convenience purposes, the policy is divided into various areas of operation. These areas of operation are illustrative, and the society reserves the right to implement e-governance even in the areas not enlisted herewith.

4.1 Website:

- I. The website should act as a mirror of the University activities and information about its core activities, important notices, etc. should be made easily available to the stakeholders as well as outsiders.
- II. For this purpose, a separate service provider/web designer PenPandit is appointed. Along with this, training is given to existing staff in the IT and Communication Departments who will undertake the responsibility of website administration and updating at the University level.

4.2 Students Support :

- I. To keep students up to date for all classes, events, notices and their grades a student friendly app (My Shoolini) is designed where they get their time table, attendance record, marks scored along with various notices and feedback.
- II. To enable a 360 degree complete access point for both accessing all information, as well as in future ensuring a large proportion of their entire administrative interaction experience can be managed through electronic means.
- III. Ensuring state of the art e-learning facilities through a) cutting edge infrastructure and technology b) large content courses available on e-Univ the learning management system c) access to 3rd party content and open source content, as well as e-libraries and journals
- IV. Aim to provide Predictive Learning experiences through AI – so that individualized learning paths can be provided to students based on their interests and competence.

4.3 Student Admission:

- I. The University has decided to process all admissions in online mode. This covers admissions to all courses whether graduate, postgraduate, Ph.D., diploma, or autonomous courses.
- II. For this purpose, an arrangement is done using internally developed software as well as those provided by existing technology players – ExtraEdge and AADDDOO softtech, as well as through the payment gateway mechanism provided by HDFC Bank.
- III. The Vice Chancellor of the University is given the authority to take appropriate decisions and identify the persons responsible for implementation of this aspect of the policy.

4.4 Accounts:

- I. For ease of maintaining accounts, the society is already using Tally software.
- II. Appropriate security measures are taken for maintaining confidentiality of the transactions.
- III. Training to the existing staff and updating of the existing software's must be done on a timely basis.

4.5 Library:

- I. We have the privilege of having one of the best libraries in the country. Library is presently using KOHA software for its internal working. Also, the KOHA system is converted into a web-based service (Yogananda Knowledge Centre) for others to utilize the library resources effectively.
- II. Similarly, newer e-learning resources like EBASCO etc. subscribed considering the recommendations of the library advisory committee.
- III. Recommendations of the teachers and students also need to be considered while subscribing to these resources.

- IV. Appropriate training to the staff and the students for using the e-learning resources is give at every year at time of admission.

4.6 Administration:

- I. To provide a hassle free, convenient, and cheap process, most of the administrative tasks of the University are managed through ICT based technologies.
- II. Facilities are provided for online leave management, attendance of employees, e copy of salary certificates, internal communication between the employee's interest, etc. Students can obtain maximum services like transfer certificates, Bonafede certificates, etc. in online mode.

4.7 Examination:

- I. The University deems it mandatory to have the capability to handle all types of examinations through ICT and online channels.
- II. The University capability include filling of examination forms, revaluation forms, receiving of examination papers, uploading of marks, etc.
- III. Utmost secrecy and confidentiality are maintained while handling examinations and work needs to be done utmost care and caution.
- IV. University Examination Officer needs to supervise the entire process of examination under the guidance of the Principal of the University.
- V. The University has the aim to builds its capability towards implementing a completely automated examination system through an Artificial Intelligence based e-proctored solution

4.8 Alumni:

- I. To strengthen alumni interaction, a separate alumni portal is started providing facilities like registration, information of University activities, prominent alumni, milestones achieved by alumni, feedback, and many other aspects.
- II. For this purpose, a separate alumni coordinator at the University level is appointed to take care of the entire activity.

4.9 Planning and Development:

- I. Conclusions, mandates and key discussions at the planning stage are recorded in electronic formats through MoM (Minutes of the Meeting) to the relevant stakeholders.
- II. Planning documents are to be archived and stored electronically; and engineering and architectural designs prepared in CAD-CAM or similar software..

5.0 E-governance principles

5.1 Extended Access for information

- I. The University will focus on systems and processes that brings it closer to a 24/7 model in-terms of access of information. However, action upon any requirement, such as application forms ,

service request etc. – will be in the working hour timeframe for the University for basic update on key status.

5.2 Need for Content

- I. Both the website as well as repositories for internal content will be dynamic in nature – such that they can be easily updated for the additional content, deletion or editing the same as required
- II. The IT and the Communication team of the University are responsible for content in website and downed social media pages of the University.

5.3 Human Resources

- I. Effective use of ICTs in an organization requires training of people. Thus students, faculty, and administrators should feel comfortable with the tools and regular training as well as easy access to information on how to use various tools are to be provided to these stakeholders.

5.4 Interaction and improvement

- I. The University will work towards implementing state-of-art systems which allow for better stakeholder interaction – such as online learning, query management, automated rescheduling of lectures, tracking and improving student engagement.
- II. The MyShoolini ERP program that is in place for this will be the focal point for adding latest technologies towards this aspect.

5.5 Predictive analytics and artificial intelligence

- I. The University has the explicit policy of leveraging AI for predictive analytics for improving functioning in all areas of the universities with specific focus on improving student outcome.
- II. Further, these the focus of University will be to use tailor-made applications which meet its specific requirements.
- III. The Universities intends to leverage advancements in AI in general, as well as capability within the Computer Science faculty of the University and the technology vendors with the university such as AADDOO Softech Ltd.

