Abstract

Prof. Dr. Rasha Abd ElAziz Youssef Shalaby

Using ICT to Improve the Egyptian Higher Education Business Processes: A Case Study

Applying business process modelling on higher education (HE) system enhances the understanding of the flow of work and the flow of information within and between its processes. In this research, Riva method is used to extract the essential processes of the higher education system and the relationships between them. The Arab Academy for Science and Technology and Maritime Transport (AASTMT) has been chosen as a major learning institution in Egypt. The structure of the learning process in the College of Management and Technology is analysed and modelled. This method simplifies understanding the nature of the learning system and disclosing unseen processes and activities that are performed in order to assess/examine the extent to which Information and Communication Technology (ICT) could be applied in this field. The essential business identified in the architectural model opens the door to compare the AASTMT system with other educational systems. The use of ICT in order to improve the HE business processes can also be generalisable.