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REPORT ON ICT-4MRPQ PROJECT TECHNICAL MEETING ON THE E-SUPERVISION PLATFORM AT MAKERERE UNIVERSITY

Under

Project deliverable D3.1, Activity 2.5: Stakeholder engagement and analysis to inform E-supervision system functionalities (WP2)



July 2023

1.0 INTRODUCTION

Makerere University ICT-4MRPQ PROJECT team organized a technical meeting at AVU College of Education and External Studies, Makerere University on 13th July 2023. The meeting was a follow up on the previous meeting held on 27th June 2023 as a way forward to discuss the technicalities related to the E-supervision platform at Makerere University.

The meeting was undertaken in line with project deliverable **D3.1** which is *Stakeholder Analysis Map to inform specifications for the MobileApp development & for an ICT enabled master's Research process Quality Improvement Framework.* The deliverable seeks to describe the main functional blocks or modules that will be included in the E-Supervision platform and Mobile App capturing university, NCHE, students and HEIs staff expectations, interests, and roles in identifying & monitoring critical aspects of a quality master's research journey. Under Activity **2.5** which is Stakeholder engagement and analysis to inform E-supervision system functionalities (**WP2**).

The main objective of the meeting was to discuss various ICT technical issues related to the developed E-supervision platform and forge a way of improving the developed system and increase uptake.

The meeting targeted mainly the Directorate of ICT Support of Makerere University; the developer of the E-supervision system; few lecturers who are part of the ICT-4MRPQ Project Mak team, members from partnering institutions Makerere Business School (MUBs) and Mbarara Science and Technology University (MUST).

During the discussion, a set of questions were asked by the members present for the developer to clarify. Numerous responses were generated and the meeting agreed on a member of issues as stated in the minutes below.

2. Meeting minutes

Physical attendance

No.	Name	Designation and Organization	Email and Phone number
1.	Dr. Geofrey Nkuutu	Deputy Dean FGSR MUBs	gnkuutu@mubs.ac.ug 0705660259
2.	Mr. Edgar Mugema Mulogo	DOCIT, MUST	emulogo@must.ac.ug
3.	Ntaro Moses	MUST	mntaro@must.ac.ug
4	Ms. Joan Nakajigo	Assistant Lecturer	joan.nakajigo@mak.ac.ug 0779390977
5	Mr. Juma Katongole	Pr. Systems admin	Juma377@gmail.com 0702278793
6.	Prof. David Katamba	Professor, Makerere University Business School,	0702972532 0774972532
7.	Ms. Victoria Watasa	Systems Administrator DICTs	victoria.watasa@mak.ac.ug
8.	Mr. Lubega Juma	Developer	jlubega@mubs.ac.ug 0705614018
9.	Dr. Karidewa Nyeinga	Senior lecturer Physics	karidewa@gmail.com
10	Dr. Godfrey Mayende	Lecturer IODeL	godfrey.mayenda@gmail.com
11.	Mr. Tom Tamale	Makerere University Business School,	ttamale@mubs.ac.ug
12.	C. Tushabomwe Kazooba	MUST	tkazooba@must.ac.ug 0772667806
On-line participants			
1.	Ms. Shakilah Nagujja,	Lead Developer e-supervision Portal Makerere University Business School,	0782182838 snagujja@mubs.ac.ug
2.	Mr. David Gaamuwa	Network Administrator	david.gaamuwa@mak.ac.ug
3.	Mr. Latigo Peter	Developer	slatigo@mak.ac.ug 0778537033
4.	Mr. Samuel Mugabi	Director, DICTs Makerere University	0751942581
5.	Mr. Tony Oluka	Database Manager DICTs	tonny.oluka@mak.ac.ug 07769762240
6	Mr. Charles Olupoti	Makerere University Business School,	

Agenda

1. Opening prayer
2. self-introductions
3. Remarks from Principal Investigator, Prof David Katamba
4. Questions
5. Way forward and Wrap up

Minute 1: Opening prayer and self-introductions

The meeting started with an opening prayer led by Dr. Karidewa Nyeinga. The participants who were physically present introduced themselves first and thereafter online participants.

Minute 2: Remarks from Principal Investigator,

The Overall Project Coordinator Prof David Katamba from Makerere Business School (MUBs) highlighted the following:

- Thanked Prof. Juma Kasozi, the Deputy Principal CONAS for the invitation and indicated that it's the reason we are here.
- Having Mak, MUBs and MUST in the same room strengthens our relationship as institutions.
- The comments from Mr. Juma Katongole and others members will help to improve the system and make it usable.
- Thanked the Deputy Vice-Chancellor Prof. C. Tushabomwe Kazooba MUST and the Deputy Dean from MUBS, Dr. Geofrey Nkuutu for sparing time and came to the meeting. Having the policy implementers in such a discussion is an opportunity to understand the issues associated with the system so that advice can be rendered.
- Thanked Dr Karidewa Nyeinga for leading the team, having worked with him on different projects.
- Thanked the system developers (Ms. Shakilah Nagujja, Mr Peter Latigo, Mr Juma Lubega, Ms Deborah Natumanya and Dr. Geofrey Mayende); it's better to hold a discussion on something (skeleton) available and improvements can be done along the way. Encouraged the developers to take the comments positively and as a learning process.
- Mr Tamale Tom is the staff at MUBs but also a student, so all categories of people are represented in this forum.

Minute 3: Questions

The Director, DICTS was represented by Mr Juma Katongole. He thanked the coordinators for the opportunity given to DICTs as key stakeholders. He further highlighted the following;

- The system demonstrated in the last meeting is impressive and required at Makerere University like yesterday. Efforts are being made to develop our own system locally at Makerere University in line with the Directorate mandate.

- From the demonstration, the system is a student-supervisor-examiner system. The administrator is required to input data into the system and ensure that all the processes are moving on smoothly.
- The system is good, but it can be good if it meets the user's requirements. The following are some of the suggestions which will be supplemented by the team online. Based on the submission from Prof. Juma Kasozi Deputy Principal, CoNAS in the previous workshop (key user of the system), he indicated that the system does not capture the research processes at CONAS. This also applies to others colleges as they all follow the processes stipulated in the graduate research handbook.
- On the technical side, there are numerous issues that require clarification and others for developers to take note.
    - The issue of data privacy and ownership are very key. For example this project is a consortium with three partnering institutions (Mak, MUBs and MUST) with different data sets, for Makerere University the system should be hosted locally according to the university policy and the same may apply to MuBs and MUST and this leaves the system nowhere.
    - In addition to data privacy and ownership, the system needs to integrate with other existing systems. The demonstrated system indicated that the student should input data yet, the same data already exists on other data repositories. The integration will improve on data accuracy, quality etc.
    - Sustainability of the system: We have had good systems at Mak but because they come as projects they end with the projects. The Directorate in charge of such developments are brought on board at the end and have no information about the system so once the project ends, it goes with student information. In that regard, where is the system hosted? who are the technical personnel managing the system?; Are those technical personnel only at MUBs or MUST?; How can these technical personnel work together? For example if I am the lead developer of the system, I modify certain aspects without informing other colleagues and when I get green pastures, and leave then the system will die.
    - In addition, some of the hosting companies require a subscription and when the project ends there will be no funds budgeted to pay the subscription and hence the system will not be available for the service. So where can we host the system?
    - Source code: according to Makerere University policy, DICTS should house the source code, so that even if someone is not around, the technical personnel can look at the source code to see what to add.
    - The system will not replace the manual master's research process, some processes will remain manual.
    - Is there a governance framework in place for the system short of this, the system cannot be operationalized under Makerere University.
    - There is a need to scale up the system to PhD so that it clusters all the Graduate studies

- There is an increasing number of disabilities in accessing education, has the developers of the system taken into account such people with special needs such as blindness?
- We need a policy paper on which the governing institutions from the three partnering universities can sign on the issue of data privacy and source code and this will be a way of approving the use of the system.
- From the discussion its clear that the system will handle less sensitive information (monitoring students' progress and other people involved). We need some kind of guidance from the Director, DICTS on whether NITAU can host the system since it handles less sensitive information.

Responses:

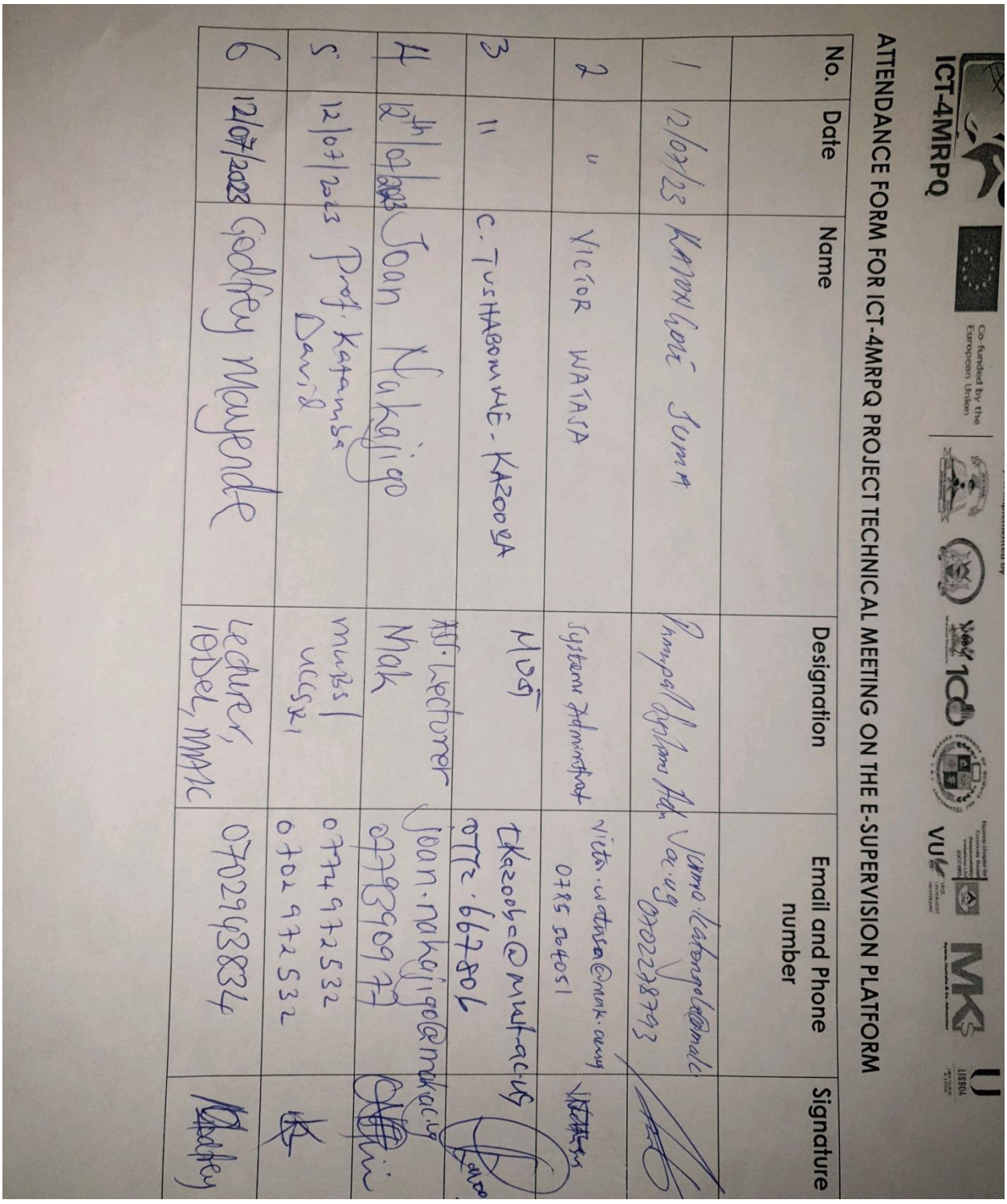
- On the issue of system hosting: NITAU is hosting the system which is a government entity and we have a Memorandum of understanding with them.
- Issue of data privacy and ownership:
  - This is why the meeting was held to understand how you deal with such issues so that we can customize the system to meet the expectations of the university.
  - Every college will identify the key personnel for different roles.
  - All partnering institutions will have to house their data.
  - The system is handling research less sensitive data (research processes. But not transcript and payment.
- The issue of integration with other systems:
  - This was also mentioned at MUBs and this will be integrated with ACMIS as well. The problem with this, is that, it will bring in data privacy issues and there we will need a strong discussion on this. The Makerere University is comfortable with data on-site while MUBs store their data in the cloud, therefore a strong discussion will be needed on this.
- On the issue of source code:
  - Through the overall coordinator we should get technical personnel from all partnering Universities so that we can share with them the source code so that universities feel secure.
  - We will have to build capacity so that the system does not depend entirely on one person.
  - The technical people from partnering institutions will be provided with the source codes.
  - We should build on already existing infrastructure
- The system is not replacing anything but rather digitizing the process in place.
- On the issue of the sustainability of the system:
  - The project is running for four years (2023-2026) and during this time all subscriptions associated with the system will be paid.
  - After the end of 4 years, the project will pay for more 6 years and if at this time the university sees value in the system, then can plan to pay for the subscription.

- Scaling up to PhD is a good idea but lets see how it works for MSc student. PhD is diverse with many supervisors and other challenges.
- There is need to revisit the different system on how they manage academic information in different institutions.
- If we could borrow relief from ACMIS which is across public universities on the issue of data privacy, each institution houses its data which gives the universities full control of the system. The technical personnel from partnering universities should be able to help each other in case of any need.

Minute 4: **Way forward**

- Core team including Mr.Juma Kantongole meets to discuss the critical aspects such as parameters that will remain locally at the university. This should be done within less than two weeks from the time of the meeting.
    - Agree in principal on what the system is not capturing such as academic results, and payments.
    - Agree on how to share the system source code
    - Ensure that the system sticks to only MSc research process
- Develop a memorandum of understanding to guide the use of the system and agree on who does what. The legal partner Kankaka and Kyazze advocates on the consortium will draft the MoU guided by the technical team.
- Report back to the project by next week and we should only deal with CONAS alone.
- Agree at what level we should come back to meet the academic board to give the green light to the system
- Each institution should identify at least two technical personnel to form the core team.

Scanned copies of attendance list



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ATTENDANCE FORM FOR ICT-4MRPQ PROJECT TECHNICAL MEETING ON THE E-SUPERVISION PLATFORM

No.	Date	Name	Designation	Email and Phone number	Signature
1	12/07/23	KATONGOLE JUMA	Principal System Adm	juma.katongole@mak.ac.ug 0702238793	
2	"	VICTOR WAISA	System Administrat	victo.waisa@mak.ac.ug 0785 [illegible]	
3	11	C. TUSHABOMWE-KAZOOBA	MIST	tkazooba@mwtech.us 0772-667806	
4	12th/07/2023	Joan Nakajigo	Asst. Lecturer Mak	joan.nakajigo@mak.ac.ug 0783909777	
5	12/07/2023	Prof. Katambi David	mubs/ uccsa1	0774972532 0702972532	
6	12/07/2023	Godfrey Mayende	Lecturer, IODeL, MMAC	0702943834	

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1	12/07/2023	Dr Geoffrey Nkuutu	Deputy Dean FGSR (MUBS)	gnkuutu@mubs.ac.ug 0705660259	
2	12/07/2023	Elgar Mugema Mulyagonja	Asst Prof. SOCH, MUST	emulyagonja@must.ac.ug	
3	12/07/2023	Ntaro Moses	MUST	mntaro@must.ac.ug	
4	12/07/23	Lubega Juma	Administrator MUBS	Jlubega@mubs.ac.ug	
5	12/07/23	TAMALE TOM	MUBS	ttamale@mubs.ac.ug	
6	12/7/23	Kavidewa Nyeinga	MAK	Kavidewa@gmail.com	