

Finding Bottlenecks of EWU Advising Process Problems & Solutions

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Another copy prepared by another group member had been submitted for final submission

Existing Flow Chart of EWU Advising Process

Academic Part of Advising

1. Posting Advising List
2. Posting Advising Schedule
3. Meeting of Advisee & Advisor (for setting personal time schedule)
4. Approach for Advising
5. Response from PC, Software & Server
6. Input Data for Advising
7. Print Order
8. Collect Print Order
9. Signature by Student & Advisor
10. Submitting Another Part of Print-Out to Department Office

Account Section & Bank

11. Announcing Date of Payment & Add/Drop
12. Collecting Advising Sheet from Account's Section
13. Collecting Bank Money Receipt
14. Filling-up The Receipt
15. Get Approval (Signature) from Account's Section on Money Receipt
16. Payment to Bank
17. Getting Approved Receipt from Bank Counter
18. Get Payment Confirmation Letter from EWU Office by Post

In case of Add/Drop of courses Step 3-18 take place again.

Redesigned Flow Chart for Advising

1. Sending Advising Information to The Students Through eMail
2. Logging to Advising Software by Student through their Given eMail Address, Id & Password
3. After Logging, input the data into the advising database
4. Pay money through online/pay order/in cash to bank
5. Official confirmation send via eMail & Post

Problems

1. Problem occurs due to following manual steps of advising. Example: Posting New Semester Class Schedule, Advising List Posting, Putting Signature in Advising Sheets & Filling-up Money Receipt.
2. Problem arises for Long process of Advising & Payment System.
3. Problem of making pre-contact before advising with the advising because of mismatch of office hour with advisee & advisor.
4. Technical problem regarding to personal computer, network, advising software, electricity, print-order & print-out copy.

Solutions

1. Whole advising process need to go in Automation
2. The university will send eMail to each advisee and advisor that contains the tentative class schedule of advisor and advisee, so that they can meet in convenient time and required detail related to advising process respective to advisor or advisee.
3. Students will do their own advising in online individually and personally using their own EWU Id, eMail Id (given by university) & Password.
4. Payment will be done through online payment system. But cash system will also be there as many of may not cope with that hyper-technical system.
5. Each advisor will liable for his/her student's error/mistake done during advising process. And for that during the said period of time advisor & advisee may need to be visited.