Degree Tracking System (DTS) to Improve the Efficiency and Effectiveness of Open Distance Learning System: A Case Study of Islamabad Allama Iqbal Open University (AIOU)

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Abstract : Student support services play an important role in providing technical and motivational support to distance learner. ICT based systems have improved the efficiency and effectiveness of support services. In distance education, students being at distant require quick responses from their institution. In the manual system, it is practically hard to give prompt response to each and every student, so as a result student has to suffer a lot. The best way to minimize inefficiencies is to use automated systems. This project involves the development of centralized automated software that would not only replace the manual degree issuance system of 1.3 million students studying at AIOU but also provide online tracking to all the students applying for Degrees. DTS is also the first step towards the paperless culture which is adopted by the major organizations of the world. DTS would not only save university cost but also save students cost and time too by conveying all the information/objection through email and SMS. Moreover, DTS also monitors the performance of each and every individual working in the exam department AIOU and generates daily, monthly and yearly reports of every individual which helps a lot in continuous performance monitoring of the employees.