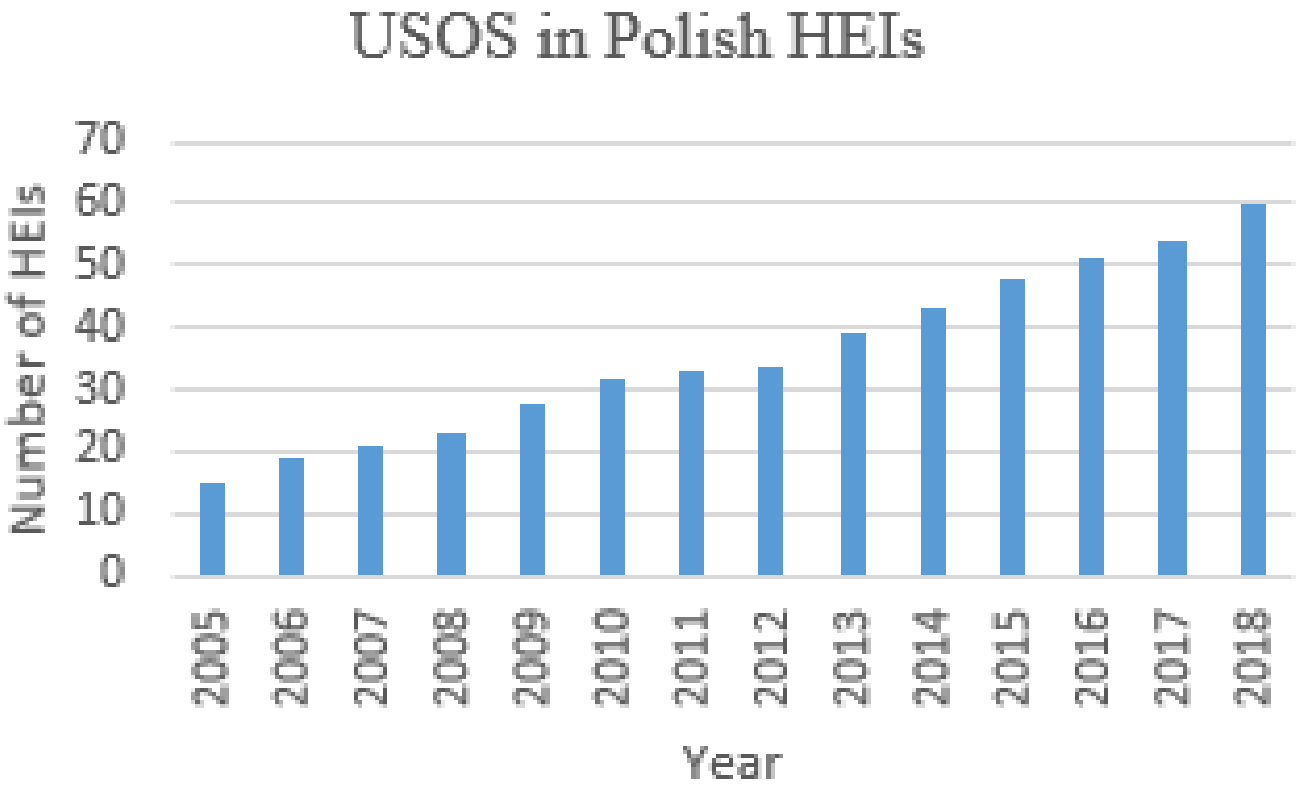
User expectations in the process of implementation of information systems - the case of Cracow University of Economics



Source: Czerniak M, (2018). *USOS w liczbach,* Retrieved from https://www.usos.edu.pl/node/3919/usos-w-liczbach

USOS

- 60 HEIs
  - 50 public institutions (45% of all Polish public HEIs)
  - 10 private HEIs
- universities in Krakow → USOS as the main system

USOS
New study oriented system at CUE

October 2018 – launch of the system

First year enrollment

Bachelor studies

Master studies

Incremental approach

no massive student data migration

Modules implemented

- USOS adm
  - main part of the USOS system
  - grades, attendance, ECTS, scholarships
  - fee payment
  - handling student requests
  - fee online payment service + speed collect
  - Oracle +Oracle forms (for interface)
  - Gradual transfer to Java

MODULES ALREADY WORKING

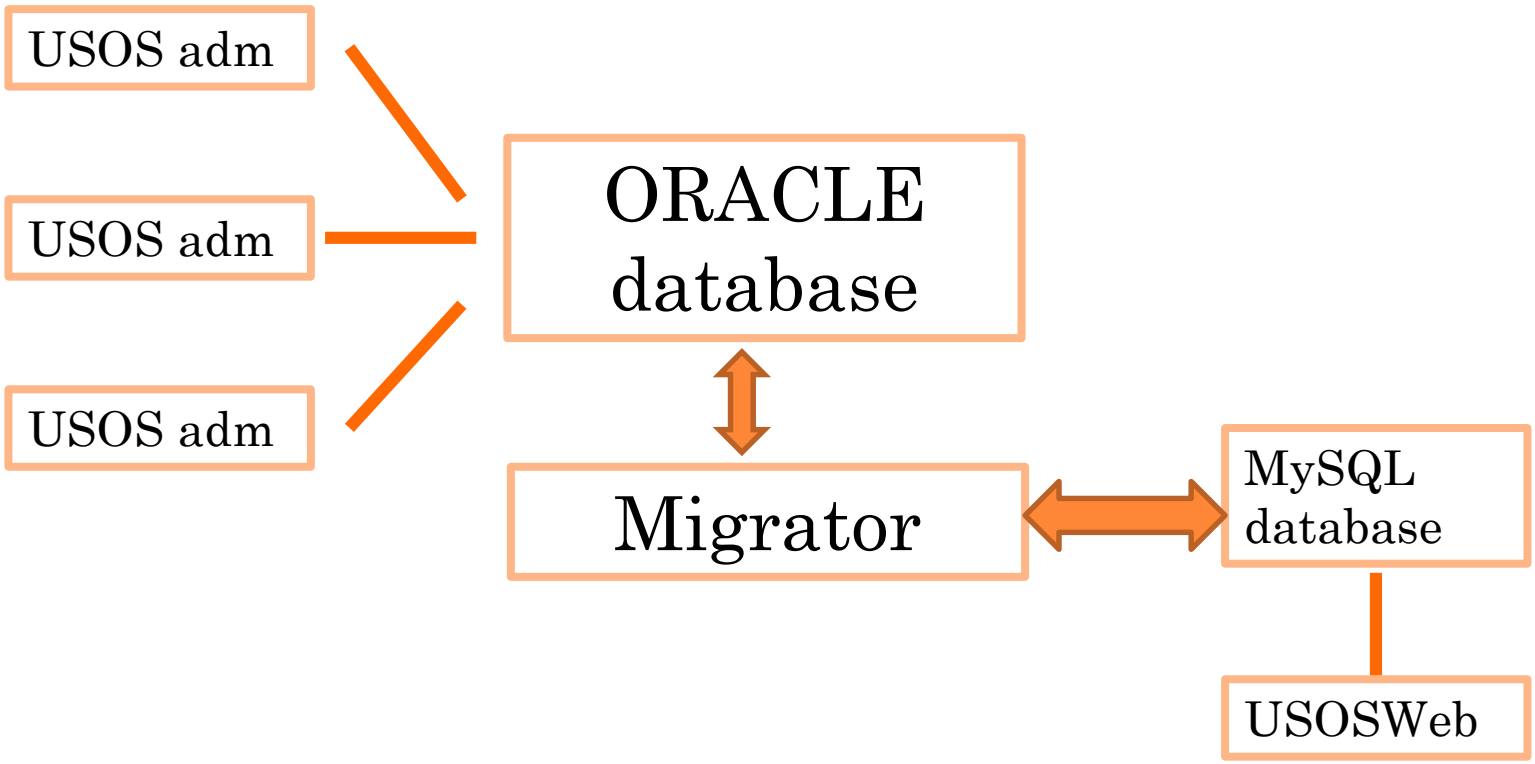
- USOS Web (Virtual Dean's Office)
- web based system for students and staff

STUDENTS

- information about study progress and grades
- register for courses
- messaging system (communication among students and with faculties)
- payment module

STAFF

- grading
- course scheduling
- lists of students' teaching groups
- storing data of students' grades

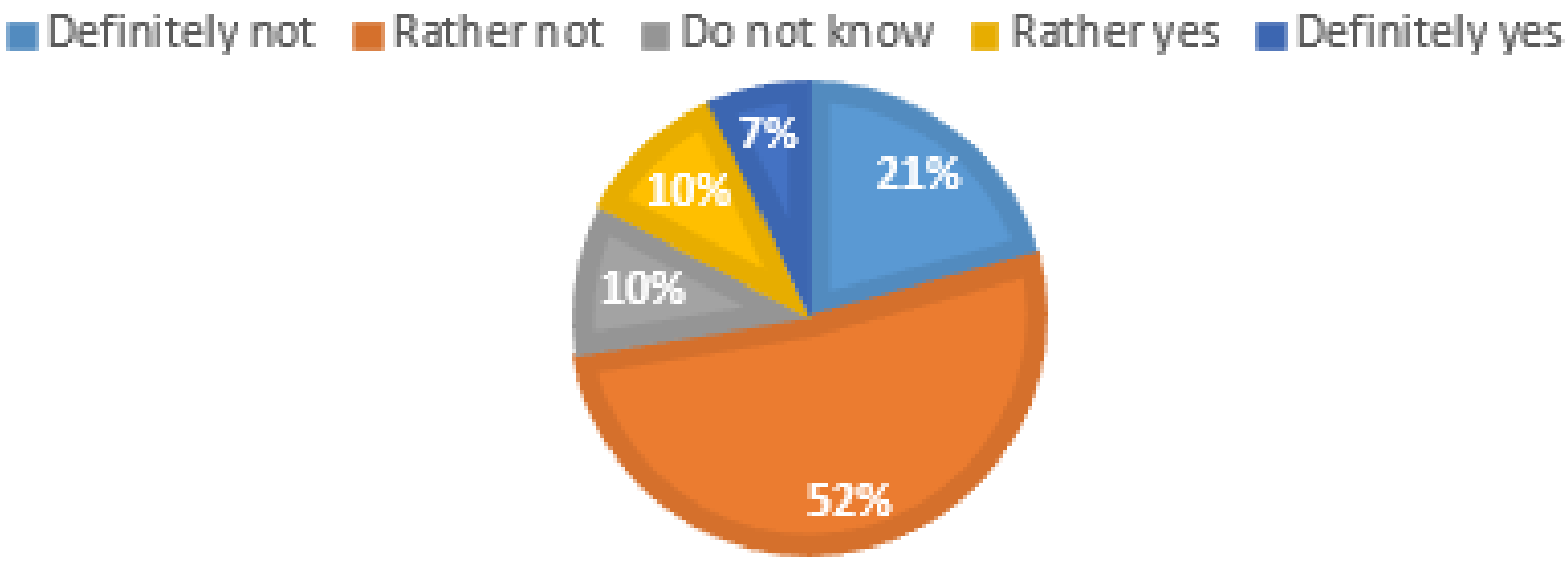

USOS adm
USOS adm
USOS adm
ORACLE database
Migrator
MySQL database
USOSWeb

USER CONCERNS – SURVEY

- September 2018
- CUE student service units (Faculty and University level)
- Expectations, skepticism, concerns
- Looking for discrepancies
- Second round in one year

USER CONCERNS – SURVEY

Do you perceive implementaion of the new system is neccessary?



USER CONCERNS – SURVEY

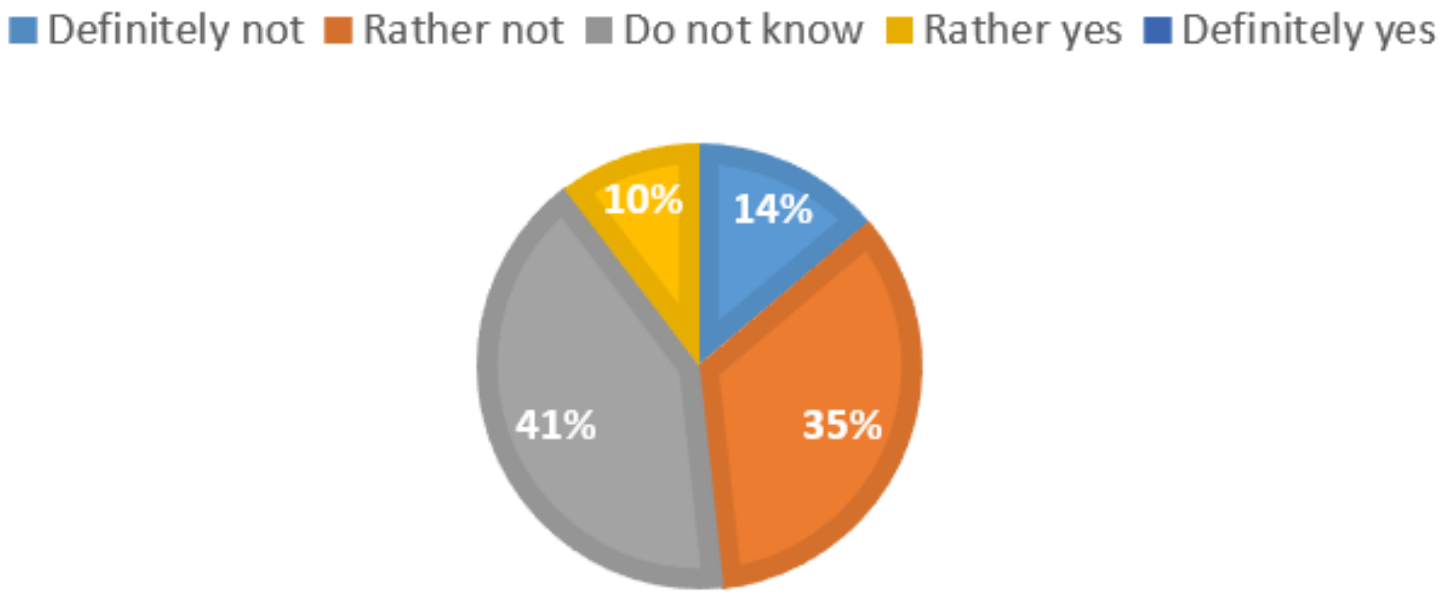
The risk of restructurization of units

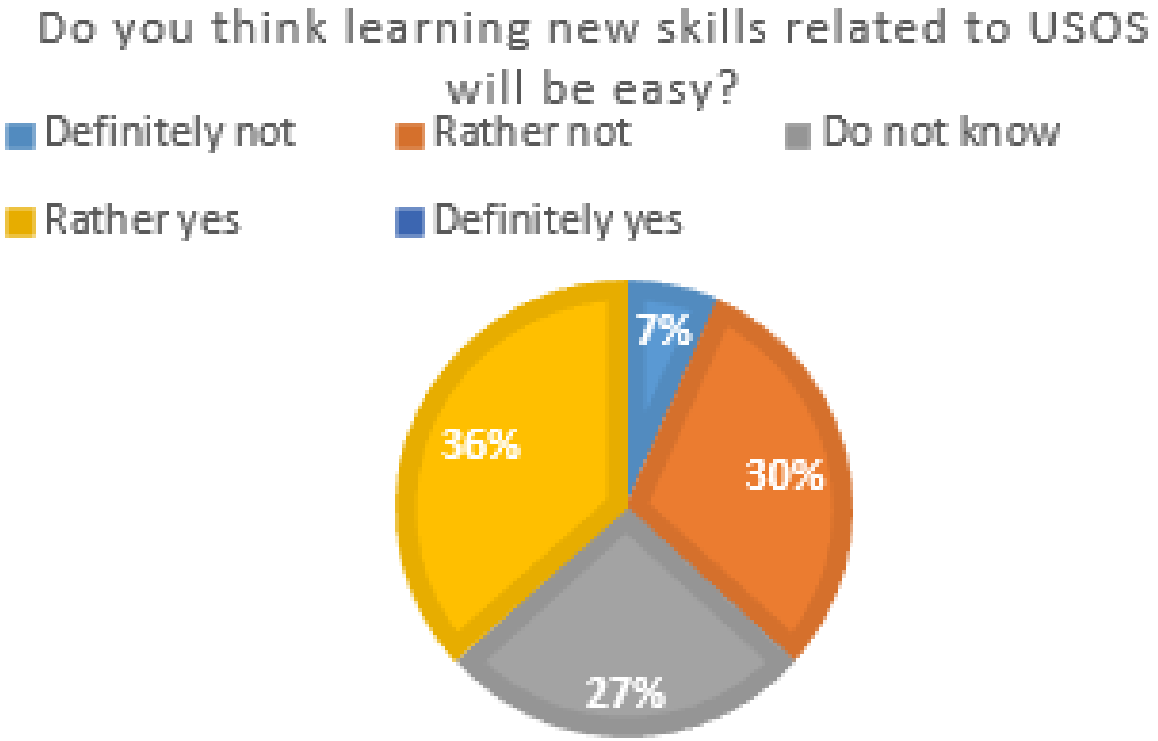
45% NO

31% YES

Concerns of disturbances in regular day-to-day activities → (66%)

Do you think new system will facilitate cooperation and exchange of information between your unit and other ones?




Do you think learning new skills related to USOS will be easy?
Definitely not
Rather not
Do not know
Rather yes
Definitely yes
7%
30%
27%
36%

MAIN EXPECTATIONS EXRPRESSED

- faster performance of the study oriented system
- clear and cognizable user interface
- extended diversity of reports generated by the program
- functionalities offering tools for foreign students mobility services

INTEGRATION CHALLANGES

- USOS ⟺ EGERIA ERP CUE SYSTEM
  - students dues and payments
  - Lectures and courses provided by CUE staff
- USOS ⟺ „Accreditation” system (scientific output of CUE academic staff)
- USOS ⟺ „Chronos” system (PhD dissertations, Faculty Councils reports)
- USOS ⟺ „KRK” systems (syllabi management)
- USOS ⟺ CUE Moodle platform

THANK YOU FOR ATTENTION