

# HIGHER EDUCATION INFORMATION MANAGEMENT SYSTEM

For

**HERQA**

System Manual Documentation

## **1. System overview**

### **1.1. Overview**

In recognition of the importance of education in ensuring Ethiopia's poverty reduction program and sustainable development, the Government of the Federal Democratic Republic of Ethiopia is in the process of implementing a higher education and capacity building program aimed at reforming and expanding the country's higher education

sector. Critical to meeting the objectives of this reform program is the establishment of an effective national quality and relevance assurance organization to ensure relevance and quality standards in a massified system.

To this end the Higher Education Relevance and Quality Agency (HERQA) has been established through the Higher Education Proclamation (351/2003) as one of the key agencies responsible for guiding and regulating the sector along with the Higher Education Strategy Center (HESC) and the National Pedagogic Resource Center (NPRC). HERQA has been established to help ensure a high quality and relevant higher education system in the country. One of the central roles of HERQA is to encourage and assist the growth of an organizational culture in Ethiopian higher education that values quality and is committed to continuous improvement.

In general, the main purpose of HERQA, through its accreditation, reaccreditation, institutional and program level quality audit reports and the dissemination of good practice, is to help to enhance the provision of higher education in Ethiopia and the confidence of all stakeholders in the quality of that provision (HERQA, 2006).

Accreditation is a traditional role of governments in ensuring that higher education provision is in line with minimum requirements of quality. It provides a significant measure of consumer protection, by eliminating from the system those institutions that do not fulfill basic quality condition, serves to legitimize new HEIs, by providing a quality stamp to those HEIs which have shown they meet threshold standards. Accreditation is all about the fulfillment of certain conditions.

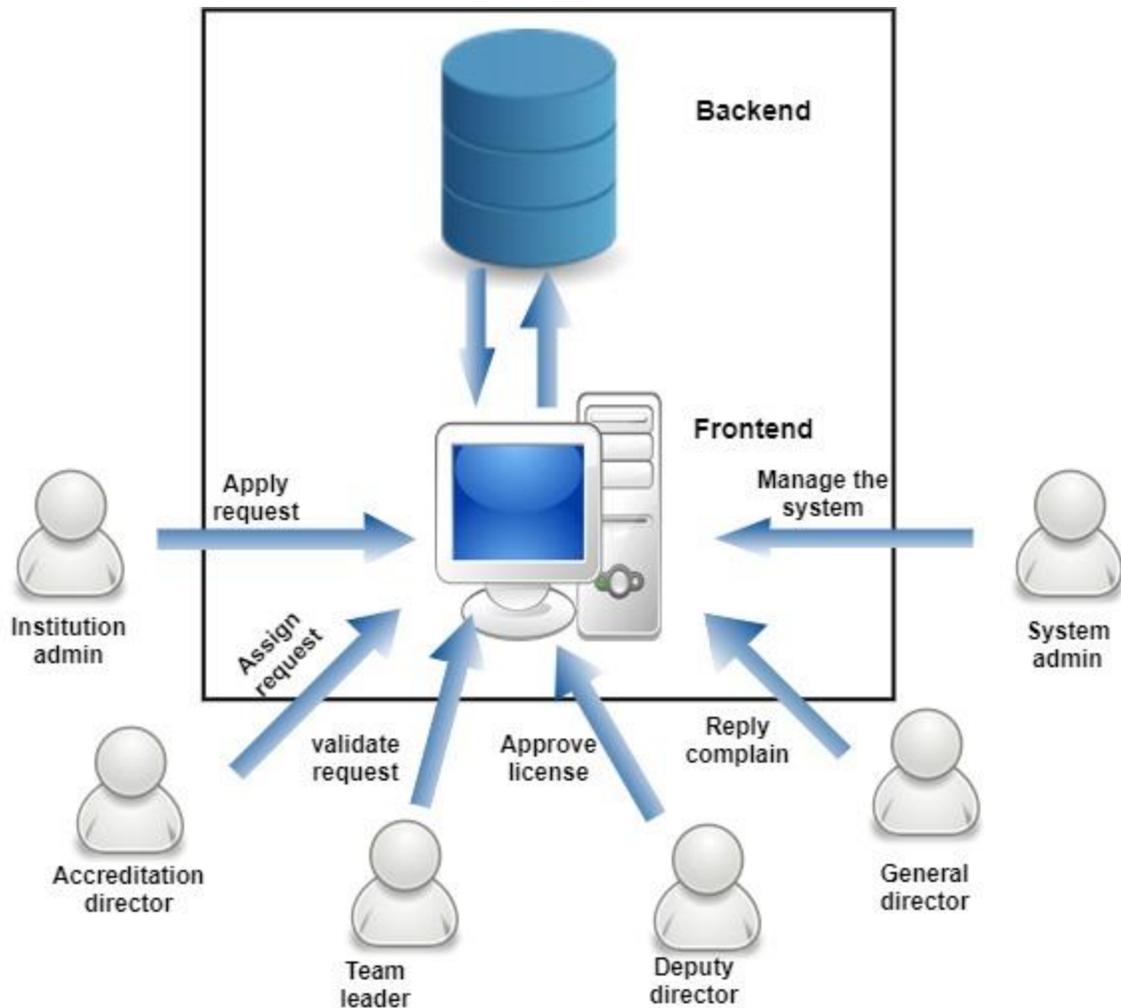
HERQA's accreditation refers to permission granted to a private higher education institution to function for three years based on an assessment of an institution's program(s) by experts from selected HEIs and HERQA on the basis of human, material and financial input and the curriculum(s) the PHEI has put in place. Reaccreditation on the other hand refers to permission granted to a private higher education institution to function for five further years beginning from the end of the accreditation period. This is based on an assessment of the program(s) of the institution for which it had been granted accreditation by experts from HERQA and selected HEIs on the basis of the self-evaluation document and the status of the human, material and financial input the PHI has put in place.

Since HERQA accreditation have the above responsibilities the directorate is facing problems like un accredited institutes are giving service that is not, teaching students above its intake capacity, fake graduating certificate given by institute....etc. many students are frauded so in order to overcome these problems, in order to accomplish and manage its responsibility and to reach its public users easily HERQA management system is developed.

HERQA management project focused on solving the above problems by digitalizing its manual accreditation & managing process using web based system. The system mainly includes online application for request (Accreditation, reaccreditation, campus expansion, enrollment size expansion and program expansion ),license management, field visit management , reapplication management , feedback management , complain management , staff and resource management, programs and modality management, report generation and managing students of accredited institute. Also Guidelines News, Gallery and vacancy for its public user.

Generally it provides smart way of managing all accreditation process up to license, public page management to reach its users in attractive and interactive way. Also most part of the system is dynamic.

## **1.2. Process**



### 1.3. Key features

HERQA management system is developed particularly for higher education relevance and quality agency. So it has its own features which are listed below.

- Digitalizing its manual accreditation & managing process using web based system
- Online application for request (Accreditation, reaccreditation, campus expansion, enrollment size expansion and program expansion )
- Digitalized work process management (feedback, field visit, license, reapplication, complain, program, staff and resource)
- Managing students of accredited institute.
- Public page files and contents (Guidelines, News, Gallery and vacancy).
- Generate report
- Upload and download files

## **2. Roles**

### **2.1. Institutional admin**

Institutional admin will be assigned automatically by the system when apply first accreditation request for HERQA. Institutional admin will be working on all kinds of request applications (accreditation, reaccreditation, program expansion, campus expansion or enrollment size expansion) for license in order to start teaching students. After accredited institutional admin should feed the institution's student information for continues monitoring of the institution. Institution admin role will be assigned only for one user from the institution side.

### **2.2. Accreditation director**

Accreditation director will be the first person who sees all kinds of requests which comes from different educational institutions all over the country. Accreditation director assign team members and team leader for each requests to be discussed and validate by experts. User who has this role also informed institutions whether justification feedback or field visit appointment based on team leader response. Accreditation director is a user who manages teaching programs and required files which institutions should submit when applying any kind of request. In addition accreditation director can see licensed institutions and their student's information. Accreditation director role will be assigned for the Accreditation directorate director by the system admin. This role assigned only for one user.

### **2.3. Team leader**

The team leader is the user who will be work on specific requests which are assigned by Accreditation director. The team leader will send feedback whether justification or field visit appointment for Accreditation director after seeing detail information (institution information, campus information, program information, documents, staff information and resource document) of the request and further discussion with all team members. The team leader also send field visit report for accreditation director after their field visit of institution to check the documents submitted with actual resources of the institution for the program and can decide whether granted or denied at the field visit report . This role will be assigned by accreditation director at the assignment of specific request for the team. Team leader role can assign for any expert in the accreditation directorate. Team leader can be assigned for many requests and the role is temporary until the accreditation process end.

### **2.4. Team member**

Team member will work on requests which are assigned by accreditation director. The team member can see detail information (institution information, campus information, program information, documents, staff information and resource document) of the request and further discussion with other team members and also for field visit in order to cross check the documents and resources of the institution. Team member role is assigned by system admin for all experts in the accreditation directorate.

## **2.5. Deputy Director**

Deputy Director will be work on licenses which send from accreditation director. Deputy Director will approve licenses and reapplications. Deputy Director can also see qualified and denied licenses. The role is given by system admin for HERQA deputy director only.

## **2.6. General Director**

General Director will work on institutions complains. The user who has this role can see and reply all institution's complains and also can see all kind of licenses. The role is given by system admin for HERQA general director only.

## **2.7. System admin**

System admin will work on user information and the web site content management. The system admin will add, edit and delete all the web site contents like news, gallery, vacancy, service and about us. Also can add, edit and delete different guideline files. In addition to managing contents the system admin manage users information starting from creating username and password, assigning role, up to edit, reset, delete, activate or deactivate user. This role is assigned by the system.

## 3. Process

### 3.1. Institutional admin

#### 3.1.1. Accreditation request

##### *Overview*

When any higher educational institution wants to start teaching students in any program it has to be accredited by higher education relevance and quality agency HERQA. To be accredited and get their license certificate higher educational institutions have to apply accreditation request. They have to fill out all basic information about their institution and campus, other additional information and required documents for the requested program. Also they have to fill account information in order login and access further features of the system

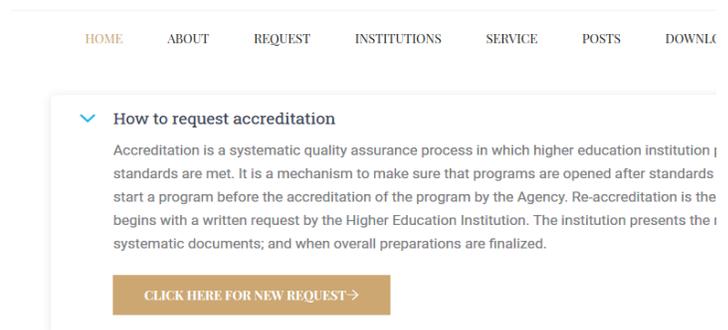
##### *How*

1. Select click here for new request button
2. Fill out required information such as basic information, other information and account information
3. After filling all required information click submit button in order to save the information which tells about the institution and the request.

#### 3.1.2. Reaccreditation request

##### *Overview*

Higher educational institutions apply for accreditation of program to teach students. Higher educational relevance and quality agency HERQA qualified their request application by validate their documents and field visit assessment then give them accreditation license certificate. After 3 years of accreditation license certified the institute should apply for reaccreditation in order to be licensed otherwise the license would be expired and the instruction no longer teaches students for the program.



### How

1. To apply for reaccreditation request the institution admin needs use their user name and password to login to the system.
2. Select 'license' from menu then 'Reaccreditation' from detail license view
3. Fill out all required information then click 'submit' button



<b>Strategic Plan:</b> <input type="button" value="Choose File"/> sample.pdf sample.pdf	<b>Annual Plan:</b> <input type="button" value="Choose File"/> sample.pdf sample.pdf
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### 3.1.3. Program expansion request

#### Overview

After being accredited the institution can apply for program expansion to reach out more fields of study. In order to apply for program expansion higher educational institution must get accreditation license certificate.

### How

1. In order to apply for program expansion the institution admin can use their user name and password to login to the system.
2. Select 'license' from menu then 'Add program' button from detail view of license
3. Fill out all the required information then click 'submit' button



<b>Program:*</b> <input type="text"/> <input type="button" value="+"/>
<b>Program Level:*</b> <input type="text"/>
<b>Program Type:*</b> <input type="text"/>
<b>Intake Capacity:*</b> <input type="text"/>
<b>Upload Staff Data:.csv *</b> <input type="button" value="Choose File"/> No file chosen
<b>Upload Resource Data:.pdf *</b> <input type="button" value="Choose Files"/> No file chosen

<b>Application letter:</b> <input type="button" value="Choose File"/> No file chosen	<b>Strategic Plan:</b> <input type="button" value="Choose File"/> No file chosen	<b>sample:</b> <input type="button" value="Choose File"/> No file chosen
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### 3.1.4. Enrollment size expansion request

#### Overview

After being accredited the institution can apply for enrollment size expansion in order to teach greater number of students in the accredited field from the previous. To apply for enrollment size expansion higher educational institution must get accreditation license certificate in the specific program.

#### How

1. Login to the system
2. Select 'license' from menu then 'enrollment expansion' button
3. Fill out all required information then click 'submit' button

The screenshot shows a web form interface for an enrollment expansion request. At the top, there are two tabs: 'Required Documents' and 'Staff and Resource data'. The 'Required Documents' tab is active. Below the tabs, there are two main sections. The left section is titled 'Application letter:' and contains a 'Choose File' button and the text 'No file chosen'. The right section is titled 'Intake Capacity: \*' and contains a text input field. Below this, there are two more sections: 'Upload Staff Data: .csv \*' with a 'Choose File' button and 'No file chosen' text, and 'Upload Resource Data: .pdf \*' with a 'Choose Files' button and 'No file chosen' text. At the bottom center of the form is a green 'Submit' button.

### 3.1.5. Campus expansion request

#### Overview

If higher educational institution opens new campus, it has to apply accreditation for the new campus in order to teach students in its new campus. This request is the same as accreditation request except the institution is applied requests it isn't the first time.

#### How

1. Login to the system
2. Select 'license' from menu then 'new campus' from the menu

3. Fill all required information then click 'next' to fill the next fields at the end click 'submit' button



Basic Information



Others Information

**Campuse Information**

<b>Campus Name :</b>	<b>Town:</b>
<input type="text" value="campus2"/>	<input type="text" value="town"/>
<b>House No:</b>	<b>Location:</b>
<input type="text" value="12345"/>	<input type="text" value="location"/>
<b>P.O.Box:</b>	<b>Region:</b>
<input type="text" value="1234567"/>	<input type="text" value="01"/>
<b>Zone:</b>	<b>Wereda:</b>
<input type="text" value="02"/>	<input type="text" value="02"/>
<b>Kebele:</b>	<b>Fax:</b>
<input type="text" value="03"/>	<input type="text" value="123456"/>
<b>Contact Person:</b>	<b>Phone Number:</b>
<input type="text" value="person"/>	<input type="text" value="09000000"/>

**Program Information**

**Program:\***

+

**Program Level:\***

**Program Type:\***

**Intake Capacity:\***

**Upload Staff Data:.csv \***      **Upload Resource Data:.pdf \***

test2.csv       sample.pdf

test2.csv      sample.pdf

Next >

### 3.1.6. Reapplication request

#### Overview

Higher educational institutions apply for accreditation of program to teach students. Higher educational relevance and quality agency HERQA qualified or denied their request application by validate their documents and field visit assessment. If the institution application is denied, it can apply for reapplication by resubmission of required documents.

#### How

1. In order to reapply the institution admin can use their user name and password to login to the system.
2. Select reapply from the menu
3. View the detail from reapply list then click 'reapply' button
4. Fill out all the required information then click 'add' button

Reapplication Form ×

**Description:**

Rich text editor toolbar: Bold, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Image, Undo, Redo, Source Code, Help.

Enter Description

**Reapply file:**

No file chosen

### 3.1.7. Apply complain

#### *Overview*

Higher educational institutions apply for accreditation of program to teach students. Higher educational relevance and quality agency HERQA qualified or denied their request application by validate their documents and field visit assessment. If the institution is dissatisfied the result and has complain, it can apply it's complain for the general director of HERQA.

#### *How*

1. Login to the system
2. Select complain from menu
3. Fill out input fields then click 'submit' button

The screenshot shows a web form titled '-Complain'. It has two main sections: 'Subject' and 'Description:'. The 'Subject' section has a text input field with the placeholder 'Enter Title'. The 'Description:' section has a rich text editor with the placeholder 'Enter Description'. The rich text editor includes a toolbar with icons for bold, italic, underline, text color, list, link, unlink, image, and code. A blue 'Submit' button is located at the bottom right of the form.

### 3.1.8. Manage student information

#### *Overview*

Higher education relevance and quality agency needs to know students' information of every accredited higher educational institution to follow up students' progress from new registration until graduation. So that every accredited higher educational institution should submit their students information starting from their registrations through each semester progress up to their graduation to the system. They have to submit transferred students information from other institution into their campus.

To submit their students information they have to use excel formats downloading from the website which are prepared specifically for each type of student type.

#### *How*

1. Login to the system
2. Select 'student' > 'add student' from menu
3. Download each type (new registration, semester registration, semester progress, graduating and transfer information) of student form excel format in order add the student information by clicking 'download' button

- Fill out all required information of student after selecting on of the student form type(new registered, semester registered, semester progress, graduating and transferred)

Add Student Information	Sample Excel Format
<b>New Registered Students</b>	New/Transfer Undergraduate Student Registration Form Download
Semister Registered Students	New/Transfer Postgraduate Student Registration Form Download
Semister Students Progress	Student Semester Registration Form Download
Graduating Students	Student Progress Form Download
Transferd Students	Graduated Form Download

## 3.2. Accreditation director

### 3.2.1. Request assignment

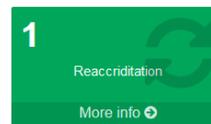
#### Overview

Different higher educational institutions from all over the country apply requests to be accredited and teach students in different study programs. Their requests are first come to the HERQA accreditation directorate director. Then the accreditation director assigns each request for different experts and their team leader to validate the request by detail assessment. One request can be assigned for many experts and every expert may assign for many requests to work with collaboration of other team members. The team leader and the team are temporary exist until the accreditation process end.

#### How

- Login to the system
- Select 'Request'=>'New requests' from the menu
- Click one of the 'more info' button from =>

The screenshot shows a navigation menu with 'Request' selected. A sub-menu is open, showing 'New Requests' as the active option. Other options in the sub-menu include 'Assigned Requests', 'Field visit Granted', and 'Field visit Denied'.



the five request types (accreditation, reaccreditation, campus expansion, program expansion or enrollment expansion)

- Then click view button to see detail about the specific request from the request list
- Assign team members and team leader for the request in order to check detail whether it fulfilled the requirements or not to be licensed

The screenshot shows a form titled 'Team And Team leader Assignment'. It includes a search bar with the text 'search' and a search icon. Below the search bar are three checkboxes: 'hawlet sani' (checked), 'etafer sefineh' (checked), and 'tech tech' (unchecked). To the right of the search bar is a dropdown menu with the text 'select team leader'. The dropdown menu is open, showing a list of options: 'select team leader', 'hawlet', and 'etafer'. The 'etafer' option is highlighted in blue.

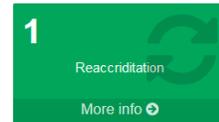
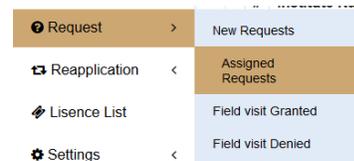
### 3.2.2. Feedback

#### Overview

After request is assigned to team they will see detail of each document and send their feedback for the accreditation director by their team leader. Then the accreditation director sees the team feedback and adds additional feedback for the institution. The feedback can be justification for more documents or acceptance of the documents and appointment for field visit. The institution admin see the feedback and response accordingly.

#### How

1. Login to the system
2. Select 'Request'=>'Assigned requests' from the menu
3. Click one of the 'more info' button from the five request types (accreditation, reaccreditation, campus expansion, program expansion or enrollment expansion) =>
4. Then click view button to see detail about the specific request from the request list
5. Give feedback for the institution based on the team leader's feedback by clicking 'send' button



Institute Name: institution1  
Campus Name: bole  
Program Name: Electrical Engineering  
Program Level: Under Graduate  
Modality: regular  
[View Request](#)

**U** etofer sefineh

**Subject:** field visit

we have suggestion. we will come to field visit

**Email :**

**Subject:**

**Description:**

[Send](#) [Cancel](#)

### 3.2.3. Sending to be approve licenses

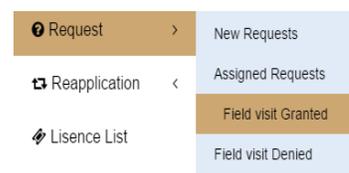
#### Overview

After the team go to the institution and cross check the document and resource they will prepare and send field visit report throw their team leader to the accreditation director. Then the accreditation director sees

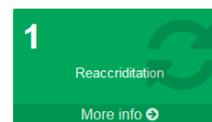
the team field visit report whether granted or denied and send the license if it is granted or reapplication if it is denied to be approved by HERQA deputy director.

### How

1. Login to the system
2. Select 'Request'=>'Field visit Granted' or 'Field visit Denied' from the menu
3. Click one of the 'more info' button from



the five request types (accreditation, reaccreditation, campus expansion, program expansion or enrollment expansion) =>



4. Then click view button to see detail about the specific request from the request list
5. See team leader field visit on the request and send to deputy director to approve the license if field visit granted or to approve reapply if field visit denied

License Information To Deputy

Description:

**B** **U** **A** [Rich text editor toolbar icons]

we granted this institution to be licenced

[Send](#)

## 3.3. Team leader

### 3.3.1. View and give feedback assigned request

#### Overview

After the request is assigned for the team by accreditation director they see detail and discussed on the documents then send their feedback whether accept or justify throw the team leader to the accreditation director.

### How

1. Login to the system
2. Select 'Requests' from the menu
3. From list of requests chose one and click 'view' button to see detail about the request
4. Click on the tabs( institution and campus information, program information, documents, staff information and resource documents)

+FEEDBACK

Institute And Campus  
Information

Program Information

Documents

Staff Information

Resource Documents

Search

#	Names	Information	Date
1	Institute name	institution1	2020-01-15 11:56:24
2	Fax	123345679	2020-01-15 11:56:24
3	Phone	90000000	2020-01-15 11:56:24
4	Owner	person	2020-01-15 11:56:24
5	P.O.Box	133466	2020-01-15 11:56:24
6	Institutional contact person		2020-01-15 11:56:24

5. Click 'FEEDBACK'
6. Fill out the information and click 'send' button in order to send the feedback for accreditation director

### 3.3.2. Field visit report

#### Overview

After field visit of the institution the team cross check request documents with resources and prepare field visit report also decide whether field visit granted or denied. Then send the field visit report for accreditation director.

#### How

1. Login to the system
2. Select 'Requests' from the menu
3. From list of requests chose one and click 'view' button to see detail about the request
4. Click 'Add field visit' button
5. Fill out the information and decide on field visit status whether granted or denied then click 'Add' button in order to send the field visit report for accreditation director

Electrical Engineering

**Program level:**  
Under Graduate

**Modality:**  
regular

**Field Visit Status:**  Granted  Denied

**Description:**



we granted the field visit

**Field Visit File:**  
Browse... 1operatingsystemPart1.pdf

Close ADD

### 3.4. Team member

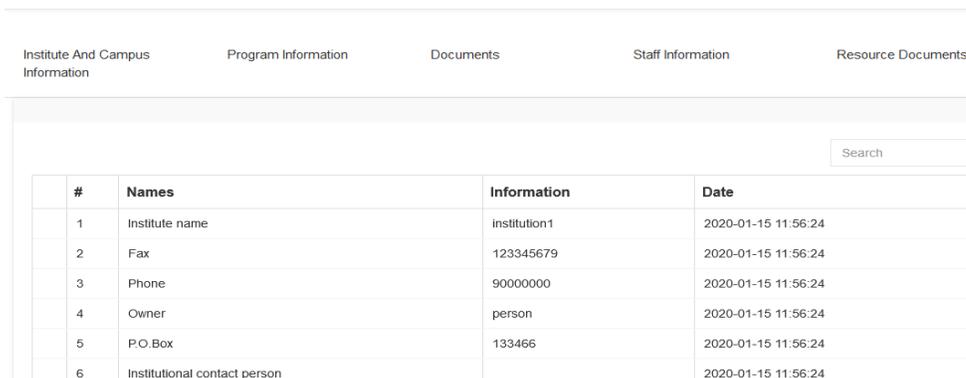
#### 3.4.1. View and give feedback assigned request

##### Overview

After the request is assigned for the team by accreditation director they see detail and discussed on the documents with other team members.

##### How

1. Login to the system
2. Select 'Requests' from the menu
3. From list of requests chose one and click 'view' button to see detail about the request
4. Click on the tabs( institution and campus information, program information, documents, staff information and resource documents)



#	Names	Information	Date
1	Institute name	institution1	2020-01-15 11:56:24
2	Fax	123345679	2020-01-15 11:56:24
3	Phone	90000000	2020-01-15 11:56:24
4	Owner	person	2020-01-15 11:56:24
5	P.O.Box	133466	2020-01-15 11:56:24
6	Institutional contact person		2020-01-15 11:56:24

### 3.5. Deputy Director

#### 3.5.1. License approval

##### Overview

HERQA deputy director see list of license which needs his approval to give the accredited license certificate for the institution.

##### How

1. Login to the system
2. Select 'License'=>'License to be approved' from the menu
3. From list of license chose one and click 'view' button to see detail about the license
4. Then click 'Approve' button in order to approve the license



Institute Information	License Information
<p><b>Institute name:</b> institution1  <b>Campus name:</b> bole  <b>Program name:</b> Electrical Engineering  <b>Program Level:</b> Under Graduate  <b>Modality:</b> regular</p> <p><a href="#">✓ Approve</a></p>	 <p>The image shows a template for a HERQA accreditation certificate. It features the HERQA logo at the top center, flanked by Amharic text on the left and 'Higher Education Relevance and Quality Agency' on the right. Below the logo, there are fields for 'Ref. No.' and 'Date'. The main body of the certificate contains Amharic text and the English text 'Accreditation Granted to Provide a Higher Education Program'. At the bottom, there are fields for 'Institution' and 'Campus', and a large, faint circular watermark with the HERQA logo in the center.</p>

### 3.5.2. Reapplication approval

#### Overview

If the field visits of the request which come from the accreditation director is denied and then it will be in reapplication section then HERQA deputy director has to approve the reapplication in order to the institution able to reapply.

#### How

1. Login to the system
2. Select 'Reapplication' from menu
3. From list of reapply request choose one and click 'view' button to see detail about the reapply request
4. Then click 'Approve' button in order to approve reapplication of the request

Institute Information	Field visit Information
<p><b>Institute name:</b> gonder  <b>Campus name:</b> debub  <b>Program name:</b> Software Engineering  <b>Program Level:</b> Under Graduate  <b>Modality:</b> regular</p> <p><a href="#">✓ Approve</a></p>	<p>try again  gfcyvygyu</p> <p><a href="#">View File</a></p>

## 3.6. General Director

### 3.6.1. Reply for complains

#### Overview

When higher educational institutions' request is denied, the institution can reapply and also send any complain about the decision. Any complain from all higher educational institution is directly send to HERQA general director. HERQA general director see each complain and send reply for the institution accordingly.

### How

1. Login to the system
2. Select 'Complains' from menu
3. From list of complains choose one and click 'view' button to see detail about the complain
4. Then click 'Add reply' in order to reply for the complain



## 3.7. System admin

### 3.7.1. Public page files management

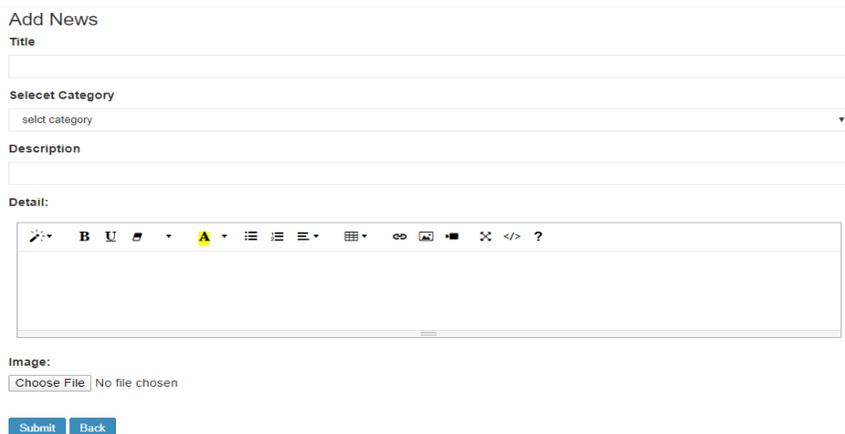
#### Overview

HERQA management system has public page including home, about, institutions, services, posts (gallery, news, events, press release, bids, tenders, vacancy, newsletter, and best practices) and downloads which is accessible for the public user. System admin manage all contents and files of the public page.

### How



1. Login to the system
1. Select 'settings'=>'news' from the menu
2. Click 'Add news' then fill out all input fields and click 'submit' button to save the data



### 3.7.2. User information management

#### Overview

HERQA management system has users with different roles who access various interfaces and data. User need to have user name and password in order to login and access the system with respect to their role. The system admin manage all user information starting from creating user name and password, assigning user's role, activating or deactivating user's account, editing up to deleting user information.

#### How

1. Login to the system
2. Select 'settings'=>'users' from menu
3. Click 'Add user' button in order to create new user account
4. Fill out all required information and save the data

Add New User ×

---

**First Name:**

**Father's Name:**

**Selecet Role**

**E-mail:**

**Password:**

---