

# **USER MANUAL – AFRICAN COLLEGE OF THEOLOGY (ACT MIS)**

**System Name:** ACT MIS (Management Information System)

**Institution:** African College of Theology (ACT)

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**Title:** AFRICAN COLLEGE OF THEOLOGY (ACT MIS) USER MANUAL

*Role-Based System Operations and Guidelines*

**Prepared by:** ITEC Ltd

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# 1. INTRODUCTION

## 1.1 Purpose of the User Manual

This User Manual serves as a comprehensive guide for users of the **African College of Theology Management Information System (ACT MIS)**. It provides detailed instructions on how to access, navigate, and perform tasks based on assigned user roles.

## 1.2 About ACT MIS

The **ACT MIS** is an integrated digital platform designed to manage the core academic, administrative, and financial operations of the African College of Theology ACT. It enhances efficiency, transparency, and accessibility of data across departments, including admissions, academics, finance, student services, and quality assurance.

## 1.3 Objectives of ACT MIS

- To centralize academic and administrative data management.
- To streamline workflows among departments.
- To support informed decision-making through accurate reporting.
- To ensure secure and efficient communication between staff and students.

## 1.4 Target Users

This manual is intended for:

- Academic and administrative staff
- Students
- Finance officers
- IT and system administrators
- College management (Deans, HODs, Principal, etc.)

## 1.5 Scope of the Manual

These manuals cover:

- System overview and features
- Role-based operations
- Workflows between departments
- Security and data handling

- Troubleshooting and user support

## **2. SYSTEM OVERVIEW**

### **2.1 System Description**

The ACT MIS is a web-based platform that supports the digital management of the College's operations. Users can log in using unique credentials and access modules according to their roles.

### **2.2 Key Modules**

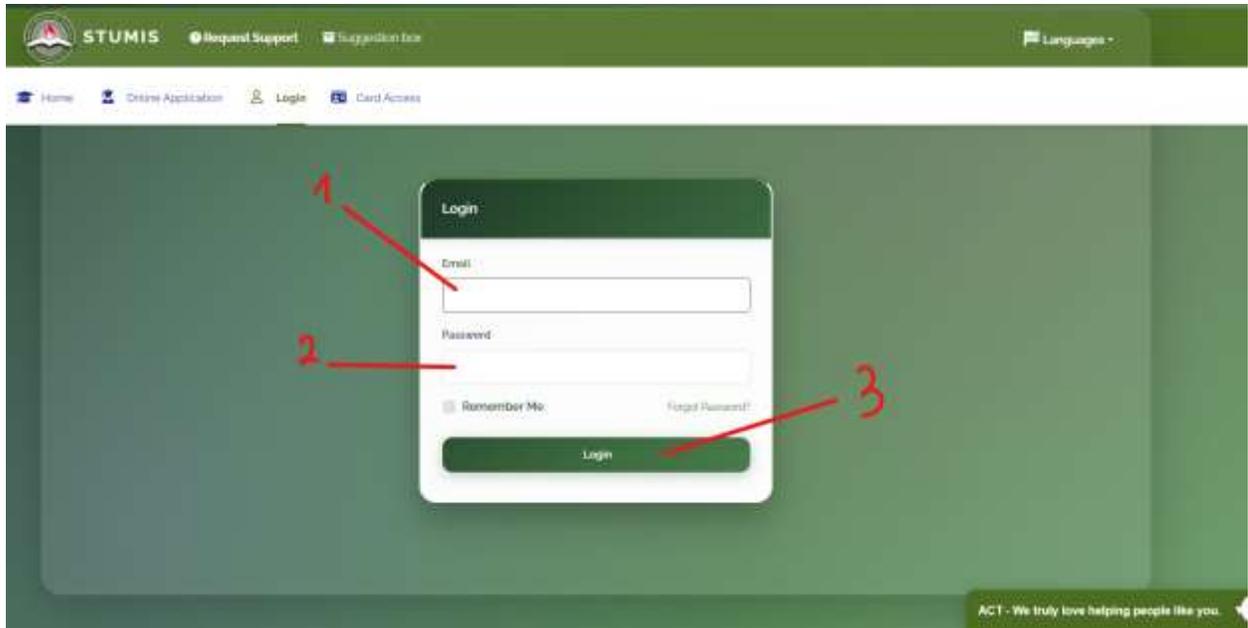
- **Admissions Management**
- **Student Information System**
- **Academic Records**
- **Finance & Accounting**
- **Library Management**
- **Examinations & Results**
- **Quality Assurance**
- **Administration and Human Resources**

### **2.3 System Features**

- Role-based dashboard access
- Admission and enrollment tracking
- Course registration and result management
- Fee payment monitoring and reporting
- Communication through notifications and alerts
- Data export (PDF, Excel)

### **2.4 System Navigation**

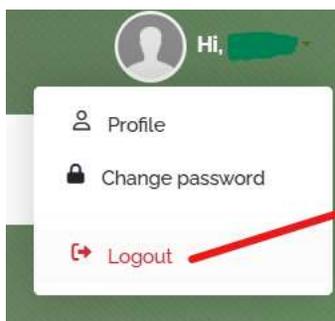
1. Log in using your assigned credentials.



**Figure 1: Login page**

#### Login Navigation guidance

1. Fill it with your Email address
  2. Fill it with your Password
  3. Click on the login button
2. Select your department or module from the main menu.
  3. Access available features and perform operations.
  4. Log out after completing your session.



**Figure 2: Logout navigation**

## 3. USER ROLES AND RESPONSIBILITIES

Each user in ACT MIS has specific permissions based on their role. Below is a role-by-role guide.

### 3.1. Academic Administration Roles

#### 3.1.1 Registrar Dashboard



*Figure 3: Registrar Dashboard*

#### Description

This is the main dashboard for the Registrar in the ACT MIS. It provides a centralized overview of academic operations and quick access to all Registrar-level functions. The dashboard displays:

- **Student Statistics:** Active, suspended, dropout, day, evening, weekend, graduates, retakers, and repeaters.
- **Program Types:** Total number of academic programs offered by the institution.
- **Students by Year:** Year-to-year trends of admitted students.
- **Program Categories Chart:** Distribution of students across undergraduate and postgraduate programs.
- **Side Navigation Menu:** Complete list of modules available to the Registrar.

This dashboard serves as the primary workspace for supervising academic operations within the institution.

#### Functions

The Registrar performs core academic management functions, including:

- Supervising the admissions workflow

- Overseeing student registration and enrollment
- Managing academic records and program structures
- Coordinating academic calendar activities
- Ensuring compliance with institutional academic policies
- Generating, validating, and approving academic reports

### **Modules Accessible to the Registrar**

The Registrar has full access to the following ACT MIS modules:

- Admissions
- Student Information System
- Academic Records
- Examinations & Results
- Course & Program Management
- Reports & Analytics
- Communication & Messaging
- Academic Calendar Management

### **Role Purpose**

The Registrar oversees all academic administrative processes in ACT MIS, ensuring that:

- Admissions run smoothly
- Student data remains accurate and updated
- Academic records are properly maintained
- Programs and courses are managed efficiently
- Reports required by Senate and academic boards are produced accurately

The Registrar plays a key role in maintaining data integrity across the institution.

### **System Permissions**

ACT MIS grants the Registrar the ability to:

- View and manage complete student profiles
- Approve or decline admissions

- Open or close registration periods
- Approve student course registrations
- Access, export, and validate academic reports (PDF/Excel)
- Publish and approve academic results
- Manage academic calendar events
- Oversee program structures, class lists, and course allocations

### **Typical Tasks**

Daily and periodic tasks performed by the Registrar include:

- Reviewing and validating new student applications
- Updating student enrollment status (Admitted, Registered, Deferred, Graduated, Withdrawn)
- Generating semester-based enrollment summaries
- Approving academic results submitted by departments
- Managing programs, courses, and course allocations
- Preparing reports for Senate and academic committees
- Resolving student record issues
- Coordinating with the IT Team for system updates related to academic workflows

### 3.1.2 Assistant Registrar Dashboard



Figure 4: Assistant Registrar Dashboard page

#### Description

The Assistant Registrar dashboard provides a summarized view of academic operations that support the Registrar’s office. It includes core metrics and navigation links necessary for day-to-day academic administration. The dashboard displays:

- **Student Statistics:** Active, suspended, dropout, day, evening, weekend, graduates, retakers, and repeaters.
- **Program Types:** Total number of programs available.
- **Program Distribution Chart:** Comparison of undergraduate vs. postgraduate enrollments.
- **Students by Year Chart:** Number of admitted students for each academic year.
- **Side Navigation Menu:** Modules that the Assistant Registrar is authorized to manage or monitor.

The dashboard serves as the operational center for assisting in registration, student management, examination coordination, and academic data handling.

#### Functions

The Assistant Registrar supports the Registrar in managing academic workflows. Key responsibilities include:

- Assisting in the admissions process and applicant verification

- Supporting student registration and enrollment activities
- Facilitating communication between academic departments and the Registrar
- Helping manage academic sessions, timetables, and student records
- Coordinating with HoDs and faculty on academic requests
- Reviewing academic documents before Registrar approval

### **Modules Accessible**

The Assistant Registrar has access to selected ACT MIS modules relevant to academic coordination, including:

- Manage Applicants
- Student Management
- Academic Requests
- Session Management
- Module Management
- Student Card Module
- Timetable Module
- Messaging/Notification Module
- Manage Marks (view or limited edit based on permissions)
- Statistics & Reports (restricted level)

### **Assistant Registrar Purpose**

The Assistant Registrar plays a key supporting role in academic administration. Their purpose is to:

- Ensure smooth academic workflows by assisting with admissions, registrations, student management, and exam processing
- Provide administrative support to the Registrar and academic leadership
- Maintain updated academic information within the MIS
- Act as a liaison between students, faculty, and administrative units
- Enhance data accuracy and continuity in academic operations

## System Permissions

Depending on institutional configuration, the Assistant Registrar can perform the following system actions:

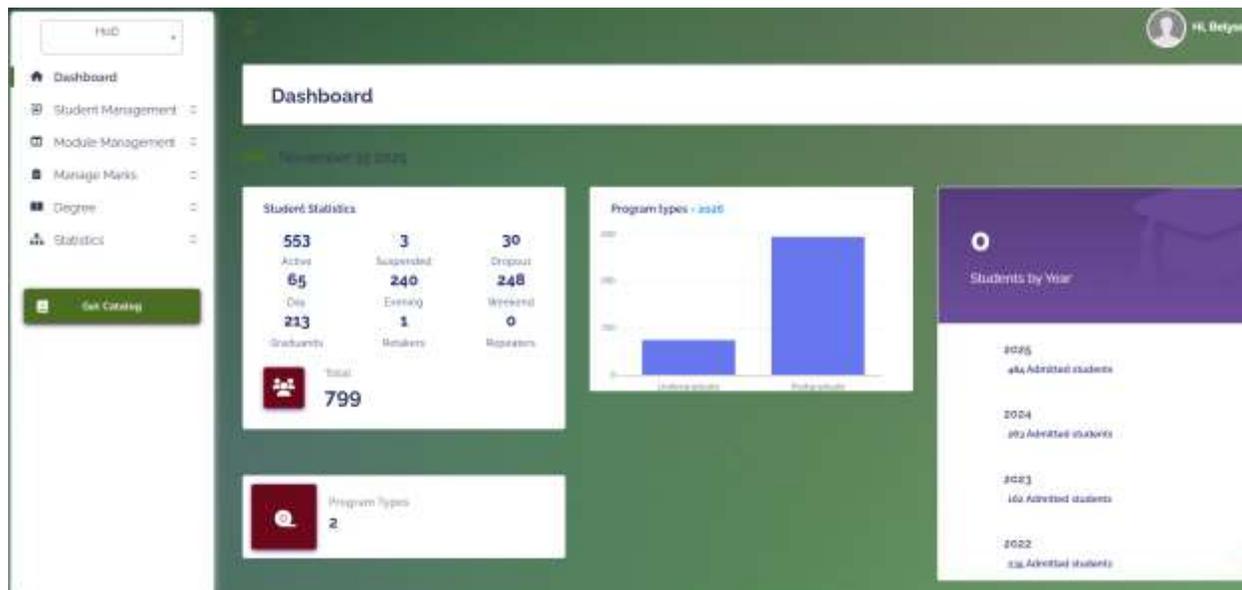
- View and update applicant information
- Verify student registration details and class lists
- Process academic requests submitted by students or departments
- Assist in scheduling sessions and updating academic timelines
- Generate basic academic reports (enrollment, program statistics, etc.)
- Review marks submitted by lecturers (with limited approval rights)
- Manage student cards and identity information
- Access messaging features to communicate with staff and students

## Typical Tasks

Daily and periodic responsibilities of the Assistant Registrar include:

- Supporting the admissions office in reviewing applications
- Updating student enrollment statuses under supervision
- Preparing academic data for Registrar approval
- Handling student inquiries related to registration and academic records
- Generating student lists and enrollment summaries
- Updating program and module details when necessary
- Managing academic requests such as transfers, deferrals, and reactivation
- Ensuring proper documentation for academic committees and Senate meetings
- Coordinating with IT and HoDs to correct academic data issues

### 3.1.3 Head of Department (HoD) Dashboard



*Figure 5: HoD Dashboard page*

#### Description

The HoD dashboard provides department-level academic insights and tools needed for managing programs, students, courses, and departmental performance. It includes:

- **Student Statistics:** Active, suspended, dropout, day, evening, weekend, graduates, retakers, and total students in the department.
- **Program Types:** Overview of undergraduate and postgraduate program categories under the department.
- **Enrollment Charts:** Visual summary of students by program type and admitted students by year.
- **Side Navigation Menu:** Displays modules available to the HoD, including student management, module management, marks management, degree tracking, and departmental statistics.

The dashboard acts as the control center for all departmental academic operations.

#### Functions

The HoD's primary functions include managing academic operations and overseeing the delivery of all teaching and learning activities within the department:

- Supervising student academic progress

- Managing course offerings and program structure
- Overseeing assignment, exam, and marks administration
- Coordinating with lecturers and faculty members
- Ensuring departmental compliance with academic policies
- Leading departmental planning and evaluation activities

### **Modules Accessible**

The HoD has access to the following ACT MIS modules:

- Student Management: View student details, monitor performance, track progress
- Module Management: Manage courses assigned to the department, update course information
- Manage Marks: View, approve, or verify marks submitted by lecturers
- Degree Module: Track students approaching graduation
- Statistics Module: View departmental reports and summaries
- Get Catalog: Access course catalog for curriculum planning

### **HoD Purpose**

The purpose of the HoD role is to provide academic leadership within the department by:

- Guiding academic staff and ensuring quality teaching
- Managing departmental resources and academic schedules
- Overseeing curriculum delivery and program development
- Approving academic decisions related to students and courses
- Ensuring timely submission of marks, reports, and academic documents
- Acting as the link between the Registrar, Dean, lecturers, and students

### **System Permissions**

The system allows the HoD to perform actions such as:

- Viewing all student records in their department
- Managing departmental course lists and academic modules
- Reviewing and approving marks submitted by lecturers

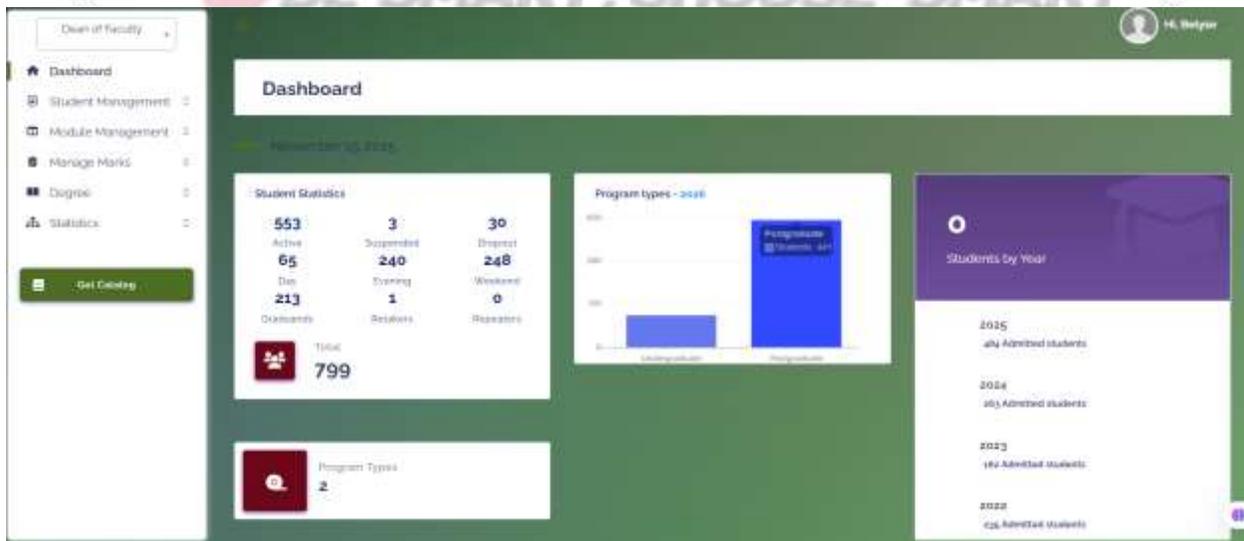
- Accessing enrollment, performance, and graduation data
- Viewing student academic history and progression
- Generating departmental reports and statistics
- Reviewing student academic requests (e.g., retakes, transfers, exemptions)

## Typical Tasks

Daily and periodic tasks for the HoD include:

- Monitoring student performance and academic trends
- Coordinating with lecturers to ensure timely mark submission
- Approving or verifying course marks
- Assigning courses to lecturers and managing module distribution
- Reviewing departmental academic requests
- Preparing departmental academic reports for Senate and faculty meetings
- Overseeing students eligible for graduation
- Handling departmental academic issues and student concerns
- Ensuring teaching schedules and course catalog information are up-to-date

### 3.1.4 Dean of Faculty



*Figure 6: Dean of Faculty Dashboard page*

## Description

The Dean of Faculty oversees all academic operations happening within the faculty.

The dashboard provides a high-level overview of student statistics, program types, and student distribution per academic year, covering all departments under that faculty.

### The menu available for this role includes:

- Dashboard
- Student Management
- Module Management
- Manage Marks
- Degree
- Statistics

## Functions

The Dean of Faculty offers leadership, supervision, and quality assurance for all departments under the faculty.

This role ensures that academic activities and program delivery meet institutional standards.

### Key functions include:

- Supervising all departments under the faculty
- Monitoring overall faculty academic performance
- Supporting HoDs in academic operations
- Overseeing curriculum implementation at faculty level
- Ensuring quality assurance and compliance with academic policies
- Coordinating faculty-wide reporting and academic evaluations

## Modules Accessible

### 1. Dashboard

Provides faculty-wide insights including:

- Total students
- Active, suspended, dropout
- Day, evening, weekend students

- Graduands, retakers, repeaters
- Program type distribution
- Students per year (1st year – final year)

## **2. Student Management**

Allows the Dean to:

- View all students under the faculty
- Track student status (active, suspended, dropout)
- Access academic history of students in each department

## **3. Module Management**

Used to:

- View modules taught across all programs in the faculty
- Monitor module distribution per department
- Ensure modules align with curriculum requirements

## **4. Manage Marks**

Allows the Dean to:

- Monitor marks uploaded by lecturers
- Track approval stages done by HoDs
- Identify missing or pending marks

## **5. Degree**

This module helps the Dean to:

- View graduation-eligible students
- Monitor students who have completed required credits
- Track pending academic issues for graduation

## **6. Statistics**

Used to generate faculty-level analytics, including:

- Enrollment trends
- Program performance

- Year-wise student projections
- Academic statistics per department

### **Dean Purpose**

The primary purpose of the Dean role is to ensure strong academic leadership and maintain quality across all programs in the faculty.

This role bridges departments, administration, and institutional leadership.

The Dean's purpose includes:

- Coordinating academic activities across departments
- Ensuring effective curriculum delivery
- Supporting and guiding HoDs
- Improving program quality and student outcomes
- Providing faculty-level reports to higher administration

### **System Permissions**

The Dean has extended permissions, including:

- Viewing all student records under the faculty
- Viewing and monitoring all faculty program modules
- Supervising marks management across departments
- Accessing all faculty-level statistics
- Generating reports for Senate, management, or planning
- Reviewing graduation progress for all departments

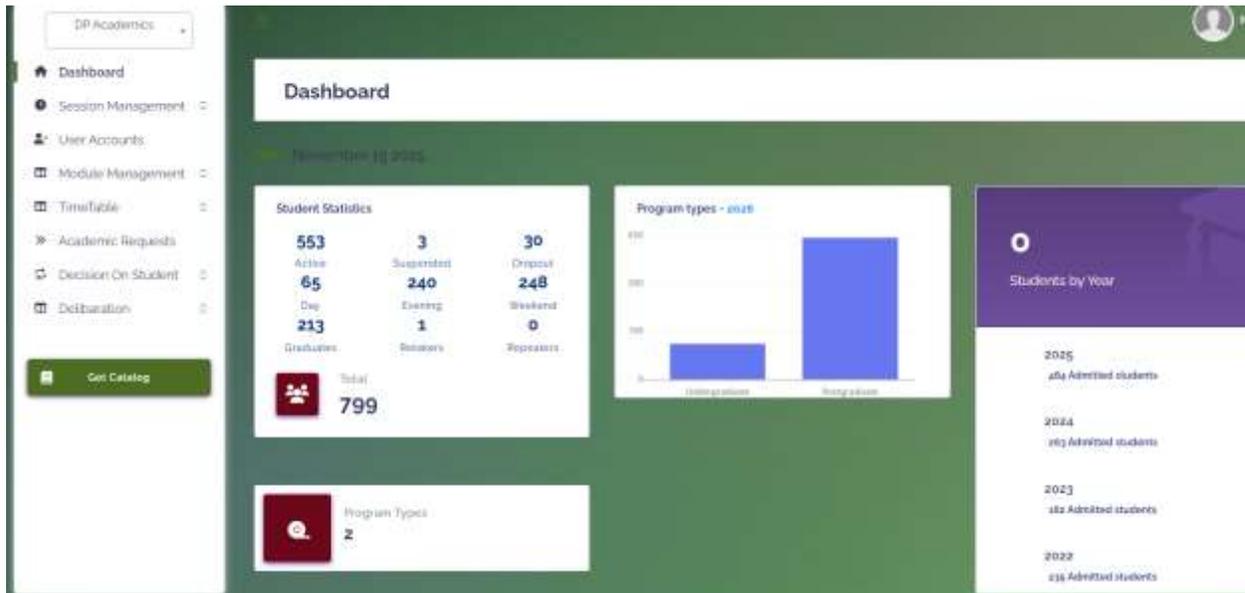
### **Typical Tasks**

Examples of common daily/weekly tasks:

- Reviewing the dashboard for updated faculty statistics
- Monitoring student performance and program progress
- Supervising and supporting HoDs on academic matters
- Ensuring timely mark submission and approval
- Coordinating with departments on module delivery

- Preparing academic reports for senior management
- Reviewing faculty enrollment trends
- Monitoring graduation readiness and student status

### 3.1.5 DP Academics



*Figure 7: DP Academics Dashboard page*

#### Description

The DP Academics oversees all academic operations at the institutional level. This role ensures smooth implementation of academic policies, supervises academic departments, manages academic sessions, and approves high-level academic decisions.

The menu available for this role includes:

- Dashboard
- Session Management
- User Account
- Module Management
- Timetable
- Academic Request
- Decision on Student
- Deliberation

## Functions

The DP Academics plays a leadership role across the institution's academic operations. This includes supervision of Heads of Departments, Deans, Registrars, and Examination Officers.

Key functions include:

- Overseeing all academic activities across the college
- Managing academic sessions (semester, trimester, academic year)
- Approving and supervising academic decisions
- Monitoring module allocations and curriculum implementation
- Ensuring timely handling of academic requests
- Participating in and approving deliberation outcomes
- Ensuring academic quality and compliance with regulations

## Modules Accessible

### 1. Dashboard

Provides institution-wide academic statistics, including:

- Total number of students
- Yearly academic distribution
- Program types
- Faculty-level and department-level summaries

### 2. Session Management

Allows DP Academics to:

- Create, open, or close academic sessions
- Set semester start/end dates
- Activate or deactivate registration periods
- Monitor ongoing academic sessions

### **3. User Account**

Used to:

- Create or manage academic-related user accounts
- Assign roles to users (HoDs, Deans, Tutors, etc.)
- Reset passwords or deactivate accounts
- Ensure access rights match academic responsibilities

### **4. Module Management**

Enables:

- Viewing all modules across the institution
- Assigning modules to departments or lecturers
- Evaluating curriculum implementation
- Tracking module teaching loads

### **5. Timetable**

Used to:

- View faculty and department timetables
- Approve or verify timetables created by HoDs
- Ensure timetable consistency across the college

### **6. Academic Request**

Typical requests include:

- Change of program
- Deferment
- Re-admission
- Academic appeals

DP Academics role includes approving or rejecting requests submitted by students and routed through HoD or Dean.

### **7. Decision on Student**

Allows the DP Academics to make final academic decisions on:

- Disciplinary cases related to academics
- Academic warnings or suspension
- Academic progression decisions
- Recommendations from HoD/Dean

## **8. Deliberation**

Used to:

- Review results submitted by departments
- Participate in institutional deliberation committees
- Approve final results for publishing
- Approve graduation lists

## **Purpose of the Role**

The main purpose of the DP Academics is to provide academic leadership and ensure proper functioning of academic processes at the institutional level.

The DP Academics ensures:

- Smooth coordination of academic units
- High quality of teaching, learning, evaluation, and assessment
- Compliance with academic regulations
- Timely academic decisions and approvals
- Continuous improvement of academic standards

## **System Permissions**

The DP Academics has high-level academic permissions, including:

- Full access to academic session settings
- Viewing and approving student academic requests
- Access to all modules and academic programs
- Approving or rejecting academic decisions proposed by departments
- Viewing entire institution's academic statistics
- Managing academic user accounts

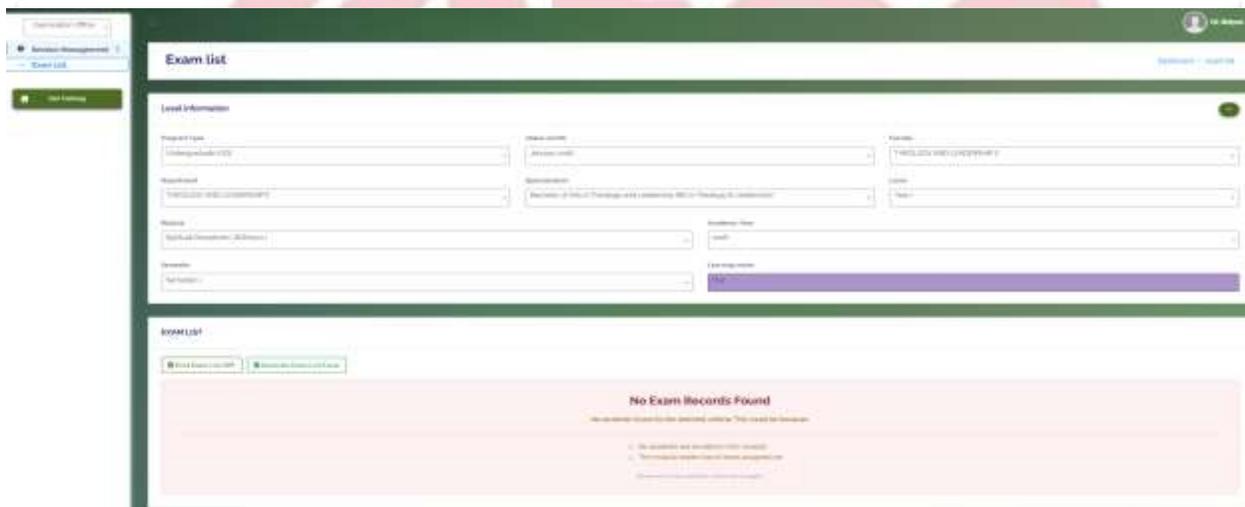
- Approving or overriding deliberation results

### Typical Tasks

Common tasks performed by the DP Academics include:

- Monitoring academic dashboards daily
- Opening or closing academic sessions
- Approving module allocations and timetables
- Handling academic appeals and student requests
- Supervising HoDs and Deans on academic matters
- Participating in academic deliberations and finalizing results
- Ensuring that teaching and examinations follow institutional policies
- Coordinating academic quality improvement initiatives

### 3.1.6 Examination Officer



*Figure 8: Examination Officer page*

### Description

The Examination Officer is responsible for managing all examination-related operations within the institution.

This role oversees exam scheduling, exam list preparation, coordination with departments, and proper handling of exam materials.

The Examination Officer has access to the Session Management module, specifically the Exam List section.

There is no dashboard for this role.

## **Functions**

The Examination Officer ensures smooth preparation, organization, and management of all assessments.

Key functions include:

- Coordinating exam-related tasks across departments
- Managing exam lists and ensuring correct registration of students for assessments
- Ensuring proper documentation and storage of exam records
- Verifying exam eligibility and compliance with academic rules
- Supporting the DP Academics and Registrar during exam periods

## **Modules Accessible**

### **1. Session Management**

This is the only module accessible to the Examination Officer.

It contains:

#### **Exam List**

The Examination Officer can:

- View all exam lists for active academic sessions
- Check students registered for each module's exam
- Validate or correct exam lists submitted by departments
- Export or print exam lists for invigilators
- Track exam attendance preparation
- Ensure all programs have complete and accurate lists

## **Purpose of the Role**

The Examination Officer ensures that all examinations are well-organized, accurate, and compliant with academic standards.

This role supports:

- Transparent and accountable examination management
- Accurate preparation of exam attendance lists
- Effective coordination between departments, invigilators, and the academic office
- Smooth execution of mid-semester and final examinations

### **System Permissions**

The Examination Officer has limited but exam-focused permissions:

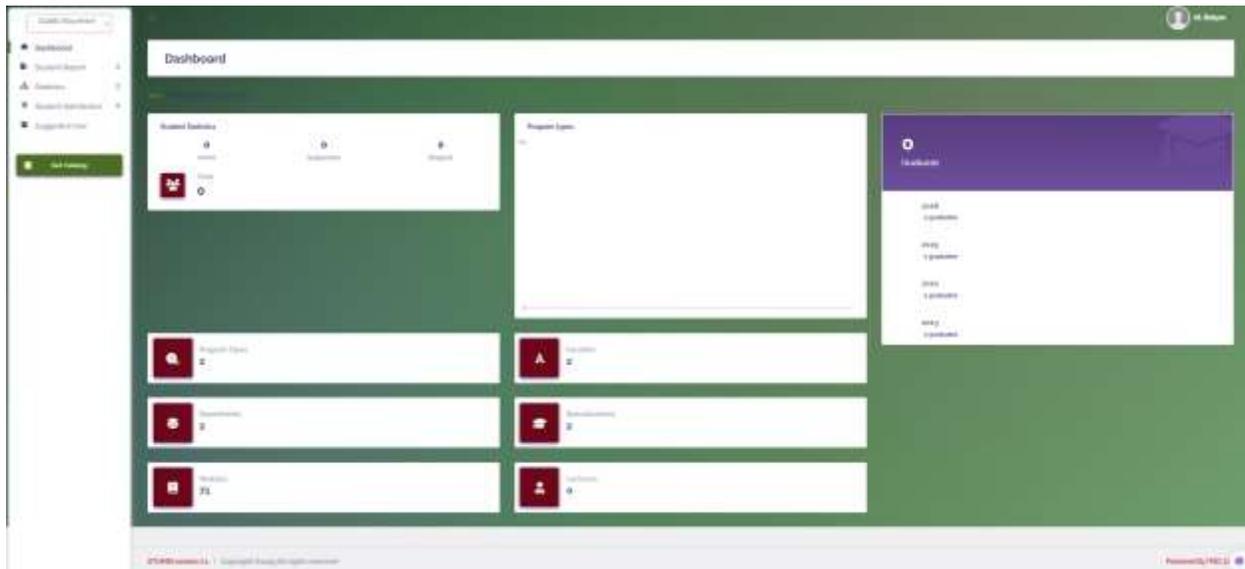
- View all exam lists across departments
- Modify, approve, or finalize exam lists
- Generate print-ready or exported exam lists
- Access student exam eligibility data
- View module and session-level exam information

### **Typical Tasks**

Daily and periodic activities performed by the Examination Officer include:

- Reviewing exam lists for accuracy
- Correcting missing or incorrectly registered students
- Coordinating with HoDs and Registrars on exam preparation
- Generating exam attendance sheets for invigilators
- Ensuring exam schedule aligns with module timetables
- Verifying student eligibility based on session registration
- Preparing documentation for exam moderation and auditing

### 3.1.7 Quality Assurance



*Figure 9: Quality Assurance Dashboard page*

#### **Description**

The Quality Assurance Officer ensures that academic and administrative processes meet institutional standards.

This role monitors student performance, program quality, feedback systems, and overall academic compliance.

The QA dashboard includes:

- **Student Statistics:** Active, suspended, dropout, graduates, retakers, repeaters
- **Program Types:** Undergraduate, postgraduate, and other program categories
- **Graduates Summary:** Total number of graduates in each program
- **Program Type Distribution:** Charts representing students per program category
- **Faculties Overview:** Number of faculties in the institution
- **Departments Overview:** Total academic departments
- **Specializations:** Breakdown of program specializations
- **Modules:** Total modules offered
- **Lecturers:** Number of lecturers teaching across departments

#### **Menu accessible for this role:**

- Student Report
- Statistics
- Student Satisfaction
- Suggestion Box

## Functions

Quality Assurance plays an institutional monitoring and evaluation role to ensure compliance with academic quality standards.

Key functions include:

- Monitoring academic quality across faculties and departments
- Reviewing student performance and retention trends
- Ensuring program compliance with academic regulations
- Tracking lecturer performance through module delivery analytics
- Monitoring and evaluating student satisfaction data
- Registering, reviewing, and responding to student suggestions
- Producing quality assurance reports for management and Senate

## Modules Accessible

### 1. Student Report

Allows QA to:

- View detailed student academic records
- Monitor academic progression across programs
- Check graduation readiness from a quality perspective
- Identify students with performance risks (failures, retakes, dropouts)

### 2. Statistics

The QA can generate institution-wide analytics including:

- Enrollment and retention rates
- Program performance metrics
- Departmental and faculty comparisons

- Academic progression trends
- Graduation rates and completion timelines

### **3. Student Satisfaction**

Used to:

- Review feedback submitted by students
- Analyze satisfaction levels per faculty or program
- Identify gaps in teaching, service delivery, or program design
- Generate student satisfaction reports for decision-making

### **4. Suggestion Box**

Allows the QA role to:

- View suggestions submitted by students
- Categorize and analyze recurring issues
- Respond or escalate concerns to relevant departments
- Track improvements suggested by student feedback

### **Purpose of the Role**

The main purpose of the Quality Assurance role is to ensure continuous improvement of academic quality and student experience across the institution.

Quality Assurance ensures:

- Academic programs meet set standards
- Students receive high-quality instruction and services
- Institutional processes follow quality policies and benchmarks
- Data-driven decision-making through analytics and reports

### **System Permissions**

The QA role has permissions to:

- Access institution-wide student statistics
- View academic performance and progression
- Review program-level and faculty-level analytics

- Access student feedback data (satisfaction, suggestions)
- Generate quality reports for academic committees
- Monitor module, lecturer, and program distribution

## Typical Tasks

Typical activities of the QA Officer include:

- Checking the dashboard for updated academic performance indicators
- Reviewing student progression and retention rates
- Monitoring satisfaction survey submissions
- Generating quality assurance reports for management
- Following up with departments on recurring student issues
- Identifying areas requiring program or policy improvement
- Monitoring faculty and lecturer workload distribution
- Analyzing graduation rates and academic performance trends

## 3.2. Student Management Roles

### 3.2.1 Admissions Officer

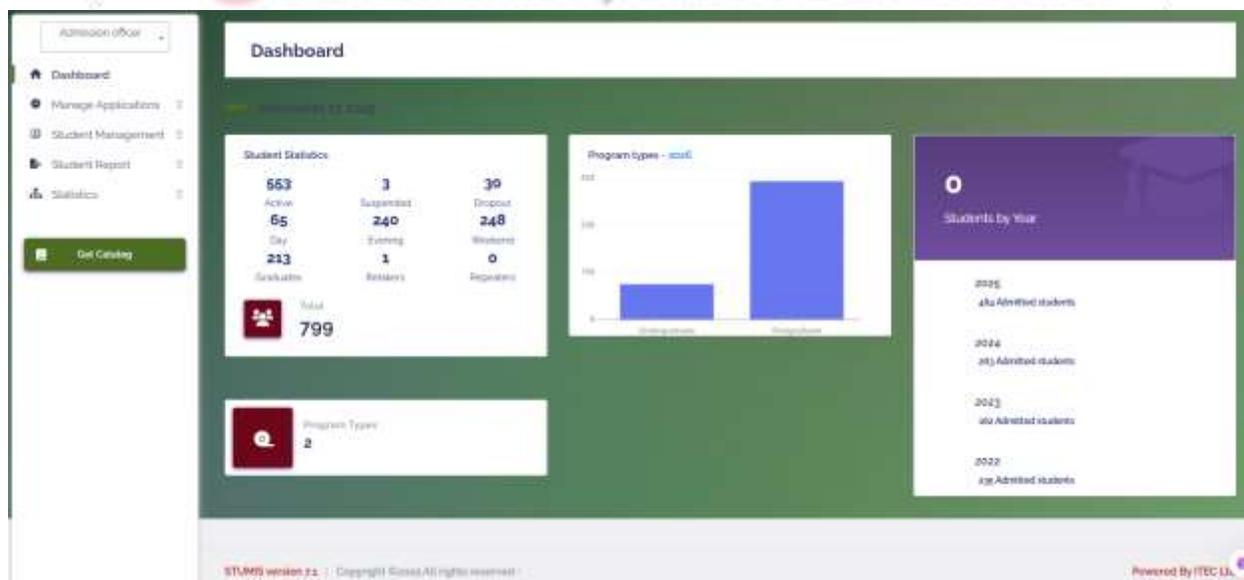


Figure 10: Admissions Officer page

## Description

The Admission Officer is responsible for managing incoming student applications and overseeing the admission workflow.

This role handles application review, admission decisions, applicant communication, and applicant data management.

The Admission Officer dashboard displays:

- **Student Statistics:** Active, suspended, dropout, evening, weekend, graduates, retakers, repeaters
- **Program Types:** Overview of programs offered
- **Students by Year:** Total admitted students per academic year

Menu items available for this role:

- Dashboard
- Manage Applications
- Student Management
- Student Report
- Statistics

## Functions

The Admission Officer ensures an efficient and transparent admission process by:

- Receiving and reviewing online applications
- Accepting or rejecting applicants
- Managing applicant documents and requirements
- Communicating application decisions
- Assigning admitted students to programs or departments
- Monitoring daily admission statistics
- Generating applicant and admission reports
- Ensuring accuracy of applicant data
- Coordinating with faculties regarding program capacities

## **Modules Accessible**

### **1. Manage Applications**

The Admission Officer can:

- View and filter all incoming applications
- Check applicant details and uploaded documents
- Verify eligibility requirements
- Approve, reject, or mark applications as pending
- Assign student IDs to accepted applicants
- Move applicants into the Student List
- Track number of admissions per program

### **2. Student Management**

Allows the officer to:

- View all admitted students
- Edit or update student information
- Assign students to classes or departments
- Monitor enrollment progress
- Handle corrections during the admission process

### **3. Student Report**

Used to:

- View academic and personal information of admitted students
- Generate reports on enrollment numbers
- Track students by program, gender, age group, or admission year
- Export student lists for administrative use

### **4. Statistics**

Provides analytical data including:

- Total admitted students per year
- Program-wise admission distribution

- Trends in applications and enrollments
- Admission performance indicators

### **Purpose of the Role**

The Admission Officer ensures accurate, transparent, and timely student admission through the institution's MIS.

Key purposes:

- Manage the entire admissions lifecycle
- Maintain accurate applicant records
- Support institutional reporting and planning
- Ensure compliance with admission policies
- Facilitate smooth applicant-to-student transition

### **System Permissions**

The Admission Officer has access to:

- All application records
- Admission processing tools
- Admitted students list
- Admission statistics and reports
- Dashboard summaries
- Basic student management functionalities

### **Typical Tasks**

Common daily activities include:

- Reviewing new applications
- Verifying applicant documents
- Approving or rejecting admissions
- Managing student biographical and academic information
- Generating daily or weekly admission reports
- Tracking program capacities

- Communicating admission outcomes
- Monitoring yearly student intake statistics

### 3.2.2 Card Operator



*Figure 11: Card Operator page*

#### Description

The Card Operator is responsible for generating, printing, and managing student and staff ID cards within the ACT MIS.

This role ensures that all registered students and staff receive official identification cards with accurate information and appropriate verification.

The Card Operator dashboard provides:

- Card Statistics – total number of cards issued
- Student Card Preview – front and back design
- Cards Issued by Category – number of cards generated under each card code

Main menu options include:

- Dashboard
- Students Access
- Student Card
- Staff Card

## Functions

The Card Operator facilitates identity verification and campus access by:

- Generating new student ID cards
- Generating staff ID cards
- Updating card templates or card details
- Monitoring issued cards statistics
- Ensuring correct card data (name, ID, program, etc.)
- Reprinting lost, damaged, or updated cards
- Managing student access through card generation
- Maintaining card records and counts

## Modules Accessible

### 1. Students Access

This module allows the Card Operator to:

- View list of students eligible for card printing
- Verify student details before card generation
- Confirm card issuance
- Update card status (printed, pending, reprint)
- Filter students by status, intake year, or program

### 2. Student Card

Includes tools for:

- Generating new student ID cards
- Previewing card front and back
- Adjusting card layout or data fields
- Viewing card history (number of cards issued per student)
- Exporting or printing individual or bulk cards

### 3. Staff Card

Allows the operator to:

- Generate identification cards for all staff categories
- Preview card design
- Update staff card details
- Reprint cards when necessary

### 4. Dashboard

Displays a quick overview:

- Total cards issued (e.g., 6,905 cards)
- Student card design preview (front & back)
- Card categories with number of cards issued
- Quick access to card generation tools

### Purpose of the Role

The Card Operator ensures:

- Every student and staff member receives an official ID card
- Campus security and identification processes work smoothly
- Fast and accurate card production
- Proper tracking of card issuance

### System Permissions

The Card Operator has access to:

- Student and staff card data
- Card templates and layout previews
- Student Access lists (eligible students)
- Statistics on all issued cards
- Tools for printing, exporting, and reprinting cards

They cannot modify academic or financial information; they only work with card-related data.

## Typical Tasks

### Daily activities include:

- Receiving student or staff lists requiring ID cards
- Verifying details before printing
- Designing or updating card templates (if allowed)
- Printing and laminating ID cards
- Reprinting lost or updated cards
- Tracking card counts for reporting
- Coordinating with Academic Registrar and ICT for card updates

### 3.2.3 Records Manager

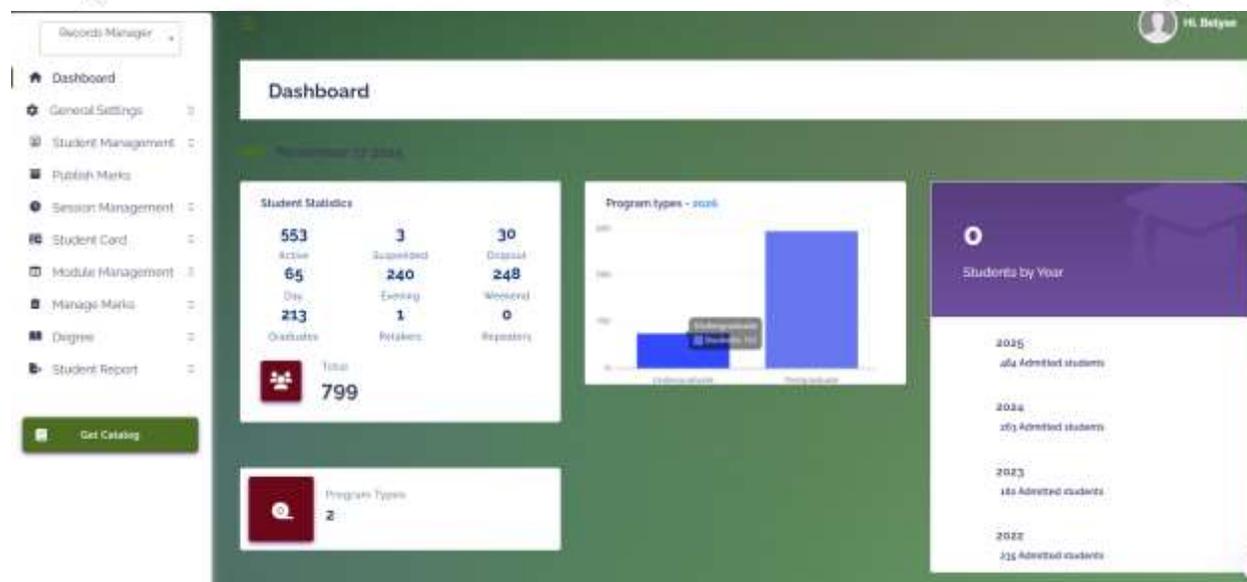


Figure 12: Records Manager page

### Description

The Records Manager is responsible for maintaining, verifying, and managing student academic records throughout their academic journey.

This role ensures that all student information—biographical, academic, enrollment, and graduation data is accurate, complete, and securely stored in the ACT MIS.

The dashboard provides access to:

- Student statistics (Active, Day, Evening, Weekend, Graduates, Retakers, Suspended, Dropout, Repeating)
- Program types
- Students grouped by admission year
- Quick access to record-management tools

**Main menu options include:**

- Dashboard
- General Settings
- Student Management
- Publish Marks
- Session Management
- Student Card
- Module Management
- Manage Marks
- Degree
- Student Report

**Functions**

The Records Manager ensures integrity and accuracy of all student academic documentation by:

- Managing student biodata and academic profiles
- Updating student enrollment status (active, retaker, suspended, dropout, etc.)
- Accessing and verifying all module marks
- Publishing semester marks once approved
- Managing academic sessions and student progression
- Generating academic documents (academic transcripts, enrollment letters, etc.)
- Ensuring correct module registration and program mapping
- Preparing degree and graduation eligibility lists

- Generating student reports for academic units

## **Modules Accessible**

### **1. Student Management**

Allows the Records Manager to:

- View and update student profiles
- Edit biodata, program details, status, and academic year
- Approve or modify student details
- Track student progression from year to year
- View full academic history

### **2. Publish Marks**

This module enables:

- Viewing submitted marks from lecturers
- Verifying accuracy and completeness
- Publishing marks to student accounts
- Flagging inconsistencies for correction

### **3. Session Management**

The Records Manager can:

- Manage academic sessions (semester and year)
- Activate and close registration periods
- Organize student cohorts based on session cycles

### **4. Student Card**

Includes tools for:

- Viewing card issuance status
- Verifying data on student card records
- Supporting the Card Operator when student card data needs corrections

## 5. Module Management

Allows:

- Viewing all modules offered per program and year
- Editing module assignments
- Managing module codes and credits
- Ensuring modules align with academic regulations

## 6. Manage Marks

Key features:

- View marks per course, year, or student
- Correct erroneous entries
- Track lecturer submissions
- Approve marks before publishing

## 7. Degree

This module allows:

- Managing graduation lists
- Verifying eligible students
- Confirming completion of all academic requirements
- Generating degree award documentation

## 8. Student Report

Enables:

- Exporting academic reports
- Generating performance summaries
- Tracking year-by-year academic performance
- Preparing statistical reports for management

## Purpose of the Role

The Records Manager ensures:

- Accurate record-keeping for all students

- Smooth coordination between admissions, academics, and graduation
- Data integrity across all modules and academic sessions
- Availability of high-quality academic information for decision-making

This role is essential for maintaining compliance with academic standards and ensuring institutional credibility.

### **System Permissions**

The Records Manager has access to:

- Full student academic datasets
- Marks verification and publishing tools
- Program and module information
- Graduation and degree validation
- Session and enrollment updates
- Statistical dashboards and reports

They cannot modify lecturer, finance, or system administrator settings.

### **Typical Tasks**

Daily responsibilities include:

- Updating student records and statuses
- Supervising module registration and academic sessions
- Verifying and publishing marks
- Preparing academic transcripts and reports
- Supporting faculty with academic data needs
- Preparing graduation eligibility lists
- Coordinating with Heads of Department and the Academic Registrar

### 3.2.4 Student Dean

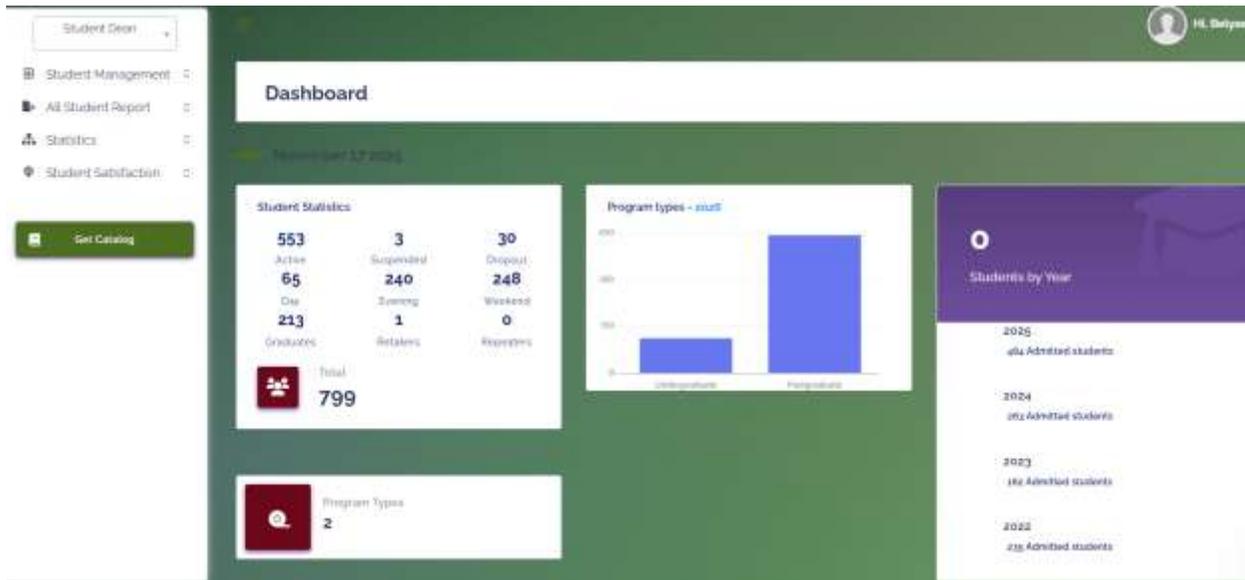


Figure 13: Student Dean page

#### Description

The Student Dean oversees student welfare, discipline, engagement, and academic progress from a non-administrative support perspective.

This role ensures that students' academic and social needs are well represented, while also providing insights on student performance, satisfaction, and overall wellbeing.

The Student Dean dashboard displays:

- Student statistics (Active, Suspended, Dropped, Retakers, Graduates, etc.)
- Program types (Undergraduate, Postgraduate, Evening, Weekend, etc.)
- Students by year (admission data organized by intake year)

The focus is to monitor student demographics, track general academic performance patterns, and collect feedback.

Main menu options:

- Student Management
- All Student Report
- Statistics
- Student Satisfaction

## Functions

The Student Dean is responsible for:

- Managing student concerns related to both academic and social life
- Tracking student welfare and discipline issues
- Accessing and reviewing general academic performance
- Generating student reports for decision-making
- Monitoring trends in student enrollment and progression
- Overseeing and analyzing student satisfaction surveys
- Identifying at-risk students and recommending interventions
- Preparing reports for the Academic Registrar, Principal, and Faculty Deans

## Modules Accessible

### 1. Student Management

Allows the Student Dean to:

- View student profiles and academic statuses
- Access individual and group performance details
- Follow up on dropouts, suspensions, and retakers
- Track special cases that require pastoral or disciplinary attention
- Identify students needing support

### 2. All Student Report

Provides:

- Full student listings
- Downloadable Excel/PDF reports
- Performance summaries by department, faculty, or program
- Tools to help the Dean identify students needing attention (e.g., low performers, absentees)

### 3. Statistics

Displays:

- Current distribution of students across academic categories
- Program type breakdown (Day, Evening, Weekend, Postgraduate, etc.)
- Year-by-year student admissions
- Trends in dropout, suspension, and completion
- Graphical reports that assist in policy and decision-making

### 4. Student Satisfaction

This module allows the Student Dean to:

- Access student feedback surveys
- Analyze satisfaction by program, department, or year
- Identify issues related to facilities, teaching quality, administration, welfare, and campus life
- Generate recommendations for management and improvement
- Track changes in student experience over time

### Purpose of the Role

The Student Dean role strengthens the welfare and support system by:

- Ensuring students feel heard and represented
- Monitoring student wellbeing beyond academics
- Providing actionable insights on student satisfaction
- Supporting management with statistics and reporting
- Facilitating communication between students and the administration

It plays a vital role in maintaining a healthy learning environment and improving institutional performance.

### System Permissions

The Student Dean has access to:

- Student profiles and basic academic statistics

- Full student reports and downloadable summaries
- Satisfaction surveys and feedback tools
- Institution-wide statistical dashboards

They do not have access to mark entry, module management, finance modules, or result publication.

## Typical Tasks

Daily responsibilities include:

- Reviewing student concerns and following up with relevant departments
- Monitoring student academic trends
- Generating welfare and academic summary reports
- Analyzing satisfaction data and reporting issues
- Identifying struggling students and recommending academic or social support
- Coordinating with Records Manager, Faculty Deans, and the Academic Registrar

### 3.2.5 Reception



*Figure 14: Reception page*

## Description

The Reception role handles front-desk operational support within the institution. Receptionists provide quick assistance to students, staff, and visitors by accessing basic system information such as timetables and registration details, while also offering support through the Help Center/Chat.

The reception dashboard is simple and focused on day-to-day tasks that require quick response and lookup.

Available menu options:

- Session Management (View Timetable)
- Student Management (Registration)
- Chat (Help Center)

## Functions

The Reception user is responsible for:

- Assisting students with registration-related queries
- Providing visitors and students with updated timetable information
- Using the Help Center to respond to student concerns
- Managing front-desk communication between students and administrative offices
- Guiding students on enrollment and academic process steps

## Modules Accessible

### 1. Session Management (View Timetable)

This module allows the Reception officer to:

- View institution-wide timetables
- Confirm class schedules for students
- Provide timetable guidance to walk-ins and callers
- Identify class locations, lecturers, and session times
- Print or share specific timetable information when needed

Reception has view-only access — no editing or uploading.

## 2. Student Management (Registration)

This section enables the Receptionist to:

- Assist new or continuing students with registration steps
- Search students by ID, name, or program
- Verify registration status (registered / not registered)
- Guide students on missing registration requirements
- Direct students to the Registrar or Faculty Dean for academic approvals

*Note: Reception only performs basic registration assistance, not academic approval or validation.*

## 3. Chat (Help Center)

This module serves as a communication tool where the Receptionist can:

- Respond to real-time student inquiries
- Forward unresolved cases to appropriate departments
- Provide quick answers regarding registration, timetables, or general information
- Track previous conversations for follow-up
- Support both on-campus and remote students

This feature strengthens customer service and reduces congestion at the physical front desk.

### Purpose of the Role

The Reception role serves as the first point of contact for students and visitors.

Its purpose is to:

- Ensure smooth communication between the institution and its stakeholders
- Provide quick access to essential academic information
- Support students by resolving simple issues before escalating them
- Reduce pressure on academic offices through Help Center support

This role is essential in maintaining orderly, student-centered service delivery.

## **System Permissions**

### **The Reception user can:**

- View institutional timetables
- Perform basic student registration support
- Respond to student help center messages
- Access student information for verification purposes

### **They cannot:**

- Edit academic data
- Modify timetables
- Approve academic processes
- Access restricted administrative modules

### **Typical Tasks**

#### Daily responsibilities include:

- Checking and sharing timetable information with students
- Assisting with student registration verification
- Responding to chat/help center messages
- Directing students to appropriate departments for advanced assistance
- Handling front-desk inquiries and giving guidance
- Updating logs or notes on issues that require follow-up

## 3.3. Finance and Compliance Roles

### 3.3.1 Accountant

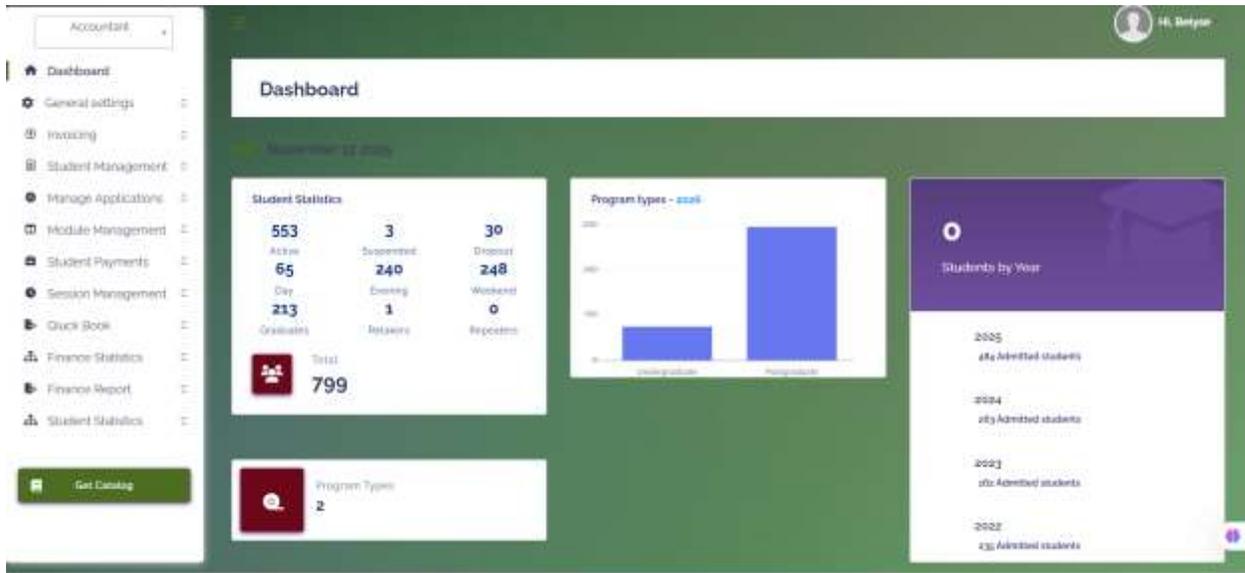


Figure 15: Accountant page

#### Description

The Accountant role is responsible for managing all financial operations within the institution's academic and administrative system.

This includes invoicing, payment tracking, financial reporting, and monitoring student fee compliance.

The accountant dashboard presents key financial statistics such as total active students, graduates, program types, and yearly admission numbers — helping the user make informed financial decisions quickly.

The role ensures that all billing, payments, and financial documents are handled accurately and efficiently.

#### Available Menu Options

- Dashboard
- General Settings
- Invoicing
- Student Management
- Manage Applications

- Module Management
- Student Payments
- Session Management
- Quick Book
- Finance Statistics
- Finance Report
- Student Statistics

## **Functions**

The Accountant user is responsible for:

- Managing student invoices and updating payment records
- Monitoring fee compliance across all academic levels
- Verifying application fee payments for new applicants
- Generating financial reports for administration
- Tracking revenue, outstanding fees, and payment trends
- Ensuring all financial information is accurate and up-to-date
- Assisting students with questions related to fees, payments, and balances
- Coordinating with other departments to resolve financial issues
- Maintaining financial transparency and audit readiness

## **Modules Accessible**

### **1. Dashboard**

The dashboard provides a real-time overview of:

- Student statistics (active, suspended, dropout, graduates)
- Program types (undergraduate, postgraduate)
- Students by year (admission statistics)
- Total students counted for financial forecasting

This section helps the accountant quickly assess institutional trends that impact revenue and budgeting.

## 2. General Settings

This module allows the accountant to:

- Configure financial parameters
- Adjust institutional fee settings
- Manage defaults for invoices and payments
- Control various financial system options

Used to customize the environment for accurate and efficient billing.

## 3. Invoicing

The invoicing module provides tools to:

- Create and issue invoices
- Modify or update existing invoices
- Track pending, paid, and overdue invoices
- View student financial obligations

It is the primary area for managing billing activities.

## 4. Student Management

This section allows the accountant to:

- Search and view student financial profiles
- Check outstanding balances
- Verify payment history
- Assess fee compliance status
- Provide financial clarifications to students

This ensures accurate and timely financial support to students.

## 5. Manage Applications

This module helps the accountant:

- Verify payment of application fees
- Approve or mark incomplete fee submissions
- Ensure applicant records meet financial requirements before admission

## **6. Module Management**

This section enables the accountant to:

- Assign or update module fees
- Track module-related financial charges
- Ensure accurate billing for course enrollment

## **7. Student Payments**

This module is used to:

- Record student payments
- Upload payment receipts
- Confirm financial transactions
- Track which invoices have been fully or partially settled

## **8. Session Management**

This module assists in:

- Monitoring fees linked to specific academic sessions
- Verifying whether students have completed session-based payments
- Ensuring students meet prerequisites before proceeding in the semester

## **9. Quick Book**

A simplified financial entry tool used to:

- Make quick transaction entries
- Adjust balances
- Record small or urgent financial updates

## **10. Finance Statistics**

This module displays analytical data such as:

- Revenue trends
- Invoice completion rates
- Outstanding fees
- Payment breakdowns by student category or program

Useful for financial planning and decision-making.

## **11. Finance Report**

This module allows the accountant to:

- Generate daily, monthly, or annual financial reports
- Export reports for audits or administrative meetings
- Review institutional financial performance

## **12. Student Statistics**

Displays broader student-based metrics including:

- Total number of active and admitted students
- Program type distributions
- Yearly intake trends

These metrics help estimate financial projections.

### **Purpose of the Role**

The Accountant role ensures:

- Accurate financial management across the institution
- Transparency and accountability in student billing
- Smooth processing of invoices and payments
- Reliable financial reporting for decision-making
- Proper coordination between academic and administrative departments

This role is essential for sustaining institutional financial stability and student support.

### **System Permissions**

The Accountant can:

- Create and manage invoices
- View and update student financial details
- Add payments and confirm transactions
- Access all finance-related analytics and reports
- Configure financial settings

They cannot:

- Edit academic results
- Modify academic programs
- Approve academic progression
- Access confidential academic deliberation modules

## Typical Tasks

### Daily responsibilities include:

- Issuing invoices to students
- Recording payments and verifying receipts
- Checking fee compliance for registration and exams
- Preparing reports for the finance office
- Helping students understand their balances and fees
- Monitoring outstanding payments
- Updating financial system records
- 

### 3.3.2 HEC (Reporting Role)

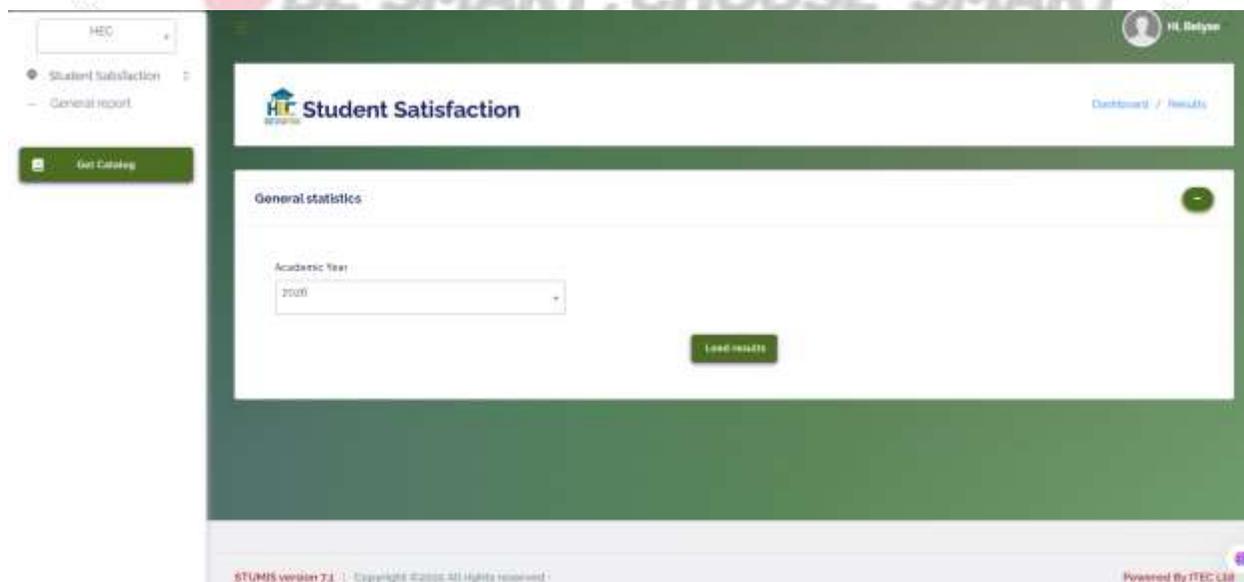


Figure 16: HEC page

## Description

The HEC (Higher Education Council) role is a reporting-only role designed specifically for oversight, monitoring, and evaluation purposes.

Users with this role do not manage academic or administrative functions but instead access high-level institutional reports related to student satisfaction and general performance.

This ensures transparency, accountability, and compliance with national educational standards.

The dashboard for HEC is simple, focused on viewing reports rather than performing operations.

## Available Menu Options

- Student Satisfaction (General Report)

## Functions

The HEC reporting user is responsible for:

- Reviewing student satisfaction reports to evaluate academic quality
- Monitoring institutional performance trends
- Assessing student experiences across programs and departments
- Using collected data to inform accreditation and compliance processes
- Supporting institutional improvement through data-driven evaluation

They do not modify any records they only view and analyze reports.

## Modules Accessible

### 1. Student Satisfaction (General Report)

This module allows the HEC user to:

- Access institution-wide student satisfaction summaries
- View feedback collected from students across multiple programs
- Analyze satisfaction levels in areas such as:
  - Teaching quality
  - Support services
  - Administrative processes
  - Learning environment
- Compare satisfaction levels between academic years or cohorts

- Identify critical areas that need improvement
- Export or print reports (if enabled by the system)

Important:

This role is strictly view-only. HEC cannot edit or modify feedback entries.

### **Purpose of the Role**

The purpose of the HEC role is to:

- Provide third-party oversight of institutional quality
- Track student experiences for accreditation and compliance
- Ensure accountability in academic and administrative processes
- Support data-driven decision-making at a national/regulatory level
- Offer unbiased evaluation of institutional performance

This role strengthens transparency between the institution and the education council.

### **System Permissions**

The HEC user can:

- View student satisfaction reports
- Access general statistical summaries
- Export or print reports (if enabled)

They cannot:

- Modify student data
- Edit satisfaction entries
- Access administrative or academic management modules
- Perform transactions or approvals

### **Typical Tasks**

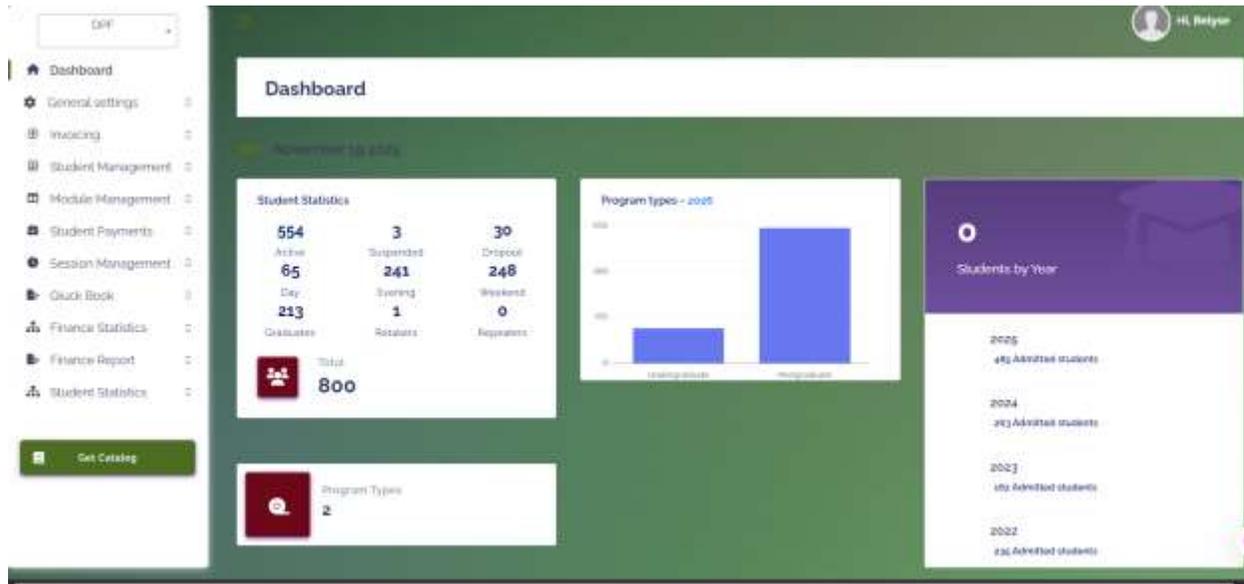
Daily tasks may include:

- Reviewing general student satisfaction trends
- Monitoring institution-wide quality indicators
- Generating or exporting reports for regulatory use

- Checking year-to-year improvement in student feedback
- Preparing notes for accreditation and compliance checks

HEC tasks focus solely on evaluation, not system manipulation.

### 3.3.3 DPF (Director of Planning & Finance)



*Figure 17: DPF (Director of Planning & Finance) page*

#### Description

The Director of Planning & Finance (DPF) oversees all financial operations and planning activities within the institution.

This role has high-level access to financial modules, student payment monitoring, invoicing, financial statistics, and institutional planning reports.

The DPF dashboard displays key institutional metrics such as:

- Student Statistics
- Program Types
- Students by Year

These indicators help the DPF evaluate financial performance based on enrollment trends and academic growth.

Available Menu Options

- General Settings

- Invoicing
- Student Management
- Module Management
- Student Payments
- Session Management
- Quick Book
- Finance Statistics
- Finance Report
- Student Statistics

## **Functions**

The DPF is responsible for:

- Monitoring institutional revenue streams
- Creating and reviewing student invoices
- Overseeing tuition payments and financial clearance
- Evaluating financial performance through detailed statistics
- Supporting budget planning and resource allocation
- Supervising finance-related settings and configurations
- Ensuring financial compliance and transparency
- Coordinating with accountants and other finance officers
- Reviewing projections linked to enrollment and academic programs

## **Modules Accessible**

### **1. General Settings**

Allows DPF to:

- Configure financial policies
- Manage fee structures
- Adjust academic or financial cycle settings
- Oversee high-level system configurations related to finance

## 2. Invoicing

Enables the DPF to:

- Generate invoices for students
- Review pending or completed invoices
- Approve corrected invoices
- Manage invoice categories and fees
- Monitor outstanding balances

## 3. Student Management

This module allows DPF to:

- View student profiles and enrollment status
- Track student financial eligibility
- Confirm whether students are allowed to sit for exams based on payment status
- Access student academic and financial history

Note: DPF typically has view-only access here unless adjustments directly relate to finance.

## 4. Module Management

Used to:

- Access module lists
- Confirm module-based fees or credit-hour billing (if applicable)
- Evaluate program/module capacities for planning purposes

## 5. Student Payments

Here the DPF can:

- View all payments made by students
- Confirm payment methods (bank slip, mobile money, etc.)
- Track overdue payments or outstanding balances
- Approve or validate large or flagged payments
- Generate payment history for reporting

## 6. Session Management

Allows DPF to:

- View academic sessions
- Confirm fee allocation per session
- Access session-based financial reports
- Support planning aligned with academic calendars

## 7. Quick Book

This module is essential for:

- Managing financial summaries
- Tracking income vs expenses
- Calculating financial projections
- Generating quick reports for internal review
- Viewing real-time financial standing

## 8. Finance Statistics

This section allows DPF to:

- View financial performance charts
- Analyze tuition income trends
- Compare year-to-year financial growth
- Identify revenue shortages or surpluses
- Assess payment distribution per program, faculty, or student category

## 9. Finance Report

Here the DPF can:

- Generate official financial reports
- Download or print revenue summaries
- Review monthly/quarterly/annual financial statements
- Provide reports to the Chancellor or Board when required

## 10. Student Statistics

This module supports planning by letting DPF:

- Review admission trends
- Track retention and dropout rates
- Monitor student distribution across programs
- Identify program growth that impacts financial planning

### Purpose of the Role

The DPF role is designed to ensure:

- Financial stability
- Accurate financial reporting
- Transparent student billing
- Long-term institutional planning
- Data-driven budget decisions

This role bridges the gap between academic operations and financial strategy, ensuring that the institution's resources are aligned with student population and program demands.

### System Permissions

The DPF user can:

- Generate and approve invoices
- Validate student payments
- View and analyze financial and academic statistics
- Access financial reports and Quick Book
- Configure financial settings

The DPF user cannot:

- Modify academic records
- Approve academic results
- Change student demographic data
- Access modules outside the financial and planning scope

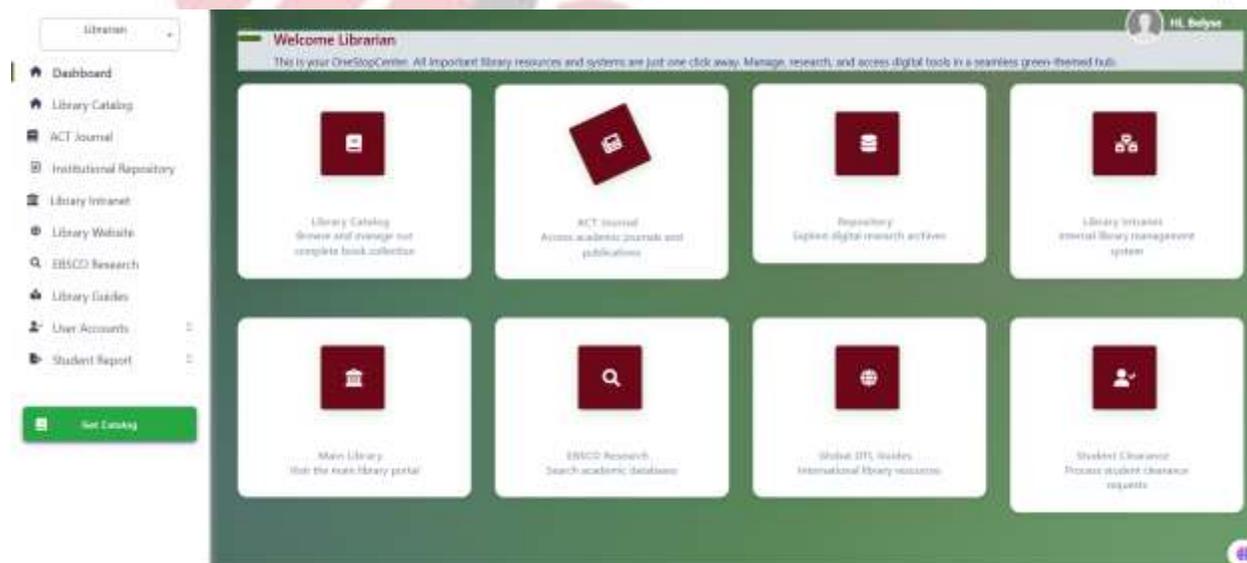
## Typical Tasks

Daily responsibilities include:

- Reviewing new student payments
- Approving invoices and correcting payment issues
- Generating daily, weekly, or monthly financial reports
- Monitoring income trends
- Planning financial projections for upcoming semesters
- Communicating with accountants regarding inconsistencies
- Supporting strategic meetings with financial data
- Reviewing student enrollment statistics for budget decisions

## 3.4 Library

### 3.4.1 Librarian



*Figure 18: Librarian page*

### Description

The Librarian role manages all library-related operations, digital resources, research archives, and student clearance processes within the institution.

This role acts as the central hub for academic resources, connecting users to journals, repositories, book catalogs, databases, and internal library systems.

The Librarian dashboard is designed as a multi-resource OneStopCenter, giving quick access to:

- Library Catalog
- ACT Journal
- Institutional Repository
- Library Intranet
- Library Website
- EBSCO Research
- Library Guides
- Student Clearance

This ensures efficient management of library services and academic resources.

#### **Available Menu Options**

- Library Catalog
- ACT Journal
- Institutional Repository
- Library Intranet
- Library Website
- EBSCO Research
- Library Guides
- User Accounts
- Student Report
- Get Catalog (Export/Download)

#### **Functions**

The Librarian is responsible for:

- Managing the entire book collection and catalog system
- Maintaining access to academic journals and publications
- Overseeing digital research archives and institutional repository
- Managing internal library workflows via the Library Intranet

- Updating the library website and academic resources
- Providing students and staff with research support via EBSCO and other tools
- Managing library user accounts
- Assisting students with library-related clearance
- Providing statistical reports on library usage and circulation

## **Modules Accessible**

### **1. Library Catalog**

This module allows the Librarian to:

- Browse and manage all physical and digital books
- Add new books to the catalog
- Update book metadata (author, edition, ISBN, subject)
- View book availability and circulation status
- Issue, return, or reserve books for students and staff
- Generate catalog reports

### **2. ACT Journal**

This is the academic journal and publication system where the Librarian can:

- Upload new journals and academic papers
- Organize articles by issue, volume, or category
- Manage authors, citations, and research metadata
- Provide access to students and staff for academic research

### **3. Institutional Repository**

Enables the Librarian to:

- Manage digital archives such as these, dissertations, and research projects
- Upload new research materials
- Organize documents by faculty, study level, or year
- Provide open-access or restricted-access options
- Preserve institutional research history

#### **4. Library Intranet**

This is the internal library management system where the librarian can:

- Manage internal workflows
- Track book inventory
- Oversee staff roles and library processes
- Record circulation logs and overdue books
- Manage inter-library communication

#### **5. Library Website**

Allows the Librarian to:

- Manage online library content
- Publish announcements, new arrivals, guides, and digital tools
- Provide access to students and staff for self-service browsing
- Connect library website resources with institutional systems

#### **6. EBSCO Research**

This module gives access to international research databases. The Librarian can:

- Provide students and staff access to academic journals
- Assist users in using EBSCO search tools
- Guide researchers on how to retrieve credible, peer-reviewed articles
- Provide support for referencing and citations

#### **7. Library Guides**

This section includes:

- Tutorials
- User manuals
- Research guidance documents
- Academic writing support
- Resource usage instructions

The Librarian can upload and manage these guides to help users navigate library systems effectively.

## **8. User Accounts**

This gives the Librarian access to:

- Manage library-specific accounts for students and staff
- Reset account access for library systems
- Assign roles for library intranet or journal submission
- Monitor user activity related to library resources

## **9. Student Report**

This module allows generating library-specific student reports including:

- Student borrowing history
- Overdue books
- Clearance eligibility
- Library usage statistics

## **10. Student Clearance**

This is a key module used to:

- Process student clearance for graduation
- Confirm that students have no outstanding library books or fines
- Approve or deny clearance requests
- Coordinate with the Registrar and Finance on final student status

## **Purpose of the Role**

The Librarian role ensures:

- Smooth access to academic resources and research tools
- Preservation of academic knowledge through archived materials
- Student and faculty support in research activities
- Efficient clearance for graduating students
- Proper management of library resources and internal systems

This role is essential for academic excellence and research development within the institution.

### **System Permissions**

The Librarian user can:

- Manage book catalogs
- Upload journals and research materials
- Access all library-related systems
- Process student clearance
- Manage user accounts related to library usage
- Access student reports connected to library status

The Librarian user cannot:

- Modify academic grades or results
- Access financial systems
- Approve academic progress outside library clearance
- Change institutional settings unrelated to library management

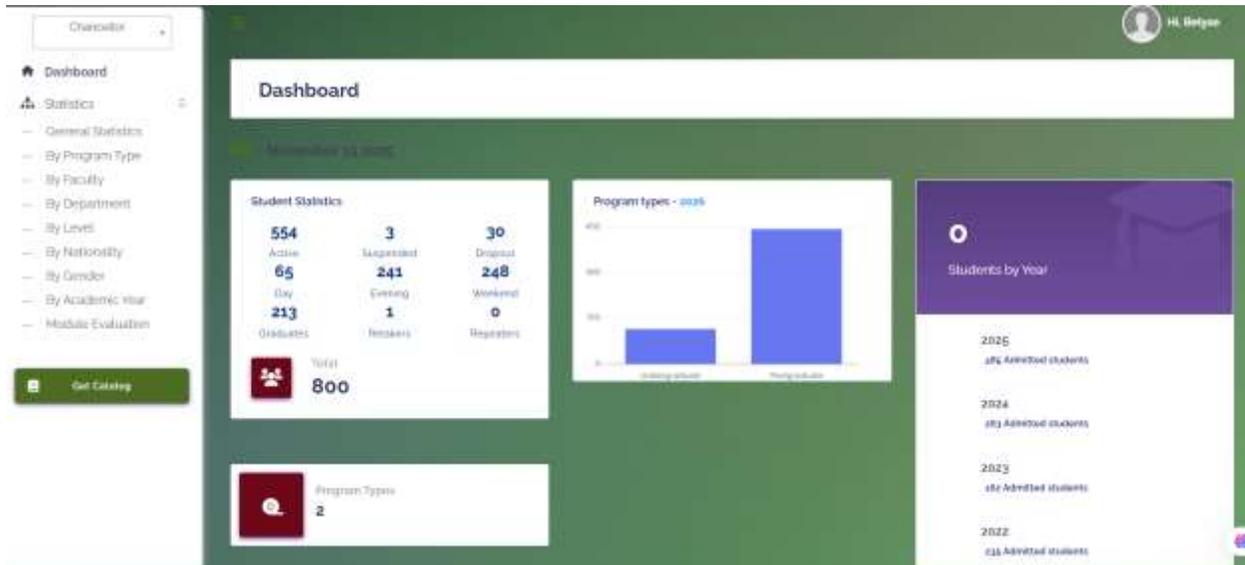
### **Typical Tasks**

Daily responsibilities include:

- Managing book circulation and catalog updates
- Assisting students with research database access
- Updating journals, repository content, and library guides
- Processing clearance requests
- Maintaining the library website and intranet resources
- Providing support for academic writing and research
- Recording and reporting library usage stats
- Responding to inquiries related to library resources

## 3.5. Institution Leadership

### 3.5.1 Chancellor



*Figure 19: Chancellor page*

#### Description

The Chancellor's role provides the institution's top leadership with comprehensive access to high-level reports, oversight dashboards, and strategic indicators.

This role focuses on monitoring institutional performance, academic trends, and student distribution across programs, faculties, years, and demographic categories.

The Chancellor dashboard is built for quick interpretation, showing key insights needed for decision-making and long-term planning.

#### Available Menu Options

- Dashboard
- Statistics
- General Statistics
- By Program Type
- By Faculty
- By Department
- By Level
- By Nationality

- By Gender
- By Academic Year
- Module Evaluation

## **Functions**

The Chancellor is responsible for:

- Reviewing overall institutional academic and enrollment performance
- Monitoring student distribution across demographic and academic categories
- Analyzing trends to support strategic decisions and planning
- Observing program performance and enrollment changes
- Evaluating academic quality through module evaluations
- Using statistics to guide leadership meetings and institutional reports

The role is read-only, ensuring data integrity while enabling full visibility.

## **Modules Accessible**

### **1. Dashboard**

This section provides a visual summary of key data, including:

- Student Statistics
- Program Types Distribution
- Students by Academic Year

The dashboard enables the Chancellor to:

- Quickly understand current enrollment volumes
- Track yearly growth and progression
- Compare program popularity and academic structure
- Identify early warning signs for low enrollment or over-capacity

This module is fully view-only.

### **2. Statistics**

This menu contains various sub-reports giving the Chancellor deep analytical visibility.

### **a. General Statistics**

Provides a global overview of institutional data, such as:

- Total active students
- Total programs, faculties, and departments
- Enrollment growth trends

### **b. By Program Type**

Shows student distribution according to:

- Undergraduate programs
- Postgraduate programs
- Professional programs
- Short courses

Used to assess which program categories are strongest or need improvement.

### **c. By Faculty**

Breaks down students based on faculty membership.

Supports comparison between faculties and their academic performance.

### **d. By Department**

Shows student numbers for each department. Useful for resource allocation and staffing decisions.

### **e. By Level**

Displays students by academic level:

- Level 1
- Level 2
- Level 3
- Level 4
- Postgraduate levels

Helps identify progression bottlenecks or unusually large cohorts.

#### **f. By Nationality**

Shows how students are represented globally.

This supports internationalization policies and diversity assessments.

#### **g. By Gender**

Presents gender distribution across the entire institution. Useful for evaluating gender balance and inclusion efforts.

#### **h. By Academic Year**

Provides student enrollment grouped by the year of study, enabling long-term planning and resource forecasting.

#### **i. Module Evaluation**

This report shows:

- Student feedback scores per module
- Lecturer performance trends
- Module strengths and weaknesses
- Areas where academic quality needs improvement

This is a vital tool for academic quality assurance and institutional accreditation.

#### **Purpose of the Role**

The Chancellor's role in the system is to provide strategic visibility over the entire institution.

#### **The purpose is to:**

- Strengthen decision-making with accurate data
- Ensure transparency in academic and demographic trends
- Support long-term planning and institutional development
- Monitor performance indicators needed for accreditation and policy decisions
- Promote student-centered governance by focusing on quality-related metrics

#### **System Permissions**

The Chancellor can:

- View all institutional dashboards and statistics
- Access reports across faculties, programs, and departments

- Monitor module evaluations
- Use visual analytics for informed decision-making

They cannot:

- Edit or modify student or academic data
- Perform administrative actions
- Update financial or academic records

The role is strictly high-level read-only.

### **Typical Tasks**

Daily or periodic responsibilities include:

- Reviewing weekly or monthly student reports
- Observing trends in enrollment and demographics
- Evaluating program performance
- Checking module evaluations for academic quality
- Preparing for leadership meetings using dashboard summaries
- Assessing institutional areas that require improvement or investment

## 3.5.2 Principal

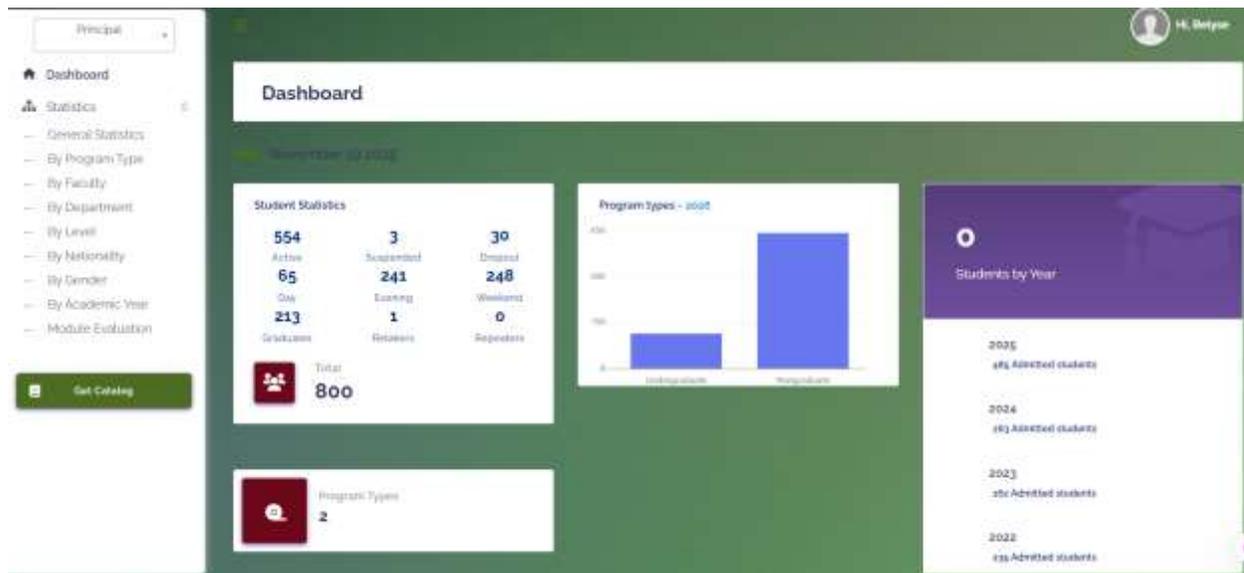


Figure 20: Principal page

### Description

The Principal role provides institutional leadership with complete visibility over academic and administrative performance.

This role focuses on overseeing student distribution, program performance, and academic trends across all faculties and departments.

The Principal dashboard is designed for high-level monitoring, offering quick access to student statistics and analytical reports required for academic planning, decision-making, and evaluating institutional progress.

### Available Menu Options

- Dashboard
- Statistics
- General Statistics
- By Program Type
- By Faculty
- By Department
- By Level
- By Nationality

- By Gender
- By Academic Year
- Module Evaluation

## **Functions**

The Principal is responsible for:

- Monitoring overall student enrollment and progression
- Reviewing academic performance trends across faculties and departments
- Overseeing program growth and strategic academic development
- Ensuring quality and performance through module evaluation insights
- Supporting leadership meetings with reliable data
- Identifying areas that require improvement, restructuring, or resource allocation

The Principal's role is view-only, focused on oversight and decision-making rather than administrative changes.

## **Modules Accessible**

### **1. Dashboard**

The Principal dashboard displays:

- Student Statistics
- Program Types Breakdown
- Students by Academic Year

From this section, the Principal can:

- Track institution-wide enrollment changes
- Monitor program popularity and student flow
- Analyze how students' progress through different academic years
- Identify trends and potential academic challenges

This dashboard supports rapid decision-making and academic leadership planning.

## 2. Statistics

This menu contains detailed reports categorized according to academic, program, demographic, and year-based data.

### a. General Statistics

Provides an overall summary of key institutional indicators:

- Total enrolled students
- Total programs, faculties, and departments
- Year-to-year student movement
- Enrollment and performance trends

### b. By Program Type

Shows how students are distributed across:

- Undergraduate programs
- Postgraduate programs
- Professional programs
- Short courses

This helps the Principal identify strong and struggling program categories.

### c. By Faculty

Provides student numbers per faculty.

Useful for understanding academic load, staffing needs, and faculty performance.

### d. By Department

Displays enrollment at the departmental level.

This report helps detect the most active and least active departments, guiding resource allocation.

### e. By Level

Breaks down students by academic level (L1–L4, postgraduate, etc.).

Supports academic planning and identification of progression issues.

### f. By Nationality

Shows international and local student representation.

Useful for monitoring diversity and global engagement goals.

### **g. By Gender**

Displays gender balance across the institution.

Supports inclusion, diversity tracking, and policy evaluation.

### **h. By Academic Year**

Presents student numbers grouped according to the year of study.

Helps leadership forecast academic needs and align planning.

### **i. Module Evaluation**

This section provides:

- Student feedback scores per module
- Lecturer performance insights
- Module satisfaction levels
- Strengths and weaknesses in course delivery

These insights guide academic quality improvement.

### **Purpose of the Role**

The Principal's primary purpose in the system is to:

- Provide academic leadership with accurate, real-time information
- Strengthen decision-making across the entire institution
- Monitor performance indicators for accreditation and policy compliance
- Ensure academic quality and student satisfaction
- Support strategic planning with data-driven insights

The role ensures the Principal has the full picture needed for effective academic governance.

### **System Permissions**

The Principal can:

- View all dashboards and reports
- Access student, program, and academic trends
- Review module evaluations
- Monitor faculty and departmental performance

The Principal cannot:

- Edit or update student information
- Modify academic or administrative data
- Approve financial or registration actions

The role is strictly high-level read-only.

### Typical Tasks

Daily or periodic tasks include:

- Reviewing institutional performance metrics
- Checking student progression and enrollment figures
- Monitoring program distribution and academic trends
- Evaluating module evaluation reports
- Preparing insights for meetings with Deans, VCs, and other leaders
- Identifying areas needing attention or improvement

## 3.6. System-level Roles

### 3.6.1 IT

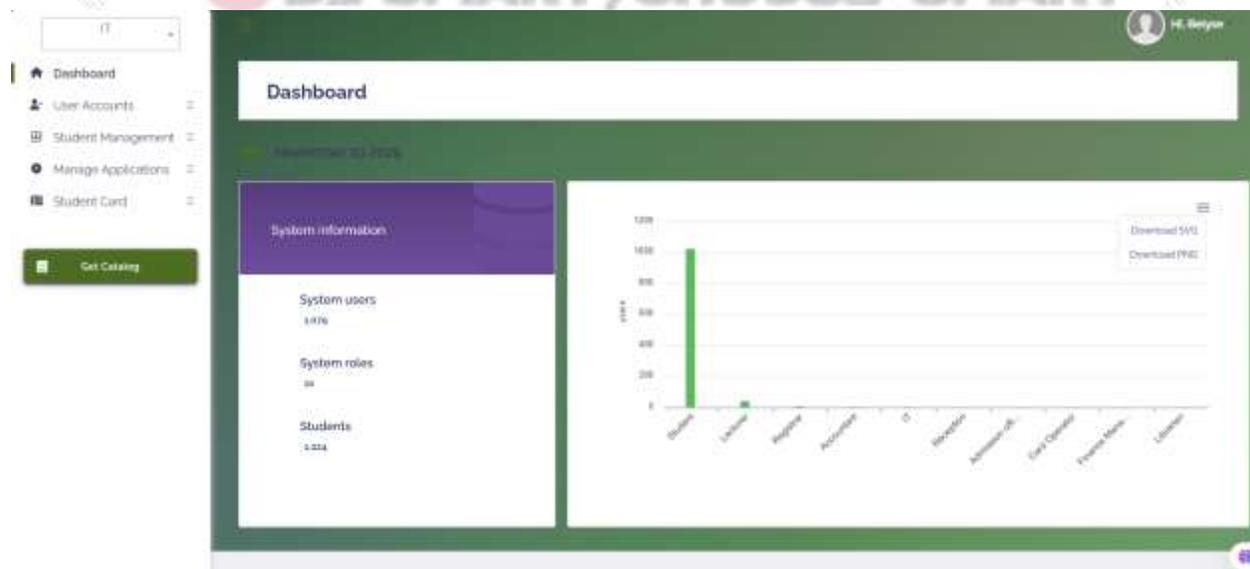


Figure 21: IT page

## Description

The IT role manages the technical administration and maintenance of the institution's digital ecosystem.

This role ensures that all system users, accounts, permissions, student records, and digital academic processes function smoothly.

The IT dashboard gives a quick overview of system activity, including:

- Total system users
- Total system roles
- Student population
- Distribution of users by role

This role is essential for maintaining system security, supporting digital operations, and ensuring uninterrupted service across departments.

## Available Menu Options

- Dashboard
- User Accounts
- Student Management
- Manage Applications
- Student Card
- *(Get Catalog button for quick access to system information)*

## Functions

The IT personnel are responsible for:

- Managing system user accounts and permissions
- Troubleshooting user access issues
- Monitoring system activity and usage levels
- Ensuring proper functioning of student management operations
- Managing application submissions at system level
- Supporting creation and printing of student cards
- Maintaining data integrity and ensuring that all modules operate efficiently

The IT role does not perform academic or financial actions; it only supports the technical operations behind them.

## **Modules Accessible**

### **1. Dashboard**

The IT dashboard displays essential system-wide metrics:

- System Users – total number of registered system users
- System Roles – all roles configured in the system
- Students – total registered students
- User Distribution Chart – showing number of users per role (Student, Lecturer, Registrar, Accountant, IT, etc.)

This allows IT staff to:

- Monitor overall user activity
- Detect role imbalance or unusual system usage patterns
- Confirm correct assignment of roles and permissions
- Download system activity graphs in SVG or PNG format

The dashboard acts as a control center for institutional digital health.

### **2. User Accounts**

In this module, the IT role can:

- Create new system accounts
- Assign or modify user roles
- Activate or deactivate users
- Reset passwords
- Track last login and account status
- Resolve access issues for staff and students

This ensures secure and organized account management across the institution.

### **3. Student Management**

This section provides technical-level access for:

- Viewing student details
- Supporting departments by correcting technical issues in student profiles
- Managing special cases such as duplicate records
- Ensuring data is properly synced across departments

IT does *not* perform academic actions such as registering courses or approving students.

#### **4. Manage Applications**

Here, the IT user can:

- View all student applications submitted online
- Ensure the application module is working correctly
- Detect failed submissions or system errors
- Support Registrar or Admissions Office in resolving application issues

This module ensures that all digital applications flow properly through the system.

#### **5. Student Card**

This module enables IT staff to:

- Generate student cards
- Manage card printing configuration
- Update card design templates
- Resolve card-related technical problems

This assists the Card Office in producing accurate, system-verified student identity cards.

#### **Purpose of the Role**

The IT role exists to:

- Maintain system stability and security
- Manage and control all user access and permissions
- Ensure smooth operation of all modules used by academic, administrative, and finance departments
- Support staff and students with technical issues
- Ensure accurate and up-to-date data across the entire institution

IT is the backbone of the digital operations that keep the institution functioning.

### **System Permissions**

The IT user can:

- Create, update, and deactivate user accounts
- Assign system roles
- Access all technical-level system information
- Manage applications, student card processes, and technical student data
- View system usage statistics

**The IT user cannot:**

- Approve academic actions
- Modify financial information
- Register or grade students
- Make administrative decisions outside their technical scope

The role is strictly technical and operational.

### **Typical Tasks**

Daily IT responsibilities include:

- Monitoring system usage and performance
- Creating or modifying accounts for staff and students
- Helping users resolve login or permission issues
- Managing application system functionality
- Supporting the card printing process
- Running system checks and ensuring data integrity
- Preparing system activity reports for management

### 3.6.2 System Admin

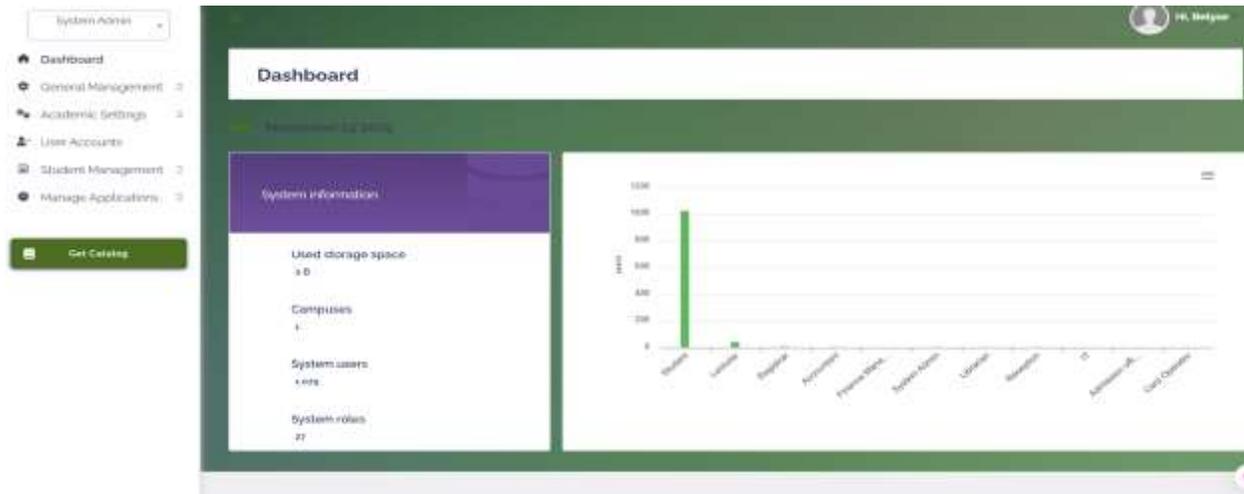


Figure 22: System Admin page

#### Description

The System Administrator is the highest-level technical role in the institution’s digital platform. This role oversees complete system configuration, global settings, user roles, academic structures, and data integrity.

The System Admin ensures that all institutional modules (academic, administrative, finance, library, and student services) operate correctly and in sync.

The dashboard provides high-level system metrics and tools used to maintain the entire platform.

#### Available Menu Options

- Dashboard
- General Management
- Academic Settings
- User Accounts
- Student Management
- Manage Applications

#### Functions

The System Administrator is responsible for:

- Configuring and maintaining entire system settings

- Managing institutional structures such as faculties, departments, programs, semesters, levels, and academic calendars
- Overseeing all user accounts and system-level roles
- Ensuring system security, backups, and role permission correctness
- Managing student information across departments
- Supervising the flow of applications and entry data
- Solving technical issues beyond the IT team's scope
- Supporting management by providing system-wide data insights

This role has full system access and serves as the backbone of the institution's digital infrastructure.

## Modules Accessible

### 1. Dashboard

The System Admin dashboard typically displays:

- System statistics (total users, total students, system roles, access logs)
- High-level monitoring tools for system performance
- Quick links to critical administrative modules

This allows the administrator to track:

- Active usage
- System-wide logs
- Role distribution
- Performance metrics

The dashboard provides a complete overview of the health and operations of the entire platform.

### 2. General Management

This module allows the System Admin to configure:

- Institutional information (name, logo, branding)
- System-wide settings
- Access privileges for major roles

- Maintenance controls and system parameters

**Common tasks include:**

- Setting general system rules
- Defining supported functions across departments
- Updating institution data
- Managing global configurations that affect all users

This is the core module for top-level system configuration.

### **3. Academic Settings**

This section provides high-level control over academic structures, including:

- Faculties
- Departments
- Programs (Undergraduate, Postgraduate, etc.)
- Program Types
- Levels (year 1, year 2, etc.)
- Courses (modules)
- Academic calendar configurations
- Semesters and session settings

The System Admin ensures that all academic structures align with institutional policies, enabling faculties and registrars to operate smoothly.

### **4. User Accounts**

This is one of the most sensitive modules in the system.

The System Admin can:

- Create new system accounts
- Assign or modify user roles
- Manage permission levels
- Deactivate or delete accounts
- Reset passwords

- Track user activity logs
- Oversee all departments' user access settings

The System Admin has absolute control over all system accounts and maintains institutional data security.

## 5. Student Management

In this section, the System Admin can:

- View and adjust student records
- Correct technical errors in student academic profiles
- Manage special cases such as:
  - duplicate student accounts
  - enrollment conflicts
  - missing data
- Support Registrar and Faculty Dean functions when technical issues arise

While System Admin does not perform academic approvals, they handle technical fixes and system-level student data control.

## 6. Manage Applications

This module enables the administrator to:

- Access all student applications submitted online
- Monitor application flow across departments
- Detect system errors in submissions
- Reassign or escalate applications to the correct department
- Ensure proper functioning of the application workflow
- Resolve problems in application forms or system logic

This ensures reliable functionality of the admissions pipeline.

## Purpose of the Role

The System Administrator role ensures:

- Stability of all systems

- Integrity of all academic and administrative data
- Security of user access and roles
- Smooth operation across all institutional modules
- Support to all departments that rely on the system daily

Without the System Admin, the institution's digital operations cannot function.

## **System Permissions**

### **The System Admin CAN:**

- Access all modules in the system
- Configure institutional settings
- Create/update all user accounts
- Modify academic structures
- View and correct system-wide student data
- Oversee applications and workflow
- Maintain system-level logs and security

### **The System Admin CAN NOT:**

(no typical restrictions — this is the highest-level role)

BUT for policy reasons, they usually do not:

- Modify academic marks
- Approve academic decisions
- Handle financial adjustments

These actions remain with the respective departments, even though System Admin can access the technical areas behind them.

## **Typical Tasks**

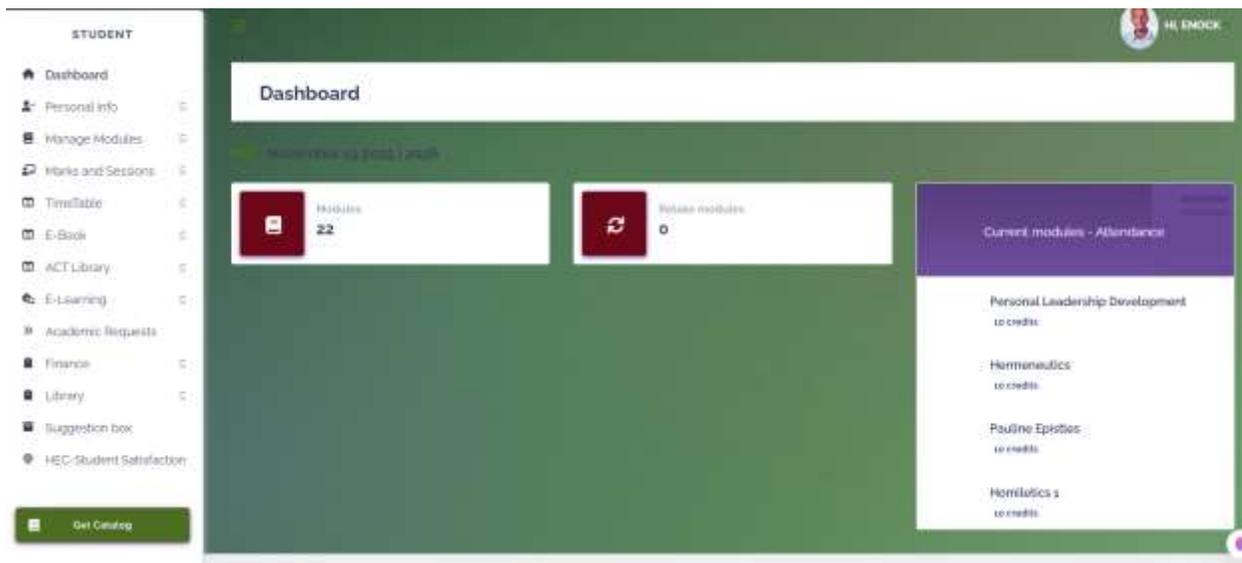
Daily responsibilities include:

- Monitoring system performance and usage
- Updating institutional structures and settings
- Managing user accounts and permissions

- Resolving system-level technical issues
- Supporting IT and academic offices with data-related problems
- Overseeing student application processes
- Ensuring data accuracy and system functionality
- Performing backups or coordinating with infrastructure team

## 3.7 Teaching & Learning Roles

### 3.7.1 Student Dashboard



*Figure 23: Student Dashboard page*

## Student

### 1. Dashboard Overview

The Student Dashboard provides quick access to key academic and personal information. It displays:

- Modules – Shows the list of active modules the student is enrolled in.
- Retake Modules – Displays modules the student must retake.
- Current Modules – Attendance – Allows students to track their attendance for each active module.

The dashboard gives students a clear summary of their academic progress and daily activities.

## **2. Menu & Module Descriptions**

### **2.1 Dashboard**

Provides a summary of current modules, attendance, retake modules, and important alerts.

### **2.2 Personal Info**

Allows the student to:

- View and update their personal profile
- Access contact details
- Check academic identification information
- Upload or update profile photo

### **2.3 Manage Modules**

This menu includes:

- Module Registration – Register for modules based on the semester and level
- View Registered Modules – Shows all modules taken in current and previous semesters
- Drop/Add Modules (if allowed) – Manage module changes during the registration window

### **2.4 Marks and Sessions**

Here, the student can:

- View marks for each module (CAT, assignment, exam, final grade)
- Track session results and semester GPA
- Access grade comments and feedback
- Download academic transcripts (if enabled)

### **2.5 Timetable**

Shows:

- Daily and weekly class timetable
- Exam timetable
- Classroom locations
- Ability to print or download timetable

## 2.6 E-Book

Provides:

- Access to digital books
- Academic resources shared by lecturers
- Downloadable materials in PDF/Doc formats

## 2.7 ACT Library

Students can:

- Search for books
- View book availability
- Place borrowing requests
- Check borrowed and overdue books

## 2.8 E-Learning

Connects students to:

- Online lessons
- Lecture notes
- Assignments
- Quizzes and discussion forums

## 2.9 Academic Requests

Enables students to submit requests such as:

- Admission letter
- Recommendation letter
- Academic progress letter
- Module registration issues
- Complaints or clarifications

Each request shows its status: Pending, Approved, or Rejected.

## 2.10 Finance

Students can:

- View tuition fee statements
- Check balance and due payments
- Download payment invoices
- Track payment history
- Upload proof of payment (if required)

## 2.11 Library

This section includes:

- Borrowed books history
- Renew borrowed books
- Check penalties
- Search library catalog

## 2.12 Suggestion Box

Allows the student to submit:

- Ideas
- Complaints
- Feedback on services

All submissions remain confidential and go directly to the administration.

## 2.13 HEC – Student Satisfaction

This feature allows the student to:

- Complete HEC satisfaction surveys
- Evaluate academic and non-academic services
- Submit feedback required by national education quality audits

## 3. Student Permissions (Summary)

Students are allowed to:

- Access their own personal information

- Register for modules
- View/track marks and attendance
- Download learning materials
- Make academic requests
- View financial statements
- Interact with e-learning tools
- Use library and survey features

**Students cannot:**

- Edit marks
- Approve or reject academic requests
- Manage other user accounts
- Access administrative finance records
- Modify module or program settings

#### **4. Student Workflow Examples**

##### **4.1 Module Registration Workflow**

1. Open Manage Modules
2. Select Register Modules
3. Choose semester & module list
4. Submit registration
5. Wait for approval

##### **4.2 Checking Marks Workflow**

1. Go to Marks and Sessions
2. Open module results
3. View CAT, assignment, exam & final grade
4. Download results (if enabled)

##### **4.3 Finance Payment Workflow**

1. Open Finance

2. View current balance
3. Download invoice
4. Make payment
5. Upload proof (optional)
6. Refresh to see updated status

#### 4.4 Library Borrowing Workflow

1. Go to Library
2. Search book
3. Check availability
4. Borrow or reserve
5. Track due date

#### 3.7.2 Lecture Dashboard



*Figure 24: Lecture Dashboard page*

#### Description

The Lecturer role is responsible for managing academic delivery, including teaching, grading, attendance, and providing learning materials.

Lecturers interact directly with students through modules they teach, upload marks, share course resources, and monitor student academic performance.

The Lecturer dashboard provides a clear overview of their courses and gives easy access to academic tools such as Marks & Sessions, Archives, Timetables, and Learning Materials.

### **Available Menu Options**

- Dashboard
- Marks and Sessions
- Archives Lists
- Timetable
- E-Book
- ACT Library
- E-Learning
- Get Catalog

### **Functions**

The Lecturer user is responsible for:

- Teaching assigned modules and managing teaching sessions
- Recording, updating, and submitting student marks
- Tracking student performance across sessions
- Uploading academic materials such as notes, e-books, and assignments
- Accessing course timetables for planning and scheduling
- Reviewing archived student academic history
- Supporting students through the e-learning platform
- Providing learning resources via ACT Library and E-Book modules

### **Modules Accessible**

#### **1. Dashboard**

The dashboard displays:

- Overview of lecturer activities

- Quick access to modules they teach
- Navigation links to marks, timetable, and learning modules

It serves as the lecturer's main control panel for daily teaching activities.

## **2. Marks and Sessions**

This module allows the Lecturer to:

- Search students by Registration Number or Name
- View students assigned to their courses
- Enter, update, and submit marks
- Track attendance and session progress
- Manage assessments for each module

Process Example:

Lecturer searches a student → selects session → inputs assessment marks → submits for approval.

## **3. Archives Lists**

This module gives the lecturer access to historical academic data such as:

- Previous sessions
- Archived marks
- Past student module enrollment
- Old assessments

Useful for verification and academic continuity.

## **4. Timetable**

This module provides the lecturer with:

- Teaching timetable
- Class schedules
- Room allocations
- Session dates and times

Helps the lecturer plan and organize teaching sessions efficiently.

## **5. E-Book**

Features include:

- Access to digital books related to courses
- Viewing and downloading e-books
- Supporting student learning with recommended readings

## **6. ACT Library**

This section provides:

- Access to the institution's digital library
- Research and academic resources
- Journals, articles, and reference materials

Supports both teaching and academic research needs.

## **7. E-Learning**

This module is used for:

- Uploading course content
- Sharing assignments, notes, and lecture materials
- Managing online learning activities
- Providing remote support to students

## **8. Get Catalog**

This feature allows lecturers to:

- Access course catalogs
- View academic programs
- Check module descriptions and credit information

Useful for planning and aligning academic content with curriculum requirements.

## **Purpose of the Role**

The Lecturer role ensures:

- Smooth academic delivery
- Proper monitoring and evaluation of student performance

- Easy access to teaching resources
- Structured teaching sessions through timetables
- Efficient communication of academic materials to students

Lecturers play a central role in maintaining academic quality and student success.

### **System Permissions**

Lecturers can:

- View and manage their assigned modules
- Enter and update marks
- Access timetable and archives
- Upload learning materials
- Use e-learning and digital libraries

**They cannot:**

- Modify institutional settings
- Approve final marks (unless granted additional privileges)
- Edit student personal information
- Manage administrative tasks like registration

### **Typical Tasks**

Daily responsibilities include:

- Teaching scheduled classes
- Recording and submitting student marks
- Uploading notes and assignments
- Checking class schedules
- Providing learning resources
- Reviewing past academic records
- Supporting students through e-learning

## 4. SYSTEM WORKFLOWS

### 4.1 Admission Workflow

**Actors:** Applicant → Admission Officer → Registrar → Student

**Steps:**

1. Applicant applies online.
2. Admission Officer reviews the application.
3. Registrar approves and registers the student.
4. Applicant receives confirmation and login credentials.

### 4.2 Student Registration Workflow

**Actors:** Student → Lecturer → HOD → Registrar

### 4.3 Finance Workflow

**Actors:** Student → Accountant → Finance Manager

### 4.4 Examination and Result Workflow

**Actors:** Lecturer → HOD → Dean → Registrar → Examination Officer

## 5. REPORTS AND DATA MANAGEMENT

- Each role can generate reports specific to their department.
- Data can be exported in PDF or Excel format.
- IT is responsible for system backups and version updates.

## 6. SECURITY AND ACCESS CONTROL

- Role-based access ensures users only see permitted modules.
- Strong password policy enforced by IT.
- Regular system backups and restricted administrative privileges.

## 7. TROUBLESHOOTING

Issue	Possible Cause	Solution
Login Failed	Wrong credentials	Reset password via IT
Page not loading	Poor network connection	Refresh or reconnect
Missing data	User permissions issue	Contact IT Support

*Table 1 : Troubleshooting table*

## 8. SUPPORT AND CONTACTS

**System Support Team:** System Development

**Email:** support@actmis.ac.rw

**Phone:** +250

**Office Hours:** Monday–Friday, 8:00 AM – 5:00 PM

