The focus is on using the most suitable methods for collecting data, distributing the information, translating the data into useful information and taking corrective actions. The corrective action taken can be a log of student contact that can be linked with the institution’s management information system, creating a broader picture that can help predict student retention and look for support before a student drops out.

When thinking about how to implement an effective, streamlined student record system, planners should try to use existing administrative systems and processes, outsource where possible, and set up a student record system with the help of established software and database support. The focus is on using the most suitable methods for collecting data, translating the data into useful information and taking corrective actions. The corrective action taken can be a log of student contact that can be linked with the institution’s management system, and what they are expected to do.

e-Learning: A Systems View

Research and evaluation can be outsourced, creating a viable option especially for institutions setting up a student record-keeping system for the first time. Outsourcing must be constantly managed by the institution to ensure that there is a clear contract, agreements that are being met and the work is of the highest quality.

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INTRODUCTION

Records can tell a story of diverse groups of students that help institutions to continuously improve quality learning experience.

RELEVANT INFORMATION

Foremost the record system is used, the information that they might contain is:

- **Accuracy:** Being able to track students attendance correctly.
- **clarity:** The data is clear and understandable.
- **Completeness:** The data is complete and up to date.
- **Timeliness:** The data is available when needed.
- **Feasibility:** The data can be obtained and analyzed.
- **Value:** The data provides meaningful insights.

The challenge of student record management is to develop a clear picture of who needs what information.

**STUDENT RECORD MANAGEMENT**

Designing, developing, implementing and maintaining a student records system is not a one-time activity. There are a number of reasons why the student record system from registration to final examinations needs to be revisited.

Some common causes of records with which the institution may be faced with over the years include:

- The system is not designed to support the new teaching and learning environment.
- The system is not designed to support flexible delivery formats.
- The system is not designed to support academic partnerships.
- The system is not designed to support the institution’s goals and mission.
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The challenge of student record management is to develop a clear picture of who needs what information.

**RECORDS**

The challenge of student record management is to develop a clear picture of who needs what information.

**COLLECTING AND PROCESSING DATA**

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**COMPLAINTS?**

The challenge of student record management is to develop a clear picture of who needs what information.

**TRAIN RELEVANT SKILLS**

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**PRODUCTIVE QUALITY**

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**COMMUNICATION**

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**SUPPORT SERVICE**

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INTRODUCTION

Records cannot be denied a diverse group of students that help build trust while increasing the quality of the learning experience. By collecting and processing data, students, and parents can be informed about their progress, and the results can be used to improve the quality of the educational institution.

To design a student record system the institution must ensure that decision-makers have all the right data to make informed decisions. Generally, the data collected should be as accurate as possible, and it should be used to support the institution.

A better way to do this is to ensure that the student record system is being used to its full potential. When combined with the right data management tools, this system can provide invaluable insight into the institution’s progress.

Alert students to the dates learning packs were sent. Dear Student, Your study material was posted to you on 30 April this year. Don’t forget to let the office know when you receive it. A high percentage of materials were posted late, so it is important that you check the date on your postbag.

If you have not received your study material by the expected date, please contact your nearest Post Office. This information can be passed on to the educational institution.

The following checklist should help you to start or review your student record system.

COMMON TYPES OF RECORDS TO KEEP

There are many different types of records that can be kept. These records can be divided into two types: administrative and student-related.

COLLECTING AND PROCESSING DATA

The student record system should be designed to collect all relevant data. This data can then be used to make informed decisions about the institution.

INTEGRATE SYSTEMS

Institutions can integrate student record systems with other systems, for example, an institution may have records databases for everything from enrolment to finance. This can help to streamline the process of managing student records.

TABLE 1: CHECKLIST FOR STARTING OR REVIEWING A STUDENT RECORD SYSTEM

<table>
<thead>
<tr>
<th>COMMON TYPES OF RECORDS TO KEEP</th>
<th>COLLECTING AND PROCESSING DATA</th>
<th>INTEGRATE SYSTEMS</th>
<th>CHECKLIST FOR STARTING OR REVIEWING A STUDENT RECORD SYSTEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative records:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Administrative forms</td>
<td>• Collect all relevant data</td>
<td>• Integrate with</td>
<td>• Start or review your student record system.</td>
</tr>
<tr>
<td>• Reports</td>
<td>related to student records</td>
<td>other systems</td>
<td></td>
</tr>
<tr>
<td>• Financial records</td>
<td>such as enrolment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Attendance records</td>
<td>• Keep accurate and up-to-date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Grades</td>
<td>• Records should be accessible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Contact information</td>
<td>• Records should be accurate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Personal information</td>
<td>• Records should be up-to-date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Medical records</td>
<td>• Records should be accessible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Academic records</td>
<td>• Records should be accurate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Employment records</td>
<td>• Records should be up-to-date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Legal records</td>
<td>• Records should be accessible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Other personal records</td>
<td>• Records should be accurate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

RELEVANT INFORMATION

Verify that the data is complete and accurate. The system should be designed to collect all relevant data. This data can then be used to make informed decisions about the institution.

For example, a student record system could collect information such as:

• Names of students
• Dates of enrolment
• Contact information
• Grades
• Attendance records

Inaccurate records can positively impact the quality of the learning and teaching environment.

The challenge of student record management is to develop a clear picture of what "needs what information."
INTRODUCTION

Records can kill a team of diligent students who help build a productive and creative environment, quality learning experience.

Sophisticated databases for student record management now make it possible to free up time previously spent in endless data capturing, and expensive resources used for a primary purpose only, when they could serve multiple purposes. For example, a financial record system that tracks student fee payments is designed for the use of programme managers. As part of a learning management system, this financial record system is linked to an examination record system so that the various databases are experiencing the same data. This is the essence of a record management system.

The challenge of student record management is to develop a clear picture of who needs what information, by when, how they will use it and what consequences follow.

RELEVANT INFORMATION

For years, records have been used to retain the information they might otherwise have dispensed. Administrative and academic staff have been imperative in soliciting specific student data. "Record systems" have separate databases for enrolment and examinations. Example, an institution may have separate databases for enrolment and examinations.

Table 1: Checklist for Starting or Reviewing a Student Record System

<table>
<thead>
<tr>
<th>Possible Questions</th>
<th>Possible Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the system's purpose?</td>
<td>To track student progress and performance.</td>
</tr>
<tr>
<td>What information is collected?</td>
<td>Personal details, academic history, achievement.</td>
</tr>
<tr>
<td>How is the information used?</td>
<td>To improve learning outcomes, assess student needs.</td>
</tr>
<tr>
<td>Who has access to the information?</td>
<td>Program managers, educators.</td>
</tr>
<tr>
<td>What are the security measures?</td>
<td>Access control, encryption.</td>
</tr>
</tbody>
</table>

Common Types of Records to Keep

- Student registration records
- Student identification and personal records
- Educational and personal data
- Course designers and educators

Accurate records can positively impact the quality of the learning and teaching environment.

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The challenge of student record management is to develop a clear picture of who needs what information, by when, how they will use it and what consequences follow.
MANAGING STUDENT RECORDS IN DISTANCE EDUCATION

Written and researched by Christine Randell, Education Consultant, South Africa

The Knowledge Series is a topical, start-up guide to distance education practice and delivery. New titles are published each year.

EVALUATING THE EXISTING SYSTEM

When evaluating the existing student record system to see if it is a working assumption, and if there are needs, one must ask:

- How frequently should evaluations occur?
- Who is responsible for the evaluation?
- What level of granularity is needed?
- What happens if the evaluation reveals an issue?

Research and evaluation can be outsourced, a viable option especially for institutions setting up a student record keeping system for the first time. Outsourcing requires a contract to be established in order to ensure that the external agency is following clearly defined terms of reference.

DESIGN OR PURCHASE THE INFORMATION SYSTEM

One should be aware of their specific needs; from the information system and how it will fit into the overall student record system, the data collection system, and the overall student record system. One should match the systems based on their specific needs and the data collection system. The continued participation of students and staff in maintaining the system is critical for keeping student records, yet accurate records, interpreted as meaningful data collection can be a formal study or research project, like The Open University’s student retention study. Collected data can be transformed into information and processed as a series of useful statistics, like NAMCOL’s statistical digest. The corrective action taken can be translated into useful information and taken corrective actions.

TUTOR INVOLVEMENT

- Who is responsible for maintaining and maintaining the system?
- How will you collect the data?
- What happens if the data is collected?
- Who is responsible for acting on the results?

CONCLUSION

The socio-economic and practical activities within distance education programmes are closely linked. Educators often underplay the value of planning and implementing open and distance learning systems. A critical decision is whether to continue with the student record system or not, planners and decision-makers responsible for an integrated record management system, and what they are expected to do. The focus is on using the most suitable methods for collecting data, processing or not, planners and decision-makers responsible for an integrated record management system, that is, to co-ordinate the student record-keeping system, that is, to distribute the information. This can be outsourced, a viable option especially for institutions setting up a student record keeping system for the first time. Outsourcing requires a contract to be established in order to ensure that the external agency is following clearly defined terms of reference.

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Managing Student Records in Distance Education

The virtual environment in which the learning activity operates can be complex, and often the virtual student record system is part of an integrated record system that includes courses, records, and financial records. Collecting, storing, and maintaining data in a virtual environment can be challenging. This chapter describes the student record system in distance education and discusses the importance of developing an effective system. The discussion focuses on the design and implementation of a student record system and the ongoing processes of maintaining and upgrading the system. Effective student record systems can significantly improve the quality of distance education delivery, both for distance education students and educators.

EVALUATE THE EXISTING SYSTEM

When evaluating the existing student record system to see if it is a working system and if it is working well, the following questions should be asked:

• How frequently do student withdrawals occur?
• Who is responsible for maintaining the system?
• What is the student record system doing?

Asynchronous multiple-choice examination result of a student. The student record system must ensure that:

• The student record system is part of the institution's quality assurance system.
• The right methods are used to collect and process data, and to communicate the information.
• The right actions are taken to correct the situation.
• The right information is translated into useful information and taken further.

The focus is on using the most suitable methods for collecting data, for example, surveys, interviews, and focus groups. Data collection can be formal or informal, and the data can be collected at different levels, from individual students to whole programs. Data collection can be a formal study or research project. The data can be translated into useful information and taken further.

EXAMINE THE FUNCTIONALITY OF THE STUDENT RECORD SYSTEM

The student record system plays a crucial role in maintaining accurate records of student performance and ensuring that the information is used to improve the quality of the learning experience. The student record system must ensure that:

• The right information is translated into useful information and taken further.
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