

## Challenges and Success Factors in Introducing Information Systems for Students' Online Registration

**Authors :** Stanley Fore, Sharon Chipeperewa

**Abstract :** The start of the 2011 academic year in South Africa saw a number of Institutions of Higher Learning introducing online registration for their students. The efficiency and effectiveness of Information Systems are increasingly becoming a necessity and not an option for many organizations. An information system should be able to allow end users to access information easily and navigate with ease. The selected University of Technology (UoT) in this research is one of the largest public institution of higher learning in the Western Cape Province and boasts of an enrolment of more than 30000 students per academic year. An observation was made that, during registration students' stand in long queues waiting to register or for assistance to register. The system tends to 'freeze' whilst students are registering and students are in most cases unfamiliar with the system interface. They constantly have to enquire what to do next when going through online registration process. A mixed method approach will be adopted which comprises of quantitative and qualitative approaches. The study uses constructs of the updated DeLone and McLean IS success model (2003) to analyse and explain the student's perceptions of the online registration system. The research was undertaken to establish the student's perceptions of the online registration system. This research seeks to identify and analyse the challenges and success factors of introducing an online registration system whilst highlighting the extent to which this system has been able to solve the numerous problems associated with the manual era. The study will assist management and those responsible for managing the current system to determine how well the system is working or not working to achieve user satisfaction. It will also assist them going forward on what to consider before, during and after implementation of an information system. Respondents will be informed of the objectives of the research, and their consent to participate will be sought. Ethical considerations that will be applied to this study include; informed consent and protection from harm, right to privacy and involvement of the research.

**Keywords :** online registration, information systems, University of Technology, end-users

**Conference Title :** ICKMI 2017 : International Conference on Knowledge Management and Innovation

**Conference Location :** Cape Town, South Africa

**Conference Dates :** November 02-03, 2017