

Technology and Governance in Higher Education Institutes

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E-Governance can transform citizen service, provide access to information to empower citizens, enable their participation in all walks of life and enhance citizen economic and social opportunities, so that they can make better lives. Communication transactions, integration of various stand-alone systems and services between Government-to-Citizens, Government-to Business, as well as office processes and interactions.

Change has been happening at an uneven pace in any growth-oriented industry, and the education sector is no exception. Rapid growth in the field of education has made governance in academic sector a very complex task. The 21st century has witnessed tremendous advancements in technology which has led to far-reaching developments in the administrative system. Cost-effective technology combined with the flexibility in learning and administrative activities is essential to enhance efficiency. Computers can be used extensively for educational administration. There are some of the areas where computers can be used for effective educational administration.

- general administration
- pay roll and financial accounting
- administration of student data
- inventory management
- personnel records maintenance
- library system

Information and Communication Technology (ICT) plays a vital role in supporting powerful, efficient management and administration in education sector. Technology can be used right from student administration to various resource administration in an education institution. There are, of course, various administrative challenges for Indian education system of the 21st century can be listed as follows:

- global and local challenges
- universal and individual challenges
- competition and equity challenges
- extraordinary expansion of knowledge
- sending e-mail notices and agendas to staff, rather than printing and distributing them
- submission of lesson plans through e-mail
- foster technology growth by asking parents to write e-mails
- insist that all teachers create a class web page
- attend technology conferences
- admissions through web-enabled services
- all day-to-day activities of the institution

- staff administration

➤ **Role of higher education in Society**

Higher education is generally understood to cover teaching, research and extension. Scientific and technological advancement and economic growth of a country are dependent on the higher education system. Development of indigenous technology and capabilities in agriculture, food security and other industrial areas are possible because of our world- class higher education infrastructure. Higher education also provides opportunities for lifelong learning, allowing people to upgrade their knowledge and skills from time to time based on the societal needs.

➤ **E-Governance in Higher Education**

India has one of the largest higher education systems in the world. Despite having the largest higher education system, the quality of education, in general, cannot be claimed to be the best. Technical and vocational education in India has seen enormous growth in recent years with a large increase in total number of institutes imparting higher education. On one hand, this growth promises to produce more skilled youth to fulfill needs of ever growing Indian industry and on the other hand it poses a huge challenge for the governing bodies like UGC, AICTE, NCVT, NCTE, PCI, MCI, INC, DCI etc. and to maintain quality of education. This lack of knowledge, qualities and skills desired by the employers, from the youth, may lead to the problems like unemployment/underemployment.

➤ **Necessity of e- Governance in Higher Education**

If the quality of our higher education system must be improved, then there is no alternative to the introduction of e-governance in this sphere. Implementation of e-governance in technical and vocational institutes will enable their effective and real time monitoring by government. E-governance process brings transparency in the system, so e-governance initiatives in the field of higher education will help reduce the corruption up to a large extent. The introduction of e-governance in higher education is one such concept that can empower the governing bodies to administer the progress of the education plan in the whole country.

An effective e-governance satisfies the following needs

- providing greater access to government information
- promoting public engagement by enabling the public to interact with government officials
- making government more accountable by making its operations more obvious and thus reducing the opportunities for corruption
- providing development opportunities, especially benefiting rural and traditionally underserved communities

E-Governance in higher education system will enable various stakeholders to control the improved operational efficiency in various key processes like grants, utilization certificates, approval processes, feedback mechanism

etc. With increased operational efficiency the Indian higher education system (IHS) would be making their students more employable.

➤ **Benefits of e-Governance in Higher Education**

The benefits of e-governance in an educational sector are improved efficiency, increase in transparency and accountability of educational administrative activities convenient and faster access to services, and lower costs for administrative services. The multi-faceted benefits of e-governance can be described as under these points

➤ **Benefits to university**

- centralized information access from anywhere
- increase in student enrollment ratio
- provide quality e-services, e-participation
- increased clarity
- inventive teaching tools
- improved decision making, private public participation
- less paperwork

➤ **Benefits to students**

- increased participation in education
- personalized login for each student
- extensive saving in time, cost and efforts
- information and transaction services
- job opportunities
- social connectivity for collaboration
- students can access virtual lectures and seminars
- students can solve their problems like- examination queries, result verification etc.
- students can submit feedback to university

➤ **Benefits to colleges**

- data can be accessed easily
- electronic data exchange with university
- saving of hidden operational cost
- instant statistical report generation
- helpful for NAAC accreditation

➤ **Advantages of following online methods**

- improves the delivery of services to students
- enhances the quality of faculty by providing services like enrollment, examination, result, feedback, requests for documents, requests for certificates, issuing admit cards and ID cards, etc.
- provides timely alert to colleges through SMS /emails. E-governance in education
- imparts education and organizes the delivery of information and services

- Improves education, improves information, service delivery
- encourages student participation in the decision-making process
- makes administration transparent and effective

➤ **Innovative Teaching Tools**

The new technologies offer vast opportunities for progress in all walks of life with the introduction of new technological initiatives the structure of higher educational institutions has changed. The changing role of lecturers, the changeable learning environment and the design of e-learning facilities all contribute to a potentially more flexible organizational structure of higher education in rural area. The future delivery of education will be based through e-learning technology providing lecturers with superior teaching tools. The online methods enable more effective education and offer significant advantages over traditional teaching methods. This has been possible by technological implementation-based environments such as bulletin boards, virtual lectures and e-libraries and video conferencing.

With the help of above benefits and suggestions it is possible to design a system that is student centric and can provide a variety of services—informative, interactive, and transactional and integrated system across the entire spectrum of the education sector. Central Universities, State Universities, Autonomous Institutes, Deemed and Private universities and affiliated colleges will enter the data and cater to the need of regulating and coordinating bodies.

➤ **Conclusion**

The e-governance needs security for smooth information flow, best practice database and enhanced capacity for information analysis etc. Government should support by enacting favorable legislations and updated amendments for maintaining standards in the educational process. It requires completely new infrastructure, procedures, policies and working skills for producing and collecting online information. With the advent of ICT, electronic governance is an emerging trend to re-invent the way the higher education works, becoming a new model of governance. Such a comprehensive and integrated system can also enable authorities to analyze the performance of one of the best performing institutes and compare it with other colleges to identify the gaps. Through e-governance we improve the quality of higher education system in India. E-governance can create the transparency between the universities, colleges and students. It will bring forth, new concepts of governance, both in terms of needs and responsibilities. Many problems of higher education system can be solved by the Public Private Partnership model and e-governance.